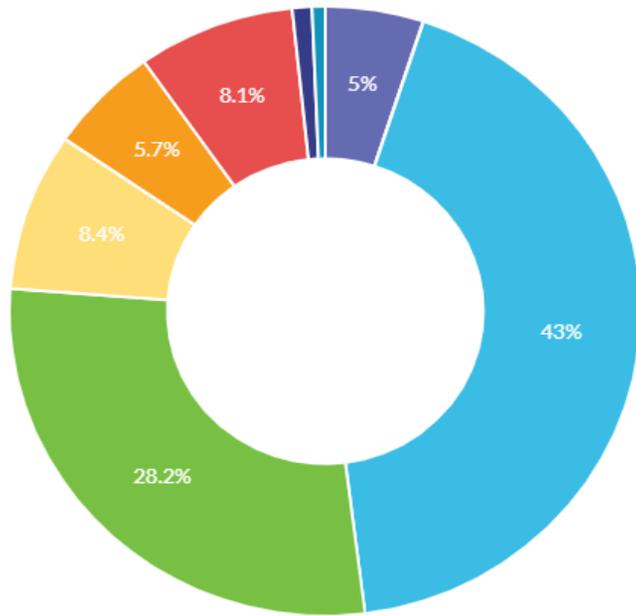


Q1 - What is your zip code?

Zip	Total	Location
01581	283	Westborough
01532	2	Northborough
01545	2	Shrewsbury
01560	1	Grafton
01568	1	Upton
01570	1	Webster
01588	1	Whitinsville
01721	1	Ashland
01748	1	Hopkinton
01752	2	Marlborough
02170	1	Quincy
05181	1	Brazil(?)
53188	1	Waukesha, WI

Q2 - When was the last time you visited the library?



Choice	Total
Today	15
In the past week	128
In the past month	84
More than a month ago	25
In the past year	17
More than a year ago	24
Never	3
I only use the library virtually (ebooks and online sources)	2

Q3 - What improvements to the building would you like to see as part of a renovation/expansion project?

meeting spaces. children's play area, reading nooks for both adult and children. more computers in children room. bigger space for teens and students.

More public meeting room spaces so more programming can take place. A larger maker space for all ages. I think the library has made great strides to use the space they have, but it is quite tight, especially the young adults area.

Bathrooms, modernization overall of the building, more meeting space, getting the children's section out of the basement, more space for teens

Easier access for seniors--not necessarily handicapped

More open space, modern style, renovated bathrooms, lighting improvements, and more accessibility.

Larger space for browsing shelves, and more shelves with more books. Improved meeting space and updated restroom. A second reading room.

The children's library needs to be state of the art, welcoming, friendly.

New bright furniture, brighter paint colors to liven up the place

Trainings programs in the arts like painting and crafts

Maintain old pictures of Westborough homes

Have a resource center for people restoring vintage houses so that their renovations are done sensitively to the period of the home.

Design around an outdoor courtyard so that music and some small group outdoor activities can be done outside for all ages. Incorporate flora as a learning tool.

I would like to see the children's area brightened up and made to feel more welcoming. Above all, however, I would like the historic, cozy feel of the library preserved. I appreciate that updates are required for basic functional reasons, but I actually really love the overall vibe of our current library and don't feel that it's too small or too "old."

More individual older students/ adult study space. Larger children's library space and place for larger children activities. Areas for "book clubs". More room for more books!

Keep the flavor of the old library maybe more comfortable chairs

Nicer bathroom

I don't use the library enough to comment.

I lived in town for many years, and used the library a lot for many things. In the 7 years before the pandemic, I used it often for tutoring Spanish, sometimes several times a week. I used many of the children's books in Spanish so students could read "real life" stories. I think expanding the multilingual offerings would be a great idea. I also hope you will put in some small study rooms that would be so very useful for tutoring. I used the children's area (not ideal) and the reference area - also less than ideal. Rooms for 2, 3 or 4 people would be great. Hopkinton has 2 small rooms (4 seats & a table) and one slightly larger one. Framingham (branch near Edgell Road/Nobscot) only has 2. They are always booked. Also, when my son was little, we often used the play/story area. I hope that will be kept.

Open spaces

Fresh colors

Better construction

Updated bathrooms, study nooks, small meeting rooms that are bright and inviting for people to meet (I think a lot of people meet at Panera for this kind of stuff but it would be great if the library was an option too).

More workspaces. More room in the new section (new fiction, new non-fiction).

Comfortable seating areas and quiet corners if someone wants to study/read away from the main area.

Change the carpet.

Put more lights on.

Lots of meeting space, study space, parking

Play area for the kids, bigger activity and event room. Study rooms

Bathroom, teen room, children's room

Children's library to be more like Shrewsbury's with bright colors, a closed off function room, open areas with COMFORTABLE couches to read with littles.

More areas to sit and read.

More space to accommodate increased collection size and programming, etc.

-Lots of natural light

- Dedicated "sit and read" areas near windows

-Improved restrooms

Make it brighter

Cozy reading/gathering areas, kids space similar to the library in Hudson (theirs is the best in my opinion), maybe nice outdoor areas for picnics, or a garden to sit in while reading a book

This is a hard question to answer without at least some answer prompts. I have used the library 2-3 times monthly (often 2-3 times weekly) for the past 13 years, so I know I have thoughts, but getting them organized without any kind of prompt is difficult to be honest.

See more rooms for study and having meetings for art, yoga or workshops.

See more charging ports, drive through drop box to return the materials. Also big windows, outdoor space to sit to read, a playground, a space to grow veges . Enough parking space for events too.open concept for open and welcoming feeling. Separate space for kids, teens and adults - reading rooms and quiet rooms. Thanks

The kid's dept to feel more light and inviting, and to have a better dedicated or separated storytime/program area. Bigger teen/young adult space. A meeting room that doesn't feel like a dungeon!

Unknown

Updated Kids' space- seating/reading areas

Children library

Expanded space (especially teen area), which still has Children's dept on different level. More light, improved seating, renovated bathrooms!!!, more meeting space, additional separate study carrels, more room/seating spaces for browsing, additional computers/separate computer section, more accessible check-out area, a drive up drop box for book returns, perhaps a "combined" meeting space area designated for combined department/board meetings. #1 on my list would be an inviting, open space seating area out front, which would be a GREAT space for students to walk to that's downtown...maybe add in a few games/boards too? There is currently no space for students to gather except the open grass area with a few tables at Baystate Commons.

Space for speakers and presentations to be held.

More spots for bikes and strollers.

Place to hang coats.

Individual study compartments.

Larger teen area.

Replace old carpets.

Senior area with games/puzzles/knitting/history/book club/bingo/etc

Bring back the garden seed cabinet

More windows/natural light

more space for community gathering, better facilities in the Childrens area. Its a great part of the community

More meeting room/conference room spaces so that community groups can meet. A large space for programming and performances that will benefit the community. More room for teens to hang out in.

?

More space, more natural light

A larger genealogy room and a continuing expansion of genealogy records.

Reading space

better bathrooms

design improvements for the childrens area. nicer places to sit. better activity spaces. more integration of technology. a makerspace with a 3d printer.

The ramp/hallway going down to the Childrens room. (Near the fairy garden and bird display) it's just so gloomy feeling. (Not the displays the walls and lighting)

Better ADA accessibility

More welcoming meeting room (above ground/ window)

Expanded space for new acquisitions and staff/community recommendations

Comfortable seating

More natural skylight

None its a waste of money unless it is unsafe or needs upgrades behind the walls. Better off hiring a better children's librarian that puts on fun story times and doesn't seem miserable all the time. Create an environment for children and teens to enjoy a love for reading.

lighter colors, more natural light. comfy seating.

The hold shelf can be organized in different way and can put out new toys in kids library and more books and flash cards

Improved children's area, more windows and places to sit.

Bright inviting children's room on main floor

The building itself is very nice. The interior is very dull, could be brightened up w new paint, carpets, ventilation, lighting. The addition of a courtyard w outdoor seating would be great.

The basement children's room, bathrooms, and meeting space, need work. the children's room needs its own bathrooms for security. The upstairs 3rd floor has a lot of wasted space as does the space off the meeting room. Raise the ceilings in basement.

Addition of modern meeting space - more comfortable room for presentations, community events

Small break out rooms for tutoring or working and more comfortable sitting in the adult section

The upstairs smells musty and moldy. It would be wonderful for the teen room to be twice the size for larger gatherings. More comfortable chairs in the reading/magazine area.

restore beautiful old wood work

Make updates in character of the building

nicer space to sit and read or do work, better kids play area

More sections

Full accessibility between shelves, space for wheelchairs to turn around and fit under tables/desks

Reading room with comfortable chairs. Designed for solo person to read newspaper/magazines. Comfortable place for individuals to gather alone.

The landscaping! PLEASE be sure that any and all plants are NATIVE and preferably those that support at risk pollinators. No invasive or non native species! I would love to talk to someone about this and provide information and resources! Julia Rissmiller (617) 331-4382

A cafe would be great!

Good sitting spaces, quiet study spaces, more meeting areas, easier ways to see the books.

More reading areas

The library is a central focus of our community. It has done a great deal to extend offerings to the room of things etc.

Our community is changing and a much larger proportion of Westborough speaks languages other than English at home. I would like greater outreach to those people. Greater dual language books available.

study rooms and perhaps a class room to support language teaching perhaps in conjunction with or modelled on that of Worcester.

Perhaps Art and Craft and activity centers

Perhaps a facility to allow sale and distribution of refills of detergents and soaps and shampoos to reduce plastic packaging waste.

I would like to see aesthetic seating area with more natural light. Currently, it's a little dark and gloomy and not very appealing to have kids spend time. Now it's a grab and go situation. Want more space.

None

Private computer rooms/self study rooms

Center that offers business/career/financial advice

Handicap access

Reservable meeting rooms -- much like Natick's Morse Institute Library, that can have closed doors where one can talk, take an appt on speakerphone, use a whiteboard, that sort of thing. By limiting time and/or having them reservable makes it possible for them not to be monopolized. Even better, could they be flexible, in which smaller ones could be combined? Imagine three rooms for 2-4 people each, that could be combined via retractable walls that could turn into two rooms for 2-4, 8-12 people, or one large room of 12-16 people? That would be very sweet, we don't have a resource like this in the community except for informal meetups at Starbucks/Dunkin/Panera.

Not sure

Better maintained and more restrooms

More than two floors for library

Parking. I have trouble walking.

Outside area for events perhaps partially fenced with a garden. Music and reading could happen here on nice days. Also would be nice for outside art classes. And presentations with Animals or about gardening or tool repair would be more comfortable outside.

Smaller meeting rooms for groups to meet. A knitting club or book club is overwhelmed in the large rooms. Something more intimate so everyone could hear each other better and would feel friendly. A meeting room with better power supply layout so you could run classes and presentation when all participants could plug in laptops in case they need battery power. It could be teaching adults or children computer skills, programming, languages, art, or writing classes.

I just moved here and hope everyone has some good suggestions.

More seats near the magazines & newspapers

Phone app that will help locate the books, similar to what grocery stores have. Also better lighting and reading spaces especially in Children's section.

larger space more light

For my current use of the library I find it very efficient.

Maybe a larger area for the Westborough history

Enhanced children's library w/story room and expanded stacks, study/meeting rooms, dedicated teen room, large room for events/programs.

Better bathrooms, more meeting space availability

somewhat like the Shrewsbury Public Library

better lighting

More windows, updated bathrooms, cozy nooks for young adults and kids to read. Some cool architecture inside the building. A separate young adult section

Check out Patten Library in Bath, Maine

Bigger teen room

Various activities areas to be built related to cooking areas sort off

Elevators, improved technology, modern look

Community space, fun interactive children's library, improved ADA

a really great kids space. craft area, toys/puzzles/games and an area for events.

Better/ more bathrooms for families. A better section for chapter books/ books for second - fourth grade readers. Floor seating for young readers.

Having more sun light in kids library

More reading nooks

Hands-on learning centers

Language exploration / learning centers

Read along / play along nooks for kids

Community volunteering opportunities through library (library is a hub for the towns volunteering needs and individuals sign up through library)

Children's section needs update. Maybe an area or room dedicated to programming (story times, visitors) with natural light, soft spaces and seating for the adults that accompany them.

More sitting area for kids with desks and tools

Here are some improvements I would like to see as part of the renovation project: An expanded Teen and YA section with added tables, a big room on the other side of the check out table that can double as a café (with vending machines) and an event/project room for Kids, Teens and Adults alike. A flower greenhouse on the side of the building for a learning experience would also be a great addition. My school-aged sibling has always wished for a book themed indoor playground, this would benefit active children who wish to run a bit before a good read and will advocate active lifestyles in children. A computer lab next to the Children's Library would make an unforgettable experience and the benefit would be that children on the weekends, breaks and after-school could come in, complete homework and any school projects, while finding reading materials not found online at the library. Thank you for creating this survey and I hope that you take my suggestions into account as they will truly elevate everyone's experience and make people want to come back to the library again and again.

better lighting, make the building brighter, new bathrooms

Fun kids area!

brighter lights

aquarium

place for our meeting room away from library

more space to do homework!

more private spaces to study/read

A bigger Teen Room

More Parking Space

Improved Lighting Upstairs

Newer/bigger children's and teens area

Work stations for both solo work and group work

newer computers

bigger meeting room

water fountains

Bigger teen room, more places to sit

If it's something big then maybe a library cafe?

a separate room or more secluded area of the library for the "teen zone"

Christian book section, more space hands on experiences for kids eg. A library mascot, a library pet etc..

More private work spaces. More computers

More space; comfortable seating where people can "hang out" and read or work on their laptops (not tables and chairs); better performance/meeting space; updated look (despite all of the recent updates, the library still looks run-down); better display/exhibit space.

collaborative area for the kids. an example - Wheeling IL library.

Spaces for collaboration, updated study / working areas

More Technology / MakerSpace for older kids;

Coding Programs for older kids

bathrooms, book return area, meeting room space

Expanded shelving for more books.

More places to work

More events like photo tile coasters making, fix it workshop days, etc

Expanded children's section to allow for more books and meeting spaces

New updated bathrooms, new flooring, updated main desk and children room desk, updated and more welcoming meeting room space

Brighter feel. More outdoor space

Better (and more) bathrooms!

Electronic book return like Shrewsbury and open play space like Hopkinton

I like to see more lectures and workshops on infection prevention and control especially in this time of the pandemic, such as hand hygiene, dealing with covid symptoms, vaccinations, etc ...

Also, I like to see more English lessons for new immigrants and non English speakers in the town.

completely renovated children's section and teen area. possibly maker space --- more reading areas for adults.

Generally modernized facilities

I'm not in favor at this time of using taxpayer money to upgrade the library.

A bigger parking lot.

New carpet or change it by a wooden floor.

More modern appearance, more quiet study/work areas, big windows, a courtyard type area outside where people can sit and read or socialize, a bigger children's library with more comfy seating for the kids to curl up and read, a bigger teen area that can be closed off for the older kids to work together on school projects, more computers

More space

bathroom; study area

More space for community meetings and any staff requests - they know best what they need!

Nothing

Fun children's room

Quiet reading room for children, updated media room and play room

Expanded space for studying/work/etc. Bigger space in general.

Teen space with dedicated computers.

1-improvement in the bathrooms

2-different types of spaces for public meetings: individual spaces, space for group of 4 to 6 students doing their school projects, space for tutoring, presentation space for more than 30 persons.

3-of course more room for books

I would like to see more spaces/rooms to sit and read and maybe rooms dedicated to one genre of book, such as manga, fiction, nonfiction, fantasy, graphic novels, and books in other languages such as Spanish and French.

None

more reading or working areas

not so many stairs. maybe a little more ADA access. all books, except the "children's" section in the same area, more space for on-line research, maybe some on-line training access

More sitting areas, larger Children's floor, more accessible, larger back garden, cafe

More space for books. I'm finding that most of the books I read from the library these days come from inter-library loans, not from the Westborough library.

A more comfortable computer access space. More shelf space for new titles. A mold free children's room.

A bigger community room for events, book sales, etc.

More natural lighting, lighter brighter colors, desk/ large tables for research and study purposes. A cozy or inviting space to come in and sit down and read- with one of these areas being dedicated to the Children's section. The aesthetic greatly impacts mood and productivity.

Children's department - various reading spots

New kids section and collaborative area for older kids

Upgraded children's section, teens area.

another -- smaller -- meeting room

#1 Large updated space for children's events (reading, STEM, projects, etc).

a couple of large, well lit meeting rooms that townspeople can use
several smaller meeting rooms for townspeople
comfortable seating areas for reading and researching
easy access into the large meeting rooms so that people holding meetings can wheel their computer equipment and resources into the building with ease

A more robust kids' corner. A bigger area with toys, puppet play.. Perhaps instructor led playdates/playtime

More comfy relaxed seating areas

General updates are needed to reflect the quality of services and experience Westborough residents desire. Additional and modernized bathrooms. More power outlets for commonly used technology. Casual indoor and outdoor meeting spaces for all customers.

- Additional meeting space
- More space to just sit and read (like in front on main floor now)
- This is a stretch, I know, but a cafe would be nice and draw in a lot of people

More single chairs for reading and bigger windows to bring on natural light

Look to the wonderful design and features incorporated into the addition to main Boston Public Library in Back Bay. Use high ceilings with lots of windows! A courtyard with space for outdoor community events would be useful and attractive. Inside out windows on all 4 sides that look out to the courtyard. In the children's area use bright colors and playful features similar to how was done in the addition (Reference the Children's area on second floor of addition to Boston Public Library in Back Bay.)

expanded computer access, comfy seating area, interactive search tools

more study space, larger selection

Take advantage of the beautiful views of the downtown from the windows, especially third floor, but also second floor, for relaxing and reading and maybe for chatting.

Larger teen space; makerspace

More individual study areas, charging stations, better lighting

No complaints or needs. Maybe expand dvd section for easier viewing

More room for books, more accessibility. I like having spaces for lectures/events although I haven't been able to attend many because of my current work schedule.

More light in the children's room; more space for quiet study (carrels)

more public conference room space

New carpeting, paint. Additional book shelving (s)

Not sure

expanded sitting area and a cafe

Play room, separate reading room - more lights

Expanded meeting areas and reading areas

A better teen space.

Public parking

Meeting room improvements.

A well thought out renovation design like Northborough did. It's absolutely beautiful but maintained the library's historic past as well.

Meeting spaces, study rooms, community work stations all are interspersed in a wonderful library environment. And it's so peaceful !

I grew up in Westborough and loved the library. Excited to see it grow and expand. Best of luck.

Improved children's area, community gathering space, comfortability. We are huge fans of the Northborough Library and really appreciate the cozy vibe of the building and the friendliness/helpfulness of the children's area staff and the children's programming.

I would like zero tax dollars spent.

Additional sitting space(without sacrificing books of course)

Small study/meeting spaces

I have nothing to add!

Private working/desk areas (enclosed).. I think it would be a nice change from A working from home environment.

More reading nooks/chairs to hang out and read a book

Outdoor 24-7 accessible book drop for returns

A much nicer and cheerful Children's room. It's so dark down there and old. I'm not a fan of the green walls.

Updated, brighter, more spaces for reading ans small group work

The building is fine.

More young kids reading areas

Drive thru pick up

Make the building more efficient.

Better tutoring areas, meeting rooms, bigger kids space and teen space.

I love our cozy library

Greater accessibility for disabled patrons

I don't know

Unsure

Add at least one meeting room

Better lighting - increased staff. More copies of current listings

Much better adult program rooms with natural light and larger size.

Please update the bathroom

None

Larger children's space with more natural light, separate teen space, cozy reading nooks by windows
Cozier/more comfortable places to sit, work areas with places to plug in devices and good lighting,
child friendly feel in child area, with more places to sit within or near stacks or more variety of sitting options.
Overall more welcoming feeling,

N/A

Perhaps an internal map to know where to go for certain things and all the things/options that are available

Does parking count as part of the building?

More designated meeting space for local community groups.

Just nicer meeting room space.

More meeting rooms, more activities for elderly people

None noted. Although parking is a problem, there is nothing the "building" can do about it.

NA

Not sure

More community spaces for meeting. Larger teen area.

Carpet is very worn and needs to be replaced

More spaces for small gatherings like a group of students working on a project

more individual desks where students can focus on their work - similar to the desk at the end of the isles

More room for kids to sit and read in the library. Also zones where kids can be hands on like math zone, science zone, robotics zone, language zone. A good facelift to the building itself and yet maintaining its charm

Renovate childrens area, add well lit meeting space

ADA access, more meeting rooms

Community rooms that are more welcoming and less dungeon-like. Teen area better defined and separated.
Children's library more sunlight/above ground! Side entrance nicer and more welcoming and more clearly ADA compliant. More study desks.

Bigger and easier to use children's section

More Family and Adults programs

For my needs the library is perfect I love the resource room for loaning equipment. Maybe more meeting rooms.

Community room for events

At present, the adult section of the library is more or less a big open space. I think it would be better to divide this up a bit, which might be better for someone wishing to read or do research. I would also like to see a less "institutional" kind of space (as in the current Westborough addition but also as is common in almost every new library expansion project. On this last point, please note that most "new" libraries are rather harsh, faceless, institutional spaces--more reminiscent to shopping malls than a library. Please try to avoid that.

better handicap access, better access to technology

Bigger parking spot.

New carpet.

outdoor seating area

Make it more modern, better studying space for students

Updated kids section. Very outdated and dirty and smelly

every part of the building needs renovation. I hope the front part of the building with its beautiful outside facade and its wonderful inside woodwork will be preserved.

More parking.

Community meeting spaces

More meeting rooms for programs, comfortable reading areas, a dedicated space for book donation/sorting/sales, a return to frequent adult programs

new bathrooms, secure book drop area, attractive meeting room space, public reading room on third floor,

More accessibility, better spaces for community meetings/classes, etc.

The library is rarely busy. I don't see any need for expansion

Construct some rooms in book shape

Bigger teen space and more area to sit and read

Larger meeting room spaces

Better bathrooms

Children's room expansion

It needs to be moved to a new location that offers more parking in addition to foot traffic. The reason we never go is because there is nowhere to park. We drive to Northboro.

None. Great as it is.

Don't leave as many lights on at night.

Our taxes are high enough.

I think the library is beautiful the way it is.

Wheel chair accessible front entrance

More open space. Feels cramped. Especially in adult book section.

New carpet.

Ramps between floors.

Tools to borrow in a space visible to library goers.

It would be phenomenal if the library would offer offices/co-working spaces and conference rooms that could be reserved even for a small fee.

Comfy seating in little nooks. More small meeting areas. Bright and cheery colors.

more parking

meeting availability

adult evening programs

Expanded ADA accessibility
Updated furnishings and display
Community meeting space with windows

Natural and comfortable lighting, more accessible/easy entry for seniors and people with physical disabilities, more inviting, contemporary and sustainable aesthetic, improved bathrooms, multi use rooms.

Better bike rack.

Online services

More of a designated area for younger children

Expanded children's section!

Technology

Meeting spaces with technology, childrens area, elevator

More functional spaces for meetings and other group gatherings.

Brighter, more open spaces with more flexible options for setup

Better Childrens space, meeting space, tutoring space, more formal outdoor seating area with tables, chairs, WiFi. Moving sidewalk closer to building and creating slanted parking in front.

Meeting Rooms for events, classes, meetings.

More books on the shelves

I would love a casual meeting room (not one where you have to reserve the room, but where people are coming and going) where collaboration/talking is allowed, so I don't have to go to Panera and other cafes to meet with other small business owners

Getting in without having to go up so many stairs. It's getting harder as we get older.

The whole building needs a fresh coat of paint and new carpets. The restrooms and the meeting space all need an uplift.

The teen area needs to be bigger and have more space to encourage kids to spend time at the library.

Expanded Maker facilities and facilitators

A less dingy entrance to the children's area. More books for adults.

Clean, light, and inviting space.

extra meeting room

maker space

A larger and more comfortable area to read or get work done at the library

N/A

more room for a larger book collection. More room for small meetings

Honestly, the library fits my needs. The entire building could use a facelift. Maybe more and larger meeting rooms.

I would love to see more meeting room / gathering space. You have that space near the kid's library that's been used for small meetings, book sale, etc. It would be great to see more and/or bigger spaces like that, perhaps for hosting things like seminars, group meetings (like social clubs or Scouts), workshops, etc.

don't know, have not been there for years

Bigger children room and a play area for younger siblings/infants

Handicap accessible bathroom with table for changing a big kid/adult

Lots more books, both fiction and non fiction

Not much

Children's room-more geared toward play

none. please do not spend any Town money on the Library project

More family friendly space. Rooms that can be used for meetings/hangouts.

Air quality

I would like to see more private study rooms, a larger teen room, and a larger children's room. I think also a nice space for seniors to connect as well.

Would love to see improvements in the children's section - brighter, bigger, etc

Meeting space - the Carver Public Library has a great selection of meeting spaces (small rooms off the stacks and large rooms for rent). The Westwood Library has nice big rooms for rent. More children's space - even a STEM Makers Space would be fantastic. Space for art/project displays from schools/organizations.

More books, obviously. Westborough history on display. Lots of natural light, lots of nooks and places to sit.

Net Zero - timeless design to coordinate with the beautiful original building.

More places to sit and read, and tables to work at - preferable with natural light. An outdoor space to sit and read would be lovely too. And of course, new fresh bathrooms.

Kids designated play area

More for 4th grade plus / MPS / GMS kids.

A Maker Space Area; Coding Classes; Further Math Classes; More Chess Clubs / Book Clubs for above age group

An updated children's room and some community gathering spots.

Updated

Meeting rooms, more computer space, reading areas

Don't know, like it

Like it is

Please do leave the beautiful original building in tact. It is an asset to Westborough. If you tear down the wing in back, please match it architecturally. The Hopkinton library does not look good.

Increased parking, space inside for group meeting rooms.

Updated children space with plenty of sunlight. More get-together space. Updated and more restrooms

I like places to sit and read or to work or talk with others that are also as beautiful as the current reading room. I hope the reading room and the one above it can be open to the public.

I also like small meeting rooms with a door for small groups of two to four. These don't need to have outside windows, just a window in the door or the wall next to it into the library.

I think the elevator and the restrooms should be positioned off the hallway rather than off the main floor desk, because those are disruptive. The elevator door in motion and the pings it makes need to be sequestered. The restroom's doors also are always in motion, and people hang out waiting and being generally noisy.

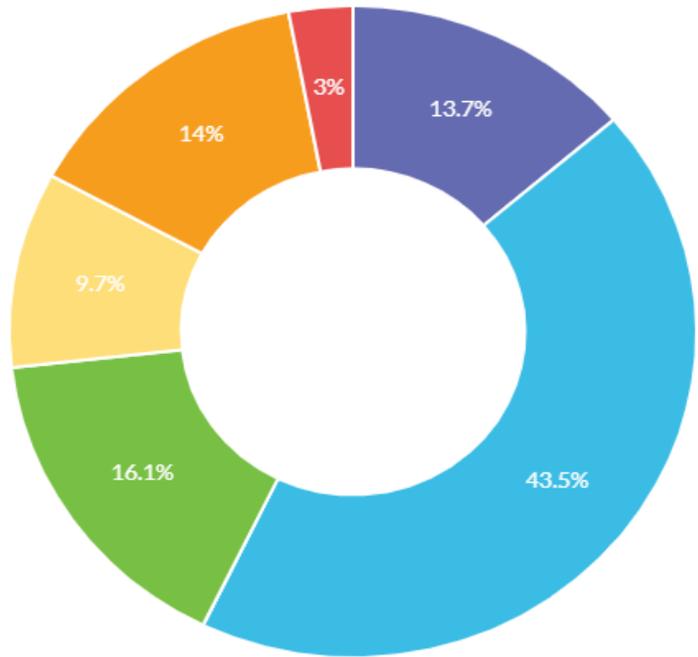
I would like a good vestibule for entry that helps to keep the cold air from flowing into the library in winter.

I come to the library to study! It would be great to see more individual study rooms/ pods as well as big tables with lamps and outlets near natural light.

More cozy adult sitting Area

Larger room of things more and a larger variety of museum passes.

Q4 - If the project is approved by voters at Town Meeting, what level of "green" construction would you like to see in the project?



Choice	Total
No particular concern about making it "green."	41
As green as possible within the budget but without seeking specific certification	130
LEED certification	48
Net zero	29
I don't know	42
Other	9

Q5 - How do you think the changes we have faced as society, due to COVID-19, will affect future use, services,

The library did an excellent job of adapting to the restrictions to allowed continued services and programming. The online offerings of the library were increased.

That said, the library is the hub of the community and will, hopefully, get back to all the wonderful community programs, workshops, and other amazing offerings as well.

I suspect use of the library will increase as a community and learning center. People want to get together again even if just to sit quietly and read or research with other people nearby. I also think the library's willingness to continue to provide services and re-open during such challenging times will make it even more popular as life gets back to normal - in-person programs, book clubs, meetings, as well as generally seeking books. periodicals People are doing more at home. More outreach services necessary. Easier to use computer access. Perhaps more actual delivery and collection of books.

The next generation will be more in tune with YouTube and TV than reading books/attending events, less interaction

Perhaps people will continue to "browse" online and order for pickup, rather than spending more time inside the library, at least until Covid settles down.

People who have checked out items from the Room of Things to try different activities during Covid, will continue to do so. It's a fun resource. Consider expanding the offerings.

contact with others should be easy To modify within the design so that social distancing can be utilized in all circumstances and it not being a hardship or need to redesign, we shouldn't have to reinvent the wheel every time we need to socially distance, or put up plexiglass barriers etc. also, a better ventilation system should be installed so that it feels like air is available and moving throughout the structure. I hope we keep the old exterior façade and build it to fit in The downtown vintage look, as opposed to a super modern exterior has some renovations do.

the bleakest days of pandemic restrictions, helped to underscore the critical importance of the library to our community. Aside from highlighting the often under-appreciated value of the library, however, I don't personally foresee any ways in which the pandemic will specifically alter future library usage. Instead, it seems to me that increased general programming (e.g., the outstanding teen activity offerings, classes on a wide variety of topics, experiences such as the murder mystery, the room of stuff, etc.) are the stronger influence on making the library feel like a more vibrant, engaging, interactive space that will draw more community members together.

Library is essential to the town and can be a safe haven for children and adults. Perhaps create more larger areas that can still be "communal".

We all have come through this Covid and the library has so so much to offer enjoyment information education. I

think we will see increased use of our library

The library was great during Covid- provided as much as they could with all of the restrictions. I don't think future use will be affected

In time I hope to move forward with a new normal.

I'm not sure. I know my tutoring business evaporated entirely once COVID hit, since we couldn't gather, and since my students (adults) often lost their jobs or had children at home doing remote learning, so they had zero time and zero extra money. We couldn't Zoom because they were Zooming for work and kids' school. I imagine there will be an increased need for remote resources. But I still think physical use of the library will be essential, Gradual shift in time spent at the library

I think people will come back. People who are working from home might be looking for a change of scenery for a few hours, I hope for in person storytimes for young kids again, the teen room is hosting activities. You have done an AMAZING job through all of this keeping people connected to the library!

People work remotely more and might be looking for a safe place to do that.

I think it has helped people appreciate the benefits of local services. My family really missed the library when it was closed. My kids were so excited when even limited events returned.

Covid-19 was a novel disease for everyone and I think the way the library managed the situation is applaudable. I work in another Massachusetts public library. I feel COVID has forced a lot of patrons that were still borrowing DVDs and CDs to make the leap to digital resources, Libby, Hoopla, Netflix, etc. I think libraries need to focus on the basics - more copies of in-demand books, meeting space, gathering space, space to work outside of the home. Programming.

More online classes, audiobooks

Please offer workouts weekly or monthly

(yoga classes- little gym for the kids)

More use as a community resource and more use of meeting room(s)

Good question. One can only hope we have seen the worst of it and can move forward in a positive way knowing that service will still continue despite mask mandates, time limits, plastic partitions, distanced seating would all be factors.

I was very impressed by how quickly the library was able to pivot and offer curbside pickup and remote services. Zoom events should continue to be offered even post-pandemic to accommodate people who can't physically get to the library. The ability to still borrow library materials, etc was a bright spot in an incredibly difficult and depressing year when things were shut down. I can't emphasize that enough, and how appreciative I am that the library continues to serve the public during covid
NO IDEA. BUT...

I hope people will come back to using the library as a center for in-person intellectual engagement, with speakers, programs, movies, kids' programming, and room to do homework with friends or just sit and read a book. Something for everyone!

I think people have learned to do things differently due to covid

I hope the library offers awareness opportunities geared towards privileged white people to learn about American history. I also hope there are more diverse events geared towards everyone (multicultural festival anyone?). Maybe community outreach with police officers, lots of covid-safe outdoor stuff in warmer months. The library is one of my favorite places as a parent and as an adult, so I hope usage of the library continues to increase because it's a pillar of our community.
Probably in plenty of ways but this seems like an odd question for the average citizen to respond in a 5-minute survey.

Maybe not

I hope programs and services will continue to run and to be well-attended when hopefully we can return to a more "normal" state of interacting with each other and the world. We love our library and believe it fosters connections and a sense of community! 

More online bottowing

Yes. Contactless book pickup may be a good example, as is Zoom story time. Post-COVID, many people may still be interested in those options to limit risk when cases rise, or just for convenience.

No change. Things are already going back to normal.

If the library continues to force masking of children, heavy on the zoom kid events, and continues to cancel outside events due to covid (and hardly any restrictions on adults mind you) then the library can expect a substantial decrease in community use and hopefully a budget reduction from the city to account for the unreasonable (and not science based) biases against children.

I think that it was the most missed part of the community during the closures in 2020, so being mindful of outdoor use space, ventilation, and ways to stay engaged with social distancing would be ideal. Covered outdoor spaces, patios, etc.. Large doors that can open up to let air through, things like that so we can stay open as much as possible.

It seems like the library use is down quite a bit now. Hopefully the library will adapt to meet the needs of our community. I've been downloading many kindle books and will continue to do so. It will be a while before I'm comfortable sitting in the library reading a magazine.

It will reduce traffic to the library

some might want socially distanced work study pods

I think people have grown accustomed to virtual offerings and that will persist. Not everything needs to be in person and a mix is probably the best moving forward. Not necessarily b/c of safety concerns but the ability to bring in speakers and presenters, the convenience of joining from home, and the comfort with the technology are real advantages.

More people using digital options

Expanding access to electronic and digital media

Online programming especially the kind that keeps people connected like book groups etc.

Just like the boom of curbside pickup or delivery of groceries or food (doordash)..I think people have moved to using more digital books.

Stop with the silly masks. I've watched the board of health meeting and the librarian board was begging for masks to be worn even though they weren't needed anywhere else. My two year old wanted to play and read books but was kicked out because he wouldn't keep a mask on, a two year old toddler, seems ridiculous. Once people stop succumbing to a fear for an extremely tiny amount of people affected by covid it will be back to normal programming for all ages.

No

We have visited the library less as a family since covid and there has been less children's programming obviously. I imagine this will change on a society level as covid restrictions recede and numbers improve. Even prior to covid we would use the request system and read many e-books which I think will continue for us and others.

Hopefully our library will remain open in person

Could keep staff very busy if virtual events continue. People want to continue life as it was before w visits to libraries, etc.

The library will always be the center of learning and community. Building needs better ventilation to combat spread of viruses.

I think the pandemic only highlighted the need for in person opportunities for children (and adults) to learn. The library was a solace during that period, and my prediction is that use will increase if the correct opportunities are offered.

I use the library just as much. I found out about the hoopla and Libby app during covid and use them too but still go into the library just as frequently

The library has done an amazing job working under the pandemic situation. They are continually changing and adapting as needed. The library in Westborough is an amazing community building that if bigger could offer more opportunities for other classes and people to gather.

I don't think it should change

just need enough space so people don't feel crowded

I think we will seek out gatherings like book clubs

Greater use of the website and remote access, possibly need for smaller meeting spaces.

I love some of the remote options put in place - aka contactless holds and pickups

It will become an even more important community space than ever before. The Library can continue its strong on line presence while continuing to bring people together in person.

No opinion

increased e-book and A/V use, but eventually back to in person.

Once, the COVID situation settles and things are back to normal, I think the in-person experience would be resumed. The story time, kids sitting and reading or exploring books should not be affected. I believe there should be more activities for kids.

Unfortunately the internet makes libraries more and more obsolete.

Not much, but essential we get more private rooms

Little affect in the long term

I think the "Zoom" meeting age is forever upon us, and expect that for events and presentations, having online attendance available in addition to in-person is going to be expected. So having appropriate technology available for speakers, as well as for meetings (have you heard of the "Meeting Owl Pro"?) will be a boon.

Will not make a difference

During COVID-19, there were very few places to visit for tourism. There were huge restrictions on social gathering. In this situation, library books provided a very good source for recreation, knowledge, and engaging mind. Please keep the library open during pandemic.

It is very helpful to have access to board-games and other things (e.g. camera, telescope, camcorder).

A more friendly policy for returning books beyond due date is also helpful.

It would be nice to get access to online movies, serials, and books.

Don't know. But do like the programs the library is starting.

Yes. I think a lot of people will still want zoom or other on-line services. Also, book delivery will be become more important because home delivery of everything is the norm. But there is a huge desire for connection, so having a building with modern ventilation and good filtering as well as a place for outside events would make the library even more important as a meeting place for the community

I'm hoping we are through with the concern and life returns to normal.

Less room for in-person conferences & more room for individual use with distancing in mind

Drive thru pick up/drop off services will be worth considering.

hopefully not a permanent change but we may have to be mindful of more remote use.

i think the staff pivoted well making changes to continue serving their customers while access was limited which allowed continuation of many programs. I would expect increased programs with expansion.

I feel like it's hard to know, however, there was a real need for library services during the pandemic. I missed being able to take my kids to the library for programming. I hope that programming will return in the future. It would be nice to have an outdoor space for programming when desired or needed.

I think the online services will continue to improve, including remote activities.

Design more self services. Some auto material sanitizing and disinfecting measures.

now that restrictions have eased i think more people will come back

I'm not sure

Covid has shown just how much we need the library

Very much

I think it will begin to be used more, especially for public meeting areas where people may not want to host at home

I think ebooks were a savior during early covid times, and now safe outdoor meeting space would be great as we try to reconnect as a community

I think people really re-discovered local libraries during this time and appreciated all the other cool things usage will grow post-covid.

I would anticipate a request for continued virtual events

I think the library should continue to try to improve the physical building but should also focus on ebook offerings as the future will probably entail more online reading for COVID-19 reasons and ease of access.

no impact

will need to consider the design of the building spaces make more opportunities for visitors to have their own space if needed

we might need more hand sanitizers

I think more people would want a place to peacefully settle down and do work. I know personally, I invested a lot more time in the library

will be more online than physical

More people will place holds, as that was common practice during the pandemic

I found myself realizing how much I value the library even more during these hard times...as a place of gathering, community, neighborhood kinship, and most importantly...a place to borrow books in a family of readers stuck at home! I think if the library is reimagined with some gathering spaces and community rooms/events in mind, it will be an attractive location in town no matter what we're going through...

not much of an affect

Less direct contact

For me personally, I have decided to homeschool my children so we are in the library way more. We enjoy coming and sitting in a corner to read, doing our school work at the library for a change of scenery

People will probably continue to use online resources

I think once the pandemic is truly behind us, we will go back to using the library as we once did before the shut downs. The library will go back to being a place to hang out, meet people, find books and use resources, attend events, and continue learning.

Once the Covid restrictions are past us, I anticipate more library participation. There's a lot of learning to be caught up to (missed in the past 2 years), and library participation needs to be encouraged.

I think people are looking for connections and opportunities to interact / participate in programming.

I think things will start going back to Pre-Covid soon

hopefully a new building will be healthier, with attention to open windows for fresh air

I think it will be some time before all residents are comfortable coming and going at will.

Not sure

I think people are excited to get back out and use the library more. I'm excited to go to more library events.

Need to think about more delivery/outreach service. Also, the curbside pick up during the early stage of the pandemic was great and that should always be an option!

I think that the library will be more aware of how patrons access books and information - and plan the delivery of services around the patrons' needs.

Being able to still utilize the library if that means limiting time VS closing down is a plus. Hand sanitizing stations at the doors. Self checkout options like Shrewsbury. Meescan is good, but having the kids get involved by placing the books on the table reader and not dealing with scanning bar codes is very convenient

Actually you have made amazing job in dealing with the covid.

I think everything is going back to normal soon.

I don't. I anticipate people will use the library at the same capacity that they always have. It is a vital piece of young childhood

It will reduce the need for the services the library provides.

Hopefully all activities will return to normal after COVID-19 has passed.

I think some people who work from home might like the opportunity to leave the house and work in a quiet, closed off area. I think people realized how important being around other people is, and the library is definitely a community space where all ages can have the opportunity to socialize and learn. I remember growing up the library was always a very quiet place, now I think it is a place where people can work together to discuss books or work on school projects. I think the library is more than just a place to get books. It's a place for people in the

in-person activities

I think the library continues to play a central role in any community... missed it during the shut down but appreciated the ability to use online features which have continued through the present. Feel like virtual classes and meetings serve a purpose even post pandemic.

It affected the library

Events might be busy because people are starving for socializing.

Library did a fantastic job despite of covid surge and we were able to the books we want it

Not much change

More e-books.

time.

I don't know.

I hope we can get back to the way things were before Covid.

My hope is as things return to more normal the library will come back to the community building place it has been in the past. I think with more people working from home it will become a place to work for awhile to get away from the home office for a bit

Our reaction to COVID-19 is still changing. Changes still being made are having a negative impact on in person library use, driving things on-line.

Maybe people will utilize the library more.

I hope there are more events -such as as more book clubs and game nights.

More electronic access to library items.

People may want some seating that is distanced.

During the height of lockdown, when everyone else wanted a haircut or to go out to dinner, all I wanted to do was go to the library. I think the services and offerings are more important than ever, especially for the needier members of the community who may choose paying for heat or food over internet.

No impact

More use of digital media like e-books

get back to normal soon

Library becomes even more important and central in providing diverse experiences. It's critical to learning and development of our children; and for continuous learning and socialization for general population.

so instead of coming into the library

I expect things to return to normal. The library services and offerings should remain unchanged.

Impossible to know

The return to the old "norms" will take time, but I think we will get there. In the next year or so I think we will be mostly back to the old norms. I do think we need to consider quiet work space for clients of all ages. This is a long-term project. Long-term, COVID will most likely be like the seasonal flu. Yes, unfortunately, people will get it year to year. But I think that this new space should be built to accommodate in-person events and services because we will eventually return to a time when more and more people will be comfortable with in-person events. Even without Covid, I think we're moving to more of a demand for electronic resources, and WPL should continue offering more of that, if possible, with less wait time and limits than Libby and Hoopla currently

More computer usage

Much more computer use and suggest a main, large reading room with tables and numerous electric plug access for laptop use. (Reference the large reading room with green lamps in tables on second floor of old part of Main library in Boston (Back Bay.) also note that while this room was originally used for "reading books". Now it is well utilized and full of patrons using laptops. Make all of Westborough Library user friendly for lots of laptop use. People will be more concerned about checking out books so an increased variety of digital options would be great.

I don't know

I think COVID-19 has shown that people still expect the library/librarians to offer services and programming no matter what, and that those services and programs should be of just as high quality as what's offered in person.

(Whether or not those are fair/realistic expectations is a different question, amirite?)

Having more ebooks to allow easy safe checkout for multiple scenarios. Current ebook availability and selection is limiting

I'm not sure, but I think it is clearer than ever that we need public gathering places and events to not just get out and interact with others but to really see and hear one another to find common ground and community. I think we still need the library as a community center. The virtual programs were appreciated, but they're just not the same. I also think that browsing is really important, the ability to hold real books, see what catches your eye, read the cover, etc.

hoping community will get back to using the library

more virtual kid story time

Perhaps more sanitary rules but overall I think things will return to pre Covid norms... no long lasting effects

With the covid # going down I feel it should not affect future usage of the library

I hope, not at all.

Don't know

More demand for virtual use

Hopefully wider use. Am impressed with the present variety.

not sure

Hopefully not, though Zoom has brought the world into people's homes in good ways as well. Allowed for more participation in the community to otherwise unable individuals and families.

While we are not out of the woods, I think folks are craving community more than ever as Covid becomes endemic. It would be nice to plan for that yet be able to pivot.

Your unreasonable restrictions have made it very unlikely that I will use the library.

A delivery service would be helpful. I think people have come to rely on delivery or pick up during Covid.

I don't know

I think that foot traffic will improve tremendously as time goes on. Libby has been a wonderful tool during COVID. I believe that children lost the most as the library offers so much for them and their parents.

Unsure

I think it made it more creative!

I hope we will not have many changes going forward

Hopefully we'll continue to wear masks and keep distance

Will need to offer more zoom events and digital resources when covid rates increase

I don't think it will have a huge effect once people are more comfortable.

Hopefully our library will continue to be open with in person access.

I think more people appreciate pickup times for reserved items and curbside pickup. It has been very helpful being immunocompromised and I can see it being helpful for parents and people with disabilities
Older people still like physical hardcover & paperback books and don't want only ebooks & technology to get rid of them.

With the raise in everything, I would hope people would turn towards the library as a way to save money

Less library usage sadly

I hope that more people will utilize the library and services. I work with children and families and have been encouraging them to look at their libraries for developmentally appropriate, free socialization opportunities. I think the library is essential in these times to bring the community services. Planning for the future, based on what you learned, about keeping places flexible. Offering pick up/quick contact services for those who need it as well as online options.

Maybe consider use of outdoor space with additional seating or usable outdoor space on library grounds- such

Better use of digital resources

I think we need to reorient ourselves of the offerings at the library, ie museum passes, equipment sign outs, etc

None

n/a

I think it will require excellent air transfer through the building, more space so people are not close to each other. The library did an excellent job of maintaining services while adapting to covid.

Covid 19 has enabled an array of online, virtual contact as well as sources of information, negating the need for a library for the most part.

Possibly but for me, I love the library the way it is, and thought it has done a terrific job with Covid restrictions
stations around for hand sanitizer, etc.

Not sure - while some may want more e-services, I think many others want to get back to "normal" and be able to go to the library, get books, engage with others, etc.

our library is fantastic and offers so much for everyone no matter the age group. I can only imagine that you will bring more to our community

Dont think it will impact much

More use of self-check out, requests for Zoom events,

More online activity. I believe people will continue to be very cautious.

popular.

I think a lot more people have started using online services

We will be alone more safe than ever!

You did a good job keeping the library as open as possible under local rules. I missed the jigsaw puzzle. Being able to spread out will be good, single nooks for reading or doing research, ebooks, zoom classes.

More services will continue to be online

I have not been in the library since pre-pandemic. Before that, I visited weekly or more frequently. However, I am still very much a library user, as I regularly use online services. I think that future library use plans should presume that more and more users/patrons will choose online access, so I would factor that in accordingly. I would definitely try to avoid the temptation to build a "showpiece" new library as a source of pride. A nice facility is good, but the services and resources are FAR more important. Building committees, by their nature, tend to place too much emphasis on old-style usage patterns, and they tend to attract a trophy-style mindset, in which somehow a good building is seen as equivalent to having a good library. The actual facility is probably not I think you need to improve online technology. Maybe be and outlet for online courses. I would like to see the Lynda courses offered

The way the library handled the COVID 19 at the beginning of the pandemic was wonderful.

People will continue to want more e-books and streamed content. I think many families will still be interested in live events.

not sure

We really need as many public spaces as possible in Westborough to be connected to each other in order to face the challenges to come - climate change, pandemics, war,... The Westborough Public Library has to be not only a place where we can find books and resources but a place where we can get together and connect. Availability of virtual programming when appropriate. I think the way the library handled book requests during our time of "lock down" when the pandemic started worked well. Maybe even invite volunteers to deliver books to people in town who request this option. I think unknown. More online services seem necessary now than in person. Maybe we don't need as much space as we initially thought.

No impact

The library will continue to be a gathering place for community activities.

The library has proven to be a valuable asset as a community resource and gathering place.

More remote activities

It would be got separated cubes are there

I think as we look for more community and local connections, the library will need to help fill that void.

More online options

that back maybe?

The library showed how valuable it was during the COVID-19 shutdown and continued to serve the community. I believe it will continue to do that through the future.

with enough access (parking and accessibility including bathrooms) a library can be a wonderful home base for a town. It's where the youngest and the oldest can spend their time, in addition to school aged kids. It was notable that with schools closed during covid that we lacked a library that was inviting and accessible. It's outdated, hard to access and utilize.

None

I believe the library will be more of an online resource in the future.

People still may not come as often

Online books are okay but I still like to hold a book. Going to library is nice. There's a lot more resources than just checking out books

I think there's an opportunity to provide services to those who work from home in the way of offices and conference rooms that could be reserved. It would provide a valuable resource to the community and draw more people to the building.

I haven't thought about it as I used the library with curb side pickup without issue

During this time I expanded my use of audio books/mp3 Overdrive though I still love to hold a book in my hands! The economic ripple effects suggest that young people and elders may need more affordable/ free programming. I think people crave places to go, meeting activities and community groups to connect with. I think use will increase when the focus is on environmentally friendly, inclusive options. People (kids and adults) who seek community will need more opportunities to find safe shared spaces and people continue to want to more new reading options (that are often all checked out). I have faith the library will serve a more important role in preserving human relationships and love of learning (digital and analog).

More grab and go. Less time spent on each visit.

As covid slows down more people will opt for in person visits

Unsure

Small enclosed spaces will be less desirable

Much has gone digital, do we need more space or simply upgrades to what we have

I think with the rise and fall of COVID cases will see a rise and fall in library usage. With people seeking public meeting areas and "safe spaces" a more updated library is definitely needed!

I think the pandemic has shown that we need to prepare for more hybrid use, with some people still coming for services and offerings in person and some participating remotely. Therefore it's important to have a space with the technology setup to accommodate this, as well as tables, chairs, etc. that can be easily moved to change the room setup based on the program and participant needs.

I think people will treat the library as more of a gathering place, community center, safe space, study area than "get a book off shelf and leave"

future services need to be adapted.

I think Zoom presentations would be a great venue to use moving forward. And, I would hope the library would continue stringent sanitizing practices to eliminate germs from incoming borrowed items.

More ordering books etc online with quick pick up at building.

The WPL played a key role for my family when the rest of the world shut off. To be able to order books and other materials and pick them up brought a fresh breath of energy, something to look forward to. For families like mine which rely on the library a lot (the main reason for moving to Westborough apart from the school system), it holds an important place

make the library a user friendly space with more analog features such as a focus on group activities and discovery spaces

There's a need for flexibility. Library services should remain open as much as possible, but create a space that allows people to use the space in a safe and healthy way. Get the best HVAC system, create study and work space that lends to spacing out. Make sure digital collections are strong and well promoted. Add exterior lockers so people can pick up holds without coming into the library and after hours.

I don't know

Not sure but I love that some libraries have curbside pickup and drop off and have spaced play areas out for children while still making it a great learning experience for the little members of our society.

Makes a library more important to provide services to those without resources.

Libraries are a bastion of information in this age of dis-information.

I think the staff handled the changes caused by Covid very well.

I would hope very little. Our town's library has done an excellent job of "weathering the COVID storm" and remaining a wonderful and important part of our community.

It is important to have access to digital resources and less critical to rely on physical space investments.

None ... I think Library will always be a perfect spot for kids and adults to come together as a community and read, celebrate and learn together. Thank you for always offering such great service and experience :)

I think they will eventually go away

If any, less traffic/customers

I'm not sure. I hope to see the children's department be more geared toward encouraging children to spend time in the room and have events, but the future still seems unclear in terms of covid outbreaks.

lower in person use of the Library. Based on the visits that I have made to the Library and more use (content and meetings) going online, there is no need for a Library expansion.

Might need more open/outdoor space activities.

I think people will want to come together more and appreciate the space the library offers.

For my family, I don't think COVID has had an impact on our library usage. We still love going to the library and we still do check out many physical books

More places to gather as a community. (?offer health services) Drive through book pick up/drop off.

Add a playground, outdoor meeting spaces, chess tables, space for the farmers market/book sales.

Not sure.

wanting to do in person story time/craft. But difficult to get toddler to keep mask on.

I think things will start to return to pre-covid days - hopefully!

I think that options like more ebooks should stay, however I think people would like to connect more than ever and it would be wonderful to have more places and opportunities to do this.

Library is a public space. Consider spacing/airation when designing/approving layout

Need to get past that and reinvigorate

It should be there, it's good to have access to real books and to continue with having a place to go in the town.

lectures, music, cooking demos, etc

The library needs to be a hub for our community.

No, as students will need a place to study and a safe place to wait for parents pick up.

No effect, except perhaps increased use of the library.

As inflation increases I would hope people would go back to using the library more frequently to limit the amount of debt they are accumulating by buying stuff they can borrow from the library.

Q6 - Do you have any additional comments, ideas, or feedback you would like to share?

i would also like to see automatic water fountain installed, rather than the current ones we have. Also upgrade the printing machine to accept money cards rather than change. cards can be refilled inline or at a kiosk located in the library.

I feel very blessed to have a library with a director that is always looking at ways to improve the library experience for the entire population of our town. We need to make sure diversity and socioeconomic disparities continue to be an integral consideration in providing a welcoming, wonderful, asset to our community.

I love our library and appreciate all the staff does and has done. Everyone is always smiling (even under masks) and pleasant. It is a great center of services that deserves a building that represents all the services and community it provides.

I am new in the area. I find staff friendly and helpful. I love finding new and exciting books as soon as I walk in. I am still having problems with reserving books on line and learning CW/MARS system. I'm sure a physical visit will give me an opportunity to talk it over with someone.

Maybe some technology like console with new video games, coming out with multiple plans and pitching it to the people who live in Westborough, more teen events :)

Looking forward to seeing the project progress and enjoying a "new and improved" library experience.

Possibly incorporate a simple to use easy self tour so that people can learn about the library without having to specifically ask a librarian to show them around. I think this self-help module will increase usage. Or use a group Tour method or one available on phone or iPad to get the most availability and use for larger number of people without texting library staff.

Please keep the old vintage building and services as well, maybe accenting them with modern features as opposed to tearing them out altogether.

We are so incredibly lucky to have such a dedicated, creative, adaptive library staff working so hard on behalf of our town! Even if there's no building renovation (which I'll confess, I'm not 100% excited about due to the multi-year disruption of services that will entail), I'm gratefully confident that the library will nonetheless find a way to perpetually evolve its programming to continue engaging the community in meaningful ways.

Create more outdoor space for reading or gathering outside for the nicer weather.

Love our library!!!

Would like to see books in circulation increase. I often need to put books I'm interested in on hold bc the library doesn't have any copies.

With your new building/renovation plans the library must provide parking without relying on the generosity of the neighboring church.

I think the staff is top notch and so very helpful in so many ways. I think the idea of a teen room is great.

Thank you for everything, we love the library!!

Parking, parking, parking. It's a hassle.

Also, with whatever updates you make, please try to keep as much of the history and character of the building as possible. I love old libraries rather than modern ones. It's a vibe.

To be honest, my top worry is that much of the library will be inaccessible during the long construction period. I'd love to hear more about your plans for that. I don't want to have minimal access for two years or however long. I'd rather not update the library at all and keep it as is than have less access, even temporarily. Going through covid with the library closed was enough. It's finally back open and I don't want to lose it again.

We're excited about the project and can't wait to see the final plans.

I would like the library be decorated with Christmas ornaments in the Christmas season.

Keep Westborough (historical) room front and center

Im sure teachers, parents, librarians, patrons will all have solid input to make sure the mew building is wicked awesome!!! Best of luck;))

No, but I really hope the project is approved at town meeting. No one likes taxes, but the library is a vital part of the town, and a very busy one that needs to accommodate future growth and population.

Libraries, including our own WPL, are indispensable resources.

I ♥ the library!

No.

Not any more yet

Thank you! We ♥ our library and librarians! :)

No

No, but thank you for the opportunity to comment

Please try to keep the local history room active and try to have some different Westborough history on display in the cases and on the walls.

Consider not renewing the head librarians contracts. Overall she makes the library very unwelcoming with her policies. My 7 year did not have his library and almost cried when reprimanded. The sign on the lawn about dogs was embarrassing to the community.

Not much - we just appreciate the library team so much in the town.

Less books and videos and more of a space that the community can enjoy with beneficial programming.

Community spaces that we can all enjoy. Our town desperately needs more space for teens. Also- library seems over staffed - think library needs less circulation people and even reference librarians and more people that can facilitate programming and give great customer service to its patrons looking for book suggestions.

The Children's Library is one of our favorite places in town. My kids love going and they do an amazing job with the displays. We can always find something that interests our kids.

Thanks

Not right now

love our town library. In affordable to books, the programs are wonderful

Thank you for asking and good luck

Perhaps smaller library outlets could be placed outside of the center to support readers in other parts of the city without transportation to main street

I am in full support of the need for an improved library. That said, given the current budget climate (due to other spending in town), this is going to be difficult.

The small work rooms/quiet rooms would be nice for tutoring and you can have a quiet space at the library. The staff is amazing and they are always coming up with unique and fun activities for all ages.

I feel the existing space could be put to better use. Needs better organization. Some messy areas.

Not sure there is a need for a children's floor on the 3rd floor.

More volunteer opportunities for high school kids, looks biased and giving volunteer work for some kids. Give opportunity to do volunteer work for the other kids who are applying to work there all the time just rejecting, rejecting.....kids are getting frustrated and losing confidence on themselves.

The library serves the community in multiple ways. Study, research, learning, community,

As I wrote earlier, landscaping with native plants (not cultivars, no invasive species, no non native species) is so critically important, preferably those that support endangered pollinators. Trees must be added (also native!). I would love to be involved with any planning for the grounds and can provide helpful resources. See work by Dr Robert Gegear and books by Doug Tallamy. — Julia Rissmiller (617) 331-4382 Julia.rissmiller@gmail.com
I hope the library will stay at its present location. The non teen non kid area needs lots of attention!

Make sure to have a variety of meeting areas.

Provide programming and events for adults, not just kids.

There are many people of lower income or ESL or no English that are not users or even aware of the library

Let's make them aware and extend to teaching language skills.

The cost of e-book borrowing should be transparent, so users can be aware of the costs of their use

I love the library and the service. I would love to see a bigger, spacious, and brighter (with natural light) space. More activities for kids in the evenings after school hours and on weekends. More story times for toddlers in a

I'd use the money to improve schools and roads instead of a library..

No thanks

Lots of natural light

Really appreciate the job you all do! I've loved libraries all my life and your inter-library loan system along with ComCat is an incredibly stellar service. Wishing you all the best and please keep us updated on the ways you hope to build and grow community support for the project.

No

It would be nice to increase collection of books on educational subjects (e.g. technology, Science, Math, Business, Career Guidance). It would also be helpful to have books in foreign languages (e.g. Spanish, Hindi,

A lot of the libraries (Marlboro, Shrewsbury, and Northborough) have recently renovated. Glad Westborough will be doing the same!

I would like to not have carpeting in the library where there is a lot of traffic. I know it was the norm, but it gets gross really fast and becomes an eyesore and cleaning issue. Also, more natural light. The library has Western and Southern exposures that could be better utilized with windows and skylights to make the environment more open. Many parts of the library are dark and dreary. Not an inviting space to read or study.

I'm looking forward to visiting the library.

I like the "homey" & informal environment of the library. It just seems more welcoming. The display room for instruments & things to borrow from the library could be larger. It would be marvelous if there were restrooms on the main floor as well as the basement. I like having the jigsaw puzzles out to display. I think the newspapers deserve a space of their own separate from the book & magazine section. I appreciate sound-proofing for those who use the library for study or research. I wish there was a way to display movie cases with the titles horizontal, same for the books on disk. The teen section deserves a large space as well.

Keep up the great work! Awesome job!

I love the library visit 3 times per week. It is a gem!! Staff has been remarkable for years and years.

I love the library, and I know this new addition is in good hands!

Provide more volunteer opportunities and activities for teens.

Not really but need some areas in library for bigger kids

We <3 the library

An electronic way for kids to search books of their level and interest

Arbookfind.com was used in Florida and once you know the level kids can easily pick the book if labeled well. To ensure they are picking right content and practicing around their level range (not too high or not too low)

Thank you again for this opportunity for the Library's patrons to share their thoughts.

n/a

I am very grateful that WPL as advanced as it is, because it is very clean, and I feel safe inside.

Thank you for all you do every day - and for all you did to stay open during these past two years!

no

Appreciate running the library to the best of ability in these trying times. Lot of inconveniences faced by the staff, and risked impact to physical health to make library functional. Many thanks to the library staff!

No

I hope that the third floor spaces in the old building will be available for the adult population as a reading room so that they may be able to look over our beautiful town from that vantage point.

no

Please have more events like photo tile coasters workshop and fix it workshop. I enjoy them so much.

I think there should be a specific return section for books that need repair. Often the books (children's books) that I take out need some repair but I always forget to mention it to the librarians.

I love my library and think it is a beautiful building. I hope you can update and improve the space without any drastic changes to the way it looks now

I cannot wait to see how the "new" library turns out!

In good hands, you will make great choices and having a group of teachers, nannies and parents give input would be beneficial. Best of luck

God bless you all 😊

Under the current economical conditions, I don't feel at this time we should be spending millions of taxpayers money to upgrade this library.

More Christmas decorations in December.

We are very excited about the future of the Westborough Public Library.

No

It would be great to have some outdoor space for reading and studying, which is accessible even when the library is closed.

This is an amazing library, with wonderful staff. A gem in the westborough community!

No

Regarding teen library programs, we feel that special needs kids are not be able to participate or volunteer at the library because of there is no "buddies" program to help to navigate/participate in any of the programs, we would be grateful if the library provide any help for these kids!

no

Love the staff!

The library MUST stay in down town.

No.

You guys are great, and you are doing a good job with the children too. Good location...don't you dare move. and a good staff...don't you dare change.

Please bring back Freegal.

It is exciting that the library is going to be able to expand. I'm sure there are plans for innovations that I have never thought about but that I will love.

More programming for children - on the weekends and during the week during the summer

more books

more new books

more "friends of the library" book recycle options

The room of things could use an expansion. I like any family activities the library coordinates during the warmer months. Honestly, mostly kids related activities and services would be most helpful to so many young families in town and surrounding towns.

Not at this time.

Westborough has funded just about every major building project I can think of. Schools, fire station, WPD and Town Hall renovations, etc. With so much money being provided by the grant, I hope the Library receives such support. Its services are used by so many, and it's just as much a community center now as it is a traditional library, and I hope the town realizes that.

Like to see updated bathrooms and larger and better furnished larger meeting room to be used for classes and community events. Like to see it furnished comfortably with large windows to bring in natural light

No, not at this time.

Not totally related to the structure itself: I'd like to see a wider variety of performers, educational and social activities, and events for children and teens at different times of the day--especially on the evenings and weekends. I've seen some really interesting programs for kids (like STEM Beginnings) that always seem to happen in the mornings or midafternoons, and the in-person storytimes are also in the morning. If this is due to a space issue, I hope that the new building/expansion will be able to accommodate this.

I personally am overall very satisfied with library service and facilities. Please spend wisely, don't overreach. Also want to commend recent library staff- very customer service focused.

While I love reading and books I can hold, I think the ideas of expanding uses of public libraries is a great thing.

I love the library of things! I always stop by and see if there's something I can borrow, esp for small homeowner tasks or children's games.

No

No

Public parking.

I love our library. Don't lose the charm in the renovation.

Good luck !! Excited.

You have a wonderful staff and it is a beautiful building. Hopefully the town will vote for the addition.

I love that you have items share such as snow shoes.

More Childrens activities on weekends. (Was so excited about the STEM class, till I saw when it was offered)

Love the library. It would be great if the building could be bigger, but that doesn't seem possible.

Library services need to be increased

More programming room that has natural light would be great. I liked nonfiction organized by the traditional dewey decimal system, not by subject matter which I find confusing.

Could you add an outdoor seating area? I also have always wanted rooms you could sign out for individual use for studying or just a quiet space

I used to like to take out books. But I read digitally. And it feels like I can never get what I want digitally. I wish we had more digital copies of popular books.

The library is an important part of a community. Consider long term projects for the building for at least 50-75 years. As a resident I do not want to be voting on a major rebuild in 20-30 years. Of course renovations will be necessary to update rugs, chairs, technology, etc. but the build it self needs to stand the test of time like the

No

Keep up the good work and look forward to more promotional info about everything the library has!

Improve advertising for library sponsored events.

I would not expand. Spend the money from the grant on renovating and try to add more parking somehow. People don't got to the library as much anymore so use the space we have wisely. Keep to grant budget and don't go over it.

Thank you for all you do. You are an excellent resource.

Yes, absolutely. I do not favor tearing a building down because its renovation will make it "too tall."

Westborough library is a wonderful variety of books, movies, activities, room of things, hot spots and other offerings. The staff at the WPL couldn't be a nicer group of people. Keep up the great work!!!

I think the staff did a remarkable job keeping the library "relevant" during Covid. The craft packs for kids, the table side pick up and the Zoom events were greatly appreciated! Thank you 😊

I love the library and the people who are so committed to the future of keeping the library a valuable asset in Westborough. Thank you very much for all you do!

Very excited for the improvements and upgrades to our lovely cozy library.

The library is a great resource and is central to Westborough do you have or considered mobile services to us old folks. I don't go out as often these days- hope that changes.

Provide clear and detailed cost of the project.

Since I mentioned them in the previous box, I will elaborate on things that are more important than the facility/building: (1) resources, whether physical or online; (2) access, including ample open hours for the physical space and near 24/7 for online space; (3) quality personnel and in ample numbers to provide top-notch service. Westborough is a far more diverse community than it was before. (I am a longtime resident and WHS graduate). A top priority needs to be significantly upgrading resources of all kinds to reflect that diversity, which is a daunting challenge for every municipality. I am in favor and support a new facility, but I would hope that that is driven by these other needs, rather than the reverse (which I have seen in other towns), in which a new library opens and then, people start thinking about these other complexities. I am simply advocating for a mission-driven building plan, rather than a "look at what a great building we made" approach. I presume I am not saying anything you don't agree with, so I am just adding my words of support.

no, thank you...you all are doing a great job

The library should have Christmas decorations in December.

We appreciate the library, but as we don't have children, don't use it as much as we could.

This kind of survey is a very good idea and it shows that the library is listening its patrons.

No

More parking would be appreciated.

More community based programs for all ages and interests

We love the library here in Westborough and couldn't being in a town without one like ours!

We have a lot of town land. Perhaps the back unused land behind Gibbons School could be used to build a new library so students from the high school could easily walk over to volunteer and kids from gibbons could walk over for after-school programming. It could still have that neighborhood feel, but also be accessed along the westboro charm bracelet walking trails.

I love the book sales! Please do more!

I was a little disturbed about how restrictive the library was during the pandemic - seemed like overkill.

I love the library!

Please keep the activities coming, and design the programming and promotional materials/registration inclusive for kids and folks who don't have friends or peers to "team up" with for those activities. Consider greater emphasis on more marginalized groups for kids and teen programming, such as autism, disabilities, ESL. Also PLEASE create greater planning and emphasis on volunteer opportunities for teens with disabilities (in an inclusive way- seek input from the disability community). Though we appreciate the requirements for volunteers to communicate independently from adult support (email, meetings, etc) please seek ideas from the schools for a bridge into volunteer service with the library.

N/A

I haven't been to the library only because I am new to the area. I am excited there is a library, but was surprised how small it is for the town! I think expanding footprint and/or offerings (both indoors and out) to draw the town in would be fantastic.

Make sure the property lines follow code and neighbors have been notified. Seek variances from abutting neighbors when necessary. How is there room on that plot to expand?

Love the room of requirements and ability for the community to sign out these items and museum passes!

I think a bigger teen space would be great. I'd love to see the front redone with slanted pull in parking added, sidewalk pushed into the front yard, and the rest made into a big patio that wraps around the front and side to the church. Around the patio, a low stone wall would protect from cars and provide seating, and inside would be table and chairs. Big planters of green tall grasses and flowers for nature. Classes, music, lectures, hang out could be there. Maybe coffee, tea available as a bit of a town gathering spot. Add rolling book shelves on book sale days.

I would love to see more creative classes offered. Maybe pair up a book on a renowned artist of any medium and hold a class that teaches about that artist, while students create a piece in that genre.

Love the book sales put on by Friends of the Library!!!

They are nice events & good community builders that focus on intellectual and educational growth.

For the volunteers, it's a lot of work but also interesting and at times fun work.

It is a great way to recycle books that can be passed on to other people at a cheap price, and, best of all, the proceeds benefit the library itself and its programs. Would like to see more speakers - so hoping for much better rooms for special events.

Librarians are welcoming and helpful

Grateful this is moving forward!

Bathrooms should be single stall and gender neutral. Add lactating spaces. Move towards laptops instead of desktop stations. Don't just be ADA compliant, make sure spaces are inviting and easy to use for disabled people.

I love our library and the people who work there! Keep up the great work!

Plan the library for the future. For 5 or 10yr from now. With what the population expectations are for the future. With green heating and cooling (geothermal??), a green roof, solar panels, the most current technology and wifi possible etc. If you plan for now, it'll be out of date before it's even built. Do your best to anticipate the future needs.

Good luck! I watched the Nboro renovation close up, and it was no fun. There was a lot of fundraising needed. Moving the collection to a temporary location was annoying.

Maybe more updated computer systems to help the students ...

I love the idea of making the library as green as possible, and would love for that to be emphasized and supported with a green/sustainability section

I don't think this is the right time to do this. Too costly for the tax payers not something that already works just

Consider library consolidation across local towns to free up more space and have better economies of scale. I would prefer to drive to Northboro or Shrewsbury to visit the Library instead of seeing my Westborough property taxes go up any further.

Na

I think the library is a great hub for the community and offers wonderful activities for a wide variety of ages. I am excited that a new space will continue to offer those activities and then some.

I love the Room of Things concept and I'd love to see it expanded, if feasible.

I think the team at the library does a FANTASTIC job and I'm so happy to have a wonderful library in our community. Can't wait to see what comes next!!

<https://www.queenslibrary.org/programs-activities/kids/childrens-library-discovery-center>

So cool - the Queens library even has resources for New Americans!

I welcome a renovate library and realize that the needs are greatest for children and teens, but please think too about the needs of our seniors. I'm not a senior, I'm a parent but I do feel that seniors often get short-changed by the town.

The library can be updated with new lights and paint. There can be lectures and visitors to come and talk, like psychologists, and general social work etc

Just want to encourage thoughtful architecture and preservation of original structure

Can't wait to see our library being renovated, it's long past due.

What is on the second floor of the present library?