

# A building program for Bolton Public Library

Presented to the Library Trustees,  
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by Kelly Collins,  
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in cooperation with the Library Building Planning Committee:

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## SUMMARY

Located in eastern Worcester County, Bolton is 17 miles northeast of Worcester and 31 miles northwest of Boston. The town was first settled in 1675 and was incorporated in 1738. Historically agricultural, the Town has in the last thirty years—due largely to its proximity to State Routes 117, 85, and 110, and to Interstates 190 and 495—been transformed into a residential suburb of Boston.

Starting in 1859, the Town's first public library was located on a few shelves at Town Hall. In 1901, voters accepted Misses Emma and Anna Whitney's offer to donate \$10,000 to build a public library on the town's main street. The building was to be a memorial to their father, Captain Joseph Whitney (1802-1878), a longtime resident. Formally opened in 1904, the Bolton Public Library was designed by Stone, Carpenter, and Wilson of Providence, RI. Primarily Gothic in style, the building was made of native stone with a steeply pitched terrazzo tile roof.

The Whitney gift has served as the town's only public library for almost a century. No significant changes have been made to the building except for the addition of electricity in 1913. Neither handicapped accessible nor ADA compliant, the building consists of 3100 square feet on two floors and a balcony. There is no sprinkler system, no security system, no emergency exits. The building sits on 2.55 acres of cleared land in the center of town, at 738 Main Street.

Designed to serve a population of 777 in 1901, the library now serves 4,465. The Metropolitan Area Planning Council (MAPC) predicts that the Town's population will reach 9,600 before the year 2020. The current building hinders--and in some cases prevents--the library from fulfilling its service goals and meeting national standards.

In 1995, the Library Board of Trustees began planning for an expanded library facility. The Trustees and staff worked to maximize the use of the current building and successfully appealed to the Town for funding for more materials, technology, and extended open hours. At Town Meeting 2000, voters overwhelmingly approved Article 13, which requested permission to apply for a \$20,000 state Planning and Design Grant and for matching funds from the Town. In April 2001 the grant was awarded.

In order to help them plan for the library's future, in 2000 the Trustees mailed a town-wide survey and assembled a focus group known as the Library Vision Committee. Though generally pleased with the library, respondents and committee members agreed on these priorities for the future:

- An expanded library facility
- Three main service goals: General Information, Commons (i.e., a place for residents to meet and discuss community issues), and Lifelong Learning

The Trustees set the following long-term (FY01-FY03) goals:

- Plan for a larger facility
- Provide users with rapid and efficient access to materials
- Develop programs and services to meet community needs
- Develop the library collection

All of these goals are limited by the current facility in the following ways:

- There is insufficient space to house quantities of materials needed for basic library services for the current population, and no room for future growth.
- There is little parking space.
- The staff lacks work space, privacy, and storage space.
- Users lack space for quiet study, for meetings, and for programs.
- There is no room for more public or staff computer workstations.
- Collections for children of all ages are together in one small room. Young adults do not have their own space.
- Lack of accessibility and ADA compliance mean that the building is not open to all, nor is it possible to hold a truly open meeting within.

Despite the facility's inadequacy, residents support its growth. In the last five years, every aspect of library usage—from circulation to programs to visits to the library—has doubled or more. The 2000 survey revealed that 50.3% of respondents use the Bolton Library for 75-100% of their library needs, and 38.7% reported that they do not use other libraries at all. 75.3% of respondents said they would vote to fund additional hours and services, and 80.3% said they would vote to fund an expanded library facility.

In order to qualify for state construction grants, library construction projects must accommodate a twenty-year population projection. Basic library service for a population of 9,600 will require 11,361 net square feet/14,769 gross square feet, based on planning standards approved by the Massachusetts Board of Library Commissioners (MBLC).

In a town without a real center whose residents travel to other towns for all but the most basic services and amusements, a well-designed library will be an appealing meeting place and center for education and entertainment. Particular consideration should be given to housing information in all its formats with plenty of room to grow. Residents

value the library's small town feel and the personal touches the staff impart to each visit. The ideal Bolton Public Library is an inviting, organized, congenial space whose architecture and collections appeal and are useful to people of all ages, backgrounds, interests, and abilities.

The expanded Bolton Public Library must be flexible and adaptable so that it will meet today's needs as well as those not yet established or known. The Trustees have identified the following options for expanding the library:

- Preserving the charm and character of the historic building, renovate and expand on the present site
- Construct a new facility (location to be determined)
- Move into an existing facility within the town (location to be determined)

The building program describes in detail Bolton's community, history, and demographics, as well as the library's collections and borrowing patterns. The building program discusses existing conditions, how physical factors inhibit service goals, and planning activities. Finally, the document includes area descriptions and measurements of an expanded library facility.

## COMMUNITY DESCRIPTION

Located in eastern Worcester County, Bolton is 17 miles northeast of Worcester and 31 miles northwest of Boston. First settled in 1675 by Europeans, the town was incorporated in 1738. Owing to its abundant rolling land and lack of streams for waterpower, Bolton's roots are agricultural. Its earliest businesses were dairy farms, apple orchards, lime kilns, and limestone quarries. Today the town is still agricultural; however, the last two decades have seen tremendous increases in population and construction, with the result that Bolton is now commonly described as a residential suburb of Boston.

The Town strives to retain its bucolic charm and quaint appearance. There are many colonial homes on Main Street, a skating pond beside the old elementary school, and the classic white New England church on a hill. This group of buildings (which also includes the Police Station, Town Hall, and Public Library) is considered the town center and has been named a National Register Historic District. The town covers about 20 square miles. Many of its roads are narrow and have no sidewalks. There is no passenger or freight transportation and few services; for example, the nearest full-service grocery store is in the neighboring town of Clinton. According to the 1990 Census, over 80% of Bolton's workers commute alone and by car, and the average trip to work takes 26 minutes.

Owing to its proximity to State Routes 117, 85, and 110, and Interstates 190 and 495, the town has recently seen unprecedented growth. In 1990 the Town's population was 3,134; by 2001 it was 4,465. Such rapid growth has strained Town services and resources, and the demands posed by development are a great concern to most residents. At Town Meeting in May 2001, voters approved the adoption of a Rate of Growth Bylaw designed to limit the number of available building permits and to allow the Town's infrastructure to stay apace of development.

As Bolton and the surrounding towns become more attractive to commuters, the volume of traffic (particularly trucks using Route 117 as a shortcut from I-190 to I-495) has increased tremendously. In the year 2000, 19,100 vehicles passed the Library on Route 117 every day.<sup>1</sup>

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<sup>1</sup> MA Highway Department. Quoted by Harold Brown, Superintendent, Bolton Department of Public Works, 8/23/2001.

In the last decade Bolton and surrounding towns have experienced a real estate boom. The Town's minimum of 1.5 acre lots is attractive to prospective residents, many of whom build or buy homes in the \$300,000-\$500,000 price range. The Town has so far retained its country feel, but the amount and type of development threaten that atmosphere. High taxes, high home prices, and lack of services may lead some to look elsewhere for a place to live.

Bolton is part of the Nashoba Regional School District and its two schools enjoy a good reputation. Opened in 1997, Florence Sawyer Elementary School (K-8) has 650 students and is over capacity for enrollment. The elementary school population has doubled over the last ten years. Nashoba Regional High School serves Stow, Lancaster, and Bolton. Over 80% of NRHS graduates go on for further education. Bolton residents tend to be well educated and highly compensated.

The highlight of the Town's calendar is the annual Bolton Fair, held each September. This country fair attracts over 30,000 visitors every year and is a major fundraiser for many local groups. The Fair is planned and run entirely by volunteers.

The Town is governed by a three member Select Board and numerous volunteer boards and committees. There are few paid positions at Town Hall. Among these are Town Secretaries, Principal Assessor, and Town Clerk. 1999 saw the hiring of a Town Coordinator, the Town's first paid administrator. This is a major change from Bolton's reliance solely on volunteer administrators and leaders, and an acknowledgement of the Town's growth.

# LIBRARY HISTORY

Bolton's first public library was located on a few bookshelves in Town Hall in 1859. On November 5, 1901 a special Town Meeting was called in order to consider a proposal by Misses Emma and Anna Whitney "to give to the Town of Bolton, Mass. Ten Thousand Dollars for the purpose of building a Free Public Library with an historical room connected therewith...to be located on the Main Street in the center of said Town...as a memorial to our dear father the late Captain Joseph Whitney who was a life long resident of said town."<sup>2</sup>The Town was to furnish the land and to construct the basement and foundation of the library building. The article was approved and a parcel of land at what is now 738 Main Street purchased. The building was designed by Stone, Carpenter, and Wilson of Providence, Rhode Island. The cornerstone was placed in 1903 and the Library formally dedicated and opened in June 1904.

The building's architecture is primarily Gothic Revival, with influences of Dutch Colonial, Mission Revival, and Tudor. The exterior walls are of native stone with an orange tile roof. Clerestories, Gothic-style beams, and a symmetrical shape lead some visitors to ask if the building was once a church. The interior is striking with vaulted ceilings (those in the main and children's rooms are covered in dark wood, the adult room in painted plaster), two large stone fireplaces (in the main and children's rooms), functional kerosene lanterns, and quarter-sawn oak paneling.

When the building was opened, in keeping with the terms of the Whitney sisters' gift the east room was designated the Historical Room and was occupied by the Bolton Historical Society. Also in the east room were a vault and a small office. The west room originally housed book stacks, and the center room held the circulation desk and study tables.

From its inception the Library has been governed by a three member, elected Board of Trustees. Library Directors since 1985 have held the Master's degree in Library Science. The position of Director was made full time (40 hours per week) for the first time in August 2001. Additional staff members, six in all, work schedules that vary from four to twenty hours per week for a total staff of 2.35 FTE. The Library's primary source of income is the Town, along with state (LIG/MEG) grants, gifts and assistance from the Friends of the Library, and a small amount of interest income from the Gerdon Brown Library Fund.

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<sup>2</sup> Town Annual Report, 1901.

## TOWN DEMOGRAPHICS

Bolton's population was below 1,000 until the early 1950s. By 1960, there were 1,248 residents. The town's growth accelerated after I-495 was constructed in the late 60s. The Town Clerk's Office has recorded a 237% increase in population since 1970. Population figures for each federal census year are as follows:

1970: 1,886  
1980: 2,605  
1990: 3,195  
2000: 4,232  
2001: 4,465 (Town census)<sup>3</sup>

In accordance with the requirements of 605 CMR 6.07(2)(a), this building program is intended to provide for Bolton's library space needs for (at minimum) the next twenty years. Reaching agreement about population trends for the next two decades is problematic, as figures produced by such entities as the Metropolitan Area Planning Council (MAPC) and the Massachusetts Institute for Social and Economic Research (MISER) vary widely. In 2000 the Town Administration agreed to use a projection provided by the Commonwealth of Massachusetts, Executive Office of Environmental Affairs. The Town's residential build-out (i.e., the population when all developable land is in use) is certain to take place before the year 2020 and will result in a population of 9,600, or twice what it is at this writing. As they produce building programs and other plans, several key Town committees (e.g., Long Range Planning, Police Station Building Committee) are planning for 9,600 residents.

According to the sources cited above, Bolton's population is aging. By the year 2020, 75% of residents will be aged 20 and over, and about one third of the adult population will be 50 and older. The community's interest in lifelong learning, coupled with the leisure time of retirement and residents' relative affluence, points to the need for a strong adult collection and services including reference materials and space for programs.

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<sup>3</sup> Town of Bolton, Town Clerk's Office, 8/21/2001.

# TRENDS IN CIRCULATION

During its first century the Library was a staid institution. Library use and funding has grown apace of the town's increasing population. The last five years have seen every significant library statistic (as reported annually to the Massachusetts Board of Library Commissioners, or MBLC) double. In some areas, growth has been triple or more.

Circulation records are still kept in paper. The Library has been an online affiliate member of C/W MARS for several years, but automated circulation (scheduled for February 2002) has only been possible through Small Libraries in Networks grants from the Commonwealth.

From FY97 to FY01, total circulation more than doubled, from 16,014 to 32,517. In the same period, nonresident borrowing (i.e., on-site borrowing by non-Bolton residents) increased 812%, from 199 to 1,615. Interlibrary loan (ILL) activity has more than doubled: in FY97 we borrowed 282 items from other libraries, as compared to 542 during FY01. The single largest percentage increase has been in ILL in terms of items loaned from our collection to other libraries: from 6 in FY97 to 166 in FY01, or an increase of 2,767%.

Books are the basis of the library's business, accounting for about 60% of total circulation in FY01. Adult materials are increasingly popular: whereas in FY97 an average of 35% of books circulated were adult titles, five years later adult books were 43% of book circ. Book circulation to adults will likely remain smaller than that to children for the simple reasons that children's books tend to be borrowed in multiples. Still, children's need for variety in terms of stimulation, reading level, grade level, etc., points to the need for a strong youth collection.

Video circulation has grown dramatically. Videos accounted for 4% of total circulation in FY97 and 25% in FY01. DVDs, which the Library began to offer in 2000, have so far been a steady 3-4% of circulation. This percentage is expected to grow as people trade VCRs for DVD players in the coming years.

Overall in FY01 the library held 21,089 items and circulated 32,517. For FY2000 (the last year for which comparative data is available from MBLC), Bolton Public Library circulated 7.45 items per capita, putting the library at #27 in its population group<sup>4</sup> of 48 libraries.

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<sup>4</sup> Population group as defined by the MA Board of Library Commissioners. Bolton is included in Population Group B (2,000-4,999 residents).

## TRENDS IN COLLECTION GROWTH

Over the last five years, collection growth has been significant in some areas (e.g., videos) and more limited in others (e.g., books). In all areas, collection development has been and will continue to be limited by the cramped conditions and inaccessible spaces within the building. The library's ranking within its population group is especially telling: at 5.58 items per capita, Bolton ranks 33<sup>rd</sup> of 48 libraries in terms of holdings per capita.

In FY97, the library owned 129 videos and relied heavily on periodic deposits from Central MA Regional Library System (CMRLS) A.V. Center. Over the next five years, in response to users' stated desires, the video collection grew approximately 822% to reach 1,060 at the end of FY01. In 2001 the library began collecting DVDs. Observation and experience suggests that the availability of videos spread by word of mouth, and that when patrons came to the library for videos they often discovered other materials and services of interest.

Books on tape is yet another aspect of the collection stalled primarily due to lack of space. Bolton's commuters—the vast number of its wage-earners—appreciate this resource, but the shelves are full to capacity and there is no room for growth.

Of all aspects of the collection, the book collection has shown the slowest growth. In FY97 the library owned 13,175 books. By FY01 the collection had grown to 19,389. This slow growth is due primarily, if not entirely, to lack of space. At this writing, all available floor space has been used for stacks and displays. Barring the sacrifice of the library's few reader seats for additional shelving, only a strict and regular program of weeding as well as liberal circulation policies can maintain the current overcrowded stacks. Weeding keeps the collection current but also jeopardizes the useful life of classic and/or older titles that may not "earn" their shelf space by frequent use.

## EXISTING CONDITIONS

The building consists of approximately 3100 square feet on three floors: the main floor (1412 square feet), the basement (1412 square feet, mostly inaccessible in present conditions), and a second floor balcony (300 square feet, also inaccessible to the public). Constructed to serve a population of 777 (1901 census), the Library has been stretched beyond its limits to serve 4,465 current residents.

The lot at 738 Main Street consists of 2.55 acres of cleared land. It is known that there is a cesspool on the east side of the building, and that lot's water table is high. The building and grounds are maintained by the Town Department of Public Works. In 1995 the Friends of the Library paid for an extensive landscaping project at the front of the building. Between the front of the building and Main Street stand two beech trees that are believed to be descendants of a historic beech in the neighboring town of Hudson.

The building is solidly constructed, well-preserved, and except for minor modifications and repairs it has not changed since it opened in 1904. Electricity was added in 1913 (with an upgrade from 60 to 200 amp service in 1999) and the restroom relocated from the basement to the main floor in the late 1970s. Between 1991 and 1993 extensive work was done to maintain the tile roof, including replacement of all the copper valleys.

The library is neither handicapped accessible nor compliant with the Americans with Disabilities Act (ADA). The only way to get in and out is via six steps to the front (and only) door, which limits access by the physically challenged. Meetings of the Trustees and others that are held in the library are thus not open in the strictest sense of the word. A bulkhead at the rear of the building leads into the basement via a stone staircase. There are no emergency exits. The building has neither a sprinkler system nor a security system.

Parking is a critical issue as most (approaching 100%) library users arrive by car. At the front of the building is a semi-circular drive. There is one dedicated (though substandard) handicapped parking space. No other parking spaces are marked. The parking area has room for about eight cars and is used by the public and staff alike. During especially busy times, users have also parked on the library lawn, on Main Street (which has no designated parking), and/or at a business across the street. There is no crosswalk on Main Street, so crossing to the Library is dangerous. There are no lights directly on the parking lot, which is illuminated only by the security lights on the sides of the building and spotlights near the sign at the front.

Expansion of the library into its basement has been considered and rejected. The reasons are twofold: first, lack of access, and second, climate. The basement is damp and subject

to puddles when it rains hard. Still, in 1985 a 20 x 20 foot part of the basement directly at the bottom of the stairs was finished as a place to hold children's programs. The room's mildew and humidity are controlled somewhat by a dehumidifier whose pan must be taken up a flight of stairs to the restroom or outside to be emptied. Some parents report that their children's allergies to the moist basement atmosphere prevent them from attending programs there at all. The remainder of the basement (1000 square feet) is not climate-controlled, is unfinished, and is used for storage of old books, periodical back files, and furniture. The original restroom (now nonfunctional) is in one corner of the basement.

The main floor consists of five areas: the center room, adult room (to the west), a children's room (to the east), a restroom, and a vault. The center room (measuring 20 x 25 feet) is the location of current periodical, the copy machine, family videos, books on tape, new adult books, three public PC workstations (one PAC, one Internet only, and one for children's programs on CD-ROM), three public seats, Young Adult paperbacks, and the staff area. The staff area consists of four workstations in 125 square feet of space in one corner of the room. Within this space most library operations take place, including circulation, interlibrary loan, technical services and processing, book repair, shipping and receiving, and acquisitions. The library's single telephone line, shared by both phone and fax, is located in the staff area. In this tiny, crowded space, the staff has little room to work and no time away from the public.

The single-seat, unisex restroom (7 x 8 feet) is located between the center room and children's room and is used by the public and staff alike. This room (originally the librarian's office) became the restroom in the late 1970s when the toilet was relocated from the basement, and it still serves as a storage room. Due to poor ventilation, restroom odors rapidly permeate the staff area and children's room. The restroom is also the location of the library's only functional sink. When children's programs in the basement involve the use of paint, the Children's Aide and children can be seen running up and down the stairs, to and from the restroom, with cups of water in which to rinse paintbrushes. Since the only sink is in the restroom, the staff makes coffee and washes dishes next to the toilet.

Across the hall from the restroom is a vault (6 x 6 feet). The east room was originally the Historical Room, and the vault served as storage for Town records. The vault is constructed of brick with two steel doors. It is now used for storage of local history materials.

The largest room in the east part of the building is the children's room. In 1970 the Town Historical Society moved out of the library building. For many years thereafter, this room, called the Historical Room (16 x 20 feet) contained some adult nonfiction books as

well as the reference collection and two large oak tables with chairs. In 1998 the Friends of the Library and Bolton Lions Club bought new bookshelves and furnished the east room as a children's room. Young Adult books are housed on three walls, and children's picture books are on low shelves in the middle. In the children's room there are two small tables with four chairs each and a circular rack for hang-up bags of book-and-cassette sets. Due to lack of space, in 1999 some materials were moved in front of the fireplace, new books for Young Adults and children were moved to the hallway leading into the room, and in 2000 children's videos were relocated to the same hallway. There is no seating for adults in the children's room.

The final room on the main floor, the adult room (20 x 25 feet), once housed all of the library's stacks. It now holds the entire adult and reference collections as well as the library's only study tables. These tables are also used as a meeting place for the Trustees and Friends as well as smaller adult programs. In addition, the tables hold tax forms as tax time and serve as staff workstations for processing books. The adult room's four walls are lined with wooden book stacks that are original to the building, and more wooden stacks are in a U-shaped configuration within. Large Print books, most of which are obtained on deposit from CMRLS, are housed in the adult room, as is the recently retired card catalog. Throughout the Library, all book stacks are filled to capacity.

The remaining inside space is a balcony above the center and east rooms. The balcony, which is used by the staff for office and storage space, is accessible only by a narrow wooden staircase which takes a 90 degree turn but has no landing or continuous hand rail. The Director and Assistant Director share an office (about 155 square feet) above the center room. Above the children's room a corner of the balcony is used for a staff break area. This corner is furnished with a small table, several chairs, a microwave, and a refrigerator. Because this space is open to the room below, conversation and food smells cannot be contained there. This part of the balcony also serves as a storage area for supplies and an office for the Children's Aide.

Windows throughout the building contain mostly original, single pane glass. Many of the window frames are water- or insect-damaged. Most of the windows lack screens or are sealed shut from the outside, making them purely decorative. These factors, in addition to the building's southern exposure, make the warmer months uncomfortable for lack of ventilation and temperature control, as well as creating a hostile environment for materials. There is no known insulation in the building save that blocking the chimneys of the two stone fireplaces.

Though there are windows on all four sides of the building, only the adult room, finished with high white walls and ceiling, is pleasantly sunny. The central and children's rooms are topped with vaulted wood ceilings that are beautiful but very dark. At this writing

fluorescent lights throughout the building are being replaced with modern lamps. A professional who donated his time designed the new lighting plan. The building's original kerosene lanterns still hang from the rafters, though of course they are not used. Outside lighting is part of the lighting plan. At present the outside lighting is inadequate, which is a source of concern for staff and users alike. There is a low-wattage bulb in a lantern-like fixture on the porch, a spotlight by the street, and security lights on timers on the east and west sides of the building. In 2000, additional lighting was installed on either side of the steps at the entrance. Still the entrance is treacherous in foul weather and at night. Library users often comment that they cannot tell from the outside whether the building is open or closed. Overall the lighting is so inadequate that the building appears dark even when it is open.

The building contains most of its original furniture, consisting of two large oak tables and six Windsor-style chairs that are located in the adult room (a third oak table is in storage). Other original furnishings include a Mission-style revolving bookcase and a very old iron and wood dictionary stand. Additional seating is as follows: three upholstered armchairs in the center room, three chairs at public PC workstations, the children's room tables and chairs already described, and two window seats in the children's room. Though there is little furniture, all of it is in good condition. The oak tables and Windsor chairs were recently refurbished courtesy of the Friends of the Library. In 2000, the Friends commissioned a new circulation desk. Designed and constructed by a local cabinetmaker, the desk consists of four modular pieces in quarter sawn white oak with dark green laminate tops.

## HOW PHYSICAL FACTORS INHIBIT SERVICE GOALS

The building was constructed to serve a town of 777. The Town's build-out population, which is expected to be reached within twenty years of this writing, will be 9,600<sup>5</sup>. The current building limits library service to everyone and excludes people who are disabled, elderly, young adults, those in need of a place to hold a meeting, and anyone seeking a quiet space for an extended period of time. No matter the option selected—renovation and expansion of the existing building or selection of an alternate site and a new building—the fact remains that the library's service goals cannot be met in its current space.

The Library's Long Term Plan for FY2001-2003 includes four goals:

- Providing library users with rapid and efficient access to materials
- Planning for a larger facility
- Developing programs to meet community expectations and needs
- Developing the collection

All of the supporting objectives and activities are limited by the size of the current building. For example, to meet the objective "To enhance programming for adults," the staff tries to identify programs that are interesting but not likely to draw more than ten to twelve attendees. Likewise, developing the collection means sacrificing some of the already small number of user seats in favor of book stacks. Goal setting is an exercise in futility, limited by lack of staff and public space (including space for quiet activities, programs, displays, reading, study, parking, and storage), inadequate lighting, overflowing shelves, and lack of seating.

Within the structure at 738 Main Street, collections and seating are in direct competition for floor space. Unless strict and ruthless weeding practices are adhered to, seating will be sacrificed for stacks. New types of materials (e.g., DVDs, books on tape, music on CDs, etc.) either cannot be added or must be acquired conservatively because there is no place to put them. There is no room for additional public PC workstations.

The present building presents the following limits to service and collections:

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<sup>5</sup> Commonwealth of MA, Executive Office of Environmental Affairs, October 2000.

**There is no space to house quantities of materials needed for basic library services for the current population, and no room for growth.** The collections compare unfavorably with most national standards for basic library service. The Wisconsin Standards are accepted in Massachusetts and nationwide as the planning standards for public library planning and construction. The following charts show the current and proposed collections in relation to the Wisconsin Standards.

## COMPARISON OF BOLTON PUBLIC LIBRARY TO WISCONSIN PUBLIC LIBRARY STANDARDS, 3<sup>RD</sup> EDITION

*All figures are based upon a population of 4,232 in 2000  
and a projected population of 9,600 in 2020*

### QUANTITATIVE STANDARDS BY MUNICIPAL POPULATION

*FTE Staff per 1,000 population*

<b>Actual, 2000: 2.35</b>	Recommended, 2000	Projected, 2020
Basic	3.39	7.68
Moderate	4.23	9.6
Enhanced	5.08	11.52
Excellent	6.35	13.44

*Volumes held*

<b>Actual, 2000: 17,600</b>	Recommended, 2000	Projected, 2020
Basic	25,392	49,920
Moderate	29,201	54,720
Enhanced	36,395	67,200
Excellent	45,705	85,440

*Periodical Titles Received*

<b>Actual, 2000: 73</b>	Recommended, 2000	Projected, 2020
Basic	82.1	163
Moderate	99.02	190
Enhanced	129.92	216
Excellent	175.63	398

*Audio Recordings Held*

<b>Actual, 2000: 238</b>	Recommended, 2000	Projected, 2020
Basic	507.84	1,152
Moderate	846.40	1,824
Enhanced	1,015.68	2,304
Excellent	1,565.84	3,552

*Video Recordings Held*

<b>Actual, 2000: 604</b>	Recommended, 2000	Projected, 2020
Basic	846	1,248
Moderate	1,058	1,632
Enhanced	1,608	2,208
Excellent	2,201	2,976

*Hours open*

<b>Actual, 2000: 42/week</b>	Recommended, 2000	Projected, 2020
Basic	44/week	56/week
Moderate	47/week	57/week
Enhanced	51/week	59/week
Excellent	55/week	65/week

*Materials Expenditures*

<b>Actual, FY00: \$17,500</b>	Recommended, 2000	Projected, 2020
Basic	\$23,995	\$54,432
Moderate	\$28,227	\$62,016
Enhanced	\$35,803	\$71,040
Excellent	\$42,447	\$90,432

*Collection Size (Print, Audio, & Video)*

<b>Actual, 2000: 18,972</b>	Recommended, 2000	Projected, 2020
Basic	26,661	52,800
Moderate	31,316	59,520
Enhanced	40,204	72,000
Excellent	49,514	91,200

## QUANTITATIVE STANDARDS BY SERVICE POPULATION

### *FTE Staff per 1,000 population*

<b>Actual, 2000: 2.35</b>	Recommended, 2000	Projected, 2020
Basic	1.69	3.96
Moderate	2.12	4.95
Enhanced	2.54	5.94
Excellent	3.81	7.92

### *Volumes held*

<b>Actual, 2000: 17,600</b>	Recommended, 2000	Projected, 2020
Basic	14,389	26,957
Moderate	17,774	34,944
Enhanced	22,853	40,934
Excellent	29,201	50,918

### *Periodical Titles Received*

<b>Actual, 2000: 73</b>	Recommended, 2000	Projected, 2020
Basic	54.17	103
Moderate	67.29	125
Enhanced	90.56	153
Excellent	113	198

### *Audio Recordings Held*

<b>Actual, 2000: 238</b>	Recommended, 2000	Projected, 2020
Basic	423.2	998
Moderate	549.9	1298
Enhanced	761.76	1797
Excellent	973.36	1997

### *Video Recordings Held*

<b>Actual, 2000: 604</b>	Recommended, 2000	Projected, 2020
Basic	508	799
Moderate	719	1198
Enhanced	973	1597
Excellent	1693	2296

*Hours open*

<b>Actual, 2000: 42/week</b>	Recommended, 2000	Projected, 2020
Basic	33/week	42/week
Moderate	37/week	49/week
Enhanced	44/week	53/week
Excellent	48/week	56/week

*Materials Expenditures*

<b>Actual, FY00: \$17,500</b>	Recommended, 2000	Projected, 2020
Basic	\$13,966	\$32,947
Moderate	\$17,774	\$41,234
Enhanced	\$20,906	\$45,926
Excellent	\$26,450	\$58,107

*Collection Size (Print, Audio, & Video)*

<b>Actual, 2000: 18,972</b>	Recommended, 2000	Projected, 2020
Basic	15,235	28,954
Moderate	19,467	37,939
Enhanced	24,545	43,930
Excellent	32,163	55,910

Perhaps the best way to illustrate space use is to show the current (substandard) collection and staff in its existing space, contrasted by the space it should have.

CURRENT COLLECTION/STAFF	CURRENT SPACE	SPACE NEEDED (WISCONSIN STD.)
Adult volumes: 11,196	500sf	1,025 sf
YA volumes: 3,773	Half of children's room, or 160 sf	314 sf
Children's volumes: 4,504	Half of children's room, or 160 sf	590 sf
Family videos: 694	9 sf	69 sf
Children's videos: 366	6 sf	37 sf
Adult books on tape: 360	6 sf	36 sf
Adult periodicals: 75 titles	20 sf	75 sf
YA periodicals: 4 titles	.5 sf	4 sf
Director's office	77.5 sf	150 sf
3 staff workstations	125 sf	195 sf
Staff break room	0 sf	260 sf

In other words, 100% more shelf space is needed to meet today’s book holdings alone.

As mentioned before, Bolton Public Library ranks 33<sup>rd</sup> out of 48 libraries in its population group in terms of holdings per capita. Holdings are directly related to the size of the building that houses them. The following chart shows Bolton Library compared to Barre (#1 in this population group) as well as several other libraries in towns with comparable populations that are, like Bolton, described as Residential Suburbs:<sup>6</sup>

Town (population)	Total Operating income	Holdings	Direct Circulation	Hours open per week
<b>MEDIAN (3,418)</b>	<b>25.66</b>	<b>6.92</b>	<b>8.14</b>	<b>31.65</b>
Barre (4,981)	16.76	4.26	7.25	30.7
<b>Bolton (3,402)</b>	<b>26.65</b>	<b>5.58</b>	<b>7.45</b>	<b>36.7</b>
Boxborough (4,132)	22.62	6.91	9.47	34.5
Paxton (4,414)	26.90	6.55	15.74	29.0
Princeton (3,451)	26.45	5.52	12.96	34.9
Sherborn (4,150)	55.83	12.62	12.19	49.1

Additional limitations of the current space are as follows:

**The interior space offers library users no quiet or private areas for study or reading.** There are no interior doors save that on the restroom, so noise and conversation travel freely. Because the interior is cramped and poorly illuminated, library users tend not to linger and browse but to make their selections and leave quickly. Adults wishing to read or work in the library have no place to plug in a laptop, little room to spread out, and are subject to varying noise levels from children’s programming and other daily activity.

**The staff lacks privacy, work space, and storage space.** The lack of private space is an issue for staff as well as users; staff cannot have any conversations without being

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<sup>6</sup> “Residential Suburbs” is defined by the MA Board of Library Commissioners as “Affluent communities with low levels of economic activity.” It should be noted here that Barre, #1 within this population group at the time of this writing, is classified as a “Rural Economic Center,” defined as “historic manufacturing and commercial communities, (with) moderate levels of economic activity.” Figures in this table are taken from *Massachusetts Public Library Data: 2000 Rankings Report* (MA Board of Library Commissioners, March 2001).

overheard. Job interviews, performance evaluations, and similar activities must be scheduled at times when the library is closed to the public. Lack of space means that every area is not only a public area but also a potential storage area: materials, supplies, and books are housed in the rest room, under tables in the adult reading room, on the staircases, under the staff workstations, and on top of book stacks. All technical and some circulation services such as interlibrary loan are performed in full view of the public. As a result, staff engaged in these activities are subject to constant interruption.

**There is no room for study or for meetings.** The adult room serves as the only study area and meeting room. The Trustees and the Friends of the Library hold meetings at a table in the middle of the stacks, rendering the area around the table so crowded that the collection shelved nearby is unavailable for browsing (Dewey numbers 850 through Biography, as well as Reference). Because the building is neither handicapped-accessible nor ADA compliant, meetings held within are not “open” in the truest sense of the word. The lack of a sizeable meeting space means that library programs meant for more than a dozen participants must be held off-site or outside on the lawn (weather permitting), and requests by community groups for meeting space are usually denied.

**Youth collections and services are limited.** Materials for youth of all ages—toddler through high school—are crowded into one room. If story time is held there, the children’s room is off limits for browsing and other business for the duration. The damp, mildewed basement room contributes to health problems for allergic or asthmatic children and excludes people with disabilities. Young adult library users do not have space to do homework, meet friends, or even to sit in chairs sized for them.

**The disabled cannot use the library, and the elderly use it with some difficulty.** The building is neither handicapped accessible nor ADA compliant. It contains no TDD or other devices that aid the disabled.

## PLANNING ACTIVITIES

The Whitney sisters' generous and beautiful gift has served as the Town's only public library for almost a century. The social, legal, and technological changes that occurred over the course of the twentieth century have put library programs and services increasingly at odds with its physical presence. Because the Library building is a memorial and is located on open land in the center of town, planning activities have been focused on a respectful, historically sensitive expansion of the current building.

Despite its physical limitations, the Bolton Public Library is busier than ever. The public's strong support of library services is shown in the statistics submitted annually to the MBLC as part of the certification process. In the past five years, most of the library's usage statistics—most notably circulation and visits to the library—have doubled. The migration of the children's collection to its own room in April 1998 saw a corresponding surge in circulation.

The Library Trustees and Administration have been aware for many years that the building should be expanded or replaced. In 1996 the Trustees and Director began planning in earnest, following *The Small Libraries Planning Process* and other standard documents. In March 1997 the Director produced a building program but resigned soon after. During the rest of 1997 planning for construction was delayed while a new Director and new Trustee Chair were found (the previous Chair having been elected Selectman). Planning resumed in early 1998 with three Trustees and a Director committed to seeing the building project through.

Anne Larsen of MBLC visited the Library in summer 1998 and advised filing an application for a planning grant during the coming fall. However, the long range plan and other documents necessary for filing needed extensive revision and the grant application deadline passed. In December 1998, the Town's Building Space Use Committee issued its final report. In that document, the Library's status as a gift and memorial was noted, and the Committee commented, "We would like to see an addition to the library that compliments (sic) the unique nature of the existing structure and is sensitive to the building as an historic site."<sup>7</sup>

Advised that a new grant round would shortly be announced, the Trustees submitted a warrant article for Town Meeting on May 1, 2000. The article requested permission to apply for the state grant and for matching funds. The Friends of the Library led a publicity campaign (e.g., letters to the local newspaper, direct mailing, showings of the

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<sup>7</sup> Town of Bolton. Building Space Use Committee, Lisa Shaw, Chair. Final Report, December 1998. Unpaged.

video “Telling Our Stories,” etc.) to inform the public of the state’s construction planning grant program. Voters overwhelmingly approved Article 13, which requested permission to apply for a planning and design grant, and matching those grant funds.

Planning continued in May 2000 with a town-wide mailing of a library survey—the first since 1992--and the appointment of a Library Vision Committee. The survey was mailed to all Bolton households and post office boxes, with additional copies available at the library. 182 surveys were returned, representing a response rate of 15%. Responses were compared to demographic data to insure that a valid sample was used. Among the findings of Shanny Consulting, the firm which tabulated the data from the survey:

61.3% of respondents use libraries in other towns, in addition to Bolton Public Library. 38.7% use only Bolton Public Library.

50.3% reported using BPL for 76-100% of their library usage. About one third of respondents use Bolton Public Library for 25% or less of their total library usage.

When using out of town libraries, Bolton residents most often went to Hudson Public Library, followed distantly by Stow, Harvard, and Lancaster.

77.6% of respondents use Bolton Public Library for general borrowing. 52.2% use Bolton Library for borrowing videos, and 46% for borrowing bestsellers.

24.8% reported using the Library for making photocopies.

When asked what additional materials they desired at the library, respondents suggested mysteries (47.6%), followed by gardening (38.7%), travel (38.7%), biography (34.7%), adventure and techno-thrillers (33.9%), women’s fiction (33.1%), and history (30.6%).

75.3% of respondents indicated that they would vote to fund additional library hours and services. 80.3% indicated that they would vote in favor of an expanded library building.

In June 2000 a professional facilitator, Cheryl Coonahan of Allmerica Financial in Worcester, was hired by the Trustees to use *Planning for Results* (a workbook and guide published by the American Library Association and widely used for library planning activities) to lead the Library Vision Committee, a focus group. The Committee consisted of the ten residents, chosen as representative of Bolton’s population and appointed by the Trustees.

Among the Committee’s priorities: more space overall; more parking; meeting and program room(s); spaces for quiet reading and study; a children’s room and child-friendly restrooms (including diaper changing facilities); and a place for a community bulletin

board, food, storage for coats and backpacks, and public phone. Though the results of the town-wide survey were revealed only at their last meeting, the Vision Committee's priorities for the library were the same as those expressed in the survey: Library Collection (their conglomeration of General Information, Career Information, Current Topics and Titles, and Lifelong Learning) and Commons.

Vision Committee members felt strongly about retaining and expanding the current building if at all possible, and about developing collections and services without losing the small town feel of the library. In a town without a real center, the Library is ideally placed to be a hub of community activity and education. Vision Committee members noted their love of books and their desire for a larger collection and the space in which to house it, which is not surprising considering the high levels of education achieved by most residents.

In November 2000 the Trustees met with the Selectmen, Long Range Planning Committee, Advisory Committee, and Town Coordinator to present their planning activities. The Trustees presented the data collected from the town-wide survey as well as the recommendations of the Library Vision Committee. The Director and Trustees plan to hold such meetings regularly in order to keep the Town Administration informed and to answer any questions or concerns. In addition, the Library Director has volunteered to serve on the Town's Long Range Planning Committee, functioning as a liaison between the Library and Town as planning efforts develop.

In April 2001 Bolton Public Library was awarded a Planning and Design Grant. Work proceeded on the building program that summer, as did Trustee efforts toward nominating a planning committee. The Committee, named in September 2001, includes one Trustee, the Library Director, and four members of the community.

# THE IDEAL BOLTON PUBLIC LIBRARY

The Bolton Public Library facility must be flexible and adaptable so that it will meet today's needs as well as those not yet established or known. Regardless of the location or option for expansion chosen—a new building or a renovation/expansion of the current one--the library must be a good neighbor to its abutters.

If renovation/expansion is determined to be the best option, the current building's location in a historic district is of critical importance. Any renovation/expansion must be done in respectful manner in harmony with the building's unique design.

Those who responded to the town-wide survey as well as members of the Vision Committee were unanimous in their selection of three service goals for their public library:

- General Information (“Helps meet the need for information and answers to questions on a broad array of topics related to work, school, and personal life.”)
- Commons (“Addresses the need of people to meet and interact with others in their community and to participate in public discourse about community issues.”)
- Lifelong Learning (“Addresses the desire for self-directed personal growth and development opportunities.”)<sup>8</sup>

Local history and genealogy was a close fourth in priority order.

In a town without a real center whose residents must continually make trips to other towns for all but the most basic services and amusements, a well-designed library will be an appealing meeting place and center for community and for learning. Particular consideration should be paid to housing information in all its varied formats. Even as the population grows, the Vision Committee stated that they value the library's small town feel and the personal touches the staff imparts to each visit. The ideal Bolton Public Library is a welcoming, inviting, organized, congenial space whose architecture and collections appeal and are useful to residents of all ages, backgrounds, interests, and abilities.

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<sup>8</sup> All definitions are from *Planning for Results* (Chicago: American Library Association, 1998).

Vision Committee members added the following specific “wants” to their list of characteristics of their ideal library:

- expanded shelf space for books, videos, and books on tape
- more space for PCs and online connections to the Internet and library catalog
- space for a community information exchange (bulletin board, literature racks, tables and chairs for informal meetings).

Additional considerations for this design follow.

## GENERAL CONSIDERATIONS, INTERIOR AND EXTERIOR:

### Ease of maintenance

Every aspect of the building—both interior and exterior--and grounds should be designed with ease of maintenance in mind. For the foreseeable future, library and DPW employees will do most maintenance tasks from silencing alarms to changing light bulbs. All such tasks must be accomplished easily and inexpensively, and (wherever possible) without the use of specialized equipment.

### Live Load

In order to bear the weight of books and shelving, floors throughout the building must have a live load capacity of 150 lbs./square foot.

### Safety and Security

The main service desk (circulation desk) should control the entrance, restrooms, and have a view of the public areas. Interior features such as alcoves, nooks, and similar spots should be designed to seem private but to avoid risks to personal safety of the public as well as the staff.

Throughout the building, high security locks should be employed.

Landscaping should be designed with safety and security in mind. Use of bushes, and loose rocks and stones should be avoided.

Consideration should be given to the use and placement of panic buttons connecting directly to Public Safety Communications.

The entire building should be designed for maximum visual control by a minimal number of staff members.

A security system should be in place for books and other materials. Gates at the entrance should be as unobtrusive as possible.

Control panels for alarms, electrical switches, and computing equipment should be centrally located and secure (i.e., accessible by the staff only, not the public).

Parking and access points for emergency vehicles should be clearly marked and well lit.

Fire protection (smoke detectors, fire extinguishers, and similar equipment) should be chosen in consultation with the local Fire Department. Alarms must be wired directly to Public Safety Communications. Smoke detectors and fire extinguishers should be located throughout the building in compliance with local and national codes and standards.

The original building lacks a sprinkler system. If renovated, this building should be retrofitted with an integrated sprinkler and fire alarm system.

### Barrier Free Design

The facility must be accessible by the people who are elderly and/or disabled, and must be fully compliant with the Americans with Disabilities Act as well as the requirements of the Architectural Barriers Board of the Commonwealth of Massachusetts. Basic considerations include a fully accessible entrance, reserved parking spaces, proper height for furnishings, appropriate widths of aisles and turnaround points.

### Codes, Standards, and Local Bylaws

Design and construction throughout must comply with local bylaws as well as regional and national codes and standards.

### Energy Conservation

Energy conservation is a primary consideration. The building should be positioned to maximize natural light and minimize energy loss. The entry should be designed to provide for minimal loss of heating or cooling energy as people enter and exit. HVAC systems used should take into account the heat generated by PCs and other electronic equipment. Air conditioning filters should be located for ease of cleaning and replacement.

## Signs and Graphics

Signs and graphics, particularly those around the entrance, should be clear and concise.

Childrens' and adults' areas should be well marked, as should points of contact between the staff and the public. Signs should be ADA-compliant. Lettering, color, and style should be the same throughout the building. Language on the signs should be positive, avoiding "do not" statements wherever possible.

Exterior signs must comply with local bylaws.

## Windows

Windows should be selected and located to minimize the effects of sun exposure (particularly that from the south) on people, furnishings, and materials. Natural light is preferable to artificial. Some windows should be capable of being opened in case of HVAC failure and to permit fresh air; however, care must be taken to select windows secure enough to keep books and other materials from being passed out through them.

## Overall Appearance/Ambience

Any addition or renovation must be in keeping with the architectural features and characteristics of the original building, and with sensitivity to its location in a historic district. Historic and aesthetic considerations must be balanced with function and compliance with current codes and standards.

Overall the building should appear dignified, warm, welcoming, unintimidating, stimulating, and efficient but not institutional.

# EXTERIOR:

## Traffic patterns and parking

If renovation/expansion is feasible, the current half-circle drive/parking lot should be redesigned or eliminated. The library is currently located on Route 117 (Main Street), a very busy and noisy roadway. The drive is often used as a turn-around spot for trucks and other vehicles, rendering it dangerous for children and other slow-moving pedestrians. The entrance or approach to the building must curtail or eliminate this type of traffic while still making it easy for those on library business to enter and exit.

Most (approaching 100%) of the library's users come by car, so parking convenience is essential. Accessible parking should be close to the building.

Parking areas and walkways must be well-lit to insure safety at night.

There should be sufficient parking to allow the library and its large meeting room to be used simultaneously.

Access and egress points for all vehicles, including emergency and delivery vehicles, must be integrated into the design, well-lit, and clearly marked.

Design of driveways, parking areas, entrances, and exits must have minimal impact upon abutters.

### Exterior lighting

The parking area(s), walkway(s), entrances, and exits must be well lit to provide maximum security at night. Exterior lighting should be on timers, with secure control panels accessible to staff only.

All lighting should be vandal-and weather-proof.

Lights with motion sensors should be considered for low-traffic areas (i.e., back of the building), as their use would alert police to the possible occurrence of suspicious activity after hours.

### Public entrance

There should be a single, main entrance/exit. The entrance/exit should be inviting, well marked, and in keeping with the dignity of the building. The main entrance should be positioned so that staff at the circulation desk can monitor comings and goings.

A secondary entrance/exit for the meeting room should be provided for use when the Library is closed but the meeting room open.

All entrances/exits must be accessible to people with all abilities.

### Power and water outlets

Tamper-proof outlets should be included in the exterior design.

### Landscaping

The grounds should set off the library building with dignity. Ease of maintenance should be part of the plan.

Benches and trees should be placed to allow library users to sit outside.

If renovation/expansion is the chosen option, the existing trees and plantings that were a gift from the Friends of the Library should be retained and integrated into the design if possible.

### Book drop

The book drop is a vandal-proof spot where users could drop library materials into the building with a minimal number of steps from their cars and with maximum safety and security for both materials and users. The drop itself would be a depressible cart contained within a secure (locked and vandal-proof) spot in the library building, giving staff easy access without subjecting them or library materials to extremes of weather. The book drop should be designed to hold at least three days' worth of returned material (up to 350 items).

## INTERIOR:

### Acoustical Treatment

The noise level of nearby streets and of the parking area should be masked as much as possible, especially in areas for quiet study or research.

Noisy spots within the building, such as the Children's Room and the entrance, should be isolated from quiet study areas.

### Communication and technology, including telephones

The design must provide for adequate electrical and electronic machines as well as telephones, cable TV, and system for public address and for presentations in the meeting room. The design should integrate technology to facilitate programs and presentations. Means for installation, relocation, and expansion of data links and electrical outlets should be flexible.

The telephone system should include an internal intercom and ample lines for phone, fax, and data. The system should be easily expandable in the future.

Wiring should be done during construction.

## Electrical outlets and power sources

Electrical outlets must be provided to allow for current and future growth. Outlets should be available for a variety of equipment used by staff and users alike. Wherever possible, tables in public areas should be wired.

Capacity for data and voice lines, cable TV lines, and internal data cabling should be built into the facility.

The electrical plan should not limit the placement of furniture.

Special attention should be given to the wiring needs of equipment such as photocopiers and the refrigerator in the staff area. Conditioned power lines should be used for computers, telephones, and other similar equipment.

## Décor: floor coverings, wall coverings, and upholstery

Throughout the building, fibers in carpet and fabric should be chosen for ease of maintenance and durability. Fibers should also be chosen mindful of their possible effect on indoor air quality; materials that give off harmful or sickening fumes and/or cause chemical reactions with books and materials must be avoided.

Natural, nontoxic, non-allergenic fibers should be used wherever possible. Floor coverings should be biodegradable and have low emissions.

Restrooms should be tiled for cleanliness and ease of maintenance.

Colors and styles chosen for walls, furniture, etc. must be classic. Currently fashionable colors and styles should be avoided so that the décor will not “date.”

Colors chosen should hide dirt and stains (i.e., light-colored carpet must not be used).

## HVAC and indoor air quality

If renovation/expansion is chosen, heating, ventilation, and air conditioning systems must be fully integrated between the original building and the addition.

HVAC controls must be accessible to the staff only, not to the public.

The A/C system should use the lowest risk refrigerants available.

HVAC must be fully compliant with ASHRAE recommendations and standards for indoor air quality; that is, “systems which provide comfortable and healthful indoor environments in buildings consistent with most effective energy use.”<sup>9</sup> Of particular concern are radon, formaldehyde, asbestos fibers, combustion products, microorganisms, fiberglass, and volatile organic compounds.

## Lighting

Natural light should be used wherever possible; elsewhere, a balance should be struck between artificial and natural light. Lighting should avoid glare.

Lighting in the stacks should allow for changes in arrangement of the shelving or for its removal altogether.

Halogen lamps and bulbs should not because they present a fire hazard.

Fixtures and bulbs chosen should be easy to obtain and maintain.

Fixtures should enhance the dignity and character of the building. They should also be selected with ease of cleaning and maintenance in mind, as well as being tamper-proof.

A secure switchbox or control panel located near the main service desk should control lighting throughout the building and grounds. Staff should be able to turn lights on and off in different areas, and should have available light when closing the building at night.

## SPECIFIC AREA DESCRIPTIONS

### ENTRANCE AND LOBBY

*Functions performed:* Entrance(s) sets off and gives a first impression of the library. The entrance provides access to the building and to the meeting room when the library is closed. Entrance(s) protect the interior and its contents from weather, dust, noise, etc.

*Occupancy:* up to 8.

*Seating/furnishings/equipment:*

Durable flooring for heavy traffic. Should be non-slip material for rainy or snowy days.

Public telephone equipped with TTY and writing shelf.

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<sup>9</sup> American Society of Heating, Refrigerating, and Air Conditioning Engineers, Inc., Indoor Air Quality: Position Statement. Approved February 2, 1989. Reaffirmed February 10, 2000.

Community bulletin board(s) and literature racks  
Coat rack for patron use  
Trash can  
Tables and chairs for eating, drinking, socializing, waiting; benches along the walls  
Signage and floor plan, including Braille

*Shelving:* Sufficient for telephone books, etc. near the public phone

*Book capacity:* N/A

*Close proximity to:* Parking lot, book drop, meeting room, restrooms. The staff at the circulation desk should have visual control of the entrance and lobby.

*Distant from:* Quiet study areas

*Area required:* 400sf

*Architectural features:* The entrance must be easily identifiable both inside and out. It should be welcoming and dignified in appearance. Its doors should be large enough for the delivery of heavy or large objects, and to permit passage of emergency and/or repair equipment if needed inside the building. The entrance should also be designed to limit the exchange of heat, cold, noise, and/or dust into the building. Lighting around the entrance should be designed for safety and security.

If renovation/expansion is feasible, the building's entrance need not face Rte. 117. In fact, the elimination of the present half-circle drive off of Rte. 117 may be desirable for safety reasons.

## SERVICE (CIRCULATION) DESK

*Functions performed:* This is the main point of contact between the public and staff, and the main location of most visual controls of the building. At this desk, users check out and return many types of materials (books, CDs, tapes, etc.); register for library cards; and ask basic informational questions. The staff here answers and routes phone calls, checks materials in and out, and sorts material in preparation for shelving.

*Occupancy: Public:* Up to 10 in line or passing through  
*Staff:* 1-3 at a time

*Public service desk:* The existing service desk (commissioned in 2000 by the Friends of the Library and produced by a local cabinetmaker) might be used here or elsewhere in the building if it meets the needs of the new space.

The primary service area of the desk should be of a height to accommodate children, petite adults, and individuals in wheelchairs; the staff should not “look down” on these library users.

*User seating:* One side chair for the use of people registering for library cards

*Furnishings/Equipment:*

- 2 PCs with printers and bar code scanners for online checkout and check-in
- telephone(s) with TTY
- 2 stools for staff use
- security system
- book return (with a depressible book truck) that delivers materials from the public side to the staff side of the desk.
- Separate areas for check-out, return, and registration
- Cash drawer with lock
- Wiring and conduits for telephones and PCs
- Storage for reserve items, ILLs, supplies
- Area for book trucks being loaded for shelving
- Clock
- Panic button?

*Shelving:* As above

*Book capacity:* 200

*Close proximity to:* Entrance, staff work area, new book display, copiers.

*Distant from:* Quiet study area

*Area required:* 450 sf

*Architectural features:* This area will probably be noisy and busy most of the time the building is open. It should be welcoming, but organized and businesslike. The circulation desk is the library's most active service point; thus it should have room for lines of people waiting to check out as well as for people passing through. Design of this area should clearly regulate the flow of traffic. High traffic flooring should be used on the public side, while anti-fatigue flooring may be desirable on the staff side. The "public side" and the "staff side" of the desk should be clearly delineated (staff may be required to move easily from behind the desk to assist user(s), but library users should not mistakenly or deliberately move into the staff area). From this desk, the staff must have visual control of key areas of the building.

## PHOTOCOPIERS

*Functions performed:* Area will be used by the public to make self-service photocopies.

*Occupancy:* Public: 2 Staff: 0 (periodic monitoring by staff)

*User seating:* May provide a bench for temporary seating, but strictly speaking seating is not needed in this area.

*Furnishings/Equipment:*

- Color and black-and-white photocopiers.
- Change machine and/or copy card vending machine.
- Locked cabinet for storage of extra paper, toner, etc.
- Waste can(s) and recycling bin(s).

*Shelving:* Horizontal counter space for collating, organizing, etc.

*Close proximity to:* Circulation desk

*Distant from:* Quiet study areas

*Area required:* 100 sf

*Architectural features:* This area requires noise reduction, temperature control, and good ventilation. Special attention should be paid to temperature control as copiers generate heat. Should be visible to the staff so that they can monitor usage, problems, etc. Layout should provide easy access for service and repair personnel.

## BROWSING/NEW BOOK AREA

*Functions performed:* Display of new materials should attract people to the library's latest acquisitions as well as seasonal or other displays.

*Occupancy: Public:* 10 *Staff:* 1, infrequently (shelving or monitoring the area)

*User seating:* 2 chairs for short-term seating

*Shelving:* Capacity of 470 volumes, including some display units for showing materials "face-out," bookstore-style. Shelving units should be no more than 72" high.

*Book capacity:* 470

*Close proximity to:* Circulation desk; entrance

*Distant from:* Quiet areas

*Area required:* 275 sf.

*Architectural features:* Area should provide for easy visual surveillance by staff and for free movement and use by several people simultaneously. This is not necessarily a quiet area. It should be well-lit, inviting, and appealing.

## NON-PRINT MATERIALS

*Functions performed:* To house and display videos, DVDs, music CDs, books on tape, software, and similar materials.

*Occupancy: Public—*up to 4 *Staff—*1, infrequently

*User seating:* 2 chairs for short term seating

*Shelving:* Wall units and/or free-standing display racks

*Close proximity to:* Circulation desk, young adult area

*Distant from:* Quiet study area

*Area required:* 350 sf

*Architectural features:* Layout and shelving should be displayed by media type. Shelving should be adaptable to new media and/or technology. It is anticipated that this will be a high-traffic area, but that users will stay briefly.

## PERIODICALS/ADULT READING AREA

*Functions performed:* A casual, comfortable environment for adults to read (primarily newspapers and magazines) with minimal distraction. This area would not be a strict quiet area, but one in which people could converse in low tones.

*Occupancy:* Public—up to 12 *Staff:* 1, infrequently

*User seating/Furnishings/Equipment:*

- 8 comfortable easy chairs with side tables and table lamps
- 1 table with 4 seats
- 2 carrels.
- At least one table and/or carrel must be accessible to a wheelchair user.

*Shelving:*

- Periodical display and storage racks.
- Newspaper rack.

*Close proximity to:* Adult stacks, reference and study areas

*Distant from:* High traffic and/or noisy areas such as the circulation desk and children's areas

*Area required:* 700 sf

*Architectural features:* Ideally this space would have a living room or lounge-like atmosphere, open and inviting yet encouraging of quiet reading and informal study.

## REFERENCE AREA

*Functions performed:* Area for Young Adults and Adults to engage in serious research and study using encyclopedias, guides, handbooks, and similar reference tools. This area may also be used for quiet study or reading, online searching, and microform reading/printing.

*Occupancy: Public:* up to 10 *Staff:* 1

*Public service desk:* Small desk with side chairs for a library user or two.

*User seating:* In this area users will be seated primarily at

- carrels (4)
- workstations (6)
- and tables (2 tables with 4 seats each).

Wheelchair accessibility is a must throughout the reference area.

*Shelving:* Stacks should be low enough (42") to allow for visual control.

*Book capacity:* 500 volumes

*Equipment:* Microfiche reader/printer and storage units, PAC terminals, Internet terminals, dictionary stand, atlas case.

*Close proximity to:* Periodicals/adult reading area and copy machines

*Distant from:* Children's area, meeting room

*Area required:* 1000 sf

*Architectural features:* In this area, traffic patterns around the reference area, stacks, and periodicals must be considered. Traffic must be made to flow so that those who are in the room to study can work undisturbed.

## ADULT STACKS

*Functions performed:* Primarily a self-service area, the Adult Stacks houses the majority of the library's collections. This is the largest area of the public spaces (about 40% of the building area).

*Occupancy: Public—*up to 10 *Staff:* 1, infrequently

*User seating:* There should be no seats in the stacks.

*Shelving:* Provisions should be made for housing oversized books. Shelving should be no more than 90" high.

*Book capacity:* 27,830 volumes (this number excludes reference books)

*Equipment:* Kick stools. End panels with changeable signage and display capabilities.

*Close proximity to:* Other adult areas (reading/reference/periodicals), as well as PACs

*Distant from:* Children's areas, meeting room

*Area required:* 2,600 sf

*Architectural features:* The stacks should be placed in parallel lines for ease of movement and surveillance. The stacks should be placed in sequential order according to the Dewey Decimal Classification System. Fiction and nonfiction should be separated, if not physically, then visually.

## CONFERENCE ROOM

*Functions performed:* To allow users to read and study at length without distractions; genealogists and similar users access to the library's local history materials; and for Trustees and other small groups to hold meetings.

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

*User seating:* table(s) and 6 chairs.

*Furnishings:*

- Glass-front, locking bookcases to hold old and/or rare genealogy and local history books.
- Large cabinet for flat files, large books, and maps.
- Wiring for power and data networking.

*Shelving:* Shelving should be attached to the walls if possible, not in the middle of the room.

*Book capacity:* 300 volumes

*Close proximity to:* Adult areas, photocopiers

*Distant from:* Children's area, other high traffic areas

*Area required:* 375 sf

*Architectural features:* Staff supervision of this area will be primarily visual, so the room should be visible from the circulation and/or reference desk. The room should be climate controlled to help preserve older volumes whose condition is compromised, and should be removed from noise-producing areas.

## YOUNG ADULT AREA

*Functions performed:* Space for youth (grade 7 and up) to meet friends, do homework, and browse all types of materials.

*Occupancy: Public:* up to 8. *Staff:* 0, but the need for visual control of this area is critical

*User seating/Furnishings/Equipment:*

- 2 tables and 6 chairs.
- 2 lounge chairs. 2
- Carrels with data link and power for a laptop.
- Bulletin board.

*Shelving:*

- Wall units for hardcover and paperback books
- Racks for magazines.

*Book capacity:* 5,800 volumes

*Distant from:* Children's area and quiet study area

Area required: 480 sf

*Architectural features:* It is more than likely that parents will not attend users of this space; so unobtrusive visual control by the staff is essential. An open, informal gathering place might be considered as well as two small rooms with carrels where students could go alone or in pairs for quiet reading or study.

## CHILDREN'S ROOM (OVERALL) and CHILDREN'S RESTROOM

*Functions performed:* Service to children ages toddler through and including grade six. All types of materials will be included. Children and their caregivers will use this area for reading, studying, playing, storytelling, and informal gatherings.

*Occupancy: Public*—up to 30 *Staff: 2*

*User seating:* In this area a wide variety of seating choices is desirable. Parents or caregivers will accompany most of the young people who enter this area, so adult seating is necessary. Seats sized for kids are a must, along with tables, beanbags, floor cushions, etc. The Vision Committee requested a toddler area, possibly a sunken area where the very young can be contained at play. Materials chosen for seating should in all cases be easy to clean and maintain.

*Furnishings:* Bulletin board(s) for display of posters and artwork.

*Shelving:* Shelving in this area should be no higher than 46” and should be sized for picture books. If possible, shelving should be positioned in such a way that it discourages children from running in circles around it.

*Book capacity:* 10,045 volumes

*Equipment:*

- 2 PACs with printers,
- storage for supplies
- book trucks

*Close proximity to:* restroom; craft and story time area

*Distant from:* Quiet study area, adult areas

*Area required:* 1800 sf

*Architectural features:* The children’s area must be open and inviting, attractive and light, yet it need not be silly or frivolous-looking. The furnishings within should suit a variety of sizes and ages of users and their parents or caregivers. Possibly the area should include a place where adults can meet and socialize while children are at various activities. This area might include adult-sized shelving for parenting books and magazines. A secluded area or lounge for nursing mothers is desirable as well.

## CHILDREN'S RESTROOM

*Occupancy:* 1 child with or without an adult

*Seating/Furnishings/Equipment:*

- Child-sized toilet with hand rails,
- sink with accessible controls
- soap dispenser,
- towel dispenser and/or hand dryer
- changing table
- waste can
- unbreakable mirror(s),
- open shelving for temporary storage of personal belongings.

*Area required:* 100 sf

*Architectural features:* Security is a major concern around the children's restroom. This restroom must be in a location offering visual control by the staff, as well as handicapped accessible and ADA compliant. Access panels should be placed for ease of repairs. This restroom may be unisex in design. The door should be placed to preserve the privacy of those using the facilities (i.e., passersby should not be able to see a child using the toilet).

## CHILDREN'S LIBRARY OFFICE/STORAGE

*Functions performed:* Private office space for staff to plan programs, complete administrative work, and talk to parents or caregivers.

*Occupancy: Public and Staff:* up to 2

*Seating/Furnishings/Equipment:*

- Desk and chair
- Side chair for visitors
- PC terminal with built-in storage space for supplies
- File cabinet
- Coat rack or closet
- Storage space
- Telephone

*Shelving:* Shelving to accommodate the children's librarian's professional collection.

*Book capacity:* 50 volumes

*Close proximity to:* Children's areas

*Distant from:* Adult areas

*Area required:* 150 sf

*Architectural features:* Needs separation from the children's room. Separation can be accomplished by glass (for supervision) and blinds (for privacy).

## **STORY HOUR AND CRAFTS ROOM**

*Functions performed:* story time for the very young (ages toddler through five) with possible participation and/or observation by parents and caregivers. Older children, as well as for small programs, may also use this space.

*Occupancy: Public:* up to 25 children aged toddler through 5 *Staff:* 1-2, and additional room for up to 6 parents/caregivers.

*User seating/Furnishings/Equipment:*

- Sturdy folding tables and chairs, which can be easily cleaned and discreetly stored away
- Bulletin boards for artwork and display
- A sink
- VCR/projection VCR/TV and screen
- Plenty of storage space for tables, chairs, art supplies, etc.
- Cubbyholes for temporary storage of wet (painted, glued, etc.) art projects

*Close proximity to:* children's room, restrooms

*Distant from:* Quiet areas, adult areas

*Area required:* 600 sf

*Architectural features:* Floor covering, walls, and furniture should be easy to clean (i.e., washable) since this room will be used for activities involving paint, crayons, markers, glue, glitter, and other art and craft supplies. Half-carpet and half-tile floor should be considered as children might sit on the floor for some activities. There should be a variety of portable seating choices for arts and crafts, film viewing, story time, and other activities. Storage units chosen should lock and should have opaque doors to hide untidy and/or unattractive materials within.

## MEETING ROOM/MULTIPURPOSE ROOM

*Functions performed:* Lectures, meetings, presentations, book discussion groups, art gallery. The meeting room and restrooms should be accessible even when the library is not, so a separate entrance should be considered. Because groups smaller than 75 may use the room, folding dividers may be employed.

*Occupancy: Public:* up to 75 adults

*User seating:* Sturdy folding tables and chairs. Possibly benches around the perimeter for overflow seating.

*Furnishings/Equipment:*

- Lectern or podium
- Overhead projector and screen
- Dry erase board(s) and/or chalkboards
- Sound system including microphone
- State of the art presentation technology (e.g., Infocus)
- Internet drop.
- Coat rack or closet and umbrella stand
- In case of spilled food or drinks, flooring and wall coverings should be easy to clean

*Close proximity to:* Entrance—or provide a separate entrance for this room. Restrooms. Parking. Kitchen facilities.

*Distant from:* Quiet areas

*Area required:* 850 sf for seating and speaker's area + 50 sf for kitchenette +100 sf for storage=1000 sf

*Architectural features:* Ability to darken the room for presentations involving AV (slides, overheads, etc.). Good acoustics. Data network and telephone hookups. Moldings for art exhibits. Ample electrical outlets. Locked storage area for tables, chairs, and equipment when not in use; clutter of all types should be stored away. Visibility from the main service desk is desirable if it can be worked into the design.

## DIRECTOR'S OFFICE

*Functions performed:* Administrative.

*Occupancy: Public: Staff:* up to 4

*User Seating/Equipment/Furnishings:*

- Desk and chair
- Side chairs for guests
- PC workstation
- File cabinet with lock
- Telephone (separate phone line from the main library number) and fax machine.
- Bookcase(s).
- Office should be fully wired for data communications.

*Shelving:* For a professional collection of up to 50 books.

*Book capacity:* As above.

*Close proximity to:* Staff work area, main service desk.

*Area required:* 200 sf.

*Architectural features:* The Director and his/her office should be visible to the public, but the space must have available visual means of separation (e.g., blinds).

## STAFF WORK ROOM AND OFFICES

*Functions performed:* In this area the technical services staff will prepare books and all other materials for circulation. Preparation of materials includes cataloging via C/W MARS or other online system; applying property markings, book jackets, video boxes, etc.; mending; and maintaining a shelf list. This area also includes interlibrary loan.

*Occupancy: Public:* 0. *Staff:* 4

*User Seating/Furnishings/Equipment:*

- Desks with chairs.
- One counter workstation with adjustable stool.
- File cabinets.
- Photocopier.
- Fax machine.
- Supply cabinets.
- Sink.
- Telephones.
- PC workstations at each desk.
- Counter space for processing.

*Shelving:* Shelving to sort and temporarily house in-process materials of all types.

*Book capacity:* 300

*Close proximity to:* Book drop; entrance, for ease of shipping and receiving materials; main service desk.

*Area required:* 500 sf of general workspace and workstations + 150 sf for the Assistant Director's office=650 sf

*Architectural features:* This area will house boxes of incoming materials, book trucks for staging of partially-prepared materials of all types, storage of items that present cataloging problems or challenges, etc. Staff in this area will need to move easily from the workroom to the main service desk., and delivery personnel will need easy access to and from the parking lot to this area.

## **TECHNOLOGY CLOSET**

*Functions performed:* This is a secure (accessible by staff only) area that houses the wiring, etc. for the library's data networks and connections.

*Occupancy:* 1 adult, standing (temporary occupancy)

*Furnishings/Equipment:* Shelving for routers, etc.

*Close proximity to:* Staff work area

*Distant from:* Public areas

*Area required:* 100 sf

## **STAFF BREAK ROOM AND RESTROOM**

*Functions performed:* Set aside for staff meals and breaks, this area should be relaxing and should contain amenities that will help staff to feel motivated, relaxed, and appreciated.

*Occupancy:* *Public:*0 *Staff:* up to 8.

*User Seating:*

- 2 round tables with 4 chairs each
- 2 lounge chairs with side tables and table lamps

*Furnishings/Equipment:*

- Bulletin board(s) and white board(s) for notices
- Kitchen appliances (sink, refrigerator, toaster oven, microwave) and counter space
- Storage space for supplies such as paper plates, etc.
- Lockers for storage of personal items (purses, briefcases, etc.) while staff members are on duty
- Coat rack
- Staff mailboxes
- First aid supplies

*Close proximity to:* Staff work areas

*Distant from:* Public areas

*Area required:* 260 sf, including a 75 sf restroom (toilet and sink)

*Architectural features:* This area should not be visible to the public. Restroom for staff should be one single-seat stall with sink and mirror. To contain food odors, excellent ventilation is essential in the staff area.

## **PUBLIC RESTROOMS (2)**

*Occupancy:* One adult at a time, or adult with small child(ren)

*User Seating:* for one (each)

*Furnishings/Equipment:* Each restroom should contain

- a single toilet with handrails
- sink with accessible controls
- soap dispenser
- towel dispenser and/or hand dryer
- changing table
- waste can
- unbreakable mirror(s)
- open shelving for temporary storage of personal belongings.

*Close proximity to:* Children's areas and meeting room. Water fountain. Janitor's closet. Visible to the circulation desk if possible.

*Distant from:* Quiet areas

*Area required:* 100 sf each.

*Architectural features:* Restrooms must be in supervisable areas. Preference is for two single-seat, male/female/accessible rest rooms, so that if there is a plumbing problem the offending room may be closed off. Restrooms must be accessible when the meeting room is in use but the library itself is closed. Restrooms must be handicapped accessible and ADA compliant. Access panels should be placed for ease of repairs. Doors should have locks, so that if necessary access can be controlled by keys at the circulation desk. Care must be taken to place restroom doors so that passersby cannot see restroom users in action.

## CUSTODIAN'S FACILITIES

*Functions performed:* This area is primarily for storage of cleaning supplies and tools, including a large stepladder and vacuum cleaner. Includes storage of trash and recyclable material.

*Occupancy:* Staff-1, standing.

*Furnishings and equipment:*

- Lockable, fire-resistant cabinets for flammables, chemicals, etc.
- Open shelving for clean rags, etc.
- Pegboard or hooks for mops, brooms, etc.
- Sink
- Locker for custodian's personal belongings

*Close proximity to:* Entrance.

*Distant from:* Quiet areas.

*Area required:* 100 sf

*Architectural features:* Wide doorway for clearance of large or odd-shaped equipment. Possible exterior shed for storage of flammables as well as seasonal equipment such as snow blower.

## PARKING

One parking space per 300 sf of building. Designated handicapped parking spaces must comply with all local, state, and national laws regarding size and placement.

# SUMMARY OF SPACE NEEDS

The following chart shows the library's space needs based upon the Wisconsin Standard for basic service to a population of 9,600. The figures were calculated using the print workbook *Public Library Space Needs: A Planning Outline 1998* by Anders C. Dahlgren as well as the related online Excel spreadsheet. Figures were calculated independently and double-checked using Patience Kenney Jackson's *A Library Building Program Workbook, 3<sup>rd</sup> ed.* (1999). The figures from all three publications worked out to within 20 square feet of each other.

Multipliers used are as follows:

- Adult reference books: 7 vols./sf
- Adult nonfiction and biography: 10 vols./sf
- Adult fiction (including mysteries and other genres): 12 vols./sf
- Large print: 7 vols./sf
- Local history and genealogy: 10 vols./sf
- New books: 10 vols./sf
- Young adult titles: 12 vols./sf
- Juvenile reference: 10 vols./sf
- Picture books: 20 vols./sf
- Easy readers: 16 vols./sf
- Juvenile fiction: 12 vols./sf
- Juvenile nonfiction: 14 vols./sf
- Videos, books on tape, software, all ages: 10 vols./sf
- Audio tapes, all ages: 15 vols./sf
- Periodicals and newspapers, all ages: 1 title/sf
- Adult seating at tables: 30 sf each
- Adult carrels: 35 sf each
- Adult lounge seats: 35 sf each
- Computer workstations, adult and young adult: 45 sf each
- Young adult seating at tables: 25 sf each
- Young adult lounge seats: 30 sf each
- Preschool seats/ play area: 25 sf each
- Juvenile seats at tables: 25 sf each
- Juvenile carrels: 30 sf each
- Juvenile lounge seats: 25 sf each
- Parent seats: 35 sf each
- Children's computer workstations: 40 sf each
- Story hour/crafts room: (seats x 20 sf each) +20%
- Meeting room: (seats x 10 sf each) + 30%

- Conference room: (seats x 25 sf each) + 20%
- Circulation workroom: 65sf/workstation

	Projected Capacity	Projected net sf
Materials	49,920 volumes + A/V, periodicals and storage, new books, etc.	5,536
Reader seats	70 seats	2,110
Public Computers	10 workstations	440
Story hour/Crafts	25 seats	600
Meeting/Multifunction Room	75 seats	1,000
Conference Room	8 seats	375
Staff	8 FTE	1300
<b>TOTAL NET SF</b>		<b>11,361</b>
+30-35% auxiliary space		3,408
<b>TOTAL ESTIMATED GROSS SQUARE FEET</b>		<b>14,769</b>