



To: Honorable Mayor and Members of the Atherton City Council
Jerome Gruber, Atherton City Manager

From: Anne-Marie Despain, Director of Library Services

Date: February 17, 2010

Subject: Atherton Library Needs Assessment

Background

The Town of Atherton is a participating member in the San Mateo County Library Joint Powers Authority (Library JPA). Formed in 1999, the Library JPA is a library service organization comprised of and serving the cities of Atherton, Belmont, Brisbane, East Palo Alto, Foster City, Half Moon Bay, Millbrae, Pacifica, Portola Valley, San Carlos, Woodside, and unincorporated San Mateo County. The Library JPA is governed by a Board consisting of representatives from each member entity. Library services and operations are provided by San Mateo County Library staff. Facilities are owned and maintained by each member entity.

Based on expressed interest in the improvement of the Atherton Library and recent completion by the Town of a Structural Facility Evaluation, the Library identified completion of a Library Needs Assessment as a project for FY 2009-10. A Library Needs Assessment has two primary goals. The first is to describe how the building enables or limits the provision and enjoyment of the library's collections and services. The second is to describe the minimum space required to provide for the library's collections and services at present and into the future. When considering new or improved library spaces, a Library Needs Assessment is an essential part of the planning process.

Atherton Library Needs Assessment

A Library Needs Assessment involves a thorough service analysis and facility evaluation resulting in the identification of service objectives and corresponding space needs. This process typically takes several months and begins with selecting a consultant to facilitate the gathering of data through a combination of quantitative and qualitative methods, such as surveys, questionnaires, interviews, focus groups, and onsite observations. Service needs are identified and then translated into space requirements for areas such as collections, user seating, meeting and study rooms, and computer resources. The assessment also involves determining the shortcomings of a library as related to current space limitations and building deficiencies. Once this data has been gathered, it is analyzed and a Library Needs Assessment Report is prepared.

In September 2009, San Mateo County Library selected Anderson Brule Architects (ABA) to complete the Atherton Library Needs Assessment. ABA provides a full range of planning, architecture and interior design services, and has extensive experience working with library facilities.

The subsequent report provides a description of the library's service program and comparative data, followed by an evaluation of the library's facility and its services and collections as they are affected by the building. The report also concludes with a building program detailing space needs and recommendations for the size of a library building needed to serve the community into the future.

Findings of the Atherton Library Needs Assessment

Facilities can support or inhibit the ability to meet the operational needs of a library. The Library Needs Assessment findings suggest that the existing facility presents significant barriers to the effective delivery of library services including:

- Inability to house an adequate collection for a community of its size
- A need to increase the number and types of seating available
- A need to increase the number of public computers available
- A need to provide areas for library related programs and events
- A need to create spaces or zones for various uses, such as quiet study areas, browsing areas, and spaces dedicated for children and teens

The report recommends that in order to effectively meet identified service needs, the facility would require an increase from the current 4,790 square feet to approximately 11,100 square feet.

Recommended Next Steps

Based on the findings of the Library Needs Assessment, we recommend that the Town partner with San Mateo County Library, Friends of the Atherton Library and other key stakeholders to create a work group tasked with reviewing this report and two others associated with the Atherton Library facility (ASCA 31-03 Structural Evaluation Report 2/11/09 and FEMA 356 Life Safety Building Performance Evaluation and Probable Maximum Loss (PML) Analysis 9/24/09). This work group would identify and examine options in order to make a recommendation for creating a facility that meets current and future needs.

The San Mateo County Library wishes to thank the Town of Atherton for its enthusiastic support and interest in the improvement of the Atherton Library.

Attachment

Atherton Library Needs Assessment, February 5, 2010

Atherton Library Needs Assessment

February 10, 2010



San Mateo County Library
Atherton Library Needs Assessment



Anderson Brulé Architects, Inc.
February 10, 2010

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Executive Summary

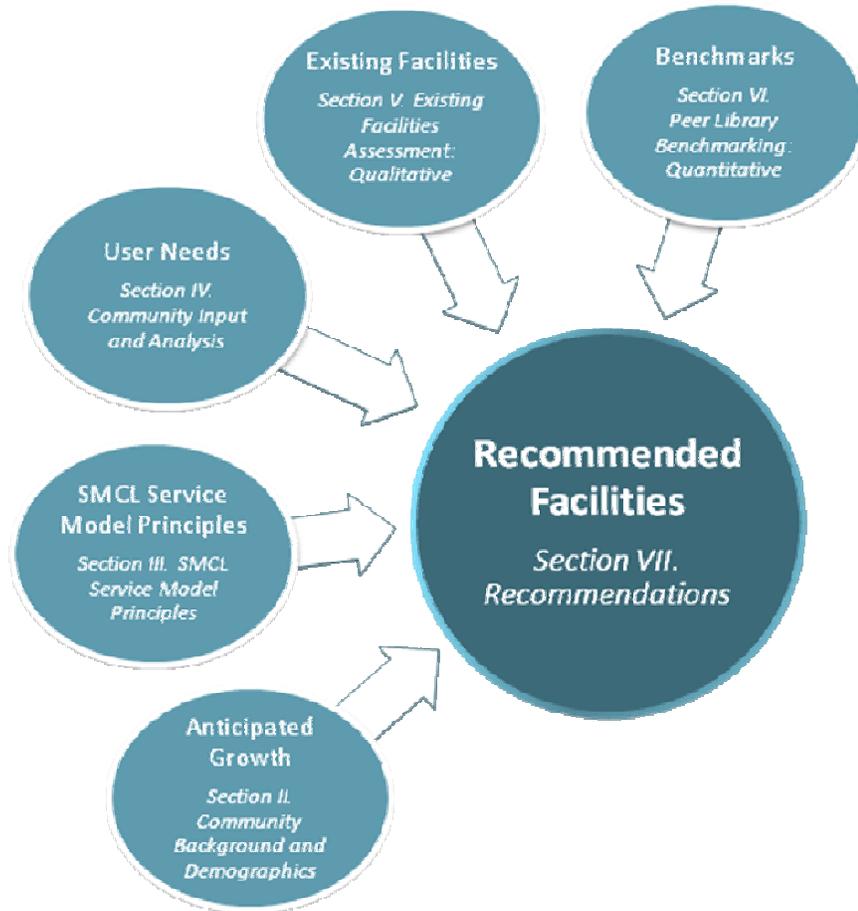
Introduction

The San Mateo County Library (SMCL) has completed a Needs Assessment at the Atherton Library with two primary goals.

- Describe how the building enables or limits the provision and enjoyment of the library's collections and services.
- Describe the minimum space required to provide for the library's collections and services, both currently and in the future.

This Library Needs Assessment has considered numerous sources of information and influences, as they pertain to the delivery of library services at the Atherton Library:

- Anticipated Growth
- SMCL Service Model Principles
- User Needs
- Benchmarking
- Existing Facilities (review from a service delivery perspective)



Executive Summary

Community Background

The Town of Atherton, California, is a residential community with a predominantly uniform demographic profile. The size of its population is relatively steady, but is influenced by the surrounding communities. The service population includes the Town of Atherton and surrounding unincorporated areas of San Mateo County, including Menlo Oaks, Sequoia Tract, Weekend Acres, and West Menlo. (See map on page 12.)

San Mateo County Library Service Model Principles

The San Mateo County Library Vision, developed prior to this Needs Assessment, is driven by these primary principles:

- A welcoming environment which offers a variety of settings and options
- Defined spaces that excite and inspire
- Intuitive systems and layout
- Maximization of self-service and operational efficiencies
- Customer driven service

To address those goals, several spaces are now being included in the San Mateo County Library facilities:

- Marketplace – vibrant entry area with materials displayed
- Kids & Family Place – welcoming, comfortable space for families and children to celebrate books and reading
- Teen Zone – uniquely teen space that supports their educational needs, group study, computer access, and recreational reading
- Community Living Room – comfortable, relaxed, and quiet atmosphere for reading
- Gathering Space – environment for people to gather and relax with one another
- Computer and Homework Centers – provides community access to tools and supports lifelong learning

Community Input and Analysis

Multiple methods of outreach were employed to gain community insight and priorities. These include a survey, a focus group, and key informant interviews.

The Atherton Library is greatly appreciated by the community. Its small and intimate nature makes it distinct from other local libraries. Staff service is also seen as excellent. Overall satisfaction with the services and programs available is high. However, there are consistent concerns with acoustics for different types of activities. Additional requests include: improving the civic presence and entry of the library; adding space for gathering, technology, and seating; and increasing the materials collection on hand.

Existing Facilities Assessment: Qualitative

Research was conducted and compiled on existing services and facilities documentation. The current Atherton Library facilities are located in a remodeled residence. Despite various renovations, issues with



Executive Summary

**Peer Library
Benchmarking:
Quantitative**

Recommendations

accessibility still exist. The open floor plan creates acoustical issues for different types of use, especially when activities are taking place concurrently. The entry lobby and main market space are undersized and overcrowded. In addition, staff space is laid out inefficiently.

The facilities are deficient in several key library metrics, compared to the recommended target metrics and other benchmarked peer libraries. There are inadequate amounts of collection, seating, computer stations, and room for programs.

This Library Needs Assessment has considered numerous sources of information and influences, as they pertain to the delivery of library services at the Atherton Library:

- Anticipated Growth
- SMCL Service Model Principles
- User Needs
- Benchmarks
- Existing Facilities (from a service delivery perspective)

Collections

- Total items to increase from ~33,097 to ~51,797;
- Increase space provided from approximately 1,220 square feet to approximately ~4,200 square feet.

Seating

- Total reader seating to increase from 28 to 68;
- Increase space provided from approximately 775 square feet to approximately ~1,541 square feet.

Technology

- Increase technology seating from 6 to 17;
- Provide power with seating for individual laptop use;
- Increase space provided from approximately 150 square feet to approximately ~513 square feet.

Entry

- Provide space for welcoming entry;
- Create appropriate space for Community Information;
- Relocate exterior bookdrop to enclosed space, with a preference for access directly into staff work space;
- Create easy access to accessible restrooms.

Library Program Room

- Add a Program Room to accommodate up to 50 people.



Executive Summary

Quiet Zone

- Provide a quiet zone for up to 8 people.

Friends of the Atherton Library

- Provide approximately 50 square feet of space for collection and sales.

Children's Programming

- The typical programming will be accommodated in other growth recommendations;
- For larger and special events, allow for overflow and use of the library program room by the children's area.

Marketplace

- Improve sense of entry and path of arrival to the Marketplace;
- This is accommodated within the overall area increase recommendations.

Community Living Room

- Provide comfortable seating and a quiet place for reading;
- This space is included in recommendations for growth in seating.

Gathering Space

- Allow and encourage gathering with an emphasis on social interaction and discussion.

Teen Space

- Provide space for the teen collection as well as adjacent seating;
- This space is included in recommendations for growth in collections and seating;
- If a separate teen room is preferred, additional space of up to 400 SF will be required.

Staff Spaces and Functionality

- Reconfigure and provide approximately 950 – 1,000 square feet for staff functions;
- Provide spaces that are on one level and adjacent to one another.

Accessibility

- Space for these required accessibility improvements is accommodated within the overall recommendations.

Total Square Feet of Building

- Provide for approximately 11,100 square feet minimum, compared to the existing 4,790 square feet.



I. Introduction

Context and Purpose

The San Mateo County Library (SMCL) has completed a Needs Assessment for the Atherton Library. The Needs Assessment had two primary goals. The first goal was to describe how the building enables or limits the provision and enjoyment of the library's collections and services. The second was to describe the minimum space required to provide for the library's collections and services both currently and in the future.

Approach and Methodology

Steps taken to ensure the creation of a full picture of the community's current and future service needs within this report included:

- Outreach to the community to assess their needs, expectations, and perception of the Library and its role in the community - now and in the future;
- Analysis of the community's characteristics to include current and future elements of the community to be served by the Library;
- Analysis of current and projected demographic data to align services, collections and programs to the service population;
- Assessment of current collections, programs and services;
- Observation of service limitations of the existing facility;
- Preliminary analysis of space needs to understand current space utilization and accommodate anticipated future services, collections and programs.



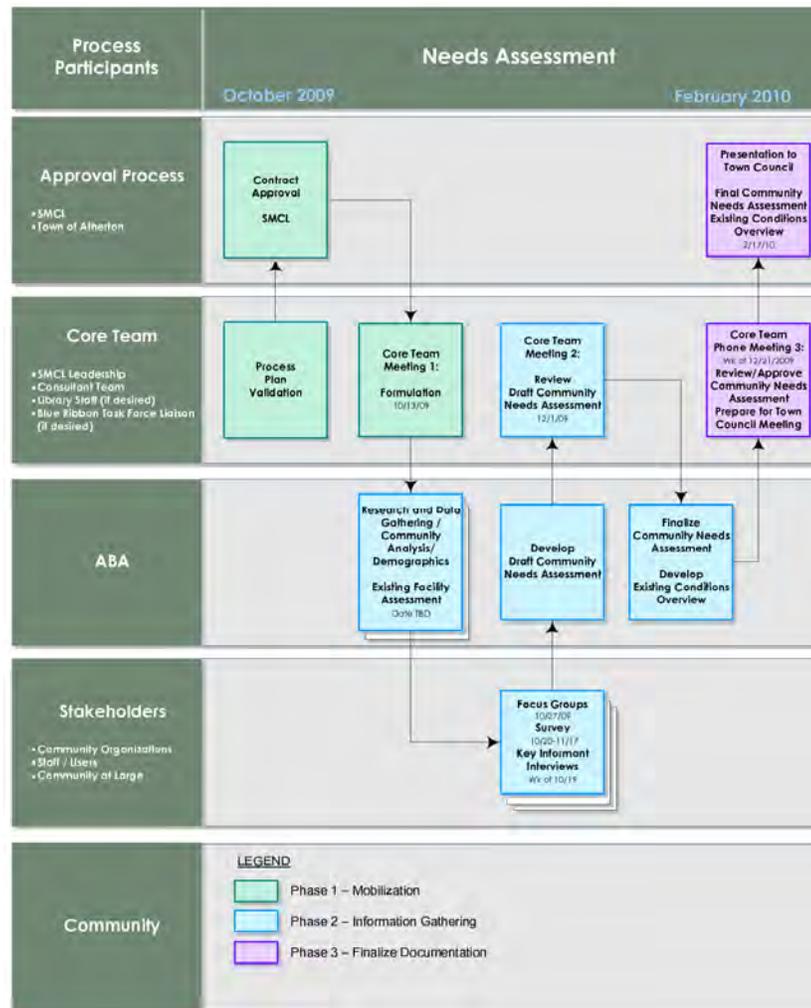
I. Introduction

Process and Participants

Process Map

The Needs Assessment for the Atherton Library began by designing and approving a process specifically tailored to the project needs. The following process map illustrates the path and key steps to the final report. Regular meetings and communication with the Core Team allowed for check-in, review, input, and redirection as the project progressed. These meetings supported several parallel efforts to gather information on other facilities for a benchmark comparison.

Finally, the information was gathered, synthesized, and analyzed to provide insight and future direction for the San Mateo County Library and a resource for the Town of Atherton.



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Process Participants

A truly collaborative process yields the most comprehensive solutions, which address the aggregate needs, issues, vision, and concerns of all stakeholders. The community participated through 3 methods of outreach – an online survey, a focus group, and key informant interviews. To facilitate this collaborative process, a Core Team comprised of SMCL staff was established to provide leadership and direction to the process.

The Core Team was committed to:

- Review and validate the proposed process and align it to community vision, goals and parameters
- Assist in identifying the process participants, to include stakeholders and staff, as well as library users, non-users, and the community at large
- Review the outreach plan, which identifies the most appropriate time within the process to seek input and feedback in defining the problem
- Provide ongoing leadership, direction, and course correction as necessary to ensure that the integrity of the process is protected, and that the process will support achievement of goals and objectives
- Review the draft document content and provide constructive feedback for improving the report

Core Team Members included:

- Pam Deal, SMCL
- Greg Bodin, SMCL
- Carine Risley, SMCL
- Rachel McDonnell, SMCL
- Pamela Anderson-Brulé, Anderson Brulé Architects
- Brad Cox, Anderson Brulé Architects
- Katherine Masleid, Anderson Brulé Architects

The Friends of the Atherton Library (FOAL) were also enlisted to help with the Needs Assessment process through:

- Outreach assistance
- Identification of possible outreach participants
- Input as general participants

There were 148 Survey Respondents. Volunteered personal information indicates that of the respondents:

- 47% were residents of Atherton, of whom 75% have lived in Atherton for 10 years or more
- 87% of respondents do not work in Atherton
- 58% of the respondents were between 45 and 64



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- 76% were female
- 84% of the respondents use the library regularly (weekly, monthly)
- 28% of the respondents are Friends of the Atherton Library

The Focus Group invitees were selected to represent a cross section of the demographic makeup of the service population and included 3 Atherton residents and 2 residents of adjacent unincorporated county areas.

Focus Group participants included:

- Karen Bliss
- Lucille Hagstrum
- Denise Kupperman
- Andy Miller
- Bob Sanderson

The Key Informant interviewees were selected for the depth of their involvement and history with the Atherton community. This relationship allows them to give a deeper level of insight into the needs of the library and the community through personal experience.

Key Informant interviewees:

- Earl Douglas
- Julie Quinlan
- Joan Sanders

Survey

A survey was conducted online from October 20 through November 17, 2009. It was publicized with links from the main SMCL website and the Town of Atherton's website. In addition, it was publicized with flyers and by word of mouth. A total of 148 library Needs Assessment Surveys were completed. Over 47% of the Surveys received were submitted by residents of Atherton.

This was not a statistically scientific survey, but rather sought volunteered input. Participants were a small sample of the population, who volunteered and were not preselected randomly. A summary of Survey responses, as well as the full text of any additional comments provided, is presented in the Appendix.

Focus Group

The Focus Group participants were selected to be representative of the demographic profile of the Atherton community and to include both library users and non-users. Participants were asked to represent their own opinions and the opinion of others with similar demographic profiles. Each session explored the following topics with an emphasis on



I. Introduction

gathering service needs and priorities for the library in an open dialogue setting:

- Participant Backgrounds
 - Whom do you feel you represent in the community?
 - Do you use library services? If so, which ones, how often and for what purpose?
 - What are your goals and expectations of this meeting and process?
- Library Service Needs – Current and Future Needs
 - What do you appreciate about the library services you receive? What is working well?
 - What community needs are not being met? Why do you believe they are not being met?
- Service Priorities
 - What do you believe will be the three most critical issues for the Town in the next 10 years? Why?
 - What might be the library's role in addressing these issues?
 - What do you believe are the three most critical services to deliver at the library? Which of these need the most improvement?
 - What would you like to be able to do or have access to at the library but currently cannot?
 - How do you think the library should change? Stay the same?
 - Describe your ideal visit to the library in 10 years. What is the experience? What are you doing?

Key Informant Interviews

Three Key Informant one-on-one interviews were conducted. The interviewees were individuals selected for their strong level of involvement with the community. They were asked the following questions in interviews:

- Whom do you feel you represent in the community?
- What do you believe to be the three most critical issues for the Town of Atherton today and in the future?
- What do you see as the library's role in addressing those issues?
- Library Services – Current and Future Needs
 - Do you use library services? If so, which ones, how often and for what purpose?
 - What do you appreciate about the services you receive? What is working well?
 - What would you like to be able to do or have access to at the library, but currently cannot?
 - How do you think the library should change? Stay the same?
 - How do you see individuals accessing library services in



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- the future – and what issues do you believe might arise?
- o Describe your ideal visit to the library in 10 years. What is the experience? What are you doing?

Data Gathering

Documents relating to both the community and library were obtained from the SMCL staff. Demographic and planning information was obtained from national, state, and local sources. The outreach information gathered, in conjunction with research into current library best practices and standards, has been reviewed, analyzed, and incorporated into this report. All recommendations in this report respond directly to documented needs as expressed by community members and through research and analysis.

Please refer to the Appendix for memoranda associated with community outreach, as well as all reference and resource information used to develop this report.



II. Community Background and Demographics

Community Service Area

The Atherton Library serves the Town of Atherton as well as nearby, unincorporated areas of San Mateo County. This service area delineates the community for this needs assessment.

In addressing the service population needs for the Library, Atherton residents, as well as non-Atherton residents, who make up more than half of those served by the Atherton Library, were considered. Demographic research has been gathered and analyzed for both these areas. In addition, anecdotal research from the Focus Group and Key Informant interviews has also been included in the demographic profile information.

History of Atherton Library Services

Town of Atherton

In 1866, there was a flag stop on the San Francisco-San Jose Railroad line for the convenience of the owners of the large estates who lived north of Menlo Park. These estates developed into the Town of Atherton, incorporated on September 12, 1923. The early residents wanted a town that would be divided into large parcels and would not contain businesses.

Today, within Atherton, is Holbrook-Palmer Park, a 22-acre, open, tree-covered park, which offers recreational programs and provides facilities for public and private functions. There are also eleven schools within Atherton's boundaries, both private and public.

The beginning statement of the Town's General Plan says "the Town of Atherton desires, insofar as possible, to preserve its character as a scenic, rural, thickly-wooded, residential area with abundant open space and with streets designed primarily as scenic routes rather than for speed of travel."

The Town is neighbored by Menlo Park, Redwood City, Woodside, and unincorporated San Mateo County. There are 49 miles of roads in Atherton and approximately 2,502 households, with no industry or business establishment within the town limits.

Source: "Town Information" and "Atherton History" on the town's website, www.ci.atherton.ca.us.



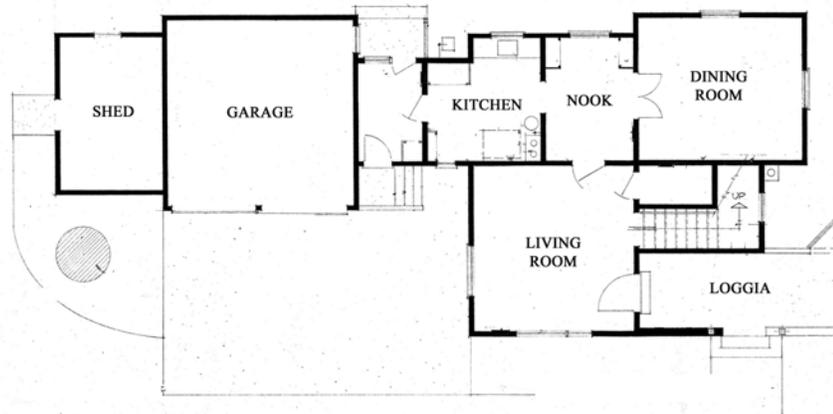
II. Community Background and Demographics

Library Services

The San Mateo County Library began providing library service to the Atherton community in 1931 in what is now Town Hall. In 1999, the San Mateo County Library Joint Powers Authority (JPA) was established. The formation of the JPA shifted governance from the County Board of Supervisors to the JPA Governing Board, which consists of representatives from each member entity. Library service and operations are provided by the San Mateo County Library and facilities are owned and maintained by each member entity.

Library Building History

1929 – Library building constructed as a residence

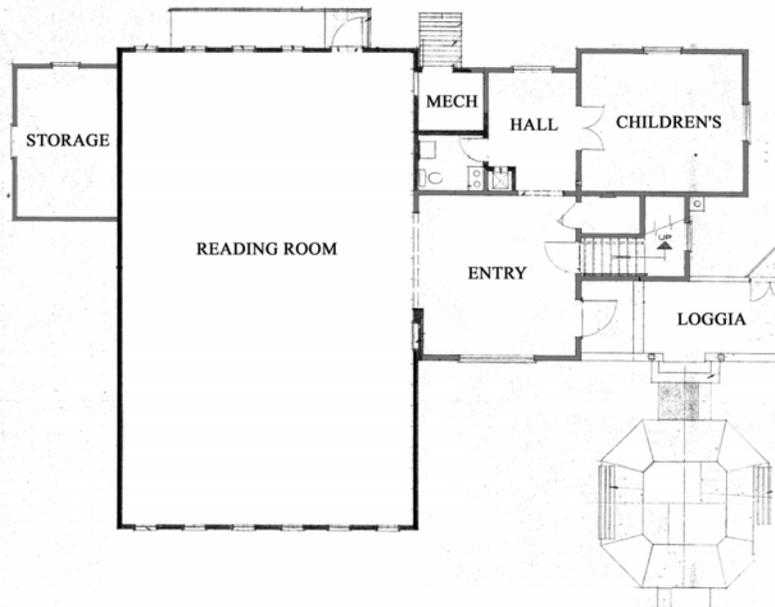


Former Residence, - First Floor Plan

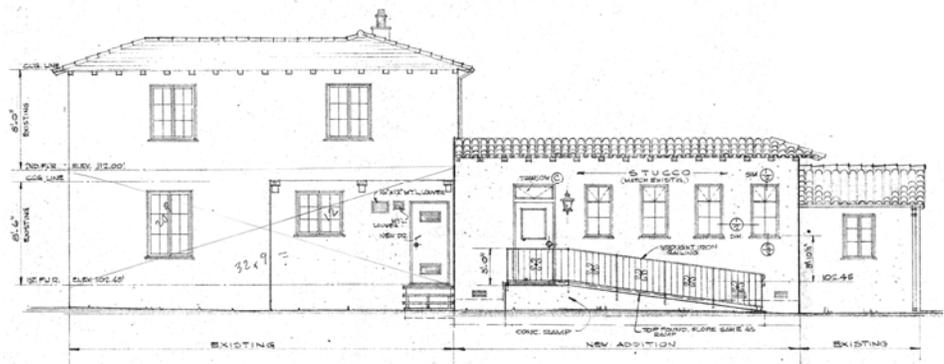


II. Community Background and Demographics

1967 – Converted home to library – Constructed entry, children's area and reading area. A large main entrance was located on northern quadrant of the building and was easily identified as the front door of the library. A separate children's room created acoustical separation from the main reading room. The renovation also added a ramp to the back of the reading room to connect it to the exterior garden.



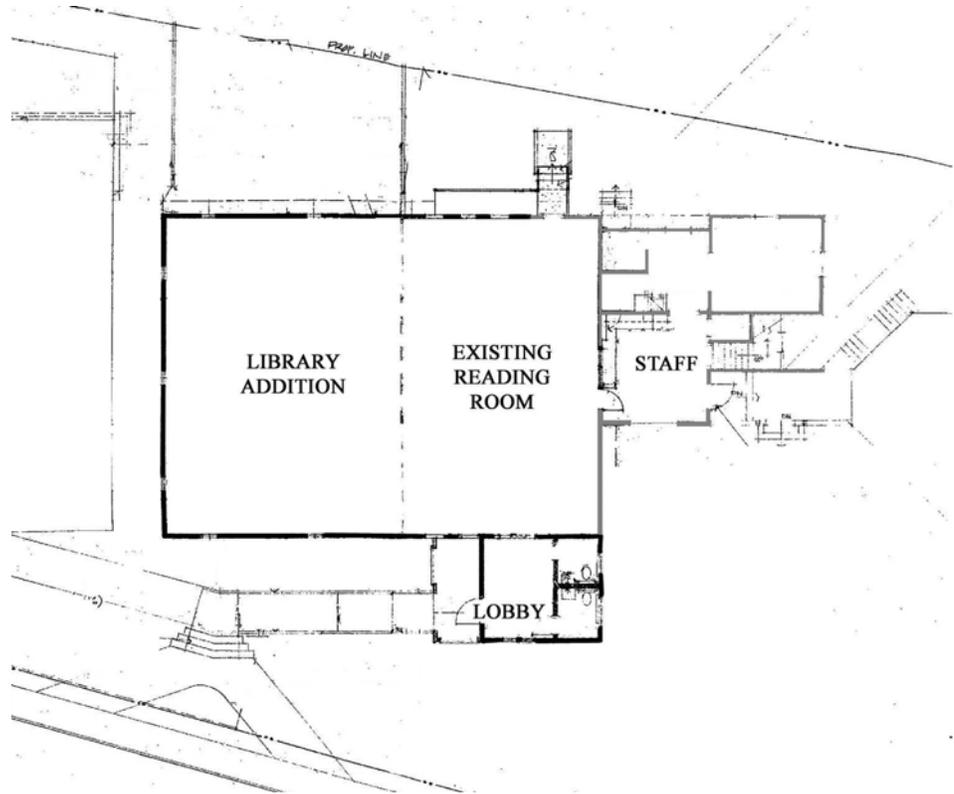
Original Library Renovation – First Floor



Original Library Renovation – South Elevation and Back Entry

II. Community Background and Demographics

1981 – Expansion – Expanded existing library, added a lobby, restrooms, and ramp at new primary entrance, facing south. The lobby and children's room were converted into staff area.



Library Expansion – First Floor Plan

2000 – Interior renovation completed including changes to shelving, flooring, lighting, service desk, workroom area, and reupholstering of furniture.



II. Community Background and Demographics

Research Sources

Since the Atherton Library service area comprises both the Town of Atherton as well as nearby, unincorporated areas of San Mateo County, demographic research was also gathered for both areas. It was collected and analyzed by dividing the service area into two sections – the Town of Atherton and the unincorporated portion of the service area.

As of 2008, the U.S. Census Bureau began providing annual American Community Survey data for cities and towns less than 60,000 in population. The Bureau plans to make this information available for all communities in 2011. However, data from 2005-2007 is available to illustrate how this community has changed from 2000. This report also looks to Environmental Systems Research Institute, (ESRI) which is a data development company that uses the traditional statistical methodology of cluster analysis, combined with data mining techniques to provide updated and projected demographics, segmentation of U.S. neighborhoods by characteristics into distinct markets, and the diversity index, that are all now industry benchmarks. This information may not completely align to current statistics used by the San Mateo County and the State of California; however, it provides supplementary profile information for this community. The Association of Bay Area Governments (ABAG) Census documents concur with ESRI reports.

Tapestry Segmentation is ESRI's market segmentation system, which classifies U.S. neighborhoods into 65 segments based on their socioeconomic and demographic composition. Segments are divided into 12 Life Mode Summary Groups that reflect lifestyle/lifestage, and into 11 Urbanization Summary Groups, which show levels of affluence and population density. Segmentation systems operate on the theory that like seeks like and explain community diversity, describe lifestyles and lifestages, and incorporate a wide range of data such as demographic, business, and market potential data.

Demographic Analysis

Atherton

Atherton has a 2009 population of 7,234 and is projected to increase to 7,304 by 2014, averaging an annual rate of 0.19%. The majority of the population is white (85.4%), although a significant minority are Asian or Pacific Islander (10.2%). Approximately 14% of the community is foreign born. The median age is 45.5 years.

This is a well-educated community, with almost 76.2% holding a Bachelor's degree or higher, well above the United States percentage of 27%. Atherton is also a wealthy community with an average income of \$294,000 per year.



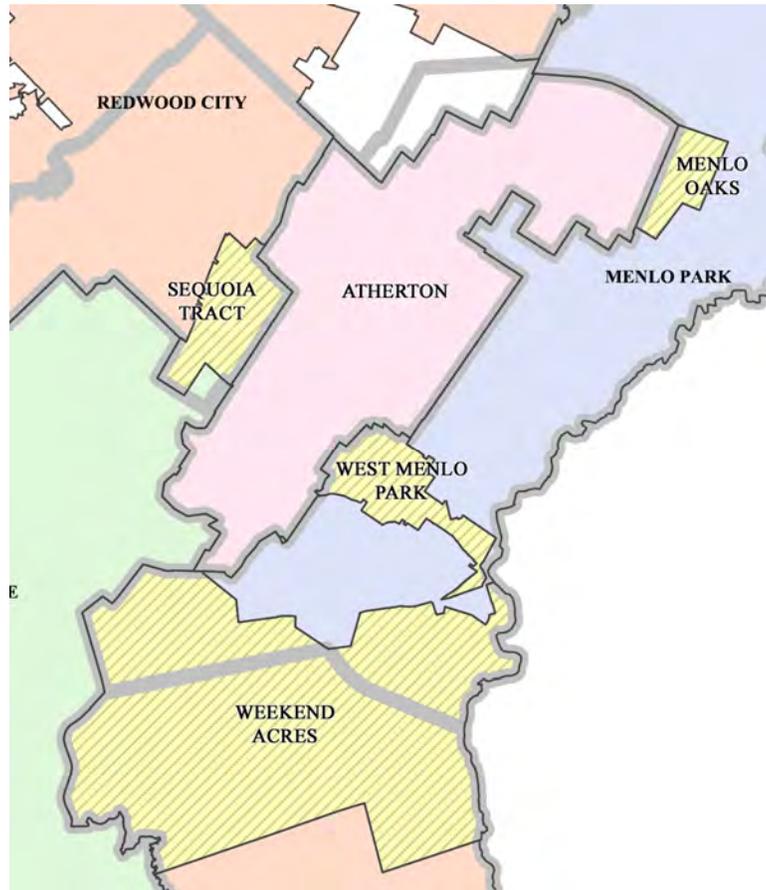
II. Community Background and Demographics

Unincorporated Areas

The unincorporated areas near Atherton, and included in the Atherton library service area are Menlo Oaks, West Menlo, Sequoia Tract, and Weekend Acres. They are shown in the following figure hatched and in yellow. The population for these areas totaled 13,626 in the 2000 Census.

The majority of the population is white (87.0%), although a significant minority are Asian (7.0%). Approximately 16.9% of the community is foreign born. The median age is 41 years.

This is a well-educated community, with almost 65.9% holding a Bachelor's degree or higher. The surrounding unincorporated areas' average yearly household income is \$154,700, which is 53% of Atherton's.



Atherton, surrounding municipalities, and unincorporated areas of San Mateo County



II. Community Background and Demographics

Socio-economic Profile

Demographically, Atherton is a very uniform community, as shown by the low number of segment types identified in it by ESRI. This points to a community with predominantly similar socioeconomic lifestyles. Municipalities commonly have five or more segment types. Larger cities can have well over ten segment types.

An overwhelming majority of Atherton residents (99.5%) fall into ESRI Segment 01, titled “Top Rung.” This demographic profile is uniformly mature, married, highly educated, and wealthy. Nearly one-third of this demographic are in their peak earning years of 45-64. Most are married couples, half of which have children. Small collections of this demographic are located in major cities across the nation, primarily on the East and West coasts. Many own at least one single family home and travel is a major part of their lives.

A very small segment of Atherton's residents (0.5%) fall into a second demographic profile, ESRI Segment 08, titled “Laptops and Lattes.” This demographic group is more typically single and most of the population is white, but Asian populations comprise 11 percent of the total (more than two and one-half times the national level). This profile enjoys metropolitan amenities and is more likely to rent for reasons of lifestyle and locale.



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III. SMCL Service Model Principles

Service Model Principles

The San Mateo County Library provides library services to member cities and unincorporated county areas throughout San Mateo County. They provide consistent, high quality library services that are founded in their Vision, which is driven by these primary principles:

- A welcoming environment which offers a variety of settings and options
- Defined spaces that excite and inspire
- Intuitive systems and layout
- Maximize self-service and operational efficiencies
- Customer driven service

These principles provide a framework for the library services provided at each site within the SMCL system. Every library has a consistent set of services available. To some extent, these services are tailored to the specific needs of the individual library's service area community. For example, each of the libraries will need to provide specific children's library services, but the extent and manner in which they are provided will relate more directly to the demographics of a specific service population and its projected growth of that age group as well as available space and configuration to deliver children's services.

The following sections present strategies and space concepts the SMCL uses to achieve these principles.

Self Reliant Service

Key Points of Self Reliant Service

- Flexible service desks allow staff to teach and assist at points of need
- Use of automation and smart design to create a highly efficient operation
- Harnessing of customer power to maximize their time and minimize wait



III. SMCL Service Model Principles

Library Spaces

Marketplace

- Exciting vibrant space near the entrance
- Bookstore look and feel that brings people together
- Attractive shelving and displays that encourage browsing and increase circulation
- New, high interest material and multimedia displayed



Kids & Family Place

- A welcoming, comfortable space for families to spend time together and connect with other families
- Employs design elements that delight children, use color and whimsy to encourage the imagination
- Celebrates books and reading with a special space for storytelling



III. SMCL Service Model Principles

Teen Zone

- Supports the needs of teens who use the library independently
- Accommodates group study and computer access
- Comfortable lounge furniture as well as study tables
- Collections for homework support, recreational reading, and multimedia



Community Living Room

- A place for the reader
- Features ample, comfortable seating
- Relaxed atmosphere and quiet reading space
- Magazines and newspapers are located in this area



III. SMCL Service Model Principles

Gathering Space

- Provides an environment where people can socially interact and converse



Computer and Homework Centers

- Support Library vision to support lifelong learning
- Provide access to tools and expertise not available in all homes



IV. Community Input and Analysis

Community Input through Outreach

The community outreach included a focus group, key informant interviews, and an online survey. Input from the community through these outreach efforts is summarized and analyzed below. Generally, the different forms of input aligned with each other, but where exceptions occurred, they have been specifically identified.

The Value of the Library to the Community

Library Use

Current Library use was studied to understand what library users actively value. 95% of Survey participants have used the Atherton Library, whether or not they are regular users. At least 68% of library users surveyed also visit other local libraries in addition to the Atherton Library. The Focus Group and Key Informants also used multiple libraries. After the Atherton Library, Menlo Park City Library was the most often mentioned, followed distantly by Redwood City Library. The most popular time for those surveyed to visit the library is weekday afternoons (37.6%), followed by weekday mornings (22.9%), weekend afternoons (17.2%), and weekday evenings (15.3%). A majority (81.5% for collections) of the customers utilize library services on a weekly or monthly basis.

Library users primarily use the library to borrow materials, most popularly adult fiction, adult nonfiction, and DVDs. After that, the audio materials, children books, best sellers, and magazines are also popular. However, in the Survey, the non-children's programs were identified more rarely, if at all. These services were identified in the Survey between 72.2% and 81.8% as never used for teen programs, senior programs, adult classes, and after school and educational programs. Focus Group users appreciated non-children's programming and indicated some, but infrequent, personal attendance.

Library Access

70% of those surveyed primarily access the library through their website and then second most commonly go to the library itself to find materials. Of those surveyed, 96% visit the library website. Focus Group, Key Informant interviewees, and staff input all reported that the public computer stations are well used and appreciated.

Online access, holds, and inter-branch borrowing services were often mentioned as well used and appreciated. Some comments suggest that these services are used more often because of the library's relatively small size. 77% of surveyed users arrive at the Atherton Library by car, although some do walk (15.9%) or bicycle (5.1%).

Satisfaction with Services

Overall, users are very satisfied with library services. However again, the non-children's programming is less known and there was limited input on



IV. Community Input and Analysis

levels of satisfaction from the Survey. The Focus Group was satisfied with the quality and variety of programs available, but wished they had better notice of events. 38.7% of Survey respondents most wanted to see collections and resources improved, followed by 27.5% for the hours open. (Hours open could include the number or schedule of hours.)

The library is a highly valued, cultural component of the community. Some users worried that it might be under-appreciated by the general population of Atherton. The library is valued as a place to access information and entertainment for everyone.

The adult programs are not as widely attended as children's programs, but still appreciated.

Children's Services

Many of the Focus Group and the Key Informant interviewees see the library's role to be critical in engaging children in the world of reading. Atherton Library has a variety of children's programs. Based on all input, they are well-attended and well-liked.

Library Experience

There is a strong appreciation for the small, cozy, and intimate space offered at the Atherton Library. Many users commented that they wanted to maintain this atmosphere and strongly want to avoid creating a "mega-library." Many users specifically mentioned appreciating the opportunity to interact with other community members and library staff on their visits. The library staff was mentioned several times for their exceptional service and friendly demeanor.

Priorities and Values

Survey respondents considered many of the suggested items important and valued for the future elements of Atherton Library. The items most valued (marked as *important* or *very important*) included:

- Convenience (98.5%)
- Kids Area (96.2%)
- Information Technology (94.1%)
- Access to Collections (94.0%)
- Information Help (94.1%)
- Welcoming (93.4%)
- Access to things one can't afford individually (92.6%)

Elements Survey participants would most like to see in the Atherton Library (marked as *valuable* or *highest value*) were:

- Children's Area (94.6%)
- Comfortable Seating (88.0%)
- Browsing / Display Areas (83.6%)



IV. Community Input and Analysis

- Quiet Study Area (80.7%)
- Internet Stations (72.6%)

A café or food and beverage area was the only item suggested that did not receive priority with 77.7% marking it as not important.

All types of collection material were rated as valuable. The ones showing the most exceptional value (marked as *valuable* or *highest value*) were:

- Children's Books (100%)
- Adult Non-Fiction (97.8%)
- Reference Material and Resources (96.2%)
- New Books and Bestsellers (92.0%)

Similarly, most library services suggested were also considered valuable. The only services of possible lower value, based on Survey responses, were study rooms for small groups and foreign language materials. However, Focus Group attendees specified a desire for more foreign language materials. The highest valued services (marked as *valuable* or *highest value*) were:

- Children's Storytime and Programs (93.8%)
- Information Help (93.0%)
- Lifelong Learning (86.3%)
- Summer Reading Programs (83.5%)
- Public Computer Access (81.1%)

Library Non-users

No strong or consistent reasons came forward in the Survey for not using the library. However, the most common reason for not using particular library services was not being aware of the service.

Demographic Anecdotes

In addition to the U.S. Census and ESRI studies of Atherton and the surrounding unincorporated community included in the Atherton library service area, demographic information was gathered anecdotally through the Focus Group, interviews, and staff observations.

The service area community is made up of self-shaped learners, who are in a state of constant inquiry. This community has a high level of adult and leisure reading. The number of children and demand on local schools is increasing. In addition, adults in the community, because of modern practices, including telecommuting, are looking for a third place, a place to be besides work or home, a place for community engagement.



IV. Community Input and Analysis

Looking to the Future – Opportunities for Improvement

Although Atherton is generally satisfied with the library services available, there were several areas where improvement is desired.

Entry and Civic Presence

There were several requests to improve access and entry to the building. Concerns over the library's location and connection to the community were also expressed, as well as hope that any future changes might increase the library's civic presence through design, signage, and/or location.

Separate Uses, Separate Spaces

Many users brought up concerns of the scheduled programs and activities taking over the library space and interfering with any concurrent activities (computer use, quiet reading, etc.). Concern was specifically expressed over lacking a fully developed and dedicated children's area, a dedicated area for teens, and a dedicated space for quiet reading.

However, there was some debate among participants over how much use a teen area would find. The Focus Group included participants who felt strongly that a teen area was needed and would be used, while other participants felt the opposite. The Survey also reported mixed results for a teen space with 66.9% thinking it was important or very important to have a teen area, while another 33% felt it was not important or did not know if it was important. Related to each of these uses, there were several requests to improve acoustics in the building.

Gathering Space

The predominantly residential make-up of Atherton leaves few spaces for public gatherings. The library, in partnership with the park, could provide a place and a neutral ground for larger public and civic events. The library is also seen as a place for informal smaller gatherings and interactions, the heart of a residential community.

Technology

There were some concerns by users over the role of technology in the future. Many appreciated technology being available but several users still did not want technology to take over or dominate the library experience. Almost every Focus Group member and Key Informant Interviewee acknowledged public computer stations as being a critical resource for the community at large.

Aesthetics

Most participants who commented, appreciated the aesthetics, scale and architectural vocabulary of the existing facilities, but there were



IV. Community Input and Analysis

widely varying viewpoints on what should happen to the existing structure to accommodate future services. Opinions varied from wanting to preserve the architectural heritage of the building to proposing starting from scratch and building a new facility.

Measured Expansion

There were consistent Focus Group and Key Informant comments that stated a need for additional seating, collections, and program space. They also consistently noted that there was not a need for a large “mega-library,” and warned of losing the current small-town library feel associated with a more intimate space. They believed expansion, renovation, or new construction should focus on maintaining the intimate and small-town nature of the building.



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V. Existing Facility Service Assessment: Qualitative

Existing Services

The Atherton Library's existing services consist of the materials collection available for public use and various programs that take place in the library facilities. An outline of these services is listed below.

Materials Collection

- Adult New Print
- Adult Paperbacks
- Adult Periodicals
- Adult Print
- Young Adult Fiction
- Young Adult Paperbacks
- Young Adult Nonfiction
- Young Adult Graphic Novels
- Juvenile Paperbacks
- Juvenile Periodicals
- Juvenile Print
- Juvenile Series
- Reference Materials
- Adult Audio Books
- Adult CDs
- Adult DVDs
- Adult Playaway
- Young Adult Audio Books
- Young Adult MP3 Players
- Juvenile Audio Books
- Juvenile CD-Roms
- Juvenile CDs
- Juvenile DVDs
- Juvenile Playaway

Children's Programs

- Toddler Storytime
- Preschool Storytime
- Musical Storytime
- Craft Activities
- Puppet Shows
- Reading Development Program (Paws for Tales)

Family Programs

- Movie Night
- Adult Programs
- Guest Speakers
- Educational Sessions



V. Existing Facility Service Assessment: Qualitative

Friends of Library Events

- Ice Cream Socials
- Open Houses

Access to Larger Collections

- Inter-branch Borrowing
- Interlibrary Loan
- Holds

Operating Hours

The Atherton Library is currently open to the public 57 hours per week with the following hours:

| | |
|--------------------|--------------|
| Monday – Wednesday | 10 AM – 8 PM |
| Thursday – Friday | 10 AM – 6 PM |
| Saturday | 10 AM – 5 PM |
| Sunday | 1 PM – 5 PM |

Staffing

Staffing levels have been relatively stable over the past ten years at the Atherton Library. The following is the current staffing breakdown at Atherton Library:

| | |
|--------------------------|----------|
| Branch Manager | .5 FTE |
| Circulation Supervisor | .375 FTE |
| Senior Library Assistant | 1.00 FTE |
| Library Assistant II | .5 FTE |
| Library Assistant II | .75 FTE |
| Librarian II | .5 FTE |
| Librarian II | .5 FTE |
| Aides (Extra Help) | .5 FTE |

(FTE – Full-time Equivalent)



V. Existing Facility Service Assessment: Qualitative

Existing Facilities – Qualitative Analysis



Introduction

Through the course of this Needs Assessment study, ABA visited the Atherton Library on three occasions, each at different times throughout the day. The purpose of these visits was to observe how the library functions on a typical day, and to compare those observations with the SMCL Service Principles. In addition, our comments and observations are made through our own background and experience with library design, library service trends, and current best practices within California libraries. This qualitative assessment represents ABA's professional judgment as to the existing physical facility strengths and limitations of the building, in terms of library service provision.

This assessment is limited to a facility review of library services elements only, and does not contain assessment of more traditional architectural and building elements of the facility including, but not limited to structure, architecture, landscape, electrical, mechanical, plumbing, energy use, etc.

The Town did engage in a seismic study of the building and published results of that study in two reports for the Atherton Library at 2 Dinkelspiel Station Lane, Atherton California.

- ASCA 31-03 Structural Evaluation Report - 2/11/09
- FEMA 356 Life Safety Building Performance Evaluation & PML Analysis – 9/24/09

The observations are structured to align with the SMCL Service Principles:

- Welcoming Environment
- Intuitive Systems and Layout
- Operational Efficiency
- Space that Excites and Inspires
- Customer Driven Self-Service



V. Existing Facility Service Assessment: Qualitative

Welcoming Environment

Atherton Library is a hidden treasure to the community. It is somewhat of a challenge for new users to find and its architectural appearance and exterior signage do not define it as a public space. It is charming and quaint, adjacent to the public park and Town Hall, with outdoor spaces that allow exterior programming and leisurely reading in the summer months, although seating and access to these types of exterior spaces are limited.

The addition of ramps in 1967 and 1981 made the building more accessible, although the ramps do not meet current accessibility standards. The front accessibility improvement altered the location of the original architectural entry. This changed access point now makes finding the new front door more challenging. Currently, the exterior signage does not include hours of operation, and users need to walk to the front door to determine if the library is open or to use the book drop for after-hours book returns.

The entry lobby is small and currently contains the copy and print area, the bin storage for the exterior book return, community information, Friends of the Atherton Library book sale mobile shelves, a drinking fountain, and access to the public restrooms. Each of these important services is competing for space and makes for a cluttered first impression of the library, which is very different from the clean and well-organized spaces within the library main room.



Bathroom doors, a copy area, and the book return are located at the entry vestibule.



V. Existing Facility Service Assessment: Qualitative

Intuitive Systems and Layout

The one room open library makes it easy to see and understand what is available from the moment you enter the space from the lobby. The service desk is located immediately upon arrival and make it easy for customers to know where to go for help. Customers are greeted with display gondolas that contain both new books and Friends of the Atherton Library books.



Book display gondolas encourage browsing.

The display areas are very limited and make it challenging to create a marketplace feel as you enter the library. Signage is also limited and finding what you are looking for at a more specific level could be improved with better signage.

Currently, books for sale by the Friends of the Atherton Library (FOAL) are located on a display gondola immediately in front of the entry lobby. These books are an important element of the library and should be given their own space, distinct from other new books. Another setup and location would provide a more consistent theme for new books in the library's collection and would better feature the ongoing FOAL items available for purchase.

V. Existing Facility Service Assessment: Qualitative

While a lovely garden awaits readers, it is not intuitively clear that customers are invited to exit through the children's area and into the reading garden. In good weather, this area is used for larger events and programs, but an interior space could be used year round.



Outdoor seating areas located adjacent to library.

Several reading stools are intermittently placed at the perimeter of the library, aligning with perimeter arched windows. While these create quiet places for individuals to read, their placement can impede the adjacent narrow aisles, and the stools are not comfortable for long periods of time.



Seating for reading is limited, but there is regular access to natural light.



V. Existing Facility Service Assessment: Qualitative

The overall ambience of the space depends largely on the attendance of the day. Since there are no acoustical separations, other than the stacks themselves, customers who are seeking a quiet atmosphere may be frustrated by the noise generated at a program or even just an elevated number of visitors on a particular day.

Operational Efficiency

Due to the open nature of the library, it is easy for the staff to see and access almost all areas of the library from the service desk. The taller stacks, positioned at the far end of the building, allow for viewing down the aisles, promoting better visibility. However, the adaptive reuse of a residence into a library poses many issues associated with efficiency of the library. Besides the large open library space, the other library spaces, which are used by staff, are broken down into smaller rooms that were formally used as bedrooms, bathrooms, closets, and a kitchen. 1,350 square feet of the staff space is located upstairs and is therefore not accessible to those with mobility issues. From a space utilization perspective, the staff areas are highly inefficient. Storage areas are adapted from spaces that are too small for their use, and storage is distributed and dispersed in a very inefficient manner. Second floor storage is problematic for staff to carry items up and down the stairs when needed for library programs and use.



The upstairs staff area is only accessible by stairs.

V. Existing Facility Service Assessment: Qualitative

The staff breakroom and offices are larger than necessary because they are adapted from spaces of the old residence. The rooms located on the second floor make it very difficult for staff to quickly access public spaces. Individuals have reported that they feel isolated when they are working upstairs, which means they are less likely to make optimal use of these spaces.



Staff break areas are very generous in space, but are inconvenient located relative to the main library areas.

The service desk is larger than necessary because it was designed for a now outdated mode of service. New modes of service provide for staff helping customers out on the floor, rather than being stationed behind a desk. Upstairs, there is additional underutilized space because staff members do not want to be located on the second floor, so the total area of staff space to library space is disproportionately high and the spaces are not efficiently utilized, due to their location and layout.



V. Existing Facility Service Assessment: Qualitative

The staff finds the office space useful for storage of props and books for children's programming purposes. Additional storage for tables, chairs, and other bulky items like screens and projectors would be useful.



Typical staff work and storage areas.

The exterior book return and its lack of connection to staff material handling areas, also presents layout and user experience challenges. These areas can be unsightly and noisy, and they occur in the space of the primary entrance and marketplace locations.

In addition, staff has observed inconsistent heating in the different workspaces. As a result, staff members avoid spending time upstairs or in the back work areas as much as possible.

Space that Excites and Inspires

The library is charming and quaint upon first impression. The open feel of the one-room library and the quantity and quality of light entering through windows located from three different directions create a warm and inviting space. However, this one-room space is too small and problematic from an acoustical and use perspective.

A rotating art exhibit rings the interior perimeter of the library, and the art works feature local Atherton artists. This is a beloved collection and some users note that they visit the library specifically to see the art at various times throughout the year.

V. Existing Facility Service Assessment: Qualitative

The gondolas that greet users in the front area of the library are limited and can only display a small amount of materials. In some shelving units, face-out books are displayed either in the lower or upper shelves, because of the limited space in the library, but these are difficult to see and reach and do not entice readers who are browsing for new material.



Display space is limited to standard metal shelving units. This makes browsing popular materials more difficult. End panels on standard shelves encourage browsing.

The children's area is quite small and contains only one gondola to display larger reader and picture books. The children have a difficult time browsing for books that would inspire them because the shelving is higher than their ability to reach. Books are generally displayed spine-out (except for one shelf) and displays that would entice the children to explore their library further are limited, compared to other libraries in the area. Here is a brief outline of best practices and key features for modern children's library areas.

Children's Area Best Practices and Key Features

- Design should be fun, whimsical and colorful
- Incorporate signage and a special gateway feature to announce the children's library
- Include display areas for children's art work, seasonal displays, and special events
- Display areas are usually slatwall with acrylic shelves, gondolas, and slatwall pyramids
- Use lower shelving, so that children may select their own books
- Provide space for regular children's programming, including storytime, arts, crafts, puppet shows, music, and dance
- Provide movable furniture for flexibility
- Provide child size table and chairs
- Select fun and durable fabrics and finishes



V. Existing Facility Service Assessment: Qualitative

Storytime and other children's programs are well loved and used, but the space available in the open library plan only allows for seating of about 20 children before seating must be expanded into the general library area. This is very problematic for other library users, because of the close proximity of the computer stations, tables, and the adult seating areas. The reverse is true whenever there is an adult program in the library, and the children and parents must adapt to using the children's area, making limited noise, which is not always possible or desirable.

Attendance at children's events is particularly high. Storytime attendance ranges from 1-5 children, to upwards of 60 people. When the library hosts large events, such as puppet shows or magic shows, they have had attendance of over 100 people. It is also distracting for storytime performers, when users use the DVD and collections nearby, or when there is a conversation at the nearby public service desk with users. The larger events overflow into other areas and intrude on others using the library for different uses.



The existing children's area is open to the main library space and events overflow into the main library space.

Library users consistently appreciate the easy access to online services. A large percentage of users enter the library to pick up or return an item that they requested online, and do not choose to spend extended periods of time in the library. Customers feel that the seating in the library is too limited and not comfortable. They would love to sit near a window and read looking out to the park, but the small stools that serve this purpose are not comfortable for extended stays beyond just initial perusing of materials. The limited seating that is near the service desk is quite exposed to the center of activity and to the children's area, where noise and commotion make it difficult for those who want to have a quiet reading experience.

V. Existing Facility Service Assessment: Qualitative

There are two lengths of shelving dedicated to teen materials, with a few beanbag chairs alongside. Teens require some space in order to use the library, and while several schools and nearby functions provide activities for teens; a dedicated teen space is still needed in the library. The current space and seating is inadequate to provide this service and is not inviting to a teen population that may want to use the library. Here is a brief outline of best practices and key features for modern children's library areas.

Teen Space Best Practices and Key Features

- Design should reflect teen's desire to be different from younger children and adults
- Separate acoustically from other areas of the library
- Keep highly visible for staff supervision
- Incorporate technology including computers, TV, music players, etc. and facilitate social or team use of the equipment
- Select tough and durable furniture and finishes
- Provide space for homework help and group study



Teen collection and reading area.

Library customers can use the garden through the Children's area for quiet reading and studying; however, an indoor quieter space for this function is preferable. There are no separate program rooms for structured and planned events, and staff reports a shortage of seating and table areas used for casual, unstructured library use.

Lighting in the Library is well suited to its use as electric and daylight mix to create suitable lighting conditions for browsing and reading. Programs, such as Movie Night, require the lighting levels of the entire usable space to be controlled by one use, further pointing to the need for a separate program room for such functions.



V. Existing Facility Service Assessment: Qualitative

Customer Driven Self-Service

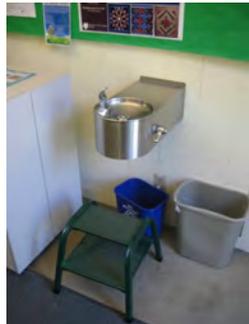
Atherton Library customers are using the self-checkout equipment at the rate of 67% of their total checkout. A more typical number for a well-designed self-check is 95%. As the self-check percentage increases, the library staff are freed up to more actively assist customers with higher value library services, rather than processing checkouts. The location of the self-check unit is at the computer table, and outside of the path of travel as a customer is leaving. The amount of self-checkout would increase if the location of the self-check unit is in a more desirable location and distinctive design. This could free up staff to engage in other types of tasks, such as assisting customers with research or locating materials.

Staff reports high use of holds and loaning materials from other locations for a small fee. This service is well-used and well-liked, but also points out that currently, browsing is limited due to the smaller size of collection and also the lack of display area.



V. Existing Facility Service Assessment: Qualitative

Although the drinking fountain and public restrooms follow general requirements for accessibility, the significant number of children visitors generates additional accessibility needs. Step stools are in place to help smaller children, but these modifications create obstacles for other users. Additional fixtures designed for small children and families would greatly improve accessibility for all users.



The drinking fountain, single occupant existing bathrooms, and staff bathroom have accessibility issues.



Books on hold are readily available but also very visible and not very aesthetically pleasing.



V. Existing Facility Service Assessment: Qualitative

Existing Floor Plan Zoning and Areas

The public space in the library is all located on the first floor. Near the entry is the marketplace and a staff service point. The children's area is located in the corner near staff. In the center of the main space are the technology stations and most of the available seating. At the far end of the space is the main adult collection with some seating along the perimeter. Staff space and storage are located on both the first and second floor. The approximate existing square footage for each zone is listed below.

| Zone | Area |
|------------------------------------|----------------|
| Entry | 150 SF |
| Marketplace | 490 SF |
| Service Points (Self and Assisted) | 200 SF |
| Technology | 150 SF |
| Children's Collection | 172 SF |
| Children's Seating | 263 SF |
| Adult Collection | 1,029 SF |
| Seating | 400 SF |
| Teen Collection | 25 SF |
| Teen Seating | 115 SF |
| Staff | 1200 SF |
| Building Support Space | 596 SF |
| Total Building | 4790 SF |



V. Existing Facility Service Assessment: Qualitative

Existing Facility Layout.



VI. Peer Library Benchmarking: Quantitative

Benchmarking Data

Following the qualitative assessment offered in Section V, this section offers a quantitative assessment of key library metrics concerning library service delivery. The Core Team developed a list of peer city libraries in order to study the quantitative metrics of their library services delivery. These libraries were selected because they most closely align with the following key criteria established by the Core Team:

- Built in the last five years
- 10,000 – 20,000 service population
- Less than 15,000 SF in building area

For purposes of this study, the Core Team identified libraries throughout California and the nation, and then culled the list to six for their inclusion in this Needs Assessment report. These six libraries bear the most direct relevance to Atherton and include:

- Julian Branch Library, CA
- Frazier Park Branch Library, CA
- Castroville Library, CA
- Redwood Shores Library, CA
- Allegheny Branch Library, Pittsburgh, PA
- Pinecrest Library, FL

The data that was commonly available between the six identified peer city libraries include:

- Service Population
- Collection Size (total items and in items/capita)
- Seating (total seats and seats per 1,000 capita – note: does not include programming or technology seating)
- Computers (total public access computers and in computers per 1,000 capita)
- Program Room (number of rooms and number of seats)
- Children's Programming (number of areas and number of seats)
- Group Study (number of rooms, number of seats)
- Square Feet of Building (total gross square feet and square feet per capita)

Through quantitative analysis, one can note that certain elements of the Atherton Library either exceed or fall short of its peer city library metrics. This should not be considered a hard fast rule, but a methodology to help illuminate any issues that may be preventing a facility from most fully supporting the service goals of its operators and its value to the community. Combined with the qualitative analysis, this quantitative analysis helps to inform the specific facility recommendations. When the findings of both analysis align, there is greater indication that specific recommendations may be required.



VI. Peer Library Benchmarking: Quantitative

Of the numerous national libraries from the December Library Journal, 4 provided additional information on their key metrics. Two were selected for their alignment with the Atherton Library:

- Allegheny Library, PA
- Pinecrest Library, FL

We then turned to looking closer at more California libraries with these guiding criteria and found 3 additional libraries meeting all three criteria:

- Julian Library
- Frazier Park Library
- Castroville Library

Finally, we adjusted the Redwood Shores data to align with the effort, by subtracting the building area and program rooms associated with the Community Center. All six provide a good range for the benchmarking purposes of the Needs Assessment.

Following are summary observations, based on the peer library benchmarking, which is depicted in matrix form on the following page. These items, along with the analysis of Sections II-VI will become the basis of the recommendations that are delineated in Section VII.

Collection Size

- Peer library collections range between 1.40 – 4.88 items per capita, averaging 3.02 items per capita
- Atherton Library's collections currently consist of 1.99 items per capita
- Needs Assessment Report recommendation is 3.00 items per capita
- In relation to its benchmarking peers, Atherton Library is deficient in collections by 34%

Seating

- Peer library seating counts range from 3.00 – 8.26 seats per 1,000 capita, averaging 5.6 seats per 1,000 capita
- Atherton Library's seating currently includes 1.7 seats per 1,000 capita
- Needs Assessment Report recommendation is 4.00 seats per 1,000 capita
- In relation to its benchmarking peers, Atherton Library is deficient in seats by 58%



VI. Peer Library Benchmarking: Quantitative

Computers

- Peer libraries provide 1.12 – 3.51 computers per 1,000 capita, averaging 2.64 computers per 1,000 capita
- Atherton currently provides 0.49 computers per 1,000 capita
- Needs Assessment Report recommendation is 1.00 computer per 1,000 capita
- In relation to its benchmarking peers, Atherton Library is deficient in computers by 51%

Program Room

- 4 of the 6 peer libraries provide a dedicated program use, with the other 2 providing shared program rooms, all averaging 54 seats
- Atherton Library currently does not provide a program room
- Needs Assessment Report recommendation is a Program Room with room for 50 seats
- In relation to its benchmarking peers, Atherton Library is deficient one program room.

Children's Programming

- All 6 peer libraries provide dedicated program areas for children, ranging between 1.00 – 2.44 seats per 1,000 capita, averaging 1.77 seats per 1,000 capita
- Atherton currently provides 1.7 seats per 1,000 capita
- Needs Assessment Report recommendation is 1.50 seats per 1,000 capita
- The typical programming will be accommodated in other growth recommendations.

Group Study

- Of the 6 peer libraries, there are 4 quiet study rooms provided among 3 of the libraries
- Atherton Library currently does not currently provide a group study room
- Needs Assessment Report recommendation is to provide 1 group study room with 8 seats
- In relation to its benchmarking peers, Atherton Library is deficient one group study room.



VI. Peer Library Benchmarking: Quantitative

Square Feet of Building

- Peer library square feet range between 0.60 – 1.47 square feet per capita, averaging 0.91 square feet per capita
- Atherton Library currently provides 0.29 square feet per capita
- Needs Assessment Report recommendation is a minimum of 0.70 square feet per capita
- In relation to its benchmarking peers, Atherton Library is deficient in size by 59%



VI. Peer Library Benchmarking: Quantitative

Benchmark Matrix

| | Atherton Library | Needs Assessment Report Recommended Target | Julian Branch Library, CA | Frazier Park Branch Library, CA | Castroville Library, CA | Redwood Shores Library | Allegheny Branch Library, Pittsburgh, PA | Pinecrest Library Pinecrest, FL |
|--------------------------------|---------------------------------|--|---------------------------------|---------------------------------|---------------------------------|---|--|---------------------------------|
| Service Population | 16,436 | - | 11,147 | 13,963 | 9,508 | 10,648 | 25,000 | 19,000 |
| Collection | 32,726 items 1.99 per capita | - 3.00 per capita | 35,696 items 3.20 per capita | 35,079 items 2.51 per capita | 33,000 items 3.47 per capita | 52,000 items 4.88 per capita | 35,000 items 1.40 per capita | 49,733 items 2.62 per capita |
| Readers' Seating | 22 seats 1.34 per 1,000 | - 4.00 per 1,000 | 90 seats 8.07 per 1,000 | 71 seats 5.08 per 1,000 | 52 seats 5.47 per 1,000 | 88 seats 8.26 per 1,000 | 75 seats 3.00 per 1,000 | 75 seats 3.95 per 1,000 |
| Computers | 8 computers 0.49 per 1,000 | 1.0 / 1,000 | 20 computers 1.79 per 1,000 | 49 computers 3.51 per 1,000 | 31 computers 3.26 per 1,000 | 34 computers 3.19 per 1,000 | 28 computers 1.12 per 1,000 | 56 computers 2.95 per 1,000 |
| Program Room | 0 room(s) 0 seats | 1 room 50 seats | 1 room(s) 45 seats | 1 room(s) 60 seats | 0 room(s) 60 seats | Shared with Community center 0 seats | 2 room(s) 64 seats | 1 room(s) 90 seats |
| Children's Area | 28 seats 1.70 per 1,000 | 1.5 / 1,000 | 22 seats 1.97 per 1,000 | 20 seats 1.43 per 1,000 | 20 seats 2.10 per 1,000 | 26 seats 2.44 per 1,000 | 25 seats 1.00 per 1,000 | 32 seats 1.68 per 1,000 |
| Group Study | 0 room(s) 0 seats | 1 room(s) 8 seats | 0 room(s) 0 seats | 1 room(s) 6 seats | 2 room(s) 18 seats | 1 room(s) 8 seats | 0 room(s) 0 seats | 0 room(s) 0 seats |
| Square Feet of Building | 4,790 SF 0.29 per capita | range 0.70 - 1.30 0.70 per capita | 9,573 SF 0.86 per capita | 9,972 SF 0.71 per capita | 9,163 SF 0.96 per capita | 15,699 SF 1.47 per capita | 15,000 SF 0.60 per capita | 15,000 SF 0.79 per capita |



VI. Peer Library Benchmarking: Quantitative

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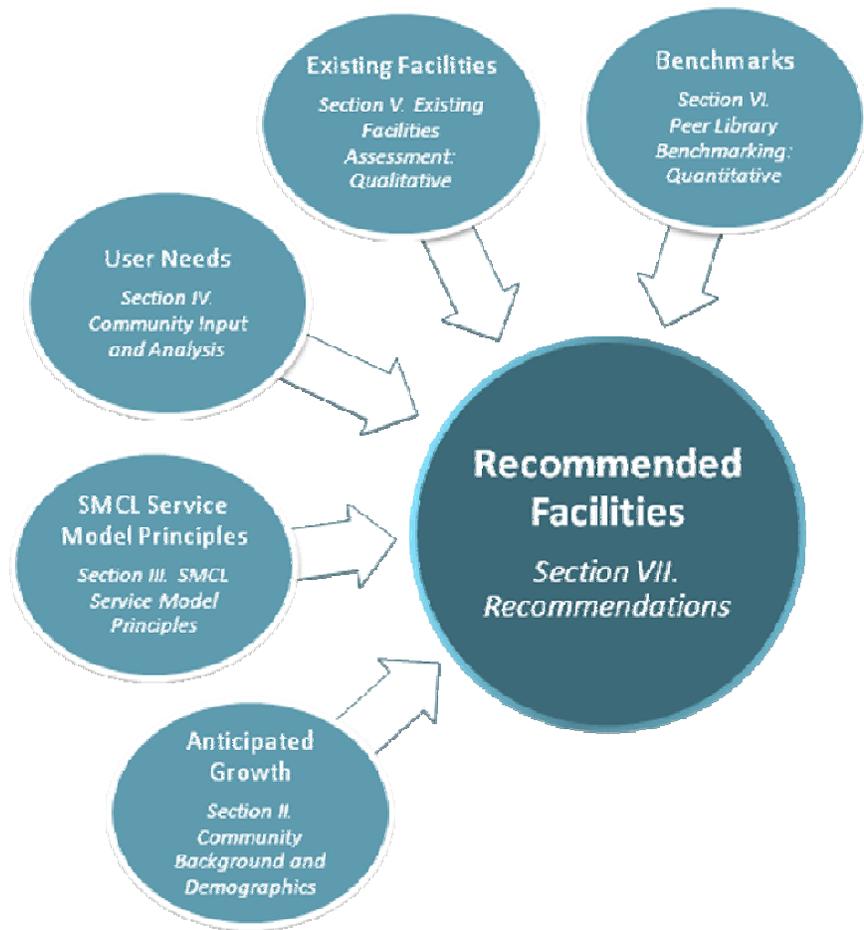


VII. Recommendations

Basis for Recommendations

This Library Needs Assessment has considered numerous sources of information and influences, as they pertain to the delivery of library services at the Atherton Library:

- Anticipated Growth
- SMCL Service Model Principles
- User Needs
- Benchmarking
- Existing Facilities (from a service delivery perspective)



VII. Recommendations

Anticipated Growth

Concerning the Anticipated Growth, this Library Needs Assessment provides for the expected population growth of the service population, compounding between 2010-2030, at an annual rate of 0.19%. Over the twenty-year period, this results in a population growth of approximately 3.87%. This population growth over the period of this study will contribute to the quantitative conclusions, drawn below.

SMCL Service Model Principles

Implementing the five SMCL Service Model Principles affect the overall recommendations substantially. As stated earlier, these Principles are based on current goals for all libraries within the JPA, and build upon important trends in the delivery of library services. Most notably, these principles will require additional space to accommodate different methods of materials display and seating, as well as providing a variety of settings and options for users to interact and choose settings that are most aligned with their chosen library experience (quiet and contemplative, exciting and conversational, or educational and active).

The tangible ways that the Service Model Principles factor into the recommendations are in shelving display densities, face-out displays, and the recommendation for some enclosed spaces, which will provide acoustical separation for the distinctly different activities occurring simultaneously on any given day.

User Needs

User Needs are the cumulative summation of the community outreach process that occurred as a part of this study. They include the anecdotal and statistical responses by the participants of the community outreach in the forums including: the Online Survey, Focus Group meeting, and Key Informant interviews. The user needs are utilized to express overarching concepts, where there is great alignment of opinion expressed, as well as validating alignment or mis-alignment of other statistical measures, such as benchmarking and other library services best practices. User needs are also factored into the metrics by influencing the overall mix of the resulting collections, seating, and technology, within the framework of the established projected growth.



VII. Recommendations

Benchmarking

Benchmarking of peer libraries illustrates a comparison of similar facilities with similar service populations. For purposes of this study, the Core Team identified three criteria in order to vet suitable libraries for benchmarking. These criteria include libraries that:

- Recently improved service delivery through facility improvement between 2006-2009
- Serve a total service area population between 10,000 and 20,000 people
- Total in gross square feet less than 15,000 square feet

Analysis of these benchmarks, especially in conjunction with the SMCL Service Model Principles, informed a recommended target for metrics of the library. Included in these metrics are: collection size, number and types of seats, technology, program rooms, children's programming, group study, and total square feet of building.

Key Metrics

After considering each of the five above influences, anticipated population growth, user needs, application of SMCL Service Model Principles, comparison to peer benchmark metrics, and an analysis of the existing conditions from a service delivery perspective, the following specific recommendations are made:

Collections

Total items to increase from ~33,097 to ~51,797

- Adults collections to increase from 22,000 items to 34,500 items
- Teen's collections to increase from 550 items to 850 items
- Children's collections to increase from 10,500 items to 16,500 items

All three collections require more room to adequately display and market the items within their collection. This takes the total net assignable floor area associated with collections only, from approximately 1,226 square feet to approximately ~4,200 square feet.

Seating

Total reader seating to increase from 28 to 68

- Adult seating to increase from 18 seats to 35
- Teen seating to increase from 2 seats to 11
- Children's seating to increase from 8 seats to 22

All seating requires more room to serve users adequately. This takes the total net assignable floor area associated with seating only, from approximately 778 square feet to approximately ~1,541 square feet.



VII. Recommendations

Programming and Specific Use Spaces

Technology

Increase technology seating from 6 to 17. Evolving technology use suggests that the number of fixed technology stations may remain at the existing 6, and provide the balance of 11 recommended stations in flexible variations of seating to support less formal use of technology including laptop use, e-readers, and others. Where the 6 fixed stations may exist at a more traditional computer table, the additional 11 stations may be arranged throughout the library with a choice of comfortable seating, carrels, personal or shared tables. The area to accommodate this seating is included in the technology recommendation for additional area. With access to the system's robust Wi-Fi network, each of these 11 seats should be equipped with nearby power outlets to support the customer's use of their own equipment.

Provide power outlets with seating to encourage this use.

Provision of additional technology services requires more room to provide an adequate number of technology stations. This space should be flexible to allow adaptation to future technology needs. This takes the total net assignable floor area associated with technology only, from approximately 150 square feet to approximately ~513 square feet.

Entry

The current Atherton Library entry is inadequately sized. Additional space is recommended to create a welcoming entry. Create appropriate space for Community Information. Relocate the exterior bookdrop to an enclosed space, with a preference for access directly into staff work space. Create easy access to accessible restrooms;

Library Program Room

A key service of SMCL is planning and facilitating library programs. A Library Program Room is necessary to be able to realize this service fully. This provision will support the library's ability to offer programs while also allowing users that are not participating in the program to use other library services concurrently. Add a Program Room to accommodate up to 50 people.

Quiet Zone

The existing facility lacks any separate spaces from the main space for acoustical separation. This is an issue for multiple users and service principles. Provide a quiet zone for up to 8 people, allowing users to self-select the environment in which they chose to participate. The whole of the library may continue to offer a conversational level of activity, while this added area will provide those looking for more contemplative spaces.



VII. Recommendations

Friends of the Atherton Library

FOAL is an important volunteer organization, which supports fundraising for special programs and collections. It is important that they have a distinctive space for their use. Provide approximately 50 square feet of space to allow the Friends of the Atherton Library to market their collection and sales.

Children's Programming

A service population of this size does not demand a dedicated children's programming room. For the current collection size, the space provided for typical children's programming is adequate. The growth in collections and seating for children's area will incorporate the growth needed for children's programming. However, there should be additional space available for special events and larger children's programs to occur in or near the children's area. Any revisions to the children's area should maximize the ability of the space to support acoustical separation to and from other spaces within the library. Separate rooms may be ideal, but not the only means to achieve the acoustical goals. For larger children's programs, the Library Program Room may be scheduled for overflow use.

Marketplace

The existing facilities currently incorporate some of the Marketplace principles. However, the sense of entry and browsing capabilities should be substantially improved. This will involve changing the entry path and the recommended changes for the lobby and entry area. This is accommodated within the overall area increase recommendations.

Community Living Room

Three library spaces identified in the Service Principles include comfortable seating, a place for gathering, and a quiet place for reading. These needs can be addressed with the additional building area provided for adult collections and seating.

Gathering Space

While priority input placed a literal café as "not important," an alternative Gathering Space strategy for Atherton should incorporate the informal, welcoming, and social nature of the layout into a defined area. This may be achieved within the current space allocations for seating and is intended to allow and encourage gathering of individuals with an emphasis on social interaction and discussion.



VII. Recommendations

Teen Space

A teen space should be provided as a basic library service. It should include space for the teen collection as well as adjacent seating, and does not need to be a separate room. One option is to provide a specific glass-enclosed room or space to facilitate teen use of the library in a manner that suites their preferences and learning styles, while minimizing any effect this may have for the balance of users. The primary reason for providing an enclosed space is to maximize acoustical separation. If a separate teen room is desired, up to an additional 400 SF will be required.

Staff Spaces and Functionality

The configuration and parsing of the existing staff space provides an environment that is disjointed and dislocated from the area served. Therefore, if the existing configuration remains, the existing 1,350 square feet will need to remain as staff space.

If there is opportunity to reconfigure the staff space so that the spaces are on one level, adjacent to one another, then the space needed may be reduced to approximately 950-1,000 square feet. The recommendations in this report assume that the staff spaces will be reconfigured accordingly. The staff area will include the following spaces: 1 branch manager's office, 1 open area for sorting of materials and other back-of-house functions, 3-4 open furniture-style workstations, storage, 1 staff break room, 1 staff single-occupant toilet room.

Accessibility

Accessibility as a service includes how one arrives at a library and accesses information and facilities. Although Atherton Library excels at access to information, the facilities do not meet the current standards for physical accessibility. The path of travel to the library does not meet accessibility standards. Spaces within the entry and restrooms are not accessible and make it difficult to use the library. The library building needs to be accessible to the library users and to staff. Space for these required accessibility improvements is accommodated within the overall recommendations.

Total Square Feet of Building

Benchmarking and standard/best practices provide for total building areas between 0.70 – 1.30 SF per capita. The target identified for this Library Needs Assessment is 0.70 square feet per capita, yielding a minimum building size of 11,100 square feet. The collections, seating, and technology growth is accommodated within this area, as well as the addition of a program room, teen space, group study room, and other qualitative improvements to support the SMCL service delivery model, such as improved accessibility, marketplace, gathering spaces, and staff support spaces.



Appendices

APPENDIX

- A. **Survey Summary – 23 Nov 2009**
- B. **Survey Open Ended Responses – 23 Nov 2009**





Appendix A

Survey Summary

23 Nov 2009





SMCL - Atherton Library Needs Assessment

| 1. Select any from among the following libraries that you currently use: | | |
|--|----------------------------------|----------------|
| | * | Response Count |
| Atherton Library | 100.0% (176) | 176 |
| Fair Oaks Library | 100.0% (4) | 4 |
| Menlo Park City Library | 100.0% (119) | 119 |
| Redwood City Library | 100.0% (50) | 50 |
| Palo Alto City Library | 100.0% (18) | 18 |
| East Palo Alto Library | 100.0% (2) | 2 |
| No Library | 0.0% (0) | 0 |
| | Other Library(ies) (please list) | 23 |
| | answered question | 186 |
| | skipped question | 0 |

2. Why do you use the library? Please check all that apply.

| | * | Response Count |
|---|---------------------|-------------------|
| Adult Fiction | 100.0% (128) | 128 |
| Adult Non Fiction | 100.0% (122) | 122 |
| Foreign Language Collection | 100.0% (11) | 11 |
| Adult Programs | 100.0% (37) | 37 |
| Attend Meetings | 100.0% (21) | 21 |
| Borrow Books | 100.0% (142) | 142 |
| Borrow DVDs | 100.0% (115) | 115 |
| Borrow Audio Books | 100.0% (69) | 69 |
| Borrow Music CDs | 100.0% (67) | 67 |
| Community Program or Event | 100.0% (65) | 65 |
| Community Connection | 100.0% (23) | 23 |
| Friend's Book Exchange | 100.0% (34) | 34 |
| Donating Books | 100.0% (80) | 80 |
| Environmentally Conscious (Re-use and sharing of resources) | 100.0% (52) | 52 |
| Information Help | 100.0% (40) | 40 |
| Library Computers/Email/Internet Access | 100.0% (44) | 44 |
| Wireless Access | 100.0% (40) | 40 |
| Children's Books | 100.0% (75) | 75 |
| Bestsellers and Popular Materials | 100.0% (60) | 60 |
| Quiet Places to Read | 100.0% (55) | 55 |
| Browse Magazines | 100.0% (58) | 58 |
| Hang Out with Friends | 100.0% (8) | 8 |
| Study or Do Homework | 100.0% (21) | 21 |

| | | |
|--|---------------------------------|------------|
| Children's Programs | 100.0% (47) | 47 |
| Getting Materials from Other Libraries | 100.0% (91) | 91 |
| Teen Books | 100.0% (30) | 30 |
| | Other (please specify) | 22 |
| | <i>answered question</i> | 173 |
| | <i>skipped question</i> | 13 |

| 3. Please note how often you use this service (i.e. monthly, annually, etc.) | | | | | | | |
|--|------------|-------------------|-------------------|-------------|------------|-------------------|----------------|
| | Daily | Weekly | Monthly | Bi-annually | Annually | Never | Response Count |
| Collections and Resources | 1.4% (2) | 56.7% (80) | 24.8% (35) | 10.6% (15) | 1.4% (2) | 5.0% (7) | 141 |
| Public Access to Computers | 6.5% (7) | 21.5% (23) | 15.9% (17) | 7.5% (8) | 9.3% (10) | 39.3% (42) | 107 |
| Getting Materials from Other Libraries | 2.8% (4) | 19.9% (28) | 41.8% (59) | 23.4% (33) | 4.3% (6) | 7.8% (11) | 141 |
| Staff Help | 3.5% (4) | 19.3% (22) | 35.1% (40) | 21.1% (24) | 13.2% (15) | 7.9% (9) | 114 |
| Information Help | 4.0% (4) | 17.8% (18) | 26.7% (27) | 15.8% (16) | 17.8% (18) | 17.8% (18) | 101 |
| Adult Classes | 1.2% (1) | 2.4% (2) | 6.0% (5) | 9.6% (8) | 8.4% (7) | 72.3% (60) | 83 |
| After School and Educational Programs | 1.3% (1) | 6.3% (5) | 8.9% (7) | 10.1% (8) | 1.3% (1) | 72.2% (57) | 79 |
| Teen Programs | 1.3% (1) | 1.3% (1) | 3.9% (3) | 5.2% (4) | 6.5% (5) | 81.8% (63) | 77 |
| Summer Reading Programs | 2.3% (2) | 5.7% (5) | 2.3% (2) | 4.5% (4) | 36.4% (32) | 48.9% (43) | 88 |
| Senior Programs | 2.4% (2) | 4.8% (4) | 8.4% (7) | 7.2% (6) | 1.2% (1) | 75.9% (63) | 83 |
| Website (www.smcl.org) | 10.1% (12) | 43.7% (52) | 24.4% (29) | 10.1% (12) | 1.7% (2) | 10.1% (12) | 119 |
| Community Connection | 3.4% (3) | 14.6% (13) | 16.9% (15) | 13.5% (12) | 5.6% (5) | 46.1% (41) | 89 |
| Children's Programs | 1.1% (1) | 19.4% (18) | 21.5% (20) | 8.6% (8) | 4.3% (4) | 45.2% (42) | 93 |
| Children's Storytime | 1.2% (1) | 21.2% (18) | 11.8% (10) | 10.6% (9) | 2.4% (2) | 52.9% (45) | 85 |
| Adult Programs | 1.0% (1) | 5.1% (5) | 15.2% (15) | 29.3% (29) | 9.1% (9) | 40.4% (40) | 99 |
| Cultural and Arts Programs | 1.0% (1) | 6.0% (6) | 16.0% (16) | 32.0% (32) | 10.0% (10) | 35.0% (35) | 100 |

| | | | | | | | |
|-------------------------------|--------------------------|----------|----------|------------|------------|-------------------|------------|
| Book Club and Author Programs | 1.2% (1) | 2.4% (2) | 8.2% (7) | 16.5% (14) | 14.1% (12) | 57.6% (49) | 85 |
| | answered question | | | | | | 168 |
| | skipped question | | | | | | 18 |

| 4. When looking for library materials or information, which do you depend on most often? | | |
|---|--------------------------|-----------------------|
| | * | Response Count |
| Using the library online via its web page (www.smcl.org) | 100.0% (114) | 114 |
| Calling the library | 100.0% (11) | 11 |
| Going to the library to get help from staff | 100.0% (41) | 41 |
| Going to the library to look for materials/information on your own | 100.0% (75) | 75 |
| | Other (please specify) | 2 |
| | answered question | 164 |
| | skipped question | 22 |

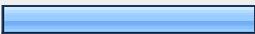
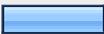
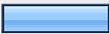
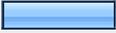
5. Please rate your general satisfaction with the level of services you have experienced. If you do NOT use a service, mark DON'T KNOW:

| | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know | Rating Average | Response Count |
|--|--------------------------|---------------------|------------------|-----------------------|--------------------|-----------------------|-----------------------|
| Collections and Resources | 0.6% (1) | 5.7% (9) | 39.5% (62) | 43.9% (69) | 10.2% (16) | 3.57 | 15 |
| Public Access to Computers | 0.7% (1) | 2.1% (3) | 24.0% (35) | 30.1% (44) | 43.2% (63) | 4.13 | 14 |
| Getting Materials from Other Libraries | 1.9% (3) | 1.3% (2) | 18.6% (29) | 69.2% (108) | 9.0% (14) | 3.82 | 15 |
| Staff Help | 1.3% (2) | 0.0% (0) | 21.0% (33) | 71.3% (112) | 6.4% (10) | 3.82 | 15 |
| Information Help | 0.0% (0) | 0.7% (1) | 21.5% (32) | 49.0% (73) | 28.9% (43) | 4.06 | 14 |
| Adult Classes | 0.0% (0) | 4.2% (6) | 10.6% (15) | 8.5% (12) | 76.8% (109) | 4.58 | 14 |
| After School and Educational Programs | 0.7% (1) | 1.5% (2) | 5.2% (7) | 11.9% (16) | 80.6% (108) | 4.70 | 13 |
| Teen Programs | 0.7% (1) | 0.7% (1) | 3.7% (5) | 6.7% (9) | 88.1% (118) | 4.81 | 13 |
| Summer Reading Programs | 0.7% (1) | 0.0% (0) | 13.1% (18) | 21.9% (30) | 64.2% (88) | 4.49 | 13 |
| Senior Programs | 0.0% (0) | 1.5% (2) | 2.9% (4) | 6.6% (9) | 89.0% (121) | 4.83 | 13 |
| Website (www.smcl.org) | 0.7% (1) | 0.7% (1) | 34.0% (51) | 46.7% (70) | 18.0% (27) | 3.81 | 15 |
| Community Connection | 0.0% (0) | 2.2% (3) | 15.4% (21) | 16.9% (23) | 65.4% (89) | 4.46 | 13 |
| Children's Programs | 0.7% (1) | 1.4% (2) | 7.9% (11) | 36.0% (50) | 54.0% (75) | 4.41 | 13 |
| Children's Storytime | 0.7% (1) | 1.4% (2) | 7.9% (11) | 30.9% (43) | 59.0% (82) | 4.46 | 13 |
| Adult Programs | 1.4% (2) | 3.5% (5) | 17.0% (24) | 17.7% (25) | 60.3% (85) | 4.32 | 14 |

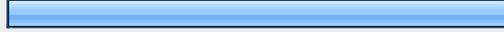
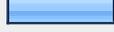
| | | | | | | | |
|-------------------------------|--------------------------|----------|------------|------------|-------------------|------|-----------|
| Cultural and Arts Programs | 0.7% (1) | 3.5% (5) | 18.3% (26) | 21.1% (30) | 56.3% (80) | 4.29 | 14 |
| Book Club and Author Programs | 0.7% (1) | 4.3% (6) | 13.8% (19) | 10.9% (15) | 70.3% (97) | 4.46 | 13 |
| | answered question | | | | | | 16 |
| | skipped question | | | | | | 2 |

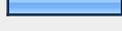
| 6. If you do not currently use the Library, please check all the reasons that apply: | | |
|---|-------------------------|----------------|
| | * | Response Count |
| Not enough time | 100.0% (4) | 4 |
| Inconvenient hours | 100.0% (3) | 3 |
| Does not have what I need | 100.0% (4) | 4 |
| Not enough computers | 100.0% (2) | 2 |
| Cannot find information/books that I am looking for | 100.0% (5) | 5 |
| Not enough staff help | 100.0% (1) | 1 |
| Building condition or access | 100.0% (1) | 1 |
| Parking challenges | 100.0% (3) | 3 |
| Limited space to enjoy programs | 100.0% (7) | 7 |
| No quiet space available | 100.0% (7) | 7 |
| No transportation | 0.0% (0) | 0 |
| Inconvenient location | 0.0% (0) | 0 |
| Don't know what the library has for me | 100.0% (1) | 1 |
| Not in my neighborhood | 100.0% (2) | 2 |
| I buy my own books and other materials | 100.0% (3) | 3 |
| I use a different library | 100.0% (4) | 4 |
| | Other (please describe) | 9 |

| | | |
|--|--------------------------|-----|
| | <i>answered question</i> | 18 |
| | <i>skipped question</i> | 168 |

| 7. Considering all of the library services listed below, which one would you MOST like to see improved? (Select up to 5 choices.) | | | |
|---|---|------------------|----------------|
| | | Response Percent | Response Count |
| Collections and Resources |  | 38.7% | 55 |
| Public Access to Computers |  | 11.3% | 16 |
| Getting Materials from Other Libraries |  | 7.7% | 11 |
| Staff Help |  | 2.8% | 4 |
| Information Help |  | 1.4% | 2 |
| After School and Educational Programs |  | 6.3% | 9 |
| Adult Classes |  | 15.5% | 22 |
| Teen Programs |  | 7.7% | 11 |
| Summer Reading Programs |  | 4.9% | 7 |
| Hours Open |  | 27.5% | 39 |
| Senior Programs |  | 4.9% | 7 |
| Website (www.smcl.org) |  | 14.1% | 20 |
| Available Seating |  | 10.6% | 15 |
| Comfortable Seating |  | 16.2% | 23 |
| Fostering Love of Reading |  | 14.8% | 21 |
| Help for Students |  | 4.9% | 7 |
| Community Connection |  | 9.2% | 13 |
| Children's Programs |  | 13.4% | 19 |
| Children's Storytime |  | 5.6% | 8 |
| Adult Programs |  | 16.9% | 24 |

| | | | |
|-------------------------------|---|--------------------------|------------|
| Cultural and Arts Programs |  | 14.1% | 20 |
| Book Club and Author Programs |  | 11.3% | 16 |
| | | answered question | 142 |
| | | skipped question | 44 |

| 8. What is your primary mode of transportation to get to the library? | | | |
|--|--|--------------------------|-----------------------|
| | | Response Percent | Response Count |
| Public Transportation |  | 1.9% | 3 |
| Car |  | 77.1% | 121 |
| Bike |  | 5.1% | 8 |
| Walking |  | 15.9% | 25 |
| | | Other (please specify) | 2 |
| | | answered question | 157 |
| | | skipped question | 29 |

| 9. What is the most convenient time for you to visit the library? | | | |
|--|---|--------------------------|-----------------------|
| | | Response Percent | Response Count |
| Weekday Mornings |  | 22.9% | 36 |
| Weekday Afternoons |  | 37.6% | 59 |
| Weekday Evenings |  | 15.3% | 24 |
| Weekend Mornings |  | 7.0% | 11 |
| Weekend Afternoons |  | 17.2% | 27 |
| | | answered question | 157 |
| | | skipped question | 29 |

10. If you do NOT use a particular service from the list below please indicate the reason WHY. Be as specific as possible:

| | Didn't Know About It | Inconvenient Hours | Don't Need That Service | Not Satisfied Wth the Level of Service Provided | Other | Rating Average | Response Count |
|--|----------------------|--------------------|-------------------------|---|-----------|----------------|----------------|
| Collections and Resources | 21.1% (4) | 5.3% (1) | 52.6% (10) | 15.8% (3) | 5.3% (1) | 2.79 | 19 |
| Public Access to Computers | 1.4% (1) | 0.0% (0) | 94.6% (70) | 1.4% (1) | 2.7% (2) | 3.04 | 74 |
| Getting Materials from Other Libraries | 10.5% (2) | 5.3% (1) | 73.7% (14) | 0.0% (0) | 10.5% (2) | 2.95 | 19 |
| Staff Help | 9.5% (2) | 0.0% (0) | 76.2% (16) | 4.8% (1) | 9.5% (2) | 3.05 | 21 |
| Information Help | 13.0% (3) | 0.0% (0) | 73.9% (17) | 4.3% (1) | 8.7% (2) | 2.96 | 23 |
| Adult Classes | 33.3% (28) | 3.6% (3) | 57.1% (48) | 4.8% (4) | 1.2% (1) | 2.37 | 84 |
| After School and Educational Programs | 14.4% (13) | 0.0% (0) | 82.2% (74) | 1.1% (1) | 2.2% (2) | 2.77 | 90 |
| Teen Programs | 12.6% (13) | 1.0% (1) | 82.5% (85) | 0.0% (0) | 3.9% (4) | 2.82 | 103 |
| Summer Reading Programs | 4.1% (3) | 2.7% (2) | 85.1% (63) | 1.4% (1) | 6.8% (5) | 3.04 | 74 |
| Senior Programs | 17.3% (18) | 0.0% (0) | 79.8% (83) | 1.0% (1) | 1.9% (2) | 2.70 | 104 |
| Website (www.smcl.org) | 11.8% (2) | 0.0% (0) | 58.8% (10) | 11.8% (2) | 17.6% (3) | 3.24 | 17 |
| Available Seating | 2.6% (1) | 2.6% (1) | 84.6% (33) | 5.1% (2) | 5.1% (2) | 3.08 | 39 |
| Comfortable Seating | 2.7% (1) | 2.7% (1) | 75.7% (28) | 8.1% (3) | 10.8% (4) | 3.22 | 37 |
| Fostering Love of Reading | 14.7% (10) | 1.5% (1) | 77.9% (53) | 1.5% (1) | 4.4% (3) | 2.79 | 68 |

| | | | | | | | |
|-------------------------------|--------------------------|----------|-----------------------------|----------|-------------|------|------------|
| Helping Students | 11.4% (10) | 0.0% (0) | 86.4% (76) | 0.0% (0) | 2.3% (2) | 2.82 | 88 |
| Community Connection | 32.9% (23) | 0.0% (0) | 62.9% (44) | 1.4% (1) | 2.9% (2) | 2.41 | 70 |
| Children's Programs | 2.4% (2) | 3.7% (3) | 90.2% (74) | 0.0% (0) | 3.7% (3) | 2.99 | 82 |
| Children's Storytime | 1.2% (1) | 2.4% (2) | 92.8% (77) | 0.0% (0) | 3.6% (3) | 3.02 | 83 |
| Adult Programs | 26.4% (19) | 2.8% (2) | 68.1% (49) | 1.4% (1) | 1.4% (1) | 2.49 | 72 |
| Cultural and Arts Programs | 30.9% (21) | 4.4% (3) | 60.3% (41) | 1.5% (1) | 2.9% (2) | 2.41 | 68 |
| Book Club and Author Programs | 30.2% (26) | 5.8% (5) | 58.1% (50) | 1.2% (1) | 4.7% (4) | 2.44 | 86 |
| | answered question | | | | | | 133 |
| | skipped question | | | | | | 53 |

| 11. If you answered OTHER immediately above, please use this area to further explain or provide more detailed information about the reason(s) you are not using particular service in the current library: | | Response Count |
|--|--------------------------|----------------|
| | | 16 |
| | answered question | 16 |
| | skipped question | 170 |

| 12. Please write down the first word or phrase that comes to mind when you think of your library: | | Response Count |
|---|--------------------------|----------------|
| | | 148 |
| | answered question | 148 |
| | skipped question | 38 |

| 13. When you hear the term, "Community Library," what do you think is most important? | | | | | |
|---|--------------------------|-------------------|-------------------|------------|----------------|
| | Not Important | Important | Very Important | Don't Know | Response Count |
| Convenience | 0.0% (0) | 28.4% (38) | 70.1% (94) | 1.5% (2) | 134 |
| Address Multiple Generational Needs and Preferences | 6.1% (8) | 32.6% (43) | 56.8% (75) | 4.5% (6) | 132 |
| Welcoming | 5.1% (7) | 34.3% (47) | 59.1% (81) | 1.5% (2) | 137 |
| Place to meet | 26.2% (34) | 46.9% (61) | 20.8% (27) | 6.2% (8) | 130 |
| Access to things one can't afford individually | 3.7% (5) | 23.0% (31) | 69.6% (94) | 3.7% (5) | 135 |
| Customer driven service | 4.6% (6) | 40.8% (53) | 45.4% (59) | 9.2% (12) | 130 |
| Intuitive systems and Layout | 7.1% (9) | 48.8% (62) | 38.6% (49) | 5.5% (7) | 127 |
| Exciting and inspiring spaces | 28.7% (37) | 42.6% (55) | 24.8% (32) | 3.9% (5) | 129 |
| Variety of settings and options | 12.2% (15) | 49.6% (61) | 26.0% (32) | 12.2% (15) | 123 |
| Kids Area | 3.0% (4) | 35.6% (47) | 60.6% (80) | 0.8% (1) | 132 |
| Teen Area | 16.5% (21) | 47.2% (60) | 19.7% (25) | 16.5% (21) | 127 |
| Community Living Room | 35.7% (45) | 41.3% (52) | 10.3% (13) | 12.7% (16) | 126 |
| Computer and Learning Centers | 10.9% (14) | 48.8% (63) | 37.2% (48) | 3.1% (4) | 129 |
| Cafe | 77.7% (101) | 10.8% (14) | 4.6% (6) | 6.9% (9) | 130 |
| Information Technology | 5.2% (7) | 41.5% (56) | 52.6% (71) | 0.7% (1) | 135 |
| Access to Collections | 3.7% (5) | 24.6% (33) | 69.4% (93) | 2.2% (3) | 134 |
| Events and Programs | 15.2% (20) | 43.2% (57) | 37.1% (49) | 4.5% (6) | 132 |
| Information Help | 3.7% (5) | 36.6% (49) | 57.5% (77) | 2.2% (3) | 134 |
| Outdoor Space | 44.1% (56) | 40.9% (52) | 11.0% (14) | 3.9% (5) | 127 |
| Be "green" or sustainable | 20.0% (26) | 46.9% (61) | 27.7% (36) | 5.4% (7) | 130 |
| | answered question | | | | 149 |
| | skipped question | | | | 37 |

14. What elements would you like to see in the Atherton Library? Please rate the importance of each.

| | No Value | Low Value | Valuable | Highest Value | Rating Average | Response Count |
|--------------------------------------|--------------------------|-------------------|-------------------|---------------|----------------|----------------|
| Outdoor / Garden Area for Sitting | 12.2% (16) | 34.4% (45) | 42.7% (56) | 10.7% (14) | 2.52 | 131 |
| Children's Area | 2.3% (3) | 3.1% (4) | 55.5% (71) | 39.1% (50) | 3.31 | 128 |
| Quiet Study Area | 6.9% (9) | 12.3% (16) | 56.9% (74) | 23.8% (31) | 2.98 | 130 |
| Internet Stations | 8.6% (11) | 18.8% (24) | 49.2% (63) | 23.4% (30) | 2.88 | 128 |
| Copy and Print Stations | 7.0% (9) | 28.7% (37) | 51.2% (66) | 13.2% (17) | 2.71 | 129 |
| Comfortable Seating | 2.2% (3) | 9.7% (13) | 63.4% (85) | 24.6% (33) | 3.10 | 134 |
| Art and Cultural Exhibit Space | 10.9% (14) | 41.1% (53) | 45.7% (59) | 2.3% (3) | 2.40 | 129 |
| Individual Study Carrels | 18.9% (24) | 37.8% (48) | 34.6% (44) | 8.7% (11) | 2.33 | 127 |
| Community Meeting Room | 17.1% (21) | 30.1% (37) | 47.2% (58) | 5.7% (7) | 2.41 | 123 |
| Group Study Space | 18.7% (23) | 35.8% (44) | 40.7% (50) | 4.9% (6) | 2.32 | 123 |
| Areas for food and beverages | 49.6% (64) | 30.2% (39) | 17.1% (22) | 3.1% (4) | 1.74 | 129 |
| Local History Collections / Displays | 10.0% (13) | 40.0% (52) | 46.2% (60) | 3.8% (5) | 2.44 | 130 |
| Computer Lab | 14.5% (18) | 33.1% (41) | 41.1% (51) | 11.3% (14) | 2.49 | 124 |
| Browsing / Display Areas | 4.7% (6) | 11.7% (15) | 59.4% (76) | 24.2% (31) | 3.03 | 128 |
| Library Program Space | 7.3% (9) | 25.8% (32) | 51.6% (64) | 15.3% (19) | 2.75 | 124 |
| Teen Area | 16.0% (20) | 38.4% (48) | 43.2% (54) | 2.4% (3) | 2.32 | 125 |
| | answered question | | | | | 142 |
| | skipped question | | | | | 44 |

15. What are the most important materials the library should have to serve the whole community? Please rate the value of each item.

| | No Value | Low Value | Valuable | Highest Value | Rating Average | Response Count |
|----------------------------------|--------------------------|-------------------|-------------------|-------------------|----------------|----------------|
| Newspapers/Magazines | 1.5% (2) | 11.8% (16) | 50.7% (69) | 36.0% (49) | 3.21 | 136 |
| Online Databases | 3.0% (4) | 12.0% (16) | 48.1% (64) | 36.8% (49) | 3.19 | 133 |
| Adult Literacy | 7.7% (10) | 19.2% (25) | 51.5% (67) | 21.5% (28) | 2.87 | 130 |
| Children's Books | 0.0% (0) | 0.0% (0) | 38.5% (52) | 61.5% (83) | 3.61 | 135 |
| Foreign Language Collection | 9.4% (12) | 41.4% (53) | 40.6% (52) | 8.6% (11) | 2.48 | 128 |
| Career Guidance / Job Seeking | 9.1% (12) | 34.8% (46) | 43.2% (57) | 12.9% (17) | 2.60 | 132 |
| Community Information | 3.8% (5) | 9.9% (13) | 65.6% (86) | 20.6% (27) | 3.03 | 131 |
| Homework Support | 11.0% (14) | 33.9% (43) | 48.0% (61) | 7.1% (9) | 2.51 | 127 |
| New Books and Bestsellers | 1.5% (2) | 6.6% (9) | 41.6% (57) | 50.4% (69) | 3.41 | 137 |
| Adult Non-Fiction | 0.7% (1) | 1.4% (2) | 44.9% (62) | 52.9% (73) | 3.50 | 138 |
| Reference Material and Resources | 1.5% (2) | 2.3% (3) | 39.8% (53) | 56.4% (75) | 3.51 | 133 |
| Local History | 5.3% (7) | 27.5% (36) | 58.0% (76) | 9.2% (12) | 2.71 | 131 |
| DVDs and CDs | 4.2% (6) | 10.6% (15) | 50.7% (72) | 34.5% (49) | 3.15 | 142 |
| Children's Audio/Visual | 4.6% (6) | 9.9% (13) | 57.3% (75) | 28.2% (37) | 3.09 | 131 |
| | answered question | | | | | 143 |
| | skipped question | | | | | 43 |

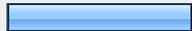
16. Please write down any other suggestions or concerns you may have about the library:

| | Response Count |
|--|--------------------------|
| | 47 |
| | answered question |
| | 47 |
| | skipped question |
| | 139 |

17. What are the most important services the Library can provide? Please rate all choices from least value to highest value.

| | No Value | Low Value | Valuable | Highest Value | Rating Average | Response Count |
|-----------------------------------|--------------------------|-------------------|-------------------|---------------|----------------|----------------|
| Homework Help and Programs | 7.4% (9) | 36.9% (45) | 47.5% (58) | 8.2% (10) | 2.57 | 122 |
| Community Room | 9.2% (11) | 34.2% (41) | 44.2% (53) | 12.5% (15) | 2.60 | 120 |
| Study Rooms for Small Groups | 13.7% (17) | 44.4% (55) | 34.7% (43) | 7.3% (9) | 2.35 | 124 |
| Summer Reading Programs | 4.7% (6) | 11.8% (15) | 55.9% (71) | 27.6% (35) | 3.06 | 127 |
| Computer and Internet Training | 8.7% (11) | 27.8% (35) | 48.4% (61) | 15.1% (19) | 2.70 | 126 |
| Public Computer Access | 3.9% (5) | 15.0% (19) | 43.3% (55) | 37.8% (48) | 3.15 | 127 |
| Lifelong Learning | 4.0% (5) | 9.7% (12) | 52.4% (65) | 33.9% (42) | 3.16 | 124 |
| Teen Programs | 7.5% (9) | 27.5% (33) | 56.7% (68) | 8.3% (10) | 2.66 | 120 |
| Adult Literacy Programs | 6.7% (8) | 21.7% (26) | 50.8% (61) | 20.8% (25) | 2.86 | 120 |
| Foreign Language Materials | 10.7% (13) | 41.8% (51) | 36.1% (44) | 11.5% (14) | 2.48 | 122 |
| Information Help | 1.6% (2) | 5.5% (7) | 56.3% (72) | 36.7% (47) | 3.28 | 128 |
| Cultural and Arts Programs | 5.0% (6) | 34.7% (42) | 49.6% (60) | 10.7% (13) | 2.66 | 121 |
| Local History | 7.1% (9) | 38.9% (49) | 48.4% (61) | 5.6% (7) | 2.52 | 126 |
| Children's Storytime and Programs | 2.3% (3) | 3.9% (5) | 50.0% (64) | 43.8% (56) | 3.35 | 128 |
| Book Discussion Groups | 3.2% (4) | 37.6% (47) | 51.2% (64) | 8.0% (10) | 2.64 | 125 |
| | answered question | | | | | 138 |
| | skipped question | | | | | 48 |

| 18. Are you a resident of Atherton? | | | |
|-------------------------------------|---|--------------------------|----------------|
| | | Response Percent | Response Count |
| Yes |  | 47.0% | 70 |
| No |  | 53.0% | 79 |
| | | <i>answered question</i> | 149 |
| | | <i>skipped question</i> | 37 |

| 19. If yes, how many years have you lived there? | | | |
|--|---|--------------------------|----------------|
| | | Response Percent | Response Count |
| 0-5 years |  | 12.0% | 9 |
| 6-10 years |  | 12.0% | 9 |
| 11-20 years |  | 36.0% | 27 |
| 21-40 years |  | 28.0% | 21 |
| 40+ years |  | 12.0% | 9 |
| | | <i>answered question</i> | 75 |
| | | <i>skipped question</i> | 111 |

| 20. Do you or a member of your household work in Atherton? | | | |
|--|--|--------------------------|----------------|
| | | Response Percent | Response Count |
| Yes |  | 12.5% | 18 |
| No |  | 87.5% | 126 |
| | | <i>answered question</i> | 144 |
| | | <i>skipped question</i> | 42 |

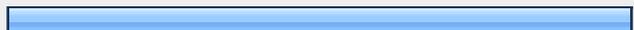
| 21. If yes, how many years have you worked there? | | | |
|---|--|--------------------------|----------------|
| | | Response Percent | Response Count |
| 0-5 years | | 45.5% | 10 |
| 6-10 years | | 9.1% | 2 |
| 11-20 years | | 36.4% | 8 |
| 21-40 years | | 4.5% | 1 |
| 40+ years | | 4.5% | 1 |
| | | answered question | 22 |
| | | skipped question | 164 |

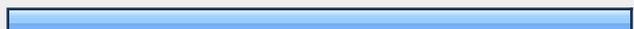
| 22. What is your age? | | | |
|-----------------------|--|--------------------------|----------------|
| | | Response Percent | Response Count |
| under 18 years | | 1.3% | 2 |
| 18-44 years | | 20.8% | 31 |
| 45-64 years | | 58.4% | 87 |
| 65-84 years | | 18.8% | 28 |
| 85+ years | | 0.7% | 1 |
| | | answered question | 149 |
| | | skipped question | 37 |

| 23. Are you: | | | Response Percent | Response Count |
|--------------|--|--|--------------------------|----------------|
| Male |  | | 23.8% | 35 |
| Female |  | | 76.2% | 112 |
| | | | <i>answered question</i> | 147 |
| | | | <i>skipped question</i> | 39 |

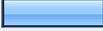
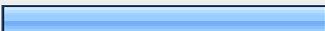
| 24. Do you visit the San Mateo County Library website? (www.smcl.org) | | | Response Percent | Response Count |
|---|---|--|--------------------------|----------------|
| Seldom |  | | 29.3% | 44 |
| Frequently |  | | 66.7% | 100 |
| Never |  | | 4.0% | 6 |
| | | | <i>answered question</i> | 150 |
| | | | <i>skipped question</i> | 36 |

| 25. What is your primary language? | | | |
|------------------------------------|--|------------------|----------------|
| | | Response Percent | Response Count |
| English |  | 97.3% | 145 |
| Spanish |  | 0.7% | 1 |
| Chinese | | 0.0% | 0 |
| Tagalog |  | 0.7% | 1 |
| Vietnamese | | 0.0% | 0 |
| Other |  | 1.3% | 2 |
| Other (please specify) | | | 3 |
| answered question | | | 149 |
| skipped question | | | 37 |

| 26. Do you have access to a computer for personal use outside the library? | | | |
|--|--|------------------|----------------|
| | | Response Percent | Response Count |
| Yes |  | 96.6% | 142 |
| No |  | 3.4% | 5 |
| answered question | | | 147 |
| skipped question | | | 39 |

| 27. Do you have access to high-speed internet outside the library? | | | |
|--|--|------------------|----------------|
| | | Response Percent | Response Count |
| Yes |  | 96.6% | 144 |
| No |  | 3.4% | 5 |
| answered question | | | 149 |
| skipped question | | | 37 |

| 28. Do you attend school (K-12) or have children that attend school (K-12) in Atherton or surrounding community? | | | Response Percent | Response Count |
|--|---|--|--------------------------|----------------|
| Yes |  | | 51.0% | 76 |
| No |  | | 49.0% | 73 |
| | | | <i>answered question</i> | 149 |
| | | | <i>skipped question</i> | 37 |

| 29. If yes, what school level do you or they attend? | | | Response Percent | Response Count |
|--|---|--|--------------------------|----------------|
| Preschool |  | | 15.4% | 12 |
| K-5 |  | | 44.9% | 35 |
| Middle School / Junior High |  | | 20.5% | 16 |
| High School |  | | 50.0% | 39 |
| | | | <i>answered question</i> | 78 |
| | | | <i>skipped question</i> | 108 |

| 30. To what groups do you belong? (check all that apply) | | |
|---|---------------------------------|-----------------------|
| | * | Response Count |
| Parent | 100.0% (103) | 103 |
| Caregiver | 100.0% (19) | 19 |
| Student | 100.0% (12) | 12 |
| Educator | 100.0% (24) | 24 |
| Friends of the Library | 100.0% (41) | 41 |
| Leisure Reader | 100.0% (104) | 104 |
| Book Group Member | 100.0% (25) | 25 |
| Community Group (e.g. arts, history, film, etc.) | 100.0% (15) | 15 |
| Homeschoolers | 100.0% (2) | 2 |
| Business Owner | 100.0% (31) | 31 |
| New to America / New to California | 100.0% (1) | 1 |
| Community Service Organization (e.g. Rotary, Kiwanis, etc.) | 100.0% (25) | 25 |
| Neighborhood Associations | 100.0% (33) | 33 |
| Lifelong Resident | 100.0% (41) | 41 |
| New Resident | 100.0% (8) | 8 |
| | <i>answered question</i> | 141 |
| | <i>skipped question</i> | 45 |

Appendix B

Survey Open Ended Responses

23 Nov 2009





QUESTION 1 - OPEN-ENDED RESPONSES

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Select any from among the following libraries that you currently use:

| # | Response Date | Other Library(ies) (please list) |
|----|-----------------------|--|
| 1 | Oct 21, 2009 11:57 PM | Foster City Library |
| 2 | Oct 22, 2009 10:52 PM | skyline college, Burlingame, San Carlos, College of San Mateo, Canada College, |
| 3 | Oct 23, 2009 3:58 PM | San Carlos, Belmont |
| 4 | Oct 27, 2009 3:50 AM | school (Encinal and Laurel) |
| 5 | Oct 29, 2009 8:49 PM | San Carlos, |
| 6 | Nov 3, 2009 12:30 AM | Woodside Library |
| 7 | Nov 3, 2009 5:34 AM | Sunnyvale, Cupertino, Mountain View |
| 8 | Nov 3, 2009 5:56 AM | burlingame, also. san mateo |
| 9 | Nov 3, 2009 4:43 PM | San Jose, Santa Clara |
| 10 | Nov 3, 2009 4:43 PM | San Jose, Santa Clara, Los Altos |
| 11 | Nov 3, 2009 5:38 PM | San Carlos, Belmont |
| 12 | Nov 4, 2009 1:00 AM | Woodside Library |
| 13 | Nov 4, 2009 4:35 AM | Schaberg branch of Redwood City |
| 14 | Nov 4, 2009 6:41 PM | Schaberg Redwood City |
| 15 | Nov 5, 2009 11:09 PM | Schaberg branch of RCPL library |
| 16 | Nov 6, 2009 5:36 PM | San Carlos, Belmont, Woodside |
| 17 | Nov 10, 2009 4:00 AM | mntn veiw |
| 18 | Nov 10, 2009 7:15 PM | belmont, san mateo, daly city, burlingame |
| 19 | Nov 10, 2009 9:58 PM | san mateo |
| 20 | Nov 11, 2009 8:25 PM | Stanford Library, British Library |
| 21 | Nov 12, 2009 4:36 AM | Portola Valley Library, Woodside Library |
| 22 | Nov 12, 2009 5:22 AM | Portola Valley Library |
| 23 | Nov 17, 2009 2:20 AM | San Mateo Main |

QUESTION 2 - OPEN-ENDED RESPONSES

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Why do you use the library? Please check all that apply.

| # | Response Date | Other (please specify) |
|----|-----------------------|--|
| 1 | Oct 21, 2009 11:59 PM | Research |
| 2 | Oct 22, 2009 8:39 PM | Graphic books |
| 3 | Oct 22, 2009 10:53 PM | Quiet place to work on starting my own business |
| 4 | Oct 23, 2009 8:10 PM | Children's drawing / puzzles / activities |
| 5 | Oct 29, 2009 5:12 AM | Comic books and graphic novels |
| 6 | Oct 30, 2009 12:00 AM | Business related books |
| 7 | Oct 30, 2009 6:47 PM | News Papers, Magazines read carefully |
| 8 | Oct 31, 2009 5:42 PM | Friends of Library committee |
| 9 | Nov 2, 2009 5:32 AM | buy used books |
| 10 | Nov 2, 2009 6:00 PM | enjoying the pretty setting |
| 11 | Nov 3, 2009 1:05 AM | my son does homework there |
| 12 | Nov 3, 2009 3:52 AM | Kid's Final Friday Flicks, Monday afternoon programs, etc. |
| 13 | Nov 4, 2009 12:16 AM | Travel books |
| 14 | Nov 4, 2009 1:02 AM | NY Times Science on Tuesdays |
| 15 | Nov 4, 2009 5:07 AM | Get work done on computer away from my kids |
| 16 | Nov 4, 2009 3:15 PM | Browse NewapPWE |
| 17 | Nov 4, 2009 5:52 PM | excellent place to work--away from home. Very helpful staff. |
| 18 | Nov 4, 2009 5:57 PM | excellent place as a freelancer to work away from home. Very helpful staff.b |
| 19 | Nov 9, 2009 4:10 AM | research projects |
| 20 | Nov 11, 2009 4:58 PM | buy used books and magazine or is that under enviro? |
| 21 | Nov 11, 2009 8:43 PM | Large Print books |
| 22 | Nov 12, 2009 2:50 AM | research using financial publications |

QUESTION 4 - OPEN-ENDED RESPONSES

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When looking for library materials or information, which do you depend on most often?

| # | Response Date | Other (please specify) |
|---|---------------|------------------------|
|---|---------------|------------------------|

| | | |
|---|---------------------|-----------------|
| 1 | Nov 3, 2009 3:49 AM | www.plsinfo.org |
|---|---------------------|-----------------|

| | | |
|---|----------------------|--|
| 2 | Nov 11, 2009 9:14 PM | Using library web page www.plsinfo.org |
|---|----------------------|--|

QUESTION 6 - OPEN-ENDED RESPONSES

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If you do not currently use the Library, please check all the reasons that apply:

| # | Response Date | Other (please describe) |
|---|-----------------------|---|
| 1 | Oct 29, 2009 8:52 PM | n/a |
| 2 | Nov 3, 2009 12:09 AM | I have to 'hold' so many books from other libraries |
| 3 | Nov 3, 2009 3:57 AM | I love the library where it is and the way it is! |
| 4 | Nov 4, 2009 4:12 AM | I have a Kindle and an iPod. |
| 5 | Nov 4, 2009 3:10 PM | I use the Library frequently, and am very satisfied with it. It is one of my greatest sources of enjoyment. |
| 6 | Nov 10, 2009 1:27 AM | Atherton Library has too much noise for any intelligent functions to occur |
| 7 | Nov 10, 2009 7:18 PM | none of these apply |
| 8 | Nov 10, 2009 10:03 PM | I answered this pg for Atherton Library |
| 9 | Nov 11, 2009 8:28 PM | I'd use it more if it didn't charge to get books from other branches. |

QUESTION 8 - OPEN-ENDED RESPONSES

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What is your primary mode of transportation to get to the library?

| # | Response Date | Other (please specify) |
|---|----------------------|--|
| 1 | Oct 29, 2009 8:54 PM | note question 9 - afternoons and evenings are when I go - my schedule changes alot |
| 2 | Nov 2, 2009 6:03 PM | but I drive a Prius :) |

QUESTION 11 - OPEN-ENDED RESPONSES

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If you answered OTHER immediately above, please use this area to further explain or provide more detailed information about the reason(s) you are not using particular service in the current library:

| # | Response Date | Response Text |
|----|-----------------------|---|
| 1 | Oct 23, 2009 6:36 PM | Children are grown. Only grandchild not available. |
| 2 | Oct 23, 2009 8:37 PM | w |
| 3 | Oct 30, 2009 6:54 PM | I use the library for news papers, books, DVD's and magazines. I rarely need help with respect to these services. When I do I have found the help professional, prompt, and focused on satisfying what I need. Given my schedule and other activities I do not think I would use expanded services or hours. I would like more financial magazines and news magazines at Atherton, such as the Economist. |
| 4 | Nov 2, 2009 6:05 PM | Not my need, not enough time, hope to use library more. |
| 5 | Nov 2, 2009 7:18 PM | We usually use the Menlo Park Library. It's the closest to our home. |
| 6 | Nov 3, 2009 7:25 PM | Didn't know that many of these services were available... |
| 7 | Nov 4, 2009 1:44 AM | I would need training and instruction in order to use computers, websites and to help students and until very recently I've had no time to get the training and instruction to make me feel comfortable. I would also enjoy speaking with someone about starting a service where I could bring books and CDs or the like to confined senior citizens who cannot leave where they are living and would look forward to a visitor who brought materials to them. There was such a program in Marin County, but it was suspended owing to the financial situation. I am hoping such a volunteer program might be possible. |
| 8 | Nov 4, 2009 3:15 PM | My satisfaction with our libraries is substantively total. My concern in these times of even more demanding budgets is that there will be cutbacks in hours or collections. I am VERY satisfied with both at the present time. I know from checking libraries elsewhere in the state and nation that we have very generous open hours, and a terrific collection. Keep up the good work! |
| 9 | Nov 4, 2009 7:56 PM | I do not have children. |
| 10 | Nov 4, 2009 9:01 PM | need more programs suitable for retired library members. |
| 11 | Nov 9, 2009 4:16 AM | Because I am not using the other services, there is no reason for me to go simply to enjoy (or not enjoy) the seating available. |
| 12 | Nov 10, 2009 1:32 AM | some of these "services" do not belong in a library. Libraries are for quiet learning. County staff is trying to increase their popularity by pandering to the lowest level, in direct conflict with the traditional purpose of libraries. If changes are not made soon then there will be war. [REDACTED] |
| 13 | Nov 10, 2009 10:06 PM | rarely need |
| 14 | Nov 11, 2009 5:38 AM | Too busy. Kids have outgrown programs. Some programs don't apply. Other programs we might |

- use too infrequently to make a statement.
- 15 Nov 11, 2009 4:54 PM weirdly written question. I like and use certain services.
- 16 Nov 12, 2009 4:43 AM At the Atherton Library last week, the staff was talking so loudly it was hard to concentrate on my work. Yes, the library staff! (Mainly one man -- think he had a grey ponytail -- talking to another man working there.)
-

QUESTION 12 - OPEN-ENDED RESPONSES

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Please write down the first word or phrase that comes to mind when you think of your library:

| # | Response Date | Response Text |
|----|-----------------------|---|
| 1 | Oct 21, 2009 6:33 AM | a good place to bring my kids |
| 2 | Oct 21, 2009 9:21 PM | cozy and friendly |
| 3 | Oct 21, 2009 10:35 PM | Convenient |
| 4 | Oct 21, 2009 11:18 PM | Excellent reading resources |
| 5 | Oct 22, 2009 12:03 AM | Invisible |
| 6 | Oct 22, 2009 5:46 AM | small |
| 7 | Oct 22, 2009 5:39 PM | comfort |
| 8 | Oct 22, 2009 6:34 PM | We love it -- it makes up very happy. |
| 9 | Oct 22, 2009 8:23 PM | I like the Atherton Library very much because it is clean, quiet, and the people who work there are very kind. I especially like the garden area on a sunny afternoon. The problem with the Menlo Park Library is the large number of HOMELESS PEOPLE there. They stink, and even the upholstered chairs there seem to pick up the oily, grimy dirtiness of the homeless people. Sometimes they plo down next to you and start SNORING or GUFFAWING. I wish you could come up with a reasonable solution, or an alternative place for them to go. |
| 10 | Oct 22, 2009 8:46 PM | charming |
| 11 | Oct 22, 2009 10:48 PM | Excellent and no change needed. |
| 12 | Oct 22, 2009 10:57 PM | information |
| 13 | Oct 23, 2009 4:01 PM | cozy, comfortable, helpful staff |
| 14 | Oct 23, 2009 5:25 PM | 1980's |
| 15 | Oct 23, 2009 6:04 PM | HOME |
| 16 | Oct 23, 2009 6:38 PM | Good librarians at a place to get the most recent books without having to wait too long. |
| 17 | Oct 23, 2009 8:11 PM | Great little library |
| 18 | Oct 23, 2009 8:16 PM | Relaxation |
| 19 | Oct 23, 2009 8:37 PM | intimate |
| 20 | Oct 24, 2009 5:23 PM | shared love of books |
| 21 | Oct 25, 2009 1:14 AM | I love the library so much. |

| | | |
|----|-----------------------|---|
| 22 | Oct 26, 2009 5:24 PM | Homey |
| 23 | Oct 26, 2009 10:05 PM | great resource |
| 24 | Oct 26, 2009 11:18 PM | nearby |
| 25 | Oct 27, 2009 12:50 AM | courtesy, competence, comfort. |
| 26 | Oct 27, 2009 2:53 AM | Frienly, good service. Easy to come |
| 27 | Oct 27, 2009 4:03 AM | small teen section |
| 28 | Oct 27, 2009 6:29 PM | Local Library (Atherton) very important to me. |
| 29 | Oct 29, 2009 5:15 AM | Awesome |
| 30 | Oct 29, 2009 4:33 PM | Access |
| 31 | Oct 29, 2009 7:05 PM | One of my favorite places |
| 32 | Oct 29, 2009 8:38 PM | Community Meeting place |
| 33 | Oct 29, 2009 8:56 PM | wonderful - helpful - great - best library service wise in the system. |
| 34 | Oct 29, 2009 8:57 PM | great |
| 35 | Oct 29, 2009 11:50 PM | Comfortable |
| 36 | Oct 30, 2009 12:07 AM | Interesting |
| 37 | Oct 30, 2009 7:29 PM | Fostering the love of reading for my kids |
| 38 | Oct 30, 2009 9:29 PM | Small and cute |
| 39 | Oct 31, 2009 2:31 PM | convenient |
| 40 | Oct 31, 2009 5:50 PM | borrowing books |
| 41 | Oct 31, 2009 7:14 PM | Great place to relax and read. |
| 42 | Nov 1, 2009 12:13 AM | knowledge |
| 43 | Nov 2, 2009 5:18 AM | quiet, sweet, convenient, PERFECT! |
| 44 | Nov 2, 2009 5:39 AM | Menlo Park City Library is staffed by friendly, helpful people. My son can find fairly specialized books that he needs for his studies. |
| 45 | Nov 2, 2009 11:22 AM | great resource! |
| 46 | Nov 2, 2009 5:57 PM | LOVE |
| 47 | Nov 2, 2009 6:05 PM | a great resource |

| | | |
|----|----------------------|--|
| 48 | Nov 2, 2009 6:19 PM | lots of choices |
| 49 | Nov 2, 2009 7:19 PM | Quaint. Glad it is close by if Menlo Park Library doesn't have a book that my children want. |
| 50 | Nov 2, 2009 7:26 PM | convenient, comfortable and necessary |
| 51 | Nov 2, 2009 8:40 PM | An essential provider of books for myself and family to read |
| 52 | Nov 2, 2009 9:00 PM | "neighborhood" closely followed by "small" |
| 53 | Nov 2, 2009 9:01 PM | unused |
| 54 | Nov 3, 2009 12:12 AM | So small. Coming from using the San Mateo Main Library, I anticipated a smaller library...but I also thought that Atherton's library would be a little nicer/ bigger/ better collection. But no problem, I will continue to use the library and you will be getting a lot of \$0.75 donations from me! |
| 55 | Nov 3, 2009 12:37 AM | We love these libraries! They're integral to our lives. We go 2-3 times/week for one reason or another, weekdays after 5 p.m. and weekends during the day. |
| 56 | Nov 3, 2009 12:44 AM | Helpful & useful!! |
| 57 | Nov 3, 2009 1:08 AM | Peaceful |
| 58 | Nov 3, 2009 3:53 AM | Atherton: pleasant, helpful Menlo Park: cold but good resource |
| 59 | Nov 3, 2009 4:07 AM | Calming, safe and wonderful |
| 60 | Nov 3, 2009 5:43 AM | Charming |
| 61 | Nov 3, 2009 6:10 AM | enjoyable |
| 62 | Nov 3, 2009 6:44 AM | perfect |
| 63 | Nov 3, 2009 2:43 PM | Fantastic! |
| 64 | Nov 3, 2009 4:43 PM | great place to be |
| 65 | Nov 3, 2009 7:26 PM | it's a good resource for our needs. |
| 66 | Nov 3, 2009 9:59 PM | Wonderful - try to be open longer hours and have more computers for people to use |
| 67 | Nov 4, 2009 12:29 AM | love our community library. staff is great...children's programs are terrific..wish children's area was larger |
| 68 | Nov 4, 2009 12:35 AM | Wonderful Resource |
| 69 | Nov 4, 2009 1:23 AM | would hate to lose it |
| 70 | Nov 4, 2009 1:45 AM | Pleasant, comfortable, respectful and well-organized. |
| 71 | Nov 4, 2009 1:57 AM | So many interesting books and discs to borrow! |

| | | |
|----|---------------------|---|
| 72 | Nov 4, 2009 2:11 AM | Outdated |
| 73 | Nov 4, 2009 4:05 AM | welcoming, warm, calm |
| 74 | Nov 4, 2009 4:14 AM | Cozy and friendly. |
| 75 | Nov 4, 2009 4:39 AM | books |
| 76 | Nov 4, 2009 5:11 AM | Friendly and convenient |
| 77 | Nov 4, 2009 5:32 AM | helpful |
| 78 | Nov 4, 2009 5:38 AM | Beautiful serene location and a wonderful community resource. |
| 79 | Nov 4, 2009 6:01 AM | dusty |
| 80 | Nov 4, 2009 7:18 AM | A great place! Love the special programs for children. The kids love them and as parents we get to see our neighbors and community. |
| 81 | Nov 4, 2009 3:15 PM | Pleasure |
| 82 | Nov 4, 2009 3:25 PM | My second home. |
| 83 | Nov 4, 2009 4:00 PM | Free access to books |
| 84 | Nov 4, 2009 4:21 PM | Community |
| 85 | Nov 4, 2009 4:36 PM | Great source for books, CDs and DVDs. |
| 86 | Nov 4, 2009 6:03 PM | Vital resource |
| 87 | Nov 4, 2009 6:15 PM | comfortable and accessible |
| 88 | Nov 4, 2009 6:50 PM | Fantastic! We are so lucky on the Peninsula to have such a great network of libraries. |
| 89 | Nov 4, 2009 7:56 PM | fun |
| 90 | Nov 4, 2009 8:16 PM | Priceless resource for the community |
| 91 | Nov 4, 2009 9:02 PM | Lovely quiet setting....small and charming! |
| 92 | Nov 5, 2009 1:06 AM | LOVE |
| 93 | Nov 5, 2009 3:11 AM | miltiuse |
| 94 | Nov 5, 2009 5:20 AM | interesting books both fiction and non-fiction |
| 95 | Nov 5, 2009 5:49 AM | great for kids |
| 96 | Nov 5, 2009 3:52 PM | Lifelong learning |
| 97 | Nov 5, 2009 6:56 PM | an intimate community place |

| | | |
|-----|-----------------------|---|
| 98 | Nov 5, 2009 11:16 PM | The one place I can go when I need information about anything, and it's free. |
| 99 | Nov 5, 2009 11:26 PM | Love the intimacy of the Atherton Library. It is a gem that must be preserved! |
| 100 | Nov 6, 2009 5:39 PM | convenient |
| 101 | Nov 6, 2009 7:57 PM | useful |
| 102 | Nov 7, 2009 7:53 PM | helpful staff |
| 103 | Nov 7, 2009 9:28 PM | Useful |
| 104 | Nov 7, 2009 11:48 PM | Help |
| 105 | Nov 8, 2009 5:34 PM | nice to have |
| 106 | Nov 8, 2009 7:50 PM | Quaint |
| 107 | Nov 9, 2009 4:16 AM | small |
| 108 | Nov 9, 2009 4:43 AM | cozy |
| 109 | Nov 9, 2009 5:07 AM | great resource |
| 110 | Nov 9, 2009 5:16 AM | information |
| 111 | Nov 9, 2009 5:19 AM | getting information and wonderful books to read |
| 112 | Nov 9, 2009 5:25 AM | valuable |
| 113 | Nov 9, 2009 6:51 AM | Great way to find new books and discover new authors. |
| 114 | Nov 9, 2009 2:06 PM | Comfortable, friendly and easily accessible |
| 115 | Nov 9, 2009 4:23 PM | great selection of new fiction |
| 116 | Nov 10, 2009 1:33 AM | boiler factory pandemonium |
| 117 | Nov 10, 2009 4:01 AM | books |
| 118 | Nov 10, 2009 5:05 AM | Convenient |
| 119 | Nov 10, 2009 7:20 PM | indispensible! |
| 120 | Nov 10, 2009 10:07 PM | atherton library: quaint |
| 121 | Nov 10, 2009 10:29 PM | Good selection. Website is great |
| 122 | Nov 11, 2009 5:40 AM | Great to have! Don't want to miss it! |
| 123 | Nov 11, 2009 4:39 PM | It is a WONDERFUL resource for our town. It would be advantageous if we could have a dedicated library manager and be open longer hours. Separating the many different users of |

| | | |
|-----|-----------------------|---|
| | | the library would be an improvement, such as, computers, children's program area. The staff may need additional space for their functions also. |
| 124 | Nov 11, 2009 4:54 PM | my son loves it |
| 125 | Nov 11, 2009 5:06 PM | lovely |
| 126 | Nov 11, 2009 6:13 PM | FREE |
| 127 | Nov 11, 2009 8:31 PM | cornucopia of knowledge |
| 128 | Nov 11, 2009 8:41 PM | Old, tired, not particularly appealing physically. |
| 129 | Nov 11, 2009 8:42 PM | helpful and friendly staff |
| 130 | Nov 11, 2009 8:48 PM | irreplaceable |
| 131 | Nov 11, 2009 8:49 PM | Might not be open tonight.... |
| 132 | Nov 11, 2009 9:29 PM | Incredible resource |
| 133 | Nov 11, 2009 10:32 PM | books |
| 134 | Nov 12, 2009 1:22 AM | love it. Community spirit. intimate. personal. |
| 135 | Nov 12, 2009 1:35 AM | an intimate library |
| 136 | Nov 12, 2009 2:56 AM | Access to research materials that are otherwise unavailable except at great cost. |
| 137 | Nov 12, 2009 4:15 AM | Great resource! |
| 138 | Nov 12, 2009 4:43 AM | Love it! |
| 139 | Nov 12, 2009 5:35 AM | knowledge |
| 140 | Nov 12, 2009 7:43 PM | leisure enjoyment |
| 141 | Nov 13, 2009 4:28 AM | Children |
| 142 | Nov 13, 2009 7:42 PM | Friendly |
| 143 | Nov 16, 2009 1:56 AM | important |
| 144 | Nov 16, 2009 2:23 AM | fiendly |
| 145 | Nov 16, 2009 8:45 PM | Accessible and convenient |
| 146 | Nov 17, 2009 2:24 AM | access to information |
| 147 | Nov 17, 2009 2:53 AM | Homey and friendly |
| 148 | Nov 18, 2009 12:01 AM | pretty good overall, but could use new chairs |

QUESTION 16 - OPEN-ENDED RESPONSES

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Please write down any other suggestions or concerns you may have about the library:

| # | Response Date | Response Text |
|----|-----------------------|---|
| 1 | Oct 22, 2009 8:27 PM | I'm not sure if there is sufficient space, but I would like to see individual carrels in the Atherton Library. The ones in MP library are always full! |
| 2 | Oct 22, 2009 8:50 PM | It could use more room or a separate area for programs. |
| 3 | Oct 22, 2009 10:54 PM | I would like them to use the Atherton Council Chambers for their occasional programs and/or any future improvements. |
| 4 | Oct 22, 2009 11:02 PM | Would like more space so that children can act and sound like children and I can have a quiet work space. I know the children's needs come first when there is limited space! |
| 5 | Oct 23, 2009 5:29 PM | The Atherton Library is too small and not welcoming. It is one room where you must be very quiet. So, in a perfect world, that issue would be addressed. However, we have so many more fiscal issues that this is very very low on the priority list. The help there is great, and I really would like to see the media continue to expand. It is really the main reason I have used libraries for years. |
| 6 | Oct 23, 2009 8:16 PM | It should be designed to serve Atherton, not other cities or popular/fad library trends. |
| 7 | Oct 23, 2009 8:46 PM | The space is small and intimate. i love that it has "fresh" materials meaning new or recently new. The collections aren't large but I love that it has all the latest books and materials. I mainly use the library for children's resources, recent adult non-fiction and borrowing CDs...although I usually just order CDs online from whichever library has what I want. |
| 8 | Oct 25, 2009 1:17 AM | We'll give it a new touch. |
| 9 | Oct 26, 2009 5:28 PM | Earthquake Safe? |
| 10 | Oct 26, 2009 11:24 PM | The children's area should be apart from the main area because it can get really loud when the young children have an event. |
| 11 | Oct 29, 2009 5:20 AM | Please work out some more coherent system of children, teen, and adult graphic novels. I love that you have them, and it's made me a library-rover, where I wander up and down the Peninsula looking for them. However, they are in random places in different libraries, and there is inconsistency with whether they are separated or filed with regular materials, and which books end up with what age group. |
| 12 | Oct 29, 2009 7:11 PM | I've used the Atherton library since 1965; it's a great place. Focus on maximizing open hours. |
| 13 | Oct 29, 2009 9:02 PM | adult fiction which is not listed is highest priority - I still like to read books - prefer not everything electronic is murdr or killing or violent. kindles/electronic books a too. |
| 14 | Oct 29, 2009 11:54 PM | The Atherton library is a welcoming neighborhood library. I would hate to see it become just another institution by excessive expansion. |

| | | |
|----|-----------------------|--|
| 15 | Oct 30, 2009 12:12 AM | I would like to see more community information at my local, Atherton Library. |
| 16 | Oct 31, 2009 5:59 PM | Age and usefulness of building. Would like ground level access, more children's programming space and more integrated outdoor areas. |
| 17 | Nov 2, 2009 6:10 PM | I love how small the Atherton library is, and the surrounding park and trees make it a restful, peaceful place to come to. I love the easy parking. Please don't change it! |
| 18 | Nov 2, 2009 6:23 PM | Keep up the good work! |
| 19 | Nov 2, 2009 7:37 PM | The library should focus on its primary mission -- the expansion of knowledge and literacy as an underpinning of our civil society. It should be welcoming to and approachable by all, but should not be distracted by "trendy" items such as a cafe, etc. I know there's been discussion of incorporating the Library facility into a new Atherton Town center. This would be a mistake, as it might be viewed as making it more "exclusive" than welcoming to all who could use it. |
| 20 | Nov 2, 2009 8:45 PM | Having enough copies of a popular books. |
| 21 | Nov 3, 2009 4:11 AM | I'd like to see it open longer hours and holidays! |
| 22 | Nov 3, 2009 6:18 AM | Would enjoy a larger selection of healthy recipes magazines (such as: "Eating Well". Also. would appreciate a larger selection of movie DVDs to check out... |
| 23 | Nov 3, 2009 6:59 AM | This is a small and valuable library. It has a reputation for excellent sections on landscaping, food, design, and travel. These are loved by residents in Atherton and other towns. You need to maintain these resources. The back patio is a gem for families and solo users. It is ridiculous to contemplate more children's AV, homework support, and teen center in a library serving a small area. And adult literacy? In Atherton? |
| 24 | Nov 3, 2009 10:03 PM | The collection is small, but they choose wonderful non-fiction books. I've been introduced to many new subjects and authors due to the excellent choices of staff for new books they feature on the display racks. The wireless internet access is very helpful, too. Community room would be nice, but only if the cost is reasonable. Most library community rooms sit vacant most of the time due to high cost. If they were cheaper, you'd make much more money since it would be rented out more often. |
| 25 | Nov 4, 2009 12:47 AM | I would like the Atherton Library to have the latest memoirs to circulate (not just by celebrities, but by interesting, thoughtful people, like The Water Giver, for instance. |
| 26 | Nov 4, 2009 2:15 AM | Bldg needs to be updated/remodeled |
| 27 | Nov 4, 2009 3:39 AM | As I said before, I think an volunteer outreach program that would allow volunteers, such as myself, to go to those (like my 98-year-old mother, of sound mind and a reader who occasionally would enjoy a CD "with a good story," to be visited, given choices of materials, have the materials brought to her, and then retrieved on a certain date. She would look forward to someone pleasant and with ideas and to having a short visit with new materials dropped off. |
| 28 | Nov 4, 2009 4:08 AM | I think it's great you want to improve it, but honestly one of the things I love most about Atherton library is that it's small and manageable. We live very close to Menlo Park library, but we never go there...love the vibe at Atherton and that it's never super busy. |
| | | I would love an electrical outlet that was outside so I could plug in my laptop while working on the |

| | | |
|----|----------------------|---|
| 29 | Nov 4, 2009 5:16 AM | library patio. |
| 30 | Nov 4, 2009 7:23 AM | It would be great to have the children's area separate from the adult area so that kid did not have to be quiet at the library. |
| 31 | Nov 4, 2009 6:08 PM | Offering a wide array of business and current affairs periodicals. |
| 32 | Nov 4, 2009 7:59 PM | expanded hours |
| 33 | Nov 5, 2009 5:29 AM | Having a bigger Atherton Library would relieve some of the high usage at surrounding libraries, like Menlo Park and Redwood City. |
| 34 | Nov 5, 2009 3:55 PM | Atherton library has the most wonderful musical storyhour for children and a wonderful children's book section. keep up the great work and we welcome any new programs for children too. |
| 35 | Nov 5, 2009 11:29 PM | I feel strongly that all Library funds must be used only for the Library! I don't want the funds commingled with city hall needs. |
| 36 | Nov 6, 2009 8:05 PM | Atherton is a small community and only needs a small library. It does not need to function as a community center or social services agency. It should be a place to access high-quality nonfiction and fiction. It should be a center of excellence for books on gardening, home improvement, travel, and design/crafts. The design is intimate and comfortable, and the rear garden is precious space. |
| 37 | Nov 7, 2009 7:59 PM | garbage always seems to be overflowing outside the Atherton Library (cans) |
| 38 | Nov 8, 2009 12:06 AM | Needs more space |
| 39 | Nov 9, 2009 4:21 AM | There seems to be a limited selection of books that one could do research on, in the event that the internet and encyclopaedias are not allowed for a research paper. (Specifically in my experience, when I had a report on deforestation, I was not able to find anything in the Atherton Library that was related.) |
| 40 | Nov 9, 2009 5:24 AM | I'd love more books and longer hours |
| 41 | Nov 9, 2009 4:28 PM | online catalog often does not automatically include atherton unless you select search |
| 42 | Nov 10, 2009 1:39 AM | Go back to the primary function --- quiet learning. Current inclusion of guitar concerts, knitting classes, and the like are in direction conflict with the primary function. |
| 43 | Nov 11, 2009 5:12 PM | seems more of an internet access site than a library since the computer area is the focal point of the space nowadays. It was more desirable a destination before the bank of computers took up so much space and a comfy reading section was offered. |
| 44 | Nov 11, 2009 8:34 PM | either buy more materials or borrow them from other branches without charge |
| 45 | Nov 11, 2009 8:46 PM | Adequate parking. Hours of operation. |
| 46 | Nov 11, 2009 8:53 PM | Let us know about your services! I don't hear about activities, I tend to find out by accident (e.g., showing up at the library during an event). |
| 47 | Nov 12, 2009 3:00 AM | Libraries should be QUIET places! |

QUESTION 25 - OPEN-ENDED RESPONSES

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What is your primary language?

| # | Response Date | Other (please specify) |
|---|----------------------|------------------------------|
| 1 | Nov 7, 2009 9:32 PM | French |
| 2 | Nov 10, 2009 1:42 AM | Spanish - speak, read, write |
| 3 | Nov 11, 2009 5:50 AM | German |