

APPENDIX C

PUBLIC MEETING NOTES

ARTS COMMUNITY

Monday, March 6, 2017 – 2:00 p.m.
Six Attendees

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"

EDUCATION COMMUNITY

Monday, March 6, 2017 – 4:00 p.m.
Six Attendees

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

NEW ADULTS

Saturday, March 4, 2017 – 7:00 p.m.

One Attendee

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

PARENTS OF YOUNG CHILDREN

Saturday, March 4, 2017 – 1:00 p.m.
Two Attendees

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

SMALL BUSINESS/NON-PROFITS

Tuesday, March 7, 2017 – 9:00 a.m.
Seven Attendees

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

TEENS/TWEENS

Tuesday, March 7, 2017 – 4:00 p.m.
Seven Attendees

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

TOWN HALL: WALDORF WEST LIBRARY

**Thursday, March 2 2017 – 7:00 p.m.
10 Attendees**

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 or 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”

TOWN HALL: LA PLATA TOWN HALL

Monday, March 6, 2017 – 7:00 p.m.

18 Attendees

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 you 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 needed 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.

Smaller satellite library branches all over the county.

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

TOWN HALL: POTOMAC LIBRARY

Saturday, March 4, 2017 – 3:00 p.m.
Seven Attendees

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