The Ramsdell Library

Program and Facility Vision

Prepared by
Kimberly Bolan and Associates, LLC
June 2018 – Version 4.0

Scope

Kimberly Bolan and Associates (KBA) was tasked with reviewing Ramsdell Library's facility and services. Ramsdell Library is one of the two Great Barrington Libraries located at 1087 Main Street, Housatonic, MA. KBA's specific scope for the project included:

✓ Gathering stakeholder input through community and staff discussion groups

✓ Conducting a community survey (online and paper formats)

✓ Completing a building review

✓ Reviewing library facility plans previously developed by Drummey Rosane Anderson Inc.

✓ Developing recommendations and a future vision and direction for the library

Process

KBA worked in collaboration with the Great Barrington Libraries' staff, Friends of the Library, and Trustees to assess Ramsdell Library and to discuss options for the future of the facility. KBA'S community-driven approach included:

1. Running community forums and discussion groups April 9 – 11, 2018
   - 8 sessions were conducted in total and held at the Unitarian Universalist Meeting of South Berkshire in Housatonic and at the Mason Library in Great Barrington
   - The general public, town and community leaders, library trustees, and staff members were all invited and included in these discussions
   - Attendance at these events was very strong for a community the size of Great Barrington
   - 95 people attended in total
     - *Specifically, 40 people attended the session held in Housatonic and 75 of the 95 were from the general public*

2. Conducting an online/paper survey April 2 – May 28, 2018
   - 303 surveys were completed

3. Collecting and analyzing data
   - KBA looked at additional demographic and usage data for both the Ramsdell Library and Mason Library

Ramsdell Library
Background

- The Ramsdell Library is one of two libraries that are part of the Great Barrington Libraries. The other library is the Mason Library.

- Built in 1908, the Ramsdell Library is a historic two-story Beaux Arts structure and is listed on the National Register of Historical Places (2014).

- It is located in the village of Housatonic at the north edge of the town of Great Barrington.

- The Library is a department of the town of Great Barrington.

- Though support for the Library runs strong (especially in Housatonic), there is public sentiment toward limiting any additional public tax funding.

- The village of Housatonic, a former mill town, has lost most of its public facilities in the recent decades. The Ramsdell Library remains a landmark, beacon, and primary gathering place for residents of the northern end of Great Barrington and, in particular, for the residents who live in the village of Housatonic.

Great Barrington
Demographic Highlights

The following information is per the 2010 U.S. Census. Also, this data is for all of Great Barrington as there is no breakdown for the Village of Housatonic.

- 7,104 residents and 2,879 households, both of which are down from the 2000 Census.

- 27.3% of households had children under the age of 18 living with them.

- The median age was 42 years.

- For every 100 females, there were 87.2 males. For every 100 females age 18 and over, there were 83.8 males.

- The mean income for a household in the town was $80,802 and the per capita income for the town was $42,655.

- Approximately 4.7% of families and 5.4% of the population were below the poverty line.

- 6.7% of households received food stamp/SNAP benefits within the previous 12 months.

Big Picture

- Having two public libraries in a town the size of Great Barrington is not uncommon, though it is not widespread.

- The two library locations are 10-15 minutes apart, but both serve separate and distinct villages within the town and serve a sprawling 45 square miles of the Berkshires.

- Key considerations for the future of the Ramsdell Library include:
  - How important is the library to the users and the village of Housatonic?
  - If the library can "evolve" into a better and more useful facility, does that importance of the library increase?
  - Alternatively, if the library was closed what is gained? Lost?
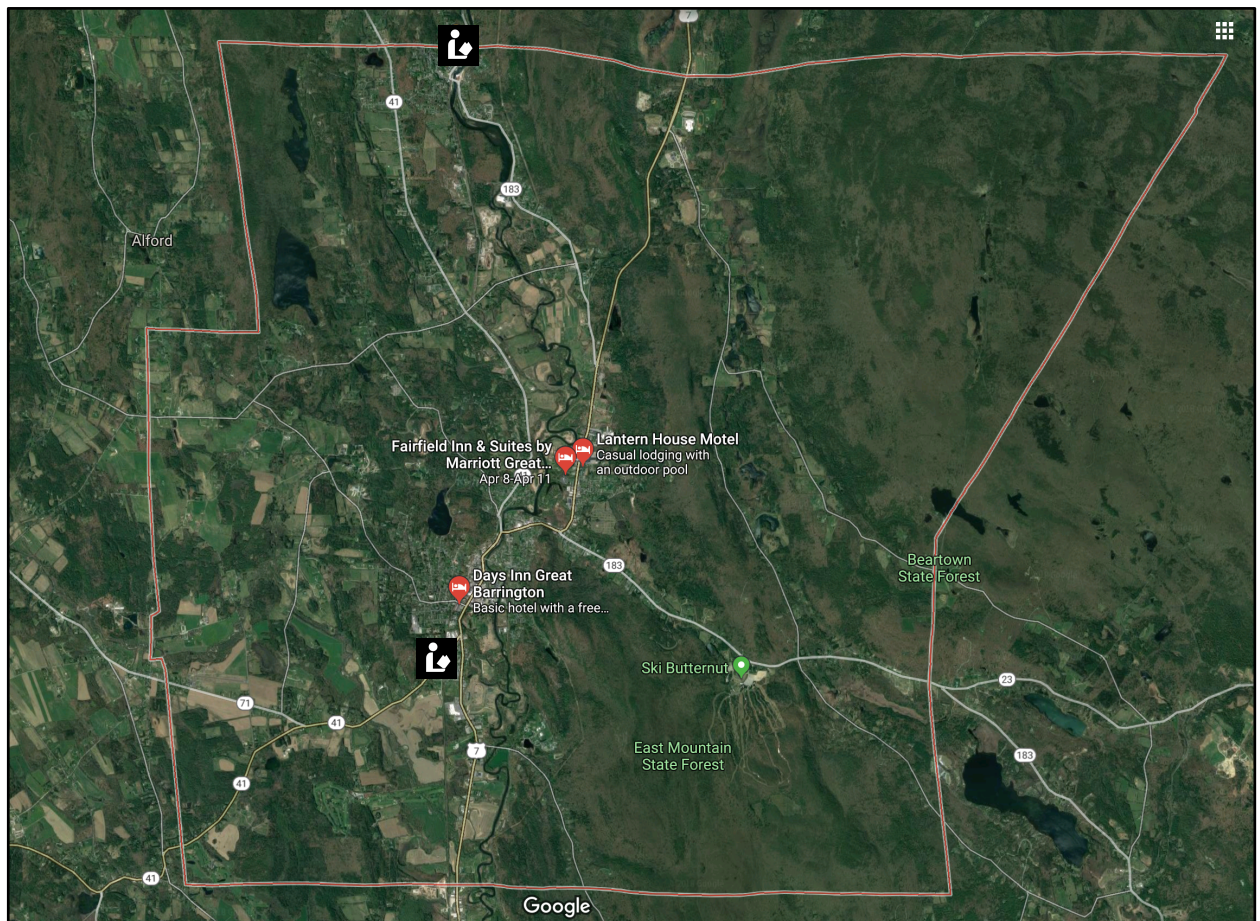
What the Community Says
Community Input Summary

The following are highlights from the stakeholder sessions.

- There is overwhelming support for keeping the Ramsdell Library open.

- However, most agreed it should be a different approach taken to library services. They include:
  - Many participants would like to rethink the hours of the library as well as the focus of resources and services at Ramsdell
  - This notion focused on the concept of Ramsdell not duplicating Mason's services and offering something more unique and focused

- Most agreed that Housatonic desperately needs to keep Ramsdell open and that an investment in the last remaining public building is critical not only to Housatonic, but to the larger future of the Town of Great Barrington.


See Appendix A for the full summary of the community input sessions.

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What the Community Says
Survey Summary

The following are highlights from the community survey.

- 47% of respondents were regular library users and 53% were infrequent and non-library users.

- There is overwhelming support for keeping the library open, most citing Ramsdell Library is critical to the community.

- Many participants included ideas related to a more focused and less duplicative approach to services at Ramsdell.

- The concept of a "Community Center" was mentioned numerous times within the comments.

- Only 5 of the 303 respondents said "Close It, we don't need it"

How often do you visit the Ramsdell Library?

Answered: 303   Skipped: 0
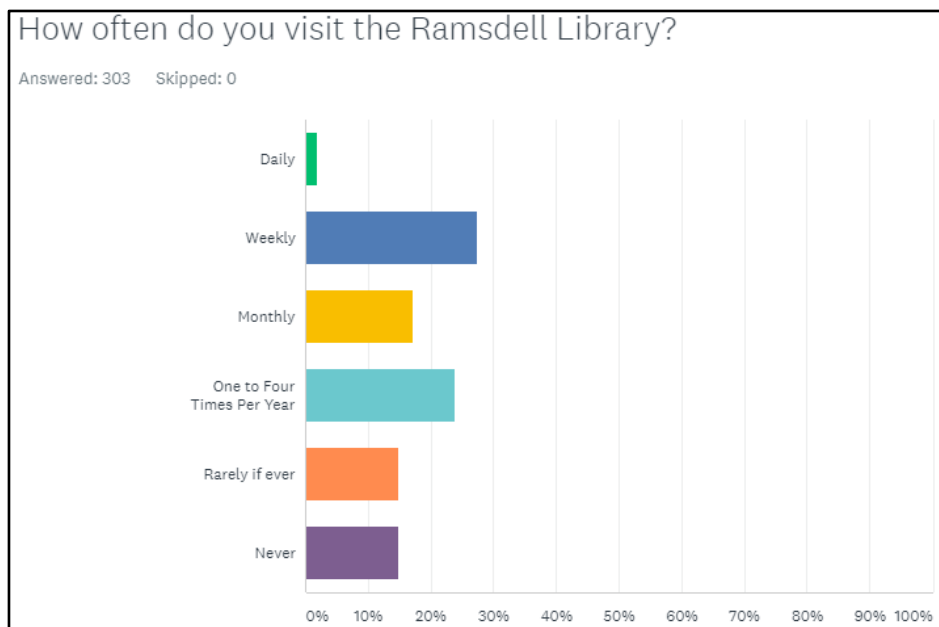
See Appendix B for the full survey summary.

Societal & National Trends

1. Books are NOT going away.
   - eBook usage appears to be hitting a plateau.
   - Even digital native generations have a strong preference for physical books.
   - Usage is changing though and collections need to align to those changes in each community.

2. All communities have segments of their populations that desperately need and will always need the library for its wide variety of services and resources.

3. Libraries are leading literacy in all forms and for all ages. This includes reading, technology, and financial literacy.

4. There is a national focus on lifelong learning and libraries provide a huge role in this area.

5. Public libraries are seen more and more as community gathering spaces and the hubs of their communities.

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What's Possible?

With a strong vision and community engagement, it is possible to update a library to meet the current and future needs of its community without putting the burden on taxpayers. A few examples of what's possible for creating a new library in this way include the Hudson Library (NY) and the Leicester Public Library (MA).

The new Hudson Library (below two images) was planned and designed without significant local tax dollars. Instead, private funding and fundraising were key components.

The Leicester Public Library (below image) was funded through grants and fundraising. $7MM of the $8.9MM expansion/renovation was funding in this way.

Recommendation &
Alternative Considerations

**Based on analysis and the community input,
<u>KBA recommends Ramsdell remain open as a library</u>.**

However, it is important to consider alternative options and their potential impact.

Alternate Consideration #1: Sell or lease the building

- This option is impossible given the deed restrictions and lack of potential buyers/renters currently in the area.
- The deed restrictions require a library to be part of the building.

Alternate Consideration #2: Close the building

- This option would somewhat lower operational costs, but not completely decrease them to zero costs as the building still needs to be maintained at some level.
- This option would have a huge negative impact to the Housatonic community. In particular, so much of the community's services have already closed or moved. Also, further deterioration of the Village of Housatonic would likely compound the issues that exist within the overall town.

Recommendations
Big Picture

FOCUS Ramsdell services and make it vibrant!

1. Focus on what makes Ramsdell Library unique. It does not have to be a full service library.

2. Rethink library hours
   - Have less overlap with Mason on weekend hours
   - Consider a 4-day week in terms of library services involving library staff (e.g., Thursday to Sunday). Other days might have volunteers monitoring the building for use by patrons, but not providing full library services. For instance, maybe only self-service options are available.

3. Specialize programming
   - Arts and history
   - Youth

4. Focus collections
   - Include a popular library plus arts and history collection and perhaps a "Library of Things" collection.
   - Target a collection size of less than 10,000 circulating items

5. Update space
   - Improve the layout and space allocations,
   - Add seating
   - Add gathering and collaborative spaces

NOTE: Guidance from the Commonwealth of Massachusetts in its recent statewide library report further aligns with these concepts. "Local Core libraries should provide services targeted to the specific needs of their immediate communities, such as tailored collections, local programming, and broadband services. Local Core libraries should also promote the extensive resources of their Magnet library counterparts."
https://mblc.state.ma.us/ecosystem/#/explore/resourcelibraries/10

Recommendations
ADA Accessibility

ADA accessibility must be a priority in the short and long-term.

1. Pursue a temporary fix in the short-term to make the main floor accessible.

2. In the long-term, ADA accessibility should be a key part of a larger vision for the building.

3. ADA accessibility issues extend beyond access to the building and upper floor. Other areas include:
   - Service point / desk heights
   - Aisles widths
   - Clearances between furniture
   - Restrooms
   - Doorways

See Appendix C for some general ADA guidelines relevant to public libraries.

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Recommendations
Electrical & Environmental Systems

1. The building, as a whole, has major mechanical systems issues.

2. The facility lacks air conditioning, which is necessary in modern public spaces.

3. In the winter, there are many hot and cold spots throughout the building.

4. The electrical systems are undersized and outdated.

5. Power outlets are not available where they are needed.

6. The current restroom is insufficient by any measure. In particular, ADA accessibility is required and the building needs two restrooms.

Recommendations
Space Allocation

1. Too much space currently allocated to shelving books that are not circulating

2. Reduce general collections to key focus areas and new items
   - Make holds placement and pickup super easy for other materials
   - Add signage about placing holds/transfers from Mason and other network (CWMARS) libraries

3. Allocate more space to youth but relocate the youth space to the back of the building

4. Focus front half of building on adult space with a quiet side and a collaboration side

5. See conceptual drawings on page 23

Recommendations
Collections

1. Reduce the size of the collection and highly merchandise the remaining collections
   - Target a collection size of less than 10,000 circulating items

2. Focus collections in three primary areas:
   - "Popular Library" materials including new books and newer (e.g., last 5 years) audiovisual materials
   - Focused "special" collections including arts, music, and Local History (Berkshires and Great Barrington)
   - Strong youth collections

3. All freestanding double-sided shelving should have lockable casters (*See image to the right. Typical costs ~$2,900/unit.)

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Recommendations
Programming

1. ## Subject-focused programs

    - Arts and Music

    - Visual and Performing Arts

    - Local History

    - Local Authors

    - Films

    - Youth Programming

2. ## Focus on weekend scheduling

    - Make Ramsdell a program destination on the weekend. In particular for arts program and special youth programs

3. ## Utilize a more flexible main floor for programs until upper and lower floors are accessible

Recommendations
Meeting Spaces

1. Within the existing library, create flexible meetings spaces within the large open spaces

2. Make the existing "Art Room" into a reservable meeting room

3. Once the upper level is made ADA accessible, it will become the large community meeting room

4. Maximize availability and usage of the building for the community. Consideration include:
    - Develop policies for vetted groups to use meeting space outside of normal operating hours
    - Have volunteers oversee the space during hours when staff aren't working
    - Explore smart building access options (e.g., RFID, code keypads, etc.) beyond traditional keys to simplify and better control and oversee access to the building

Recommendations
Youth Services

1. Relocate youth to the rear of the building
   - Make the space a haven for young children and their families
   - Include browseable picture books
     (*See top image)
   - Include interactive elements
     (*See bottom image)

2. Position teens/pre-teen in the center area (the space currently dedicated to shelving)
   (*See bottom image)

3. Eventually include glass walls to provide a sound barrier between youth and other areas of the library

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Recommendations
# Technology & Digital Services

1. Ensure the building has good Internet connectivity and high quality Wi-Fi

2. Make power and charging points readily available in all areas where people sit and use technology

3. Expand Wi-Fi coverage to outside areas of the library making the library's outdoor areas "open" 7 days a week

4. Seek grants to fund updated technology and audiovisual systems for the new upper level community space (once it is ADA accessible). This will create further value to the community.

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Recommendations
Lower Level Uses

1. ## Co-working Space
   - Create a space to support local telecommuting and seasonal resident professionals
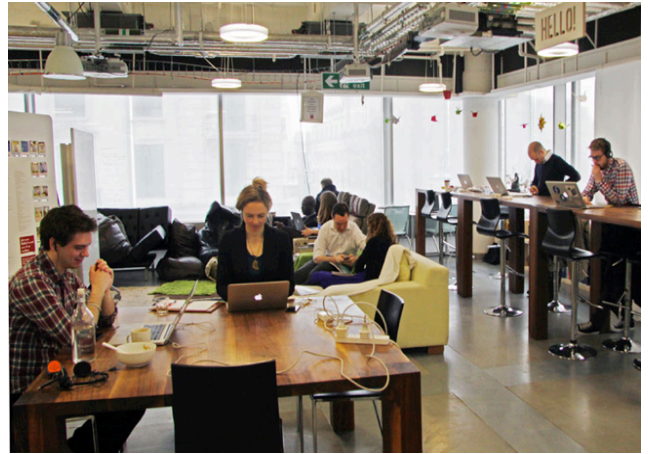
2. ## Makerspace
   - Create a community creation space, with an arts focus

3. Once the lower level is ADA accessible, consider setting aside a small area for a "Library of Things." Examples of items include:
   - Laptops
   - iPads
   - e-Readers
   - Artistic tools
   - Maker Kits
   - Small hand and power tools
   - Occasional use garden tools

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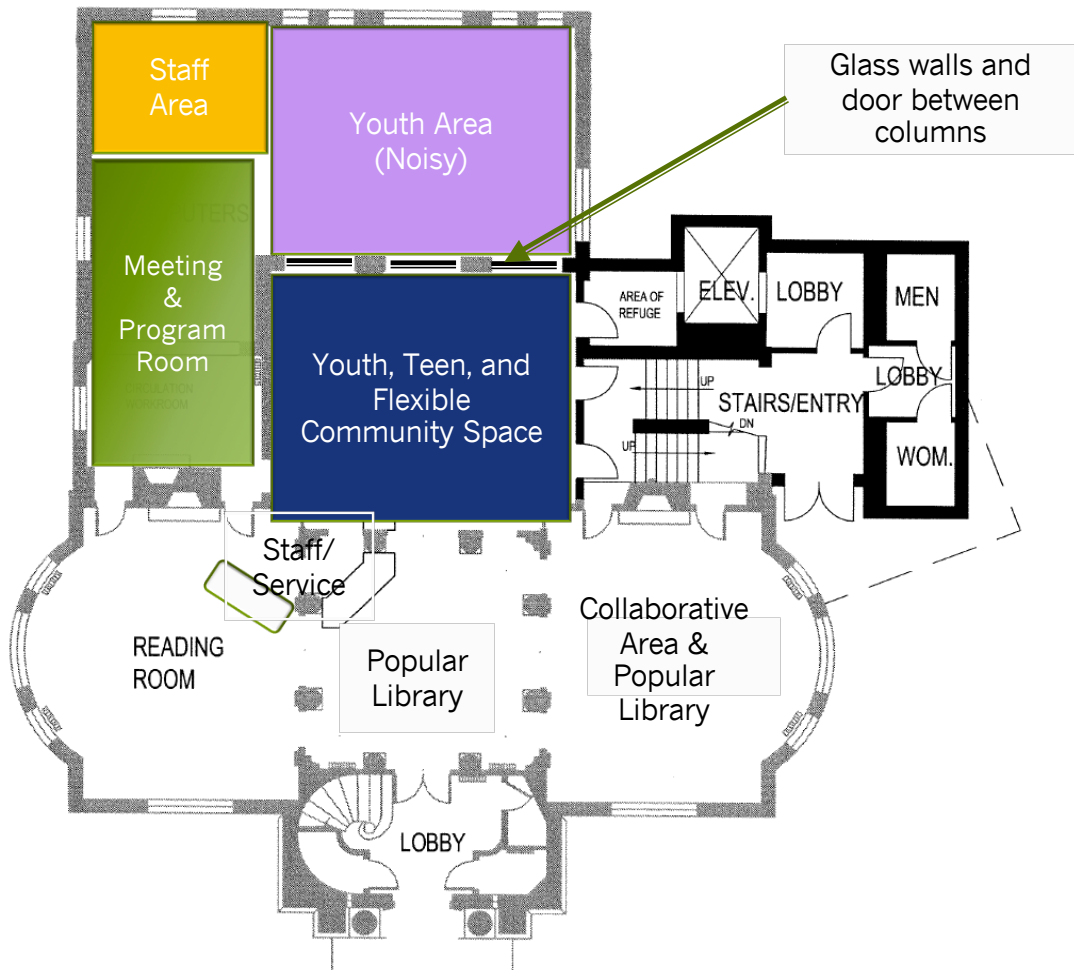www.rethinkinglibraries.org

Staff Space

1. Staff members need appropriate work/office space

2. Space should appropriately support the needs of the staff for program planning and off-desk time

3. Storage should be relocated to the upper and/or lower levels of the building
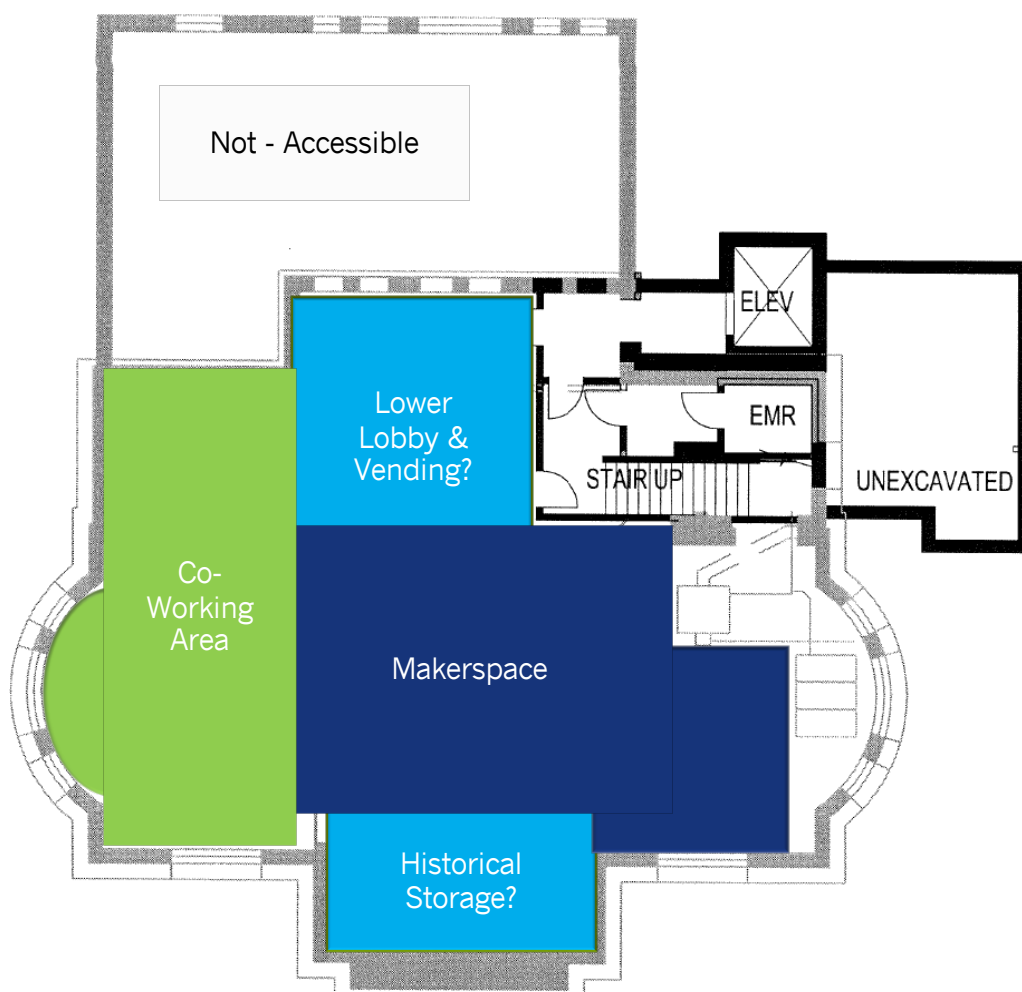
Building Layout Concepts
Main Level

1. Relocate youth to the back of building

2. Create adult spaces at the front of the library including:

   ▪ Quiet Reading Room on one side

   ▪ Collaborative Area on the other side

   ▪ A variety of seating options

   ▪ Shelving on casters throughout areas

Staff Area

Youth Area (Noisy)

Glass walls and door between columns

Meeting & Program Room

Youth, Teen, and Flexible Community Space

AREA OF REFUGE

ELEV.

LOBBY

MEN

LOBBY

UP

STAIRS/ENTRY

DN

UP

WOM.

Staff/ Service

READING ROOM

Popular Library

Collaborative Area & Popular Library

LOBBY

Building Layout Concepts
Lower Level

1. Create a co-working area & Makerspace

2. Include vending or self-serve coffee/drinks

3. Incorporate protected storage for Historical Society

Not - Accessible

ELEV

EMR

STAIR UP

UNEXCAVATED

Lower Lobby & Vending?

Co-Working Area

Makerspace

Historical Storage?

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Building Layout Concepts
Upper Level

There are two options for the Upper Level:

Option 1: Move the historical groups out of the space and convert the entire Upper Level into a community meeting room / performance area

Option 2: The historical groups remain, a smaller community meeting room is created, and the historical groups' work areas are walled off to create local history displays

Option 2 Layout

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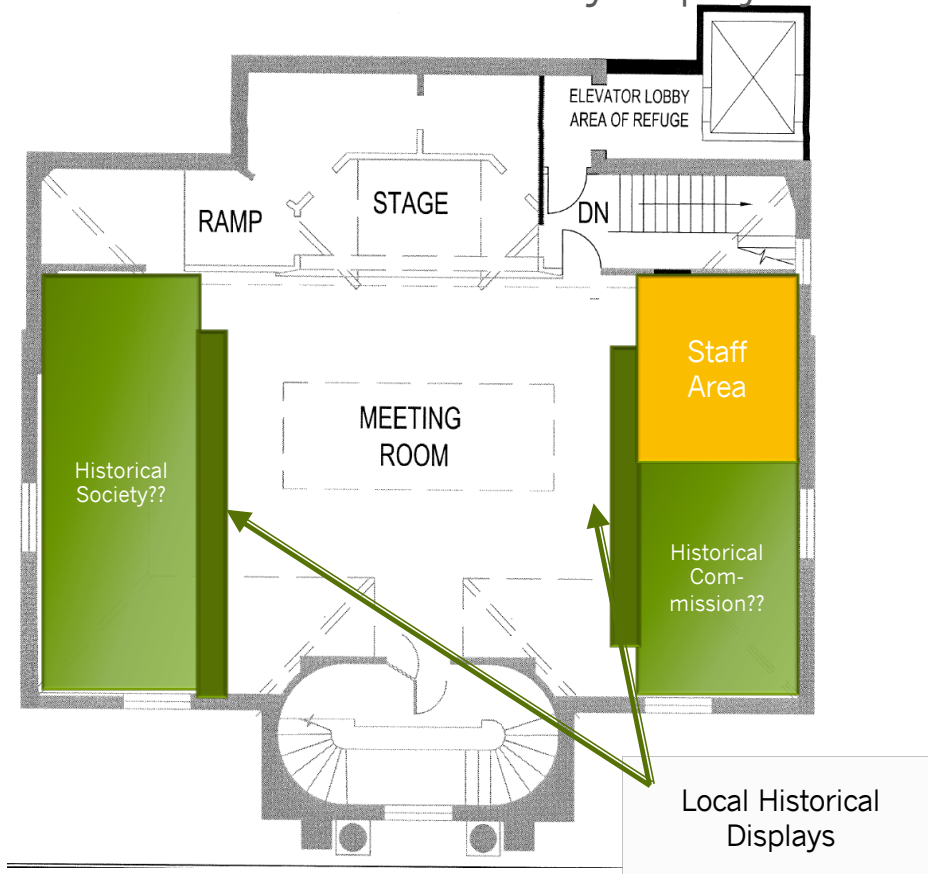
Building Layout Concepts
Outdoor Space

1. Create a comfortable outdoor space with access to power and Wi-Fi

2. Consider creating a community garden area

3. Address ADA parking for long-term ADA accessibility

4. Integrate a drive-up materials return which could be completed via a one-way drive thru option to the church parking lot

5. Explore adding outdoor 24/7 holds pick-up lockers

The following pages outline two potential outdoor layout concepts.

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Building Layout Concepts
Outdoor Space

The following concept illustrates:

- Two outdoor seating spaces
- A drive-up materials return on a one way street
- ADA parking in the <u>rear</u> of the building near the new addition
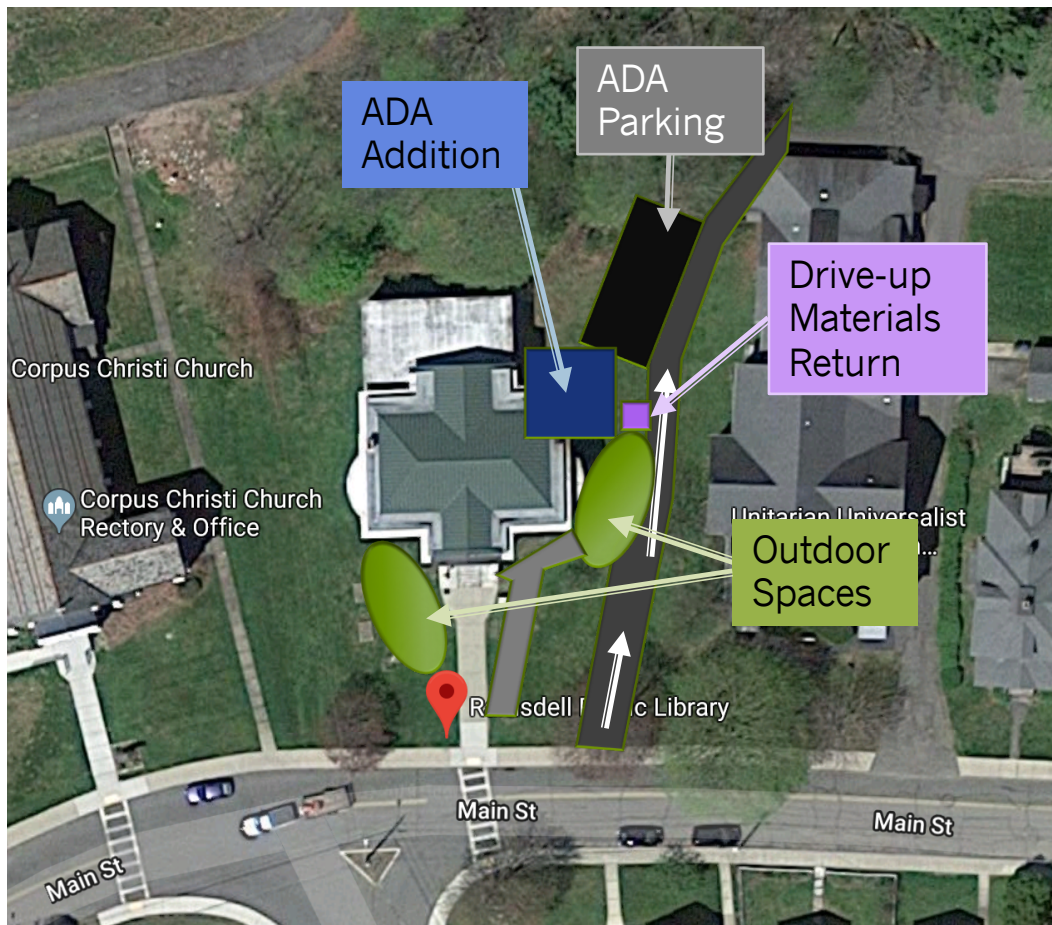
Building Layout Concepts
Outdoor Space

The following concept illustrates:

- Two outdoor seating spaces
- A drive-up materials return on a one way street
- ADA parking in the <u>front</u> of the building near the new addition

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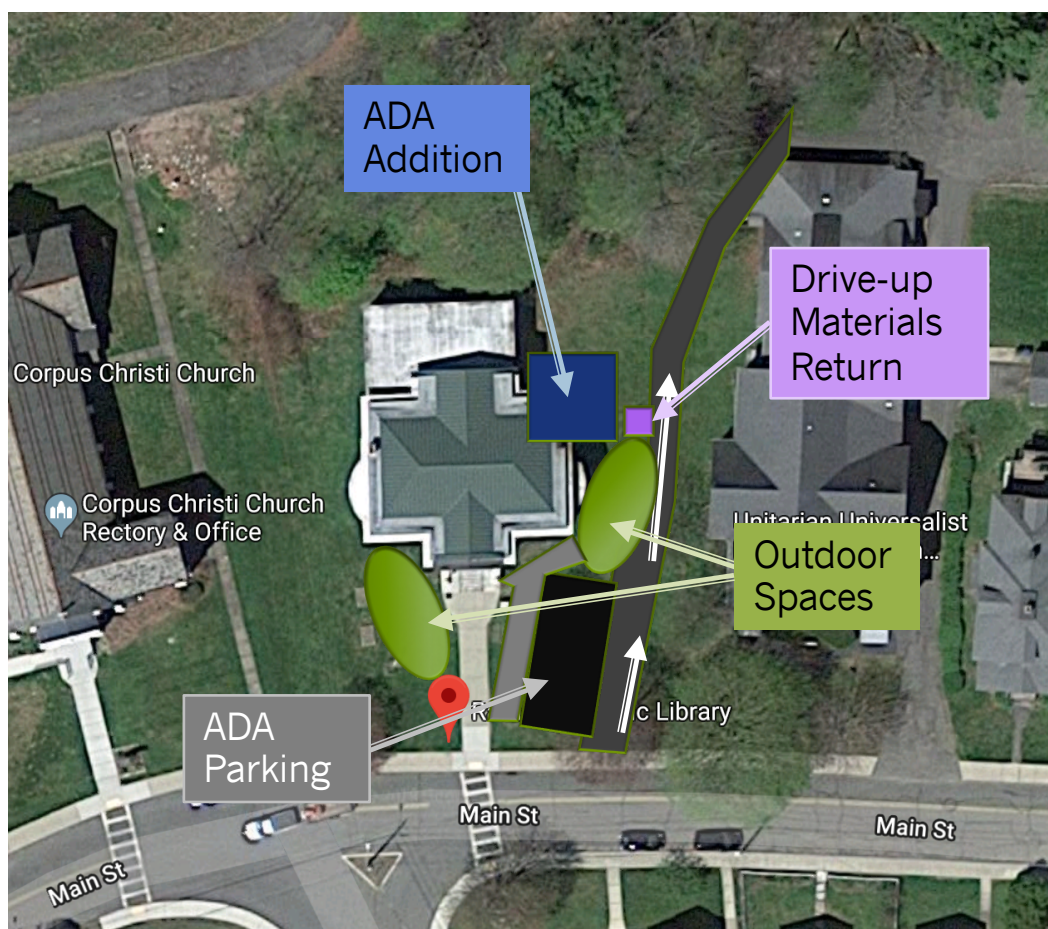
Virtual Library

In today's increasingly online and device accessed world, the virtual presence of the library must be treated as seriously as its physical presence.

Specific elements should include:

- A website designed in a user-centric way, not designed based on how library staff would use and organize it

- A mobile web or a responsive-design which adjusts the page based on the user's viewing device

Below are images from GBL's existing virtual interfaces.

Phasing Approach

Phase 1 - Grants Plus Targeted Fundraising

- Address ADA access to the main level with a temporary fix (e.g. wooden ramp)
- Reallocate/Re-arrange space on the main level for an immediate low cost improvement (e.g. move youth to the rear of the building, remove some or all of the tall non-ADA compliant stacks, add shelving on casters, etc.)
- Focus hours, collections, services, and programming
- Cost Estimate: $100K to $250K

Phase 2 - State Construction Grant (50% max) Plus Full Scale Fundraising)

- Add ADA addition, Parking/Drive, Outdoor Spaces
- Transform lower level to a useable space
- Add glass walls/door to the new youth are
- Cost Estimate: $2.5MM to $4.5MM

Phase 3 - Grants Plus Targeted Fundraising

- Furnish and Equip Makerspace and Co-working spaces
- Furnish and Equip upper level community room
- Complete all other main level upgrades not already completed
- Cost Estimate: $150K to $300K

Financing

1. Given the political and economic climate of the region, this project will need to be funded through local, regional, state, and federal grants in addition to general community fundraising.

2. Establish a Library Foundation [a 501(c)(3)] charged with leading and managing the fundraising campaign. Outside help (e.g., a fundraising expert) should also be considered.

3. In order to get funders on board and engaged, Great Barrington Libraries' leadership must further develop the vision for Ramsdell Library and its role in the community.

4. The question of, "What roles, if any, do the Historical Society and Historical Commission play in the future of the Library?" needs to be answered? If they are long-term tenants, then they should have some responsibility / obligation in the fundraising process.

Next Steps

1. Assess and determine the strategic direction of the Ramsdell Library and its services

2. Meet with library directors and board leaders from the region who have embarked on successful building projects not primarily funded by tax payers

3. Develop a financial and funding strategy

4. Develop a fundraising strategy and establish supporting resources

5. Define project phasing

6. Begin the MA State construction grant process

APPENDIX A:

COMMUNITY DISCUSSION SUMMARY

Total Responses

303

Report Date: June 24, 2018

Appendix A:
Community Discussion Sessions

Kimberly Bolan and Associates conducted a series of community stakeholder sessions for the Great Barrington Libraries April 9-11, 2018. Overall, 95 people attended these sessions. In addition, an online survey was conducted from April 2-May 28, 2018. 303 surveys were completed. See separate online survey compilation for details. Below is a summary of stakeholder feedback from the in-person community sessions.

General Sentiments:

- Overall the community supports keeping Ramsdell Library open and expressed that there is a great need for a gathering space (community center) in the Village of Housatonic as the village has limited amenities.

- Both Housatonic and GB residents have a sentimental attachment to the Ramsdell building and found it to be an untapped resource.

- Most people agreed that there is no need to duplicate materials and services at both GB Libraries and that a more focused approach at Ramsdell would make it more of a destination for both GB and Housatonic residents.

- Overwhelmingly people understood that ADA accessibility issues at Ramsdell are a major factor in why library usage is low.

- There was general concern over the Historical Society and Historical Commission occupying the upper level and limiting the library's ability to use the space.

Customer Service:

- Many people expressed confusion over knowing when Ramsdell was open and cited that as reason for using Mason and other area libraries with more consistent hours of operation.
  - As a result, many suggested that the library rethink the hours of operation and consider having hours that don't overlap with Mason.
  - Many supported the idea that Ramsdell close whole days and have longer hours on the other days so it can accommodate the community in the evening and later than 3pm on the weekends.
  - Most participants appreciated the libraries decision to reduce hours to be more cost effective but found the current inconsistent with community needs.

- Many participants cited a need for more 24/7 self-service facilities as amenities in the community are limited.
  - Many residents would prefer to be able to pick up holds from Ramsdell as it is more convenient and liked the idea of having 24/7 access to a locker holds system.
  - Several suggested use of the front outdoor space with strong Wi-Fi and nice seating would give the illusion that the library is more accessible to the community even when it is closed.

- Many expressed a need for community organizations to have access to meeting rooms, copiers and gathering spaces and found the space at Ramsdell to be an ideal location during and after library hours.

Appendix A:
Community Discussion Sessions

Youth Services:

- Most participants found that the library is doing a good job serving younger children at Ramsdell with its collection and programming. Many mentioned the Saturday morning art program and movie nights as a very popular draw to the library.

- Several people cited that more families are moving into neighborhood around Ramsdell and enjoy having the ability to walk to the library.

- But almost all participants recognized that most families age out at around 9-10 years old and begin to use Mason.

- Some parents of younger children cited that while the love the location of the children's area, they often feel like their children are bothering the adult patrons.

- Most participants found that the space was too small to accommodate all ages.

- The idea of moving the youth area to the back of the library and adding a glass wall between columns to create a dedicated youth area was well received.

- Many felt that the Pre-teens and teens were very much underserved at Ramsdell.
    - Several participants felt that it is important for the library to be open afterschool and into the evening so students can have access to resources, a place to do homework or meet with tutors.
    - It was mentioned that children 9 year-old and older can use Mason library unattended, many felt that parents near Ramsdell could use the library as a gap between the end of the school day and work commitments if there was bus access.
    - In general, all participants felt that catering to this group needed to be a combination of finding a space that teens could feel was their own, targeted programming and marketing efforts.

Adult and Senior Services:

- In general, participants find the building/architecture very charming, but do not find the space allocation and furnishings welcoming.

- Many suggested a need for more flexible furniture, comfortable seating and finding a way to accommodate social spaces and quiet spaces for adults.

- Overall people were open to the idea of using the front half of the building as adult space. Many believed that the large windows and natural light would be more appreciated by the adults and moving the children's area to the back of the building would help with acoustical issues.

Appendix A:
Community Discussion Sessions

Collections:

- In general, all participants felt that the collection was not very easy to browse at Ramsdell and were open to the idea of reducing the size of the collection to make room for other functions.

- Most of the participants were happy to wait a day or two for a title that was being transferred from Mason or CWMARS but the library could do better at promoting this service.

- All groups were excited by the idea of having a bookstore style shelving system with shelving on casters and more face-out display.

- Several participants referenced the extraordinary art book collection and suggested that it be more prominently featured in the library.

- Many discussed featuring other specialty collections: such as, music, cookbooks and Local History specifically Berkshires and Great Barrington.

- It was suggested that the youth collection be expanded to serve the older children and teens.

- It was noted several times that Ramsdell is know for an extensive DVD collection and that it is appreciated by the community.

- Many people indicated that having more access to new books and popular collections would be appreciated at Ramsdell.

Programming:

- In general, most participants felt that Ramsdell could become a destination for Housatonic and GB residents for programs and community events.

- Existing children's art program, cooking classes and movie nights were referenced several times as being very successful.

- Many suggestions were made to tap into the artisan community to offer more art, music and local author programs for all ages.

- Several people referenced that Housatonic is at a disadvantage with unemployment and felt that workforce training and career planning programs would benefit the residents.

- It was suggested that the library offer teen only programs on Friday evening and provide more weekend programming.

Appendix A:
Community Discussion Sessions

Technology & Digital Services:

- Most participants indicated that there is a shocking number of residents that don't have access to Wi-Fi or computers and the library needs to provide stronger Wi-Fi and have more desktops and laptops available.

- There were many complaints about the technology not being current, issues with the existing Wi-Fi and the lack of power and charging ports.

Meeting Spaces:

- Overwhelmingly participants acknowledged a community need for both small and large meeting spaces.

- There was interest in developing some small meeting rooms similar to those at Mason for tutoring or for use by telecommuters.

- In general, most participants thought the upper floor should be used as a large meeting room once accessibility was addressed.

Creativity/ Makerspaces:

- Many participants discussed offering an art focused creativity space or studio spaces for the arts.

- Several participants cited the economic conditions in Housatonic as a good reason for the library to develop a makerspace that provided artisan tools and sewing machines.

- In general, many agreed that the lower level would be a great area to incorporate a makerspace once accessibility was addressed.

Other:

- Many cited that Co-Working spaces happen organically at Mason and felt that a dedicated Co-Working area at Ramsdell would be a benefit to the residents.

- There are many people who work from home, many start-up businesses that cannot afford rent in GB and many seasonal professionals that would use the library more with a Co-working space.

- In addition to addressing ADA accessibility, all participants noted that the heating and cooling systems at the library was a problem at the library citing no air conditioning and inconsistencies in climate control throughout the building in the winter.

APPENDIX B:

COMMUNITY SURVEY SUMMARY
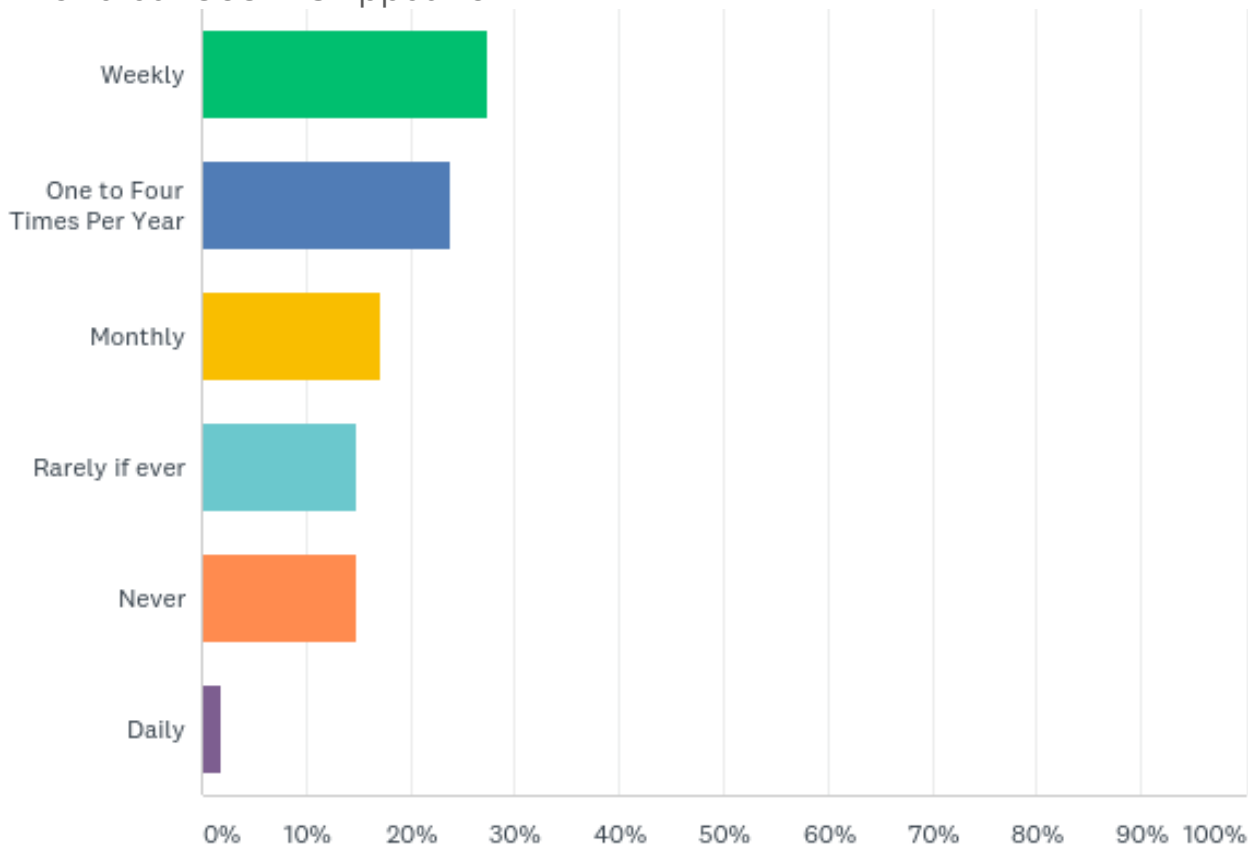
Total Responses

303

Report Date: June 24, 2018

SurveyMonkey

Appendix B:
Community Survey Summary

Q1: How often do you visit the Ramsdell Library?

■ Answered: 303   Skipped: 0

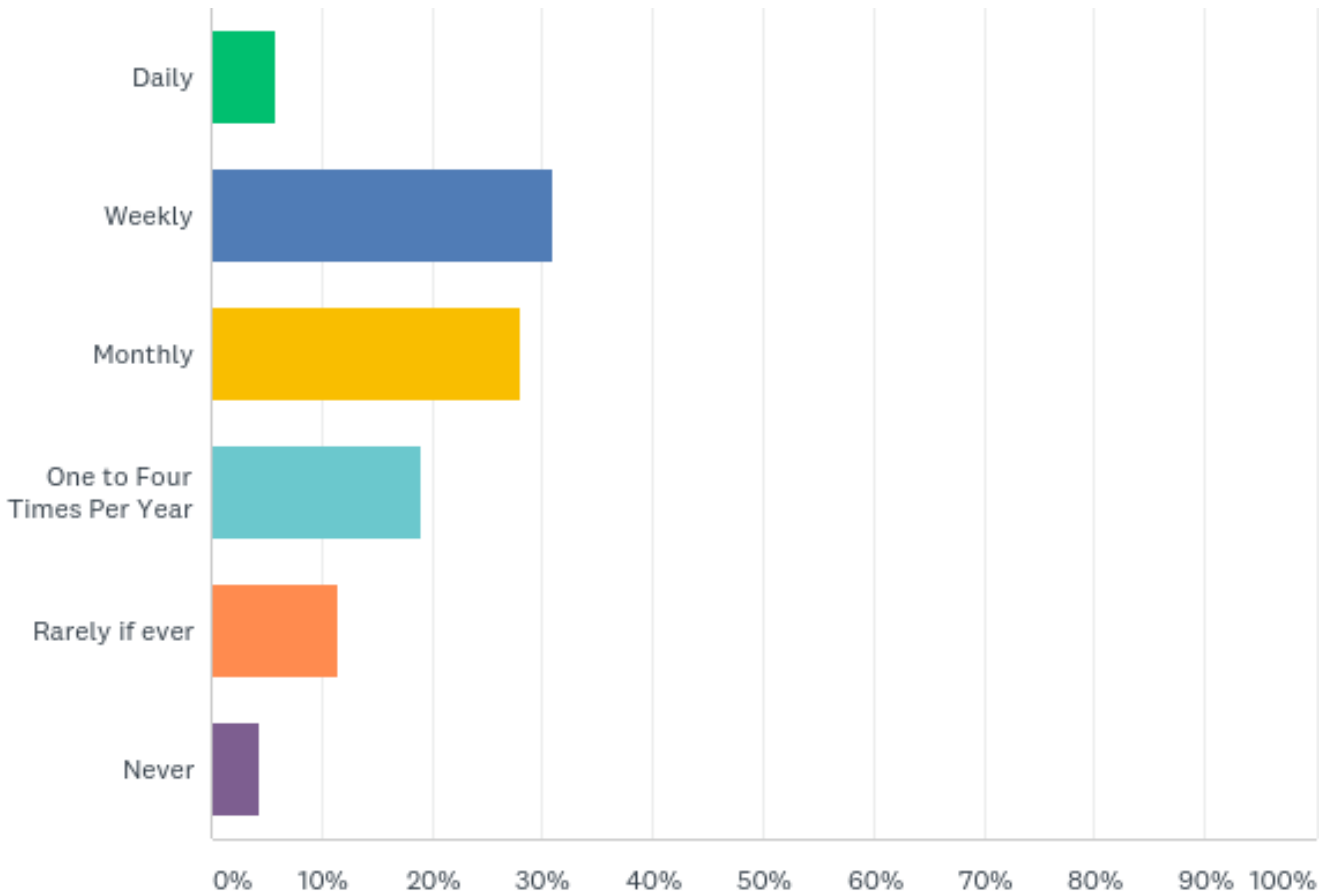| ANSWER CHOICES	RESPONSES	
Weekly	27.39%	83
One to Four Times Per Year	23.76%	72
Monthly	17.16%	52
Rarely if ever	14.85%	45
Never	14.85%	45
Daily	1.98%	6
TOTAL		303

Appendix B:
Community Survey Summary

Q2: How often do you visit the Mason Library?

- Answered: 303   Skipped: 0

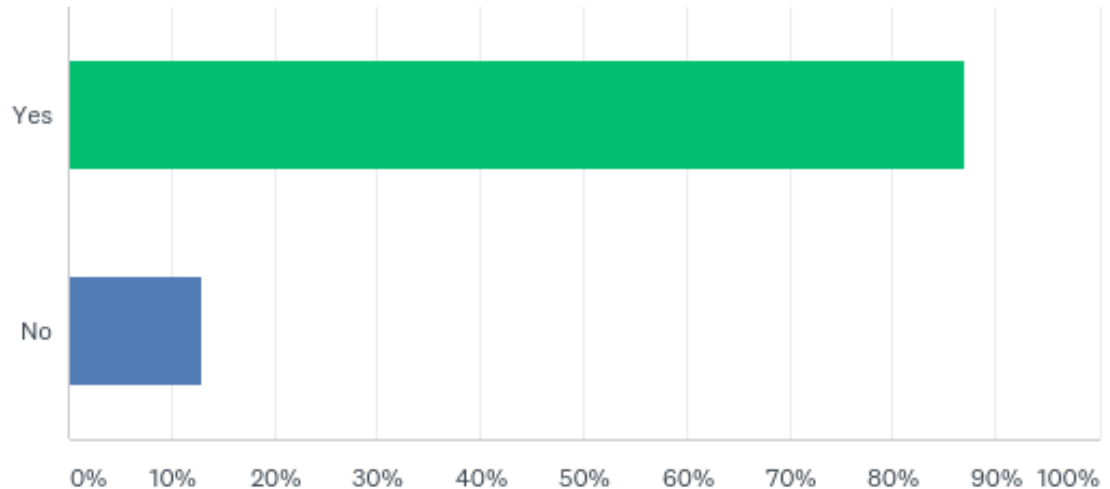| ANSWER CHOICES	RESPONSES	
Daily	5.94%	18
Weekly	31.02%	94
Monthly	28.05%	85
One to Four Times Per Year	19.14%	58
Rarely if ever	11.55%	35
Never	4.29%	13
TOTAL		303

Appendix B:
Community Survey Summary

Q3: Do you have a Great Barrington Libraries card?

- Answered: 303   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	87.13%	264
No	12.87%	39
TOTAL		303

The Great Barrington LIBRARIES

Q4: Please rate the following SPACE needs.

- Answered: 254
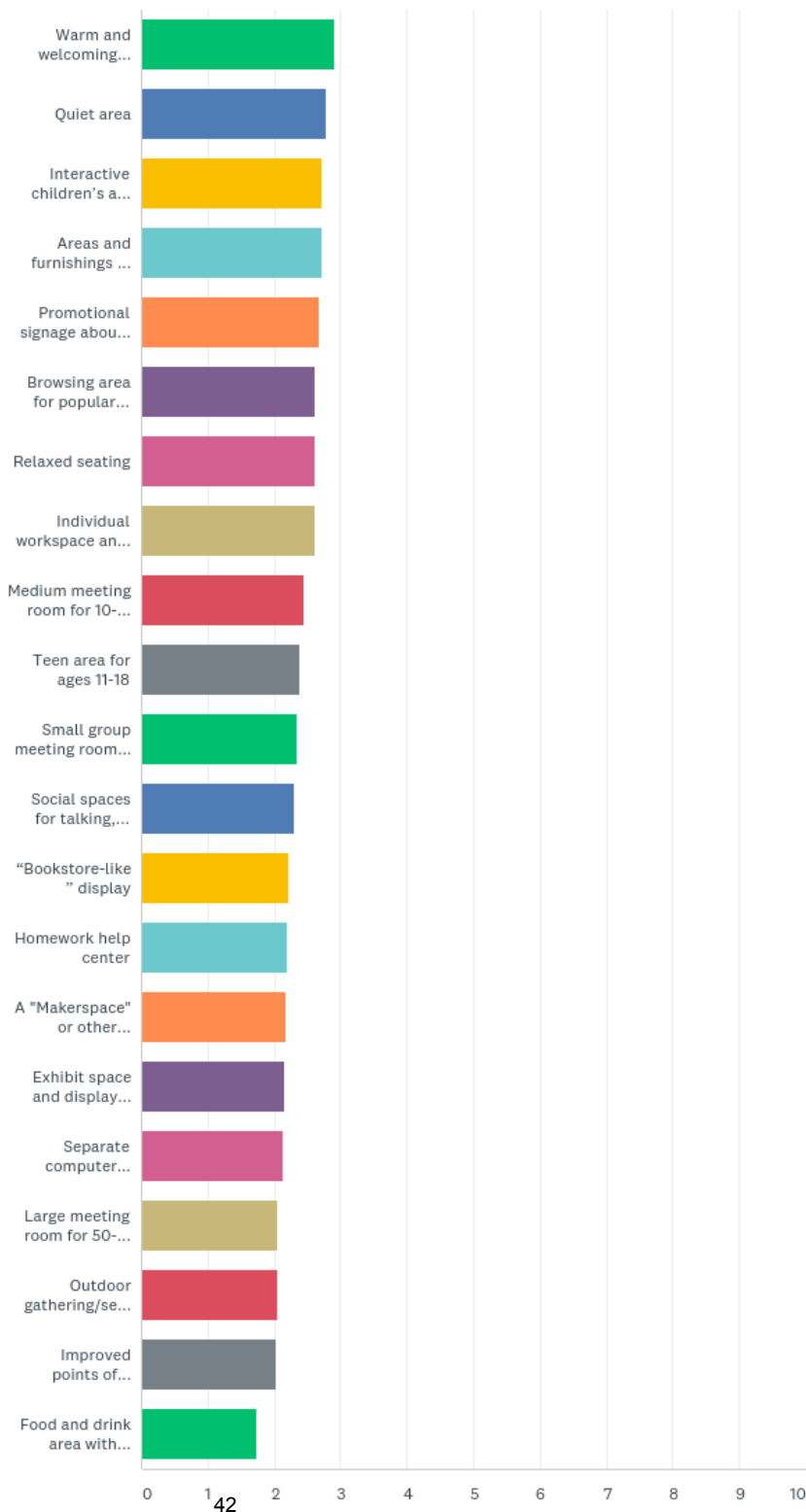 Skipped: 49

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Appendix B:
Community Survey Summary

Q4: Please rate the following SPACE needs.

- Answered: 254
- Skipped: 49

	MUST HAVE	NICE TO HAVE BUT NOT CRITICAL	DON'T NEED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Warm and welcoming atmosphere	90.55% 230	7.48% 19	1.18% 3	0.79% 2	254	2.90
Quiet area	79.53% 202	18.11% 46	1.18% 3	1.18% 3	254	2.79
Interactive children's area for ages 0-10	74.80% 190	14.57% 37	5.91% 15	4.72% 12	254	2.72
Areas and furnishings for plugging in and using your own technology	74.02% 188	21.26% 54	3.94% 10	0.79% 2	254	2.71
Promotional signage about upcoming events and services	68.90% 175	28.35% 72	1.97% 5	0.79% 2	254	2.67
Browsing area for popular materials	64.57% 164	31.10% 79	3.15% 8	1.18% 3	254	2.62
Relaxed seating	63.78% 162	30.71% 78	3.54% 9	1.97% 5	254	2.61
Individual workspace and study areas	63.39% 161	31.50% 80	3.54% 9	1.57% 4	254	2.61
Medium meeting room for 10-30 people	51.57% 131	38.19% 97	7.87% 20	2.36% 6	254	2.45
Teen area for ages 11-18	46.85% 119	34.25% 87	11.81% 30	7.09% 18	254	2.38
Small group meeting rooms for 2-4 people	44.49% 113	39.76% 101	11.42% 29	4.33% 11	254	2.35
Social spaces for talking, small groups, etc.	44.09% 112	37.80% 96	14.17% 36	3.94% 10	254	2.31
"Bookstore-like" display	29.13% 74	51.18% 130	9.45% 24	10.24% 26	254	2.22
Homework help center	38.19% 97	32.68% 83	19.69% 50	9.45% 24	254	2.20
A "Makerspace" or other Creativity Space(s)	29.37% 74	47.62% 120	14.29% 36	8.73% 22	252	2.17
Exhibit space and display area	27.17% 69	53.54% 136	12.60% 32	6.69% 17	254	2.16
Separate computer training/instruction area	26.77% 68	55.91% 142	12.99% 33	4.33% 11	254	2.14
Large meeting room for 50-100 people	27.17% 69	46.46% 118	22.05% 56	4.33% 11	254	2.05
Outdoor gathering/seating area	19.69% 50	62.60% 159	14.57% 37	3.15% 8	254	2.05
Improved points of service (e.g. desk locations, self-checkout, etc.)	26.38% 67	35.43% 90	24.02% 61	14.17% 36	254	2.03
Food and drink area with seating	9.84% 25	49.61% 126	35.43% 90	5.12% 13	254	1.73

Q5: Please check your TOP THREE space-related priorities for the Ramsdell Library.
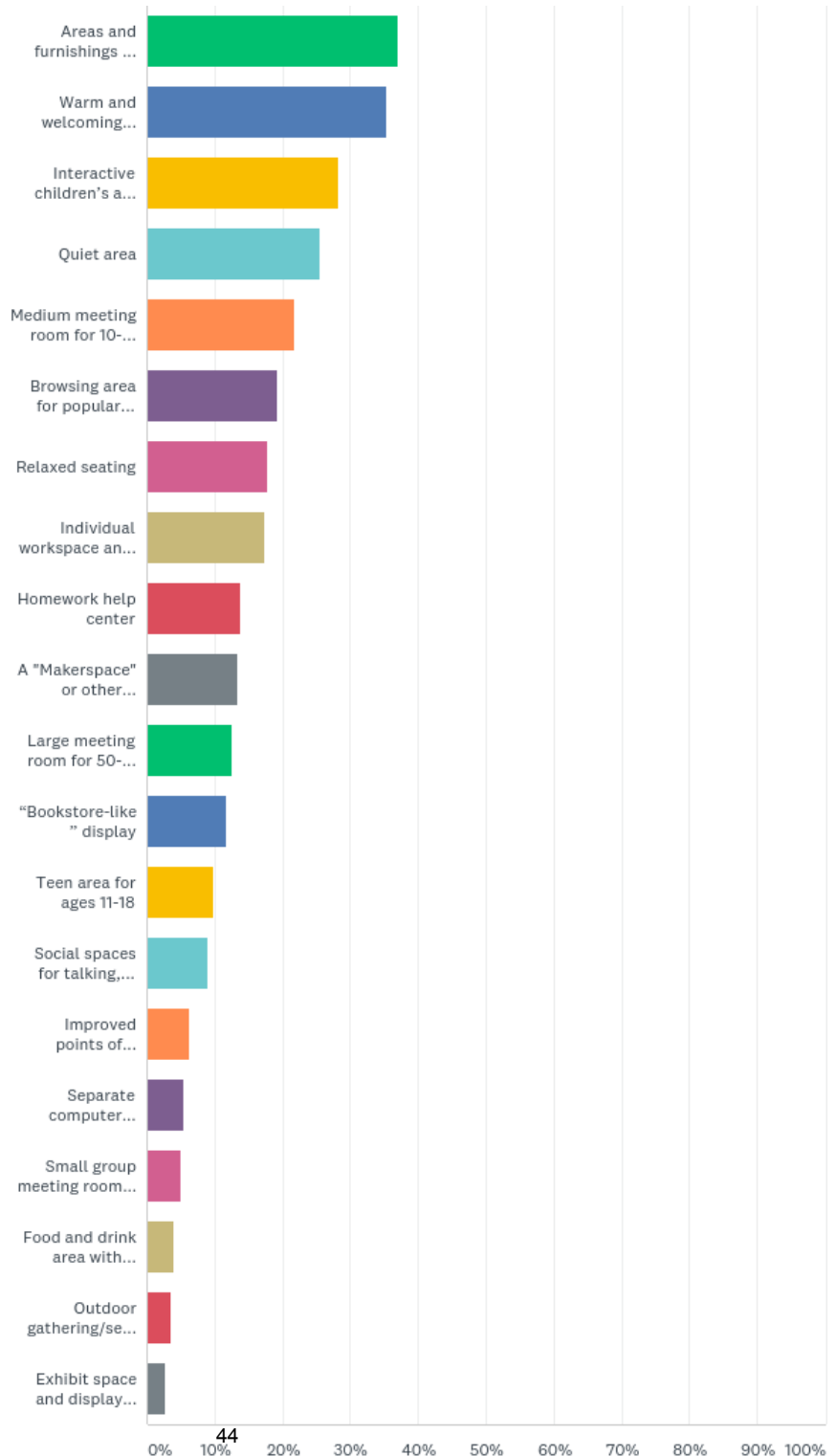
- Answered: 254
  Skipped: 49

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Appendix B:
Community Survey Summary

Q5: Please check your TOP THREE space-related priorities for the Ramsdell Library.

- Answered: 254   Skipped: 49

ANSWER CHOICES	RESPONSES	
Areas and furnishings for plugging in and using your own technology	37.01%	94
Warm and welcoming atmosphere	35.43%	90
Interactive children's area for ages 0-10	28.35%	72
Quiet area	25.59%	65
Medium meeting room for 10-30 people	21.65%	55
Browsing area for popular materials	19.29%	49
Relaxed seating	17.72%	45
Individual workspace and study areas	17.32%	44
Homework help center	13.78%	35
A "Makerspace" or other Creativity Space(s)	13.39%	34
Large meeting room for 50-100 people	12.60%	32
"Bookstore-like" display	11.81%	30
Teen area for ages 11-18	9.84%	25
Social spaces for talking, small groups, etc.	9.06%	23
Improved points of service (e.g. desk locations, self checkout, etc.)	6.30%	16
Separate computer training/instruction area	5.51%	14
Small group meeting rooms for 2-4 people	5.12%	13
Food and drink area with seating	3.94%	10
Outdoor gathering/seating area	3.54%	9
Exhibit space and display area	2.76%	7
Total Respondents: 254		

Appendix B:
Community Survey Summary

Q6: Please rate the following SERVICES.

- Answered: 236   Skipped: 67

The Great Barrington LIBRARIES

Q6: Please rate the following SERVICES.

- Answered: 236   Skipped: 67

	MUST HAVE	NICE TO HAVE BUT NOT CRITICAL	DON'T NEED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Wireless access to the Internet	89.79% 211	6.81% 16	2.13% 5	1.28% 3	235	2.89
Staff ready and available when needed	74.68% 174	17.60% 41	2.15% 5	5.58% 13	233	2.77
Popular materials (e.g. new books, audiovisual materials, magazines, etc.)	71.79% 168	25.64% 60	1.71% 4	0.85% 2	234	2.71
Public desktop computers	71.79% 168	20.94% 49	5.98% 14	1.28% 3	234	2.67
Extensive programming for Youth and Teens	59.31% 137	30.74% 71	4.76% 11	5.19% 12	231	2.58
Extensive fiction and non-fiction collections in the building	50.65% 117	36.80% 85	9.09% 21	3.46% 8	231	2.43
Extensive programming for Adults	42.92% 100	47.64% 111	4.72% 11	4.72% 11	233	2.40
Creativity / "Maker" and/or STEM Programming	33.91% 78	42.61% 98	10.87% 25	12.61% 29	230	2.26
In person reference and/or reader's advisory services	34.93% 80	41.05% 94	12.66% 29	11.35% 26	229	2.25
Laptops to use within the Library	39.39% 91	38.96% 90	17.32% 40	4.33% 10	231	2.23
Public MAC computers	32.61% 75	43.48% 100	16.96% 39	6.96% 16	230	2.17
iPads to use within the Library	21.03% 49	48.93% 114	26.18% 61	3.86% 9	233	1.95
Self-check of materials	9.91% 23	41.38% 96	37.50% 87	11.21% 26	232	1.69

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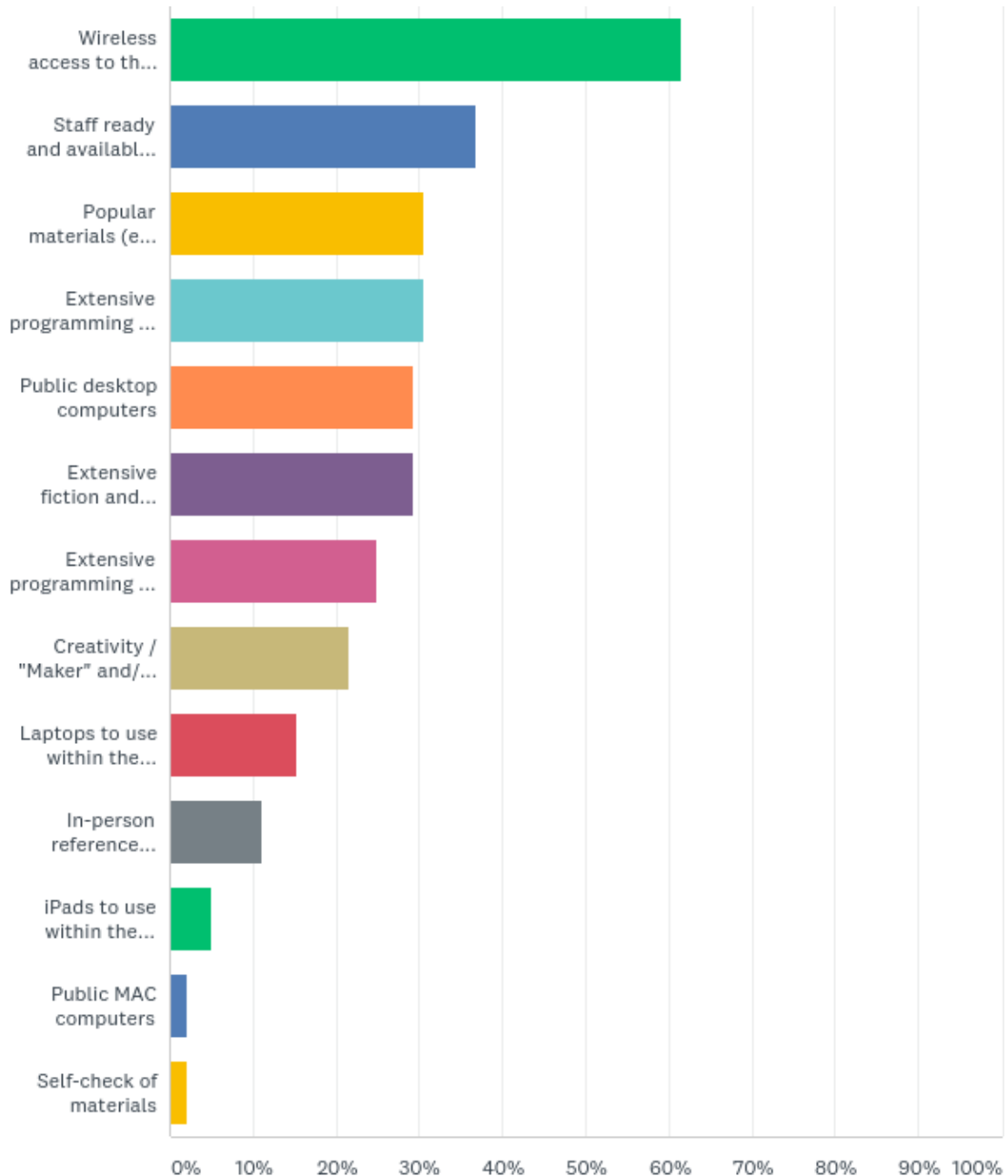www.rethinkinglibraries.org

Appendix B:
Community Survey Summary

Q7: Please check your TOP THREE service priorities for the Ramsdell Library.

- Answered: 236   Skipped: 67

Appendix B:
Community Survey Summary

Q7: Please check your TOP THREE service priorities for the Ramsdell Library.

- Answered: 236   Skipped: 67

ANSWER CHOICES	RESPONSES	
Wireless access to the Internet	61.44%	145
Staff ready and available when needed	36.86%	87
Popular materials (e.g. new books, audiovisual materials, magazines, etc.)	30.51%	72
Extensive programming for Youth and Teens	30.51%	72
Public desktop computers	29.24%	69
Extensive fiction and non-fiction collections in the building	29.24%	69
Extensive programming for Adults	25.00%	59
Creativity / "Maker" and/or STEM programming	21.61%	51
Laptops to use within the Library	15.25%	36
In-person reference and/or readers advisory services	11.02%	26
iPads to use within the Library	5.08%	12
Public MAC computers	2.12%	5
Self-check of materials	2.12%	5
Total Respondents: 236		

The Great Barrington ✤LIBRARIES✤

Q8: What are your experiences with parking at the Ramsdell Library?

- Answered: 212   Skipped: 91
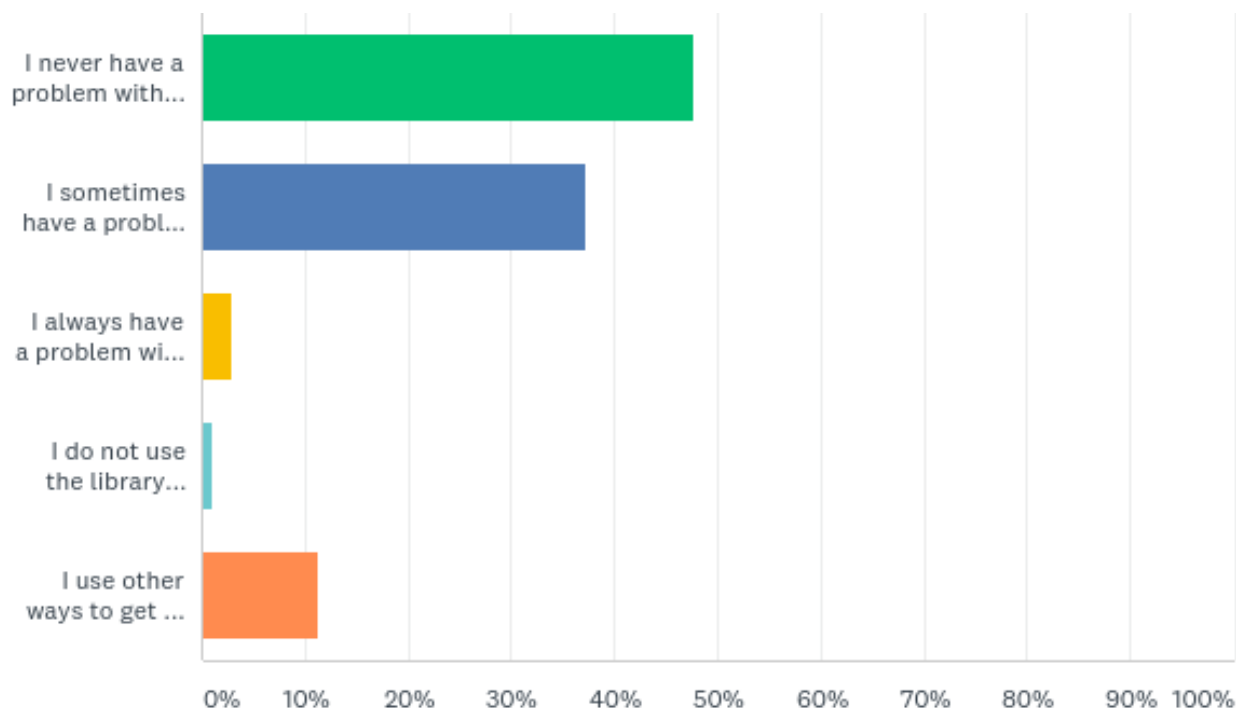
ANSWER CHOICES	RESPONSES	
I never have a problem with parking at the library.	47.64%	101
I sometimes have a problem with parking at the library.	37.26%	79
I always have a problem with parking at the library.	2.83%	6
I do not use the library because of challenges with the parking	0.94%	2
I use other ways to get to the library and do not park.	11.32%	24
TOTAL		212

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APPENDIX C:

GENERAL ADA GUIDELINES FOR PUBLIC LIBRARIES

ADA Guidelines

"The design standards issued under the Americans with Disabilities Act (ADA) by the Department of Justice and the Department of Transportation are used to ensure access to the built environment for people with disabilities. The ADA Standards apply nationwide, in addition to any applicable state or local codes, where facilities are newly built or altered. Most facilities in the public and private sectors are covered by the ADA."[1]

The following guidelines address the ADA Standards for clear floor or ground space and turning space. While a full code compliance review was outside the scope of this project, several areas of concern amongst the branches were identified and will be addressed here.

As stated in section 4.03.5, clear aisle minimum width is 36", with 32" wide at a point allowed for no more than a 24" length. The minimum clearance cannot be reduced by any elements or protruding objects (i.e., oversized books).

Aisle Clearance
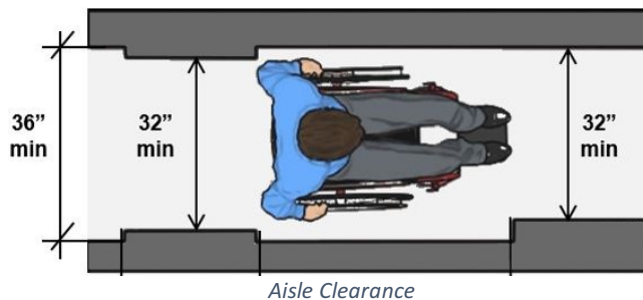
Noncompliance issues occur with frequency regarding turning space. Turning space is required in accessible rooms and recommended in small spaces with entrapment risks, as well as at dead-end aisles and corridors, so that people using wheeled mobility aids do not have to back up considerable distances. Turning spaces are often provided as a 60" circle, but may also be provided as a T-shape. T-shaped spaces require those using wheeled mobility devices to complete a three-point turn. To allow appropriate space for these three-point turns, clear floor areas measuring a minimum of 36" wide in all three aisle directions (i.e., left, right, and behind), plus 60" wide at the top of the T-shape, are needed.
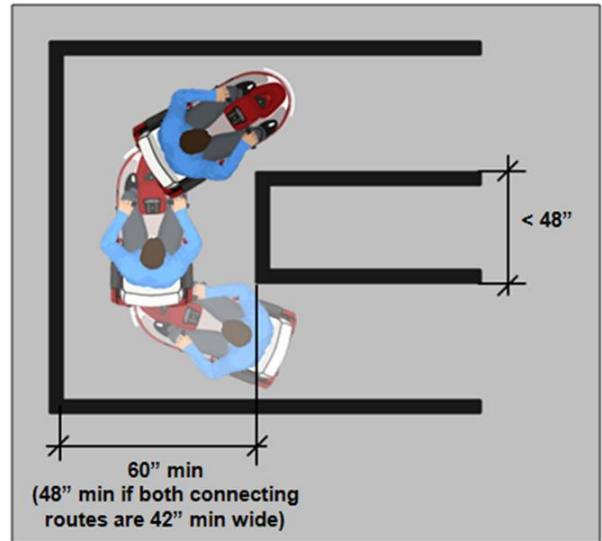
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[1] Source: https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/guide-to-the-ada-standards

Special circumstances apply to turning space in some areas where 180 degree turns will occur. As indicated in the *Clear Width at 180 Degree Turn Around a Narrow Obstruction* diagram and section 403.5.2, narrow obstructions measuring less than 48" wide (i.e. shelving units or ranges) require a minimum of 60" of clear floor space (at the "back of the aisle") to complete a 180 degree turn.
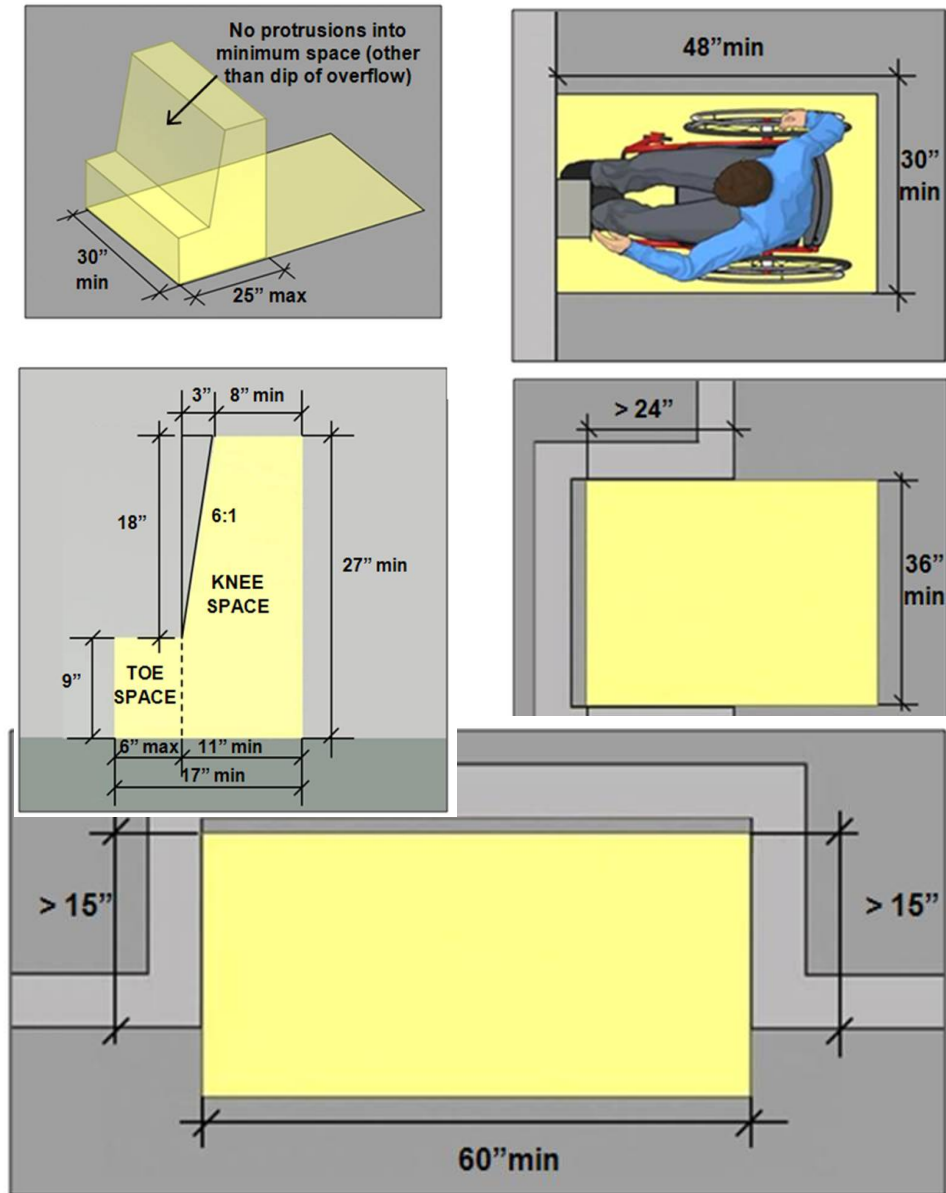
Accessible stations at service desks, including but not limited to self-checkout machines that have been integrated into large millwork desks, present another area of concern. Many sections appear to have been retrofitted to accommodate accessible stations and may or may not be fully compliant.

Section 305.5 states that at most elements, clear floor or ground space can be positioned for either a forward or side approach. For better usability, a forward approach is required at certain elements, including dining and work surfaces, drinking fountains, lavatories, and most sinks. A side approach is typically provided or required at sales and service counters. Centering the clear floor or ground space on elements is often advisable, but only required at drinking fountains, kitchen work surfaces, and washers and dryers; not at service counters. Although not specifically identified in the standards, self-check units are typically treated as requiring a side approach and in line with the standards for service counters.

Clear Width at 180 Degree Turn Around a Narrow Object

Regarding approach size, section 305.3 states: "The minimum size (30" by 48") applies whether the space is positioned for forward or side approaches. Additional space is required when the space is confined on three sides and is obstructed for more than half the depth, such as when elements are recessed in alcoves." In sections 305.4 and 306 knee and toe space allowances for forward approaches are outlined.

No protrusions into minimum space (other than dip of overflow)

30" min
25" max

48" min
30" min

3" 8" min
18"
6:1
27" min
KNEE SPACE
9"
TOE SPACE
6" max 11" min
17" min

> 24"
36" min

> 15"
60" min
> 15"

Maximums for how far an individual must reach to access an element, such as a self-check, vary for forward and side approach. From section 308.3: "The range for side reach, like forward reach is 15" to 48" if unobstructed. The maximum reach depth for this range is 10" measured from the available clear floor space. The maximum high reach is reduced to 46" when the reach over an obstruction is deeper than 10" (to a maximum of 24"). Obstructions at side reaches are limited to a height of 34." Care should be taken to ensure that no element of a self-check station is located more than 24" away from the edge of the side approach area or placed more than 46" high.

X (25" max)

≥ X (25" max)

48" max

15" min

10" max

48" max

34" max

>10"- 24" max

46" max

34" max

approx. 12"

24"