



- liked the way points in vision statement are later picked up in the roles document
- also liked the "civic heart" idea

Polk: -Natick also used something similar to the "civic heart" idea,  
 "building a bridge from the new back through the old to the city's heritage"  
 -also liked the emphasis on the ability to grow

In response to a question as to the existence of branches in their library systems, the guests indicated that Natick has a bookmobile, Waltham closed two branches in the recession, and Worcester closed some branches, reopened part of these, and build some new ones in different locations.

Johnson: -also in the vision statement, liked the reference to "distinguished architecture", good to get that stated and out front

SYSTEM STRUCTURE:

Polk: - \_\_\_\_\_? \_\_\_\_\_ important  
 - the changing needs and interests of users  
 statement also an important piece

Jewell: -agrees  
 -emphasize importance of goals and outreach  
 -one caution, sometimes outreach zeal can result in shortchanging regular users of traditional services

Johnson: -stress up front that changes will take place  
 -stress that in serving you will not try to displace services already provided by other libraries  
 -say that branch services will change to meet the needs of their communities

Jewell: -Does the branch location statement hide a hidden agenda?

[Co-Chair Rossi responded no, that short of financial strictures the city will build an expanded main library and then proceed on to upgrade the branch libraries,]

Polk: -need a sentence to tell what this section is about or for - a sort of road map paragraph - the section covers several issues and the reader needs to know where you're going here and why, perhaps an introductory paragraph

Jewell: -be more forthright  
 -if the present structure is good, say so  
 -if an improved main library is needed to strengthen



-well done

Johnson: -also had marked the YA section  
-recommends seeing YA room in Leominster library,  
the best program in the state

Independent Learning:

Polk: -good to have as Primary  
-definition excellent (role wording often fuzzy)  
-the spaces statement is important

[the other guests expressed agreement]

Reference Library:

Johnson: -no comment, a good straight forward statement

Jewell: -would just add that the greatest increase in libraries  
has been in use of reference libraries  
with the

resulting creation of a lot of staff  
needs especially with the new technology accessed  
through reference

Johnson: -the concept of one staff person guiding the user  
through all stages of an inquiry is  
very important

[Co-Chair Rossi asked for the guests' opinions on  
separating the call-in reference service.]

Johnson: -very important and successful, Worcester has done  
for 20 years with 3 full time staff

Jewell: -Waltham had to cut a proposed separate telephone  
reference service in order to get Financial

Committee

- approval  
- it's time for them to look at this again

Polk: -Natick lacks the staff for a separate service  
-would like to stress the need for up-to-date  
equipment for staff  
-e-mail questions are also another new reference  
development

Research Center:

Polk: -great, local history very important to community  
-increasing growth of citizen need for  
town information  
-also a growing amount of town information

generated  
-glad to see both history and current information in  
the package

Jewell: -the archives report was great, he'll use it  
-could have written this role himself, he's so  
much in agreement  
-a very important role and one the public  
expects the library to fill

Polk: -it was this role that allowed Natick Library to  
do outreach to other city  
departments

Johnson: -agrees, the only primary level research role is  
local history  
-there is an incredible amount of school interest in  
this

#### Formal Education Support:

Jewell: -right where he'd put it, secondary

[Co-Chair Rossi inquired as to the importance of the  
library being located next to the high school]

Johnson: -it's not necessary, but it's nice  
-YA's would still come if library wasn't next to school

Jewell: -very convenient for homework use

Polk: -good to admit that you can't be the school library, no  
public library has the funds to be a  
school library as well

#### Community Information Center:

Jewell: -curious about "can host and manage a website"  
statement does "can" equal "should"?

Johnson: -it's smart to say "can" and not "will", a very  
staff dependent operation

Polk: -it ties to current civic information needs

#### Community Activities Center:

Johnson: -for people who haven't been through the process  
this could be confusing  
-a certain amount of meeting and exhibit function  
draws people into the library

Jewell: -need a very good meeting room use policy not to





college and other libraries

Polk: -its a nice middle ground between taking food  
anywhere in building and a complete ban

Circulating Collection Space:

Jewell: -in reference technology is resulting in shrinkage of  
shelving needs

Polk: -but terminals/work screens are eating up space  
much faster

CLOSING STATEMENTS:

Johnson: -things not seen: "friends" space  
volunteer and volunteer managers space

Jewell: -reaction to all the documents extremely positive  
-show a real grappling with the issues and an  
understanding

[?] Parking?

Jewell: -parking a real problem - how much more disruption  
can cities take to accommodate parking?  
would be reluctant to change  
landscape to accommodate recommended parking needs

Polk: -parking complaints are constant

Polk: -documents excellent  
-much mirrors what Natick has just done  
-reflect state-of-the-art library services  
-superb documents

Jewell: -might restructure for general audience - a  
capsule form

PUBLIC COMMENTS:

Re Natick's 1988 Cohen Plan, why has new building only just  
been built now?

Polk: -Not for any reasons resulting from the plan, but land  
acquisition delays, etc.

General public version may need some standard cliché  
statements - "democracy" - "informed public" etc., maybe in  
preamble - reemphasize that books are not obsolete, although  
technology important.

Penelope Johnson was asked to comment on the Worcester "process".

Johnson: -a less public process  
          -documents written by Board of Trustees and staff  
          -meetings for input - wanted everything  
          -program written in six months, 1995, final drawings  
                  will take about a year after funding is assured

What about funding? Fund raising?

Johnson -Worcester 20 million - 8 million state, 9.6 million  
  city,  
          2.4 million private fund raising

Jewell: -Waltham raised about \$100,000 for finishing  
                  touches, this process revitalized the "Friends" for  
                                  on-going fund raising

Polk: -Natick had very little funding from the state, majority  
          of funding from municipality - about 8 million,  
          fund raising most of the rest  
          -fund raising very time consuming

Guests asked to comment on the impact of new buildings on staff needs and operational budgets.

Jewell: -it's a political necessity to define this as a part of  
                  getting building funding  
          -may not need to cover this in the your report, but  
                  need to have the answers for the community when  
                          impact questions are raised

Polk: -this is very important, would include but not  
                  emphasize  
          -a community having spent millions on a new  
                  building, resents unexpected subsequent  
requests  
                                  for higher operational costs and staff

What is the time table to start fund raising?

Johnson: -you need to define what you're fund raising for  
          -Worcester now asking for pledges not actual dollars  
                                  as the project is not yet approved

Jewell: -"Friends" may be a part of fund raising, but are not  
                                  necessarily the best choice to head over-all  
fund raising  
  campaign

Polk: "Friends" are a pivotal group for publicizing a fund

raising campaign, but the funds raised from  
them are often smaller segment

Did you hire a fund raiser?

Johnson: -Worcester did, a local person

The meeting having run overtime, Co-Chair Woods adjourned the meeting, thanking the guests for their valuable and generous participation.