

APPENDIX C – Focus Group Report

Thomas Memorial Library

Cape Elizabeth, Maine

A total of 103 residents and eight staff members participated in one of ten focus group discussions held the week of August 4th.

Themes that emerged across multiple sessions were:

- People like and use Minerva.
- The entryway is cramped and unwelcoming.
- People want to be greeted when they enter the library; often that doesn't happen.
- Lack of handicapped access to multiple levels is a hindrance to library use; perhaps it keeps people with mobility challenges from coming to the library at all.
- There are limited places in the library to sit and read—in both the adult and children's areas.
- People like/love the Thomas Memorial Library, but many don't spend much time there.
- Study spaces are needed.
- Restrooms are needed in the children's area.
- Adult, children's, and teen areas are cramped.
- The current meeting room space is cramped and unattractive.
- A larger, more inviting, technologically equipped meeting room is needed.
- Having the library, Historical Society, and Arts Council in the same facility is good, but all three need more space.
- The Historical Society and Arts Council need display space for 3 dimensional art/artifacts as well as "flat" art.
- Friends need a larger, improved book sale space.
- People think the current location is good.
- Any new, remodeled facility should retain the look and feel of the Town Center; it should blend in.
- Any new, remodeled facility should be green, or largely so.
- Participants were mixed in their opinions about making the school libraries and public library into one facility. Teachers and librarians generally thought there were issues with conflicts in purposes/missions and security. Proponents saw economies.
- Staff recognize the circulation desk area as a serious bottleneck with incoming/outgoing interlibrary loan materials and the book sale cluttering a space that is too small to handle the volume of work that has to be done.
- Preparation of the incoming/outgoing interlibrary loan materials at the circulation desk also hampers circulation desk staff in making eye contact with people as they enter the library.
- Staff work space is limited and located in inefficient areas.

- The layout of the building limits sight lines and makes it impossible for staff to see when other departments need assistance.
- The meeting room limits the programming that can be done.

Detailed notes from each of the sessions follow, with the staff session at the end.

TML Friends 8/4

There were 8 participants. Most were retired; four said they “didn’t use the library much although they were readers and enjoyed working with the others in the group as volunteers for the library’s book sale. The most recent arrival in Cape Elizabeth came 4 years ago; the longest tenured resident had lived in the Town for 55 years.

What’s good about this library?

Staff is friendly, fabulous; always greet you by name. Kevin goes out of his way to find stuff I like that they have library time (story time with kids) at no charge.

I find staff very unfriendly...they say hello only if they know you. Couple years ago we had a person writing an article for local newspaper....wrote 3 articles....he thought staff was friendly; others didn’t. Library staff cried when they read the article, but nothing changed. I think its leadership at the top. I’ve seen rudeness; I don’t think its meanness...they just need training. My daughter says everyone would want a friendlier staff.

I like that we can meet in the community room; is used for drawing, gathering point.

I like the art shows; everybody likes that a lot.

I like that it exists; I was brought up in Maine, didn’t realize there were libraries everywhere.

Library is drawing point for those without children.

Lucky that there’s a town center and library is part of it.

When school lets out, in come the kids...they really do use it.

It’s also a place where kids come to wait for their parents who work to pick them up.

What’s not so good? What should be improved?

Space—I want a room to put the boxes in where we don’t sort.

We could use a bigger room for the book sale; it’s hard to display things...we alphabetize and categorize the books, but we don’t have enough room. Bake sale ends upstairs in hall way. We could do more things around the sale if we had room, a raffle for example.

I think the book sale encourages people to use/reuse books.

The lobby sale is great...people love that (April to October); all winter people ask when it’s coming back; would be nice if there were an alcove. Now it’s crowded.

Sometimes it’s so hot down here; humidity down here is awful. It’s inefficient.

But people in town love the old buildings; they love it the way it is, just needs to be better
Upkeep could be better; sometimes feels dirty; whole thing needs refurbished.
Cleaning staff don't always get everything.
Safety's an issue in parking lot in winter; it's unclear who is to clear the sidewalks and put sand
out; there's a significant retired population that needs it cleared.
Climate control is needed.

I'd like a computer area.
People in Andover came in to use the computers

What about handicapped access?

It must be daunting to those with disabilities.
I've never seen anyone in wheel chair come in....I'll bet they don't try
I don't try the elevator anymore.
And they're not lined up; it would nice if it was all one unit (floors at same level), but then it
wouldn't be quirky!

Try fantasizing for a moment: how would you describe the ideal library for CE?

It would be nice to have a reading space! Comfortable space you wouldn't mind sitting in.
Natural light; higher ceilings; openness; comfortable temperature
A lot more room for stacks; they really don't have space upstairs.
We have more books in the sale than they do in the front room!

ILL/ amazon.com is great if you know what you want, but I like to browse and there isn't a lot to
browse here.

And no place for them to display new things

I'd like to see more programming; we've just had votes on education budget...I think people's
minds are made up by letters to the editor and that's not good. It would have been a perfect
forum for the library to hold meetings where people could talk. I would like more of that.
The previous director was always looking for new programs (people visiting China, etc.) that
didn't cost much.

One time there was a program on the Scarborough swamp.

I'd like advertisement of services---books on tape for example. People don't know.
I go to garage sales; I encourage people to bring their left over books to the book sale. We
need a better donation box. Sometimes it gets overflowing; it would be nice to have a larger
space.

Need a better way to move the books around in the building too.

This is nice room for a small group; but the historical society has wonderful speakers and
crowds are bigger than this space can handle.

Ideally we'd have tiered seating.

You could have a room that could be divided for groups.

Historical society would like more space for displays. We rotate displays. We need more room; need a larger working room where we can work on projects. We meet every week. We have our eye on the old boy/girl school. But we also need climate controlled storage materials. We have climate control, but it's full! And nobody knows how to run it. It's nice that library and historical share space. It provides a lot of convenience for historical society; they don't have to worry about maintenance, etc. Shared meeting room space would be OK.

I'd like a room that could have a stage...screen for movies; speakers, musical performances. And then those people see the library! We have a lot of programming for children, story hour, but we don't have things for older kids. They do after school programs for middle school. The teens need to feel that there's more space. If they go upstairs, Kevin said they had to come back down to the teen area.

Have little study rooms
ESL could use study rooms
Kitchen isn't really usable; and a bathroom down here

Describe the perfect library on the outside. What would it look like on the outside?

Quaint, not modern
I don't want anything that doesn't fit in.
Don't make it look like the police/fire station.
Beautifully landscaped

Gardens are nice; garden club has done a wonderful job!
It would be nice to have benches under trees; a pleasant place to sit and read outside.

Encourage recycling wherever possible
Green would be a big thing that would get people to support building the library.
Anything that cuts down on energy costs would be good.
We've had a policy in recent years to build junk! I don't want to build something that's cheap enough to get passed!
Parking is always an issue when it's raining and the lot is mud.

My neighbors with small children want computers and an area where kids aren't disturbing anyone else.
The entrance needs to be improved; make it more welcoming and not so cramped...easy and open.
I think people with strollers just don't come because they can't get around.

Newcomers to Cape Elizabeth, what were your first impressions of the library?

I was unimpressed; it's nice, but utilitarian. The desk is right there so I didn't have trouble finding what I want, but it's not intuitive.

I thought it was confusing, because all you see when you come in is the other end; that first foyer, the weather lock, is so cramped.

In other libraries they have book drop that's not right at the door.

The sand (for slippery sidewalks) is right there at the door.

The air lock was an add-on—it was worse before; but it needs to be more an entry lobby.

It does look hodgepodge and funky....it's comical, a cartoon compared with the rest of the buildings in town.

On the other hand, we've saved these old buildings.

Maybe we could recycle that old building for something else; it has been cobbled together.

Are there other services that the library should offer?

We were very happy to get the book club; it was a long time coming.

Some libraries do netflixes for older people. (The library bought an individual account and were lending it to people...netflixes didn't like it)

Is there an information line here? (reference via telephone)

I've thought we need to have a vision, a sense of what a library should be. Our culture is changing...some people think libraries shouldn't be doing movies, computers. Are we here to provide things that people could get on their own? We have to define what we see the library as.

What do you think of the idea of 3rd place in a community?? (not home, not work, but a community space) How important is that in CE?

I think it sounds like a wonderful idea. I recently visited a college library in Vermont; I liked that the first floor was where people were talking; it seemed nice.

I think it would be important for the young families in the area who don't have a lot of money. (one person didn't think there were any of those in CE)

You could have another room where moms could have coffee while kids have story time.

Young families are in a crunch.

Community center programs are expensive.

Is the library meant to take the place of community services? They're supposed to be third place.

But they don't offer reading.

We also have to think about how the room is set up for computerized technology....plugs to do electronic things.

If we had better computer space and some staff who could teach and help, maybe one morning a week, that would be very useful, facilitating the use of new technologies.

Were people at visioning session leaning toward library as education, community center, gathering place? (was wondering what visioning participants said)

What do you think about specialty areas within library---microenvironments? What would those be?

Computer spaces

Historical space

Children space

Some kind of book area near entrance for ongoing book sale.

If we had a nice reading room (community services tried it and it didn't work); read paper, coffee, conversation....I think that would draw people.

We have that, why doesn't it work?

Because it's small and it's upstairs so people have to go up steps to get there.

We had a storm on Patriots Day; power was out; I heard people came to the library for heat and lighting. (Library should have back-up generator for that.)

What's missing in ambiance now?

It's small; you don't see it when you walk in. It's upstairs and cramped.

Reading room needs to be near door, with comfortable seats, variety of ways to sit.

What final comments would you like to make? Anything else?

This library is not as big as what I was used to, but I live in a town, before I was in city in suburbs. So the fact that there's a library here at all is a testament to the town tradition.

The idea of aesthetic...this room is ugly; I was embarrassed when speaker came here and we had to meet here.

We need a lot more space; we're so limited here. Public phone is right in the hall; it's intrusive.

Wireless internet connectivity is important to draw younger generation in; ambiance improvements with multi-media...

School is eliminating the achievement center; the library should fill that need—computers and a resource person.

I do think staff isn't very friendly at times; and I want programs for young families/children.

People go to South Portland because staff here isn't friendly....need better direction from the top. Need better direction; things don't get down; staff needs customer service training.

I love this location and idea of a campus. Didn't realize there was a back door for kids from school. I love the oldness...and the architecture. It's really fun to be able to come here. When my kids were small, we loved the hours, being able to come two evening a week.

K-5 Parents and Children 8/4

There were seven adults and four children in the session. The children ranged from a first grader to a fourth grader and the participants had lived in Cape Elizabeth from 2 years to 17 years.

What's really good about this library?

Interesting books

I come with my kids – don't use it personally much but come here for my kids. Friendly staff, well organized

Love interlibrary loan – shop for books from home

Like the new books near the front – can pick up things fast. Can check out easily

I like the place for programs – like the computers...

Lots of people with young children like the story time. It's a chance to get out of the house. The library brings programs here, Wayne from Maine, authors, etc.

I know when they have those programs that there is a big attendance

Like the helpful staff... I'm always looking for items that have been on the NY Times best seller list

My daughter likes the Lonely Books

Likes the summer reading program

Like the idea of engaging young readers

What's not so good about the library?

They don't have all the Magic Treehouse research guides.

In Colorado, they had computers with games to teach reading.

I have a list of things that people wanted changed (she had compiled a list from responses she had received to an email)

Need to create a more inviting atmosphere here

If you have children you don't always feel welcome here; you should be acknowledged when you come in the door.

Some people feel that they aren't welcomed and that they were treated rudely. No one looks you in the eye when you come in.

I disagree; that wasn't my experience...

If there was more for the kids to do in the kid's room, the kid's would behave better. There are just some very old puzzles and blocks but not much to engage the kids.

There's nowhere to sit with your kids to read.

I love the idea of the computer games where we know it's safe.

We do have a great story time, but we'd like the program to be more community based.

Pajama parties, for example.

Story time is only about 30 minutes; should give the moms some coffee to drink.

Make it more friendly and provide opportunities for people to meet each other

I feel like I have to be on top of the kids all the time.

My kids are a little bit older. My 6th grader has gotten the short end of the stick in my family. I feel a little disconnected from the library right now (because she doesn't come often). I do participate in the book club outside of the library even though I grew up riding my bike to the library. Library isn't always at the top of my list of places to go.

My two younger girls came last week and they loved it... Have some volunteers (the older kids) to help the younger kids

Story time is how I met a lot of the people in Town. After we outgrew story time, things dropped off.

We didn't really get much guidance about what the kids like to read.

Kids reviewing books for other kids would be exciting.

I think the library building has a lot of space, but it's all broken up. If there is talk about putting up a whole building, the kids' area should be twice the size.

Include a big meeting room for the bigger programs.

We used to have a reading program every couple of weeks all year long. It was really fun. The story time area was a lot brighter. The kids lose their attention span quickly and need things to engage them. Library should provide opportunities to get them engaged with reading.

Rachel is awesome, but she doesn't have much to work with.

Talk about your ideal library. Describe the perfect library for Cape Elizabeth.

Puzzles in progress

Tables in the kids room with projects...

Very cozy...

A few people with teens (who responded to the email) said that their kids can use the teen area to study and talk. Maybe include a social area AND a quiet area for study.

They are allowed to eat in the teen room which is really nice. I don't think that they're treated well either.

Special services has tons of programs for special educational purposes... maybe that could be available here too.

Given the state that our Town is in right now, it would be hard to get buy in from the retired population regarding the tax end for making any changes.

The girl scouts meet in a church, but it would be nice to have a community room for this kind of use.

It would be nice to have a drop off box outside for audio books and videos.

A rest room in the kids' room would be huge.

A really nice area to sit down and read with the kids.

A bigger brighter space/... places to display kids' art work and do crafts

There needs to be a better way to get the community to use the library.
There is enough money in the community that people buy their own books. There needs to be a hook to engage people. There are private reading groups going on all over the community.

There isn't really anything for my age.
Somebody mentioned doing Internet outreach, e-mail patrons with monthly suggestions, new books, recommended picks...
Provide more programs, things to get more people in.
It's the same at the elementary school library. Pond Cove has some good stuff, but nobody knows. The parent's association just bought a whole series of parenting videos, but it's sitting there. There needs to be a liaison between the library and the school.
They need to connect things more. If they connected the buildings, they could have a shared facility.

What would the perfect library building look like?

Because this is Cape Elizabeth, it's very historic and people like the creaking floors. You have to find a way to preserve that old feel.

I work with an architect... the feel of a building is important.

Include a fountain outside

There's not a lot of play area now; provide some space for the kids to run around outside.

It would be nice to have an outdoor space.

It would be nice if they put the signs back that said what the flowers are. Include ways of teaching and learning.

The space thing is hard. You want it to be in Town Center.

The outdoor space needs to be inviting; even it was just a grassy area.

Sometimes I feel like the kids don't belong here; you notice when somebody says hello to you.

This place is just so chopped up.

The Portland Library had a big baseball glove that you could sit in.

Yes, whimsical things make you remember the library.

Put a lobster Boat in the children's area...

A fish tank is soothing.

Highlands Ranch Library in Colorado was awesome. The kids' area had a jungle theme when I was there. Kids made animals and posters; there were ends of the book cases to do things, with magnets, etc. Tween area was a little separate with their own computers and seating – 4 or 5 computers. The adult area had the reader's list and lots of computers...

There should be a kid-sized check-out desk where the kids can do their own stuff.

If you came without the kids, what would you do at the library?

I never come without the kids!

And when I come with the kids I never have time to browse...

When I walk up the stairs (to the adult area), it's not very welcoming.

Final Say? Anything else you'd like to add?

A lot depends on whether it's a renovation or a whole new building. When I go into the adult area with kids, there is a lot of tension; it's like they don't belong here.

There was a game on the computer up in adult that we couldn't get in the children's room and the people were coughing to tell us that we shouldn't be there.

The Town I grew up in had a historic building that they outgrew. They built a new library and it was very sad but I think it gets used. It's probably been fifteen years since they built that library, but it really does get used.

I like the way Rachel has the parent resources arranged.

This is a great town but we need to get more people coming to the library... need to make them be comfortable.

All you have to say is we need something and someone will start doing it in this Town (organizing and volunteering). Maybe then we can move on to the bigger stuff.

A bigger, more open section for the kids would be nice.

I would agree that a lot could be done without a lot of money.

The children's author map was fun. We need more changing displays for children. There are some seasonal book displays but not a lot of changing theme changes.

Sometimes I want to know what Kim just read. Recommendations from other users would be good. I can't waste a lot of time looking for books I don't know about.

I would like to give kudos to the new web site. Notifications are great.

When you ask people to bring bake sale items they get a lot. People would donate to the library.

The bake sale and the book sales make lots of money.

I agree with everything. Having some younger staff would help.

If Susan or Rachel are there that's great, but if it's others we don't stay very long.

There isn't a big connection with other things in the community.

(They liked the cooperative babysitting idea! Take turns babysitting so other moms could browse.)

TML Foundation, Arts Commission, Historical Preservation Society

8/4

There were 15 participants in this session. The newest arrival had lived in Cape Elizabeth for almost a year; the longest tenured resident had been here for 56 years.

What did you do during your last visit to this library?

Came for gallery opening

Returned 2 books. I read biographies and mysteries; always new fiction

I picked up books ILL-Minerva; they email me when they're here

Came into historical society to do research for article
Came for meeting in this room
Had an hour between things; picked up atlas, returned books
Brought my kids for reading program
Returned children's books for visiting grandchildren
Checked email
I was working!
Get some photocopy help; also looked at art exhibit
Returned book and copied some math quizzes on photocopier

What's really good about this library?

Love Minerva—the ability to order things online
I've never used it.
Minerva is tremendous! My wife is in book groups and Minerva is great for getting things.
We use Minerva for kid's books and quality videos; it's hard to keep good selection of quality videos in one place, but Minerva is wonderful.
The hours are good. It's open 2 nights a week and Saturdays.
Like that it's small and quaint; everybody greets you. It's clean, organized. I listen to audio books while I paint.
Love the gallery space—it's welcoming, right there!
Wish it was bigger
Small cozy spaces—the poetry room, vast amount of poetry here; cozy spaces in the library

What's not so good? What needs improvement?

This room! These two posts! (supports in the middle of room)
Wish we had more nooks where your family could sit with you...more rooms
I'd like it open later—and more evenings.
I don't like that the check out desk has to accommodate both children and adults. Children take out stacks of books; a person in a hurry has to wait.
Counters are too high for children to watch things being checked out.
Access through stairs isn't so accommodating. Elevator is rickety; there needs to be a more congenial way to get to the stacks.

More room for historical society—is very cramped right now.
We have to keep town records in the historical society and that takes a lot of space.
Also needs to be climate controlled and accommodating for people.
Historical needs room for changing displays.
The Maine room is just lost! People don't know it's there.
There are not enough electrical outlets for modern use.

The arts commission files are in a storage closet; there should be space designed for our files here.

Is having multiple organizations in the same facility a good idea for the future?

Other towns have them in separate buildings.

It's fine if there's room for them. It's complicated and it's difficult to find things in our storage closet.

Nooks and crannies are warm and fuzzy, but it creates problems—storage is poor; children's can't get moms in with carriages, etc. Access just isn't possible. In previous place we lived the whole lower floor was for children; all open, shelves were the dividers between different spaces; also children's had its own checkout space.

My daughter says when she walks in here, she doesn't know where to go.

What were your first impressions when you first came to this library?

I thought it was friendly, comfortable library. I have email at home, but I still come here. The computer was hard to find and it wasn't very private. But, I like the feel of it here.

I love that it is made of connected historical buildings.

There isn't a good connection to see outside.

We had to move the picnic table from the weeds to use it!

Lots of libraries have lovely courtyards.

I love to look out windows in winter.

Describe your fantasy library for Cape Elizabeth. What would be the perfect library for CE?

Coffee house where you could sit and read with coffee

Sun area or fire pit in middle; there aren't lots of places in CE to sit and read

Seen Hubbard Hall at Bowdoin?? That's the dream

The ideal building isn't modern on outside, but has some soaring spaces inside as well as cozy spaces; lots of rugs

Follow green design standards

Lighting is critical, meet very specific standards

I want daylight, not fluorescent lighting.

Greenery, plants, trees

Include spaces for ways to put funds back into library... continuous displays of sale books, for example. Maybe a coffee shop or way to make coffee available, but the funds then go to the library; also let people know how easy it is to become a friend...how the money comes back to the library. Maybe library has a wish list for people to see. Look for ways to generate more money for the library.

What would be ideal space for your organization within the library?

Arts—we have gallery space, but there's no space for musicals, sculptures, etc. We are really limited in what we can bring in. We don't need a big auditorium, but something that would give us space for more variety.

A greater variety of public rooms...I wouldn't want to bring some groups in here if I had a choice.

We have huge spaces in Town, community services, fire station. Somebody needs to be looking around. Even the book sale might be held in some more central location. I dislike this room, but I wonder if anyone has analyzed the use of community spaces.

Historical--we need more display and archives space.

People want to give us artifacts and we don't have good space to store those things.

Storage is very limited here.

People can't have access...you have to have someone tending the door when the library is closed.

Scarborough has a nice meeting room that adjoins the main library...with security bars and a side entrance.

Historical society has had difficulties trying to use the community services space.

If we need more space, what kind of space do we need? We've spent a lot of money on the fire station, but I don't know who uses it.

There should be one central space to call to reserve space across the Town.

I'd like to have accessibility for seniors, to wheelchairs, and strollers; well lit for safety.

Social component—library here should be a very social place—where there's interaction, not just to check out a book, especially for seniors.

I noticed when I arrived when school was out, there was a huge outpouring of kids. My daughter complains there's not space for teens here. Be nice if there was a level for every age level.

My 9 year old would like space for those aged 6 to 13; kids who can read but aren't ready for the young adult section yet.

I've heard complaints from staff that they don't want to babysit until parents come either.

What would the ideal library look like on the outside?

Outside is really important; museum in Boston is built around courtyard...lovely space to be in.

I'd love to see an awning; if it's raining you get wet because there's no cover

Like a portico

I'd like to see the librarians not have to go outside to get the books people have returned.

We used to...since 9/11 there have been guidelines about having to protect from people dropping things in.

I think our book drop is a disgrace...it's rusty.

What about a circle to drop things off?

Getting in and out is a problem

A drive up book drop

I'd hate to see the location of the library changed substantially. It's part of the heart of Cape Elizabeth. The conjoining was inspired. Maybe we could extend the whole thing; move the old school closer to Scott Dyer road.

Could we raise this level, put in bigger windows? (his point was to put more things on the same level)

Electronic media is bigger and bigger; periodicals online, electronic books...library of the future will have those.

I'd like to see all around better welcoming access for the handicapped. Those old lifts are monsters and they're obsolete.

Give some thought to the bathrooms and their proximity to the meeting rooms; and to children's area.

Kitchen here is atrocious.

Final thoughts? Anything else you'd like to share?

Historical society has fantasized that if you improved with a newer library; put the Thomas library over on the Murray lot as the historical library....we'd have to have better climate control, but...

I'm not a heavy user of the library, except thru my wife, but I think more room for the arts...in the round and on the walls is needed.

I agree historical society would be nice in its own space...display, open spaces. I think the entrance space should go up 3 levels, make it a wonderful space. And there shouldn't be a question of where to go when you come in; children's space should be its own; historical aspect should be kept for the sake of the town. Shouldn't stray far from this spot.

My life is dominated by thoughts of cost...library foundation was formed when tax cap happened. And that's coming back. We're a poor state and we'll have revenue problems. I love this building, but renovation is expensive; we've gotten to this hodgepodge by trying to make it work. Jay tells me a properly designed library would require fewer staff to manage....so I'm for a new, efficient building.

If we are building new, we need to be sure there's a budget for upkeep.

There are no glass windows to show the art. We need a showcase. I'd like a movie room; flat screen to show documentaries, etc.

I think having multiple organizations here makes the library the heart of the Town; historical is so lost back there in the building. Too often when Cape does something we don't seem to build cost efficient buildings. High school has a flat roof! I don't want to do that again.

What would it be like to build a separate new children's library in the land we own to free up more space in here?

I don't want to see much changed; but I'd like to see things changed in here (meeting room) to make it work better.

Need to remember we have long wet winters; this library has no place to put wet boots and coats.

ADA issues need to be addressed. Exterior should be made of finishes that we don't have to paint every year...maintenance should be easier.

I would love a big historical display always changing; along art display up front. Places for more/different types of art (beyond what can hang on walls). I want directional signs. Green design is really important. I've often wanted to bring my work to the library (in the winter)—sew, knit, etc. Is that a welcome use here? What kind of space could I take up here?

Library is the heart of Cape; historical society needs appropriate designated space and be sure there are connections between the buildings; display space; multidimensional art should be OK here as well. Agree with cost containment---involve the community more; provide ways for people to volunteer or make contributions to the library. Let us know what is needed. More communication from the library about what's needed.

That's my thought too...cost containment because this Town is trying to come up with funds for things...using fees, etc. I want things too, but I know there's going to be a huge battle to get the money for this. That elevator in Town Hall takes 5 minutes to get to second floor...it was chosen because it was the cheapest.

Historical area—we have 2 long display cases made many years ago; used to be in the corridor, but that was taken over for more books. They are in the Maine room, but no one seems them. When they were upstairs I changed the displays every month. People came to see them. We tried to get a vertical display near the front door, but couldn't do that because of fire laws. We have quilts, a rifle, an oar...just stuck in the corner. We have old uniforms from the Fort. And historical papers are stored in worst place...a basement!

As a Jordan, I've learned about history; I would love to see all that available. Because there's no downtown, this is the central meeting place. I loved the idea of athenaeum...community meeting place. The staff here is great; children's staff is always wonderful. Would love a window seat with natural light and be able to read there.

Seniors Focus Group 8/5

There were 12 participants in the seniors focus group. The newest resident had lived in Cape Elizabeth for five years; others had lived in the Town for 50-60 years, sometimes living elsewhere for a period, but returning to Cape Elizabeth by choice. One had worked in the Cape Elizabeth library in the past.

What's really good about this library?

Minerva

Ease of use

Convenient

Nice people – very friendly staff

Minerva, mysteries and staff

Used to use the other meeting room space

Location – it's walkable

Community library... a portal to other things... very easy to use library as a portal to other things.

(All of them said they use the library; one not so much... "occasionally")

I have lots of magazines at home and use South Portland library a lot

South Portland Library has been very good to me. They know me... I have been here several times, but I'm more accustomed to going to S. Portland. Go to the Socrates meeting – philosophical discussion group

What's not so good? What should be improved?

Get some comfortable chairs

That's what we need in a new library – place to sit

You have to walk up a flight of stairs. Once you know that's what you have to do, it's OK but it's hard to get used to. It's not as welcoming as it might be.

Is it used a lot? I come in late morning and early afternoon and there aren't too many people here.

Use interlibrary loan from home; get music videos

There should be more encouragement to do that (ordering things from home). There should be some education for people.

It looks too complicated to me

I think that ILL works well for books, but those electronic services for the CD collection could be improved. It's probably a matter of budget... Lots of libraries don't lend CDs and DVDs... wish that they did. Maybe a download service would be good.

The trash cans are really ugly. The garden club did a nice job in making the garden.

The lawn is in need of mowing – who's responsible for the mowing?

The books I like aren't at the Cape. The staff helps me get the materials from other areas.

Considering what they have to work with, they do pretty well. Get books from way out west...

What do you like the least about the building?

The steps!

Doesn't matter to me. I'd still walk up if it was three stories high.

One thing I don't want to do is tear it down and rebuild it and increase my taxes...

Create the perfect library for Cape Elizabeth – what would it look like?

I'd have the children's section closer to the door. Make it easier for the librarians to attend to the kids.

The children check things out at the main desk.

Now that you've got computers, couldn't you do that in children's room? They have a desk there and could do that.

Blend with the architecture of the Town... not just a colonial façade. It should be proportioned correctly.

I like the gardens idea.
Green buildings - AMEN!

They have wonderful children's programs and the adults could use the adult library at the same time...

People used to want to drop their children off and not come back; they used it as a baby-sitting service.

There are two sides to that; sometimes the parents stay and talk with each other during the programs and they're noisier than the kids.

There used to be a lady who would bring a whole group of kids and you could hear a pin drop...
With story time you got tied into reading – that was our introduction to the library

Where would you put the historical society? We're told it's hidden right now.

The historical collection could be more accessible. Put your leather chair (comfortable seating) in that area.

Even though I worked here, I don't know much about it

It's like everything else; they have history, but they can't display it. I've been trying to find something specific in the historical collection; it would be good to make that more accessible.

In terms of costs, what should the proper proportion be between public and private funding?

Cost... We don't want our taxes to go up any more than they have.

If you can get it done with private funds, do it!

Are there features of other libraries that you'd like to see here?

South Portland is larger; they have a French conversational group. That would be good.

Whenever I want to do some research, I always have to go to the desk to ask for it. There needs to be a map of where things are.

I get totally confused with the CDs. Things could be presented better, displayed better.

The way adults use libraries are very different than the ways that children use libraries. The kids need more space. Children aren't good at waiting for interlibrary loan. The children's space need to be immediate.

The adults need the portals. The kids need it on the shelf right now.

I think the teenage area is fabulous. I see a lot of kids down there.

I don't we think we need a café and a coffee bar.

How many memorial books does the library get?

It's not encouraged here. I hadn't thought of it until you mentioned it. They should let people know about that.

Final say? Anything else you'd like to add?

I like using the historic buildings. I think it would be great to find ways to exhibit the historic collections.

Children's needs more room; I would like download services as well.

My granddaughter is 14; she thinks that everything in the teen collection is very old. My point about remembering people with memorial books is it would help the library. Every time I want to do research I have to ask where to go.. Why can't we have a better layout?

I find myself uninformed to sit on this panel. I would have liked to have been informed of the questions ahead of time. This is a huge body of information you're trying to gather. The stairwells are terrible for someone with poor sight. The stairs and carpeting are the same color.

Could the library be open on a Sunday afternoon in the winter?

I want better access to the historical collection; tell the public about it and preserve it.

Minerva availability is incredible; the library should tell me what is new, what's happening here... meetings, new books. It's as easy to tell a thousand people as it is to tell one person electronically.

How about the website? What could be there?

The staff is just outstanding. We're doing a book discussion here and 15 to 20 people are now showing up for it.

Wish they could do more of that. There are some grants available from the Humanities for programs like that. Maybe on a Sunday afternoon in the wintertime.

It's not situated to find things easily. Books are too high on the shelves, too low on the shelves. The books are so scattered. I was told to look for one of the little stickers... I never found it and I didn't want to bother the person at the desk.

Middle school students

8/5

There were five participants: one fifth grader, two sixth graders, one seventh grader, and one eighth grader.

What do you really like about this library?

The selection of books; I like fiction, science fiction; the library has lots of authors. I like the variety.

The racks that have series on them—it's easy to find them; I like the click series, really fast. Whenever you come in you feel there's something to be gained; it's a nice place and a nice community.

Scary books; Goosebumps (series)

Generally all the books in a series are here.

What don't you like? What could be improved?

Being a young adult...I go to that section, but it's really small and crammed into a tiny space; maybe make this room (the meeting room) into the YA section.

I agree that's a good point!

I don't like the new section in the hall; they aren't sectioned very well.
When we have book club in here; this room makes me feel tiny—ceiling is too low.
The library is lacking in YA fiction, fantasy, and science fiction books.
I read pretty old books, so it's OK if they're older books in YA.

Do people treat you well here?

Yes, definitely.

I've noticed there are only 4 computers; when my laptop was broken, I came here; sometimes the computers here were full.

Why might you decide not to come here?

There's no reason, just don't have the time.

What do you think of the technology here?

I use them to look up books here, but I don't use them for anything else here.

I don't use computers at the library; I just stroll through the sections of books I like.

Describe the ideal library. What would make it a place you'd like to come to?

I'd have lots of different stories with books, but I'd paint it different, bright colors. I think 3-4 floors; a floor for adults, one for teens, and a kids floor; a room for each different kind of books.

I'd have it like this one, but with comfy chairs to sit in; somewhere to sit down to start a book to see if you'd like it.

I'll make a sketch on flip chart: make it a square room with check-out near the door, computers in the middle, and all the different sections along the walls. Include subdivisions, put a paper by the door with recommended books.

Could anyone write on the paper the books that they like? Yes

You could have little reading areas with chairs.

What ages/grade levels fit together in your perfect library?

Age or reading level? I'd have people who could read this size print or this number of pages, or picture books.

I'd do age things and difficulty levels within rooms; 1-5, 6-9, 9-14....all the way to legally dead in 14 states.

What would the perfect library look like on the outside?

Plain brick building...weathered bricks; shingle roof---old fashioned building.

Lots of flowers around the perimeter with vines; welcome feeling.

It's fine just the way it is.

I'd keep it as it is in the front of the building, but everything to left, use pillars and put in squishy carpet.

I'd have it more modern. Segmented by ages

Make the walls welcoming; walls here are dull; have more places to sit and read, not hard wooden chairs. I don't do the computers, but others do, so I suppose they should be here.

Put a recessed speaker in every wall and play natural sounds
My brother doesn't like sounds/music on when he's reading.
It wouldn't be blaring, just natural sounds.

What do you think of a teen advisory group and programs? What programs would you come to?

A group of people could get together to do a play; that'd be really awesome.
An aspiring writer group would be good; I want to write something when I get older.
Some sort of construction or building program...woodworking. Monday for younger kids...Friday would be for adults. Every other week there'd be a different series. People could come and make things.
If there was a group, then they should be well advertised with big signs proclaiming the group so you could sign up for it. Don't make it difficult to sign up for.
I hate it when there aren't enough spots in a group. Shouldn't be any limit.
I'd sign up for things online.
I don't have an email address...so doing it online would give those people an unfair advantage.

Some libraries are providing gaming areas in libraries—wii, computer games. What do you think about that? Would that be welcome here?

It would ruin the effect of the library...point of library is to get books; audio books are OK too.
You'd have to sign up to use the gaming area, because it would get so crowded, everybody would be on the games.
The library isn't an arcade; it isn't supposed to have games. Movies and audio books are OK, but games is too far.
I'm not sporty, but games are impractical in the library. Ruins the point. Maybe you could rent games. That would attract people; that would be ok.
I would like that too.
I still don't know....library is a place of knowledge, not rotting your brain.
You should have a special card to rent games because they're expensive.
There are so many different systems it's impractical to have games.
Maybe get 5 or 6 games for each type...charge enough to get revenue to buy books.

How do you feel about idea of library charging for something??

Have the charges be higher for the more expensive systems

What would your younger brothers or sisters like? How would you design the area for little kids?

Walls painted with characters they would know...Sesame Street characters.
My brother would like a section with a table with a large selection of Leggos.
There were these foamy things with nubs on the side...could put them together to make things.

Make a play area for these things.

Leggos will disappear...

My brother would be all over the video game idea; he's not a good reader but he doesn't like toddler subjects. He'd like greater variety of topics with easy reading.

What furniture?

Soft and squishy, but not foam because it rips...sturdy stuff.

Maybe bean bags

Fish tanks are awesome

That would be cool, but having a tank takes a lot of work

At LL Bean they just got a giant trout tank in the hunting and fishing store—there's a bubble you can put your head in.

My friend has a huge fish tank attached to her wall. She found things that make it easy to take care of; it looks awesome, background changes every 20 minutes. It isn't hard to take care of...cleans itself.

I'd put just eels in.

There are fish that clean the tank for you.

It would be cool if the kids section was decorated like a scene from a story.

Little girls don't like worms; eels wouldn't be good.

If you get lost in LL Bean, there's a space...place to climb

Entrance like a bridge.

A jungle gym type thing...little kids would like that.

You could paint a wall with a picture from a book with words from the book....a giant book page.

So we paint the walls like a jungle, then make it 3-d; put in a corner where you can curl up to read.

What would your parents like?

More polished wooden floors, great dining hall, expensive paintings, and nice music

Comfy chairs, places where coffee and food could be (have a living room feel)

Put little magazine racks near the chairs

Ask adults in a focus group what magazines they'd like

Could have famous sayings, art on the walls

Should there be food in library?

Just a separate room where you could take books---like a café you can bring books in

Food and drink shouldn't be allowed in kids section; they'll spill it...young adults are a bit more responsible, just like adults.

Vending machines? People don't bring money to the library.

In elementary school there's a little kid mural; could have that in adult area

Nobody pays attention to the no food rule in the young adult area anyway.

Final comments? Any other ideas you'd like to share?

I liked my jungle idea lots.

Comfy chairs, I'd use every time I came to the library.

I agree with both of them.

I really like the ideas, but sometimes there are only 2 comfortable chairs in the children's area so I end up sitting on the floor.

Have a chair and a half thing for an adult and kid to read together....you'd have to split to the 5 year olds to 8 year olds into a different section.

I really liked all the ideas we had.

I'd like a place where you can get food.

General Citizens Focus Group

8/6

There were twenty participants in this group. They represented a wide variety of library users, some retirees, some with children still at home, and others without children at home. They included a CPA, a marketing director, a home based business owner, teachers, a writer, and numerous people with interests in outdoor activities, reading, and volunteering. Five had lived in Cape Elizabeth for five years or less; four had lived in Cape for thirty or more years.

What did you do during your last visit to this library?

Checked that we'd picked up everything....we get lots of ILL.

Returned a book on CD and browsed new items—checked out 4 books

I came to get a specific book for a book group; love Minerva—looked at what was available

Out of country for 10 days...they held my ILL for me; picked them up

Frequent visitor for Wall St. Journal, financial stuff

I came to use the computers; I dislike that people don't sign up and you have to wait—all were occupied.

I come here to have questions answered...things I couldn't track down on my own

Copy machine

Picked up an ILL item

What's really good about this library?

Staff (*nods from multiple participants*); they're extremely helpful, pleasant

Very knowledgeable, willing to expend extra time with you

I'll second that...they're so helpful, or they know your tastes and volunteer to get things for you

The online aspects, being able to find things online

Getting the online reminders when books are due—my kids check out on my card

New cards now with plastic tags....I can pick up things for them; staff, staff for each age group

Kevin is good with teens; Rachel good with kids

The location for me; I'm always passing here

Location is close to walking areas, schools

Kids come straight from school

Teacher—if I don't have something at Pine Cove, I can get it from here within 3 or 4 hours.

What aspects of the facility you like?

Reading area—it's quiet and out of the way; chairs are comfortable, but it's peaceful and I don't get distracted.

Staff is very understanding of small children; I like that children's area is far away from quiet adult area.

Children's programs are phenomenal.

Enjoy the rotating art work of local people; also bring my class over to see exhibits and then talk about them....lively displays

I like having archives and historical society here; when I was with the Courier, I used it a lot for articles; it's very accessible.

The flower garden and the poetry room

Availability of this room for public gatherings....quilting group met here.

What's not so good about the library? What needs to be improved?

Reading area is woefully inadequate. It has just four comfortable chairs.

Young adult area often gets taken up by one group.

All the stairs—too many levels, hard to navigate when you're on crutches

Needs to be more open...would be more user friendly if it wasn't so crowded

Has become claustrophobic—they have added things and the population has grown

Cell phones!!

Entrance area—some of the staff isn't so wonderful; they need to be more welcoming. The way the library is set up isn't friendly. A real effort needs to be made to be friendlier.

The return slot often has people standing in front of it; there used to be 2 check outs-1 child, 1 adult....why did that go away? Kids check out was in children's section. Maybe that would facilitate some openness.

Be nice if there were more space when you come in; maybe chairs so it looked more inviting—conversations could happen there.

This room is a major shortcoming!! We need a large meeting space that lots of groups could use it; I think this room has structural damage and mold.

Can't cell phones ignite gas? This is dangerous.

This metal pole in my face is annoying.

I wish there was access online to JSTOR---articles that I can't access, is available through some libraries...I wish we had that.

Marvel is wonderful.

Fantasize for a moment, design perfect library for CE. What would it look like? What features or services would it have?

It would be great to have small meeting rooms for groups. I don't come here to browse; I get things via ILL.

Where I used to live, the library had a lot of small meeting rooms. Focus of library is to bring the community together, but that's hard when groups don't have a place to get together. Have a big airy room with different clusters of chairs where people could come to sit and read; increasingly people go online and just come to pick up the book because the library's not inviting.

Would be nice to have a bench (or a courtyard) outside in the garden.

I'd like to see a building that was energy efficient with an outside that was compatible with New England aesthetic rather than a functional building that was dreary. It should look nice on the outside. I'd like to retain the old school house somehow, but I'm not so wedded with the rest of the building surviving. I'd like parking too. It could be a contemporary version of New England!

I'd like a contemporary, open building that's more exciting on the outside. Also think the idea of courtyard is fabulous, could be used for reading, story times, etc.

I'd like to see these buildings preserved; maybe the historical society could use. I wouldn't want to lose these buildings; these are things that people cherish.

A library needs to function and it needs to grow; that's the big thing here. The walls should come down and the place should be open. I'm not wedded to these buildings to be used as a library, but I wouldn't want to lose them either.

Ideal library would have this high end thing jstor! (access to academic electronic journal articles: j(journal) stor(storage))

We have 4 libraries in the Town; is there some way to put them into one? Kids are here after school...so they aren't using school libraries then. Figure out this new library to avoid duplication.

2 wishes: I'd love an art gallery space that could double as meeting or concert/performance space.

I'd pay the library to keep track of my interests and email me when new things I'd like come in; ratchet up the technology!

This isn't a central place for me to come, so I've joined the South Portland Library....they have Socrates Café, Friends Club, book group...they make use of space to bring people in around books. I'd like more outreach like that. I don't find staff and director here accessible.

I wonder, how much interact is there between teachers and this library?

(teacher responded) It happens beyond what Pine Cove has...I'd facilitate that. Media center is pretty packed to the curriculum.

There are groups of children who don't use library; wouldn't it be good to have teachers and librarians work together?

I think the 3 school libraries are very overused and the public library is a necessary addition. The school libraries are attuned to the curriculums, couldn't expect public librarians to do that. It's part of the curriculum for them to use the school media centers. They often use the public library for special projects and over the summer. Starting in kindergarten they get library use instruction.

We need to redo the children's area in here....furnishings, walls, seating, etc. Even the walls need help.

I volunteer in middle school; kids use the library there. I would hate to feel this library be responsible for children's school library experience. Books on Saturday here is good. Focus of library shouldn't be school.

My point was collaboration, not overtaking school libraries.

My mom's library (in the Midwest) has book sale space and a snack area.

Another thing that's attractive would be a place to have different forms of music and places in the library to listen.

Ideal library would have a research room, somehow connected to the archives room....space to do research and to have access to the things in the archives room as well. It's hard to do that now.

I remember a children's room that had a castle in the middle of the room; kids went into castle to story time and parents had to stay outside—sit in comfortable chairs outside the castle. The ideal library would need better flow of staff space. Needs to be related to where staff work; director shouldn't be in corner, separate from rest.

Nice to have children's room separate from adult, but something is lost here...I miss walking down to the children's library...be nice if adults still had some interaction with what's happening in the children's library.

(a participant asked) What about a connection between the library and the school, a covered walkway?

(teacher) There are times when we could send a child over here, but there is the security issue. In some ways it would be nice if there was someone to escort the child over. During school hours it's like there's an electric fence between the buildings. We could search online and have book delivered next door, but that would be tomorrow's delivery.

How would you arrange the buildings to make a civic campus—make library and schools closer?

It's not a part of the school, it's a Town facility...it's not part of the school campus!

I agree, public library needs to be attractive to adults. Kids do have their secret entrance after school.

I think of the library as part of the town campus; maybe it needs to have doors on both sides. I'd rather see it facing south and getting a lot of light; make it energy efficient.

Final comments? Anything else you'd like to add?

I like the library, that it's kinda funky. A friend told us never to move to a town until you see the library. I like the library; so I don't have a lot of complaints.

I agree; like idea of big reading room; love the library staff here; I disagree with idea of an adult library, I like the idea of interaction.

This needs to be a place for people to come to read, not just collect things to read. I'd like one big welcoming reading place. Everyone was here when the power was out.

I like the way it is; I would like people to sign up to use computers.

Whatever changes are made, the building should be at the top of environmental efficiency—Leed Silver—and include gallery space for Arts. The historical preservation folks need ongoing presentation spaces as well....for all ages.

We need an open space; important to have sense of bringing outdoors inside. Also, not only have place for reading but also to work, do research, place where you can be private, write, create.

Library should combine enough space for friends and books. Think about the cost; I wouldn't want a library that was too ostentatious, too big.

There are stairs everywhere; the Maine population is aging; we want to get people here and the stairs make that hard. New videos are down on the floor (lower shelves). Ideally a bigger library wouldn't have to put things on the bottom shelves. Make it flexible enough to accommodate whatever new stuff comes along.

I'd like efficient and cost effective; something that works well for users, staff, and is cost efficient as well. It's a balance between big enough to accommodate dreams and small enough that the bond isn't huge!

It has to be more efficient and flow better for everyone, needs to be updated...is definitely inadequate now.

It's really nice to link the new cards (mine and my husband's) and they have a phone for free local calls; library is one of best institutions we have...physical limitations limit the programming that can happen here. Seems like a new building would make more sense....not to have to retrofit what's here.

Libraries provide a public portal to the Internet; that's especially important in low income communities, so that those people have as much access as those in wealthy areas. Is there any sense that our computers aren't sufficient?

I agree with the comments that operational efficiency is important.

I'd like one floor; open space; user friendly. It's time to look ahead. And make it a community resource.

Library needs to be updated; made efficient; take advantage of space to make it more a community thing.

I was on a committee to link these buildings; now it's important to come up with something that's fiscally feasible. I'd hate to see nothing done because the proposal is too extravagant.

I'd like to see space for arts, research, and handicap accessible. Also like the funkiness, it was appealing when I moved here, came from Washington, DC where the buildings felt like airplane hangars.

The character here should stay and I wouldn't like to see it moved too far from here. It should be central to town.

I love it too, staff is excellent, circumstances are challenging; hope there's consideration of some type of endowment...the tax thing a couple of years ago would have let this library be open only one day a week.

I want small study rooms; lots of windows; appealing spaces

It is inefficient here and some of the circulation staff are unfriendly. One of the people is just very shy—people think that as being rude. But these are competent people.

This library doesn't take volunteers although there are people who would like to help as volunteers.

High School Focus Group 8/6

There were eight participants in the group, including three from one family. Three said they were sophomores, two were juniors, and one a senior (two didn't indicate their grade level).

What did you do during your last visit to the library?

The book I wanted wasn't in; I got some movies and took some other books.

I wanted a book on the summer reading list, but it was on hold for the next three months.

Got 17 books on reserve at the same time

It was at the end of school – studying and doing homework

Looking for something to read – went into young adult; didn't check anything out

Don't come here often because I don't have a ride but I ride my bike down here some times.

Sometimes come after school

Took out a book and read an article on the computer

What's your school library like?

High school library is small... bulk of it is reference materials.... About half of the room is reference and the rest is old fiction

Middle school books are outdated as well.

I don't go to Cape High School, but our library is pretty tiny. I prefer checking things out at TML.

I think that they can get items through interlibrary loan.

I use this library for everything. The high school library is pretty much a computer lab. I use TML mostly for school.

I only used this library for a term paper because the subject was so dull... the librarians helped me find what I needed.

What's good about this library? Why do you come here?

It's close!

I can bike here. I know a lot of the people here because I've been coming so long... Good collection

The Town is pretty small. And so you get to know the people. It's comfortable.. The collection has enough books to meet your preferences pretty well.

You can definitely find a pretty good amount of stuff.

I've been volunteering here since I was 9. Know all of the people

I love how each of the sections are tailor-made for the ages. The children's room is kid friendly and the young adult room is shut off... that's good.

I request music through interlibrary loan mostly.

The librarians help you. They actually mean it when they say Hi... Kevin will recommend new books and he knows my interests.

It's cheaper than buying books and I use interlibrary loan a lot too.

I get movies, magazines and newspapers.

We need more books. The selection is getting smaller for me because I've read so many of them. I've gone through everything in the audio books.

We need to get more.

I keep coming here because it's convenient – usually try to find something and I come home with an armful.

I've read pretty much all of the books and movies in the teen area.

Couches in the teen area... more tables... definitely seems like there needs to be more room.

The middle schoolers go there a lot and it fills up.

The teen area is a place where more people would hang out.

There should be a high school table and a middle school table.

How could the library be improved?

The library has book sales in here. A tall person may not be able to fit in this room.

They need a different, better place for the book sale.

I don't like the teen center at all; it's all the middle schoolers there... they're loud and not being respectful

Maybe make a separate study room with a table and a couple of chairs. Quiet study room and food in the book room.

It's hard to read in there because the middle school kids are running around, playing and emailing...it's hard to concentrate on reading.

The collection is geared to a younger age group and that's a reason that high schoolers don't want to go there.

What about places to create things? Some libraries have production facilities. What would you use?

If there's room, if there was space for a soundproof room and a CD collection

I would love to see a TV for game playing.

Nice if there were comfortable couches

In addition to expanding it... divide loud and noisy. Easier if there are choices... create a quiet area with different seating

I wish the library stayed open longer. Should be 9 – 8 everyday.

Wish it was open later on Saturday. I don't get up early and then the library is already closed.

I would think it would be open LATER in the summer.

What about the technology here?

They have filters on the computers... and IT BLOCKS FROM LOTS OF SITES. There are computers in the adult section, but you have to get there at an obscure hour or they're full.

The computer blocked Wikipedia!

Create the perfect public library for this community. What would it look like outside?

Modern take on classical design

All glass with a layer of brick on the bottom...

A courtyard to sit in

A place to sit outside

A mural on the wall...

White is a fine color... it's a library; it doesn't really need to stand out.

The architecture definitely shows its age. It doesn't seem to fit in with the new stuff.

I don't mind that it looks old-fashioned.

It would be fine to keep the old building image but it shouldn't be remodeled... needs to be redone. It could look old on the outside.

OK to be old but old in a good way... Its looks old and falling apart now and that's not good.

What about the entrance?

Give it a high ceiling.

I like the division that we have

Put the bust where you can see it!

What about the children's area?

Bean bags to sit on

Get rid of the big clunky wooden chairs.

I like having some of the big wooden chairs too (as well as the bean bags).

Does the library need a computer lab?

The teen center needs more computers.

Some computers ... the school library isn't always available.

There are more computers in the children's area than in the teen area. That's weird.

If we gave Kevin more room he would fill it up.

Adults and little kids use the library a lot and then things drop off as the kids get older. If there was the video production center and gaming, more teens would come.

Our library at school rents out video player, MP3 players, etc. That would work well here too. I would organize some events; going to the library is kind of an introverted activity. It needs events that are more social in nature.

More events for teens; you could have a place outside for meeting

My family is a member of the Portland Library and they have a Brown Bag series with authors. Library makes some money on that.

Have a writing center; we all write and if we shared that.. Have a place to leave writing to allow peers to comment on

A writing club... A library led book talk. The school has some of those things...

You need community service (credits) for school...

A writer's blog would work.

A suggestion box for books we can get

Work with the school closely on interlibrary loan

What do you think of the suggestion to combine the school and public libraries?

Bad idea... to have school library and public library together... The school controls too much... School wouldn't let that happen...

You might be able to combine the school libraries.

You need the school library while you're in school. The Town Library is better for the free-time reading.

Town has the reading books... the school has the "project books."

The Town and the school should keep track of what is on the reading lists. Put a separate shelf of "high school summer reading books" in the TML library.

Recommended books for the college bound...put that near the front area

Create a list, a small collection for new books that have come out.

They won't "link" library cards for picking up reserve books.

I just use my mom's card... it's a long story.

I had that same problem the other day.. I had my mom's library's card.

They changed the numbers for the new card... If you want to request books you need to have a new number.

I think the current new book section is confusing. I couldn't find what I wanted because it's in the new section, but that seems mixed up... The alphabet skips letters; it's confusing.

Final say? What else would you like to add?

Make the content in the teen area more young adult and less "old kid."

The idea of switching the location of the young adults and children's areas would make sense... Moms and dads would be closer to the adult area.

Teen room should be expanded, but it shouldn't be a recreation center... Shouldn't try to make it just a hang out.

There are way too many people in the teen area... There's not enough seating; needs more table space. And a different spot to eat

I think the library is pretty inaccessible for handicapped people. The mural (suggested earlier) would be changed in a regular basis....

The mural idea.... I've been visiting colleges... people can put up anything that they want. The library needs to get more people to come in. Then we can get more books and more people... it's a circle.

The book sale is a great event.

South Portland has a French club.

There is an anime club here, but a writing club might be better.

I would like the library to stay right where it is.... Close to the school...

Business People & Town Councilors 8/7

There were 13 participants in the session. They included attorneys, a retailer, a school librarian, retirees, a dentist, an architect, and town councilors.

What did you do during your last visit to the TML?

Came to get book I heard about in media... wasn't here, but they got it for me

I looked things up on the web and came in; was taking long drive, got books on tape; am in book groups at library.

Got an email saying I had some books that would be due—nice that they let me know

When I come it's to pay overdue fines, but I really like ILL (need expensive books for short time)... got 30-40 books when I was studying for exam

Came for an exhibit—photographer had exhibit of old timers... neat that it was newcomers coming to see photos of old timers.

What's good about having a library in CE?

Important to have good children's services. They do a lot of story programs here, kids having fun at library; summer reading programs.

It's an asset to the community that addresses every age group—retirees, young children, etc., nice community type thing.

Library represents an aspect of an educated community; literacy is our most important skill.

Live in information society today; important to be literate and worldly. Library enhances awareness and knowledge. Also can serve as community center for cultural and intellectual things. Our Community Center serves sports and athletic things.

Some people can't afford to buy materials and read them at home; England used to have public reading rooms for newspapers....there are people who need materials who can't afford to buy. When I travel I go to libraries to get internet access to get my email.

When I travel I use libraries in other communities for that same purpose and a quiet place to work....love the environment. Cape has rich history and the library is natural place to be keeper of that history. Cultural and agricultural, and seafaring history...needs to be kept at one place in Town.

Neat that it's imbedded in some people's habits; I have friend who comes daily to read newspaper.

It enhances the educational things in the community in a central location. This is a central location for education.

If we want historical information, this is a great place, and it's OK that some books come from other places via Minerva. This is a great resource for the community.

What do you like about this library now? What's good and should be retained?

I like the greenness around it, almost a campus and centrally located. I would hate to see the library take up (consume more) green space. Also want to have access from the playground side; not sure my kids would come in if they had to walk all around the building to get in.

Along same lines, I would like to keep some historical perspective with the building; don't lose the small town aspect if it's expanded.

Staff is wonderful; they're helpful, and they know where things are.

I was recently in Camden Public Library; half is underground; children's library is underground with separate entrance. Has huge skylight.

That library also has a beautiful amphitheatre.

Some of the outside activities need to be continued; reading hours, people come with guitars...keep the outdoor space for use in programs.

What's not so good? What should be improved?

This room for one! (meeting room)

Inefficiency—staff are carting books long distances inside

Handicapped inaccessible

It's multiple libraries within a small area...would be great if this was connected to the school; having one library instead of three. There would be great efficiencies in drawing kids into this.

If you really want to think long term, the campus could be geothermal...proximity of the buildings of the town center.

We've heard a desire for green in other sessions. How important is green to you?

Yes...would be a crime not to go in that direction. (*nods from other participants*)

Becomes more important every year

I'm an engineer; many are looking at that (green), but you do have to weigh it against the cost.

There's a practical limit and an emotional limit; emotional is a lot more costly.

I'm a big proponent of sustainable future; there's a bigger cost to oil than just the barrel of oil; we should be thinking of maximum use of natural lighting, etc. (*the idea was some of the costs and benefits not readily apparent*)

Should use native Maine materials

Often overlooked in building green is building small and efficient---that goes a long way---sometimes going green is an excuse for building big; connecting to the school with a covered breezeway would be good idea, cheap.

Multistory entry would be expensive---this isn't Washington

Concerning connecting to the school, there are 2 groups now: one wants to fund schools, the other doesn't. You could sell this project as actually a town and a school building. Could be one amazing library instead of 3.

I don't know if schools would view it as positive to give up the school libraries. I'd caution that the (school and public) libraries have completely different roles; in Portland we're combining school and public...would be helpful to watch that. Librarians there feel as though they weren't listened to.

People have mentioned using the library for quiet and for the ambiance....that would certainly change if this were a shared library.

What would be the ideal library for Cape?

I'd like a library to be on cutting edge of technology---video conferencing, wifi; when I first joined my firm we had to be on first floor with the library because there were so many books. Now we're on the 4th floor---I don't know about future need for book space.

Cape is really focused on children, but there are very few places for people to gather. Think of Borders, places where people can gather, have a cup of coffee.

Rotary has 10 member board and it's hard to find a place for us to meet, would be OK to pay even a \$10 fee to use a meeting place. I don't want to duplicate a lot of other sources, but... Community center has some meeting rooms; this could be an intellectual center...idea sharing, that's a little different from the community center.

Technology is missing in the other meeting places. Right sizing would be important.

I would love to see individualized study space...in the insurance industry I'm taking exams constantly! Small rooms for test taking would be perfect.

I've love to have a gallery to celebrate the arts. Rotating art shows, sculpture, etc.

Now it feels like separate places...entrance needs to feel more welcoming and not so divided looking.

You need to have a sense of the whole building when you come in.

Some actual space for outdoor things...amphitheatre; also like techniques book stores use--- coffee, displays, that would draw people in more.

There's a tension here; you can't mix the kids with the adults to a great degree---noise, safety, etc. have to get things separated. They try to discourage kids from going up to adult library. A big open area might not work as well as we'd like.

Safety might be an issue too—group of kids having to interact with some 'unsavory' people. It might be interesting to have an ongoing book sale.

It would be Leed certified; take maximum advantage of recycled material; use geothermal; connected to school, school librarians would handle their expertise (separate area) you'd have space for historical, arts displays. Private meeting rooms, small ones, large meeting space. Area focused on geography to make people aware of the outside world. Have the latest technology---DVDs on mostly intellectual subject matter. I think it's important to have an interactive learning environment for smaller children. Kids learn by engaging' they've no patience to sit still. It would be a center of idea sharing and meetings; Portland Art Museum has wine and cheese in conjunction with other things; Camden library has an amphitheatre outside, adaptable. We could have an outside theatre.

One of things we have—lots of talent; if we could tap that talent to do interactive things...have classes, afterschool so parents could join kids. Programs on how to use the web, technology, for example.

Mohegan Island has a wonderful library—amazing selection of books; they tap talents of people on the Island for the book selection....we might be able to tap the talent in town for that. It could be with current technology—repository for presentations (Powerpoint registry) More space for the historic association Comfortable spaces too

Final comments? Anything else you'd like to say?

I'd be very interested in hearing what the consultants think. What do you see when you come in Cape library...what's lacking that you haven't heard in our vision.

I think the ideas are wonderful; am concerned about the timing on this project; this is a belt tightening time and I wonder if now is the best time; I also have a card from the Scarborough Library...they did all this several years ago and the town voted not to do that. Can different levels (stages) be done? It would be shame if all this work goes into it and nothing happens.

What's the private/public funding mix for this project? What's the tipping point?

50-50; do need some ownership that comes with donations.

More than 50 from philanthropy, get matching going

The more private \$, the better, but the community will still be able to control. All sorts of levels of contribution; people with resources would be happy to contribute.

As many private \$ as can be gotten; it will be hard to get the community to fund some of the great ideas.

This is the wealthiest per capita community in Maine; I don't know if we can set a percentage. Question is can we raise \$3 million, etc.

I'm pessimistic. The turf field was a 90-10 match and people were furious that the town put in 10. Private people are very tapped out. Taxpayers are really mad; it would be fabulous to get major gifts, but I'm very pessimistic right now. That's why I said 50-50.

There is a real sense of donor fatigue right now in Cape. But, turf field did raise \$1 million for a fairly narrow niche in town...lesson is, with good organization and convincing people of the need...they will write the checks. You have a whole different population here with the library—seniors ready to give back.

Final thoughts? Other ideas you'd like to share?

It's great we're having focus groups and getting ideas out there; economic tough times, but we do need to do this; library works, but it could be a lot better. I have reservations about combining the libraries.

We have tremendous advantage in that we have a town center here; I don't use library, but I like driving by and knowing we have an intellectual center. Like thought of intergenerational programs and use.

Really like the idea of grant possibilities—private moneys we could tap into. I'm optimistic; we DID raise the turf field money. Have to have cheerleaders, leaders to get everybody on the same page.

I came as a skeptic, we're highly tax burdened. I now see we have inefficiencies, this can become a center for all sorts of things..I'd support the endeavor...you need to get to the skeptics, get the word out. The process is good.

If libraries stay static, they'll be irrelevant; they really have to change. We need to look at the people component in libraries; it's also a repository for things; another important responsibility is library as center of community discourse, that would be good.

Lots of great ideas here; biggest impediment is getting it done; I came (unknowing and skeptical)... now I could support the library project, problem is getting the emotional feeling out to the community so they could support.

The potential is very exciting—this town is 90% of the way to defining itself...this project would give the town a real center.

This community gives wide spread support for library, maybe not as intense as for the turf field. It will be a town project and there will be competitive bidding—that didn't happen with the turf field.

I have to clarify the bleachers/turf field situation (a Town Councilor). The bleachers were there in the beginning, but they got pushed out of the early things....the 10% funding wasn't an afterthought. I'm against regionalization; the charm of Maine is small communities with people feeling an ownership. It's a wonderful place to live, the library can be a real gem; can really bring together that sense of belonging. I think the library's constituency in town is much

broader than the groups for the turf field, etc. There are also people who grew up here who would contribute to a library project.

Parents of Pre-Schoolers 8/7

There were eleven participants in total. While the session was/is labeled as being for parents of pre-schoolers, there were several people who came in after the session had begun and were probably intended to come on another night at the later starting time. They might have more easily fit in the historical society group, business representatives, or general citizens. Regardless, the 'mixed' group had ideas to share.

The parents component included moms and a dad with pre-schoolers and elementary aged children. Most of their use of the TML was related to their children.

What's good about this library?

Minerva access is really good. The second one is having a face inside the door to greet you. The programs are good, but we need more of them.

I like having scheduled story hours on a regular basis... Helps you plan your day. It's really nice that there is a designated play area upstairs.

The collection is fabulous. Rachel picks out good unusual books. She makes reading fun for kids.

I agree, our old library was huge but the collection wasn't as good.

I love how there are lots of New England and Maine authors here. There are authors that I'm familiar with.

I would also say that Rachel does a good job with the content of programs. Also, when I've engaged her on a certain theme, she is a wealth of knowledge. I would not have normally approached her because she's downstairs.

I like Rachel's story hour.

I like the display of all the new items. It's nice to have them right there when you come in.

Like the stories on tape...

I attended a meeting the last time I was here. I don't use the library myself much, but my wife does. We do use books on tape. Some of my clients who don't have computers at home use the library computers.

I have grandchildren who will be using the library.

I just went to the library and renewed a book and a tape. The time passes beautifully here.

I was here this morning and got some interlibrary loan books for work and some interlibrary loan books for my 2 year old. Picked up some new books.

The selection of books is excellent; ILL is great... books on tape and staff is great...

The staff is very knowledgeable about finding things even if we don't have them. They're always willing to help.

What do you like about this building?

Central location

That the children's section is separated from the adult section

Like the new books along the hallway

I like the little study nooks in the adult area

The poetry room is really nice.

The large print room is really nice too.

What's not so good about this library? What could be improved?

I would rather check out children's books in the children's section. There is nothing to engage the kids in the front hall.

There is a safety factor as well with the central check out. My son learned how to press the handicapped switch. It's always a little uncomfortable trying to check things out and keeping an eye on him so he doesn't open the door.

This meeting room isn't very welcoming for young children.

This carpet... babies crawl all over it and it feels mildewy... the ledges... the humidifier. The bookshelves... they pull down the books. The kids get in the chair.

Kids even get their fingers behind the fireplace display. The hazards are all over. We don't want a cocoon... but Wednesdays (story hour) are really crazy. Maybe we need more time slots for programs.

The children's room needs to be larger; it feels like the librarian is barricaded at the top of the stairs.

I would love to see a big room that could be a story room and a play room... do art projects; plan out an art project related to the book.

They had dramatic play things (at another library); I could sit there and read my book as well. Pretty limited play areas here...

My thoughts about libraries are a little more global; with the availability of resources on the Internet I don't like the library spending a lot on reference materials.

I like the library... I come to the library about once a month and I never get beyond the new books selection.

I come to talk to the people at the library.

It should be more kid friendly; we went to another library with a big play area.

I think that once the school year starts it would be nice for them (older elementary middle school kids) to have a place to hang out.

We need places for using laptops in a quiet environment.

I would like more ability to search full text and more money spent for full text with charts/pictures. I had the full text capability in Boulder, CO.

One thing that bugs me about the technology.. You can do searches at your house and divide out the children's books, but you can't do that IN the library... It totally bugs me.

It would be really nice to have the Amazon.com like feature about “People who like this like that book.”

This facility is cramped. The Library in general is cramped.

What is the average children’s circulation vs. the circulation of adult materials? Maybe that’s a way to look at space utilization.... *(idea that higher circulation should mean greater space)*

The kids section doesn’t have reading nooks or places for the kids to crawl into and read.

The kids were doing puzzles on the steps... it would make a really good story area well.

The kids don’t want to sit at tables; they want bean bags.

We’d like reading and science games. Computers don’t have to have Internet on them, just the educational games.

Do we have any kind of a multimedia area to project on? There should be a place where you can have guest lecturers doing presentations. If we don’t have that kind of area, we should.

We come here very often to get away from the multimedia. We’re trying to get her to read some books. If the library has it, it should be separated enough that it isn’t intrusive.

Multi-media... I think of something that’s interactive...A trip to the children’s museum would give you some ideas.

I’d rather have new carpeting and the basics here.

I love that they had topical areas.

Wish we had more programs here. This room is a safety hazard.

I COULDN’T SAY IT ANY BETTER!

Let’s fantasize a bit. Describe the perfect library for Cape Elizabeth.

Thinking outside of the box... is the glass Taj Mahal out of the question?

I would say that the perfect library has really big windows with a connection/view to the outside.

You don’t know what the weather is like outside when you’re in here.

Has anybody thought of a coffee bar, a social place for book club meetings? Let a private business run it, but I love that idea.

The town next door to us built the Taj Mahal with the coffee bar, but I thought it was too much.

I like the quaintness of this library and I’d hate to lose that.

This is not a very inviting library. We need more space and its more about people than about books and resources. We need more people spaces. This should be more of a meeting place and a gathering place. I’ve been in libraries with a fireplace; we could use one most of the year here. We could fit with the outside being quaint and the inside being modern.

I like the bowl shape children’s area... an amphitheater where the kids could put on little plays.

More display space... It would be nice to have more gallery space. Have things rotate through from the high schools – photo displays, etc...

I would like to see a foreign language collection for all ages, and more integration with the literacy program.

This is not a very inviting place for people with disabilities.

Bathrooms in the children's room is a must.

What will you want for your kids when they're 8th graders? What should the teen area look like?

There is such a focus on the manga stuff and anime... Is that all they're into these days?

I think about thinking ahead that the kids spill over here after school... community services was supposed to be a teen center... It hasn't turned into that.

Staff a teen room with a high school senior or college kids; make it a mature place to be, where they can sit and meet each other.

I really like the idea of having a space that's staffed after school, but I also think that there is a lot to be said for some age mixing.

There's the whole entertainment vs. education thing.

I like the idea of the library as the kitchen of the mind... Tools available... art resources... helping them to learn about the world around them.

Manipulatives for math... great when you can combine the entertainment and learning...

Magic schoolbook style...

The whole balance thing is hard.

Let the kids from clubs meet here.

This is pretty basic, but access to books is important. Group them topically instead of by the Dewey number.

I don't like the bookstore model... I THINK THE Dewey is out of date. Lots here said they go to the new books section (where they're displayed by general topics)

The access to the board books is bad here; I can't find anything in there...cubby shelves so they can see the bindings, who looks for bindings? Provide access appropriate to the type of the book and the age of the kid.

The board books would be the big thing.

Do a fire truck section for two weeks, then do something else as the topic with all the resources together.

It would be so much better if she could find things on her own. In this day and age the library should provide a topical, more accessible approach.

What does the adult area look like in the perfect library?

It should be a comfortable place with plug-ins for computers.

I like the current adult section. It seems more inviting than the children's area.

The books don't need to be the focal point. The people spaces are the important spaces.

If it's more lodge like with open space, you'd grab something and sit down.

Add a water feature.

Wouldn't it be nice to have a sculpture here?

I agree that we need a little more working space. But I find it very comfortable now.

I've been to only one photo gallery reception, but it was really a nice event. They don't do enough to promote those events. They should promote the gallery stuff a little more, have wine and cheese.

Are the hours good for you? Convenient?

They're a little short...

Sunday afternoons, at least in the winter. Sports take up the Saturdays. But the kids have a hard time getting here on Saturdays.

Why did they move the desk to the middle entrance? I would suspect that it's a staffing issue... All the books for sale over there look really messy... I don't like seeing that when I'm here for a story time or program.

It would be better if they had a separate room for the book sale things.

Final say? Anything else you'd like to add?

More foreign languages and make it more inviting to those with disabilities.

There needs to be a separation between the books and the play stuff. There should be some activity. Make it bright and airy, but we need to remember what the purpose of the library is.

A more kid friendly area.. more reading nooks...

On a new topic... when I walk in through those doors, I'm not usually met with eye contact. I feel tension when I walk in with my child.

I agree. Totally

I work from home and it's never crossed my mind that I could come here for wireless access.

I would like to have a more kid friendly library. Have a pajama story time. We'd come to it if it was in a better space.

More places for the kids to sit.

I want the library to be book focused, but the play areas can be tied into books with play characters.

I like places for the kids to sit and read. I want to encourage them to be here. Make them comfortable here. Literacy games are fine. Programs could be expanded... Work with community services on it. Have book writing classes, things that are a little more interactive for the older kids. The authors and music in the summers are great.

I would really like to be able to search by a word for children's books. I like the ideas of the open space, the natural light. We don't have TV, but I would like to have lots of manipulatives...

let it be multi-age things based on interests.

I agree, we need to have interest and activity centers for all ages.

We have a Taj Mahal police station; why can't we have a Taj Mahal library?

I'd like to find a quiet corner and stay for a while.

I don't think that it has to be all book centered. I come to the library to look for the video on Italy if I'm going to Italy.

I want to just hang out as an adult.

I know two seniors who go to Scarborough because it's more inviting. Look at Scarborough to figure out what attracts them.

The biggest drawbacks are the wings and steps. One of the better libraries I've been in had just one big room with most things on the periphery. You could be as alone as you wanted to be if the area is large enough. The library needs to be more of a multimedia center as well as the books.

I don't have much more to add.... I think the library could be more inviting. I've come to do some research. I do come and veg out and read some magazines.

I think the Town would use the library on Sunday (and the dump too).

More Rachel, more programs...

I do think that if you come in with kids, you're not as welcomed as you should be at the lobby.

TML Staff

8/6

There were eight participants in the group; the library director was not included. The longest tenured staff member had been with the library for 23 years; the newest had been on the staff for six years.

What do you like best about working here?

Like the people I work with and the people that come in. You get to see families grow up before your eyes. I grew up in CE and love books. Every day is different (I work lots of different desks).

I love cataloging and editing and unpacking interlibrary loans. Feel at home here

I enjoy the patron interaction; I never dread coming to work. I like to multi-task and my job is one that requires that.

I like the opportunity to be creative. I like coming up with new things to do. Love working with kids.

Love working with patrons. Even the difficult ones are eccentric and interesting. We don't have too many problem patrons. It's nice to get to know people. I love ordering books and figuring out what people might want. The circ desk is a real challenge because I'm an introvert. I enjoy when someone has a question, doing the research and when you find something that they didn't expect you to find.

Like the variety – being able to go from one thing to another. Being nice all of the time is hard. I like helping people and pointing people in the right direction.

I work a lot less time than the others, but it's always challenging I like most helping people checking out books.

What is frustrating about your work?

Our space constraints in circulation are difficult. When the delivery person comes at the wrong time it's a problem. There are so many things going on; it sometimes gets a little bit overwhelming.

The circulation desk can become overwhelming. We try to schedule no more than 2 hours on the circulation desk without a break or it can wear you out, bouncing around all the stuff there and trying to get things done.

It would be nice to have another part time person working at circulation. There are times when we need two people there and we don't have them to schedule there. One person is just not enough.

It's frustrating because you're very isolated at the desk; nobody else on the staff can see that things are backed up. You have to stop and call for help if things back up.

It would be nice to be able to get help quickly. When you're helping patrons and packing or unpacking ILLs you know the delivery guy is going to be coming and the boxes have to be packed and ready for him. Some people just want to talk about the weather. You learn little ways to move them on, but you don't want to just check things out and send them away.

We used to have a few more substitutes, but it is about the same number of hours. Jay has tried to have people supplement at the circulation desk from the reference desk.

This room is where I do story hour. This room only holds 80 people, or we do it outside with a back up of the school (which defeats the idea of getting them into the library). I used to have an office upstairs. That was preferable. If I'm in my office, it's isolated down here. I'm frustrated if I don't have something new to work on. I dislike the routine tasks.

The fragmented building cuts down on communication. When there is a circulation change you have a hard time letting everyone know.

What are the strengths of the library?

Rachel's story hours and Summer Reading program. Most people think that we're friendly. The patrons like the building and think that it's quaint. The old people appreciate that there aren't kids up there. It's a throwback and people like that.

We do a good job of balancing – there are some tech savvy patrons who just want to pick up their books and leave.

In 2003 we switched over to Millennium. Before that we didn't have library cards... "What's happening to this Town" was the comment we got. Minerva is a real strength. If that went away it would be tragic.

Our collection is pretty strong. We do a good job of selection, being responsive to patron needs.

Our location is good.

We now allow people to order things before we have them.

Our location near the schools is a strength, but some people assume that we know all about the school library.

What are the library's weaknesses? Shortcomings?

I just have to say that I really dislike the shelving with no backs. You can't move the book supports in the adult area. I hate shelving because of the shelves. The spring bookends are dangerous; they fly out.

We are sometimes used as a babysitting service.

Kevin gets the teens hanging out in the teen area. They now have a spot where they can kibbutz and hang out.

It's unfortunate that its right at the bottom of the stairs and the noise travels up the stairs.

How does the facility impede what you're trying to accomplish?

Kids sitting on the floor with their laptop plugged in are a hazard.
When they hit a certain age, they're embarrassed to be in the children's room. It isn't really a young adult room, it's more a young adult hallway.
The young adult fiction collection is really only about three years old. It's not crammed, but there are space constraints.
The programming situation is very hard given the poor meeting room space I'd like a desk.
Storage space is a joke.
The Friends stuff is ugly in the meeting room, but they don't have any place else to put it.

We can't have puppeteers that have a large puppet stage because of the ceiling height.
Water comes through the windows.
You can be sitting in the desk in children's and feel the cold air.
The heating and cooling system is bad.
I was going to mention the shelving. No backs... The bookends don't move easily... They're corroded in – stuck.
I don't have any problems with my work space (tech services), but shipments of books (new books) come into the circulation desk. Someone has to lug them down to the basement for processing.

A glassed in workroom right behind the circulation desk would help.
When there are complaints at the circulation desk, there's nowhere to talk to people. The circulation office is in children's; it's nowhere near circulation.
Book drop is outside, but it would be great if it could come into the building.
People talk to each other in the circulation area. It would be nice if they were lead into a comfortable area away from the desk for their casual conversations
There needs to be seating in the circulation area; some of the older people need somewhere to sit when they're waiting to check out.

The Friend's book sale is OK, but there's not enough space.
I like the central circulation desk, but you're not always able to be facing forward. It would be nice to have a separate area to process the interlibrary loan materials.
We have the really high window. At some times of the day the sunlight wipes out the computer screen and the sunlight gets in patron's eyes.
We need to expand the computer area; we have only the four separated computers. We need more than just four.
The cupola used to be a big problem with leakage, but the Town seems to have solved that problem.
Maintenance is all done by the Town.

Let's think beyond the current library? What should this library be doing that it currently isn't doing?

Provide a scanner, a fax machine.

A color printer would be nice.

The printer for the patrons should be separate. The library stuff and the patron stuff goes to the same printer. The printer station needs to be near the computers in the adult room.

I guess I admire libraries that have better programming space. Have a kidlike kid's area and a kid's theater.

I like libraries with outdoor amphitheaters.

In terms of the building... provide fun, kid-like spaces.

Programming for teens has been frustrating. I have very little time to extend into programming. It's frustrating when I have had programming. We do the program but might not have a good turnout. We lack the time and capability to advertise them adequately; programs that get the publicity get crowds.

I think that all of us are really jammed up and it leaves little time to do the programming. We really need somebody to handle the programming.

I don't think volunteers would work very well although South Portland does a lot of programming using the public as presenters.

I would love it if my entire job was programming and outreach.

South Portland is very flexible about the kinds of programming that they do. They do it by the seat of their pants but it works.

We also need a smaller room for meetings.

A lot of people are asking how to use the computer... A computer lab would be used.

Describe your fantasy Library for Cape Elizabeth. What would it look like on the outside?

It wouldn't have two big lion's out front or be a geodesic dome!

Café, garden, benches

Convenient parking... plenty of it

Color scheme that's not god awful

Welcoming entrance

What about inside?

Lots of light

Welcoming desk... not messy - some seating areas near the entrance.

Space for information (flyers)

Space for historical society displays

A way to promote programs in the library

I would like to keep historic preservation and art exhibits here; the public really appreciates that.

The art receptions during open hours were a problem; now it happens when the library is closed.

People expect us to know the prices and when the next exhibit is coming. We need better information about that.

I'd like to have a sculpture garden.

A kids' garden

A café – like Princeton, NJ library: go from the bookstore to the café in the library.

I wish the town had a teen center. The community services center was supposed to have a teen center, but the teens didn't want it the way they envisioned it so it never happened.

Teens need a place hang out.

We need a quiet, cozy comfortable reading room; it's not comfortable for sitting and staying for a while. Everything is disjointed in the adult area.

We need to have a space for magazines and chairs, but it's not quiet there.

Having to walk up and down the stairs 500 times a day is tiring and a waste of time.

I agree... the biggest problem is the fragmentation of the building. It's not intuitive.

Large print, poetry, historical... all those collections are off by themselves now. Lots of people don't even know that they're there. There's no feeling of any kind of togetherness.

Having the staff in closer proximity to each other would be good.

The staff bathroom is inside the tech services area and staff want to converse when they come through. It's hard to get your work done.

Keep the homey historic feeling.

Have a separate children's programming area

I've seen libraries that have totally changed the way they think about lighting.

Trading Spaces in New Jersey is arranged sort of like areas of a house. Thinking about things in a more natural way.

Include good signage.

I like the idea that a patron shouldn't need the staff to help them find basic stuff. They shouldn't have to go through the Information High Priest.

Final say? Anything else you'd like to add?

We need a water source/sink near the mending area.

AV items... somehow make those AV items more available and display those items better

Improve the functional aspects of the library, but keep it welcoming and warm. Go outside of the box a little.

Not too much signage – try to make it as intuitive as possible

I do like the new books in areas where people have to walk by.

Better programming space, a kidlike children's area and a teen like teen zone (with some oversight)

I agree with the teen area... not just part of a corridor. Better place for a computer area.

People ask, is there a computer lab? If we had it we could figure out who is going to give the lessons/courses.

Yes. Some sort of a lab area

I agree with the new books being much more accessible.

I agree with the new books.... Not just in the middle of everything else... having them where you walk by is good

Integrate the computers together in one area

It would be nice if the library could interact more with the other groups in town. Right now you have to make sure that you don't step on the toes of the garden club. We need more communication with the schools, booklists for example.

We need to think about what we could do jointly with Community Services, Historical, schools, etc.

More communication with other departments.

Printer for the patrons near the computers.

I do think that we need to remember that this is a small town library. It should be a friendly place. Not a disjointed space... ways for the staff to help each other. A place where people don't have to be sent to one area for one thing and down the stairs and around the corner for something else.

What will people in 2020 want in libraries? Keep the library in a homey, but big integrated space

It's sad when the little kids get their new card, but they can't see over the desk.