Report

To: Town of Wolfville

From: Ann-Marie Mathieu, CEO
Angela Reynolds, Community Engagement Coordinator

Date: December 11, 2017

Re: Wolfville Library Community Consultation 2017

Wolfville Community Consultation: Introduction

An in-person consultation was held at the Wolfville Market on November 4, 2017. Approximately 20 people were attending. An online survey with the same questions was made available until November 24. Just under 50 people responded online. Many responses were similar; below we have captured the most common responses. A full document with all raw data has been compiled.

As you will see, in general, most agree that a larger library is needed. Many respondents are concerned about the building: they want the library to stay in the current building. The community is looking for a social gathering space, but also wants to use the library in a traditional manner.

It is heartening that many people responded favourably with support—at least 30 people gave their names and contact information, and quite a few others said they might help if they knew what they would be asked to do. The community supports the expansion of the library, and there appears to be willing to help make it happen.

SPACES: How will the space be used?

Summary of Responses:

- Community/social gathering space
- Borrow books
- More space: for programs, more books (and more space between shelves)
- Family friendly
- Café
- Quiet reading Room
- Meeting place, meeting rooms
- Place to bring children

- Centrally located in town
- Accessible; mobility considerations a MUST
- Program room separate from main part of library (noise, etc)
- Comfy seating and research seating
- Programming for seniors

FURNISHINGS: What is needed for comfort and use?

Summary of Responses:

- Comfy chairs
- Bright, modern furniture that can be rearranged as needed
- Study/research seating and tables
- Quiet Reading Room
- Computer use area
- Natural light, windows
- Collaboration/study areas
- Good lighting
- Accessible

YOUTH SPACES:

Summary of Responses:

- Media area, computer stations
- Separate space for kids, separate space for teens/tweens
- More space
- More books
- Interactive play
- Keep noise in children's area
- Study spaces, table/chairs
- Programming room
- Comfy chairs
- Parent space/mom& baby space
- Outdoor space

TOP FIVE: What are the top 5 things you want in your library?

Summary of responses:

- More Space
- Accessible
- Comfortable
- More books
- Computer area/more computers
- Children's area
- Programming/meeting rooms
- Art gallery
- Café

- Wired study spaces
- Location: Keep it where it is
- Parking
- Collaborate with Acadia
- Outdoor space
- Quiet space
- Engagement with Indigenous community

WILD CARD: Tell us anything else you want!

Summary of responses:

- Include present building in whatever is done with library/build extension, perhaps modern
- A place to hang my coat
- Central to town
- Maintain the character in a larger space (many comments on the important heritage of the building)
- Be innovative- capture what is loved about current library, but dream big. Does not have to be this space
- Many comments that the library does what it needs to do—loaning books as core service
- Clean bathrooms
- Interactive items: train tracks, fish
- Add train cars on tracks outside as part of library
- Involvement from Acadia students
- Opportunity for major change – think different
- Accessible, bright, technologically that is current
- Public venue
- Elevator to upstairs room

APPENDIX 1:SPACES - How do you want to use the library?

Full Responses Provided Via Online Survey:

- All resources it currently has but upgraded. Interactive for young children with their own indoor and open garden space. A small cafe on site .
- I would like to have lots of room to explore the shelves of book and magazines. Lots of space is important with separate areas for the various activities. It would be great to have a separate area for the play area along with meeting rooms and a quiet space where one could go to read without interruption or noise.
- To pick up and deposit books I have ordered through your website; to read local newspapers; to view the occasional art shows; to bump into friends and neighbours.
- To find books and other materials , to borrow (such as music and DVDs), to go to programs (children's programs, etc.), to browse the collection, to read books with my child, and chat with people while my child reads or plays.
- Mostly for borrowing adult books.
- As a more family friendly space. The staff is extremely family friendly, the space is not. It's tiny! The kids programmes are jammed between a few shelves. It's sad.
- As a quiet but social space, conducive to discovery, exploration, study, and learning. A modern-day "STORYLAB."
- As a place for reading the papers, and borrowing books and magazines. Also appreciate access to some of the community services such as battery drop off.
- I come to borrow books and the occasional movie. I think the space is enough for me as it is, but perhaps it's a bit crowded.
- As a research space with computers and all the things you have now. More books would be nice by other than almost 70% female authors. Lately libraries seem to want to be everything else but libraries. Good to a point but not their mandated function.
    1. Browse shelves and check out books.
    2. Space for quiet reading, especially a reference or other non-fiction volume that is need only for a small section of its contents.
    3. Space for community meetings, especially NGOs.
    4. Space for children's programs, for adult literacy programs.
    5. Space for public computers for those who do not own their own.
- Space for more books/materials would be ideal especially with more comfortable places to sit and enjoy reading at the library. Room(s) to have lecture, presentations, and/or classes. A place to use for research and to do schoolwork. A space to show local artists. Join together with one of the local coffee places!
- I want the library to be THE centre for all things related to information. To me that means not only information included in holdings (books, magazines, audio-visual etc) but in the programs and services and spaces it provides. This will require a change in staff direction - it will require much more than helpful checking out of materials and story time. It will require a different knowledge base - which frankly could be virtual as well as in person. To be a true centre of information dissemination and conversation there needs to be an outreach to those with these skills e.g., Acadia faculty, business community, social services

providers, service groups - in other works library staff have the skills of community development.

- More books less computers/toys.
- It is definitely time to grow the Wolfville library. There's not enough space for either the collection or the clients. I would like there to be room to walk around the shelves. Also accessibility for wheelchairs or walkers, which would entail having more space. I want to use books and periodicals. I don't need to use the library PCs although I realize that many others do. I would like to see topical displays, mostly of printed material, which of course would demand more space.
- Simply as a place to find, find out about, and borrow books. Please add more computers, books and magazines.
- Borrow books and music.
- Find books, quiet space.
- I want the library to be a space that is functional, modern, and social. A place where students from Acadia, residents of Wolfville, and visitors from elsewhere will come to learn and ponder.
- I largely take books out, but I can see the crowding.
- Easy access to books, book displays, computers, and event space for readings, children's events, etc.
- Basically to access books of all kinds.
- A larger room to hold meetings for serious community gatherings. Increased space to attract the younger members of the community to use and appreciate the value of books.
- Borrowing books, lectures, gathering for special topics, learning new games, activities for seniors.
- Reading, baby groups, technology lessons for youth, adults and seniors, art lessons. Musical space for teens, 3D printers, art and craft activities. Please check out this website for an amazing small town library in my home town. It is amazing: http://ffpltc.ca/
- Family friendly area, meeting place, activities for children.
- I would love to use the library for more public events, and to go and study/write/do work.
- I bring our 2 kids aged 4 and almost 2. We like to check out books but also enjoy staying to enjoy the kids space for an extended amount of time. Tables or a separate place to sit and eat a snack would be helpful too.
- In terms of preserving and working with the heritage status of the current library, a very good example to consider is the Strathcona Branch of Edmonton Public Library, which includes a built addition, but effectively preserves the character of the original building.
- I want to use the library to sit, bring my laptop, a coffee, and get some work done in a quiet space. I want to come and see familiar faces (of the staff, of other patrons) and connect with my community. I want to have access to computers, printers and photocopiers at reasonable rates so I can use the library as an extension of my home business. I want to attend groups to meet other people that I have things in common with.
- Place for community groups, gathering, socialization, education, seminars, playtime for children.
- More space for general use. More computers.
- To borrow books, movies, magazines.

- A place to spend time with my children, to engage in programs both for myself and my children, a place to study and read, a social space to meet friends.
- Great the way it is.
- I want to be able to walk into the library and have it a quiet place to spend time to read and not have to shut out noise. As it is, I go in to borrow and not stay.
- I would like to see more programs oriented to seniors. I also would like to have a quiet area for reading newspapers, browsing magazines & using a tablet.
- It should be a multifaceted space that is family and community inclusive.
- For reading books and checking out books.
- All library spaces need to be accessible. This is a non-negotiable requirement, in order for all community members, including those who use wheelchairs and scooters for mobility, to be able to use the physical library. Currently, the main doors of the library have an accessibility button, and the washroom is large enough to accommodate wheelchairs, scooters, and strollers. However, the door to the washroom lacks an accessibility button, making it difficult, if not impossible for some library patrons to keep the door open as they try to go in with their wheelchairs, scooters, walkers, crutches, etc. The upstairs computer lab is completely inaccessible, as potential users can only reach it by using the stairs. If the computer lab remains upstairs, an elevator needs to be built in order to make it accessible to all patrons. Otherwise, the computer lab should be moved downstairs to an addition built onto the existing library. Needless to say, if the lab is to have doors, they need to have accessibility buttons. There should be a designated program room. Having such a room will allow for programming to occur without disturbing patrons who come to the library and do not wish to listen to the program. I do not doubt that children's programming is heard throughout the library. As a parent who participates in such programming, I can attest that it is loud. Most likely, there are patrons who are disturbed by this programming, and may choose not to return to the library, as they may think that the library does not have the space for their needs (study, reading, reflection, etc.). A designated program room would also make it easier for staff members to host programs, as they would simply use the program room, which would be versatile enough to accommodate many types of programs for many types of audiences. Currently, staff members have to rearrange the children's area for the duration of the program. This practice makes the children's area inaccessible to children who wish to look for materials, use the computer, or read while the program is taking place. A designated program room would allow for children who are not taking part in the program to use the children's area. A designated program room would also allow for programming on sensitive topics, as well as adult programming. Program participants would be able to express themselves freely, both in terms of volume and in terms of discussion topics, since the whole library would not be listening. Of course, the designated program room would need to be accessible, so it would have to be in a built addition to the existing building. The room should also have a place where program participants can hang up their coats, and store some belongings (hats, gloves, scarves, purses, diaper bags, backpacks, and the many other accoutrements that parents bring for their children, etc.) for the duration of the program. My current experience as a programming participant is limited to children's programming, and I find that there is no space to place all these things, especially in the fall and winter months which bring an increase of "stuff" to bring. Little touches such as the aforementioned

storage space would make the designated program room, and consequently the library itself, more welcoming than it currently is.

Full Responses Provided at Public Meeting:

- Large print improved-updated collection.
- Computers & access.
- Accessible.
- Space for story times and furniture.
- Space for seating both for quiet and group.
- Quiet room.
- Community meeting space.
- Ground floor multi-purpose room-quiet, lectures, concerts.
- Staff are wonderful.
- Expand? our 'heart'.
- Computers grouped together.
- Quiet reading space.
- Programming for adults/seniors.
- To borrow books ordered online or at site.
- To sit in comfortable chairs to read papers and periodicals.
- Space for concerts, book readings and collapsible chairs.
- (Most) activities on ground floor for accessibility.
- To consult staff re materials or difficulty using the online system.
- I love the library as it is, however, if more space is needed, which is probably true, it might be able to combine it with space needed for a meeting room and storage (eg. Needed by the Historical society). There are other needs in the town which might be added. The present situation is good being near everything.
- Enough room for staff to be able to serve patrons and provide service.
- There is so little truly 'public' or common space left in the world-or at least Western World. There is space that is 'open to the public' like Irving Centre, coffe shops, etc., but not much public space. This is why libraries are so important. So how the space would be used is hard to predict. People are not used to having public space. 'Build it they will come.'
- Add trays for wall space with several strategic removable walls, cosey quiet reading nooks, corners with 2-4 chairs for conversation.

APPENDIX 2: FURNISHINGS - What is needed for your comfort and use of the library?

Full Responses Provided Via Online Survey:

- Bright furniture for children and comfortable cozy groupings and work tables with computer stations for laptops.
- Padded chairs. Tables.
- A few armchairs.
- Seating for reading, a play area for children, computers for accessing the catalog, lots of shelving for easy browsing of books and other materials.
- I would love to see a designated "reading room" for adults with comfortable chairs and also reading/working desks with chairs. A computer area should be separate from this space.
- Better seating for both adults and children.
- Places to work individually and in groups, publicly and privately. Places to sit and read, both comfortable (sofas and armchairs) and professionally (desks or long tables with areas to spread your working documents, equipped with sockets for laptops and other devices. Designated places to eat and drink, and separation of space between youth and adult activities so that children can play-learn without interrupting adult learning. A designated space for events and lectures.
- Presently, it is tricky to land a piece of furniture for reading. Also tricky to get around the stacks - one way traffic.
- OK as it is, but there are times I'd appreciate a small chair or someplace to sit down as I browse.
- Leave at least 2 wooden chairs with flat hard seats (like the ones with red cushion seats like you have now) for people with bad backs. Need these downstairs and upstairs in the C@P lab. New upstairs computer chairs are the most uncomfortable ever.
- Comfortable chairs in a quiet area; tables and chairs for research quests; many book shelves filled with books
- Tables for working, computers for researching, comfortable chairs for reading. More space between rows so it is easier to see book titles.
- I think this is fairly obvious - comfortable areas for quiet reading and study, comfortable areas for not so quiet conversation; indoor outdoor space; accessible space - rather than requiring the significant amount of space that Ontario's accessibility legislation suggests there are ways to make a library accessible that focus on staff assistance, and individual accessibility options e.g., a wheel chair that lifts. In other words we need to be sensible in our accessibility options so as not to make the legislation so onerous that buildings aren't built at all. That said audio, visual, and mobility accessibility need to be addressed.
- Doesn't matter. I would sit and read if there were more room to do so. I don't require a coffee machine. If we're thinking really big, a small version of the Garden Room at the Irving Centre would be nice. Some players and headphones for using the talking books in the library.
- I'm satified with the available furniture, and I do use it from time to time.
- More comfortable chairs for reading newspapers and for working at the computers.
- A few comfy chairs in the children's area for nursing moms.
- Comfortable seating, cushions for computer chairs.

- Modern furnishings, more windows and natural light, a larger space, and collaborative spaces for projects. Having spaces for meetings, learning, or research are incredibly important. Let me stress that this should not just be a library, but a learning commons. To some it is just semantics, but it is imperative that going into the 21st century the idea of creating a municipal learning commons is important.
- Comfy chairs, table space.
- We could use more areas where one could sit and read and correspondingly more chairs to accommodate this.
- More nooks/cozy for private reading, glass-walled study rooms that can be signed out, booths (like in a restaurant) where people can collaborate, community room for meetings, conferences, movie watching (for kids and seniors), adult book clubs. Play structure for preschooler activity while other family members look at books. Rollable shelves that can be moved for larger events.
- More desk space, more flexible community use space for events.
- Seats for more than 1 would be appreciated (like to sit with a child).
- Comfortable couches, chairs, with nearby tables for laptops/drinks/books. I love the current library building...if this building could use one new feature it would be an elevator (or any other accessible mode through which to access the room upstairs).
- Not much really, a comfy chair I suppose to sit in for bit.
- Nothing. The library is quite comfortable as is.
- Chairs. rugs could be replaced.
- Tables for research, a sitting (reading) area with comfy chairs and hard chairs, enough space for wheelchairs, walkers, canes so no tripping, separate computer area.
- Comfortable chairs at computer terminals & in the reading area.
- More comfortable seating, more privacy on computers.
- Flexible, comfortable furniture. Spaces for quite work and dialogue. The capacity to move and use the space as needed.
- Nice conference rooms where we can relax and read with a family.

<u>Full Responses Provided at Public Meeting:</u>

- Elevator to second floor.
- Comfy chairs.
- Quiet area.
- Theatre area.
- Computer table with room to spread out your stuff.
- Moveable furniture suitable for multi-use spaces.
- Accessibility.
- Improved ventilation in the washroom.
- Bigger spaces.
- More space with chairs.
- Maybe more computers.
- Good lighting.
- More room in the current location.
- I think the present location is great being very central and with parking.
- Upstairs at present not accessible to all.

- Place to spread out your reading material in order to take notes.
- Parent/child reading space.
- Bed bug resistant furniture.
- Moveable table and chairs.
- Comfortable chairs-some not too low with arms for easy up and down near periodicals.
- Some work tables and chairs.
- Accessible shelves for average height adult without use of stools.
- Computers in one work area on ground floor.
- Ability to move chairs and tables for various arrangements-sometimes you want to listen to a lecture other times you want a circle.
- The present library building appears to be well furnished as space permits. If this gets enlarged or a new building constructed, there should be space for quiet corners, several small sitting areas with comfortable chairs conversation. There needs to be accessible space for computers. Any additions should be designed for flexibility, eg. moveable walls. Maybe some soundproof space.
- Space and furnishings for board games.

APPENDIX 3: YOUTH SPACES - What are your dreams for the children and teen spaces?

Full Responses Provided Via Online Survey:

- An area large enough to accommodate children's reading groups. to introduce the very young to the pleasures of reading.
- A media area for teens where the value of communication and its various forms, uses, drawbacks, etc., could be explored: books, newspapers, TV. the internet, movies, videos, twitter.
- More literature and computer stations - plus outside garden reading areas with unique seating area.
- Their own defined space; whether it is a play area for the young; or, an area exclusively for books and for sitting comfortably to read and explore the pages.
- Lots of materials for browsing, some things for creative collaborative play (blocks, kitchen, lego, puzzles).
- Room for physical appreciation of literature and videos, these age groups should not be hampered by shelving and tables as they partake in the library experience.
- Perhaps upstairs? More of a designated area. Trendy. More of a mediatheque feel
- Interactive play materials for children so that a trip to the library is FUN 3D printer Audiovisual materials that can be loaned for visual storytelling, like cameras, microphones and other film equipment.
- Important to continue children and YA services.
- I don't use these areas - my kids outgrew these spaces decades ago.
- The library needs to balance youth non-reading activities with literary ones. Good to encourage kids and youth but don't forget your adult patrons.
- Ideally a space for small children that could be partitioned so their noise and excitement does not cause problems for other users-- The new Halifax library has such a space.
- Young adult/teen space with study areas, both for individuals and for small groups to work together.
- Small tables and chairs for young children as well as cozy corners. Tables/chairs for teens to do work with stations for tablets, laptops, etc. to plug in.
- The same as my dreams for areas for all ages. Why does the AVRL library feel a need to only focus on one or two age groups - suggests that this is all they are considering! Spaces need to be age appropriate and age friendly while encouraging various ages to work and learn together.
- Try to get the first book of a series instead of later books because the later books won't make sense.
- No opinion. Well maybe - some study space for high school students who don't have satisfactory spaces for study at home.
- A larger storytime area for the toddler storytime (no "nook", there is NO room for parents/caregivers).
- Larger programming space.
- interactive, keep the train display.
- Children should have a space dedicated to them, and for teens there should be collaborative spaces and social spaces. The library does not have to be a stuffy space where only work is done. It can be used to read a book, work with friends, have a coffee,

or sit down and unwind. It should be used by students and teachers, for leisure as well as learning. Attached is a link to the idea of a learning commons. http://llsop.canadianschoollibraries.ca/library-learning-commons/

- A program area would be excellent.
- Toys, Books.
- We just basically NEED a tween/teen area. There are two in my home town library - a tween area in the children's department with lots of funky bean bag chairs. And the teen area in that library is also awesome. It has an extensive graphic novel section and is next to the community music area (used often by teens) that includes multiple guitars, a high end electric piano, and is next to a fireplace with cozy armchairs. Lego and robotic club. Here is the website for the library in the town I am from. It's a small town in Northern Ontario, but one of the nicest libraries in Canada, I'd say: http://ffpltc.ca/ ... Maybe a pair of guinea pigs in a large glassed in cage in the children's department.
- Comfy chairs for reading, safe space to hang out.
- I LOVE the children's space in the Wolfville library - lots of nooks to play in, toys that encourage imaginative play (while not being too close to an exit that you have to watch). A teen area that has lots of couches for social time would be great - potentially a separate space that could house groups for teens where they could feel comfortable talking without feeling that people in other parts of the library could hear them.
- Have the ability to accommodate 2 school classes or 30 toddler-guardian dads for group session or event.
- It would be great for the kids and teens to each have their own spaces, where they can sit and read, play and meet with friends.
- The space both upstairs and downstairs is used and designed well. The space can currently host events of over 60 children. If anything there would be more use of the upstairs for youth programming.
- After school programs! every day!
- A space for the youngest on their group days - separate from the quiet area a space for teens to listen to their books or whatever - with earplugs.
- Wonderful to have these programs but ideally they would be in a separate room so as not to disturb others who need a quiet space.
- Again, a community space that has activities and provide learning activities and materials. A place where children and teens want to be. When my kids were young, the kids play area was always a favourite.
- Much more activities to keep them busy year long.
- The children's area should have computers that only children can access. The children's area should be a safe space. In no way does the creation of a safe space imply that the library would take on an in loco parentis role. Children would still need to be supervised by their parents/guardians. However, the current situation, in which the computer in the children's area is used by adults, precludes the area from being a safe space. A child predator can prey on potential victims by gleaning information about them simply by being in the children's area even when parents/guardians are present, e.g. listening for a child's name, age, book/video preferences, and other information. With the children's computers being reserved solely for children, child predators would not have the opportunity to spend copious amounts of time in the children's area. An adult spending much time alone in the children's area would raise suspicion. If individuals think that

Wolfville is "too small," or "too friendly" to have child predators, they are mistaken. No town is immune from the potential of child predators. There are many libraries that reserve children's computers solely for the use of children. Such a policy ensures both that computers are more likely to be available for children who need/want to use them than when they are open to all users, and that adults with predatory intentions have a minimized opportunity to be in the presence of children at the library. AVRL may be concerned about complaints from patrons who cannot use children's area computers that are not being used. Such patrons would need to wait until an adult area computer is available, which may increase their wait time. However, the best analogy for this situation is that of accessible parking spots. Drivers without an accessible parking permit are not allowed to park in accessible parking spots, even when these spots are unused. The goal is to ensure that when a driver with an accessible parking permit seeks a spot, one is available for him or her. Such availability would also be granted to children and their computers. Moreover, it would lead to the creation of a safe space for children, which should be a priority for the library. Speaking of creating a safe space, staff members should not be yelling out children's names for everyone in the library to hear, either during a program or at the circulation desk. A designated program space would allow for children's privacy and safety. A staff member could address a child by name in a program, but bystanders in the library would not hear it. I have no doubt that staff members are merely trying to be friendly, but the safety concern should override friendliness. Staff members can be friendly without divulging children's personal information.

<u>Full Responses Provided at Public Meeting:</u>

- Outdoor space.
- Evaluate great open space as available in Halifax main-games/story areas/theatre.
- New space needed-same level. This means we need to expand the 1st level.
- More space would be good.
- Dedicated presentation space.
- Multi-use space/amphitheatre/story circle style benches.
- A space that could be used for story times, and other events too, without interfering with browsing.
- More space for programs.
- Teen section separate from children's.
- Outdoor/roofed area for outdoor/mature programs. Eg. Roofed area facing the tracks or something like it if library expands.
- Lots of windows/outdoor light.
- Love the children's groups-babies and mothers they probably need more space.
- Comfortable space where older people can watch the kids and feel involved.
- Older people usually love children and babies.

APPENDIX 4:TOP 5 - What are the top 5 things you want in your library?

Full Reponses Provided Via Online Survey:

1. Space.
2. Upgraded resources including computer stations.
3. Defined children friendly areas including outside areas.
4. Easy central location with a nice setting such as dyke area on Main Street or perhaps that old church on the south side of Main STREET- it is not being used and it has character and is central for walking and parking care.
5. Small coffee cafe indoor and outdoor access.

1. More, more, more space.
2. The most recently published books.
3. Safety and accessibility.
4. Comfort.
5. Enjoyment.

1. Ability to obtain books, read newspapers.
2. Lots of books.
3. Friendly staff, quiet work/ reading spaces or carrels.
4. Computers for public use.
5. Bathroom for public use.

1. Space to "swing a cat!"
2. Larger selection of books, films and videos.
3. Good lighting and comfortable furnishings out of the way of patrons coming and going.
4. A dedicated computer area away from the stacks.
5. A welcoming place for book readings and intimate musical events.

1. More space for patrons.
2. More space for children's programming.
3. Designated space for youth.
4. To see upstairs put to better use.

1. A versatile space for events (readings, lectures, films, festivals, guest speakers etc).
2. A large space designed for children, including room for stroller parking, toys and games, comfortable seating for snuggle-reading, etc (particularly important in the winter).
3. A place to eat and drink (ie a small cafe) so you can have a break from studying and learning (and feed your kids) without leaving the premises.
4. A gallery for print and book arts exhibitions.
5. Spaces to work and study equipped with sockets for charging devices, both for individuals

and groups (ie private meeting rooms with whiteboards and projectors available to book upon request).

In my DREAM WORLD?
1. STORYLAB! Access to printing presses, and a designated area where exploration of book construction can be conducted (bookbinding, art and illustration activities, paper-making etc).
2. BOOKSPRESSO machine! http://www.ondemandbooks.com/
3. BIBLIOMAT! http://www.craigsmall.com/portfolio/the-biblio-mat/
4. Telepoem Booth! http://www.telepoembooth.com/
5. A retail space selling books, cards, prints, and other print ephemera featured in exhibitions or for special events (author readings, etc).

1. Location, 2. parking, 3. character. All of which we have. 4. Services are sometimes tricky due to space, so we need more space.

1. I appreciate the knowledgeable helpful staff. 2. I like being able to find and reserve a book on line. 3. I have used the tech support upstairs.

1. Reading desk and work table. Another reading desk and table would be great, too.

1. Books; 2, staff who are personable and helpful; 3. public computer access; 4. comfortable reading areas; 5. study areas for children and adults.

1. More space generally; 2. more materials; 3. more comfortable seating; 4. more space to work; 5. more opportunities for community connection.

1. A stronger attempt to move toward a community development model rather than simply an information distribution model.
2. Age friendly spaces, welcoming, warm, spaces that encourage interaction, exploration, learning and community involvement.
3. It should remain in the downtown area although not necessarily in the same area.
4. I want it to be innovative - we have the opportunity given the proximity to Acadia, the nature of our Town and surrounding area to do something that will be truly unique in not only our region but far beyond. We take almost no opportunity to combine the public library with Acadia and yet they are blocks from each other. Creating a physical stronger link, including Acadia's academic and personnel resources and skills and the skills and interests in the community for so many things, would literally be a first in Canada, perhaps North America. Let's not think small!!!

1. More books.

1. More large print books which do not assume a low IQ. If they don't exist, lobby the publishers. 2. More periodicals which are not crammed into stacks. 3. Staff is great, 4. opening hours are good.

1. The library as it is has all that I require. Let me add that it has a uniformly wonderful staff who is always friendly and always willing to help with all that I require, one if the most pleasant places in town.

1. No more unisex bathrooms; please install separate bathrooms for women and men with wheelchair access.
2. Please add an edition to the library to make it bigger.
3. Please have the library open on Mondays.
4. Please don't keep current issues of "The Chronicle Herald" behind the checkout desk.
5. Please add self checkout kiosks as well.

1. A larger children's area. 2. A better bathroom. 3. A bigger community gathering area. 4. A source for drinking water (water fountain to fill bottles).

1. Lending library. 2. Educational space. 3. CAP site. 4. Accessibility. 5. Train station ambience and architectural style.

1. Selection of books, DVD's, 2. kind and knowledgeable Librarians, 3. local information

1. Expansion and integration with Acadia University 2- Redesign to fit the concept of a "learning commons" 3- Collaborative spaces 4- Public art 5- Engagement with natural surroundings & town's history.

1. Just more space 2. New carpet

1. Books / Good Magazines / the local papers / CDs of Books for reading challenged / access to information as to how to use the latest forms of communication and where they work best.

1. Books, 2. activities (music, lectures, book club), 3. teaching (Mahjong, chess, knitting, writing, poetry, etc) 4. videos/movies, 5. health focus (yoga, mindfulness)

1. Community connections 2. access to new media 3. outreach to new community members, 4. a friendly and welcoming safe place 5. a replica of the library in my small Northern Ontario home town http://ffpltc.ca/

1. Designated area for children that is "sectioned off" so that parents are chasing their kids around.

1. Completely accessible library (every space is accessible).
2. Designated program room.
3. Children's area as a safe space.
4. All staff with library education credentials (MLIS/MLS/MI or Library Technician).

1. Accessibility - physical accessibility, accessibility for those who need the most (folks who fall in lower income brackets).
2. Children's space - we already have this (and top-notch programming to go along with it)!
3. Connection to the community - I love having a library in the middle of the downtown, with a wide variety of community coming in and accessing services and programs regularly.
4. Diverse programming - There's so much going on all of the time, I hope the library can continue providing services for a wide range of people.
5. Space to hang-out - If there were to be a physical addition to the current library, increasing the spaces for people to relax and hang out with a book or their computer would be a lovely addition to the current library.

1. More space to lease out to the community. 2. Play area that is expanded and improved. 3. More computers. 4. Upgraded audio equipment that can be loaned out to community members who are unable to read. 5. Add on a coffee shop on site.

1 - Books. 2 - Friendly people to help me and to check out the books (I am not interested in self checkout) 3 - Clean bathroom (current washroom is smelly and dirty) 4 - warm and cozy but not stuffy and smelly 5 - variety in material offered.

1. Large children's area, 2. outdoor space for programming and to reading, 3. accessible to people with disabilities and of varying incomes, 4. greater attention to the social services that are provided through the library.

1. books! 2. people to help 3. computers with internet access 4. working printers.

1. QUIET zone where it is truly quiet and respected as a QUIET zone.
2. a children's section separate and away from the quiet area.
3. larger space for tables and comfy chairs where patrons can lay out books for study & research.
4. a computer room.
5. larger room for the librarians use only and a larger area behind the counter for shelves for the books that are set aside for borrowers. (okay, so that's really 6)

1. A convenient location & friendly, helpful staff(which I feel we have now). Better outside lighting would be desirable.
2.A periodical/magazine display(with a list of those which are subscriptions)
3. A quiet area for using tablets & reading.
4. User-friendly grouping of desktop computers.
5. More programs

1. Pleasant librarians, 2. comfortable seating, 3. books available on a broad range of topics, 4. printing scanning and copying availability.

1. Books. 2. community. 3. safety. 4. comfort. 5. inclusion.

1. More space to study/do work (ie, desks without computers).
2. More space for community events/workshops/collaboration.
3. A safe space for children and/or teens to hang out.
4. Great selection of books - a little something for everyone.
5. Accessible computers/internet.

Full Responses provided at public meeting:

1. Open flexible space to accommodate evolving program needs-for all demographic needs.
2. Use Halifax model-re variety of database accessibility.
3. Quiet are for reading/relaxing.
4. Kids emphasis again of Halifax main.
5. Café option but using local.
6. Library based book clubs.

1. Friendly, knowledgeable staff (they are).
2. Accessible space-in town, little parking (we have).
3. Good service – reasonable hours.
4. Some comfort in the surroundings.
5. Possibility for other groups to use the space-a meeting room/concert space.

1. More space for programs, books, sitting/reading & researching/writing/computing in one area/age appropriate areas for teens, children, reading, working spaces.
2. Exterior light sources where possible.
3. Add to the existing building in architecturally appropriate/fitting style.
4. Librarians to consult re books, sources how to use computer when a problem arises.
5. Energy efficiency.

Vote for status quo

1. I love the ambiance of the current location.
2. Top marks to the and excellent accessibility to the holdings
3. If any expanded facility is considered do so as an auxiliary building. (keep present quarters).
4. Easy access which we already have.
5 Walking from existing downtown and onsite parking.
6. Love the patio concerts.

1. More space- expand current space or new space close by.
2. Meeting room space for community groups- bookable for no to very limited charge.
3. Sponsoring/supporting/facilitating citizenship education initiatives.
4. Accessible location within town walking area.
5. Engagement with indigenous communities.

1. Space for talks, concerts, etc. in a ground floor added room -could be closed when library is noisy to provide a quiet reading space.
2. could have more bookcases around walls if that kind of space is needed.

1. Inviting space.
2. Enough space for patrons/programs.
3. Good access to the AVRL collection.
4. Although I don't need computer access, it's valuable for members of the community.

APPENDIX 5: WILD CARD - Tell us anything else you want!

Full Responses Provided Via Online Survey:

- I would love to include the present library as part of whatever we decide to do. New does not necessarily mean better, more attractive or more inclined to stimulate reading. The current building means a lot to many of us.
- Take into account other successful libraries outside this province and country- think creatively!
- Natural light. Quiet acoustics. Artwork. A blending of the modern and traditional. A place to hang my coat.
- Convenient parking and bike racks, convenience to the centre of town.
- The library in Wolfville is really excellent exactly as it is. I don't feel that we need to change it, only ensure continued and possibly increased funding to maintain its current level of excellent service to our community. (this was from a person who said the library needed more space)
- The library must be central to the town and ideally would be an extension and upgrade of the present facility. The train station with its surrounding public spaces is integral to the heart of the town.
- More open, inviting feel, more light, better spaces for patrons of all ages. It's wonderful and unique that we're using the old railroad but we have drastically outgrown the space as a community.
- Have a tea, read the Globe, browse magazines in a comfy spot. Life is good.
- I'd like to make more use of the CAP lab upstairs, but I have a desktop computer and can't bring it with me. I have a program that allows my son to take over my computer and show me how to do things, but he's very busy now. I'd like to be able to make an appointment with someone upstairs and have him or her help me over the phone as my son did.
- Work stations for computers and reading table. Kids play area. The train. Headphones - should be able to sign these out like a book for library use - you lose them - you pay for a new set. (Very counterproductive not to have them available.) Less emphasis on getting rid of a lot of hard copy material.
- If the library had meeting rooms that would hold 10-20 people, it could become a hub for small community groups, for groups planning events. It would be a centre of the community.
- The current library is well-used and loved in Wolfville but is limited by space. Maintaining the same character but enlarging the space would be wonderful.
- Let's be innovative, capture what the community likes about the current library but not be slaves to an old and existing space; dream big in terms of services; make it a space that showcases and connects with the opportunities of the academic, entrepreneurial, environmental and social community around us.
- More books!
- I think the library should stick to the core business. Nobody else is doing this. It doesn't have to be a movie theatre or a games hub or a toy shop. If there was more room there could be occasional activities which might bring people to the library who don't ordinarily go there. I sometimes see one-one-one tutoring going on there. Good idea but some more private work spaces for this activity would be useful.

- I like it the way it is. I do realize that changes must be made periodically.
- Clean smelling bathrooms! The public bathroom at The Wolfville Library stinks and nothing has been done about it. I also want to be able to pay for overdue fines for books I have borrowed at The Halifax Central Library at the Wolfville Library.
- Train engine and cars on track. Any expansion in scale with existing building.
- I love seeing the fish.
- This is an opportunity for major change. I have found that many people in Atlantic Canada are abhorrent of risk. The very mention of it becomes a toxic word, and any idea that is associated with risk is one that is thrown out. I disagree. This is the opportunity for the Town of Wolfville to take a stand and, as Steve Jobs once said, to think different. There are opportunities for architectural awards, massive investment from Acadia alumni, input from energetic students, and the engagement of a town that is currently disengaged from their local library. Wolfville has a tremendous history that should be celebrated. The design of a new building should incorporate our past and its neoclassical architecture and present aesthetics that incorporate the environment. We believe that its possible for it.
- I want the library to stay in its current building - it is a centerpiece of the town.
- Interesting area to read - outside area in suitable seasons, Book Club
- I wish that the library would invest in some "play away" audio books for both adults and kids. These are awesome digital audio books that people just have to add their own headphones to and get walking. Great for promoting health/activity. Perhaps a healthy-living grant could help with this? ... Also, having an ongoing "book sale" area that people could donate books and magazines to and people could buy from (for very cheap - 50 cents for magazines and $1-$2 per book) would be a great ongoing trickling in fundraiser.
- I love that some of the libraries in the area are open every day of the week- so if we want to go on a Sunday, we can.
- I would be interested in more workshops/events for the public.
- My absolutely favourite thing about the Wolfville library is how charming it is! When I have friends and family visit from other provinces and countries, the library (in the charming historic train station) is one of the first places I show them! I love the history of the place - such a perfect use of a heritage building! Having the library situated right in the heart of downtown makes it a regular stop for me while running errands, and the abundance of parking also makes it an easy stop to make at any time. Add in an elevator to increase accessibility to the upstairs and I couldn't think of any other way it could be better!
- The library was one of the first places I visited before moving to the valley, and the combined charm of the building and the staff drew us in!
- Make it accessible, bright, technologically current and think about the broader uses that it could offer to the community as a public venue that could help engage folks socially and with literature.
- I want to keep the heritage component of the library. It's a remarkable building. The key for me is recognizing that the facility as it exists excels in providing a great place for people of all ages and socio-economic status to come together and engage with programming or simply to have access to basic informational resources. The library is not so much about the building as the staff. The staff are amazing and really engage in their jobs and act as great ambassadors for our community.

- You have a beautiful staff. Penny and Alice know us by name.
- I'm impressed at the library's tech services, and the ability that I have to read digital books and magazines. I am impressed that any books that I have asked to be considered for purchase, we received! I appreciate being able to put books/movies/audio books on hold I appreciate interlibrary loans and returns.
- A library patron gold card for frequent borrowers. ;) Just kidding! Actually, I think we should have a librarians day for our superb regular librarians.
- Components of a toy library/equivalent for older kids. Progressive and innovative writing, art and design activities for youth and teens.
- How to handle teenagers? After school activities for them etc.
- All library staff members should have library education credentials, either with a Master's degree (MLIS/MLS/MI) or a library technician diploma. It is unacceptable that some library staff members lack a library education. Below I present merely two instances of how a lack of a library education negatively impacts the work of a library. These examples are meeting information needs in reference questions, and meeting educational needs in children's programming. How can such uneducated staff members meet patrons' information needs without knowing how to do a reference interview? How can they adjust and tailor a reference interview to the particular information needs of a patron when they do not know the principles behind a reference interview? Do they even know about roving reference as a means of identifying patrons with unmet information needs? Are they familiar with the concept of library anxiety and how it can block un- and underserved community members from accessing library services? How can such uneducated staff members lead children's programming without a background in early literacy and children's literature? This comment is directed to AVRL as a whole, not just the Wolfville Library. A programmer in a different library introduced herself as a substitute library clerk and a mom, neither of which justifies her ability to lead a children's program. If she were a professional librarian or library technician, I assume she would have said so in her introduction. Why does AVRL settle for just anybody to lead children's programming? Is AVRL unaware of the potential for STEAM education that children's programs can impart on its youngest patrons? Is AVRL unaware of the grants that are available to libraries who engage in STEAM education programming? Such grants are given to libraries that take children's programming seriously. Some libraries have professional children's librarians lead children's programming. Others have professional children's librarians overseeing the programming as a whole, while library technicians lead the programs. In both cases, the employees have a library education. Why does AVRL hand this crucial educational role to a seemingly random, unqualified person? A hospital would not allow a receptionist who happens to be a parent treat its pediatric patients, since it realizes that such a person is not qualified to perform this role. It entrusts qualified professionals, namely doctors and nurses, to treat patients. Why is AVRL treating its educational and community role with such disdain that it does not ensure that its employees are qualified to do the important work that a library does?

Full responses provided via the public meeting:

- Retain the current building and add to it within historical guidelines. Match tile/bricks/mortar to the current building style plus energy efficiency built in, lots of windows/material light.
- Existing library should have an extension. Mostly glass. Library location is PERFECT-great hub-creative additional space would enhance trail use/importance/accessibility.
- Accessibility of existing structure could use enhancement to maximize 2nd floor.
- The station is a lovely old building, at one time there was a freight shed to the east of the station. Expanding to the east would not violate Historic nature of building.
- The current location is ideal, central, lots of character. A bit more (lot more) space would be an improvement though.
- Addition to the present library could be in pavilion form-several placed on east, west and north sides of the present building all accessible from the present one.
- They could each have their own architectural features. Mix the old with the new. There are plenty of examples in other places. Use skylights for light.