

Recent Fields Corner Recent Community Feedback

-Thanks for sharing this with me. The Fields Corner branch is my home branch (after moving from Upham's last year). I haven't been able to make it to the past meetings, so I appreciate having the materials online.

-I am proud of my community and the quality and insight of the suggestions being made despite the BPL's refusal to provide an appropriate forum for collecting meaningful feedback. I hope that the larger BPL organization will take the feedback they are receiving seriously.

I have detailed some specific comments below, but I want to begin with my biggest concern about what I have seen so far:

The planning process so far does not appear to have incorporated any user studies. User studies---site observations, focus groups, interviews, data analysis, etc., etc.---are a well-established component of most successful development projects, and libraries in particular have developed a rich practice of incorporating user study into their planning. Community feedback is very important, but it needs to be gathered in multiple ways (not just during a brief Q&A after a presentation), and integrated with other proven methodologies for gathering information about user behaviors and user needs. I have read through the slide decks presented at the community meetings, and nowhere is there a summary of the kinds of analysis that were done or the results found. As a very interested community member sitting in the audience for these presentations, I want the right choices to be made, e.g. in terms of the relative proportions of different kinds of programming, but I cannot tell you what the right choice is because I know that I do not have enough information. I am trusting you to gather and analyze the relevant information in order to make well-considered, evidence-based decisions. It is very difficult to trust that you are doing this when all signs point to the contrary. At the April community meeting, audience members asked what data were used to make the determinations in re: programming, and the answer was extremely vague. I was not able to attend the June meeting but I heard that the data analysis presented in favor of reducing the collection relied on a single, flawed information source. It is impossible to overstate how concerning this is.

Additional feedback:

*Please take seriously the excellent suggestion to set up a temporary location in a storefront during the 2-year renovation period.

*The BPL should think long and hard about how much glass they're planning to use in this branch--is it appropriate to the uses being made of this space? Is it worth the HVAC and maintenance headaches? Window treatments and regular cleaning will be expensive: is this where the library wants to spend its money? Will patrons feel comfortable if they are constantly in full view of each

and of passersby on the street?

*Low shelving should be used extremely sparingly. The Codman Square library children's section has a lot of low shelving---it does create display space, but it also creates a labyrinth of shelving. In my experience, children enjoy running around in it, and may or may not notice books on shelves. Parents have trouble keeping track of their children (so much for your sightlines idea), cannot easily see or access the books, and cannot easily cross the sea of bookshelf-barriers to find their child.

*Why are you planning to reduce the onsite collection? The rationale for it is not clear, and appears to be coming very forcefully from BPL leadership, and to have no basis in patron preferences or on-the-ground staff experience. If you use less glass, would the savings support a robust and useful onsite collection?

- I am really excited about the renovation & I think it's going to be a great thing for the community. It's nice to see how involved everyone is in the process and how much the neighborhood cares. I would agree that it would be nice to see some representation at the meetings from community members who use and rely on the library day to day. I'd love to try to think of ways to get them here next time. Maybe we can have a flyer translated to Vietnamese for the September meeting?

My main requests for the new space are a dedicated and separate children's area, teen area, and adult area. Each with their own computers. Teens never feel at home in either the children's or adult area! I think as long as there are elevators it makes sense to have the children's area upstairs and apart from the adult area. (I worked Sundays at a few different branches in Brooklyn & that setup tends to work well). I would love to check out some of Boston's newly renovated branches (& old branches) over the next few months!

I also think we should have more than one meeting space & liked the ideas that were proposed at the last meeting. The rooftop garden also sounds like a dream.

As far as the collection goes, I am fully in support of getting rid of some of the collection that is old and does not circulate. I think lower shelves would improve sight lines (I am in the camp that the sight lines here are not great).

-ESL Group Conversation

-Non leaking roof

-Study Rooms to complete small group projects

-Community space

-Diverse programs

-I come to the library to get information

- Fields Corner Branch is conveniently located
- The Library Assistants are nice
- We need a better Children's Section with more space to accommodate activities
- We need more computers
- We need better bathrooms
- Separate and dedicated space for Children and Teens
- I come here to check out my books
- Fields Corner Branch needs more windows, books and community spaces
- Fields Corner needs a branch with a teen center and bean bag chairs
- Fields Corner branch needs more rooms for events
- ESL Lab with a dedicated tutor
- Fields Corner needs a larger book sale
- We need the ongoing book sale
- Need a gaming room
- Need a place to eat food
- Need more kids computers
- Fields Corner needs better bathrooms
- Have you thought about relocating the library?
- Will there be parking?