APPENDIX C

PUBLIC MEETING NOTES
1. What in the PowerPoint that resonated with you?
   Flexible functionality – local organizations need meeting space
   Flexible meeting space that can have other functions
   Open, bright, airy
   Why not a bookstore in Waldorf West?

2. Do you currently use the library? What services do you use?
   La Plata

3. What do you perceive to be the strengths of the library? (e.g. an informed and helpful staff, responsive collection of materials, state of the art technology, visibility in the community, etc.)
   Waldorf West is bright and appealing
   Library makes a real effort to be topical and to stay on top of technology
   Willingness of staff to help (they still have to help her with checkout)
   WW – great parking
   LP – horrid parking
   LP – staff

4. What kinds of programs and events would you like to see the Library offer?
   It’s very robust now

5. If you could design a library, what features would it include? What would the outside look like?
   LJWG offers an economic bridge for writers – they’re in a middle ground between free services and a tutor who is paid
   Wants the Library to assist them with funding for materials; allowing workshops even if there’s a cost (cost is only to offset their costs – no profit)
   Wall space for local artists & lockable cabinet for 3D art
   Drop down screens
   Built in technology in the meeting rooms
   White boards
   Color, open, airy, inspiring, lots of windows
   Black box theater
6. What do you perceive to be challenges for the Library in the next 5 years?

- Can’t get local funding to go with State funding
- Need Van Go to get people to a library
- Need to find a way to keep young families in the library
- Keep the library a place of diversity, a neutral place
- Perhaps should use a word other than/or in addition to “library”
1. Which libraries do you use?

    P.D. Brown, Waldorf West, La Plata, Potomac

2. What do you especially like about the public library?

    Story times during the day are wonderful – learned a lot from them – the public librarians are very gracious with their time and knowledge
    Study rooms
    Natural light at WW
    Doesn’t like to spend time at PD
    View at WW is “restorative”
    Online services like Hoopla, Rosetta Stone
    Like to read magazines there
    Schools now work with preschoolers – librarians go to the schools and bring materials
    Like the neighborhood feeling of La Plata
    Teen area of P.D. Brown and the café area
    Adult winter reading program
    ILL is “best friend”
    Tri-county arrangement
    Seeing how much I save by use the library on my checkout receipts
    Paint night – but it’s hard to get in
    Cake pans
    Book Pages magazine
    New book displays
    Books on CD

3. Do you have any frustrations when using the current library? Do you hear about any from your students?

    Need at least one library in the County open on Sunday
    Friday morning is a problem, too
    Parking!

4. How do your students use the public library? Are they ever required to use its collection or services?
High school kids use the public library to supplement what they can get at school

Middle school – about 100 kids have signed up for new card

Online databases

School-required summer reading

Business databases

Get books from public library instead of waiting for them at the school library

Many students don’t have computers or WiFi at home

Project supplies

Safe place to go and take younger siblings

5. In addition to books, what other materials and services are important to have in the Library? Is there anything related to STEM or STEAM that is relevant?

Public libraries shouldn’t over focus on it

Would be great to have audio/video production and editing

6. What kinds of technologies would benefit your students?

Hot spots to check out

Bookmobile having technology on it will help

I don’t look to the library to have the latest tech, but likes the idea that staff at the library can help you

7. What will be changing for your libraries in the coming years?

Non-fiction and reference collections are going away, but more students are using the space

Flexibility of the space

School librarians are spread very thin – they’re not as well read as they used to be

8. How do you communicate with Library staff? How can communications between the school system and the Library be enhanced or strengthened?

Emails

Follow the Library on Twitter and Facebook

Public librarians come to their steering committee meetings
1. What do you use the Library for (e.g. borrow books, go to programs)?
   Uses Waldorf West for computers, books, DVDs, printers and the programs

2. What do you especially like about the Library?
   Open spaces
   Less classic “shhh” library
   Collection
   People who work there

3. Do you have any challenges when using Waldorf West?
   More programs for people her age
   Not enough meeting and study rooms
   Not enough computers
   Library should loan hotspots
   Not enough hours – need Sunday or late Saturday hours

4. Do you feel safe in the library?
   Used to before she worked here

5. Unless we’re talking about parents, yours is typically a hard group for public libraries to reach. What could libraries do to attract more people your age?
   Have programs about issues some of them feel deeply about – e.g. LGBT rights, women’s rights, racial equality, gender equality

6. Do library classes and events meet your needs? Are there other things you’d like to see them offer?
   Teen retro gaming night
   Life size gaming for adults
   Coloring
   Silent dance party
   Language/culture classes
   For men her age: swords, samurai, guitars, gaming, open mic, karaoke
7. What about new technologies – what do you see as the Library’s role in providing them for the community? What are your particular needs when it comes to technology?

Libraries have to have the new stuff
Innovative
Patrons should be able to play with new devices
Need charging stations and an area for Macs
Check out tablets for in-library use
There’s software she uses for school where you plug a flash drive into your computer and it records you
Needs editing software

8. If you could design a library, what features would it include? What would the outside look like?

Comfortable places to sit
Open spaces
More color inside
Natural light
Bigger zones for different ages
More computers in the teen section
Lockers for coats, etc.
A patio with music and maybe sculpture

9. What are the two or three most important things for your library to offer in the future?

More programs – need to move toward a community center model
Be part of the community
Have more about community building and development
Innovative technology
Music CDs
1. What do you especially like about the Library?
   
   Programs
   Variety of books
   Tri-county agreement for collection sharing
   Convenience
   Children’s programs – educational, exciting; likes crafts and games
   Children’s section at Waldorf West
   People/teachers
   Imaginative play time

2. Do you have any frustrations when using the current Library?
   
   Young adult books and separate YA series – arranged differently at different libraries
   Has a 4½ year old who is interested in programs for ages 6-11 – the Library makes exceptions, but are the strict age restrictions necessary?
   Would like a Saturday story time with other/different programs on other Saturdays
   The web site is confusing in terms of what’s on the Events page and what’s on the Calendar; it seems that just a few things are on the Events page
   Why do we have to register for a program and come in and get a ticket? Would prefer no registration at all.

3. In addition to books, what other materials are important to have in your library?
   
   Activities – puzzles, puppets, educational toys (e.g. kitchen)
   Self-checkout
   Automatic renewal
   Text reminders about renewals
   Hoopla
   Computers or tablets with only educational games
   Computers designated for kids only

4. What kinds of children’s programs and events do you like? Are there classes and events you’d like to see that the Library currently doesn’t offer?
   
   Local farmer
Local train enthusiast
Authors, like Kwame Alexander, for adults and children
Juggling act
Karaoke
Coloring
Life-size games – would be nice to know which one they’ll be playing ahead of time

5. If you could design a library, what features would it include? What would the outside look like?

   Soft seating
   Activity table
   Ambient or natural light
   Bright colors
   Bubble machine the flipped on once on a while
   Painting – paint pens or finger painting
   Children’s patio with a heater in the winter
   Bins with board books at a toddler’s level
   Books arranged by topic and identified by icons
   “best of” displays with lists of books on web site, too

6. What can the Library do to nurture the love of reading in your children and help them prepare for school?

   Have the kids earn stickers for reading (e.g. read three train books and get a train sticker); then build on this with different topics
   Loved 500 books by 5!

7. Where in the County do you think another library is needed?

   Northern Waldorf – almost Brandywine – a storefront with lockers in the vestibule or outside
ACTIVE ADULTS/SENIORS

Tuesday, March 7, 2017 – 11:00 a.m.
Six Attendees

1. What do you use the Library for (e.g. borrow books, go to programs)?
   Research – use databases from home
   Programs
   Borrow books
   Use resources for class
   Book groups/clubs at the library and at the senior center
   Meetings
   Book sale
   Computers
   Use Ancestry.com in the library
   A place to concentrate

2. What do you especially like about the Library?
   Convenience
   Books
   DVDs
   Staff will find things for you
   Automatic renewal
   Business classes
   Activities like knitting and crocheting
   Children’s programs

3. Do you have any challenges when using the Library?
   Transportation
   No work space around computers
   Long wait for reserves
   Library needs to market their outreach to the homebound
   Parking at La Plata

4. Do you feel safe at the Library?
Yes, because it’s small and I can see everything
WW has good sight lines
Worry about traffic by La Plata – cars come up the hill fast and people with strollers walk in the road

5. What is your favorite library in this area or anywhere else? What makes it your favorite?

The staff here makes it my favorite
Library is South Carolina with glass walls

6. Do library classes and events meet your needs? Are there other things you’d like to see them offer?

Authors/book talks
Paws to Read
Wired meeting spaces
Lots of children’s programs

7. What about new technologies – what do you see as the Library’s role in providing them for the community? What are your particular needs when it comes to technology?

Their role is continuing education
Need computers and training
A computer lab
Fax machine
Self-service, like checkout

8. If you could design a library, what features would it include? What would the outside look like?

Duplication of WW
Flat screens showing library events
Red boxes in community with books and DVDs
Meeting rooms
Sound proofing
More copies of popular books
Outside covered space
Comfortable seating
Natural light and better artificial light
Lots of parking

9. What are the two or three most important things for your library to offer in the future?
Need building security systems
Make libraries accessible
Have enough stalls in women’s restrooms
Make sure buildings are well lit
Consider transportation – how are people going to get to the library?
A café isn’t a necessity
1. Did anything in the PowerPoint presentation resonate with you? Did you see anything you liked or didn’t like?
   
   Liked everything
   Outdoor spaces
   Make space
   Quiet space
   Clear glass cubicles
   Sewing machines
   Open discussion space
   Video and photo editing

2. What do you perceive to be the strengths of the Library? What do you particularly like?
   
   They let in non-profits for training and workshops.
   Libraries are Switzerland – everyone is welcome – they’re neutral
   They’re safe, comfortable

3. Are there things you don’t like?
   
   They need more activities for parents and teens to do together
   Need to do more with civic engagement

4. Do you see opportunities for the Library to partner with your business/organization/etc. to improve services to the community?
   
   Need space to hold programs
   Challenge is how we can design a 21st century library in our community
   Need to get the Library to the people

5. If you could design a library, what features would it include? What would the outside look like?
   
   It would be like Accokeek: inviting
   there’s a garden
   quiet space
   meeting space with a kitchenette and a separate opening so it can be used after library hours
   natural light
   wood beams
6. How can the library better serve your business/organization? Your clients?

- Have a specific staff contact for non-profits
- Bring in more partnerships
- Have partnerships provide programs for the community
- Access to the Foundation Center database
1. When did you last visit the public Library and what did you do there?
   - Yesterday
   - Finished homework
   - Come almost every day
   - Here at least once a week

2. What do you like about the public library you use? What keeps you coming back?
   - New
   - New things every day
   - PlayStation 4
   - Game nights
   - Reading books for fun
   - More interesting selection of books
   - Have their own space
   - Food downstairs

3. What is not so good about the library?
   - Wish it was open later
   - Has to open on Sundays
   - Metal security box traps the joy stick when gaming
   - Not enough gaming controllers

4. What would bring more teens & tweens into the Library?
   - Try to tell friends how great it is and all the things that are here, but they don't believe it – they think the library is just books
   - Put a video of the WW teen space on YouTube or other social media.

5. If you could design or change a space for teens in the Library, what would it look like?
   - Put up glass walls at WW to block noise
   - La Plata: more computers; like book collection, but need to separate genres
   - Video games to check out
   - WW – bean bags

6. How do you find out about Library programs?
Mom
Friends

7. What kind of technology do you use? Do you have what you need at home?

   Camera
   Library needs to have ear buds
   3D printer
   Music production
   Internet at library goes on and off some days ("WiFi adapter has stopped working.")

8. Do you ever do homework in the Library? Why or why not? What materials do you use?

   Yes – it’s easier to do here than at home
   Library web page and databases

9. Do you think the Library’s easy to use?

   Yes, but like to see it set up like bookstore

10. Are there changes you’d like to see?

    A door on the teen section
    Open later on Fridays
    TV with Cable channels
    Open on Sundays (more important than Fridays)
    A small study room within the teen section
1. Did anything in the PowerPoint resonate with you?
   - Outside lockers
   - Teen spaces
   - Movable furnishings & stacks

2. What do you use the Library for?
   - Books
   - DVDs
   - School resources
   - Children’s programs
   - Computers
   - Meeting rooms
   - Adult programs

3. What do you especially like about the library?
   - **Waldorf West**
     - Charging stations
     - Different areas for different ages
     - Space
     - Study/tutoring rooms
     - The knowledge of professional staff
     - It seems older than it is
   - **Potomac**
     - Close to home
     - Great staff
     - Good children’s programs
     - Next to a park

4. Do you have any challenges of frustrations when using the library?
The Library needs to do more for military families. There are a lot of kids with special needs in military families.

**Waldorf West**

It's closed on Sunday – close on Monday instead
Can be hard to find a table upstairs

**Potomac**

Need more quiet study rooms

5. What is your favorite library in this area or anywhere else? What makes it your favorite?

Anchorage Public – the state archives are there
Miller Branch – there’s a garden and a living roof, waterfall, play park & café
Like older, academic-style libraries

6. Do library events and classes meet your needs? Are there other things you'd like to see them offer?

Don’t like the age restrictions for some programs – some of the STEM programs are for ages 6-11, but older kids are interested, too
Need technology classes for adults, not just those over 65 – you need to “catch us up”
Classes on Adobe software
Classes on using Library’s databases

7. Does Library staff have the skills they need to help you?

Need to make sure that all staffs know about programs so they can talk with the public about them
Everyone needs to know about marketing library services
The Library’s brochure of events is hard to use

8. What about new technologies – what do you see as the Library’s role in providing them for the community?

Want the Library to be on the cutting edge, at least in their knowledge of new technologies
Their role is to be able to help us with new tech
Filtering – keeping kids safe
Like the idea of everyone in the community paying a little (through taxes) so that Library can make more expensive technologies available to everyone (e.g. 3D printer)

9. If you could design a library, what features would it include? What would the outside look like?

Inside/outside spaces
Couches
Lots of work space
White tables and boards
Play area in the kids section
Coffee spot
Fireplace
CAC – common access card – could be used here to access my account on base
Need co-working space for entrepreneurs, small business owners
Workshop on how to protect your kids online
Study/meeting rooms
"Books won't keep you relevant"
1. Did anything in the PowerPoint resonate with you?

   All of it did.

   Customized space – In our freelance economy people need places they can work in when they
don’t have a physical office (teleworking, etc.)

   Having library material available after hours.

   I am a huge lover of books. I feel there is not enough inviting spaces for children to read.

   I am a tutor for the literacy counsel. La Plata has no private spaces. Adults being tutored would
like to do it in a more private environment.

   I liked the libraries that had more private, quiet study areas for students.

   I liked the library that had flexibility. I like the idea of not being trapped into bricks and blocks. A
library where you can change the spaces as needed.

   Spaces that can be used for a variety of reasons.

2. What do like about La Plata Library and why do you use it?

   The new library should have been built a long time ago. The library should be built in the town of
La Plata.

   It is close to home for me. I like the familiarity of the library.

   Great place for children. I can walk to the library and it is a nice place to spend the afternoon with
the children. It makes La Plata feel like a town.

   I like the used bookstore in the La Plata library.

   I like the many programs the library has.

   The staff is wonderful – very helpful.

3. What do you perceive to be the challenges for La Plata Library?

   The library is too small. More space is need for programs. It is fifty years old.

   The restrooms are downstairs. They are not handicapped accessible.

   There are not enough computers in the children’s room.

   The YA non-fiction is not near the tables in the children’s room.

   There are no comfortable spaces at the library to stay and read.

   The La Plata branch needs more than one copier.
The library needs a bigger children’s area and a maker space.

4. What is your favorite library in this area or anywhere else? What makes it your favorite?

I love the La Plata branch. I spent a lot of time in middle school there with my friends. It is like a second home to me.

I use to live near the Pratt library in Baltimore. They had a lot of great spaces to have programs and did a lot of creative programming.

I really like the Waldorf West branch because of all the art they have displayed in the library.

5. Do library events and classes meet your needs? What are your favorites? Are there other things you’d like to see them offer?

Paws to Read

Cake Pan Library (PD Brown). I get to checkout different cake pans.

All the children’s programs.

The Cookbook program, Yoga program, Wind Chimes program, History of Chocolate program and the Zentangle program at La Plata.

The Maryland Science program.

6. What about new technologies – what do you see as the Library’s role in providing them for the community?

The library gives us access to many databases.

The library has new technology such as Playaways and eBooks.

Many people have small laptops. The library gives us access to computers with larger screens.

For many adults and children the library is the only access they have to using a computer.

Through the library we have access to library materials from all over Maryland. (Marina)

7. If you could design a library, what features would it include? What would the outside look like?

I would want there to be room for a bookstore.

A drive through book drop.

Things that are not available to the public in Charles County. Example: A soft playground area.

A big comfy couch.

Books that are easy to browse (books facing out). I like La Plata’s new book section and the staff picks section.

I like the displays at the La Plata library that catch your eye.

A separate area for teens that is away from the children’s area.
8. What skills do you feel Library staff will need in the future?

I feel librarians do so much already. It would be great if they could serve as a clearinghouse for services available in the community.

Libraries need to make space for new things without losing the old things. Example: There are no libraries in the area that still have microfiche machines. I had to drive to a library in Virginia.

It is hard to say. Technology changes so fast. It is hard to predict the different needs of the community in the future.

Libraries need space for other groups to come and help.

9. As we move forward with plans for the libraries in the future is there any other information you need for us to know?

The rural areas need more access to libraries (Book Mobile).

Libraries need to be open more hours.

There are three libraries in seven miles of each other. We need satellite libraries in other areas.

We need more electric charging stations, bike racks, and more public transportation and ways to get to the library.

We need more technology besides the books. I notice the reference collection is shrinking.
TOWN HALL: NANJEMOY COMMUNITY CENTER

Tuesday, March 7, 2017 – 7:00 p.m.
Five Attendees

1. What do you use the library for (e.g. borrow books, go to programs)?
   
   Uses Potomac and La Plata
   Computers
   Books (children’s books, too)
   Reads in the library
   Used book store

2. What do you especially like about the library?
   
   Displays at Potomac
   Staff is very helpful
   Participated in the senior book club at Indian Head

3. Do you have any challenges or frustrations when using the library (and tell us which library you use)?
   
   Walking uphill at La Plata
   Reading the spine labels is hard

4. In addition to books, what other materials are important to have in your library?
   
   DVDs
   Old newspapers
   Has never been on the Library’s web site
   Books on CD
   Fax – people use the fax at the community center here at least once/day

5. What is your favorite library in this area or anywhere else? What makes it your favorite?
   
   Cozy
   Potomac is warm and cozy

6. Do library classes and events meet your needs? Are there other things you’d like to see them offer?
History lectures, including local history
Crafts
Author talks
Book clubs
Children’s programs

7. What about new technologies – what do you see as the Library’s role in providing them for the community?

Uses the computers at La Plata
Would like to have a 3D printer in the library
Video and music recording studios
Technology to enhance hearing and sight for patrons

8. If you could design a library, what features would it include? What would the outside look like?

Bookstore arrangement rather than Dewey
Colorful paint or something else to bring color
Natural light and good artificial light
Able to spread out
Comfortable seating
Warm and friendly
Needs to fit into the area where it’s located
Outside space

9. As I work on this facilities plan with the Library, is there anything else you’d like me to keep in mind?

People in Nanjemoy go to the Post Office to pick up mail; that would be a good place for a little collection
Bookmobile will be very popular
More marketing is needed to let people know what the Library already does in the area
There should be programs associated with Bookmobile stops
1. Did anything in the PowerPoint resonate with you?
   - Classrooms – private, wired
   - No car charger at La Plata or Waldorf West
   - Robust WiFi

2. What do you use Potomac Library for?
   - Tutoring elementary and high schoolers
   - Downloading
   - Sneakernet (transferring data by physically moving the medium it’s on (e.g. flash drive)
   - Books

3. What do you especially like about Potomac Library?
   - Close to home
   - Excellent staff
   - Good access

4. Do you have any challenges or frustrations when using the library?
   - No turn into the Library
   - Drive over a bumpy area when turning – you think you’re doing something wrong
   - Need a stop sign at the end of the parking lot
   - Noisy
   - Hard to walk from Brower Estates
   - Need a tutoring area – people are currently spread out around the Library
   - Not enough electrical outlets
   - There are lots of kids getting off the bus at the trailer park near Potomac; maybe a Bookmobile stop is needed there.

5. In addition to books, what other materials are important to have in your library?
   - Music and music instruction
   - Books on CD
   - Exercise class
   - Technology classes (how to use different devices, programs)
6. **What is your favorite library in this area or anywhere else? What makes it your favorite?**

   Back home – old Carnegie library in Pittsburgh – easy to walk to
   Accokeek in Prince George – wall of windows and a patio
   College research library – leaky but a great collection
   Sanborn Library – tea every afternoon; overstuffed chairs; poetry and literature collections; alcoves and a balcony
   Alexandria, VA – seating by windows

7. **Do Library classes and events meet your needs? Are there other things you’d like to see them offer?**

   Technology classes (how to)
   Program about different kinds of teas
   Language classes
   Library closes too early for some meetings

8. **Does Library staff have the skills they need to help you?**

   Even if they can’t help, they’ll find someone who can
   It would be nice to have someone on each shift with the skills customers need

9. **If you could design a library, what features would it include? What would the outside look like?**

   Build up on this one – need tutoring rooms
   This library needs to be redesigned and added on to
   Teen space
   Windows
   Quiet reading spaces
   Larger children’s area with a narrow entry/exit
   Toddler space
   Computer lab (no one uses the computers in Children’s)
   Laptops to check out
   Vending/café
   Traveling art collection from local artists
   Free access to all databases, even from home
   Don’t like self-service – want at least one staff person at the desk
   Want a librarian in Children’s at all times
Lists of books that might be acceptable to different parents (e.g. parents of different faiths, belief systems)
More open flow of library collections
Changing displays
Revitalize Indian Head with a new library – there’s a lot of blight there
Perhaps a library near North Point