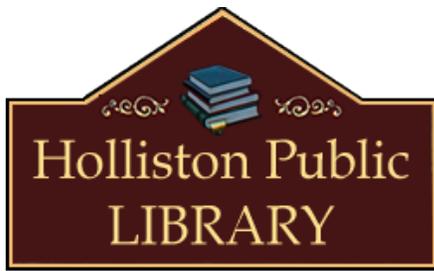


BUILDING PROGRAM

2024

**752 Washington Street
Holliston, Massachusetts**

01746



BUILDING PROGRAM

FEBRUARY, 2024

**Prepared by
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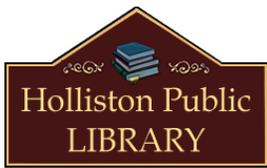
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BUILDING PROGRAM FEBRUARY 2024

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EXECUTIVE SUMMARY

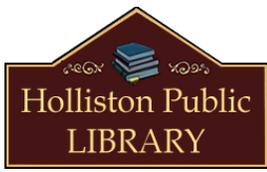
In its 2020-2025 Strategic Plan, the Holliston Public Library establishes specific mission, vision, goals, objectives and actions that recognize the need for a library building that will provide service and support to the town and its citizens. Its mission is, in part, *to enrich Holliston's citizens by linking them as members of the community in a safe, comfortable space.* The first goal expressed is: *The library will have adequate and secure space which can be used harmoniously as a community resource and gathering space.* Its first related objective is: *To make the library a welcoming place for all library users in a safe and pleasant environment.* Its second is: *To provide for future library services to the Town of Holliston.*

The vision, goals and objectives stated in the Long-Range Plan continued to be reflected in the conversations with staff and patrons; focus group and public forum findings and survey results that informed the development of this building program. Input reflected opinions and needs previously expressed in a 2020 study of space for children's services, stating that given the existing library, in order to add seating to the Children's Room the children's book collection would need to be reduced by fifteen to twenty percent. Respondents appreciate the Carnegie portion of building, which was very thoughtfully designed to be a public library and an important Town building, yet lament the challenges inherent in using the space, most significantly lack of seating and lack of program space. Of particular note is that Holliston continues to attract young families because single-family homes are more affordable here than in most other communities, particularly Metro-west communities, considered an easy commute to Boston.

This building program presents a framework which will guide the library as it grows from a facility well and carefully designed for an up-and-coming town in 1894 to one destined to meet the requirements of the townspeople in 2054, a population projected to remain close to the 15,000 it has today. It identifies the need to expand from some 9,217 net useable square feet and 12,000 gross square feet to some 19,000 net useable square feet and 24,750 gross square feet, in a building that is fully accessible to all patrons. The recommendations propose a structure that will be flexible and adaptable as the scope of library services evolves over three decades.

The library will offer space for a collection of some 72,600 items; 114 patron seats; 30 computer seats that also encompass adaptive technology and personal device stations; a creative technology space; quiet study rooms; and a social space that encourages conversation. The Auditorium will provide flexible space for additional and more varied programs. Staff space and storage will grow to support the larger collection and services and transform as technology and patron needs change. The many and wide-ranging programs presently offered can be increased and held in the library, not off-site at other venues. Library patrons will receive the services they need in a facility designed with sufficient space and parking to accommodate patrons, staff and community members. The library will meet all ADA requirements, follow universal design best practices, and integrate all elements of diversity, equity and inclusion (DEI) making it welcoming to every citizen.

This building program calls for an accessible library facility that serves as a social, cultural, and educational center of the community for patrons of all ages. It would not have been complete without the cooperation of Library Director Deric Wilson, Assistant Director Jennifer Keen, and the library staff. Public input, obtained via a survey conducted in the summer and fall of 2023, two public forums and two focus groups, summarized in Appendix II, was also critical to completing the picture.



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INTRODUCTION

When considering space requirements for a public library, it is helpful to examine two areas in addition to the existing structure. The first is the collection and resources; the second is service available to patrons, both what is currently provided and what could potentially be provided or be provided better with an improved building. A review of those two components brings into very clear focus the strengths and weaknesses of the physical plant. Library Space: A Planning Resource for Librarians published in 2021 by the Massachusetts Board of Library Commissioners highlights key considerations to be thought about during the planning process. An inclusive, functional, flexible facility; a viable location and site; and a building that provides spaces for citizens of diverse abilities are iterated. Coupling those guidelines with the mission and vision of the Holliston Public Library and incorporating input from staff, patrons and citizens, this Building Program will present sufficient information to the Holliston community to allow citizens to continue to carry out the library mission and fulfill its vision for at least the next three decades.

In its 2020-2025 Strategic Plan the Holliston Public Library establishes specific mission, vision, goals, objectives and actions that recognize the need for a library building that will provide service and support to the town and its citizens. There are five components to the plan: Building Utilization and Access; Collections; Programming; Technology; and Outreach. The first four make direct statements regarding building needs, as quoted in selected excerpts below.

Mission Statement

The mission of the Holliston Public Library is to enrich Holliston's citizens by linking them as members of the community in a safe, comfortable space and connecting them with the world of ideas, information and imagination in order to support their work, education, personal growth and enjoyment.

Community Vision

To empower the community of Holliston by providing opportunities for personal growth and social interaction that will inspire life-long learning and a love of reading.

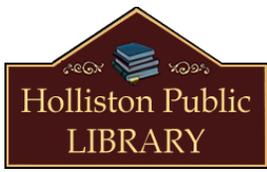
BUILDING UTILIZATION & ACCESS

GOAL: The library will have adequate and secure space which can be used harmoniously as a community resource and gathering space.

Objective A: To make the library a welcoming place for all library users in a safe and pleasant environment.

Objective B: To provide for future library services to the Town of Holliston
Actions

1. Use the information in the 2020 space planning study to plan for:
 - a. additional space for children's services including, but not limited to:
 - a larger play area
 - parent/caregiver area



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- outdoor space
 - storytime/craft room
 - social gathering area
 - homework/study space
- b. more small meeting rooms
- c. a dedicated room for tweens and teens with a makerspace and gaming equipment
3. Investigate further expansion for future needs in preparation for applying for a Planning Grant from the Massachusetts Board of Library Commissioners when the next grant cycle is announced.

COLLECTIONS

GOAL: The library collection will be up to date and in a format to meet the evolving needs of its users in the 21st century.

Objective A: To investigate and implement alternatives to physical collections.

Actions

2. Identify and take action on the portions of the print collection that must be strengthened and those that may be deaccessioned using circulation data.

Objective B: To continue to strengthen the tangible collection as needed for all ages.

Actions

- a. Expand graphic novels at all levels.
- b. Add to the Teens and ‘Tweens offerings.
- c. Add non-book resources including board games and puzzles.
- d. Increase the browsing collection for popular titles.

PROGRAMMING

GOAL: Programs, services and collections will meet the informational and entertainment needs of our patrons.

Objective A: To increase the amount and variety of programming for young people.

Actions

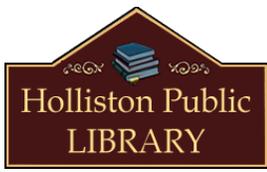
1. Provide or adapt programming for young people with special needs.
2. Provide art and STEM programs for Young Adults.
3. Build on the strengths of existing programming for pre-kindergarten children.
4. Explore LSTA grants annually and apply for at least one that meets Holliston’s needs.

Objective B: To offer formal and informal collaborations between knowledgeable volunteers and patrons interested in acquiring skills.

Objective D: To offer programs on topics patrons have requested.

Actions

1. Provide an increased variety of programs from diverse cultures, particularly those reflecting Holliston’s community members.
2. Host a trivia night.
3. Continue to provide joint programs with other town organizations.



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4. Investigate the possibility of providing joint programs with neighboring libraries with the intent of presenting at least one per year.
5. Continue to provide weekend programming.

TECHNOLOGY

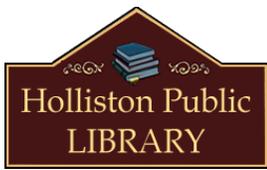
GOAL: Our patrons will have access to technology and will be able to use the library's electronic services.

Objective A: To provide equipment and services that help our patrons use technology and the library effectively.

Actions

1. Add a computer or tablet to the young adult section to be used in-house.
2. Ensure that school-provided devices (e.g. Chrome Books) work seamlessly between schools and library.
4. Provide public access to a laminator.
5. Explore and implement, if possible, the use of assistive listening devices for patrons attending programs.

The goals cannot be successfully met in the existing building, but the capability to meet or exceed all is embedded in the Building Program.



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TOWN OF HOLLISTON

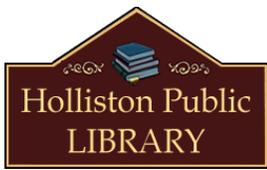
The town of [Holliston](#) is a middle-class suburban community with a population of 14,996 (2020 U.S. census), occupying 19 square miles, 22 miles from Boston in southern Middlesex County. Originally part of Sherborn, it was first settled in 1659 and incorporated in 1724. Its boundaries were changed in 1846 upon Ashland's incorporation, when the northern portion was included with portions of Franklin and Framingham to form the new town. It is bordered by Sherborn on the east, Millis on the southeast, Medway on the south, Milford on the southwest, Hopkinton on the northwest, and Ashland on the north. Holliston is governed by open town meeting, administered by three Selectmen and a town administrator. It boasts a newly created human resources department and in 2020 a sustainability coordinator and a facilities manager were hired. Holliston retains more of a small town, rural feeling than many of the more developed communities in the Metrowest area. In 2022 Holliston Cable Access Television produced a short [Viewpoint Community Profile](#) video, touting its highlights.

The town is within a short driving distance of Interstate 495 and the Massachusetts Turnpike (I-90). Residents who wish to take public transportation can do so at one of the nearby commuter rail stations located in Ashland, Natick, Framingham or Franklin. There is a bus that links Holliston with Framingham and Milford. Holliston is subject to the [MBTA Zoning Requirement for Multifamily Units](#) and has filed an action plan in compliance.

History and Business

Holliston was first settled in 1659 by Europeans from the Massachusetts Bay Puritans Colony and incorporated as a town in 1724 in honor of Thomas Hollis, a benefactor of Harvard College. Historically a farming community, Holliston continues to nourish its agricultural roots with seven active farms and two historic farm properties. An [Agricultural Commission](#) was formed in 2004 with the mission "to support, promote, and enhance the long-term viability of Holliston agriculture..." The [Community Farm Advisory Committee](#) manages a town-owned farm purchased in 2014. A non-profit organization, the [Bullard Memorial Farm Association](#) preserves the old structures and way of life of the Bullard Farm, first settled in 1652 and operated as a working farm until 1916. There are no big box stores or chain grocery stores. Many small businesses line Main Street. Further historical details are included in [The Open Space and Recreation Plan update 2013-2020](#).

The shoe industry was vital to the growth of the town in the nineteenth century but more recent business and industrial growth is limited by the total lack of sewers. As a result, the town has been spared the growth problems of some other communities but residents carry much of the tax burden. The Holliston [Economic Development Committee](#) (EDC) promotes, encourages and facilitates the development of planned commercial and industrial growth as is illustrated by the recent video [Bringing Businesses to Holliston](#), available on the Town website. EDC produced a [2018 Business and Community Guide](#), giving a summary of town businesses and services. The town website has a [Business Directory](#) with the disclaimer that it is provided as a service to residents and the town does not endorse the content or accuracy of the websites nor does it accept liability for the use of the site.



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There are a number of defined neighborhoods in town including the East Holliston Historical District which, according to the National Register of Historic Places application (02000636) runs along Washington Street, Massachusetts Route 16 from the Sherborn line to Massachusetts Route 126. Most of the properties date to the nineteenth century. The library is situated in the district but is not listed separately. Mudville, made famous by Ernest Thayer's poem "Casey at the Bat" is a residential neighborhood of single-family homes located near the town center within walking distance to the library. The Open Space Plan history section cited above states, "The tremendous growth spurt in the 1950's and 1960's (the population grew from 3,753 in 1950 to 6,222 in 1960, then doubled to 12,365 by 1970), opened up new areas for building and created little neighborhoods."

Recreation and Culture

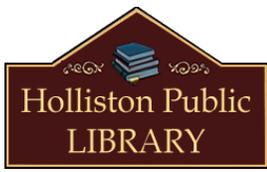
There is a clear desire for open space, parks, conservation and outdoor activities. Holliston has seven public parks overseen by the [Parks and Recreations Department](#) that are part of a master plan developed in 2019, and may be used by the public or rented for events. They each feature a variety of sports fields and picnic areas. Pleasure Point Park has a beach and Blair Square, currently being remodeled and updated, has a gazebo. [Pinecrest Golf Course and Anthony's on the Green](#) restaurant are owned by the town and open to the public.

The Rail Trail, part of the Upper Charles Rail Trail, overseen by the [Friends of the Holliston Rail Trail](#), stretches 6.7 miles between the Sherborn and Milford town lines. It accommodates non-motorized uses such as bicycling, walking, jogging, and cross-country skiing. The Holliston Public Library Story Walk is on the Rail Trail and many community activities are held along it. It passes through Blair Square which incorporates additional events.

A concerted effort has been made to preserve a friendly, small-town atmosphere with quaint shops, summer concerts, theater groups and local fairs and festivals. Service and social organizations, comprising among others, Boy Scouts, Garden Club, Historical Society, Lions Club, youth sports associations, and the Washington Street Players promote community involvement and provide grants to strengthen amenities for residents. Three consecutive September weekends feature annual events including [Farms Day](#), the [Holliston Historical Society's Harvest Fair](#) and the capstone, [Celebrate Holliston](#). [Celebrate Holliston](#) brings everyone together for a parade and booths that can be run by a plethora of organizations including non-profits, for-profits, town and school department groups.

Our Lady of Fatima shrine is a place of meditation and prayer along with churches and a synagogue. Mission Springs, a senior living facility, and several nursing homes serve the elderly. There are a few public housing units but little rental property. A number of over 55 housing developments have cropped up in recent years drawing new seniors to town.

In 2018, a major downtown traffic study was completed and traffic lights were installed at a central intersection on Route 16, the main east-west road traversing the town center, making downtown safer.



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Town Departments and Services

Sustainability

Per the town website:

The Sustainability Department was established in 2020 with the hiring of the Town's first Sustainability Coordinator.

The Department assists town officials, residents and businesses with increasing clean energy, reducing waste and adapting to climate change impacts. The Department collaborates with other municipalities, the Commonwealth and related stakeholders to implement sustainable, cost-efficient practices that reduce our carbon footprint and enhance the quality of life in Town.

As the library project continues, sustainability as defined and implemented by the town will be an integral component and the resources available through the department will provide invaluable support. Holliston has been designated a "Green Community" by the Commonwealth of Massachusetts.

Facilities

The Holliston Facilities Department will be a key component in the library process as it is, per the Town website:

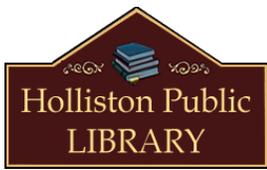
... responsible for making sure the Town's buildings and systems work harmoniously while ensuring these places in which people work, play and learn are safe, comfortable, productive and sustainable.

The Facilities Department manages the procurement of goods and services related to the repair, renovation and maintenance of the Town's buildings and systems. The Department also provides valuable insight into the long-term capital planning for major facility improvements.

Other town buildings it oversees include Town Hall, Fire Station, Police Station, Parks and Recreation/Veteran Services, Pinecrest Golf Club, DPW Highway and Water, and Senior Center, some of which may be relevant in decision-making regarding the library project. The Facilities Department Director is the Town Procurement Officer and will be at the forefront of the library project facilitation.

Fire and Emergency Services

The Holliston Fire Department is an all-call fire department and an on-call/duty EMS department with a full-time chief who oversees both. Recently added part-time clerical and inspector positions provide administrative support. The fire department has five stations and approximately 44 active personnel. On the EMS side are some 25 staff members. A comprehensive report, Holliston Fire and EMS Study conducted in 2022 by Municipal Resources, Inc. of Plymouth New Hampshire stated in the Executive Summary that it is extremely difficult to manage a full on-call department for a community the size of Holliston but the chief has been very successful in maintaining a solid call firefighting staff. It goes on to list one hundred recommendations for improvement.



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Police

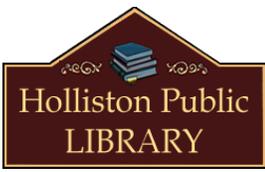
The Holliston Police Department issued a comprehensive Strategic Plan FY2023-FY2027 which provides the following statement:

The police department is comprised of more than 30 employees, with an authorized sworn strength of 25 full-time officers who provide public safety services to the community twenty-four hours per day, seven days per week, and three-hundred and sixty five days per year. The Department is headquartered in a two-level building on Washington Street/Rt. 16 which is located just outside the downtown area. The command structure of the department includes one Chief, two Lieutenants, five Sergeants, seventeen patrol officers, five full-time dispatchers, four part-time dispatchers, and one administrative assistant to the Chief of Police. The Holliston Police Department has a number of specialty assignments including two detectives, one court prosecutor, two school resource officers, one traffic safety officer, one K-9 handler, and four motor officers. Within recent years the emphasis of the Department has shifted from a traditional law enforcement role to a more proactive, community policing style to better serve our community. (p.5)

Holliston Public Schools

Holliston has four public schools. In the 2023-2024 school year Holliston High School educated some 800 students in grades 9-12; Robert H. Adams Middle School, enrolled 655 in grades 6-8; Miller School had 580 in grades 3-5; and Placentino Elementary was home to 686 youngsters grades PK-2. The 2022-2027 Strategic Plan, [Building Bridges Together](#) provides a comprehensive look at the well-respected district.

Holliston is heavily oriented towards families and education and a number of parent groups have a prominent presence. The school system is considered very good with long-standing French Immersion and Montessori programs alongside traditional ones. Approximately 3% of the students attend from other communities under the "School Choice" program. An additional seventy-two from other towns pay tuition to attend Holliston schools. The total in-district per pupil expenditure as of March 2023 was \$15,364.00. Of the \$63,310,722.00 in the FY2022 town budget 62% was allocated for the school department. Teens and their parents frequently lament the lack of a recreational community center although some services are provided by the library and the parks department.



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DEMOGRAPHICS

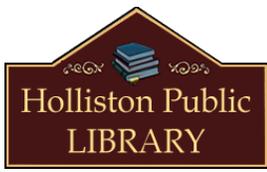
Population

The following information was obtained from the United States Bureau of the Census, <https://data.census.gov>, The American Community Survey (ACS) <https://www.census.gov/programs-surveys/acs/>; the [UMass Donahue Institute](#) (UMDI), and from Holliston documents.

The population of Holliston was 14,996 according to the 2020 United States census. **Massachusetts Municipal Summaries** Decennial Census P.L. 94-171 Redistricting Data, published by UMDI says the population grew by 8% between the 1970 U.S. Decennial census the 2020 census and by 10.7% between 2010 and 2020. The UMDI population prediction estimate, issued in May 2023, based on the 2020 US Census predicts a population of 12,837 in 2050. The town is included in the Massachusetts Bay Transportation Authority (MBTA) requirement to add affordable housing units, which is not accounted for in the 2053 UMDI projection. Approximately 12% of the population is over sixty-five currently and that age group is projected to double to 24% by 2050. The population of residents nineteen years of age and under is predicted to decrease by 5%, declining from 25.6% to 20.1%, based on birthrate estimates. The median age of Holliston residents is 44.2 years compared to a state average of 38.5. 84% identified as white alone, not Hispanic, 0.1% are Black, 6% Asian, 3.4% Hispanic and 3.8% mixed race, non-Hispanic. 67% of households consist of married couples and 29.7% of those include children under 18.

Town of Holliston Population - Age	2020 Actual 14,996	Percent of Total Population	2050 Projected UMDI	2050 Projected Percent of Total Population
Total per UMDI	14,891		12,837	
Under 5 years	643	6.73%	556	4.33%
5-9	1,002	7.68%	743	5.79%
10-14	1,143	6.56%	769	5.99%
15-19	977	4.61%	613	4.78%
20-24	686	8.59%	324	2.52%
25-34	1,279	12.20%	856	6.67%
35-44	1,817	15.33%	1750	13.63%
45-54	2,283	9.62%	2137	16.65%
55-59	1,432	8.23%	977	7.61%
60-64	1,225	9.92%	930	7.24%
65-74	1,477	5.16%	1334	10.39%
75-84	769	1.06%	1031	8.03%
85+	158	6.73%	767	5.97%

Based on population projections by the UMass Donahue Institute, Holliston may be smaller in the future, however, the Town Planner and other town officials believe that the population will remain in the 15,000 range because single-family housing is more affordable for young families than other metro-west communities and it is possible that over thirty years existing farms could be sold for development. The population estimate used for this Building Program is 15,000.



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Education, Employment, Income

96.5 % of Holliston adult residents have a high school education or greater, exceeding the Massachusetts percentage of 91.2%. 66.7% hold college or advanced degrees, higher than the 45.2% of the Massachusetts population.

According to 2021 American Community Service statistics, 71.9% of Holliston residents over the age of 16 are employed. Sixty percent work in management, business, science and arts, 16.6% are in sales and offices, and the remainder are in service, natural resources, construction, production and transportation. 73.5% of workers commute to their jobs by car, van, or truck, with the average commute time being 37 minutes. 2.8% take public transportation. 16.9% of employees report that they work from home. The estimated per capita income is \$66,563., as compared to the state median of \$89,645. 2.2% of Holliston citizens live below the poverty level compared to 13.1% of the statewide population.

Housing

According to the American Community Survey (ACS), there are 5,562 housing units in town, an increase of 9.73% since 2010. 4,959, or 90.4% are owner-occupied and 526 are rented. 33.4% have one or more residents under 18 while 32.9% have one or more residents over 65. In 2020, 9.3% were householders living alone and of that 5.6% were seniors living alone. The average household size was 2.7. The median value of owner-occupied housing units in Holliston is \$522,952. The average single-family tax bill is \$9,809. The 2024 EQV is \$ 3,243,894,200. Or \$ 218,591.00 per capita.

See Appendix III for an infographic prepared by 495/Metrowest summarizing the above information.

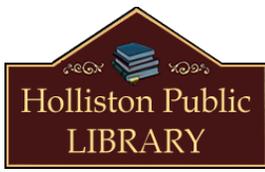
TOWN AND REGIONAL PLANNING

The Town of Holliston has a robust on ongoing culture of planning on its own and in cooperation with regional organizations. The town is involved in several initiatives with the [Metropolitan Area Planning Council \(MAPC\)](#) for both town-related and regional projects. [The 495/MetroWest Partnership](#), a public-private collaboration with businesses, municipalities, and other stakeholders, creates an environment that prepares for and cultivates sustainable growth. It provides an [infographic](#) summarizing Holliston's demographic and economic information viewable on the Economic Development Committee website and included in the Appendix to this building program. The [MetroWest Economic Research Center \(MERC\)](#) at Framingham State University, established in 1991, collects and analyzes data related to economic and demographic conditions in several Massachusetts regions including Holliston.

The documents summarized below represent a small sample of the plans in place, and were chosen because they reference the library directly or elements expressed have ramifications for the library planning process.

[Town of Holliston Strategic Plan – Draft July 27, 2023 – Fiscal Year \(FY\) 25](#)

Holliston is in the process of reviewing the draft of a strategic plan which references and builds upon many of their previous planning initiatives. The draft states Holliston's mission:



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Holliston aspires to be a community where everyone can live, work, play, learn, and create in a safe and welcoming environment.

and vision:

Together we nurture a safe, vibrant, sustainable, and inclusive community with equal and equitable opportunities so that all can thrive.

Following that are six guiding principles, and six strategic priorities derived from them, each with goals, objectives and performance measures. While all relate to the library and library use in some way, three are particularly germane and the last priority listed includes the library specifically.

- **Strategic Priority: Diversity, Equity, and Inclusion (DEI) (p.6)**

Goal Statement: Embrace our differences by supporting Diversity, Equity, and Inclusion (DEI) initiatives internally and externally to create a welcoming and inclusive community and attract and retain a diverse pool of workers, residents, and businesses.

- **Strategic Priority: Environmental Sustainability and Natural Resources (p.7)**

Goal Statement: Proactively plan for climate change mitigation and preserve natural resources by implementing and supporting policies and initiatives that promote sustainable practices across all sectors, including energy, transportation, agriculture, and infrastructure.

- **Strategic Priority: Continuous Education and Enrichment**

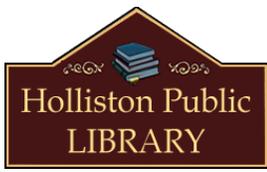
Goal Statement: Cultivate a culture of learning among residents and municipal employees to drive innovation, enhance skills, and help ensure the sustainable development of our town.

Objectives:

1. **Promote and encourage the use of the Town public library**, schools, and other partners to **provide lifelong learning opportunities.**
2. Create programming and communications that promote continuous education and enrichment opportunities that appeal to different demographics and generations, reflecting the needs of working and older adults.
3. Explore an intergenerational community center and promote interdepartmental coordination.
4. Collaborate with other Towns and organizations to provide local learning opportunities such as evening courses designed to accommodate working individuals.

Performance Measures:

- 25% increase in number of residents partaking in learning opportunities using Senior Center, Parks, and Library attendance metrics.
- Conduct benchmarking and research to understand the educational collaboration approaches in other municipalities that could be applied to Holliston and generate a Benchmark Report by 2024.
- Form a working group to investigate shared intergenerational spaces in 2025.
- Generate a report on a community center and community needs by 2026.



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Capital Improvement Plan

The Town of Holliston Five Year Capital Improvement Plan issued on June 17, 2022, covers FY2023-FY2027. The Holliston Public Library needs included are: Elevator upgrade; HVAC System repair or replacement; historic window upgrades for energy efficiency; and septic system replacement. The septic system replacement line states, “The timing of this project can and should wait to see if the current feasibility study for downtown sewerage presents the Town with viable alternatives to replacement of this and other septic systems. If septic system replacement is ultimately the path forward, the cost projection for FY2027 factors in inflation. (see Appendix [of the Capital Improvement Plan] for excerpts and details.)

The caveat attached to the sewer project is relevant to all four projects within the context of the library project, therefore it is recommended that no major library project is undertaken until the viability of the building project is settled.

Open Space and Recreation Plan 2013-2020 (OSRP)

The OSRP builds upon an earlier plan to continue to inventory recreational and natural resources of the community, and to incorporate the goals of protecting the unique resources for both citizens and visitors and protecting and acquiring open spaces. Although it was created ten years ago it contains an environmental inventory and analysis, an inventory of lands, and a compilation of maps that may provide support documents useful in the decision-making process.

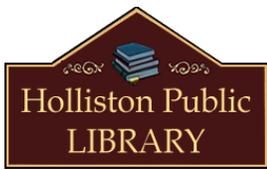
Aging in Holliston: a Community Needs Assessment

In cooperation with the Town of Holliston’s Council on Aging, researchers at the Center for Social & Demographic Research on Aging at UMass Boston conducted a study in 2022 focusing on the needs and interests of Holliston’s adult population. The final report had three intentions, the first targeted the planning and development of Holliston’s Council on Aging; the second seeks to inform planning of programs and services provided by the Senior Center; and the third, which is relevant to the library building planning, is to raise awareness of the needs of Holliston residents among both the community at large and other municipal departments and organizations that work on behalf of the community.

Holliston Local Rapid Recovery Plan

In 2021, under the auspices of the Economic Development Committee, Holliston participated in The Local Rapid Recovery Planning (RRP) program, a state-sponsored initiative established to help communities stabilize and grow the Massachusetts economy as a result of the economic impacts brought on by COVID-19. The plan invests \$774 million in efforts to get people back to work, support small businesses, foster innovation, revitalize downtowns, and keep people in stable housing.

For this effort, the LRRP study area is Downtown Holliston/Blair Square, located at either end of Central Street between Washington Street (Routes 126/16) and Railroad Street, and includes the Holliston Public Library. Several specific project ideas aimed at enhancing Downtown Holliston and other central areas highlight placemaking and streetscape improvements that affect the library. Tangentially, “Addressing the lack of sewer infrastructure will likely unlock much more economic activity,” bringing more people downtown and bringing more library users into the building.



BUILDING PROGRAM FEBRUARY 2024

LIBRARY PROFILE

The Holliston Public Library was built as the result of a ten-thousand-dollar gift from Andrew Carnegie. Constructed in 1904 in the Classical Revival style, the original six-thousand square foot building occupies a prominent place on Washington Street, the main street of the town. It was designed by J. Lawrence Berry of Boston, Massachusetts. In 1963 a Children's Room was created in the original basement. Plans for an addition, begun in 1976 and completed in 1985, doubled the space of the original Carnegie structure and provided an elevator, a meeting room and handicapped accessibility. The resulting 12,000 gross square foot structure has 9,217 net square feet of useable space and fills the entire footprint of the land owned by the town leaving no room for parking or expansion. The library is a town department governed by an elected 6-member Board of Trustees.

The Children's Room, meeting rooms, mechanical rooms and storage space are located on the lower floor which has a separate, handicapped-accessible entrance. The main floor houses adult fiction, non-print, magazines and newspapers along with local history. All areas of the library are regularly weeded. There are no major collection space issues with the main floor and mezzanine however the stacks do not meet ADA requirements because some aisles are less than thirty-six inches wide. The young adult section of the library, "The Teen Zone," occupies a comfortable but very small, open area in the mezzanine on the third floor.

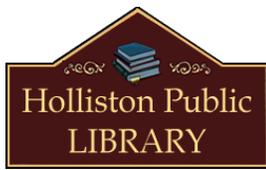
Upkeep of the building has been complicated and expensive despite regular maintenance, however, much progress has been made in the last eight years. Roof supports in the 1985 portion of the building collapsed in 2018 necessitating a complete reconstruction of the ceiling and trusses in 2018-2019. A significant section of the library was closed during this period but the staff continued to provide regular hours, services and programs. The basement ceiling, roof, exterior paint, burglar and fire alarms and boiler have all been replaced. The 2002 carpet has been replaced and the interior received a fresh coat of paint. The horsehair plaster in the 1904 section which crumbled due to past roof leaks has been repaired. New thermostats have been installed and repairs made to the air handling equipment, but those are not entirely complete. Heating and air handling, both on the five-year capital plan, will potentially be on hold as the building project is pursued. A sizable piece of the old stone work in the 1904 section fell in 2018 and an engineering study showed the need for extensive repair, which has since been undertaken as has repair to the front stairs.

There is no dedicated parking. There are three spaces on the street in front of the library and patrons use spaces owned by adjoining businesses. A town-owned parking opened across the street in October 2023.

6955 total residents of Holliston have library cards, and 6433 borrowers are registered at the Holliston Public Library.

Holdings and Circulation

The total materials holdings reported in the 2024 Massachusetts Annual Report Information Survey (ARIS) covering FY2023 numbered 199,749 including 58,765 books, and 8,906 non-print tangible items. There were 218,958 direct circulation transactions. Materials numbered



BUILDING PROGRAM FEBRUARY 2024

194,645 items of which 132,885 were print items, 22,980 were tangible non-print items, and 25,038 were loaned to other libraries. The remainder encompassed electronic resources. 36,322 items were borrowed from other libraries. Items circulate for three weeks.

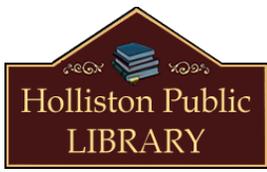
The charts below show a comparison holdings and circulation of books and tangible non-print items. Periodicals are not included because the collection is small and being phased out.

CIRCULATION	TOTAL MATERIAL CIRC 194,645 FY 2023		BOOK CIRC 131,529 FY 2023		NP CIRC 22,305 FY 2023		TOTAL TANGIBLE CIRC 153,834 FY 2023		FY 2022 MATERIAL CIRC 189,432
	ACTUAL	%	ACTUAL	%	ACTUAL	%	ACTUAL	%	
ADULT	100,665	52%	49,675	38%	10,309	46%	59,984	39%	94,627
YA	9,732	5%	9,589	7%	126	>1%	9,715	6%	10,326
CHILDREN	84,248	43%	72,265	55%	11,888	53%	84,153	55%	84,434

HOLDINGS	ALL 199,749		BOOKS 58,654		NON-PRINT 8,906		TANGIBLE 67,671		FY 2022 189,432
	ACTUAL	%	ACTUAL	%Books	ACTUAL	% NP	ACTUAL	%	
ADULT	127,315	64%	22,553	38%	6,278	73%	28,934	43%	108,608
YA	20,377	10%	7,179	12%	218	2.5%	7,397	11%	18,862
CHILDREN	52,057	26%	28,922	49%	2,116	24.5%	31,046	46%	50,364
% of Total Collection									
TOTAL	199,749		58,654	29%	8,612	4.3%	67,368	34%	

The total print collection size is within the median range described in Library Space: a Planning Resource for Librarians, Massachusetts Libraries Board of Library Commissioners/Sasaki [2021] p. 120. A modest increase in holdings is proposed however based on analysis of collection proportions between adult and children’s holdings and circulation, the percentage of adult materials will increase by 7%; the Young Adult collection will decrease by 3%; and the children’s collection will decrease by 4%. Locating the Children’s and Young Adult collections in close proximity on the same level, rather than two levels apart, will ensure that access to materials, especially by fifth and sixth graders, is both convenient and equitable. Physical non-print items such as compact discs and DVDs are used less each year as patrons increasingly stream services from home therefore that portion of the collection will likely dwindle to negligible over the medium and long term. Total circulation reflects the borrowing of non-tangible items is 21% of total borrowing.

There is an increasing demand for help with technology and reader’s advisory services. One-on-one help with devices (e-readers, smartphones, tablets, etc.) to access electronic resources is offered in both formal and informal sessions. Kindles, chargers and roku with multiple streaming services are available for loan.



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Hours

The library is open 51 hours per week, Monday-Wednesday from 9:30 am to 8 pm; Thursday and Friday from 9:30 am to 5 pm and Saturday from 9:30 am to 2 pm. The library consistently receives adequate funds to maintain state certification.

Staff

The director, assistant director and children’s librarian are full-time professional librarians. The assistant director heads technical services, young adult, reference and technology departments. The circulation supervisor’s para-professional position became full-time in January 2024 and the para-professional cataloger’s hours were increased from 19 to 24 per week at that time. There are 10 part-time library technicians and pages. There is a close team-like atmosphere and the staff is consistently rated as the best part of the library. There is no union. Two separate circulation desks increase personnel costs but make the library more convenient to use. Volunteers assist with ILL and technical services functions. There is no custodial staff. A cleaning company is employed and the highway department and local contractors provide maintenance and repair.

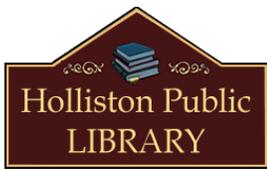
Programming

Programs offered are many and varied. There is a strong desire for a community center in town but so far efforts to create one have been unsuccessful, thus library has made continued efforts to play a part with recreational programming such as gaming, crafts, cooking lessons, music and art activities wherever space can be found in town. The chart summarizes programming statistics.

	FY 22 (FY23 ARIS)		FY 23 (FY24 ARIS)	
	P	A	P	A
BIRTH-5	132	1,557	60	845
AGES 6-11	120	1,350	88	4,633
YA	21	93	17	142
ADULT	57	413	74	748
ALL AGES	0	0	0	0
TOTAL	330	3,413	239	6,386

A very active children’s department schedule includes playgroups three times per week and performances, Lego club, story hours, and STEM programs for various age levels. In 2019, a thirty-thousand-dollar gift to the Friends to fund young adult and children’s programming over a period of years has greatly expanded activities and made the library much more vibrant and relevant. At least one parenting program is offered per year and a mindfulness series for kids has complimented efforts in the schools to support emotional wellness.

Afterschool programs featuring a Manga Book Club, an Anime viewing club, movies and stand-alone programs on gaming and cooking for young adults are successful. The young adult patrons are not strong users of non-print or electronic resources but they love to read.



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Twice monthly outreach to Mission Springs, a large senior living facility, two in-house book clubs, Saturday morning activities, movie screenings on school holidays and family game nights enhance offerings to all ages. A wide variety of adult programming, for example, instruction in Mah Jong, garden club, painting workshops and One Book, One Holliston, the annual community reading program, are all popular. The library obtains multiple copies of books to support over 20 private local book clubs, sponsors author talks in person or virtually and conducts a book club and monthly teaching sessions on electronic resources at the senior center. Joint programming with other town departments and the historical society has been very successful. Although in-person events were interrupted by the Covid pandemic, participation is rebounding.

Library Planning

Holliston Space Study April 2020

A space assessment study focusing on Youth Services was conducted November 2019 to March 2020 by the consultant who wrote the 2024 Building Program. Engaging the staff, the Board of Trustees and the general public, the intent was to suggest options to meet the need to create better spaces for children and teens and to describe a facility that would meet those needs in the short term, that is over the following five to eight years. It was anticipated that within that time the Massachusetts Board of Library Commissioners would authorize another Planning and Design grant round which would allow Holliston to take up a complete study of the building, along with the needs and services for all citizens.

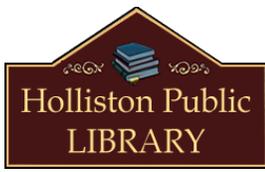
When the study process was begun there was a possibility that the town would purchase the adjoining TD Bank building, which was for sale at the time, anticipating that the existing structure could be used for adult services, meeting space, and storage. Some parking would become available as would needed storage space, and the lot on which the building sits would provide potential future expansion area. The town did not purchase the property and it was sold to a private entity.

The report concluded:

Using only the existing space in the current library means that the book collection will have to be reduced to make room for seating for children and that there will be no dedicated program space to be used for the young people either. Of the library's 9,217 square feet, approximately 1,580 square feet on the first floor (ground level) is devoted to children. Most of that space is occupied by books leaving little room for people. Based on the information in this report the staff has made decisions and is taking action to provide space in the Children's Room for study and comfortable seating for youngsters from age 0 to 12. The Teen Zone will remain in place for the short term but actions will be taken to ameliorate the noise and to add space for the collection.

Library Services and Technology (LSTA) Grant October 2022

The Holliston Public Library was awarded a ten-thousand-dollar LSTA grant to create a new "Stay and Play" space in the Children's Room. The goal of the new space is to encourage children to stay and play with the intention that the library will inspire imagination and learning, ultimately creating a space they will want to return to not only for books but also for social interactions and free play and guided play. To accomplish the plan, the Gilman Room, which is the library's basement meeting room, has been repurposed into a vibrant, child-friendly environment. When the room is needed for other programming, children's furniture and equipment is moved and appropriate seating is set up.



BUILDING PROGRAM FEBRUARY 2024

Capital Improvement Plan

The Town of Holliston Five Year Capital Improvement Plan FY2023-FY2027 includes the items listed below. Note the statement in bold (editor’s emphasis) regarding the septic system.

Town of Holliston, Massachusetts
Five Year Capital Improvement Plan Fiscal Years 2023 – 2027

FACILITY: Library

(Library Trustees; Carnegie Classical Revival Style)

LIB-FAC-5:	Library Elevator	\$75,000
Requestor:	Facilities Manager (Dude Solutions); Library Trustees	
Source:	Capital Expenditure Fund (CapEx)	
Funding:	FY2025 projected	
Description:	Dude Solutions tracking maintenance calls and costs. Currently, no public safety concern, but a change in safety status could accelerate this project.	
LIB-FAC-8:	Library HVAC Systems	\$94,600
Requestor:	Facilities Manager (Dude Solutions); Library Trustees	
Source:	Capital Expenditure Fund (CapEx)	
Funding:	FY23-27 projected	
Description:	Dude Solutions standard approach to replacement of HVAC units.	
LIB-FAC-9:	Library Windows (Historic)	\$100,000
Requestor:	Facilities Manager (Dude Solutions); Library Trustees	
Source:	Community Preservation Fund (CPF)	
Funding:	FY2024 projected	
Description:	Similar to the process of replacing windows at Town Hall in FY2022, the process of improving energy efficiency with new windows will require some additional red tape with Historic Commission approval, but also makes the costs applicable to the CPC.	
LIB-FAC-6:	Library Septic System	\$100,000
Requestor:	Facilities Manager (Dude Solutions);	
Library Trustees Source:	Capital Expenditure Fund	
(CapEx)		
Funding:	FY2027 projected	
Description:	The timing of this project can and should wait to see if the current feasibility study for downtown sewerage presents the Town with viable alternatives to replacement of this and other septic systems. If septic system replacement is ultimately the path forward, the cost projection for FY2027 factors in inflation.	

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THE SITE



The Holliston Public Library is a Carnegie building in the Classical Revival style. Designed by J. Lawrence Berry of Boston, Massachusetts, constructed in 1903, it occupies a central location on Washington Street, Massachusetts Route 16, the main street of Holliston.



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Plants line a walkway along the west side of the building creating a pocket park maintained by the Holliston Garden Club that serves to buffer driveway traffic from the adjoining business.

The photograph on the right shows the west façade facing Washington Street. The cyclone fence is on the property line. Below is the view from the south (rear) with the lower-level emergency exit and access to the east boundary.



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A bus stop and bike rack are conveniently located in front of the building as are three on-street parking spaces.



The curb and fence along the sidewalk east of the library delineate the land owned by the library. The parking spaces line the driveway which belongs to the adjoining property whose owner allows patrons to park there.

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The lower-level entrance is located halfway down the ramp from Washington Street. To return books to the book return drop box patrons must exit their cars and walk up the ramp.

The drain grill outside the lower door was replaced in December 2023 after a patron sustained an injury.



Curbside delivery is provided at the end of the walkway. The location is convenient for patrons but children in the Gilman Room (the toddler play area and children's activity room) must be watched carefully to ensure they don't exit.



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Parking at the rear is owned by adjacent property owners who allow patrons to park.

Limited staff parking is found in the bank parking lot adjacent to the brick building in the upper left of the photo to the right.



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THE PHYSICAL PLANT



The Holliston Public Library sits in the Thomas Hollis Historic District, an approximately one-mile stretch of Washington Street. The description given in the National Register of Historic Districts Registration Form (1989) states that the library:

...in neoclassical style was built in 1903. The one-story, H plan brick building rises from a granite basement with a watertable of pink granite; the building is capped by a hipped roof of grey slate. The three-bay façade is framed by oversized quoins of brick. The recessed entrance is set within an entrance pavilion crowned by a bracket-supported pediment; the entry is marked by squat Doric columns supporting a granite name plaque. Windows are capped by brick flat arches and rest on plain sills. Exterior chimneys are located on the end walls. A large three-story rear addition was added ca. 1986, and double doors in the main entry have been replaced.

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The main entrance from Washington Street through the newly added double doors leads to the main, or middle level of the three-story building.



Access to the lower-level stairway is to the immediate right of the entry between Technical Services and the Circulation Desk.



The Circulation Desk is within the original Carnegie building.



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The entrance is flanked by two original rooms. A small meeting/ study room with a table and four chairs is on the left. Technical Services is on the right. Note the large self-checkout station blocking the passageway, and lack of doors.



A charming fireplace, periodical shelving and comfortable chairs line the west wall of the original building, but the chairs are seldom used because the space between the chairs and the new book shelves opposite them is not wide enough to allow comfortable seating as others peruse books.



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On the opposite side of the Circulation Desk from Technical Services is the walkway to the elevator and one set of stairs to the original second floor. The view to the elevator is blocked by the screen separating circulation services from the public.

The view on the right looks back toward the main entry and shows the circulation desk on the right, beyond the arches that delineate the original building.



The bird's eye view above left and at floor level above right show the center of the main reading room. The main floor-level view shows all adult stacks on both the main floor and mezzanine.

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The alcove visible in the bird's eye view on the previous page, under the three over three windows, and to the left contains the Assistant Director/Young Adult Librarian's desk.



Additional public computers are tucked in where space allows on the east wall.



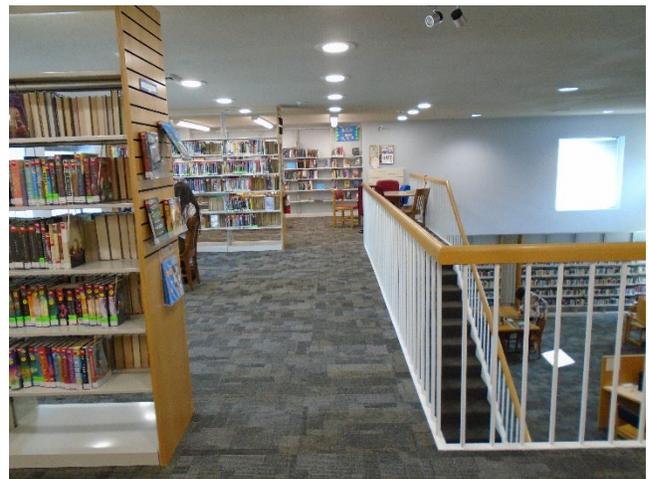
Non-print materials line the west and south walls at the rear of the main floor under the Young Adult area.

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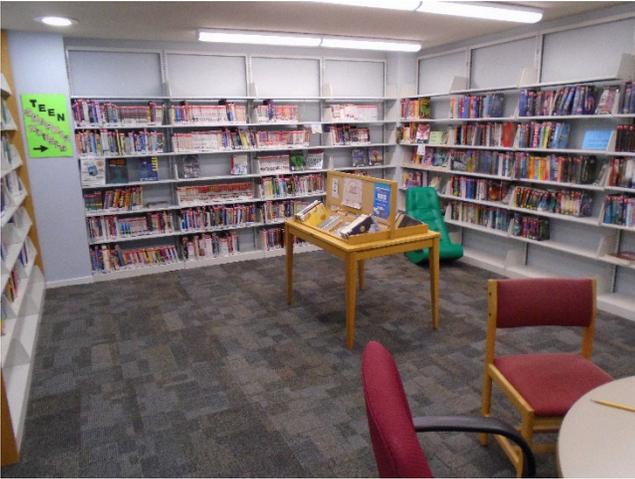
Comfortable seating on the main floor includes periodical shelving and is located under the mezzanine with a view to the parking lot and shops.

Adjacent to the lounge area is an adult work space.



Access to the mezzanine via main floor stairs leads to the Teen Zone.

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The Teen Zone is composed of two bays separated by shelving and looks directly over the main library space.



Stacks holding adult non-fiction line the east wall. They are not ADA-compliant because they do not provide space for a wheelchair to turn.



The transition from the original building to new construction on the mezzanine has a comfortable reading niche.



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The only individual study room is opposite the reading nook.



The Director's Office, located at the top of the stairs in the original building, is small and has no storage. It features a window with a view of the main floor. The corridor outside the office gives elevator access.

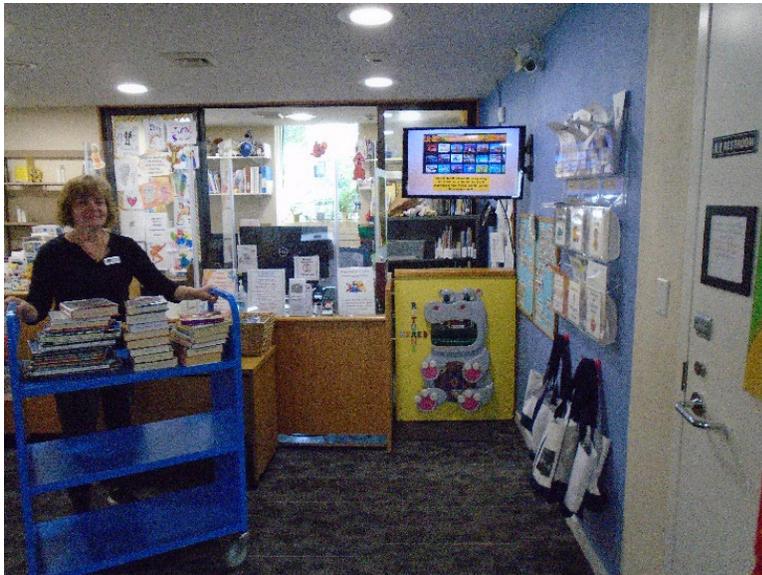


Stairs and corridor to the mezzanine outside the Director's Office. The elevator is to the left of the window.

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The Children's Room is on the ground level of the building, accessed from steep steps behind the Circulation Desk and by elevator or directly from the outside walkway on the east.



It faces the Children's Services Desk. The door to the only accessible public restroom is visible on the left and the Children's Librarian's Office opens to the rear.

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The foyer, which has a door to the Gilman Room, also holds portions of the collection and serves as a display space.



The Director's Office serves more as a storage room than as professional workspace. The sliding glass door has never been closed.

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The door from the Children's Room to the Gilman Room is on the left in the photo below.



A variety of seating options for children and adults occupies approximately one-third of the Children's Room, with four seats for very young children at a small table, four seats for school-age youngsters at a larger table and an adult-sized loveseat.



Two public computers share a table with the frequently-used self-checkout station.



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Shelves are full and every inch of available space is used to hold the collection.



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The Marion E. Gilman Room, the library meeting room, has been converted to children's activity space, using a recent Library Services and Technology (LSTA) Grant and is heavily used. To accommodate adult meetings, when necessary, the children's furniture is pushed aside and the chairs (seen at the top of the photo below) are set up.



2023

The photo on the right taken in 2019 shows the previous configuration of the Gilman Room set up for an adult program.



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A kitchenette, barely accessible to anyone because the door opens into the sink, is behind the mural.



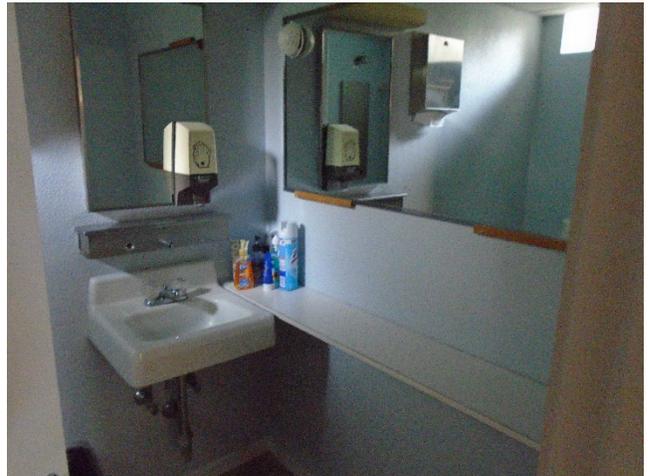
The ground floor is also home to two spaces under the original Carnegie building: a small meeting room formerly used for technical services until a leak caused a move,

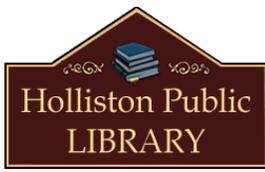
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and off it at the rear, the “Staff Room,” also known as storage.



The door in the photo above right leads to the staff restroom.





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NEEDS ASSESSMENT

The vision of the Holliston Public Library, as stated in its 2020-2025 Strategic Plan is:

To empower the community of Holliston by providing opportunities for personal growth and social interaction that will inspire life-long learning and a love of reading.

The Holliston Public Library has substantial needs that must be met order to realize that vision. While the library is in the fortunate position of being partially accessible to all because it has a barrier-free entrance, an elevator, and one accessible restroom, it nonetheless falls short in providing total accessibility. Overall lack of space for collections, patrons, programming, staff and parking means this busy library cannot provide optimum service to the constituency it serves. Public input via a survey and various focus groups and public forums supports the needs.

Accessibility

- *The need for an easily accessible entrance*

The barrier-free door on the lower level is blocked from the driveway by a metal fence along a sloping sidewalk ramp that is not covered to protect it from the weather. To access the door patrons must enter the ramp from the top of the driveway and proceed downhill or the bottom of the driveway and proceed uphill. Both are difficult for those in wheelchairs, those pushing strollers, wrangling toddlers or carrying books.

- *The need for an updated elevator*

The existing elevator was installed in 1986 and is large enough for a wheelchair, but does not meet later building code updates. It on the town capital plan list for improvement in the next two years.

- *The need for more and better restrooms*

- One small unisex accessible restroom near the Children' Room is not sufficient to meet the requirements of the many parents with small children who use the Children's Room and patrons who attend programs.
- One small non-accessible restroom on the main floor is insufficient for adult services and very difficult to use for parents with young children.

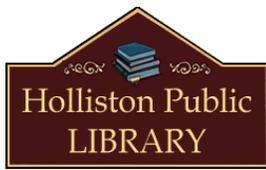
- *The need for wheelchair access to all areas of the collection and services*

- Wheelchairs cannot navigate through the Children's Room because the myriad shelving units block aisles to the stacks
- The adult stacks on the main floor and mezzanine are 36" wide however the aisle at the back of the stacks is 30" wide, therefore, persons in wheelchairs cannot go down one aisle and up the next, nor can they turn around, They must back out.
- Service at the Circulation Desk is standing-height only.
- The Staff Room and staff restroom are difficult to negotiate in a wheelchair.

Collection Space

- *The need for increased adult collection space*

- The existing approximately 1,750 square feet of adult shelving falls some five-hundred (500) square feet short of what is needed for the existing collection and more than twelve hundred (1,200) square feet short of the projected thirty-year collection needs.



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- The existing shelving is one-size-fits-all, and fixed not flexible.
- New books line the entry from the front door, which is also the passage from the stairway up from below to the adult collection. Patrons browsing the new book collection interfere with circulation activity and with persons transitioning between rooms.
- *The need for a small (less than 100 square feet) increase in Teen Zone (Young Adult) collection space*
- *The need for an increase of 1,000 square feet for the Children's Collection*

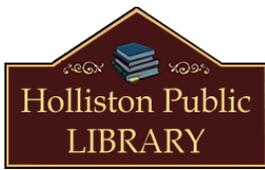
The existing children's collection in all forms is spread throughout the Children's Room and the accessible entry way, which also leads to the Gilman Room where programs are held. The entry is small and cluttered and browsing through materials interferes with persons passing through to the elevator, the stairs, the meeting room, the Gilman Room and the children's collection. Most of the books in the Children's Room are on shelves, and one range is too tall for the youngsters to reach. Other elements are spread in bins and other alternate shelving, which causes barriers to clear passage through the room. Items hung on walls or stands also intrude into walkways.

- *The need for consistent, easy-to-see, well-organized book display space*
- Currently books are displayed all over the library on table tops, shelf tops, wall-mounted units, and rolling shelves, often occupying space that could be used for patrons services.

Patron seating and work space

- *The need for sufficient and appropriate tables and chairs, lounge seats, and alternative seats at carrels, pods or benches.*
 - Adults have two carrels, and two tables with four chairs at each, for a total of ten, where twenty are required. Lounge seats number eleven, with seven in a cluster at the rear of the main floor. The need is for twenty-two distributed around the library more convenient to portions of the collection.
 - Young adults need three more table seats. They do not have any lounge-type seats which must be added.
 - The Children's Room has only two tables, each seating four, one for preschoolers and the other for very young children, two child-sized lounge chairs and two seats for parents. All are crowded into the space. There are no table seats for school-age children except two at computers therefore children must go to the Teen Zone or use adult seating in the main library. Children age 9-11, not quite "tweens, say they are uncomfortable in both spaces; adults believe the youngsters are encroaching on what should be adult tables and chairs. There is a need for six table seats for school aged children and 8 lounge seats.
 - There is a dire need for additional computer work space in the Children's Room. The two existing computers are frequently in use, sending the young patrons to use adult computers, taking adult computer use away from them.
- *The need for quiet study rooms*

One small study room on the mezzanine accommodating one person comfortably, and a small room on the main floor seating four at a table are the only private workspaces in the library. Three small rooms and two larger rooms are required.



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- *The need for wired workstations*

The library provides eight public computers with internet access but it does not have a space for patrons who bring their own devices to plug in, nor does it have a location where patrons may use assistive technology.

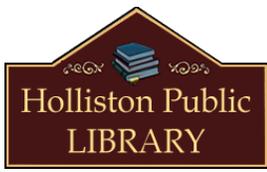
Program space

- *The need for more, larger, and more varied program spaces.*
 - The existing Conference Room, formerly Technical Services, holds twenty-five in auditorium-style seating, and the Gilman Room holds fifty-eight. Larger programs must be held off-site. The Gilman Room has been converted for daily use to a children's "Stay and Play" space, solving the problem of interactive space for little ones but limiting daytime adult programming. Each time the space is used for adults or teens the children's items must be cleared out and adult chairs and tables set up. The process is reversed at the end of each program. A 150-seat dividable auditorium would allow more extensive programming to meet demand.
 - The Gilman Room where very young children spend time has a door leading to the parking lot which must be monitored. It is the door adults use for materials pick-up and is kept unlocked from the outside when the library is open. This creates a safety issue both because a child could leave on his or her own, or an adult could slip inside and lure a child away.
 - Conducting the active teen programs in gaming, Anime and movie viewing require using portable equipment which must be set up for each program then broken down and stored. Active programs including cooking and various crafts are limited by space and equipment. A creative program/makerspace is needed to expand the variety of programs for both teens and adults.
- *The need for town-wide program space*

Town-wide there is insufficient diverse program space which means the library cannot easily find alternative locations for its programming.

Staff Space and Storage

- *The need for additional and larger staff office space.*
 - The Director's Office is less than one hundred square feet in size and has no storage other than one file cabinet.
 - The Children's Librarian's Office is approximately seventy-five square feet, and is primarily used for materials storage. It has a sliding glass door that cannot be closed because it will block activity at the Circulation Desk.
 - The Assistant Director has a desk in the middle of the main floor.
- *The need for staff work space.*
 - Technical Services is located on the main floor in an alcove-type room that cannot be closed to the public. All processing work must be performed on the single desk or on the tops of low counters built in when the library was constructed.



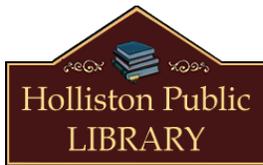
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- Neither the adult's nor children's circulation desks have adequate space for staff tasks. The adult staff has less than one foot of countertop space. There are no seats for staff behind the desks.
- *The need for a staff room that does not serve as a de facto program supply storage room.* Storage is meager and inadequate. What is not stored in the staff workroom and Children's Librarian's Office is on open shelving around the library.

Parking

The need for parking.

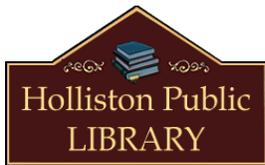
The library occupies the entire piece of land it owns leaving no room for parking. Abutting neighboring businesses, share some of their spaces with the library, but there are three separate owners in what appears to be a single parking lot. A bank that is not adjacent has dedicated two spaces to staff parking. The town has opened a public parking lot across busy Washington Street.



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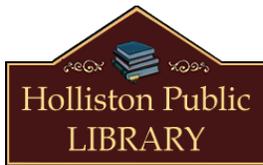
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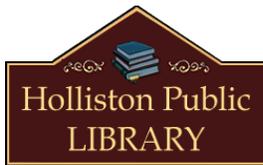
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AREA DESIGNATIONS INTRODUCTION

The worksheets in this section give specific details which will aid in designing a plan for the library. Some areas overlap, some areas are unique and specific. All observations and suggestions are based on generally accepted state and national library guidelines and standards as stated in Library Space: a Planning Resource for Librarians, Massachusetts Libraries Board of Library Commissioners/Sasaki [2021]. The area designations are presented as they relate to each other, forming major functional components including adult public service and collection space; children's and young adult space; staff space; meeting space and outside space. Because access to information and the way libraries provide that access is evolving rapidly given technologic developments, and because the building is expected to serve for at least thirty years, several areas within this section have been deliberately linked to create spaces that can be adapted conveniently. They are ***Flexible Collection and Comfortable Seating; Adult Study and Quiet Seating; and Youth Services***. Those areas, while separated by designations, should also be considered to be units of space that can be easily modified as the years and needs progress and evolve. It is unlikely that there will be print periodicals or DVDs thirty years hence, however, there may be other media that replace them, so what is required now to make disparate materials available will change.

In addition to the areas described in the following pages, the general concerns bulleted below must be heeded throughout the process.

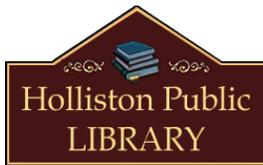
- Universal Design: Principles of Universal Design, including but not limited to assistive technologies; adaptive technologies; and sensory considerations must be implemented. Incorporation of universal design principles, including accommodations for sensory amelioration, and hearing and vision conditions in addition to creating a barrier-free environment for those with mobility challenges fosters a library that recognizes and provides for diversity, equity and inclusion.
- ADA: All work must comply with local, state and federal ADA regulations.
- Automatic door openers must be installed for all doors.
- Visibility: Staff members must have clear lines of sight to all parts of the service area for which they are responsible. Staff work stations must be located in each department to allow unobstructed views throughout the department. If there is to be more than one floor open to the public stairs and elevator must be in view of staff at the Main Service Point, and/or children's room. If there is a basement with staff-only access, the elevator must be keyed to block use by general public.
- Seating: Seating configurations will change either by desires of new library staff, public demand or changes in usage patterns therefore all seating must be flexible.
- Signage: Signage must be carefully designed to facilitate *wayfinding*, that is to direct patrons in terms that are clear to them rather than in "library vocabulary." Staff must have primary input into design and development. Signs must be abundant and large enough to read easily. Using colors is highly recommended. Signs in more than one language may be required.
- Acoustics: Plans must allow for noise to be absorbed or diffused in order that necessary conversations not distract patrons who need silence. Carpeting, wall, ceiling surfaces and architectural elements must be chosen for their form and function in deadening noise.
- Lighting: Both general and task lighting must be provided. Task lighting must be appropriate and adequate in all areas. Lighting must be flexible to allow different uses of spaces over time. Lights should come on immediately when the switch is flipped, not on a delayed basis such as is the case with some energy saving fixtures. Alcoves must be properly illuminated. LED fixtures are highly recommended. Replacement parts must be easily acquired. Bulbs must be easily reachable to



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Be changed easily. Consider motion-activated lights in appropriate areas. See specific notations in Area Designations.

- Daylight: When incorporating natural light, it is important to consider that sunlight harms books, yet is beneficial to humans. Careful attention must be paid to the judicious placement of windows in areas frequented by people, not dedicated to books. Attention must also be paid to the orientation of the building. East or west-facing windows located improperly cause personal discomfort and interference with ability to read computer screens at certain times of the year as the sun rises and sets.
- Consider light-activated window shades.
- HVAC: All controls must be within the building, not in a remote location off site. Controls must be simple to operate. Pay careful attention to zones and ceiling heights to ensure even heating and cooling. Place thermostats in locations that record overall temperature accurately. All air handling units must operate silently. Consider separating ventilation from air conditioning and heating.
- Air Quality: Ensure that air handling systems meet the most up-to-date capabilities, including proper filtration and air exchange rates to ensure protection from airborne diseases such as Covid.
- Electricity: Appropriate and adequate electrical service must be provided. Specific locations for computers must include surge protectors. Receptacles must be located at appropriate heights and in convenient locations for designated uses. Although wireless technology may be in use, conduit of sufficient diameter to allow for hard wiring and cable of any sort must be included to ensure future technological advances will be executable.
- UPS: An uninterruptible power supply (UPS) for, at minimum, the main network file servers, must be included.
- Consider a full-building generator.
- Computers and networks: Appropriate head end equipment, conduit, wiring, and cabling must be provided for based on present and future requirements for resource-sharing network and LAN service and local cable access. A technology expert should be consulted to determine specifics.
- Building support: Books are heavy. According to engineering standards, live load must accommodate 150 pounds per square foot.
- Durability of Fabrics and Finishes: All fabrics and finishes must be able to stand up to use by patrons, and should be easy to clean and maintain. Consider carpet tiles for carpeted areas especially those have high traffic (corridors) and high maintenance (children's room) for easy and efficient maintenance.
- Fabrics must meet municipal and state fire codes.
- Storage: Storage needs for specific areas are included in each area description and a general storage area description covers long-term needs. Careful attention must be paid to ensuring that placement of storage is efficient, effective, and secure.
- Flexibility: Above all, plans for the library must be flexible. Modes of access to information are changing rapidly. Needs of patrons will vary as technology evolves. No irrevocable decisions should be made in the design process.
- Holliston is a "Green Community" as defined by the Commonwealth of Massachusetts therefore plans must conform state regulations. Green design principles and practices must be integrated throughout the process by using energy efficient windows and mechanicals, optimum insulation, and materials including energy efficient lighting and low VOC fabrics. Strive for LEED gold or Platinum certification and a net-zero building.
- Security: The building must be safe and secure for patrons and staff. Consider a materials security system, CCTV as needed, motion sensors and alarmed doors with direct connection to police and fire departments as identified by staff in the design process.



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Area Designation: MAIN ENTRANCE **Area Required:** Entry/egress as required by state and town Building Codes

Functions Performed: Allow patrons to enter and exit library and Auditorium; allow access to lockers and book vending machine outside the library; provide air lock between outside and Vestibule.

Occupancy: **Staff** 0 **Public** 8-10; up to 150 for programs.

User Seating: **Staff** 0 **Public** 4

Furnishings: Outside book return drop; Exterior Book Retrieval (Lockers); Benches

Storage:

Shelving: 0

Material capacity: 0

Equipment:

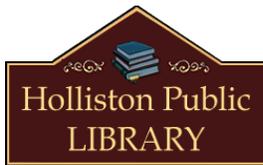
Adjacent to: Vestibule; Auditorium entrance

Close Proximity to: Parking lot; elevator (if required)

Distant from: Quiet areas

Architectural features: The main entrance must:

- Be clearly evident from the parking area;
- Provide clear direction/signage for patrons to library and Auditorium;
- Be in clear view of staff at the main service point;
- Comply with ADA requirements;
- Provide automated doors;
- Be designed to facilitate traffic flow to and from outside the library without clogging the doorway;
- Allow adequate space for those attending programs to enter and leave comfortably without interfering with regular library operations;
- Allow access to the Auditorium when the library is closed;
- Allow adequate space for a return book drop outside the main traffic flow. The book drop could be a drive-up or walk-up receptacle depending upon the relative locations of the parking lot, driveway and main entry;
- Allow adequate space for exterior book retrieval, lockers where patrons may pick up holds when library is closed;
- Have 2 benches;
- Include an airlock foyer to assist in energy conservation, and an overhang outside for additional protection from the weather;
- Opening and closing of the door should not create uncomfortable conditions, e.g., cold drafts or blasts of hot outside air, for staff or patrons.



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Area Designation: EXTERIOR BOOK RETRIEVAL **Area Required:** 100 sq. ft.

Functions Performed: Allow patrons to pick up or select materials without entering the building or when library is closed.

Occupancy: **Staff** 0 **Public** 1-4

User Seating: **Staff** 0 **Public** 0

Furnishings: Self-service book dispenser vending machine; 30 individual lockers, size TBD

Storage:

Shelving: 0

Material capacity: TBD

Equipment: Self-service book dispenser vending machine; secure lockers

Adjacent to: Main Entrance

Close Proximity to: Parking lot

Distant from:

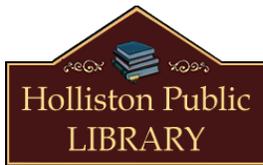
Architectural features: Exterior book retrieval may be implemented for two reasons, and each may be treated differently. The installation of lockers will allow contactless retrieval of materials patrons have requested from the library. The installation of a book vending machine will allow patrons to select materials without entering the library, and is especially useful when the library is closed. Provision should be made for both options. Both options must be sheltered from the weather and both must be handicapped-accessible.

Lockers must:

- be of sufficient size to accommodate up to 10 titles of various dimensions
- have provision for keyless entry
- be conveniently located for staff to fill and maintain – consider pass-through system
- be designed to withstand outdoor weather conditions

The Book Vending Machine must:

- be located at a power supply
- have wireless access
- be protected from weather as detailed by the manufacturer. It cannot be exposed to rain and snow



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Area Designation: VESTIBULE

Area required: 450 sq. ft.

Functions Performed: Allow patrons to enter and exit library and Auditorium;

Occupancy: **Staff** 0 **Public** 8-10; up to 150 for programs.

User seating: **Staff** 0 **Public** 0

Furnishings: Area to hang coats, small bench, small table/stand to allow patrons a place to set material as they doff coats, 2 community bulletin boards, 1 traditional cork board and 1 electronic for current announcements, lockable display case, umbrella stand, trash receptacle, recycle bin, stroller storage area; shelving for Friends Book Sale Books

Storage:

Shelving: 18-24 linear ft.

Material capacity: 240 volumes for Friends Book Sale

Equipment: Provision for material security system. System may be installed during construction or at a later date, but sufficient conduit, potential electric and electronic connections must be included during planning and construction.

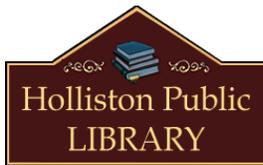
Adjacent to: Auditorium

Close proximity to: Main Service Point

Distant from: Reading and quiet work areas

Architectural features: The entrance lobby should:

- provide clear direction/signage to direct patrons to library services and departments, for example, book return and check out;
- be open and inviting;
- be in clear view of staff at the Main Service Point;
- allow adequate space for transactions being conducted at the Main Service Point;
- be convenient to the parking lot;
- be designed to facilitate traffic flow to and from outside the library without clogging the doorway;
- provide shelving for the ongoing Friends of the Library Book Sale;
- give easy access to the Auditorium;
- allow adequate space for those attending programs to enter and leave comfortably without interfering with regular library operations;
- allow access to the Auditorium when the library is closed;
- meet ADA requirements;
- provide automated doors, not motion-activated doors.

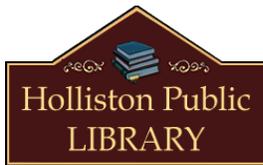


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the desk can reach them easily when serving patrons; (specific configuration will be decided in design development phase based on staff input regarding current practices and technology modifications);

- incorporate a book drop accessible by staff from behind the desk, yet clearly identified and convenient for users in front;
- provide space for six book carts behind the desk and provide sufficient space to move the carts efficiently around each other without interfering with staff and other furnishings;
- provide space for patrons to place their belongings while charging books out at both the self-serve and standard areas;
- Provide 2 self-service check-out stations outside the Main Service Point that are very easily accessible to staff moving from behind the desk to assist patrons;
- Provide for installation of temporary removable acrylic partitions.

Note: There are two Main Service Points in the existing library, the Main Desk on the main floor and the Children's Desk in the basement. In the updated library it is possible that there will be one central Main Service Point therefore the requirements for the workstation may be modified as the project progresses.



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Area Designation: SELF-CHECKOUT **Area required:** 80 net sq. ft.

Functions Performed: Book and material check out

Occupancy: Public: 2 self-checkout stations; 1 handicapped accessible **Staff:** 0
User seating: Public 1 seated; 1 standing

Furnishings: To accommodate self-checkout

Storage:

Shelving:

Material capacity:

Equipment: 2 self-checkout stations adjacent to circulation desk

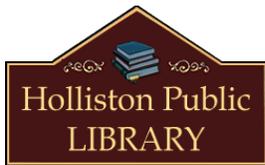
Adjacent to: Circulation Desk; Circulation Workroom. Close proximity to: Entrance; Business Pod, Reference.

Distant from: Quiet study.

Architectural features: Self-service checkout stations must be located adjacent to the Main Service Point but must not block passageways.

They must:

- be very easily accessible to staff moving from behind the desk to assist patrons;
- be clearly visible from the entrance;
- have clear and specific signage identifying checkout area;
- have clear sight lines from inside the Circulation Workroom to the checkout stations;
- provide space for patrons to place their belongings while charging books out;
- provide for installation of temporary removable acrylic partitions.



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Area Designation: AUTOMATED LIBRARY MATERIALS RETURN SYSTEM

Area required: 144 sq. ft.

Functions Performed: Book and material check in

Occupancy: Public 0 Staff: 1-2

Seating: Public 0 Staff 0

Furnishings: Material return and sorting system

Storage: bins for material returned

Shelving: TBD based on system selected

Material capacity: TBD

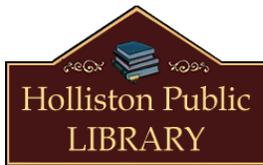
Equipment: Automated sorting system

Adjacent to: Main Service Point

Close proximity to: Entrance

Distant from: Quiet study.

Architectural features: Automated book return systems use RFID technology to allow returned materials to be processed and sorted whether the library is open or closed. Because return book drops are placed both outside and inside the library the book return room must be completely fireproof and must be separated from the main library by a fireproof door. Material placed in the drop slot is transferred to a conveyor and passed through a sorting system which checks the material in and sends the material to specific bins identified by library section. Material in the bins is transferred to carts for shelving. Space is required in a fireproof, lockable room to install the sorting system and bins, to provide storage for bins and carts, to provide shelving for holds as needed and to allow staff to walk around the space to retrieve materials. Specifications for the system will be developed when a vendor is selected.



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Area Designation: CIRCULATION WORKROOM **Area required:** 195 sq. ft.

NOTE: The Circulation Workroom and Technical Services Workroom should adjoin each other or flank the Circulation Desk. The workrooms must be separate from each other but must ensure staff working within both can monitor the Circulation Desk.

Functions Performed: Provides enclosed desk and workspace adjacent to the Main Service Point for staff to receive and process ILL materials and perform various other off-desk tasks while enabling staff to monitor the circulation desk.

Occupancy: Public 0 **Staff:** 3

Staff seating: Denotes number of workstations required for various tasks. Does not reflect actual staffing.

- 2 desks
- 1 workstation at counter height. 13 linear ft. of standing counter, 10 ft. for sorting material from ILL bins, 3 ft. for sink
- Space for bins waiting to be emptied or filled and space for storing empty bins out of the way
- 4 extra chairs to be used as needed. (Folding or stack and store)

Furnishings: 2 office desks equipped with, at minimum, 1 lap drawer, 2 storage drawers and one file drawer, at least one to be lockable; 1 work table or counter at standing height; 2 ergonomic chairs and 2 adjustable ergonomic stools; desk lamps for each desk; stand(s) or space for shared printer/fax/scanner (business hub) with paper storage; 2 4-drawer vertical file cabinets; sink of sufficient size to allow hands and items to be washed.

Storage: Built-in open shelving and cabinets at counter for quick access to supplies. Walk-in, lockable storage closet with adjustable shelving to accommodate items identified by staff plus cases of printer paper and other supplies. Open space for 4-7 delivery bins.

Shelving: 42 linear feet

Material capacity: 336 volumes @ 8vol./linear ft.

Equipment: Telephone, lamps (if needed) and computer workstation at each staff workstation; networked all-in-one unit to print, scan, fax and photocopy; paper shredder;

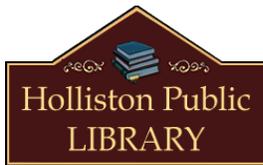
Adjacent to: Communications closet, Main Service Point, Technical Services Workroom.

Close proximity to: Entrance; Technology Commons; Delivery doors; Elevator if installed;

Distant from: Quiet areas

Architectural features: The Public Services Workroom must:

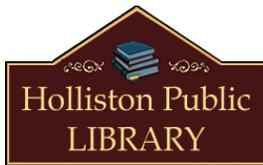
- be fully enclosed;
- flow without restrictions to allow book carts to be moved from station to station and to allow material to be moved easily from cart to work area and back;
- be glazed from 42" above the floor to allow staff seated at desks or standing in the office to have unobstructed sight lines to the Main Service Point, including self-checkout and library entrance.



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- have blinds installed on all glazed areas to provide privacy when necessary;
- have sufficient electrical receptacles appropriately placed in locations and heights for specific tasks to prevent the need for individual plug-in power strips; Consider a continuous power strip above the work counter;
- Have sufficient and appropriate general and task lighting;
- provide sufficient and appropriate storage for all tasks and needs as identified by staff;
- have a sink to allow staff to wash hands or equipment;
- provide for installation of temporary removable acrylic partitions;
- provide sufficient space for interlibrary loan van driver to deliver and pick up book bins;
- If an elevator is installed, a delivery area would be provided where cartons of books could be delivered easily.

The Systems Room/Telecommunications Closet must be contained within the Circulation Workroom.



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Area Designation: SYSTEMS ROOM/TELECOMMUNICATIONS SERVICES

Area required: 100 sq. ft.

Functions Performed: The systems room will house all required electronic equipment to operate wired and wireless networks, CWMARS server, cable access and Internet.

Occupancy: Staff as needed for maintenance **Public 0**

User seating: Staff 0 **Public 0**

Furnishings: As required

Shelving: To accommodate all equipment allowing convenient access to all hardware, cabling, etc. for ease of maintenance. Shelving must allow sufficient air circulation around all equipment to prevent overheating. Sufficient space must be provided for all types of equipment, and for distances between pieces of equipment that might interfere with each other

Material capacity: N/A

Equipment: File servers, switches, cabling, wireless access points, uninterruptible power supply, etc. as determined by computer consultant.

Adjacent to: Accessible from inside Circulation Workroom

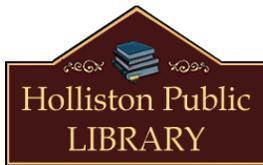
Close proximity to: Utility connections;

Distant from: Mechanicals that could cause interference; Public areas.

Architectural features:

The Systems Room/Communications Closet must be secure from all public access, yet very convenient for staff for ordinary maintenance as well as for troubleshooting therefore:

- it must be in and only accessible from the Circulation Workroom;
- It must be sufficient to meet all the technology requirements today, and plan as well as possible for developments in the future;
- It must have state of the art technology to protect all hardware and software from technical interference and natural phenomena, e.g., power outages, and appropriate climate control.



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Area Designation: TECHNICAL SERVICES WORKROOM

NOTE: The Circulation Workroom and Technical Services Workroom should adjoin each other or flank the Circulation Desk. The workrooms must be separate from each other but must ensure staff working within both can monitor the Circulation Desk.

Functions Performed: Provide workspace for staff to receive and process new materials and repair older holdings.

Area required: 400 sq. ft.

Occupancy: Public 0 Staff 3

Seating: Public 0 Staff 3

Furnishings: Desks and computer workstations for 3 staff members to work simultaneously; file cabinets, storage cabinets for supplies including book covers, repair materials, computer supplies, etc., as well as some lockable space for valuable items; counter height workspace; sink; open wall shelving; space to open cartons, and move book carts.

Storage: Sufficient storage for supplies, including book covers, computer supplies, archival materials, paper in a combination of cabinets and open shelves. Space for book carts, laptop cart and bins for interlibrary loan materials

Shelving: 100 linear feet

Material Capacity: 500 items

Equipment: Telephone; 3 computer workstations; networked printer; network cable and wireless capability; fax machine or all-in-one business hub.

Close proximity to: Doors where books are delivered; Elevator (if building has more than one level);

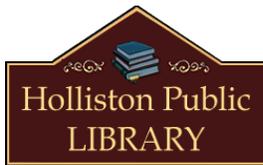
Adjacent to: Main Service Point/Circulation Desk; Circulation Workroom

Distant from:

Architectural features: Staff members must be able to work on tasks in the workroom while monitoring the Circulation Desk and responding to patron requests. The staff should be able to both observe most of the library and be seen by the patrons. The Technical Services Workroom should be located directly behind the Circulation Desk adjacent to the Circulation Workroom. It should provide a wide opening to allow staff easy access but must be lockable to protect records and materials. Walls should be glazed from 42" to the ceiling to provide lines of sight throughout the library. Blinds should be provided on all glazed areas to provide privacy when needed. Space and layout should allow staff to have individual desks and workspace, with sufficient space to work on processing materials.

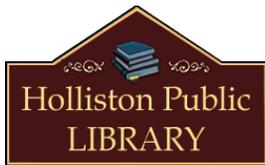
Additional requirements are:

- A sink with hot and cold water



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- A flat workspace on a countertop or freestanding island of at least 9 square feet placed at comfortable height and configuration for standing or for sitting on a high stool.
- Electrical outlets, with sufficient electric service, placed above counter tops at intervals to accommodate equipment required in processing.
- Computer drops and wireless capability.
- Appropriate task lighting provisions.
- Sufficient and appropriate shelving for materials in process and for reference guides, technical service manuals, etc.



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Area Designation: FLEXIBLE COLLECTION AND COMFORTABLE SEATING
NEW MATERIALS/PERIODICALS/ADULT NON-PRINT

Area required: 755 net sq. ft. (Seats 420 sq. ft., shelving 290 sq. ft., OPAC 45 sq. ft.)

Functions Performed: Display where library patrons can browse to select from new acquisitions, read current periodicals and select non-print items.

*There is a need at this time for display and seating for periodicals and shelving for non-print including DVDs, however over thirty years it is likely the need will diminish or disappear therefore it is suggested that a flexible universal space be created with a variety of moveable shelving and seating options that can be adapted to accommodate a variety of scenarios including the ability to provide for social distancing in the case of future public health concerns. See **Architectural features** below for considerations.*

Occupancy: Public 30 Staff 0

User seating: 12 lounge style seats in varying forms, all individual not sofas or loveseats that can easily be moved and reconfigured around shelving for collections as they change. Consider window seats.

NOTE: *There are 12 seats called for in this section and an additional 8 seats throughout the Fiction collection (Adult Fiction, Mysteries, Speculative Fiction, Graphic Novels and Paperbacks), for a total of 20 lounge seats. The 20 seats should be interchangeable among all the related spaces at the discretion of staff over time. It should be possible to move both seats and shelving to create new configurations as collections vary.*

Furnishings: OPAC terminal with sufficient space to allow patrons to place belongings while using OPAC; Display area to highlight new material; flexible shelving, bulletin board and/or small display case, 12 lounge seats with space for belongings, sufficient and appropriate lighting.

Storage:

Shelving: 290 sq. ft., none to exceed 60" in height. A variety of shelving, including capability of face-out shelving, and attractive small display area to accommodate paperbacks, hard cover books, periodicals, video and audio formats. Shelving units should be on wheels so that they can be rearranged easily.

Material capacity: 2,900 items in various formats.

Equipment: OPAC terminal; power supply, charging stations.

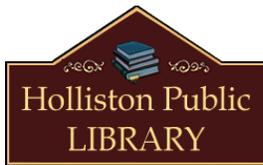
Adjacent to: Adult fiction

Close proximity to: Main entrance; Main Service Point, Casual Social Space, Business Pod

Distant from: Quiet seating area.

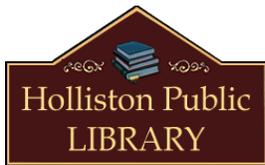
Architectural features: This area will provide a multifunctional space where patrons can peruse the library's latest acquisitions, current magazines and non-print material in a relaxed atmosphere that lends itself to browsing and slipping into a comfortable chair for longer reading.

- It should draw the patrons to it by providing attractive display space for new arrivals;
- Area should allow library patrons, including those in wheelchairs, to browse the collection freely, with enough space for at least 10 persons to examine shelves without bumping in to each other or impeding the flow of traffic elsewhere in the library;



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- 20 lounge seats, individual chairs, not love seats or sofas, with a space for personal items at each, should be included to allow for more in-depth perusal of materials.;
- Shelves with storage capacity to provide for the current year's periodical issues plus one year of retained back issues will be required initially. Current access to many periodicals on line through the regional library systems precludes the need to retain most hard copies of issues for more than one year;
- Shelves that appropriately display DVDs and CDs must be provided initially. New non-print material shelving must be easily distinguishable from older holdings;
- Ambient lighting should be even, allowing for materials to be rearranged in the space without causing shadows across shelves;
- Particular attention must be paid to ensuring power cords can be plugged in without stretching across passageways;
- Signage must be clear and direct on shelving units and overhead or wall-mounted as needed. Signs on all shelves, both wall-mounted and free-standing, must be easily changed as necessary.
- Consider both slant/wall features on unit ends and attached brackets;
- Although the space needs to be near the entry, opening and closing of the entry door should not create uncomfortable conditions, e.g., cold drafts or blasts of hot outside air, for patrons;
- All seating and free-standing shelving should be in components that can be easily reconfigured to accommodate changing types of collections and to create barriers among patrons if public health issues require it.
- OPAC terminal size and configuration may vary. Tablets affixed to ends of shelves may replace keyboard and screen.



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Area Designation: FLEXIBLE COLLECTION AND COMFORTABLE SEATING
ADULT FICTION

Area required: 990 net sq. ft. (Seats 210 sq. ft., Materials 780 sq. ft.)

Functions Performed: Houses general adult fiction in hard copy

Occupancy: Public 10 - 15 Staff 0

User seating: 6 Lounge Seats

Furnishings: 6 Lounge sets with accommodations for patron belongings; display stands

Shelving: Fiction: 780 sq. feet, no higher than 72"; assorted free-standing shelving and display racks no higher than 60".

Material capacity: 9,360 hardbound volumes

Equipment: Power supply, charging stations

Adjacent to: Mysteries; Speculative Fiction; Graphic Novels; paperbacks

Close proximity to: New Materials/Periodicals/Non-print;

Distant from: Quiet seating area

Architectural features:

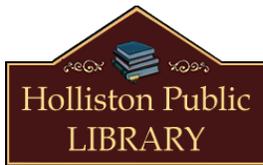
Because fiction is read largely for recreation, the general area should be open and inviting, placed in a location that flows well from the New Materials/Periodicals/Non-Print to allow for shared seating. Because it also has high collection density it must be efficiently arranged to allow patrons to easily locate titles they are seeking. Patrons should not have to pass through quiet areas to reach fiction.

Fiction stack area layout should:

- allow arrangement of fiction in a single section of the library, in continuous order;
- be convenient to the OPAC terminals and reference desk to enable patrons to seek assistance;
- have aisles 36" - 42" wide that do not dead end to meet ADA requirements.
- Seating must be placed for convenient passage by patrons and give unobstructed access to all shelves.

Careful attention must be paid to signage.

- Each area must be clearly labeled.
- Signage must be flexible. All labels must be easily changed or moved as the collection changes.
- Careful attention must be paid to lighting. Bright, non-glare, even light is essential to allow library users to read information on book spines and to scan contents notes, etc.
- Shelving should not cast shadows over the aisles.
- Patron shadows should not obscure the light



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Area Designation: FLEXIBLE COLLECTION AND COMFORTABLE SEATING
ADULT MYSTERIES **Area required:** 240 net sq. ft.

Functions Performed: Houses adult mysteries in hard copy

Occupancy: **Public** 5 **Staff** 0

User seating: 0

Furnishings: 0

Shelving: 240 sq. feet, assorted free-standing shelving and display racks no higher than 60".

Material capacity: 2,880 hardbound volumes

Equipment: Power supply, charging stations

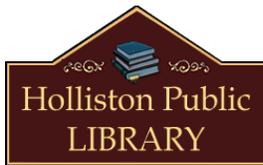
Adjacent to: Adult Fiction, Speculative Fiction; Graphic Novels; paperbacks

Close proximity to: New Materials/Periodicals/Non-print;

Distant from: Quiet seating area

Architectural features:

Mysteries are a subset of Fiction, therefore should flow well from the main Fiction and Speculative Fiction collections to allow for shared seating. It should be easily browsable. Patrons should not have to pass through quiet areas to reach it. All the architectural elements iterated in the Fiction area designation should apply to mysteries.



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Area Designation: FLEXIBLE COLLECTION AND COMFORTABLE SEATING
SPECULATIVE FICTION **Area required:** 200 net sq. ft.

Functions Performed: Houses speculative fiction (Science Fiction and Fantasy) in hard copy and paperback formats.

Occupancy: **Public** 5 **Staff** 0

User seating: 0

Furnishings: 0

Shelving: 200 sq. feet, assorted free-standing shelving and display racks no higher than 60".

Material capacity: 2,400 hardbound volumes

Equipment: Power supply, charging stations

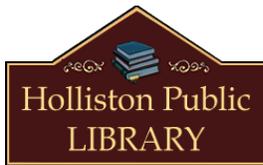
Adjacent to: Adult Fiction, Mysteries; Graphic Novels; paperbacks

Close proximity to: New Materials/Periodicals/Non-print;

Distant from: Quiet seating area

Architectural features:

Speculative Fiction is a subset of Fiction, therefore should flow well from the main Fiction and Mystery collections to allow for shared seating. It should be easily browsable. Patrons should not have to pass through quiet areas to reach it. All the architectural elements iterated in the Fiction area designation should apply to speculative fiction.



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Area Designation: FLEXIBLE COLLECTION AND COMFORTABLE SEATING ADULT GRAPHIC NOVELS

Area required: 150 sq. ft. (Materials 80 sq. ft.; Seating 70 sq. ft.)

Functions Performed: Houses graphic novel collection.

Occupancy: **Public** 3-4 **Staff** 0

Seating: **Public** 2 **Staff** 0

Furnishings: Shelving for graphic novel collection

Storage:

Shelving: 80 sq. feet, no higher than 60”

Material capacity: 960 items

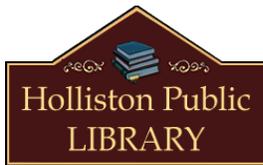
Equipment:

Adjacent to: Adult fiction;

Close proximity to: New Materials/Periodicals/Non-print.

Distant from:

Architectural features: Graphic novels should be shelved in a unique, clearly set off area yet identified with Fiction. Two comfortable seats to allow extended reading may overlap with Fiction seating or may create a separate “nook”. Consider custom-designed and integrated seating/shelving to highlight the collection and invite investigation. Include display space for new acquisitions or theme highlights. Signage must be clear. Seating and shelving in the area must be flexible to allow for adaptations over thirty years.



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Area Designation: FLEXIBLE COLLECTION AND COMFORTABLE SEATING
ADULT PAPERBACKS

Area required: 60 sq. ft.

Functions Performed: Houses paperback collection.

Occupancy: Public 3 -4 Staff 0

Seating: Public 0 Staff 0

Furnishings: Distinctive shelving to reflect the small format of the paperback collection.

Storage:

Shelving: 60 sq. feet, no higher than 60". Shelving/display/racks may be used to highlight specific genres, e.g., science fiction, adventure, romance, etc.

Material capacity: 960 items

Equipment:

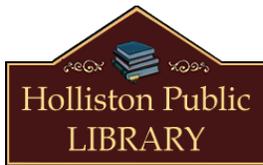
Adjacent to: Adult fiction; graphic novels

Close proximity to: New Materials/Periodicals/Non-print.

Distant from:

Architectural features: The paperback collection includes books in smaller format than fiction and non-fiction. It must be well-organized. Like the Graphic Novel collection, it should be shelved in a unique, clearly set off area identified with Fiction. Include display space for new acquisitions or theme highlights. Signage must be clear. Seating and shelving in the area must be flexible to allow for adaptations over thirty years. Shelving must be:

- flexible;
- designed in a manner that will not clutter space with a variety of racks and displays.



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Area Designation: FLEXIBLE COLLECTION AND COMFORTABLE SEATING
LARGE PRINT **Area required:** 360 sq. ft.

Functions Performed: Houses fiction and non-fiction large print materials.

Occupancy: **Public** 3 -4 **Staff** 0

Seating: **Public** 0 **Staff** 0

Furnishings: Shelving for large print books

Storage:

Shelving: 360 sq. feet, no higher than 72"

Material capacity: 2,880 items

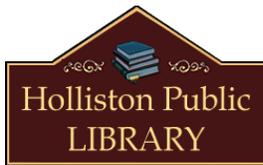
Equipment:

Adjacent to:

Close proximity to: New materials/periodicals/non-print; Adult fiction; Adult non-/fiction

Distant from:

Architectural features: The large print collection includes copies of many books contained in the regular library fiction and non-fiction shelving. It must be distinct from other collections, be designed to clearly separate fiction and non-fiction, and be located in a convenient place in the library for quick, easy access. The collection can create the transition from Adult Fiction to Adult Non-Fiction. Signage must be clear.



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Area Designation: ADULT STUDY AND QUIET SEATING

ADULT NON – FICTION **Area required:** 864 sq. ft.

Functions Performed: Provide books containing factual information arranged according to the Dewey Decimal System.

Occupancy: **Public** 15 **Staff** 0

Seating: **Public** 0 **Staff** 0

Furnishings:

Shelving: 864 sq. feet, no higher than 72”

Material capacity: 8,640 volumes

Equipment:

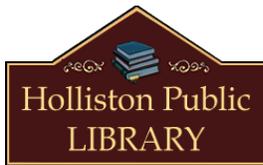
Adjacent to: Biography; Adult quiet seating

Close proximity to: Technology Commons; quiet study rooms

Distant from: Library entrance, Children’s area

Architectural features:

- Non-Fiction shelving must have sufficient capacity to shelve the collection in continuous Dewey Decimal order.
- It must be arranged at heights comfortable for the average user to read spine labels and retrieve books.
- Aisles between stacks must meet ADA requirements for wheelchair access, 36” - 42” wide, and may not be dead ends.
- Library patrons should not have to pass through the quiet seating area to get to the books, but stacks should be placed in proximity to the quiet seating area.
- Convenient placement of a public access computer catalog will help both patrons and staff to search efficiently for holdings. Consider incorporating a PAC tablet into shelving at ends of stack rows.
- Careful attention must be paid to lighting. Bright, non-glare, even light is essential to allow library users to read information on book spines and to scan contents notes, etc.
- Shelving should not cast shadows over the aisles.
- Patron shadows should not obscure the light.



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Area Designation: BIOGRAPHY

Area required: 144 sq. ft.

Functions Performed: Provide books containing factual information about lives of people.

Occupancy- Stack Area: **Public** 2-5 **Staff** 0

Seating: **Public** **Staff** 0

Furnishings: Shelving; display space

Storage:

Shelving: 144 sq. feet, no higher than 72”

Book capacity: 1,440 volumes

Equipment: See Adult Non-Fiction

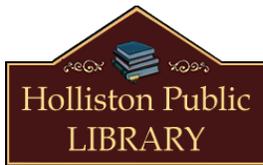
Close proximity to: Technology Commons; quiet study rooms

Adjacent to: Adult Non-Fiction; study tables

Close proximity to: Reference desk; Technology Commons; quiet study rooms

Distant from: Library entrance, Children’s area

Architectural features: Biographies are an integral part of the non-fiction collection and must be treated as stated in that area’s worksheet. As a distinct collection the area should be easily discernable from other non-fiction and have sufficient space to arrange all items in continuous Dewey Decimal order.



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Area Designation: ADULT STUDY AND QUIET SEATING
SEATING **Area required:** 720 sq. ft.

Functions Performed: provides work-space seating at tables or alternative seats near Adult Non-Fiction, Biography, Technology Commons/Reference Desk to facilitate staff interaction with patrons when required.

Occupancy: Public 24 Staff 0

Patron seating: 24 in a variety of configurations TBD

Furnishings: 10 tables with 2 chairs each that can be pushed together to accommodate larger groups; 4 individual pods, carrels or other seats, at least 2 to be in Biography area.

Storage:

Shelving:

Material capacity:

Equipment: charging stations and power sources for personal devices

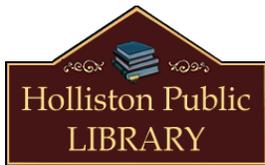
Adjacent to: Technology Commons/Reference Desk

Close proximity to: Adult Non-Fiction

Distant from: Children's Room, Auditorium

Architectural features: Quiet adult seating supports use of the adult collection, and provides workspace at tables for patrons with their own electronic devices and those who wish to read and take notes from print materials. It must be designed to:

- be convenient for the staff at the Reference Desk to work with patrons;
- provide easy access to OPAC terminals and public access computers;
- have carefully designed acoustics to facilitate necessary conversations between staff and patrons without interfering with others working quietly at tables. Attention must be paid to floor, wall, ceiling and furnishing surfaces, and to air handling units, fans, or lighting fixtures to ensure noise-dampening;
- have easy access to Adult Non-Fiction;
- provide ample space for patrons to read and take notes from books or electronic devices;
- provide convenient charging/power supply stations on or near tables;
- Careful attention must be paid to lighting the space and the tables appropriately for its use, yet placement of lighting should not be so rigid as to disallow future rearrangement of the space. Neither lighting nor power supply for charging stations should be powered by cords stretched across the floor;
- All seating and free-standing shelving should be in components that can be easily reconfigured to accommodate changing types of collections and to create barriers among patrons if public health issues require it.



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Area Designation: ADULT STUDY AND QUIET SEATING
SMALL STUDY ROOMS **Area required:** 270 sq. ft

Functions Performed: Provide 3 small rooms for patrons who wish to read or study in solitude; provide space for literacy tutors or student collaboration.

Occupancy: **Staff** **Public** 2 per room

Seating: **Staff** 0 **Public** 6

Furnishings: 1 table and 2 chairs in each small room

Storage:

Shelving:

Material capacity:

Equipment: Power supply, device charging stations

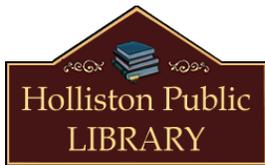
Adjacent to:

Close proximity to: Technology Commons/Reference Desk, Non-Fiction.

Distant from: Children's Room, Entrance

Architectural features: The quiet study rooms should be:

- well lighted;
- have surfaces that absorb sound;
- be away from distracting activity;
- provide space for up to 3 to sit comfortably
- provide space for personal belongings;
- be glazed from floor to ceiling or above 42" from the floor to allow staff to monitor them;
- include electrical outlets and charging stations for personal electronic devices.



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Area Designation: ADULT STUDY AND QUIET SEATING
MEDIUM STUDY/MEETING ROOMS

Area required: 300 sq. ft

Functions Performed: Provide 2 small rooms for patrons small group study/meeting/tutorial;

Occupancy: Staff Public 6 per room

Seating: Staff 0 Public 12

Furnishings: 1 table and 6 chairs in each room

Storage:

Shelving:

Material capacity:

Equipment: Power supply, device charging stations

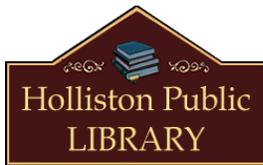
Adjacent to:

Close proximity to: Technology Commons/Reference Desk, Non-Fiction.

Distant from: Children's Room, Entrance

Architectural features: The study/meeting rooms should be:

- well lighted;
- have surfaces that absorb sound;
- be away from distracting activity;
- provide space for up to 6 to sit comfortably
- provide space for personal belongings;
- be glazed from floor to ceiling or above 42" from the floor to allow staff to monitor them;
- include electrical outlets and charging stations for personal electronic devices;
- include whiteboard or similar to facilitate group work.



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Area Designation: REFERENCE/TECHNOLOGY COMMONS **Area required:** 775 sq. ft.
540 sq. ft. computers; 90 sq. ft. OPAC; 65 sq. ft. Reference Staff; 40 sq. ft. Reference materials;
36 sq. ft. Atlas Stand

Functions Performed: Provide space for Reference Services, public technology access including assistive technologies, e.g., talking book reading machines, screen readers, screen magnifiers, etc. and support for personal devices.

NOTE: *The manner in which Reference services are being delivered is changing with the ubiquitous availability of electronic resources. Patrons rarely require print reference materials but frequently require assistance in using electronic materials. Assistance with using technology, both the equipment itself and the need to access resources using the equipment, often requires participation by reference staff members. It is the desire of the staff to locate Reference within the Technology Commons. Further, the Library of Things will be integrated into adjacent space because that space requires staff intervention. See Area Designation Reference Desk for additional detail.*

Occupancy: Staff 1 Public 14

User seating: 1 at OPAC terminal, to be handicapped accessible; 12 at Computer Workstations (2 to be handicapped-accessible; 2 for use with personal devices or assistive technologies).

Staff seating: 1 Office Desk with extended space for public service. See **Area Designation** Reference Desk

Furnishings: 12 sitting–height workstations and chairs, with sufficient space for users’ belongings. All connected to networked printer in location TBD by staff. Peripheral stands as needed, all in compliance with ADA code; 2 OPAC terminals, one to be handicapped-accessible, 1 standing; Atlas stand;

Storage: 1 cabinet for printer supplies;

Shelving:

Material capacity: 40 volumes; Atlases;

Equipment: 10 multimedia computers with keyboards, monitors, mice; Internet access; networked printer; 2 OPAC workstations with keyboards, monitors, mice; 1 microform reader/printer; assistive devices as identified by staff **NOTE:** *During the planning process these equipment needs may change based on technology and available equipment, therefore, this list must be modified as needed.*

Adjacent to: Business Pod, Library of Things.

Close proximity to: Adult Non-Fiction

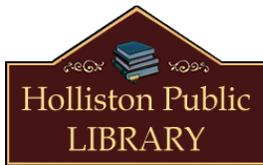
Within sight of Main Service Point

Distant from: Quiet study, high traffic areas.

Architectural features:

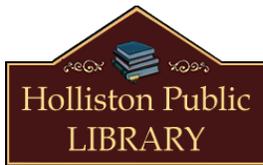
Workstations must be:

- placed where they can be easily monitored by staff
- have good and appropriate lighting



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- be out of the direct path of library users where users could be distracted or machines could be jostled
- have sufficient space to seat the user and allow for books, backpacks, etc. to be put out of the way. A flat surface suitable for jotting brief notes, space to manipulate a mouse, and a place where copy to be typed can be placed conveniently and read easily are essential
- provision must be made for potential installation of temporary removable acrylic partitions between workstations
- Necessary power supply, network and telecommunications connections must be included without stretching power cords or cables across library floor.



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Area Designation: REFERENCE DESK **Area required:** Included in Technology Commons

Functions Performed: The Reference Desk is designed to provide assistance to patrons in identifying and locating information resources and materials throughout the adult collection, on shelves and online, including fiction, non-fiction, media, periodicals and Library of Things. The reference staff must be able to move easily from the desk to assist patrons in using the OPAC terminals, the equipment in the Technology Commons, and materials in the stacks. Reference staff members have additional duties and require individual desk space away from the public. See **Area Designation:** Technical Services Workroom for detail

Occupancy: **Public** 2-3 standing in front of desk **Staff** 1

Seating: **Public:** 1 wheelchair **Staff** 1

Furnishings: Clearly defined desk area, chair, lamp, shelving; storage drawers

Storage: See Technology Commons

Shelving: 9-12 linear ft.

Material capacity: 40 volumes

Equipment: OPAC; Computer and dedicated printer; telephone

Within: Technology Commons;

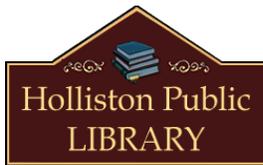
Close proximity to:

Distant from: Quiet seating area; Children's room

Architectural features: The location and layout of the Reference Desk within the library is critical. It is an area in which staff must conduct conversations to assist patrons in finding information but the conversations should not affect patrons in quiet study seating areas.

The public service Reference Desk must provide more than seating for the staff person on duty. It must:

- serve as a clear focal point easily identified by patrons entering the library as the place where they can find assistance locating information;
- have clear, visible and eye-catching signage that draws the public eye. (Staff must be consulted when signage is being designed to determine appropriate terms to be used, for example, "ask me" rather than "reference.")
- be welcoming for patrons;
- be functional for staff;
- provide clear sight lines to computer terminals in the Technology Commons, and in the non-fiction areas where patrons may need assistance;
- include accessibility for patrons in wheelchairs;
- have quick and efficient access to the OPAC terminals, the online computers and the atlas stand;
- provide for quiet conversation between staff member and patron;
- provide for installation of temporary removable acrylic partitions.



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Area Designation: LIBRARY OF THINGS **Area required:** Materials 144 sq. ft.

Functions Performed: Displays, stores and provides access to a diverse collection of objects and artifacts in many, often irregular, sizes and shapes purchased by the library to be loaned to patrons.

Occupancy: **Public** 0 **Staff** 0

User seating: **Public** 0 **Staff** 0

Staff workspace: Staff must be able to move freely within the space to return and retrieve objects.

Furnishings: Multiple sizes and shapes of shelving, cubbies, drawers and cabinets built to hold items which will vary as the library makes purchases. Musical instruments, household tools and appliances, telescopes, and framed artwork are among many possibilities.

Storage: The room must be secure and designed for copious and flexible storage of large and small items of various weights and fragility, to be determined as the project progresses. Appropriate climate-controlled storage for some items, for example, musical instruments, must be considered.

Shelving: TBD

Material capacity: TBD

Equipment: none

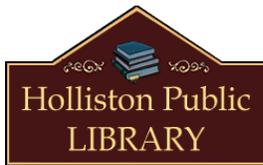
Close proximity to: Technology Commons

Distant from:

Architectural features:

The room must:

- have a glass wall or display cabinets facing outward but accessible only from inside to display a selection of items available;
- have creative, flexible storage for items in the existing collection;
- anticipate future acquisitions;
- be located where items may easily be retrieved by staff;
- be lockable;
- have its own security system. Consider keypad to allow ease of staff access;
- have appropriate lighting and electrical service to allow items to be plugged in or recharged.



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Area Designation: BUSINESS POD **Area required:** 100 sq. ft. (10 linear ft. of counter space, 5' at standing height and 5' wheelchair-accessible)

Functions Performed: Provides photocopier/scanner all-in-one for use by patrons.

Occupancy: 1-3 patrons **Seating:** 0

Furnishings: 1 all-in-one unit TBD at appropriate time in construction process based on current needs and existing technology. Standing height and wheelchair height workstations with sufficient space to allow users to place belongings and to organize materials for scanning, copying and collating as needed. All connected to networked computer(s) in location(s) TBD by staff; storage for paper and office supplies; Network capability and peripheral stands as needed, all in compliance with ADA code.

Storage: Sufficient storage for several days' supply of photocopier paper must be provided convenient to the copier. Under-counter storage for at least 6 cases of paper (or for a 3–5-day supply, whichever is greater) is recommended. Access to the main paper supply should be convenient for staff to refill cabinets. Storage for 1 ink/toner refill should be provided in the Circulation Workroom for quick access. Additional ink/toner storage should be determined by staff as overall storage in facility is designed.

Shelving: 0

Material capacity: 0

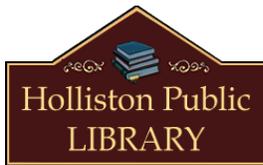
Equipment: All-in-one business hub and assistive and adaptive technologies as determined by staff and available equipment at time of construction.

Close proximity to: Reference Desk/Technology Commons (See Technology Commons **Area Designation**); paper storage. Necessary power supply, network and telecommunications connections must be included without stretching power cords or cables across library floor.

Distant from: Quiet study, high traffic areas.

Architectural features:

- Equipment must be placed where it can be easily monitored by staff.
- Area must have good and appropriate lighting.
- Area should be in a separate alcove or bay, not a closed room, convenient to main library aisles, but not impinging on aisle or passersby.
- Alcove should be open to view on at least 2 sides above 42". It may have permanent acrylic panels installed or provision must be made for installation of temporary removable acrylic partitions.
- Each workstation must have sufficient space to allow for books, backpacks, etc. to be put out of the way.
- A flat surface large enough for organizing material to be scanned or copied must be provided.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: ARCHIVES **Area required:** 300 sq. ft.

Functions Performed: Houses and provides access to archival resources in a variety of formats including rare, old or single copy monographs, objects and maps; historic documents; provides secure shelving and display; and seating for patrons using material.

Occupancy: **Public** 2-4 **Staff** 1

Seating: **Public** 2 **Staff** 1

Staff workspace: Desk with ample space for computer. Appropriate standing workstation to process material.

Furnishings: Staff office desk (lockable) with extended workspace; ergonomic chair; lamp, 1 table with 2 chairs; 1 counter height workstation with sufficient surface space for materials being processed, appropriate space for 1 document scanner; Map cabinets

Storage: Lockable closet for office supplies; Appropriate, lockable, climate-controlled storage for materials

Shelving: TBD by specific collection. Must be accommodate archival boxes of various sizes including large, flat boxes.

Material capacity: 500 volumes; various other items

Equipment: 1 computer; printer; telephone; bulletin board and whiteboard for notices and small presentations; scanners.

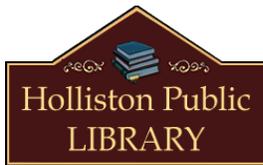
Close proximity to:

Distant from: Children's room.

Architectural features:

The room must have:

- a staff workstation;
- appropriate storage for a variety of historic materials including flat and vertical files;
- shelving to hold archival boxes of various sizes;
- sufficient space for patrons to put materials, notebooks, and more than one book where they are working;
- a locking storage closet large enough to hold office and meeting supplies;
- electrical outlets and charging stations for personal electronic devices;
- ambient and task lighting appropriate to seating and shelving arrangements;
- display cases/systems TBD;
- its own security system. Consider keypad to allow ease of staff access.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: YOUTH SERVICES

The Youth Services Area includes both Children's and Young Adult spaces which are substantially separate, yet convenient to each other. Children "in the middle," that is older school-age youngsters in grades five and six, who do not fit the Young Adult ages group (grades 7-12), have stated that there are crossover materials they would like to use, but traveling from the basement to the top floor YA collection is considered inconvenient by some and intimidating by others. High School students don't mind being on the same floor with little children but want their own space. They also need access to the adult collection for school assignments. Staff members have many common needs including planning and storage areas for all programs. What is suggested in the following Youth Services Area Designation includes the Children's Room and Young Adult areas located in adjacent spaces but separated by staff offices, and the Children's Story Hour/Activities Room, which could be repurposed if needed or desired for some YA programming.

YOUNG ADULT LIBRARIAN/ASSISTANT DIRECTOR OFFICE

Area required: 175 sq. ft.

Functions Performed: Provides facility needed by Young Adult Librarian/Assistant Director to carry out administrative functions, including privacy for telephone conversations or formal and informal conversations with staff, without disturbing patrons.

Occupancy: Public 2

Staff: 1

Staff seating: 1

Visitor seating: 6

Furnishings: Office desk with extended work surface; 2-drawer lateral file cabinet, seating for librarian and two guests at desk; small table with 4 chairs.

Storage: A lockable closet divided to hold outerwear and personal items on one side and sufficient and appropriate shelving for office supplies and other items on the other.

Shelving: 12 linear feet

Material capacity: 96 volumes @ 8 vol/ft.

Equipment: Telephone; computer, printer.

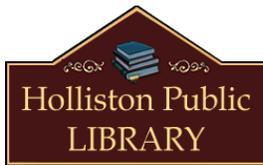
Adjacent to: Young Adult Area

Close proximity to: Children's Services

Distant from:

Architectural features: The Assistant Director's Office must:

- be glazed from 42" above the floor to allow staff seated at desks or standing in the office to have unobstructed sight lines to the Young Adults area;
- have blinds that may be drawn for privacy;
- have a door that may be closed for private conversations with staff or patrons;
- have two guest chairs and a small table with 4 chairs for meetings.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: YOUTH SERVICES

CHILDREN'S LIBRARIAN OFFICE

Area required: 150 sq. ft.

Functions Performed: Provides facility needed by Children's Librarian to carry out administrative functions, including privacy for telephone conversations or formal and informal conversations with staff, without disturbing patrons.

Occupancy: Public 2

Staff: 1

Staff seating: 1

Visitor seating: 2

Furnishings: Office desk with extended work surface; 2-drawer lateral file cabinet, seating for librarian and two guests at desk.

Storage: A lockable closet divided to hold outerwear and personal items on one side and sufficient and appropriate shelving for office supplies and other items on the other.

Shelving: 12 linear feet

Material capacity: 96 volumes @ 8 vol/ft.

Equipment: Telephone; computer, printer.

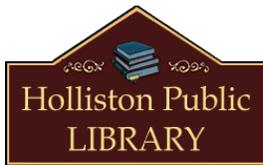
Adjacent to: Children's Services

Close proximity to: Young Adult Area

Distant from:

Architectural features: The Children's Librarian's Office must:

- be glazed from 42" above the floor to allow staff seated at desks or standing in the office to have unobstructed sight lines to the Children's area;
- have blinds that may be drawn for privacy;
- have a door that may be closed for private conversations with staff or patrons; have two guest chairs.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: YOUTH SERVICES

CHILDREN'S ROOM

Area required: 3,960 net sq. ft.

Materials 2,300 sq. ft.; seats 830 sq. ft.; preschool play area 300 sq. ft.; computers 400 sq. ft.; staff 130 sq. ft.

Functions Performed: Houses entire collection of children's (0 – 11 years) materials including print, media and periodicals; provides seating for toddlers through grade 6 in clearly defined areas. This area may also be used for small group programs for children, individual tutoring or homework help.

Occupancy: Public 50-60 Staff 2

Patron seating:

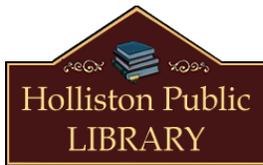
- 8 seats at tables for school-age students, age 6 – 11
- 4 seats for children age 2-5 at a low table.
- Floor seating for 12; (Toddler/Preschool play area)
- Lounge seating for 10 in two sizes, 4 seats for younger children and 6 for older children.
- 8 adult seats, 4 individual seats, 4 Chair-and-a-half style where adults can read to children.
- Cushioned window and nook seating
- 1 OPAC station
- 10 computer workstations. *Note: The number of computers provided by the library will be determined later in the project however there is a need to provide workspace for library computers including laptops and for students who bring their own devices.*

Staff workstation: The Children's Service Desk must provide more than seating for staff. It must serve as the focal point of the room, easily identified by patrons entering the library as the place they can find assistance locating information. It must be welcoming for patrons but also functional for staff. It may serve as a Children's Circulation Desk. It must:

- provide clear sight lines to allow staff to see all sections of the room;
- provide private space not accessible to patrons for secure storage;
- allow staff to leave easily to assist children;
- have sufficient power supply without having to run power strips or extension cords across passageways.
- provide space for self-checkout.
- have two check-out stations if needed
- have provision for installation of temporary removable acrylic partitions

Note: The staff workstation serves currently as a service desk, and a circulation desk. In the updated library it is possible that there will be one central circulation desk therefore the requirements for the workstation may be modified as the project progresses. If it continues to be a circulation desk it requires 10 linear feet of counter space, 5' at standing height and 5' at height to accommodate patrons in wheelchairs; 1 adjustable height seat and 1 standard height seat for staff; cash register and stand or built-in shelf for fees; carts for books awaiting shelving.

Furnishings: Shelving and/or book bins for picture books, children's fiction and non – fiction; Display racks for paperbacks and media; storage for supplies, games, etc.; Tables and chairs at different heights to accommodate youngsters from toddlers through 6th grade; Lounge seating for recreational reading; floor cushions; Tables, chairs and book bins should be mobile so use of the room is flexible, based on changing needs of the children. Children's service desk for staff. All furniture should be sturdy to withstand wear and tear.



BUILDING PROGRAM FEBRUARY, 2024

Storage: Slide-out drawers or bins for games and toys; bins for headphones; all easily accessed by children and parents. Storage for office-type supplies at Children's Service Desk; Secure storage for e-readers and tablets at service desk.

Shelving: Heights of 42" for picture books and reference collection; 60" for children's fiction and non – fiction. Some shelving, particularly for children's fiction paperbacks can be accommodated on free standing book racks. 60" shelving could be perimeter, with 45" shelving in used to define center spaces. Periodical shelving for 8 subscriptions with sufficient adjacent storage for 12 back issues of each title.

Material capacity: 32,400 items divided; **Media capacity:** 500 items **Periodical capacity:** 8 display; 8 sq. ft. for back issues

Equipment: Public: 1 OPAC terminal; up to 10 public access computers; electronic devices with headphones for individual listening; 2 book carts; book bins for picture books; Puppet theater, train table, playhouse, kitchen, cushioned window seating, cushioned nook seating

Staff: Computer workstation and networked printer at service desk;

Adjacent to: Children's Librarian's Office, Children's Story Hour/Activities Room

Close proximity to: Young Adult area.

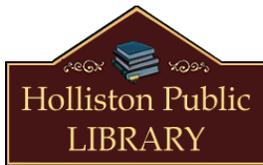
Distant from: Adult Services

Architectural features: The Children's area should:

- be open with good sight lines from service desk and Children's Librarian's Office for supervision;
- be relaxed and playful in nature;
- be colorful but not have a plethora of patterns or colors that cause sensory overstimulation;
- have surfaces designed for easy maintenance and clean up;
- have dedicated Children's/Family Restroom. (See Area Designation Restrooms for detail);
- have storage for strollers;
- have direct access to Children's Story Hour/Activities Room;
- consideration should be given to providing window seats or "nook" seats built in, with storage underneath;
- consideration should be given to providing access to the outside, perhaps a patio or children's garden accessible directly from the Children's Room. While the concept is ideal and should be pursued, there are caveats to be considered. Access from the library to any garden space presents security risks for staff, patrons and materials. To allow free flow for patrons the garden must only be accessible through the main library. There must be no direct access to the garden from outside the library;
- OPAC should be located near the service desk so that staff assistance is readily available;

The following distinct areas must be provided:

Toddler play area for youngsters to age 2 could include such items as train tables, manipulative, costumes for dress-up and similar activities, shelving/bins for board books (52 sq. ft.) and appropriate storage for all. It should be enclosed by a barrier/gate and should have comfortable seating for adults.



BUILDING PROGRAM FEBRUARY, 2024

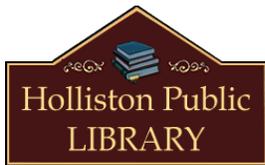
Pre-school area for ages 2-5 can include a puppet theater, educational toys, etc. and appropriate storage, as well as a large space with mobile tables and chairs seating 6, 4 lounge seats and book bins/shelving for picture books (612 sq. ft.) and a space where youngsters can sit on the floor and listen to a story.

School-age children (through grade 6) require traditional shelving for fiction and non-fiction, tables and chairs seating 6 and lounge/comfortable seating for 6. Provision should be made for easy access to school supplies, including markers, paper, rulers, etc. Charging stations/power supply must be convenient to tables and seating where students may use their own electronic devices.

Online computer workstations for use primarily by school-age children to access reference materials as necessary, but also for computer games, etc. must be placed where they can be easily monitored by staff. Workstations must have good and appropriate lighting, and should be set off from the main area, preferably in a "bay" not along an aisle or passage way. Each workstation must have sufficient space to seat the user and allow for books, backpacks, etc. to be put out of the way. A flat surface suitable for jotting brief notes, space to manipulate a mouse, and a place where text can be placed conveniently and read easily are essential. A continuous counter at which chairs can be placed should be considered as an alternative to individual desks or tables.

Parents who accompany their children to the library must also be accommodated.

- 4 chairs should be provided for those with toddlers and preschoolers who select books with their children, and who might like a comfortable place to read to the child.
- 4 comfortable, adult-sized lounge chairs should be placed where the adults who are with older, more independent readers can read their own materials while waiting.
- Features such as shelf heights, movable bookcases or bins, table sizes, and wall décor can delineate the zones. No permanent barriers should be constructed, in order to allow for flexible use of the space over time, including the toddler barrier, which should be easily uninstallable if necessary. The décor should relate to the library as a whole, yet hold its own identity. There should be ample wall space to display children's artwork, a static bulletin board for notices and an electronic bulletin board to display library information.
- Provision to plug in electronic equipment or computer projection equipment must be made in a manner that does not require electric cords to be stretched across any path where patrons need to walk. Audio equipment is required for some programs.
- Sound absorbing materials are required on floor, walls, and ceiling.
- Ample and convenient storage for supplies and equipment must be provided. See Area Designation Youth Services Workroom for storage detail.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: YOUTH SERVICES
CHILDREN'S STORY HOUR/ACTIVITIES ROOM **Area required:** 960 sq. ft.

Functions Performed: The Story Hour Room/Activities Room provides space for children to listen to stories or presentations in one area and to participate in craft activities in a separate area. It may also be used for Young Adult Programming as needed after school. It must include staff workspace to allow youth staff to complete required off-desk tasks including program planning sessions, telephone conversations, etc.

Occupancy: Staff 3 Public 60

Public seating:

- Craft area up to 40 children at tables
- Story-hour area up to 60 children seated in auditorium-style chairs or on the floor
- 20 adult-size folding chairs

Staff seating:

- 1 desk
- 2 workstations at counter as needed. 8 linear ft. of standing counter, 5 ft. for processing or program preparation, 3 ft. for sink

Furnishings: 40 child-sized stackable, glide on carpet chairs with dollies; 60 floor cushions; 10 adjustable-height folding tables to seat 4 at each table; supply carts TBD by staff; clock; coat rack to accommodate heavy winter outerwear for all participants. 1 office desk, equipped with 1 lap drawer, 2 storage drawers and one file drawer, at least one to be lockable; chair for desk; stand(s) or appropriate surfaces for shared free-standing all-in-one "bizhub" unit; sink of sufficient size to allow craft items of various sizes to be washed.

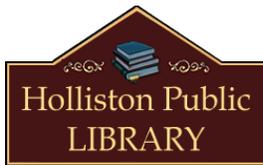
Storage: All storage to be lockable

- Large walk-in storage room with wide doors to allow tables and chairs to be rolled in on wheeled carts or racks.
- Walk-in storage closet to hold large and varied program and other supplies as determined by staff with adjustable shelving, drawers, peg boards, hooks, etc. to accommodate craft and program supplies (examples include poster board, various sizes of paper, paint and brushes, yarn, thread, markers/crayons/pencil) and larger items including easels, display boards or grids, etc.
- Storage for paper cups, plate, napkins, etc. to be used for refreshments;
- Secure and sufficient storage for all electronic hardware and software;
- Child-safe, lockable cabinets under sink and counter
- A lockable closet to hold staff outerwear and personal items; sufficient and appropriate cabinetry and shelving for office supplies, and other items as determined by staff.

Shelving: 24 linear ft.

Material capacity: 190 items at 8/linear ft.

Equipment: Integrated audiovisual presentation system designed to meet optimum capabilities at the time of construction. Ability to broadcast live over community access television; (Note: all these items can vary as technology changes. The equipment decisions will be made late in the project, but all electronic and electrical provisions, plus structural considerations, must be included in construction.) Telephone, lamp and computer workstation at desk; shared networked all-in-one, laminator, paper cutter, Cricut. Other items TBD.



BUILDING PROGRAM FEBRUARY, 2024

Adjacent to: Children's Services Office, Young Adult Office

Close proximity to: Children's Room; Young Adult Room; stroller storage

It is suggested that the room serve as a divider between the Children's Room and Young Adult Room to accommodate the need to have cross-over collections easily accessible to both groups yet allow for seating spaces to be substantially separate from each other.

Distant from: Adult Services

Architectural features:

In The Story Hour/Activities Room children can sit in chairs, auditorium style, sit directly on the floor or on floor cushions for stories or other programs.

The Story Hour/Activities Room must:

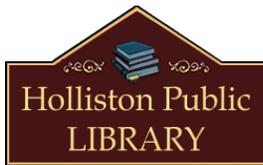
- have good and appropriate sound system and acoustics;
- have wireless network capability;
- provide sufficient space for manipulating large display or program items between storage and program space;
- have seating for caregivers who wish to observe programs;
- have an area to hang coats.

The Story Hour Area must:

- be carpeted; (consider carpet tiles for ease of cleaning or replacement);
- have good sight lines for viewing a screen or a speaker for children seated in chairs or on the floor;
- have lighting that is dimmable and switches on and off immediately. Lights which take time to warm up and come to full brightness are not appropriate in a space where projectors may be turned on and off several times during a presentation;

The Activities space is designed for participatory activities that require tables, chairs and space to move around. It must:

- have counters and sinks at two heights, one for adults, one for children, both large enough to clean equipment and supplies;;
- have adjustable-height tables to allow Young Adult use
- have easily cleanable floors, vinyl not carpet;
- have fabrics and finishes that stand up to use by children, and should be easy to clean and maintain;
- have general lighting and task lighting as appropriate;
- have sufficient electrical receptacles appropriately placed in locations and heights for specific tasks to prevent the need for individual plug-in power strips.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: YOUTH SERVICES
YOUNG ADULT **Area required:**

Materials 575 sq. ft. Seats 550 sq. ft. Staff 65 sq. ft.; computers 360 sq. ft. OPAC 45 sq. ft. Total 1,600 sq. ft.

Functions Performed: Houses young adult collection for research and recreational reading; provides comfortable work and social space in separate areas for middle school students and high school students; provides space for school work and personal projects

Occupancy: **Public** 30 **Staff** 1

Staff Workstation The Young Adult Desk must serve as a clear focal point easily identified by patrons entering the area as the place they can find assistance and information.

It must:

- be welcoming for young adults who are close in age, 12-18, but very far apart in needs and interests;
- provide clear sight lines to allow staff to see all sections of the area
- provide private space not accessible to patrons for secure storage;
- allow staff to leave easily to assist youngsters;
- have sufficient power supply without having to run power strips or extension cords across passageways;
- provide a space where students may independently have access to homework supplies including paper, markers, staplers, etc.

User seating: 10 at tables; 10 lounge or alternative seats, e.g., counters, booths or other, 8 computer seats, divided between middle and high school sections.

Furnishings: Shelving stack space for up to 7,000 books and media items; Shelving for magazines; 5 tables with 2 chairs each that can be pushed together for joint work; 10 lounge/alternative seats with end tables for patron belongings and 8 computer workstations. Coffee tables must be avoided as they tend to be used as footrests or additional seating.

Storage: Lockable cabinets behind or incorporated into desk for office supplies; open storage bins for school supplies, e.g. markers, paper, etc. to be used by students

Shelving: 575 sq. feet for materials; (include some display shelving);

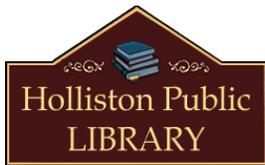
Material capacity: 7,000 items, hard cover and paperback; DVD, Blu-ray; video games; board games; magazines.

Equipment: Power supply and charging stations for electronic devices; headphones; other equipment TBD in during design development.

Adjacent to: Young Adult/Assistant Director's Office

Close proximity to: Children's Story Hour/Activities Room

Distant from: Quiet adult area

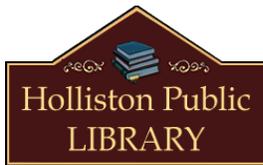


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Architectural features: Young adults, students in grades 7 through 12, need a clearly defined space distinct from both children's and adult's areas which gives them the illusion of privacy, yet is easily monitored by staff to both provide assistance when needed and to observe behavior. Collections of young adult materials are unique to their age group, having little overlap with children's materials, but leading to works in the adult collection. High School students particularly need to be close to adult non-fiction collections to complete their school assignments.

Using a "commons" model, divisions may be created with partitions or screens; with partially glazed walls or with furniture and floor levels. Careful attention must be paid to acoustics. Teens must be able to move through the spaces to socialize or relax without disturbing other library patrons. Seating should be varied in style but four seats at tables should be placed in a quiet zone. Teens like to be invested in their space therefore it is suggested that as the project moves forward, they be involved in planning.

Above all the space must be flexible to accommodate changing needs and interests over time. No irreversible decisions regarding divisions of space or installation of furnishings, including shelving, should be made.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: DIRECTOR'S OFFICE

Area required: 175 sq. ft.

Functions Performed: Provides facility needed by Director to carry out administrative functions, including privacy for telephone conversations or library visitors, without disturbing patrons.

Occupancy: Public Up to 6 **Staff:** 1

Staff seating: 1 **Visitor seating:** 2 in guest chairs; 4 at table

Furnishings: Office desk, credenza, 5- drawer file cabinet, computer work station, seating for director; two guest chairs; 1 round 36" diameter table with 4 chairs.

Storage: A lockable closet divided to hold outerwear and personal items on one side and sufficient and appropriate shelving for office supplies and other items on the other.

Shelving: 42 linear feet

Material capacity: 336 books @ 8 books/linear foot

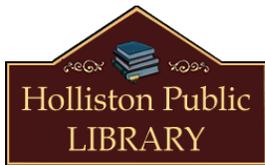
Equipment: Telephone; computer, small printer.

Adjacent to:

Close proximity to: Main Service Point

Distant from:

Architectural features: The Director's Office must be set off enough from central activity to allow the Director to work without interruption, when necessary, but close enough for quick access to public service areas. The Office should be professional, uncluttered, and devoted to the Director's use. The Director should have an area for two visitors to be seated comfortably in front of the desk and 4 to be seated at a table for small meetings. Space for a small dedicated printer must be provided when printing of confidential material is required.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: ADMINISTRATION OFFICE **Area required:** 125 sq. ft.

Functions Performed: Provides supplementary office space. *(Note: A specific position does not exist however it anticipates the need for an additional office over the next 30 years)*

Occupancy: **Public** 1 - 2 **Staff:** 1

Staff seating: 1 **Visitor seating:** 2

Furnishings: Office desk and chair with extended work surface; 2-4 drawer file cabinets, chairs for two guests; printer/copier unit (business hub)

Storage: A lockable closet divided to hold outerwear and personal items on one side and sufficient and appropriate shelving for office supplies and other items on the other.

Shelving: 10 linear feet

Material capacity: 80 volumes @ 8 vol/ft.

Equipment: Telephone; computer and other items TBD

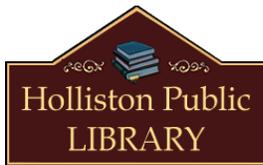
Adjacent to: Director's Office

Close proximity to:

Distant from:

Architectural features: The Support Staff Office must:

- be adjacent to and accessible from the Library Director's Office;
- have a door that may be closed for telephone conversations or meetings;
- have two guest chairs;
- be glazed above 42" from the floor;
- have blinds that may be drawn for privacy.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: CUSTODIAN'S WORK AREA

Area required: 100 sq. ft.

Functions Performed: Work and organizational space for custodian; Store supplies, equipment and materials necessary to maintain building; utilities including sink.

Occupancy:

Seating: Public 0 Staff 1

Furnishings: Desk and chair; secure cabinet for cleaning materials, mops, vacuum cleaner, etc.

Shelving: Utility shelving as determined by need

Material capacity: 0

Equipment: Slop sink, vacuum, buckets, etc.

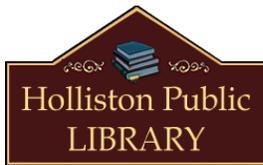
Close proximity to: Mechanical room; boiler room; (elevator and elevator room if elevator is included in building); delivery door/dock; long term storage, large item storage, restrooms, meeting room, landscaping equipment storage. (See Area Designation Storage for detail)

Distant from:

Architectural features: The Custodian's work area should:

- provide an office desk with lockable drawers and a chair to allow for paperwork;
- provide a closet/utility area containing a slop sink; a utility sink and storage for mops, buckets, vacuums, etc.
- provide direct and easy access to all mechanical areas of the building;
- be near the elevator if one is included;
- be near a delivery door/dock; (ideally a double-wide delivery door would open the near the custodian's work room to allow for large deliveries of books, supplies, furnishings, etc.

If the building is more than one story in height a separate utility closet, including sinks and storage for frequently used supplies, for example, paper towels and toilet paper, must be provided on each floor.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: STAFF ROOM

Area required: 200 sq. ft.

Functions Performed: Provide space for staff to secure personal belongings and take breaks away from public view. Provide a restroom for staff accessible only through the staff room.

Occupancy: **Staff** 6 **Public** 0

Seating: **Staff** 6 **Public** 0

Furnishings: Table and 4 chairs; 2 comfortable chairs; end table; locking file or storage cabinet; sink, small refrigerator; cook top or small stove; microwave oven.

Storage: 12 Individual lockers for staff personal belongings; counter with storage drawer and cabinet; Hanging rack for coats

Shelving: Small bookshelf.

Material capacity: 40 books

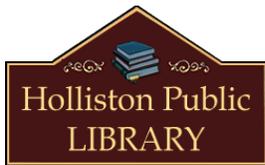
Equipment: Refrigerator, stove, microwave, coffee maker, paper towel holder; hooks; other materials as enumerated by staff.

Close proximity to: Kitchen

Distant from:

Architectural features: Staff Room should include:

- a staff-only restroom;
- a refrigerator and microwave oven;
- a table with 4 chairs;
- two comfortable chairs with a small table between them;
- 12 lockers with built-in locks and keys, not external combination locks to hold handbags, laptops and other personal belongings.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: FRIENDS OF THE LIBRARY ROOM **Area required:** 130 sq. ft.

Functions Performed: Provide space for friends to store organization files, receive, sort and store books for book sale, meet to work on projects

Occupancy: **Staff** up to 6 **Public** 0

Seating: **Staff** 2 with additional folding chairs if needed **Public** 0

Furnishings: Folding table and 6 folding chairs; locking file or storage cabinet; coat rack

Storage: TBD sufficient to collect and store book donations for semi-annual book sales.

Shelving: Perimeter utility shelving to hold cartons full of books or to allow books to be sorted and stored in preparation for book sales.

Material capacity:

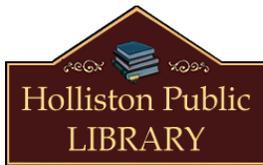
Equipment: TBD

Close proximity to:

Distant from:

Architectural features: Friends of the Library Room should include:

- a folding table that can easily be put up to sort books or complete other projects and taken down to facilitate moving book cartons to sale site;
- 6-8 folding chairs for informal meetings or work sessions
- secure storage for personal items while working in library;



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: CONFERENCE ROOM (SMALL MEETING ROOM)

Area required: 500 sq. ft.

Functions Performed: Provide meeting room for up to 12 at a conference table, 25 seated auditorium-style

Occupancy: 25

Seating: Staff 0 Public 25

Furnishings: 1 foldable conference table and 25 chairs (storable glide-on-carpet or folding with moveable rack), coat rack, credenza with draws and/or cabinets for meeting supplies and flat top for handouts, refreshments, etc.;

Storage: Coat closet or rack; Lockable cabinet for presentation supplies (could be in credenza); Storage for tables and chairs when not in use

Shelving: 30 linear feet

Material capacity:

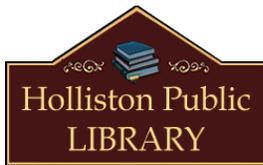
Equipment: Remote access meeting capability including screens, telephone and speakers, presentation hardware and software e.g., large screen smart tv, whiteboard; appropriate sound system including loop for hearing impaired

Close proximity to: Main Entrance; Auditorium

Distant from: Quiet areas

Architectural features: The Conference Room should:

- be well and appropriately lighted;
- have surfaces that absorb sound;
- be away from distracting activity;
- provide space for 12 to sit comfortably at a table and 25 in rows;
- have a turnkey presentation system with wireless access, smart tv; television reception, cable access recording capability, speakerphone; loop for the hearing impaired (specifics TBD during design development with respect to technology available at that time.);
- provide space for personal belongings of meeting attendees;
- be glazed on wall facing corridor;
- have window blinds;

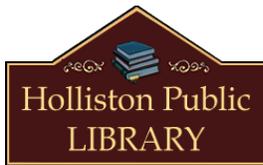


BUILDING PROGRAM FEBRUARY, 2024

The Area must:

- be accessible from the Main or Auditorium entrance when the library is closed without providing entry to the library;
- be soundproof;
- have easily cleanable floors, vinyl not carpet;
- have finishes that are easy to clean and maintain;
- have general lighting and task lighting as appropriate;
- have good and appropriate sound system and acoustics including enhancement for the hearing impaired;
- have wireless network capability;
- provide sufficient space for manipulating large items between storage and program space;
- have an area to hang coats;
- have walls glazed from 42” to the ceiling to allow the staff clear sight lines into the room.
- have electrical receptacles at a variety of heights, including floor level, counter height, and in other locations to accommodate a variety of machinery;
- have a ceiling-mounted projector placed to allow easy viewing by all from any place in the room;
- have large lockable storage cabinets to protect supplies, software, etc.
- have “cubbies” or similar to allow users to leave belongings, and not have to clutter workspaces;
- have climate control designed to protect equipment;
- provide assistive technology including video enlargement, screen readers, and magnifiers;

Consider the need for 220v. power supply.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: LOCAL CABLE BROADCAST CONTROL ROOM

Area required: 80 sq. ft.

Functions Performed: Provides production and editing space for staff and patrons

Occupancy: Public 0

Staff: 1-3

Staff seating: 3

Patron seating:

Furnishings: 3 chairs, other items TBD.

Storage: Lockable supply cabinet/closet for electronic equipment.

Shelving:

Material capacity: 0

Equipment: Audio and video recording and editing suites to be selected during construction.

(Note: all these items can vary as technology changes. The equipment decisions will be made late in the project, but all electronic and electrical provisions, plus structural considerations, must be included in construction.)

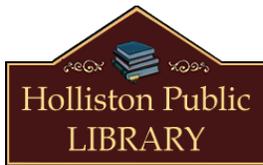
Adjacent to: Creative Technology Lab, Auditorium

Close proximity to:

Distant from:

Architectural features: Control booth to allow live broadcast and/or recording of programs. The control room should serve the entire library and allow live broadcast on [Holliston Community Access Television](#) (HCAT). The HCAT staff should be actively involved in the development of the library cable facility. The studio must:

- have superior soundproofing. No sound should be heard outside the room.
- have a stable and high-speed internet connection to stream events;
- have appropriate and abundant power supply at various heights to support all equipment;
- have appropriate lighting;
- provide space for staff to sit comfortably;
- provide space for personal belongings;
- include charging stations for personal electronic devices.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: AUDITORIUM **Area required:** 1,950 Sq. ft. Storage 585 sq. ft.

Functions Performed: Provide facilities for a wide variety of programs and meetings sponsored by the library and the town for children and adults. This must be a flexible space that can be opened for group meetings or divided as needed for small meetings, children's programs and training. The auditorium must have technology and equipment to broadcast live over the town cable access station.

Occupancy: Up to 150 adults seated auditorium style **Staff** 0

User seating:

- up to 150 adults auditorium – style;
- up to 72 adults at tables;

Furnishings: 150 adult-sized stackable, glide on carpet chairs with dollies; 12 adult sized folding tables seating 6; podium, including microphone; built in audio system including microphones with wired and wireless capability, amplifiers, speakers; presentation capabilities all to be determined based on most current technology during construction, but which can include whiteboard, overhead projector networked to computer connected projection system; smartboard; projection screen; smart tv; clock; coat rack to accommodate heavy winter outerwear for all participants.

Shelving: 0

Storage: Secure and sufficient storage for all electronic hardware and software; storage for tables and chairs not in use; and storage for selected supplies and props needed for programs is required.

- A large walk-in storage room with wide doors will allow tables and chairs to be rolled in and on wheeled carts or racks.
- Audio-visual equipment on carts, the podium, easels for use in presentations, and other equipment as identified may also be stored within it.
- Appropriate secure storage must include space for cables and cords.
- Separate lockable cabinets for small program supplies, e.g., paper, markers, scissors, etc. should be provided in craft areas.
- Larger space for big items including poster board and flip chart paper must be included.
- A coat room or large coat racks that can be rolled in and out of the storage room when needed must be provided for.

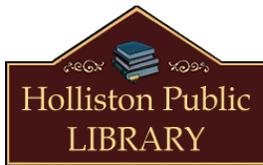
Material capacity: 0

Equipment: 24 laptop computers on cart; A turnkey presentation system including ability to broadcast live on local access television; Wall-mounted smart tv; appropriate sound system including loop for hearing impaired; and lighting. *(Note: all these items can vary as technology changes. The equipment decisions will be made late in the project, but all electronic and electrical provisions, plus structural considerations, must be included in construction.)*

Adjacent to: Kitchen

Close proximity to: Library entrance; restrooms; staff room.

Distant from: Quiet seating area;



BUILDING PROGRAM FEBRUARY, 2024

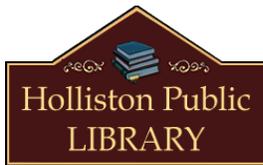
Architectural features:

The Auditorium must serve many functions therefore must be carefully designed to accommodate all requirements. General requirements are:

- All sections of the space must be accessible without going through the library when the library is closed.
- The overall room must be large enough to seat 150 adults auditorium style.
- It must be dividable into two separate sections, 40%/60% that can each be used simultaneously for different types of programs. Both must be as sound proof as possible and have independent access to the kitchen.
- Careful attention must be paid to providing state-of-the-art electronic systems to facilitate presentations. A qualified media design consultant must be included in the project at the planning stage to ensure that the facility will be adequate and appropriate to serve community needs.
- Sound system and acoustics must be carefully designed to optimize use as one large space and two smaller spaces. Sound from programs must not carry into the library.
- Both sections of the space must have capability to use presentation devices simultaneously.
- All surfaces must be easy to clean.
- There must be access to restrooms without entering the library, when the library is closed.
- Lighting that is both general for auditorium – style seating events and flexible for small group work is required. (Note: Lights should be dimmable but must turn on and off immediately when switch is engaged. Lights which take time to warm up and come to full brightness are not appropriate in a space where projectors may be turned on and off several times during a presentation. Requires high efficiency lighting.)
- Electrical service should include provision for electronic devices, presentation hardware, lighting and large capacity coffee makers, without running cords across the floor where they cause safety hazards.
- Kitchen (see **Area Designation** below) must be an integral part of the space;

Other requirements include:

- good sight lines for viewing a screen or a speaker at the podium for both adults seated in chairs and children seated on the floor. If windows are included in the design, they must all have easily accessible room-darkening shades that can be closed to prevent daylight interference with presentation equipment;
- appropriate sound system including loop for hearing impaired;
- wireless network capability;
- state-of-the art connection to local Cable Access to enable live broadcasts and have video recording capabilities for later broadcast (It must be done in conjunction with the town cable access provider.)



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: CASUAL SOCIAL SPACE **Area required:** 240 sq. ft.

Functions Performed: Provide space for patrons to enjoy a beverage or light snack in a social area away from the collection

Occupancy: **Staff** 0 **Public** 12

Seating: **Staff** 0 **Public** 12

Furnishings: 4 Lounge Chairs; 2 small Bistro-type tables with 4 chairs each; coat rack; sink with small storage cabinet under

Storage: Lockable cabinet sufficient for miscellaneous supplies; Lockable under-sink storage for cleaning supplies.

Shelving: None

Material capacity: None

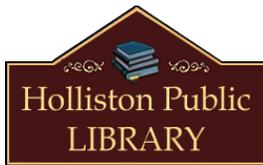
Equipment:

Close proximity to: Entry, Auditorium; New Materials

Distant from: Quiet areas

Architectural features: The Casual Social Space is not intended to be a dispenser of food, but a space where patrons may consume their own snacks and drinks away from the materials collection. Four lounge chairs and eight seats at bistro-type tables will allow social interaction and space for comfortable reading.

- All surfaces must be durable and easy to clean.
- Hard surface flooring, not carpet, is recommended.
- A small sink for hand washing and simple cleanup is required.
- Storage must be lockable for security and have child-safety locks to be used any time the cabinets are unlocked.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: RESTROOMS/WELLNESS ROOM **Area required:** non-assignable space

Functions Performed: For use by staff and library patrons.

Occupancy:

Children's Room – 1 family restroom accessible from within Children's Room only, including changing station, and adult and child sink and toilet. Wellness Room or pod to be used by a nursing mother or a sensory-challenged individual for quiet space.

Adult Restrooms located for general patron use when library is open and by program attendees when library is closed, of size sufficient to accommodate 150 program attendees including gender-neutral accommodations. One family restroom available near auditorium when library is closed must include Universal changing table.

Staff – One gender-neutral bathroom inside staff room.

Furnishings and equipment: Fully accessible to the handicapped. Water closet, grab bars, sink, unbreakable mirrors, center drain, tile surfaces on floor and lower portion of walls, motion-sensor faucets, soap dispensers and blowers for drying hands; exhaust fan; lockable storage cabinets; waste receptacles; changing stations, at least one to be Universal size, motion sensor light that will turn on when someone enters and off when the room is empty to conserve energy.

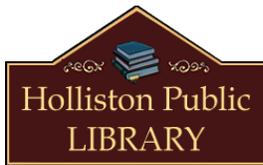
Close proximity to: **Adult** – Entrance, Main Service Point. Must be accessible to Auditorium when Library is closed.

Children: Must only be accessible through Children's Room; must be in clear sight of Children's Services Desk.

Distant from: Quiet seating area; Reference.

Architectural features:

- Restrooms must be:
 - fully visible from nearby staff workstations;
 - accessible for elderly, handicapped, and parents with young children;
 - convenient to the Auditorium;
 - accessible to Auditorium when the library is closed;
 - lockable from inside, but should have key access from outside to rescue locked in children, or to keep restrooms locked for security purposes;
- No one should be able to enter restrooms from outside the building without being observed by staff.
- Patrons should not have to pass through quiet study areas to reach restrooms.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: GENERAL LIBRARY STORAGE **Area required:** Included in non-assigned space.

Functions Performed: Allow short and long-term storage for library supplies, holiday decorations, infrequently requested materials that are not historic, periodicals, etc. Storage has been included in individual area designations. Storage described here is for general library use.

Occupancy: **Staff** 0 **Public** 0

Seating: **Staff** 0 **Public** 0

Furnishings: Shelving, drawers, closets or cabinets as specified.

Shelving: as determined by need.

Material capacity: as identified

Equipment:

Adjacent to: Custodian's Work Area

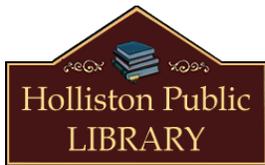
Close proximity to: Areas to be served.

Distant from:

Architectural features:

- Bulk storage for continually used and replenished items, e.g., paper, restroom supplies near delivery door and, if building has an elevator, near the elevator to facilitate distribution.
- Provision must be made to keep cartons off the floor to prevent dampness.
- Secondary paper storage – One lockable closet should be provided on each floor to store paper for photocopiers, printers, etc. convenient to staff who need to replenish supplies.
- Semi-permanent storage for bulky items such as seasonal decorations – lockable storage room, 150 sq. ft. minimum with perimeter shelving and other storage as needed. It could be incorporated into janitor's space.

Note: One large storage room could meet both long-term and short-term bulk needs.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: OUTDOOR PROGRAM SPACE

Area required: TBD

Functions Performed: Provide outdoor facilities for a wide variety of seasonal programs sponsored by the library and the town for children and adults.

Occupancy: Public Up to 75 adults Staff 0

User seating:

- up to 75 adults
- flat open space for presenters or for children to sit on the ground

Furnishings: TBD

Shelving: 0

Storage: Secure and sufficient storage for chairs, tables, podium, etc. provided with direct access from outdoor area. Consider creating accessibility to storage for auditorium if furnishings are to be shared.

Material capacity: 0

Equipment: To be brought from library as needed

Adjacent to:

Close proximity to: Children's Room, restrooms, kitchen

Distant from: Quiet seating area.

Architectural features:

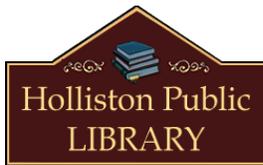
The Outdoor Program Space must serve many seasonal functions therefore must be carefully designed to accommodate many requirements. The space may be constructed as a pavilion with a permanent floor and roof covering, at minimum, a stage/presentation area but also providing shelter for seating. Alternatively, at minimum the infrastructure to accommodate installation of a fabric canopy in the summer should be provided, taking into consideration the location of shade trees. Consider the installation of permanent amphitheater seating versus portable seating (folding chairs) that need to be set up and taken down.

Consider the inclusion of picnic tables or bistro tables and chairs, perhaps permanently installed.

All furnishings must be impervious to rain.

General requirements are:

- The space must be accessible when the library is closed.
- Restrooms and storage must be accessible without going through the library including when the library is closed.
- The space must be flexible to allow for a variety of programming including musical presentations; children's story hours; craft workshops; health and fitness programs, e.g., Yoga; etc.
- Careful attention must be paid to providing state-of-the-art systems, notably sound and lighting, to facilitate presentations.
- Electrical service must be provided.
- Automobile traffic in and out of the parking lot should not affect programs in progress.
- Security is paramount. Options include having only secure access to fenced-in space through the entry that leads to the Auditorium and restrooms; having the area fenced in with an exterior locked gate for entry and exit or to having all space open to the community at all times with access to restrooms only during programs.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: PARKING

Area required:

Functions Performed: Provides safe, convenient and adequate parking for staff and patrons.

Occupancy: Public 62 spaces. 1space/400 gross sq. ft, including handicapped spaces and van accessible spaces as required by code. 6-12 Electric vehicle charging stations. **Staff:** 8 spaces

Seating: NA

Furnishings: Signage as appropriate, lockable bicycle racks

Shelving: NA

Material capacity: NA

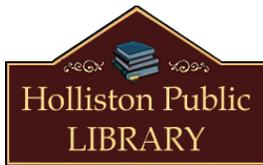
Equipment: Adequate lighting, including timed and motion sensitive lights; 10% to 20% Electric vehicle charging stations as required by Green Communities adherence to electric Stretch Code

Close proximity to: Main entrance, Book Drop.

Distant from:

Architectural features:

- Adequate parking for patron automobiles when the library is open and for programs held in the Auditorium.
- Alignment of parking lot must provide a passenger drop-off point and ensure that drop off does not interfere with direct access to parking.
- Consider a separate point for Patron “curbside” pick-up of material.
- Patron walkways from both street and parking lot must be provided to allow adequate space for patrons on foot to enter and leave comfortably without dodging automobiles.
- Bicycle racks must be placed out of the way of pedestrian traffic and driveway.
- Provision should be made for a drive-up book return.
- Short-term parking convenient to the Book Return/pickup lockers should be provided.
- Up to twelve (12) spaces allowing charging for electric vehicles must be provided per CMR 22.00 and 23.00 (Updated September 22, 2022).
- The parking must be integrated seamlessly with overall landscaping.



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: DELIVERY ENTRANCE **Area required:** 100 sq. ft.

Functions Performed: Provide a dedicated delivery entrance for ILL van driver; package or furniture delivery that does not interfere with patrons at the main service point or block access to driveway or drop-off area.

Occupancy: Staff 1 Public 0

Seating: Staff 0 Public 0

Furnishings: Counter for opening and sorting totes

Storage: Under counter for totes.

Shelving: TBD

Material capacity: TBD

Equipment: Doorbell; 2-wheel cart

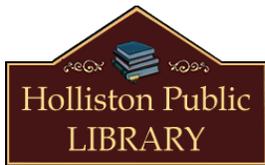
Close proximity to: Driveway outside; Elevator if provided, inside

Distant from:

Architectural features:

Consider a delivery door that opens to a self-contained vestibule where the ILL van driver can drop off or pick up bins whether the library is open or closed using a separately keyed door from the outside. A second lockable door leading into the library allows staff to put totes out or bring them in. The delivery entrance must:

- have a doorbell that can be heard in Circulation Workroom, the Main Service Point and the Director's Office;
- have clear directional signage from the driveway into library property;
- not interfere with traffic flow to and from the main entrance/passenger drop-off zone;
- be separate from patron walkways (from both street and parking lot) to allow adequate space for patrons on foot to enter and leave comfortably without dodging delivery vehicles;
- meet ADA requirements;
- have access coordinated with main entrance; (see Area Designation Main Entrance)
- have a counter where books from the totes can be placed for sorting;
- be of sufficient size to allow delivery of large items, including furniture;



BUILDING PROGRAM FEBRUARY, 2024

Area Designation: LANDSCAPING **Area required:**

Functions Performed: Develops appearance of the land around the library and parking lot.

Occupancy: Public **Staff:**

Seating: Consider benches, bistro tables and chairs

Furnishings: Signage as appropriate, benches, statues, garden items TBD

Shelving: NA

Material capacity: NA

Equipment: Adequate lighting, including timed and motion sensitive lights.

Close proximity to:

Distant from:

Architectural features: Landscaping must be site specific. It must be well designed to maximize the library aesthetics, fit appropriately into the setting and ensure the safety of patrons and staff. Paths to parking must be well lighted. Motion sensor lights should be considered. Live materials should be of appropriate height and scale to ensure that they cannot be used as hiding places for predators. Maintenance level should be low.

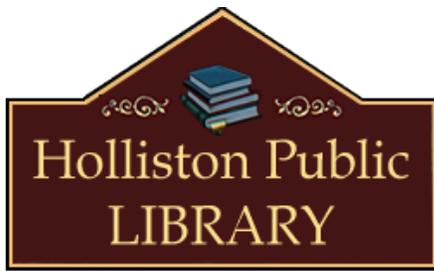
Landscaping must be seamlessly integrated with outdoor programming space, taking into account safety for patrons and staff when decisions are made about the program space design. Separately there may be some garden-type seating area for patrons independent of program space. Considerations for both outdoor program space and outdoor gardens and seating will be dependent on the size of the site available. Options include outdoor garden space accessible only through the library when it is open and garden space available outside the library at all times.

While both concepts are interesting and should be pursued, there are caveats to be considered for each.

Regarding access from within the library, to allow free flow for patrons the garden must only be accessible through the main library. There must be no direct access to the garden from outside the library. An unsecured garden entrance allows patrons to walk out with materials that have not been charged out, but there is a greater security risk. An unsecured entrance that enables persons entry to the library without passing through the main entrance makes it difficult for staff to keep track of those who arrive or depart. The potential exists for an individual to wreak havoc or to harass patrons or staff therefore external spaces must be carefully planned for safety.

Having program space available when the library is closed requires additional thought. Consideration should be given to secure access through the entry that leads to the Auditorium and restrooms, with the Outdoor Program Space and garden area fenced in or to having all space open to the community at all times with access to restrooms only during programs. See Area Designation Outdoor Program Space.

Benches can be integrated along the walkway or outside the main entry for the convenience of patrons providing seating areas separate from the “garden area” or Outdoor Program Space.



BUILDING PROGRAM

FEBRUARY, 2024

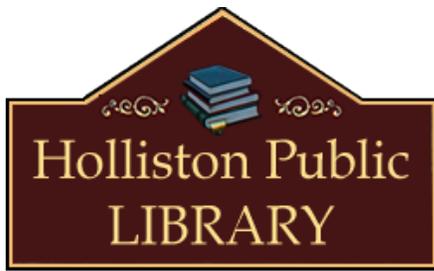
**Appendix I
Space Summary Chart**

Creative tech/maker/teen*	400									0	20
Conference Room*	500									0	25
Board Room*										0	
Quiet Study Room(s)*	270							6		6	
Group Study Room(s)*	300									0	12
Classroom										0	
Art Display/Gallery										0	
Cable Control Room	80									0	
Director's Office	175	336				1				0	
Administration Office	125	80				1				0	
Technical Services	400	500								0	
Delivery/Receiving	100									0	
Custodial Office/Workrm	100									0	
Server/Network Room	100									0	
Staff Break Room	200									0	
Friends/Book Sale	130									0	
		Total Vols	Total A/V	Total Periodicals	Total Public Computer Workstations	Total Staff Computer Workstations	Total OPACs	Total Lounge Seats	Total Table/ Carrel Seats	Total Reader Seats	Total Program Seats
Total Net SF	19176	77372	0	0	30	12	3	64	50	114	259
30% Unassignable Area	5753										
Total Estimated Gross SF	24929										

NOTE: Total Vols does not reflect total collection of 72,600. It includes shelving space available in offices and workrooms.

***Seating guide**

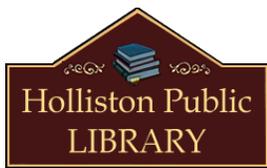
Lounge Seats:	Includes all soft seats, including sofas, loveseats, and easy chairs
Table Seats:	Includes all upright chairs and stools normally used at a table or counter
Program Seats:	Includes all seats in public areas that are not available for open access use, such as meeting room chairs. Includes group study rooms that are normally reserved Does not include "quiet study" rooms or areas that have open access
Notes about seating:	For rooms with moveable or stacking chairs, count the number of seats available in the typical everyday setup Please count each chair only once Do not count computer chairs as seats unless one workstation has more than one chair. If so, count only the extra seat(s) as table seats



BUILDING PROGRAM

FEBRUARY, 2024

**Appendix II
Survey and Focus Groups**



BUILDING PROGRAM FEBRUARY 2024

FOCUS GROUP AND PUBLIC FORUMS SUMMARY

Four focus groups and two public forums were held in late summer and fall, 2023. Focus groups were made up of parents of toddlers, teens, Friends of the Library and seniors. Although few were in attendance in each group, those who participated provided valuable insights.

STRENGTHS

Without question staff members are considered the biggest strength of the library. The teens summed up the praise saying, “You can always find what you are looking for or librarian will get it for you,” and “They get things from other libraries.” The location is extremely important. It “Gives a great feel to the center of town.” It is walkable from neighborhoods (Mudville in particular), and from schools. The children’s area was touted for the space created by the Gilman Room conversion. Toys are important to parents; the collection ranks high in importance to both parents and teens. The intimacy and social aspects of the library were cited as key elements. Socially, the library brings neighborhoods together and “Allows parents who wouldn’t ordinarily have occasion to meet to connect.” The atmosphere was described as “comfortable.” People appreciated the “historical atmosphere,” which manifests the “ethos of a library.” The seating options, both tables and comfortable chairs, the hours, the electronic signage, universal access especially to newspapers, and the available computers were remarked upon as beneficial.

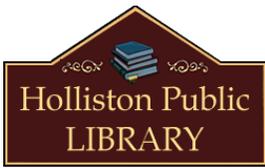
CHALLENGES

The challenges boil down to lack of space for everything – materials, programs, seats, computers, restrooms, storage, and parking, and as one participant citing the “domino effect” stated, “Everything is affected by something else.”

While the building is technically accessible because it has a barrier-free entry and an elevator, the overcrowding of the space is not conducive to use of wheelchairs or strollers. Having only two restrooms, one on the lower level near the Children’s Room, and one on the main floor, is a challenge as is lack of appropriate light, lack of signage, and lack of overall flexibility. Access to entry doors is not easy. The main entrance is at the top of several stone steps. The accessible entrance on the lower level to the Children’s Room is halfway up (or down) a ramp guarded by a railing. There are no shortcuts to the door. Parents need to get kids from cars to doors, and may have strollers and stacks of books in the mix with toddlers and preschoolers navigate from the parking lot around the barrier railing and up or down the ramp.

The library has no parking. Three on-street spaces in front are often full. Spaces in the adjacent parking lots are owned by abutting businesses who share some spaces, but patrons are frustrated by lack of available spaces and by inconvenient locations.

All groups asked for more books, some noting that they must go to other libraries to satisfy their searches. Having all the books in a series and having more variety overall were recurring observations. Others



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commented the arrangement of the collection creates problems with locating materials because it is not arranged in strict Dewey Decimal order due to lack of continuous shelving. ‘Twens especially find it difficult to settle on a place to work. Some materials they need are in the Children’s Room, where there is not enough seating and other items are in the Teen Zone on the third level mezzanine, where they do not feel they fit either.

Participants want more programs for all ages but recognize the challenge holding programs where there is little space. The larger program room has been co-opted for daily use as an extended Children’s Room activity area meaning that all children’s furniture must be moved and adult chairs set up and the smaller room, it was noted, doesn’t seem like a conference room because it’s used for storage.

OPPORTUNITIES

Important opportunities overall are, “Update the space to make it aesthetically pleasing,” create multi-generational spaces in order to increase intergenerational programming, and “Make it a place we want to visit and stay.” The chance to enlarge and improve existing spaces such as Teen Zone and Children’s Room, to create new spaces for quiet study and larger programs, to add seating, a library of things, a makerspace, and garden areas were recognized. Update signage and add amenities such as gallery space, assistive devices, a piano and a screening room (movie theater) also made the list. This also creates an opportunity to collaborate on programming town-wide, perhaps by hiring a person to coordinate all activities, and to develop a community calendar.

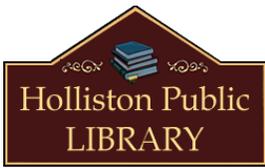
START FROM SCRATCH

If given the chance to design a new library from the beginning there would be interesting conversations. All agree on some common elements such as a light atmosphere, better lighting, larger and more defined spaces for various constituencies including children, teens and adults, and more much program space. Keeping the library in the center of town is important as is dedicated Friends of the Library space, and an auditorium appropriately built out with a stage, presentation hardware and universal design elements that could be used when the library is closed.

The groups differed on how these spaces would look, however. Teens suggest clearly defined rooms. A “Whole separate teen room,” separate non-fiction and biography rooms, quiet study space in a dedicated “Reading Room,” in addition to small study rooms were on their list. Others envision a more open floor plan with a flow from room to room albeit the first floor could be devoted to new books and quiet study. Social gathering space where the community can interact was mentioned. Flexibility and expansiveness would drive the planning process.

IF MONEY WERE NO OBJECT

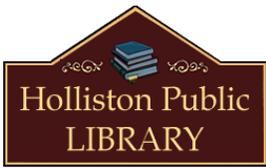
If money were no object one participant would like “State-of-the-art” Everything and a five-hundred-person auditorium equipped with presentation capability. Otherwise requests and ideas were modest.



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The teens' list includes lots of bean bag chairs, an aquarium, skylights, stained glass windows with book characters, a "handprint" tree in Children's Room to create memorabilia, really good cameras, better art supplies, twenty-four-hour on-line tutoring (real person or AI) and *Ask a librarian* service when library is closed.

Adults would like a green building, accessible to all, with complete adherence to universal design principles; tutorial space to include capacity for strong English as a Second Language (ESL) and adult literacy components; big windows; and comfy places to curl up and read. Artwork, murals, a "conversation set-up," a ping pong table and a water feature outdoors round out the list.



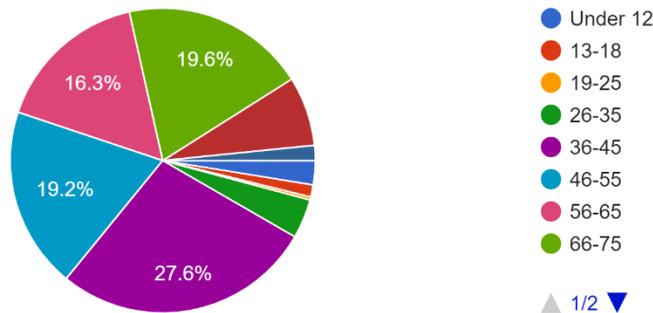
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SURVEY SUMMARY

An online and paper and pencil survey conducted from August, 2023 to January, 2024 garnered three hundred fifteen responses. 96.5% of the respondents live in Holliston; 93% have Holliston library cards; and 93% reported library accessibility does not affect their use of the library. The age distribution of respondents is detailed in the following chart:

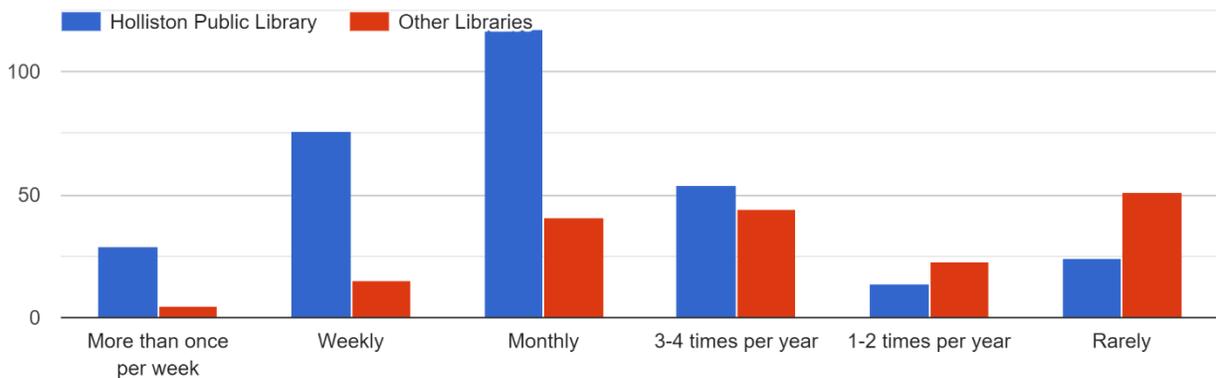
Please tell us about yourself. What is your age?

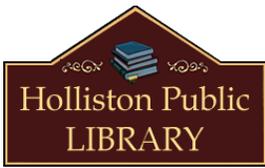
312 responses



Respondents visit the Holliston and other libraries frequently.

How often do you visit libraries in person?





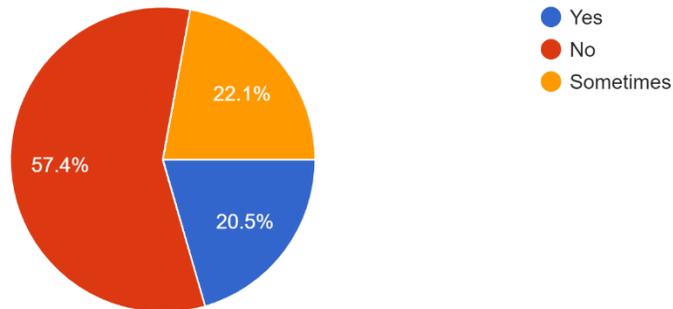
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Although 24 people responded they rarely visit the Holliston library, and fifty-one rarely visit other libraries, there were eighty comments to the prompt, “If you rarely visit, please tell us why.” Some said they use online resources including e-books, audio books, and Hoopla or they purchase books. Hours open is a deterrent as is parking. Some visit libraries that are more convenient to work or commute route while others note the library is small and does not have the resources, books and programs relevant to the respondent’s interests or needs. Lack of comfortable reading spaces is also a factor. One statement was quite clear. *The building doesn't provide an inviting atmosphere because it needs to be updated. I go to other libraries in the area to work sometimes and they have private spaces you can reserve for an hour or two.* Personal responsibilities in caring for children and families, the fact that their children are grown, as well as a change in behavior patterns generated by Covid were other reasons given.

Fifty-five percent of the 311 who answered said location does not affect their library use. The remainder noted overwhelmingly that their use is affected positively, because it is in a good walking location from schools and neighborhoods. Being in the center of downtown is very important. Negative responses cited issues with parking, which is confirmed by the next question:

Does parking affect your use of the library?

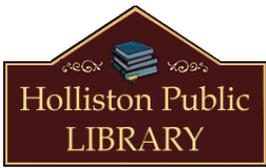
312 responses



Two responses reflect the general thoughts expressed.

- *It can be so hard to park! Pulling into the main drive can be almost impossible when traffic is busy, and there are never enough spaces. (also, where in the heck do all those cars come from? It seems almost like people might be treating it as a public lot) I have on a few occasions planned on coming in and ended up leaving because I couldn't park.*
- *Sometimes I can't find a spot in the lot and I will leave because I don't like get small kids out of the car on Washington Street.*

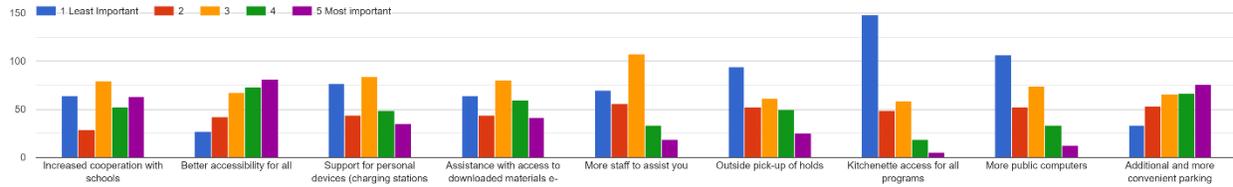
When asked to check all the services used when visiting the library in person, the top seven responses were browse all collections; recreational reading; borrow non-print materials; attend children’s programs; quiet study and reading; and attend adult programs.



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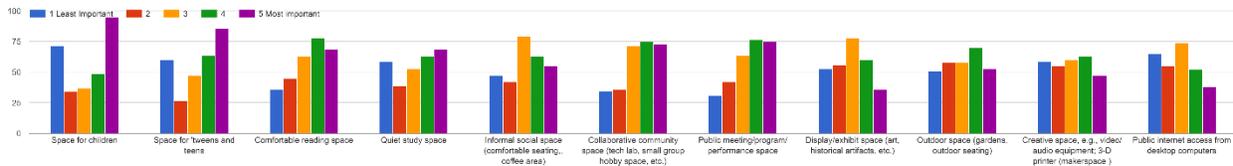
There were one hundred sixty-two responses to the question, “If you use other libraries than Holliston, please tell us why.” Some said they visit for variety, but many said other libraries have more, and more varied programs, larger collections, and better facilities. Those responses were supported in answers to the next series of questions regarding desired services and spaces.

Please rate which SERVICES will be important to you and your household over the next thirty years on a scale of 1 (least important) to 5 (most important).



The related comments asked specifically for more programs/activities for all; more hours, especially on weekends; bigger and better spaces particularly for teens and ‘tweens and programs; and a Library of Things. Space needs were reinforced in the following question.

Please rate which SPACES will be important to you and your household over the next thirty years on a scale of 1 (least important) to 5 (most important).

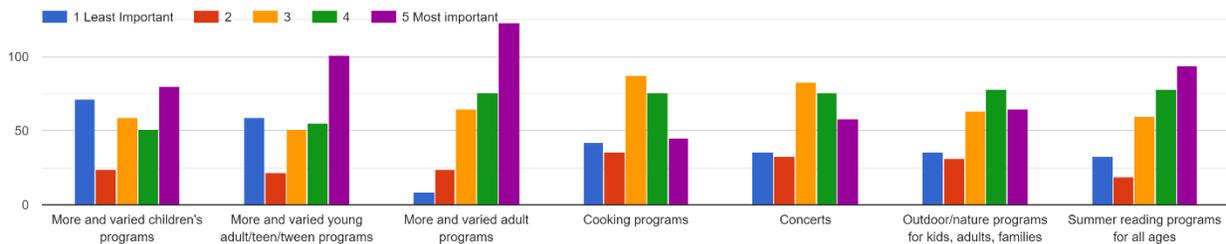


Comfortable reading space, social meeting space, intergeneration space, program space, and community space were requested repeatedly in the comments.

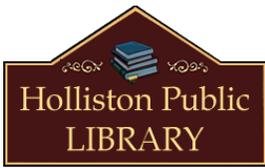
Suggestions for articles to be included in a Library of Things range from household items to electronic devices to power tools to sports and game equipment to toys and hobby supplies.

The most important addition needed to the collection is books for adults, per 215 people. Books for young adults and children came in second and third, respectively. There was little interest in video games, graphic novels for adults, DVDs and magazines.

What PROGRAMS will be important to you and your household over the next 30 years on a scale of 1 (least important) to 5 (most important).

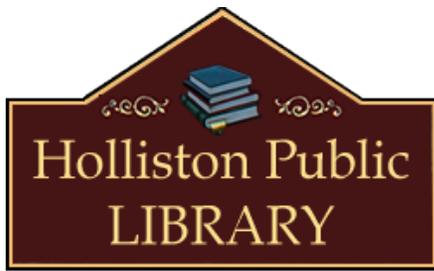


Programs are very important in all categories. Comments requested that the level of programming for all, and especially for adults, be brought back to pre-Covid levels.



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To the final question, “Please share any other thoughts and comments,” 85 people gave thoughtful and provocative answers, some relating to the building project and others relating to library policies. Regarding the building project, equal numbers said a new or bigger space is needed and a new or bigger space is not needed. All agree the library must remain in the center of town. Those in favor of new and/or bigger say there will be more opportunities to have a bigger and wider collection of materials for all ages; programs can be more diverse; and electronic resources can be enhanced to support the community. Those who prefer the library remain exactly as it is believe it is a historic building that is the proper size for the town, and that it should remain a traditional book repository, with basic technology. Respondents praised the staff and are happy that most of the time they can get the materials they want either in the library or via interlibrary loan (although wait times vary). Criticisms included the inclusion of some items in the collection deemed inappropriate for teens and children, and a collection that does not fulfill the reading needs of adults.



BUILDING PROGRAM

FEBRUARY, 2024

**Appendix III
495/Metrowest Infographic**

Holliston, MA

2023

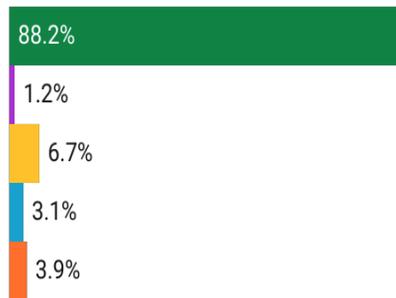
- Population: 14,891
- Median Household Income: \$142,348
- Per Capita Income: \$66,563



Socioeconomic

Race

- White
- Black or African American
- Asian
- Hispanic or Latino origin (of any race)
- Other/Multiracial



Holliston 495/MW MA

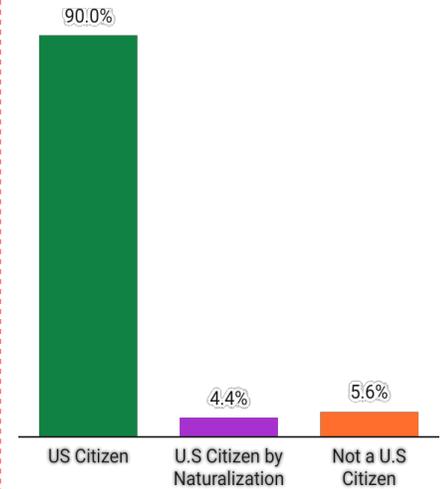
Population Growth (2011-2021)



Residents 25+ with a Bachelor's Degree or Higher



Citizenship

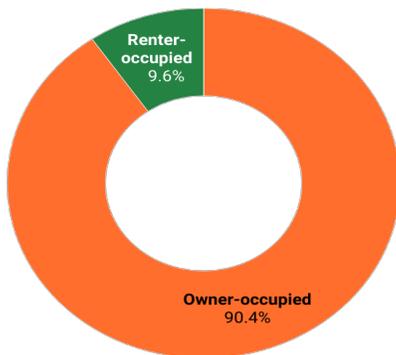


Total Housing Units: 5,617

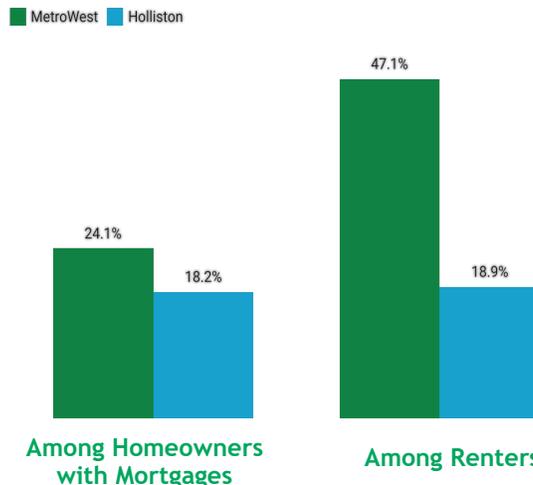
Housing

Vacant Housing Units: 132

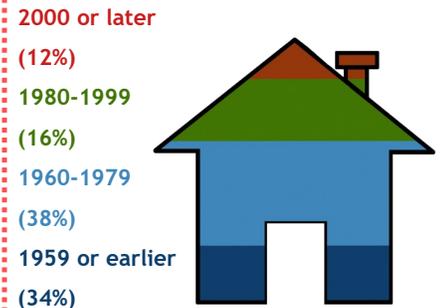
Housing Tenure Holliston



Cost Burden

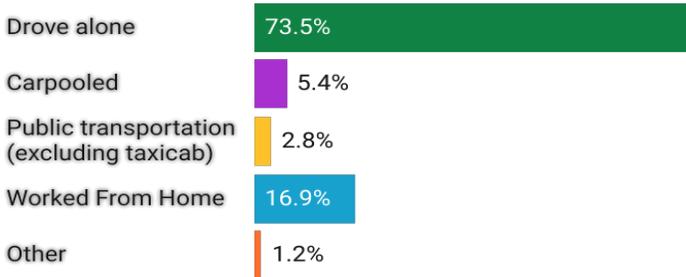


Year Structure Built



Commuting

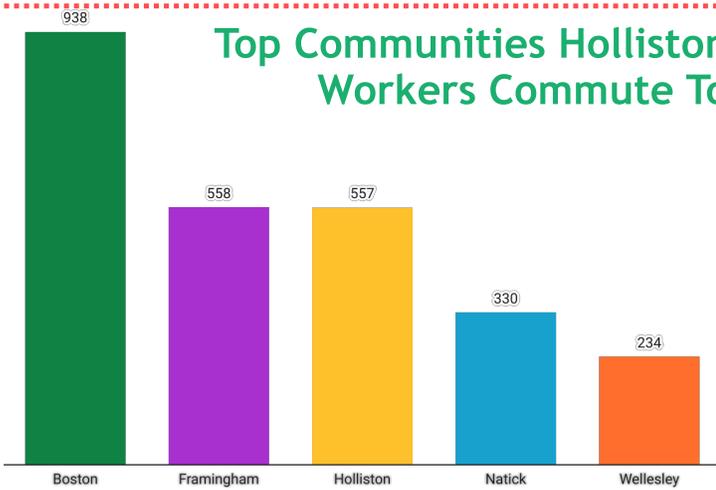
Getting to Work



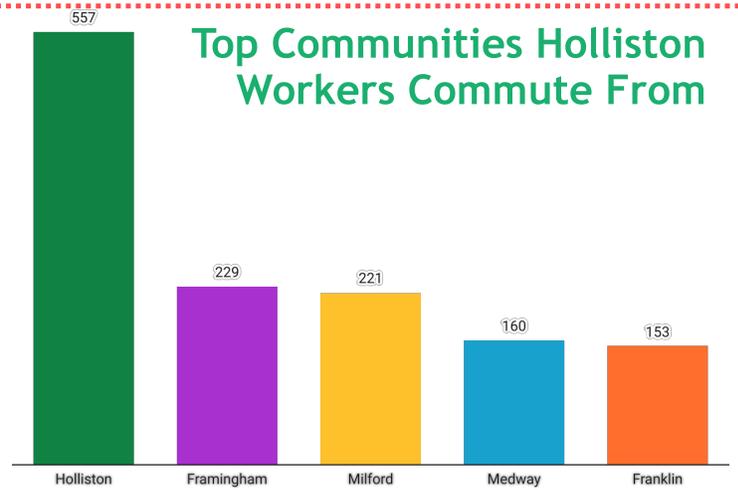
Inflow/Outflow



Top Communities Holliston Workers Commute To



Top Communities Holliston Workers Commute From



Key Industries

Top Number of Establishments by Industry (Q2 - 2022)



FY 22 Industry Data



Top Average Employment by Industry (Q2 - 2022)

