

## **SECTION II: THE LIBRARY TODAY**

The town of Montague has three library facilities. The Carnegie Public Library, built in 1905, is located in the village of Turners Falls, the municipal and industrial center, hosting the town offices, paper mills and manufacturing companies, all but one of the schools, an industrial park and municipal airport. The Montague Center Library is a branch of the Montague Public Libraries located on the common in the village of Montague Center. The Millers Falls Library is a branch of the Montague Public Libraries located in the center of the village of Millers Falls.

### **OVERVIEW**

The first library in the village of Turners Falls was opened in 1876 in the Colle Opera House on Avenue A after it was decided in 1874 to establish a library with \$500 from a private source. Individuals gave small sums of money to maintain the library until 1887 when the Turners Falls Library was made a free institution and received annual Town appropriations.

In 1903 Andrew Carnegie gave the Town \$12,500 for a library building, provided that the community would furnish land for a site and appropriate \$1,250 annually for the library. In 1906 Carnegie gave an additional \$1,000 with the stipulation that the Town add \$100 more annually for support. Additional details about the Carnegie Grant are available in SECTION I: MONTAGUE AND THE TOWN LIBRARY. The Carnegie Public Library is the Main Branch of the three-branch system.

The Montague Center Library is located on the first floor of a building formerly used as a town hall and post office. This structure was built in 1858 with bricks made from clay dug locally. The original appropriation for construction was \$7,000.

The main floor, currently the space for the library, was originally divided into three parts. One side originally was for the Post Office. This space was later used for voting and Boy Scout meetings. One side was for the library, and the rear of the building was a meeting room for the Grand Army of the Republic (GAR) and the Grange. Over the years these spaces were vacated and the library was enlarged to encompass the entire first floor.

In recent years the Montague Center Library has undergone some renovations. The brickwork has been repointed, foundation work repaired and improved in the cellar, some of the wiring has been updated, interior painting done, a handicapped rest room constructed, and an exterior ramp and entrance built. Other repairs still are needed, including but not limited to the installation of modern lighting, new storm windows, and the replacement of the furnace. In spite of these problems the Montague Center Library is an attractive facility. A \$10,000 incentive grant in 1992 allowed the Trustees to enhance the collection and complete the re-cataloging of the collection. The lighting is outdated and not energy efficient. The ceiling needs repair. There is tile in the adult and reference areas; wooden plank flooring combined with a piece of carpeting is in the children's area. The furniture is of mixed styles and is not very comfortable. Shelving is mixed and is not adjustable. Because the distance between shelves is not high enough, a number of books must be placed on their side, which is harmful to the bindings.

In the children's area the shelves are too narrow. Frequently books fall off the shelves and onto the floor. In order to provide children's programs, such as storyhour, space is made by moving the furniture. There is a large study table with several chairs, a multimedia tree, a magazine bookshelf, and three picture book 'houses.' Better furniture is needed in this area.

There is limited staff workspace and little useable storage space. The collections need expansion, particularly the audio-visual collections. The library collections for both children and adults are located on the overcrowded main floor. Inadequate public seating is primarily for adults. There is little space for adding to any of the collections. On-street parking is available. The Montague Center Branch is well used by residents of the neighborhood as well as other Montague citizens who cannot find parking at the Carnegie Public Library.

The Millers Falls Library, a branch of the Montague Public Libraries, is located in the center of the village of Millers Falls in a former storefront building that once housed a plumbing business. The building was purchased in 1977 from the previous owner for \$15,900. Prior to moving to this location the library had been housed in a number of inadequate rented spaces. The storefront, a street level building, is handicapped accessible. The building is a combination of brickwork in the front portion with wood siding in the rear. A new-pitched roof was constructed in 1984 because the former flat roof leaked frequently.

The building is shifting due to rotting beams in the cellar. This may be the cause of mortar falling from the brickwork in several locations. The large windows in the front of the building allow for natural lighting. In spite of the necessity of some repairs this building provides an adequate library space for the patrons of this village.

The smallest library facility in Montague, Millers Falls is also the least attractive. Problems include inadequate lighting, wiring, and shelving for the collections. The small space is crowded with very restricted seating, inadequate storage and cramped workspace for the staff, a fact that limits service to the public. Library patrons do not linger at the library in Millers Falls. As in the case of the Montague Center Library discussed above, there is adequate parking for library users.

The Carnegie Public Library with buff colored Roman bricks and marble ionic columns sits alone on a small hill. It is quite an attractive building. However, with the change in library services requirements, the premises are not well suited to current needs. Even with major renovations, including (but not limited to) modernized rest rooms, an elevator, and energy efficient heating, ventilation, and air conditioning, the facility would remain to a large extent too small to provide the space to meet the current and future requirements of the community.

In addition, parking is a problem. According to the *Regulations for the Massachusetts Public Library Construction Program (605 CMR 6.08 (2) (11)*, parking for library projects shall provide parking based on local zoning regulations or by providing one parking space per 400 square feet of building. The number of handicapped parking spaces is determined after the CMR number is calculated. The current Carnegie Public Library should have a minimum of 14 patron parking spaces plus 2 handicapped places. Today the Carnegie Public Library has on-street parking but no off-street patron or handicapped parking. Also, there is no staff parking.

The Carnegie Public Library is the main provider of library service in Montague. Although there are inadequacies in all of the Montague library facilities Vandermark Consulting is recommending that Montague allocate its resources on improving the Carnegie Public Library. The following information describes the inadequacies of the current facility and notes some of the features that must be incorporated into an expanded and renovated facility so that the town can enjoy the library service it needs. By transforming the Carnegie Public Library into a modern library all Montague residents will have access to enhanced library service at the primary library facility.

## REVIEW OF CURRENT RESOURCES AND SERVICES

The following information defines the current status of the Montague Public Libraries. All statistics are for FY98, the last year data was collected and reported by the Massachusetts Board of Library Commissioners (MBLC). This data is included to show how the Montague Public Libraries compare with the thirteen other libraries in the same population group of 5,000-9,999. Libraries use the statistics compiled by the MBLC to measure their overall effectiveness in relation to comparable libraries. When comparing statistical data presented in this section one should remember that, unlike the other towns used in the comparisons, Montague has several branches. In general, the effect of having several separate physical facilities means that the library budget must be greater to pay for some collection duplication at several sites. Also additional staff must be available to keep the buildings open, and the three Montague library system buildings must be maintained at a cost that is higher than for a single facility.

The MBLC *Public Library Financial Statistics Report, FY1998* shows Montague with reported total operating expenditures (includes total expenditures on staff, collection, and other operating expenditures) at \$177,838. Vandermark Consulting uses peer groups developed by the MBLC through cross-tabulation of Equalized Valuation of Property and Population Estimates to compare Montague services with other libraries in the 5,000 – 9,999 population group. More details on this grouping are available later in this section.

### THE CARNEGIE PUBLIC LIBRARY

The Carnegie Public Library was constructed in 1903 with grant funds from Andrew Carnegie. In 1982 the building was placed on the National Register of Historic Places. In 1985 preservation and restoration work was done to the exterior of the building at a cost of \$76,000. Half the funding was from a grant from the Massachusetts Historical Commission. The town matched the funding.

Handicapped-accessibility is available through a ramp built on the rear, south side of the building in 1997. Funding for this project was provided through Montague's State Aid funds from the MBLC (\$9,000 for design) and over \$40,000 in Small Cities Grant funding.

The interior of the building consists of three floors. The main library level is 2,262 square feet. The basement (999 square feet) houses office space, the heating system, and storage. The Artifact's Loft on the second floor is 2,262 square feet. This space is used as a museum and performance/meeting space. The total structure is 5,523 square feet.

The main floor is crowded and houses the entire library collection and all public services. The furnishings and lighting fixtures are old. One restroom is located on this floor. The restroom is not totally handicapped accessible and is used by both staff and the public.

The second floor has no weight-bearing capabilities and has a 100-person limit imposed by the Building Inspector. A museum is located on this floor with exhibits of photographs, maps, artifacts, and mounted birds and animals. This floor is not handicapped accessible. There is a winding staircase consisting of 23 steps from the first floor to this area. There is no elevator.

The basement houses office space for the library staff. Frequently it is cold and a dehumidifier must run all summer to combat dampness. One restroom is available on this level. It is not accessible to the handicapped. A sink is not available in the restroom but in another hallway. The storage area is damp and unheated.

The main floor of the library has very few heating vents. The heating vents are located around the circulation desk. The main reading rooms have no heat and can be very cold. The air in the building is very dry, because the heating system does not include a humidifier. The atmosphere is unhealthy for books and staff. Dry air is harmful to bindings on books. Library staff experience frequent colds and allergies. The electrical system requires updating. There are two electrical panels of varying types located in different areas of the library.

In October 1999 Market Street Research, Inc. of Northampton conducted a survey of Montague residents' perceptions of their library. The survey was funded through a grant received by the Montague Public Libraries from the MBLC. The Report from Market Street Research, Inc says:

In terms of the library facilities, the Montague Public Libraries received significantly lower ratings than the statewide average in terms of comfort of its seating, lighting, and temperature. Montague Public Libraries should examine this situation and, to the extent to which users' perceptions are accurate, attempt to increase the comfort of its facilities for users. Finally, some users mentioned having difficulty locating books and periodicals on the library shelves. The library may be able to improve services to users by making the facility easier to use, so that people can find what they are looking for without asking for assistance. (Market Street Research, Inc. Page 3)

The need for additional space was recognized as early as 1915, only ten years after the opening of the Carnegie Public Library. A request for a further \$6,000 was made to the Carnegie Corporation for necessary additions. The Carnegie Corporation denied the request for funding of any additions. No structural changes or additions have been made since the library opened in 1905. The library was inadequate in 1915, and more so today. The facility is not conducive to providing modern library service.

The Carnegie Public Library has two ionic columns supporting the pediment. A square column or pilaster further supports each ionic column. Except for the south elevation's right hand window lacking an archivolt, which its northern counterpart possesses, the symmetry is



perfect. The windows are very wide and tall. They let in light but at the expense of a great deal of shelf space. In the rear, hidden from sight, the fenestration becomes functional and actually reflects the activities within. The windows are organized in vertical rows corresponding to the aisles between the book stacks, on which they shed very little light.

There are 15 steps along with sloping sidewalks to the entrance to the Carnegie Public Library. Limited on-street parking is available in front of the library. Additional, but hazardous parking is available across the very busy street. A dangerous intersection with a stoplight is adjacent to the library. Side street parking is available but is not ideal because the street is sloped and traffic is very heavy at times. A narrow drive is available behind the library, but there is no turn-around space. Backing into the street is perilous. Although there is a handicapped ramp at the rear of the building there is no handicapped parking.

The Carnegie Public Library is a somewhat imposing structure. There are two large globe lights at the entrance. With improved landscaping the building would be more inviting. The front doors are heavy, dark, and need refinishing. The entryway is located on a small landing, with the location of the stairs and railings adding to the congestion and increasing the possibility of accidents.

A blue painted book return is located on the stairs near the street. Library staff must carry returned materials up 15 stairs and into the library.

There are two heavy swinging doors, which present a barrier to entry into the library. In the summer a second set of screen doors must be opened next. (The second set of doors are removed during the winter.) A graceful circular stair winds through the vestibule to the second floor; its turned balusters, slender handrail, treads, risers, and spiral turned newel post all of white oak. All of the casework in the library is solid oak. The stairs are not handicapped accessible. As is true in most of the building there are no heating vents in the vestibule, so the space is cold and damp. The window for this vestibule is located at the second story level. The light is incandescent, high above the floor. Also there are three oak doors in the small vestibule. There is a door immediately to the right that opens into a small closet with maintenance supplies. The door on the right just prior to entering the main part of the library opens into a small non-handicapped bathroom that is used by patrons and the staff. The door immediately on the left opens onto the stairs leading to the staff work area located in the basement. The vestibule is less than 200 square feet. A second set of oak and glass doors directly in front of the entrance doors in the vestibule open into a receiving area paved with terrazzo mosaics with a mosaic border. There are four ionic columns carved from oak.

Structurally old fashioned, the rooms are enclosed by load bearing walls, making interior changes a major structural undertaking. The bay windows let in a lot of light. There are two beautiful green marble fireplaces, one located in the adult reading room and one in the children's area. There are tin ceilings in the adult reading area and in the children's area. Some of the original plaster walls are intact, although there are cement blocks covering some of the walls in both the adult reading area and the children's area.

The circulation desk is located within 17 feet of the inner front doors. The space is cluttered and the lighting is very inadequate. The circulation desk serves many functions: circulation

control, the reference/information area, and the main security for the building because the staff at this desk monitor all people entering and leaving the library through the main entrance. There is limited visibility from the circulation desk. The small area behind the desk, approximately 50 square feet, limits the number of staff that is able to provide public service and assist patrons. The gates that early in the history of the Carnegie Public Library separated the book stack room from the public area are propped open.

There are stools at either back end of the circulation desk. However, if a staff person is sitting on one of the stools it is impossible to do any library function. The Montague Public Libraries are not automated. Staff must stand up to use the typewriter. The desk is approximately four feet high. There is no ADA section for children or handicapped patrons. Structural barriers and space limitations around the circulation desk prevent expansion of this important service desk.

Space on this floor is cramped because all library services are housed on this one floor. The building design restricts the use of the interior space. The limited space prevents collection development and restricts staff efficiency.

There is no comfortable seating in the Carnegie Public Library and the seating that is available is limited. Seats and tables for study are crowded into the reading room on the north side of the library. There are three tables with three chairs at each table. The entire library is crowded. Although there is some standing room for patrons in front of the circulation desk columns, other structural elements and furniture force patrons to bunch up while they try to return or check out library materials.

The wooden book shelving is not easily accessible. The space between each range of shelving in the book stack room varies in width, but except for the central aisle directly behind the circulation desk does not meet ADA requirements. In addition, the shelving of various types is not totally adjustable. The shelving does not allow for the best use of space. There is no place for additional shelving. This limits the expansion of the collection and makes it difficult for the staff to respond to the changing needs of the community. There are seven tall windows in the rear wall of the book stack room that allows for limited natural light. Unfortunately over the years temporary shelving has been placed in front of four of the windows eliminating some of the light. Thus, lighting is inadequate and the areas between the stacks are dark. Although there are lights hanging down into the aisles between the stacks, it is difficult for staff and patrons to read book titles either because of glare or shadows caused by the lighting.

The majority of the book collection is housed on fixed wooden shelving units. There are built-in shelves along the north and south walls of the book stack. These units are 85 inches high divided into six shelves. The shelves are adjustable in one-inch increments, but are either too deep or too narrow for the books they house. Six double faced units run parallel to the built-in shelves along the walls. The aisles between the freestanding bookshelves vary in width but, except for the central aisle, are not handicapped accessible. Built-in shelving, approximately two feet high, also is available on the window wall under the windows. Between each window are narrow (16 inches) built-in shelving units. All the shelving is full with both the top and bottom shelves used. It is difficult for patrons and staff to see items

and impossible for two people to be in the same row at the same time. The shelving is not conducive to seasonal displays or new or featured books.

The library's card catalog is placed at the end of the first freestanding bookshelf to the left of the book stack room. It is convenient to the staff at the circulation desk and for patrons using the stacks. For some unexplained reason there is a small sink in the south wall of the book stacks. The ceiling in the book stack is over twelve feet high. The double windows reach nearly to the ceiling.

Today the adult area of the library is tiled in tan linoleum. The tile floor is noisy and adds to the chill of the facility. The original floor was hard pine oak. Wiring throughout the facility is outdated.

The Children's area is located in approximately 450 square feet on the south side of the building. The area is carpeted and was painted in 1997. The space is inadequate to support services for the community. There are no heating vents, so the area is cold in the winter. One small table with two chairs is available for pre-school children. There is one small rectangular table with two chairs for older children. There is no comfortable lounge seating for children. And there is no adult seating in this area.

As is true in the rest of the main floor of the facility, the majority of the bookshelves in the children's area are built in all around the walls and under the windows. The area is overcrowded with a video carousel, a wooden bookshelf, large paperback rack, three book bins for the picture books, and a multimedia display rack. Multimedia materials are hung from this rack which takes a large amount of floor space and obstructs the line of vision. Children cannot reach most of the material hung from the rack. The children's librarian has made the area attractive with book displays on tables and the windowsills. Of course there is little space for displays. One wonderful feature is the library's moose hung on the east wall of the children's room. In March the Carnegie Public Library celebrates "Month of the Moose." Mackie the moose gets decorated for each holiday, including garlands of orange and black pumpkins for Halloween.

There is no office for the children's librarian. Storage for supplies and workspace is available in the basement. Although the storage space is large enough, it is not convenient for working with children. Storage for seasonal materials is on old bookcases and tables. Better shelving and storage for these materials is required.

Montague is very active with children's programming, including library camp, story hours, library clubs, speakers, music programs, and school visits among the many programs offered. Due to lack of space in the children's area, these programs are sometimes held in the main seating area of the library. Holding programs in the main seating area eliminates space for a library user to sit and read or do research. The noise level is correspondingly high. Sometimes storyhours are conducted in the children's room, which limits the use of that area, by other patrons. It is distracting to the participants. And finally, some of the staff hold storyhours in the Artifact's Loft. Special programs are generally held in the Loft, even though the space is not handicapped accessible. Craft programs are conducted all over the library. The librarians use the limited existing wall space to showcase posters, children's artwork, and announcements. This space is too high on the wall for children to see easily.

Children must use the restroom outside the children's area that is located in the vestibule. Children should have access to a unisex restroom in the children's area itself. A child-sized restroom is standard in today's public libraries. It is much safer for children to have access to a restroom in the children's area. They do not need to use an adult restroom, and they do not need to leave the children's area and wander around the library.

Patrons using the handicapped ramp often enter the library through the children's area. The driveway at the rear of the building provides access to the ramp, located on the South side of the building. During the summer the ramp is used fairly often by wheelchair patrons and patrons with baby strollers. However, once the patron is inside the building, many obstacles exist. The book stack room is inaccessible to many; the restroom is not accessible; and there is no elevator to take patrons to the Artifact's Loft on the second floor.

Many of the town's senior citizens reside in five housing complexes. Numerous senior citizens are unable to visit the library due to lack of transportation to the library. The library has an outreach program for homebound patrons. Deposit collections are left at the senior housing, and library staff makes individual visits to homebound seniors. Montague provides little programming for seniors. Even if the senior citizens are able to get to the library, the lack of accessible meeting room space and restrooms interferes with programming.

Young adults have no separate area for a collection or space to study. A portion of the young adult collection is located in the children's area and the remainder is located in the adult reading room. Young adults sit and study in this room. In spite of these space constraints, the young adult population, which is quite large, uses the library for study purposes.

The adult reading room is a duplicate of the children's room but on the north side of the facility. Shelving is built in. The library's encyclopedias are housed in the adult reading room. The library has two computers for public use. Only one has access to the Internet. Both computers occupy a single desk, thus allowing no privacy for either user. The Carnegie Public Library is the only location in Montague that has free Internet access. The library's workstations receive heavy use. Access to Internet and online databases provided through membership in the Western Region allow Montague to offer comprehensive resources far beyond what could be purchased through the library budget, even if there were no space restrictions. In addition, access to word processing software allows residents to update their skills. Students can produce neat homework, and everyone can generate letters, resumes, and other personal documents. The staff would like to have at least two more Internet stations in the adult section and two or more workstations available in the children's area. Due to the extremely limited size of the Carnegie Public Library there is no space to expand this valuable service.

Unlike the visible fireplace in the children's area, the fireplace in the adult reading room is hidden behind the computer desk. Although there is no space for carrels, the library staff would like to have several carrels available for individual study. The room is cold and the furniture is uncomfortable. The copier is also located in this area. With its tiled floor the space is noisier than it should be. A quiet area for study and research is needed. There are

three large rectangular wooden tables with three wooden chairs at each table, all located in this crowded area of the library near the circulation desk and main entrance.

A small room, approximately 240 square feet, located in the northeast corner of the library, near the adult reading room was at one time the librarian's office. Today this room houses the reference materials and part of Montague's local history and genealogy collection. There are two locked bookcases located in this room on the main floor. Other materials of historical or local interest are housed in the Artifact's Loft on the second floor. The collection is not well organized or housed properly. Although all of the local history materials could be moved to the Loft, there are several concerns. One is the lack of load bearing capacity. There would be a need for additional staff or a security system installed to control the area when it is in use. Additional lighting would be required. And the space is not handicapped accessible. There is a long curving stairway leading to the Artifact's Loft.

The small local history and genealogy collection includes town reports, and microfilm of early newspapers. Major genealogical works are located at the Montague Center Library along with various titles of historical significance. This collection should be consolidated and made available at the enlarged and renovated Carnegie Public Library. The improved facility will have climate control and appropriate storage for the historical collections.

The Artifact's Loft space is considered by many to be a highlight of the Carnegie Public Library. Many donated items, including local Indian artifacts, rocks and minerals, stuffed birds and mammals, local memorabilia, framed photographs, statues, and other items are displayed in the Loft. All items suffer from the dry heat in this space. Inadequate lighting makes viewing the items difficult.

Due to limited staff and budget constraints the maintenance and development of the non-traditional library collections (arrowheads, rocks and minerals, mounted birds and mammals) is impractical even in an enlarged facility. The library administration should work in cooperation with the Montague Historical Society and/or the Montague School Department on a long-term loan of these items. This would encourage access to the non-traditional library collections. In turn, the Carnegie Public Library in its renovated facility can provide climate control for the print, photographs, and other local memorabilia. These collections are traditional library/archival materials that better fit the mission of a library.

There is a small narrow stage against the back east wall with windows above it providing limited natural light. On either side of the stage there are matching oak doors, the one on the north side opens into a small closet; the one on the south side to a steep flight of stairs providing access to the other two floors of the library. A large carpet in front of the stage is used for some library program seating. A large rectangular oak table with eight chairs is available for crafts.

Windows four feet from the floor are symmetrically placed on all but the east wall. There are built-in glass front display units and bookshelves on part of the north wall and the west wall of the Artifact's Loft. A large free standing glass case holds an exhibit of rocks and minerals. There is a round table near the north wall with a display of a rock collection.



In the center of the Artifact's Loft ceiling there is a large glazed glass skylight, approximately 12 feet long and about 4.5 feet wide. The skylight has been boarded over.

The Carnegie Public Library has no display space or bulletin boards for library or public announcements. Events are posted on the front doors and on the columns, woodwork, and sides of shelves. This method of display gives a cluttered appearance and limits the number of items that can be posted.

There is an inadequate staff area located in a closet in the back hall of the library with space for a minuscule refrigerator, coffeepot, and a toaster oven. There is no water adjacent to the staff area. There is no staff restroom. Although there are two restrooms in the Carnegie Public Library, neither one is handicapped accessible. One is located in the vestibule and one is located in the basement. Both are cold in the winter.

Staff workspace is available in the basement. Although more than adequate in square feet, the basement location removes the staff from the main public service areas. Nearly all technical and planning functions for the three-library system are done at the Carnegie Public Library. The staff is able to do most library functions in the large workspace in the basement. However, some processing occurs at the circulation desk and on the tables in the adult reading room. This practice is not efficient and requires a number of trips up and down the thirteen stairs to the basement.

The workspace is carpeted in blue and load-bearing poles are also blue. Four people work in an open room. There are no separate offices for any of the staff. There are three workstations available; one is connected to C/WMARS. The furniture is old and the chairs are not ergonomic. Shelves and tables are piled high with children's programming supplies, processing materials, and files. Many photographs and artifacts that are not indexed, cataloged, or inventoried are located in the Director's office space. These materials should be located in a climate controlled area. The space needs lateral files and better storage shelving to assist the staff in being more efficient.

The oil furnace and a short flight of exit stairs are located right outside the work area. There is a small toilet room; an ugly sink located in an adjacent hall provides access to the only hot water in the Carnegie Public Library.

The Friends have a separate room in the basement for book sale items. The space is cold and not very inviting. The entire basement area smells of mold and is damp. Twice in the past several years the basement has flooded.

There is a lack of adequate storage and shelf space in the Carnegie Public Library. Most of the storage is located in the basement.

The Carnegie Public Library is not as safe as it should be. The heavy swinging doors in the vestibule have injured patrons. The restroom just off the vestibule is not in a good site line for staff from the circulation desk. The stairs at the main entrance into the building, the winding stairs in the vestibule to the Artifact's Loft, and the stairs from the vestibule to the basement are all steep. Besides the lack of handicapped access, these stairs are a major safety problem. The staff must carry items up and down the stairs. Deliveries are made at the front

entrance. The stairs are hazardous; people can take a serious fall on these steps. Another problem is the volume of traffic and traffic speed on Avenue A.

The Carnegie Public Library has no handicapped accessible meeting room for library or community programs. Accessible meeting space is essential for a public library, and several meeting rooms are recommended for the renovated and enlarged Carnegie Public Library for Montague.

As the Carnegie Public Library exists there are significant inadequacies that affect the ability of the staff to meet the library service needs of the town. Major problems include a lack of convenient on-site parking, inaccessibility of the facility inside the building with two floors and a basement but no elevator, lack of efficient room for staff work areas, lack of space for collection development, lack of space for patron seating, and safety issues such as steep stairs. In addition, the second floor of the Carnegie Public Library does not have the weight-bearing floors required for a library. These significant problems can be addressed in the construction of an enlarged and renovated Carnegie Public Library for Montague. Section III: The Future Library highlights some of the solutions to the inadequacies of the current facility.

## HOURS

The Carnegie Public Library is open 36 hours per week (from September through May) and 32 hours per week during the summer months. From September through May the library is open Monday, Tuesday, and Wednesday from 1 p.m. to 8 p.m., Thursday and Saturday from 1 p.m. to 5 p.m., and Friday from 10 a.m. to 5 p.m. In June, July, and August the Carnegie Public Library is open Monday, Tuesday, and Wednesday from 1 p.m. to 8 p.m., Thursday from 1 p.m. to 5 p.m., and Friday from 10 a.m. to 5 p.m. The facility is closed on Saturday during those months. The library is not open on Sunday. The Children's room is open the same hours as the adult area. The branch libraries are open 10 hours each week throughout the year. The Montague Center Library is open Monday and Wednesday from 2 p.m. to 5 p.m. and from 6 p.m. to 8 p.m.; the Millers Falls Library is open Tuesday and Thursday from 2 p.m. to 5 p.m. and from 6 p.m. to 8 p.m. Neither branch is open on the weekend. Because each of the Montague libraries is open during different hours residents have access to library service a total of 52.5 hours each week.

## PERSONNEL

There are three full-time staff members; each works 35 hours each week. Other staff at the Carnegie Public Library work twenty or fewer hours per week. The town is responsible for building maintenance; it is not part of the library budget as it is in many communities. Not being responsible for its own maintenance reduces the amount of space the library needs to provide for custodial and maintenance equipment and supplies. Because the library does not pay for custodial staff it also reduces the total of library expenditures because staff costs are the most significant component of any library budget. The full-time equivalent (FTE) is 5.3 staff. The ten hours that the Montague Center Library and the Millers Falls Library are open are each covered by part-time staff. Volunteers give approximately 10 hours of time per week to library activities. The 5.3 FTEs are distributed among the following service areas in the Montague Public Libraries:

- Director of Library Services                      1 position at 1 full-time equivalent
- 2 Children's    2 position at 1.37 full-time equivalents
- Technical Services                                      1 position at 1 full-time equivalent
- Circulation    3 positions at 1.05 equivalents
- Branch Libraries                                        2 positions at .57 equivalent

The MBLC provides summary tables of library statistics collected annually. In Figure II.1 Montague is compared with the 69 municipalities that comprise the 5,000-9,999 population range. The summary table shows duplicated hours open, non-custodial full time equivalent staff, and weekly number of volunteers hours. The more hours a library is open the more staff is needed. Frequently volunteers supplement staff activities. Montague is open more hours, has a slightly larger staff, and fewer weekly volunteer hours than the average for libraries in the population group.

Population Group	Average Hours Open Per Week	Non-Custodial Full-Time Equivalent	Weekly Volunteer Hours
Pop. Group C: (5,000-9,999) 69 municipalities			
Low	6.9	0.2	0
High	82.4	10.2	113.5
Average	38.5	4.9	21.1
<b>Montague</b>	<b>52.5</b>	<b>5.3</b>	<b>10</b>
Deerfield	23.4	2.5	11.1
Orange	40.4	5.3	10.1

Figure II-1. Comparison of Montague Hours and other Libraries in the population group

In FY 1999 the MBLC together with a approximately 100 librarians and trustees from around Massachusetts undertook a review of state funding and services in public libraries known as the Public Library Initiative. As part of the process a new method of comparing libraries was developed. Although this will not officially go into effect until there is additional state aid funding, the method seems like a good way to compare libraries. The MBLC has created peer groups through a cross-tabulation of Equalized Valuation of Property and population estimates. The peer group is a fairer comparison because it takes into account funds communities have to expend on services. Vandermark Consulting is using the peer group for Montague tabulated by the MBLC for a number of comparisons, including financial support, library holdings, and circulation. In addition, Montague regularly compares itself to the nearby communities of Deerfield and Orange. Data comparisons for these two communities are included in the Figures in this section.

This process also reduces the unwieldy number of communities in Population Group C (5,000-9,999) from 71 libraries in 69 municipalities to a more manageable comparison among 14 municipalities. As seen in Figure II-1. the state average Non-Custodial Full-Time Equivalent staff size for the 5,000-9,999 population group is 4.9 equivalents (FTEs). Figure II-1 shows that Montague is above the state average when compared with all 69 municipalities and also when compared with its peer libraries as seen in Figure II-2. One

reason for this is the two branches that Montague maintains.

Municipality	1996 population	Eqv/Capita	No. of Branches	Non-cust. FTEs	Total Circulation	Circulation /FTE
Ashburnham (C)	5,471	53,175.29	0.00	2.7	88,630	32,826
Berkley (S)	5,236	51,472.12	0.00	2.6	21,867	8,410
Dighton (S)	5,871	58,088.91	0.00	2.4	23,851	9,938
Douglas (C)	6,145	51,089.50	0.00	2.6	16,376	6,298
Freetown (S)	8,733	56,977.79	0.00	2.4	23,815	9,526
Georgetown (N)	7,054	57,260.70	0.00	4.4	59,832	13,914
Granby (W)	5,850	49,034.02	0.00	2.1	25,862	12,315
Groveland (N)	5,610	51,689.66	0.00	3.5	39,431	11,266
Hanson (S)	9,512	54,319.70	0.00	4.6	59,890	13,020
Lancaster (C)	6,542	53,976.77	0.00	3.3	49,284	14,935
<b>Montague (W)</b>	<b>8,383</b>	<b>51,062.51</b>	<b>2.00</b>	<b>5.3</b>	<b>68,081</b>	<b>12,845</b>
Southwick (W)	8,005	49,746.66	0.00	6.3	115,155	18,279
Townsend (C)	8,997	50,132.49	0.00	4.2	45,490	10,831
Tyngsborough (N)	9,800	55,834.49	0.00	5.1	60,901	11,941
<b>AVERAGE</b>	<b>7,229</b>	<b>53,132.90</b>	<b>0.14</b>	<b>3.68</b>	<b>49,890</b>	<b>13,310</b>
Deerfield (W)	4,969	70,678.81	0	2.5	39,336	15,734
Orange (W)	7,523	36,908.41	1	5.3	60,329	11,383

\*The letters in parenthesis after each community refer to the region of the state that the community is in (S-Southeast Region, N-Northeast Region, C-Central Region, W-Western Region). Regions provide support services to libraries in their region (delivery, supplemental collections, continuing education, interlibrary loan, and reference support), resulting in improved library service. Regional support is funded through the state.

Figure II-2. Public Library Circulation Comparison of Montague and other Libraries

The average annual circulation in Montague's peer group shown in Figure II-2 is 49,890. Montague's circulation is 68,081 or 136% of the peer average. Montague circulated 12,845 items per full-time equivalent, which is 96% of the peer average of 13,310 items per full-time equivalent. This fact indicates that Montague staff is not as efficient as in some libraries. The inadequate circulation desk and the use of library branches are the primary causes of this inefficiency. Figure II-6 lists circulation statistics for the 14 libraries in the municipalities in Montague's peer 5,000 – 9,999 population range.

As indicated in Figure II-3 below, Montague has a slightly larger collection (holdings) than the average collection for the entire population group, and Montague's annual circulation is approximately 105 percent of the peer average. However, Montague's holdings per capita and circulation per capita are below the average. Also of significance is the number of non-resident loans in comparison to the population average. Non-resident lending is based on convenience for library users, such as location near place of employment, parking, special collections or other services, and accessibility of the facility. Montague's non-resident lending is below average primarily because it is not convenient for library users.

Population Group	Holdings	Holdings /Capita	Circ	Circ /Capita	Non Resident Circ
Pop. Group C: (5,000-9,999) 69 municipalities					
Low	4,551	0.66	6,599	0.95	73
High	82,679	14.84	154,755	21.27	48,206
Average	37,348	5.31	64,884	9.00	9,353
<b>Montague</b>	<b>37,439</b>	<b>4.47</b>	<b>68,081</b>	<b>8.12</b>	<b>5,926</b>
Deerfield	20,105	4.05	39,336	7.92	4,962
Orange	46,576	6.19	60,329	8.02	2,851

Figure II-3. Public Library Circulation Comparison of Montague and Population Group Libraries

The expanded and renovated Carnegie Public library will require additional staff to man the service desks and assist the increased number of library users a building project generates. Public use of renovated and expanded libraries increases because accessible, convenient parking is available, meeting room space encourages community use of the facility for programs, and improved layout of library materials increases use of those materials. The building must be designed to be as efficient as possible. Personnel costs are the most significant part of any library budget. Therefore staffing requirements must be acknowledged but also controlled.

## COLLECTIONS

The library collections in Montague are inadequate to meet the needs of the residents. Part of the reason is the inadequate library facility. A new Carnegie Public Library will provide space for the collections to grow and better meet the needs of Montague residents.

The Montague Library has approximately 35,000 volumes in its book collection. Annual acquisitions average approximately 1,000 items. Discards total approximately 1,000 items for no net gain of items annually. Montague has a well-weeded book collection. This is due to the lack of space for collection growth. For every item purchased an item must be discarded. Although an up-to-date collection best meets the needs of the community, particularly in light of the Mission and Roles of the library, an expanded and renovated Carnegie Public Library will allow for important growth in the depth of the collection.

The book collection is divided into the categories shown in Figure II-4. The branch libraries book collections are approximately 49 percent of the entire book collection. This figure suggests the extent of duplication of holdings throughout the three facilities.



BOOKS	CARNEGIE PUBLIC LIBRARY	BRANCH LIBRARIES	TOTALS
<b>ADULT</b>			
Fiction	6,375	7,666	14,041
Non-fiction	6,212	4,310	10,522
Subtotal	12,587	11,976	24,563
<b>CHILDREN</b>			
Fiction	2,435	2,239	4,674
Non-Fiction	3,174	1,400	4,574
Paperbacks	788	1,199	1,987
Subtotal	6,397	4,838	11,235
<b>TOTAL</b>	18,196	16,814	35,010

Figure II-4. Book collection of the Montague Public Libraries

The Audio-Visual collection is divided into the categories shown in Figure II-5. Montague has a very limited audio-visual collection. The library regularly borrows videos from the Western Massachusetts Regional Library System. \*Collection size for audio-visual materials for the branches is not available. Audio-visual materials are rotated among the three libraries. The audio-visual collections cannot be expanded due to lack of space in all of the facilities. The audio-visual collections should be at least four times the size of the current collections to meet the needs of the community.

AUDIO-VISUAL FORMAT	CARNEGIE PUBLIC LIBRARY	BRANCH LIBRARIES
Adult Videos	21	*
Children's Videos	266	
Adult/Children's Compact Discs	0	0
Adult/Children's Cassettes	0	0
Adult Books-on-Tape	550	*
Children's Books-on-Tape	NA	
Miscellaneous (kits & microfilm)	50	*
<b>TOTAL Audio-Visual Items</b>	887	*

Figure II-5. Audio-visual collection of the Montague Public Libraries

The book and audiovisual collections are supplemented by 58 periodical subscriptions at the Carnegie Public Library (49 subscriptions for adults and 9 for children). Sixty-nine additional subscriptions are available at the two branches (61 subscriptions for adults and 8 for children). Most of the branch subscriptions are duplicates of the subscriptions at the Carnegie Public Library. Montague keeps back issues of *Consumer Reports*, *Time Magazine*, *Newsweek*, *U.S. News and World Report* for five years and an incomplete collection of *National Geographic* to meet informational needs. All other periodicals are kept for one year. The back issues are located in the book stack room on open shelves. Library staff must keep the periodicals organized by title and date for convenient use by patrons. For local current news the Carnegie Public Library has subscriptions to *The Greenfield Recorder* and *The Springfield Union News*. These two newspapers are kept for only one week because of lack of space. In addition, the Carnegie Public Library has two local papers on microfilm: the *Turner Falls Report* and the *Turners Falls Herald* from 1898 through 1940 (both have ceased publication).

Regional papers are valuable resources for historians, with information concerning residents and local events.

## REGISTERED BORROWERS

Montague has 6,300 registered borrowers. The library is not automated. There is no tracking of borrowers by type. Detailed information by borrower type can be useful for planning library programs and in collection development. As soon as possible Montague should start collecting information about its registered borrowers.

## FINANCIAL RESOURCES

The table in Figure II-6 compares Montague's financial support to the financial support of other libraries in the 5,000-9,999 population peer group.

Municipality	1996 pop	Total App Municipal Income	Total Op Income	Total Op Income /Capita	Materials Expend	Materials Expend /Capita	Materials Expend %	Total Operating Expend	Total Op Expend /Capita
Ashburnham (C)	5,471	\$84,643	\$112,841	\$20.63	\$35,198	\$6.43	31	\$112,841	\$20.63
Berkley (S)	5,236	\$62,418	\$64,485	\$12.32	\$14,009	\$2.68	22	\$65,013	\$12.42
Dighton (S)	5,871	\$58,063	\$64,263	\$10.95	\$11,960	\$2.04	19	\$62,153	\$10.59
Douglas (C)	6,145	\$81,615	\$81,615	\$13.28	\$15,604	\$2.54	20	\$78,828	\$12.83
Freetown (S)	8,733	\$46,011	\$60,669	\$6.95	\$13,617	\$1.56	25	\$54,740	\$6.27
Georgetown (N)	7,054	\$131,092	\$139,065	\$19.71	\$28,741	\$4.07	22	\$131,092	\$18.58
Granby (W)	5,850	\$59,484	\$65,439	\$11.19	\$12,752	\$2.18	19	\$66,358	\$11.34
Groveland (N)	5,610	\$79,152	\$92,478	\$16.48	\$22,307	\$3.98	24	\$91,375	\$16.29
Hanson (S)	9,512	\$155,414	\$172,148	\$18.10	\$41,638	\$4.38	25	\$163,850	\$17.23
Lancaster (C)	6,542	\$110,577	\$135,731	\$20.75	\$26,375	\$4.03	19	\$138,794	\$21.22
Montague (W)	8,383	\$173,062	\$179,497	\$21.41	\$39,502	\$4.71	22	\$177,838	\$21.21
Southwick (W)	8,005	\$108,219	\$120,660	\$15.07	\$52,416	\$6.55	43	\$120,635	\$15.07
Townsend (C)	8,997	\$127,547	\$142,513	\$15.84	\$23,828	\$2.65	20	\$119,056	\$13.23
Tyngsborough (N)	9,800	\$181,295	\$186,846	\$19.07	\$46,328	\$4.73	24	\$192,308	\$19.62
<b>AVERAGE</b>	<b>7,229</b>	<b>\$104,185</b>	<b>\$115,589</b>	<b>\$15.84</b>	<b>\$27,448</b>	<b>\$3.75</b>	<b>23.93</b>	<b>\$112,492</b>	<b>\$15.47</b>
Deerfield (W)	4,969	\$64,708	\$70,658	\$14.22	\$18,690	\$3.76	28	\$67,232	\$13.53
Orange (W)	7,523	\$167,887	\$200,006	\$26.59	\$42,917	\$5.70	23	\$187,433	\$24.91

Figure II-6. Comparison of Financial Support

As the Massachusetts Board of Library Commissioners public library data shows, of the fourteen libraries listed in Figure II-4, Montague ranks second in Total Operating Income Per Capita, fourth in Materials Expenditure Per Capita. As Figure II-6 shows Orange exceeds Montague's financial support in all key areas. Montague receives good financial support from the municipality. Even though Montague has committed itself to providing services to the community through a three-facility branch system, the branch hours are all during the day or early evening. Neither of the branches is open on the weekend, a traditionally popular family-time to visit the library. Montague needs to explore funding for

additional branch hours while the community plans for the expanded and renovated Carnegie Public Library.

An expanded and renovated Carnegie Public Library facility will allow space for Montague's collections to develop and provide better in-depth holdings to meet patron needs. Circulation will increase because the collections will be better, the facility will be more accessible, and there will be convenient parking for patrons. Typical circulation growth resulting from comparable improvements in other libraries is fifty percent.

## LIBRARY SERVICES

The library provides information assistance to library visitors and fulfills phone requests. In fiscal 1998 nearly 5,600 reference inquiries were answered. The library is an online-affiliate member of the Central/Western Massachusetts Automated Resources Sharing Network (C/W MARS), an automated network shared by 48 full member libraries and 75 on-line affiliates with a combined database of over 5,000,000 volumes. C/WMARS encourages better and more efficient services by improving such library functions as locating requested items and fulfilling interlibrary loan requests. There are 5 workstations available at the Carnegie Public Library, 3 for staff use and 2 for the public. One of the public workstations has access to the Internet and one has word processing software. The staff has one workstation with access to C/WMARS. Montague is an online affiliate member of C/WMARS. This class of C/WMARS membership requires Montague to make its collection catalog records available in the C/WMARS database. This affiliation is good for resource sharing and Interlibrary Loan. C/WMARS does not provide Montague with a circulation system nor an Online Public Access Catalog. There are two other workstations available for staff use that includes access to word processing. The branch libraries do not have workstations.

As seen in the library's long range planning, Montague has a serious commitment to children's services. In 1993-1994 the library received a Children's Collection development Grant from the MBLC. In 1998-1999 the library received a grant for Early Childhood Education from the MBLC. The children's librarian was able to parlay the Early Childhood Education grant into an additional \$25,000 from community groups for an extension of the program.

The children's department offers a schedule of preschool story programs, evening story times, music programs, library camp, and library clubs. In addition, the staff offers a variety of special after school, Saturday, and vacation programs. The majority of the children's programs are held at the Carnegie Public Library. However, the children's librarian offers a story hour at the Montague Center and Millers Falls libraries one night each week. In addition, there is a music program held on a revolving schedule one morning each week. The music program held weekly for eighteen months for approximately six to eight weeks, in support of early childhood education. The music program is an extension of the Early Childhood Education grant discussed above.

The library staff is committed to providing services to the community. The staff is excited about the vast potential for expanded programming, collection development, and additional technology services that the expanded and renovated Carnegie Public Library will allow. In

the mean time, the staff, working within the constraints of a limited budget and space, has taken advantage of membership in the Western Massachusetts Regional Library System (WMRLS) to expand resources for Montague. Membership provides the library's access to the Internet and full-text online periodical databases funded by the state and regional library systems, and to training sessions on these new services for Montague library staff.

## SIZE OF LIBRARY FACILITY

Montague's population is estimated to be 8,383. Based on population projections by MISER, shown in Figure I-4 Montague will grow to approximately 8,816 citizens by 2019. This population figure is being used to project facility needs for the next 20 years. The current facilities in Montague provide approximately 9,523 square feet for library service – 5,523 square feet at the Carnegie Public library, and approximately 2,000 square feet at each of the two branches. The Carnegie Public library is not handicapped accessible once a patron has entered the facility. The Montague Center and Montague Falls libraries are accessible, but crowded conditions inside each of the facilities make it difficult for handicapped patrons to gain access to materials. Vandermark Consulting is recommending an expanded and renovated Carnegie Public Library of approximately 13,390 square feet to meet the library needs of Montague for the next twenty years.

Many of the municipalities listed in Figure II-7 recently have built new libraries or renovated and built an addition on an existing facility. The enlarged facilities will meet their community library needs for the next twenty years. Montague is placed in the table to show how the recommended project compares with other projects.

Municipality	Population	Population 20 years	Current Volumes	Proposed volumes	Existing Sq. ft.	Proposed Sq. ft.	Existing Seats	Proposed Seats	Meeting Room Seats
Shirley*	6,232	8,500	21,070	29,860	4,195	10,940	16	65	
Lee	6,300		49,147	49,147	9,834	9,834	40	40	60
Westminster	6,401	8,500	29,584	43,000	4,010	13,140	32	77	
West Boylston	6,546	7,392	34,960	60,910	5,832	19,300	25	173	100
Sterling	6,550		16,861	34,000	3,560	8,462	23	68	30
Southboro	6,562		42,814	60,000	5,992	13,892	30	83	70
Sturbridge	6,808		17,700	18,072	2,050	9,510	17	64	75
Ayer	7,082		22,000	50,000	3,000	14,284	18	84	
Littleton	7,135	9,620	45,000	80,000	4,165	16,000	28	104	60
Monson	7,670		21,373	31,425	10,179	10,179	10	88	100
Southwick*	7,773	8,434	28,894	32,581	2,000	10,950	12	80	
Williamstown	8,056	7,124	35,303	56,786	5,697	15,992	28	85	48
Groton	8,662	14,000	34,550	61,605	5,800	17,868	37	83	
Winchendon	9,248	12,000	31,933	58,350	12,600	14,000	30	125	120
Wrentham*	9,465	10,354	22,107	49,314	2,000	13,850	16	70	
<b>Carnegie Public Library Montague (W)</b>	<b>8,383</b>	<b>8,816</b>	<b>18,196</b>	<b>36,939</b>	<b>5,523</b>	<b>13,390</b>	<b>22</b>	<b>63</b>	<b>100</b>

Figure II-7. Comparison of Facility Sizes of Libraries Already in Construction

Library use in Montague, as documented in data from the Massachusetts Board of Library Commissioners, is above the average when compared with the 69 municipalities in its population group. When compared to the peer group, Montague is the middle to upper middle of every category. There are several reasons Montague compares favorably with the peer libraries.

- The residents have access to library service twelve hours each week more than the average for the peer group because each of the facilities is open at different times
- All three facilities are somewhat accessible, ie., patrons can get into the facilities but then need some assistance in having access to materials. On the other hand, the Carnegie Public Library is the least accessible once a patron has entered the facility
- All of the facilities have parking. However, the Carnegie Public Library does not have off-street parking. The on-street parking can be dangerous with heavy traffic passing right by the library.

In other words, Montague has advantages over some peer libraries, but these advantages can be enhanced by the improved library service that will be available with the expanded and renovated Carnegie Public Library.

Figure II-8 shows Montague per capita rankings with population group 5,000 – 9,999 and with the Total State for Total Operating Income, Total Operating Expenditures, Total Salary Expenditures, and Materials Expenditures. The total number of libraries in the 5,000 – 9,999 population group is 69 and the total number of libraries in the state is 371.

Municipality	Population	Total Operating Income	Total Operating Expenditures	Salary Expenditures	Materials Expenditures
Montague	8,383	\$21.41	\$20.64	\$21.21	\$4.71
Rank within pop group	18	36	35	30	36
Rank within state	186	180	160	152	132

Figure II-8 Montague Per Capita Financial Ranking Within Population Group and State

Figure II-9 shows the same comparisons for MLS Full Time Equivalents, Hours Open per Week, Direct Circulation, and Library Holdings. Although the ranking for number of hours open per week is high the ranking for holdings is only 38.

Municipality	MLS FTE/10,000	Hours. Open per week	Direct Circulation	Holdings
Montague	2.39	52.5	8.09	4.47
Rank within pop group	14	4	32	38
Rank within state	85	116	168	187

Figure II-9 Montague Per Capita Circulation Ranking Within Population Group and State



For example, Montague is ranked 18 in population. This means that only 17 of the 5,000 – 9,999 communities have a larger population. Although Montague has a significantly high number of MLS staff, there is room for improvement in most of the other categories.

Library use will increase when an expanded and renovated Carnegie Public Library is completed. A renovated and expanded Carnegie Public Library will meet the needs of the community with accessible collections, meeting rooms, room for children and adult programs, and expanded access to audio-visual and automated services.

As Figure II-10 shows, Montague has a low non-resident circulation as compared to many of the libraries in the peer 5,000 - 9,999 population group. There are several reasons for this. There are some accessibility problems at the Carnegie Public Library. Also, Montague is not on any major thoroughfare, and few people come from out of the community for shopping or employment. Library use is heavily influenced by convenience. Library users frequently use facilities that are close to their place of work, near a school they attend, or near shopping areas they frequent.

Municipality	1996 pop	Holdings	Holdings /Capita	Print Circulation	AV Circ	Total Direct Circ	Total Circ Activity	Circ /Capita	Non Resident Circ
Ashburnham (C)	5,471	34,369	4.66	67,571	13,504	81,075	88,630	16.20	13,326
Berkley (S)	5,236	14,620	2.79	12,043	4,486	16,529	21,867	4.18	810
Dighton (S)	5,871	15,530	2.65	14,468	2,943	17,411	23,851	4.06	3,027
Douglas (C)	6,145	20,674	3.36	14,393	1,716	16,109	16,376	2.66	133
Freetown (S)	8,733	19,988	2.29	21,032	1,230	22,262	23,815	2.73	1,395
Georgetown (N)	7,054	45,762	6.63	56,927	2,149	59,076	59,832	8.48	2,621
Granby (W)	5,850	21,823	3.73	17,910	7,258	25,168	25,862	4.42	1,230
Groveland (N)	5,610	29,066	5.18	36,318	2,411	38,729	39,431	7.03	3,803
Hanson (S)	9,512	38,251	4.02	48,328	5,964	54,292	59,890	6.30	5,878
Lancaster (C)	6,542	49,662	7.59	39,599	7,927	47,526	49,284	7.53	6,233
<b>Montague (W)</b>	<b>8,383</b>	<b>37,439</b>	<b>4.47</b>	<b>59,941</b>	<b>7,858</b>	<b>67,799</b>	<b>68,081</b>	<b>8.12</b>	<b>5,926</b>
Southwick (W)	8,005	23,372	2.92	76,456	34,911	111,367	115,155	14.39	11,402
Townsend (C)	8,997	28,490	3.17	33,284	11,615	44,899	45,490	5.06	654
Tyngsborough (N)	9,800	26,294	2.68	48,124	9,197	57,321	60,901	6.21	4,872
<b>AVERAGE</b>	<b>7,229</b>	<b>28,953</b>	<b>4.01</b>	<b>39,028</b>	<b>8,084</b>	<b>47,112</b>	<b>49,890</b>	<b>6.96</b>	<b>4,379</b>
Deerfield (W)	4,969	20,105	4.05	31,243	7,711	38,954	39,336	7.92	4,962
Orange (W)	7,523	51,996	5.39	41,029	16,496	57,525	60,329	8.02	2,851

Figure II-10. Comparison of peer library holdings, circulation, and Non-Resident circulation

Figure II-10 shows that Montague in comparison with other libraries in its peer population group of 5,000-9,999 has a lower than average Audio-visual circulation. Many library users borrow heavily from Audio-visual materials, including Books-on-tape (a popular favorite with commuters, some senior citizens, and crafters), videos for both recreation and education, and Compact Discs for music. The renovated and expanded Carnegie Public Library will allow for development of these important collections, both for adults and children.

Population Group	Holdings	Holdings /Capita	Circ	Circ /Capita	Non Resident Circ
Pop. Group C: (5,000-9,999) 69 municipalities					
Low	4,551	0.66	6,599	0.95	73
High	82,679	14.84	154,755	21.27	48,206
Average	37,348	5.31	64,884	9.00	9,353
<b>Montague</b>	<b>37,439</b>	<b>4.47</b>	<b>68,081</b>	<b>8.12</b>	<b>5,926</b>
Deerfield	20,105	4.05	39,954	7.92	4,962
Orange	51,996	5.39	57,525	8.02	2,851

Figure II-11. Comparison of entire population group library holdings, circulation, and Non-Resident circulation

Figure II-11 shows Montague in comparison to all libraries in the population group 5,000 – 9,999 for library holdings, circulation and non-resident circulation. The renovated and enlarged Carnegie Public Library should result in significant per capita holdings and circulation.

## CURRENT LIBRARY SPACE REQUIREMENTS

In planning a library facility to meet the needs of the community for twenty years or more, library administration first should evaluate space deficiencies in the context of collection resources and space requirements needed to serve the current town population. Based on that information future space requirements then should be calculated to satisfy the needs of population projections and plans for library development.

In determining the library space requirements for Montague, the consultant for this building program analyzed each functional component in light of the community profile detailed in Section I: Montague and the Town Library, the mission statement of the library, and the roles prioritized in the library's long-range plan. Quantitative standards widely used in the library profession are applied to calculate the amount of space that should be available for the collections, user seats, special spaces, and staff. In addition, because present service does not meet community needs, it has been necessary to extrapolate adequate levels for the current population as well as the future population.

Future library space requirements are calculated based on a population projection for the year 2019. The size and resources of a library should be based on space needed for the library to accomplish its roles for the community for at least the next 20 years according to the *Regulations for the Massachusetts Public Library Construction Program (605 CMR 6.00) Library Improvement Program - Public Library Construction*. The Massachusetts Institute for Social Economic Research (MISER) estimates that Montague's population in 2019 will be 8,816.

## BOOK COLLECTION

The newly revised *Regulations for the Massachusetts Public Library Construction Program (605 CMR 6.00) Library Improvement Program - Public Library Construction* mandate one of three possible levels of collection sizes for libraries in the 5,000 – 9,999 population group. Montague's population is 8,383. The collection size is based on a number of volumes held per capita: basic (3.87 volumes per capita); moderate (4.19 volumes per capita), or advanced (4.53 volumes per capita). The formula specifies 3.87 volumes per capita for a basic collection, indicating that Montague should have a book collection of approximately 32,442 volumes. The formula specifies 4.19 volumes per capita for a moderate collection, indicating that Montague should have a book collection of 35,125 volumes, and the formula specifies 4.53 volumes per capita for an advanced collection, indicating that Montague should have a book collection of approximately 37,975 volumes. The Montague collection is approximately 35,000 volumes. However, the two branch collections (approximately 16,814 volumes) are part of the 35,000 volumes. Vandermark Consulting recommends that the Carnegie Public Library plan on a moderate collection, specifying the 4.19 volumes per capita to meet the twenty-year needs of the community. The branch collections are not part of the recommendation.

Unlike the majority of other communities in the 5,000 – 9,999 population range Montague historically has had a branch system to allow easier resident access to materials closer to their homes or places of employment. Library systems with branches develop collections that have some duplication. The current 35,000 total includes significant duplicate volumes. The Carnegie Public Library needs to be perceived as a single library, rather than as one component of a system consisting of a main facility and two branches. The single library perception will encourage excellent planning to meet the twenty-year needs of the community primarily in the renovated and expanded Carnegie Public Library. Also, this shift in focus will permit flexible roles and service priorities in the branches. The collections and services in the branches then can be modified as necessary with great flexibility.

Because the recommendation of Vandermark Consulting is to expand and renovate the historically significant Carnegie Public Library facility to meet the twenty-year service needs of Montague, this section focuses on the space requirements of the Carnegie Public Library facility. Figure II-12 shows the current and projected book collection space allocations for the Carnegie Public Library; it does not include the space allocations of the duplicated collections at the branches.

	Population	Carnegie Public Library Holdings	Total Sq. Ft.
1996 population	8,383	18,196	1,820 sq. ft.
2019	8,816	36,939	3,700 sq. ft.

Figure II-12. Projected Volumes and Space Requirements

In Figure II-12 through II-15 there is data on the actual number of items in the current collection and the number of items for the twenty-year population growth projection.

The Carnegie Public Library's 18,196 volumes require approximately 1,820 square feet of space to house the collection. A major reason the Carnegie Public Library collection is inadequate is the lack of space in the current facility. Using the MBLC moderate formula of 4.19 volumes per capita, the Carnegie Public Library should have a collection of approximately 35,125 volumes. A collection this size would require approximately 3,500 square feet. The book collection is weeded continuously by Montague library staff to permit new items to be added in the inadequate space. This necessary weeding severely limits the depth and breadth of the collection.

## PERIODICAL COLLECTION

The library department has a limited periodical collection for the community. According to professional collection development guidelines, Montague residents should be able to choose from at least 85 titles. Periodicals should be attractively displayed on slanted shelves so patrons have easy access to the titles that match their interests, hobbies, careers, and informational needs. There should be comfortable lounge seating nearby for leisurely reading of the periodicals. It is common in public libraries for patrons regularly to read current magazines, an activity that requires more comfortable seating. The Carnegie Public Library in Montague has only nine wooden chairs and three tables near its periodicals.

	Population	Number of Titles	Current titles	Backfiles	Total sq. ft.
1996	8,383	58	58 sq. ft.	600 sq. ft.	658 sq. ft.
2019	8,816	124	124 sq. ft.	0 sq. ft.	150 sq. ft.

Figure II-13. Projected Requirements for Carnegie Public Library Periodical Titles

As shown in Figure II-9 today the Carnegie Public Library provides 58 periodicals (49 titles for adults and 9 titles for children). The Carnegie Public Library provides access to two newspapers, including the local *Greenfield Recorder* and the *Springfield Union News*. In addition, the Carnegie Public Library maintains five years of backfiles for *Consumer Reports*, *Time Magazine*, *Newsweek*, *U.S. News and World Report*, and many years of *National Geographic* for recreational and educational use. Given the availability of most of these periodicals in full-text online periodical databases provided through state and regional funds, Vandermark Consulting recommends that Montague not maintain storage for paper backfiles of periodicals. Instead the library should provide additional computer access to the online databases. The online periodical databases provide a more extensive archive of backfiles and available titles. User-friendly interfaces allow patrons to gain access to articles on their own.

## AUDIO-VISUAL COLLECTIONS

For many libraries audio-visual materials make up more than 20% percent of the circulation. Videos are superior to print materials for some instructional purposes. Library patrons enjoy Books-on-tape, a format popular with commuters, persons involved in crafts (one can listen to a book while working on crafts involving hand use), and some seniors who find print difficult to deal with and who do not like the weight of large print books. Compact discs, easily stored and much less easily damaged than phonograph records, are especially well-

suiting to public library circulation. The Carnegie Public Library in Montague has a minimal variety of audio-visual formats for both educational and recreation use.

Montague should develop non-print collections tailored to the needs of its community. Audio-visual materials are increasingly popular with younger patrons. The collections should be expanded to meet national guidelines. This expansion will result in a significant increase from 287 videos to 1,200, initiate a CD/CD-ROMS collection with a size of 800, and increase the number of Books-on-tape from 550 to 1,500. Figure II-14 shows the projected space requirements of the Carnegie Public Library audio-visual collection.

	Population	Videos	CDs/ CD ROMS	Books- on- tape	Book/ Cassettes	Other Media	Total sq. ft.
1996	8,383	287	NA	500	150	30	50 sq. ft.
2019	8,816	1,200	800	1,500	150	150	450 sq. ft.

Figure II-14. Current Space Allocation and Projected Audio-visual Collections Space Requirements

Audio-visual collections should be displayed in attractive, face-front shelving or on zig-zag shelving for easy review of titles. 'Marketing' shelving increases the use of these important collections.

## OTHER SPACE REQUIREMENTS

In addition to the collection space requirements, there are space requirements for patron seating, service desks, and special areas. These areas functionally are among the most important in the library.

### Patron Seating

Most seating for adult readers at the Carnegie Public Library is on twelve wooden chairs at four rectangular wooden tables. The seating is very uncomfortable. The tables, with Formica tops installed approximately 40 years ago, are unattractive. Occasionally the tables are used for material display, a practice that makes for undesirable seating. There is no study carrel or lounge chair seating.

Seating in the children's area is very limited. Two small children can sit at the toddler table, and two older children can study at the single rectangular table. The four seats are all that are available with the exception of a bean bag chair for lounge seating. There is no seating for adults in the children's area. There is a rectangular table with chairs for crafts in the Artifacts Loft.

	Population	Carnegie Public Library Patron Seating	Total sq. ft.
1996	8,383	22	660 sq. ft.
2019	8,816	63	2,100 sq. ft.

Figure II-15. Current Library Seating and Projected Requirements



As Figure II-15 shows, the Carnegie Public Library does not provide enough seating for library patrons, using the standard formula of 7 patron seats per 1,000 population specified in the *Regulations for the Massachusetts Public Library Construction Program (605 CMR 6.08: 2. Cii) Library Improvement Program - Public Library Construction*). Montague has only 31% of the seating required for the current population.

Library seating should be divided among tables and chairs, study carrels, and comfortable lounge chairs. Children should be accommodated with lounge seating and table seating that is graduated in size from preschooler to older child. Young adults also need lounge and study seating. Adults need comfortable lounge seating, particularly where current periodicals are housed, but also throughout the building. In the renovated and expanded Carnegie Public Library approximately half of the seating should be lounge and study carrel seating.

### Service Desks

The amount of space required for service desks depends on the location and configuration of the desk as well as the number of staff working at the desk at any one time. The area occupied by the desk is only part of the space required. Aggregate space also must include an area for efficient staff operation on one side and free-flowing user traffic on the other side. The configuration of the current Carnegie Public Library circulation desk is somewhat efficient. It is situated so staff visually can control much of the public service areas and the main entrance. However, the desk is too small for two people. The staff working the desk must stand up to use the typewriter located on one corner of the desk. When the library automates (within the next three to five years) there is no space for workstations. And there is no easy access for handicapped patrons or children.

The circulation/information desk should have room for three staff members at peak periods of patron use. Allowing 135 square feet for each staff person at the desk means that the total area should be at least 400 square feet. The Carnegie Public Library does not have a separate information/reference desk. Patrons ask staff questions that take advantage of staff expertise and knowledge of reference materials. As more services are available online it is important that patrons know where to go for initial help in finding information. The renovated and expanded Carnegie Public Library will have signs that clearly indicate where patrons should come with their questions.

Vandermark Consulting recommends that all library circulation occur at a single circulation desk to optimize staff use. A single circulation desk is important for a couple of reasons: 1) it allows for collection control because only one main entrance is necessary and 2) it controls ongoing costs because it limits the number of staff and equipment required for this function.

There is no children's service desk in the Carnegie Public Library. The children's area is approximately 350 square feet. It is overcrowded with three portable book bins, a video carousel, two tables, a large bookcase, and a multi-media display rack. There is no room for a service desk. In the renovated and expanded Carnegie Public Library there should be a children's service desk area of at least 100 square feet. The children's service desk should have a low counter for the comfort of children. The desk should have room for the children's staff to work and control areas of the children's room visually.

## Staff Areas

The Carnegie Public Library has no staff work area in the Children's Room. Supplies are kept in the basement. Some processing of library materials occurs at the circulation desk and at patron tables. This level of work at a public service desk is not efficient. The expanded Carnegie Public Library facility should be planned with a combined staff work area/technical services/processing area. All library materials should be processed in this well-planned work area. This will allow for more staff time to be spent in delivering library service, rather than juggling tasks at a service desk.

The new Carnegie Public Library will require 700 square feet of work area for a recommended staff of 7. Current workspace is adequate but not convenient. Frequently staff must work at tasks on a floor removed from public service areas. This does not help efficiency. Also a space must be set aside for a staff lounge. The current staff lounge is located in a back hallway. There is no privacy. Although all the staff can use the microwave oven, miniature refrigerator and coffee maker, lack of a staff lounge is unacceptable for employees that works at the library for up to eight hours each day. A private lounge of approximately 225 square feet, including a few amenities such as a refrigerator, a couch, table and six chairs should be provided.

## Special Areas

There are no library standards for meeting room spaces. Municipalities need to look at the availability of space in town buildings for meetings and programs and the library's plans for programming to determine seating requirements. Information about meeting room seating for libraries recently built and/or renovated is available earlier in this section (See Figure II-7 Comparison of Facility Sizes of Libraries Already in Construction). Figure II-16 lists space requirements for group meeting areas for the new Carnegie Public Library recommended by Vandermark Consulting. Montague has limited meeting spaces. Programming needs of the library should have first priority in an expanded Carnegie Public Library, but meeting space for non-profit community and government groups also should be considered.

Space	Seats	Total square feet
Meeting Room	100	1,100 sq. ft.
Conference Room	15	350 sq. ft.
2 Quiet Study Rooms (1-2 people in each room)	4	150 sq. ft.
TOTAL	119	1,600 sq. ft.

Figure II-16 Projected Group Meeting Space Requirements

Figure II-17 shows total space needs for the Carnegie Public Library into the year 2019. As mentioned in the discussion of Designated Areas, non-assignable spaces are those areas or rooms necessary for general use and operation of the building but do not serve library functions. Non-assignable includes such areas as the lobby, corridors, stairwells, custodial and mechanical space, heating and ventilating equipment, storage, elevator, entryways, walls, walkways, and restrooms. Using the standard building formula, thirty percent (30%) of the

building's net square feet has been added to accommodate such "unassignable" spaces. The resulting recommended total gross square feet for the Carnegie Public Library is 13,390.

Function	Area
Collections	4,300 sq. ft.
Patron Seating	2,100 sq. ft.
Service Desks	500 sq. ft.
Staff Work Area	700 sq. ft.
Group Meeting Spaces	1,600 sq. ft.
Special Use Space (OPACs, Equipment, Staff Lounge)	1,100 sq. ft.
Total Assignable Space	10,300 sq. ft.
Non-Assignable Space (30%)	3,090 sq. ft.
Total Gross Square Feet	13,390 sq. ft.

Figure II-17. Summary of Space Needs through 2019

As Figure II-8 through II-11 make clear, the current Carnegie Public Library at 5,523 square feet of usable space is considerably smaller than adequate for the collections, the library users, the staff, and program needs of the Carnegie Public Library in Montague today. Figure II-17 references the square feet of a renovated and expanded Carnegie Public Library to be built to accommodate not merely current needs but the projected twenty-year requirements of Montague for library service and programs.