

Estimated Capacity Comparison Chart - see attached spreadsheet and narrative below

Double-click the icon to access the spreadsheet. When complete, print out the spreadsheet and insert behind this page in the binders.



Capacity Comparison

Given that about 1,000 people on average visit the Library each day, a building size and seating capacity is needed to accommodate the various activities, collections, programs, and uses that are required in order to meet growing demand and to provide modern library services and spaces desired by the patrons. There is a high volume of non-resident users, in addition to a consistently high use by residents (see Section 2, #6, Special Conditions), and frequently all seats within the Library are taken, especially during after-school hours when there are a large number of students in the building, in part due to the Library being within walking distance from the high school. Although the proposed design and building program lounge seat numbers fall within the recommended seating guidelines, at 128 and 145 respectively, the addition of table and carrel seats exceeds the recommended guidelines, with a proposed design of 278 and a building program of 290. This is due in part to the increased number of study rooms and collaborative spaces that are in high demand by both students and adults, called for in the building program and supported by on-site observation and usage statistics.

3. STATEMENT OF NEED & PROJECT PROPOSAL

Be brief and concise, using bulleted or numbered lists where possible. Use n/a as needed.

1. Community vision and project participation

A. What is the community's vision of itself?

In March 2014, the Metropolitan Area Planning Council (MAPC) worked with the Town of Hingham's Planning Board and a number of Hingham residents to "assist the Town of Hingham in updating its master plan goals in the context of the South Shore Coalition sub region and *MetroFuture: Making a Greater Boston Region*, the regional plan for sustainable and equitable development and preservation in the MAPC region" (MAPC, 2014, p.iv). In this document, the community's vision statement articulated for Hingham is: **"To preserve and nurture community and Hingham's unique sense of place."** (MAPC, 2014, p.9). This plan was developed with extensive public participation that included over 380 responses to an online survey, twelve public meetings and two planning workshops, and the goals identified for Hingham were found to highly correspond with MetroFuture's regional goals (P1. Attachments: The Hingham Master Plan Update).

In addition to the Town's development of a community vision, as part of the Library's Long Range Planning process, in 2015 three sessions were held with a diverse group of twenty-three

community members and stakeholders that evenly represented both genders and a wide range of ages, life experiences, perspectives and backgrounds. This group comprised young parents, retirees, teachers, and library users, along with several staff members, the principal of the Hingham Middle School, the Director of the Senior Center, and members of the Board of Trustees Long Range Planning Committee. The sessions were held to conduct a S.W.O.T. (Strengths, Weaknesses, Opportunities, Threats) analysis, engage in a community visioning exercise, and conduct a goal and priority identification exercise (E. Master/Library Long Range Plan Excerpts, pp.75-77). The Community Visioning Exercise was conducted in April 2015 by Kristi Chadwick, Advisor for the Massachusetts Library System (MLS) (P2. Attachments: Community Visioning). Among the key issues identified were the following:

- Non-profit organizations that collaborate together and a place to do it.
- Promoted as an age-friendly community.
- Town departments that work together, not as silos.
- Ways for young people to be involved beyond academics & sports.
- Celebrate the talents of all ages in the community.
- Community has multi-generational community space and programs.
- More music – available and free for all.
- More opportunities for life-long learning.
- Creation of clearinghouse for volunteers/talents.
- People have place to ask for assistance from others.
- Town government to give open forums for residents to speak.
- Resources for residents (new and old) on what to do in town – “Hingham for Dummies.”
- Encourage visitors to Hingham.
- Public transportation that is green, flexible, and cost-effective.
- Communication and technology is accessible and current.

Compiled by Kristi Chadwick, Advisor, MLS.

Long Range Plan: Hingham Public Library 2016-2020. (2015). p.75.

Metropolitan Area Planning Council (MAPC). (2014). The Hingham Master Plan Update.

B. What is the library’s vision and/or mission statement and how does it align with the community’s vision of itself?

The mission and vision statements for the Hingham Public Library, which are integral to the Long Range Plan, are as follows:

MISSION

Hingham Public Library will offer patrons responsive services delivered in an efficient and effective manner, and will

- Provide materials and services to contribute to and enhance the personal enrichment, enjoyment, and educational endeavors of its patrons;
- Nurture personal growth, stimulate intellectual curiosity and encourage life-long learning;

Estimated Capacity Comparison Chart

	Current Holdings (If shelving)	Building Program Capacity (If)	Schematic Design Capacity (If shelving)	Current holdings (vol)	Program capacity (vol)	Schematic design cap (vol)
Print volumes- Adult (lf)	14,982	13,529	13,838	114,044	91,804	93,901
Print volumes-Young Adult/Teen (lf)	450	500	642	3,394	3,771	4,812
Print volumes-Children (lf)	2250	2,322	2,391	27,533	28,414	29,258
Print volumes-Other						
TOTAL PRINT VOLUMES (lf)	17,682	16,351	16,871	144,971	123,989	127,971
DVDs/Videotapes	1,069	953	545	14,252	12,710	7,269
Music Recordings	777	866	900	10,358	11,550	12,003
Audiobooks	298	346	345	3,980	4,615	4,601
Other A/V Materials (Ch)	22	864	781	298	11,523	10,416
TOTAL AUDIOVISUAL (lf)	2,166	3,029	2,571	28,888	40,398	34,289
TOTAL NO. PERIODICAL SUBSCRIPTIONS	186	300	324			
Seating-Adult	98	170	175			
Seating- Young Adult	35	138	124			
Seating-Children	28	78	78			
Total Seating	161	386	377			
Fixed Computer Stations-Adult	14	22	27			
Fixed Computer Stations- Young Adult/Teen	0	2	2			
Fixed Computer Stations- Children	5	17	17			
TOTAL FIXED COMPUTER STATIONS	19	41	46			
Parking Spaces-Staff	18	18	18			
Dedicated Parking Spaces- Library Patrons	81	138	129			
TOTAL LIBRARY PARKING SPACES	99	156	147			
FTE Professional Staff	5.6					
FTE Non-professional staff	20.2					
TOTAL STAFF FTE	25.8	0	0			
Meeting Room Seats	90	450	444			
Other Conference/Meeting Room Seats	25	26	30			
Programming/Activity Seats	50	117	120			

- Encourage early childhood literacy;
- Enable individuals of all ages to explore their community and the world through cultural, artistic, historical and informational programs and displays;
- Provide service on equal terms to all individuals in the community and work toward the development of the individual as a citizen and by example the removal of ignorance, intolerance and indifference in the community;
- Be a community center and destination where residents of all ages can meet to exchange ideas, discuss issues and enjoy a non-partisan atmosphere;
- Offer a diverse collection of print, media and electronic materials that meets patrons' recreational and educational needs and interests by including both popular current titles and literary classics.

VISION

To guide our work with each other and the community we serve, we value and are dedicated to the following:

- A well-trained, enthusiastic, and dedicated staff in a stimulating and collegial setting;
- Quality service;
- Respect for the individual, both staff members and the public;
- Teamwork and collaboration with community and governmental organizations to deliver the best possible services;
- Equal access to information;
- Responsible stewardship of taxpayer and philanthropic resources;
- Appropriate technology to extend, expand and enhance services for all patrons;
- Ongoing assessment of our services and work methods to ensure responsiveness to the community;
- Active publicizing of our resources and services;
- A welcoming, inviting and safe building and grounds.

Long Range Plan: Hingham Public Library 2016-2020. (2015). p.5. (E. Master/Library Long Range Plan Excerpts).

The Library's mission and vision statements align with the community's vision of itself in a number of ways, most notably in a strong sense of community nurtured and strengthened through multiple opportunities to work with, learn from, and appreciate the talents of others. In addition to a strong sense of community, both share the desire to recognize and appreciate the diverse talents of others, and to offer robust support for programs and life-long learning opportunities that combine to create an environment in both the Library and the community that encourages and values teamwork, collaboration, and the nurturing of a shared sense of community among residents, Town departments and staff. These shared visions in turn contribute to a welcoming, safe, respectful, and enriching environment that values, nurtures, and promotes the unique sense of place that is Hingham.

A table of specific programs, services, and activities that exemplify the alignment of Library's vision and mission statements to the community's vision of itself is listed in P3. Attachments: Library Alignment with Community Vision.

C. *How does the proposed project support the community vision and the library's vision/mission?*

The proposed project strongly supports the community vision and the Library's vision/mission by providing the improved, expanded, and more flexible physical spaces that are needed to provide the high level of services, programs, and resources in demand by the community. It would also encourage, nurture, and promote our shared vision of collaboration, life-long learning, and community. This project would also serve the Infrastructure and Capital Facilities Goal set forth in the Hingham Master Plan Update, to "Ensure that adequate facilities and staffing are available to maintain a high standard of municipal services" (MAPC, 2014, Goal I.1.1, p.16), which highly correlates to the Library's vision to provide "Quality service" (Long Range Plan, 2015, p.5) in support of the stated community vision "To preserve and nurture community and Hingham's unique sense of place" (MAPC, 2014, p.9).

The proposed project also addresses one of the top five weaknesses identified by the community in the Hingham Master Plan Update, "Lack of arts/cultural offerings", by providing additional meeting spaces and an auditorium that will greatly increase the Library's ability to provide cultural offerings, concerts, lectures, and performances to people of all ages, as well as to provide additional art gallery space that will increase the number exhibits by local artists. At the same time, the proposed project augments one of the top five strengths identified in the Plan, "Community Pride", by providing the community with a beautiful, well-designed, and functional building that will be a source of pride to residents. Additionally, the proposed project would accomplish the first goal identified in the Hingham Public Library 2016-2020 Long Range Plan in support of the Library's mission and vision, which is the "Evaluation, redesign, and expansion of physical space to support offerings and to provide flexibility to accomplish them" (Long Range Plan, 2015, p.18).

Although the Library is well-loved in the community, the building suffers from a number of deficiencies that severely limit our ability to respond to our patrons' needs and have the flexibility to meet current and changing demands of users. The proposed project would greatly enhance our ability to serve the community by providing spaces that simultaneously accommodate diverse needs, such as spaces for quiet reading and studying, classroom learning, technology instruction, group collaboration, creating and producing content, tutoring, meeting with others individually or in groups, receiving research assistance and instruction, participating in numerous life-long learning programs and lectures, and experiencing cultural events such as concerts, movies, presentations, and art gallery openings. This project would greatly improve our ability to provide meeting room spaces to meet the high demand and needs of both community groups and library programs, as well as to provide additional study rooms and parking spaces that are now notably inadequate to meet demand.

Furthermore, by locating the service desk closer to the main entrance and moving Children's services to a more prominent location, with a vastly improved floorplan design and sightlines, the shared community and Library vision of having gathering spaces that are welcoming, safe, supportive and enriching would be served. This would be accomplished

through greatly improved informational and circulation services that are centrally located and readily accessible, and through the significantly increased levels of safety, security, and service in the Children's Department.

Currently, the closest service point for adult services is a long walk from the main entrance leaving patrons who are unfamiliar with the building confused as to where to go when they first come in, and creating a less than ideal situation for elderly patrons or patrons with mobility problems who only want to come to the desk to ask a question or pick up their holds but have a long walk before they reach the desk. Also, the Children's department suffers from being located far from the main entrance in an area that once served as Town Hall offices. This area has extremely poor sightlines due to the impossibility of removing a number of structural walls, creating a warren-like maze of rooms, elevation changes that further impede sightlines and movement throughout the department, and an open staircase near the story time room. Another serious shortcoming to the Children's department is its separate entrance, that may be left unstaffed if a staff member needs to assist a patron in the three rooms that are some distance from the desk area and on an entirely different level, including the picture book room with toddlers and preschool children, which has no direct staff access or sightlines.

The proposed project would give children and families the gathering and community space that they desire and deserve, contributing to Hingham's unique sense of place and community while fulfilling the Library mission to provide materials and services that enhance the personal enrichment, enjoyment, and educational endeavors of its patrons.

Metropolitan Area Planning Council (MAPC). (2014). *The Hingham Master Plan Update*.

Long Range Plan: Hingham Public Library 2016-2020. (2015).

D. How has the library engaged the community in the project's planning and design process?

Information has been gathered from the community, staff and Trustees since 2013 through surveys, discussions, meetings, and forums about what works and what doesn't with the building and services, in an effort to ensure that the Library remain a vital resource that is responsive to the changing needs of the community. This has been carried out through committees such as the Library's Futures Task Force, the Trustee Long Range Planning Committee, and the Building Needs Working Group. The Library has engaged the community in the project's planning and design process actively and in numerous ways, sharing information on the Library's website, in newsletters, through handouts, through a presentation at the November 2015 Town Forum, and through newspaper articles in the Hingham Journal (P10. Attachments: Publicity and Community Engagement). Information that was gathered about how well the current building is meeting the community's needs - both now and using a 20 year population projection - resulted in the development of a building program that is needs-based and that was approved by the Library Board of Trustees on July 20, 2016, and accepted by the Massachusetts Board of Library Commissioners on July 29, 2016 (F. Library Building Program).

Two community surveys were conducted, using both quantitative and qualitative data collection methods to gather information from the community about the library building spaces and services, utilizing a variety of survey instruments to obtain the best possible results in terms

of reliability and validity. The first survey, "Ten Minutes to a Better Library", was administered from June 2014 through January 2015 and collected information about demographics, usage, satisfaction levels, current services, desired future offerings, the condition of both the interior and exterior library building and spaces, and also asked for open-ended comments about what the Library does well, what could be improved, and any additional comments (P4. Attachments: Patron Survey). The second survey "Wish List: Evaluating Building Spaces", was administered in April through June 2016 and focused on building design and spaces, collected information through open-ended questions about desired improvements, features that are best-liked in the current building, features in other libraries or buildings that are admired, words that describe an ideal library, activities that potential new library spaces should accommodate, and additional comments or suggestions (P5. Attachments: Building Survey). The surveys were administered both online and on paper, to gather as many responses possible in a format that people preferred. A total of 1,216 people responded to the patron survey, and 645 open-ended responses were received from 111 people who completed the building survey, providing a wealth of data that was integral to every stage of the project's planning and design.

Informal interviews, observations, and discussions with patrons have also occurred throughout the planning and design process, and these included asking community members for comments and opinions, sharing early designs with individual patrons who had a particular interest or need that could help to inform the design, as well as meeting with a group of community members for overall perspectives. The President of the Garden Club was asked to address the courtyard design since that group actively maintains landscaping for this area. A popular and very busy tutor was asked to give his thoughts on what was needed for study rooms for youth and adults. Parents at children's story times were asked what they would like to see in the design of improved Children's spaces. Frequent users of the Bookstore were asked what improvements to that space would make their experience better.

In addition, a community forum, "Library Building Improvements Public Workshop," was held on October 27, 2016, to encourage participation and gather direct input from citizens about what they would like the improved library spaces to look like, feel like, and do for them. The workshop's goal was to give everyone in the community a chance to participate in the planning of improved library spaces. Workshop presenters included architects Peter Byerly from Beacon Architectural Associates, Richard Smith from Adams & Smith Architects/Consultants, as well as interior designer Melissa Alexander from Canary Studio. Community members had the opportunity to discuss what was important to them in a new design, and some features discussed included an improved Children's department, an environmentally sustainable design, more quiet spaces and study rooms, more collaborative spaces, and improved lighting inside and in the parking lot. The input and feedback from community members has helped to guide the development of a design that includes suggested improvements, while preserving existing features that were deemed desirable, such as the art galleries and browsable collections (P6. Attachments: Community Forum).

E. How has the library engaged the library staff in the project's planning and design process?

Library staff have played an essential and invaluable role in the project's planning and design, and input from the staff at every level has been sought and encouraged at every stage. Staff members work every day in the library spaces under evaluation, and know best what works and what doesn't, through years of experience working in the spaces, talking every day to

patrons, and receiving and responding to complaints and compliments. Staff are the most valuable resource in the Library to understanding the minutest details about what works and what doesn't, from an operational as well as a service standpoint, and all comments and feedback have been carefully considered and discussed throughout the process.

In July 2013, the Futures Task Force conducted a survey of staff at every level in the organization to gain information about what they thought about the future of libraries, including what changes might be expected of specific departments to remain a relevant community resource, how to provide a better patron experience, and to identify those things we do well and should not change. Staff were involved and engaged, and provided a wealth of information about what works well and what could be improved with the library building and services. A number of staff were also involved in the Long Range Planning process, which proposed as the first primary goal the "Evaluation, redesign and expansion of physical space to support offerings and to provide flexibility to accomplish them" (Long Range Plan, 2015, p.18).

Staff were also highly involved in the development of the Library Building Program, and senior staff members in each department were asked to gather information from their staff to provide a detailed functional analysis of their departments or spaces in which they worked, assessing and identifying current and expected future met and unmet needs regarding patron uses, collections, occupancy, furniture and equipment, adjacencies, architectural and other considerations. These staff members essentially provided a first draft for the Building Program of the areas with which they are most familiar, and involving all who work in those areas. All staff were given access to drafts of the Building Program during the development process, for comment and feedback, as well as provided with copies of the final approved program.

Finally, all staff were encouraged to review, comment on, and give feedback on drafts of the building design, and copies of drafts were left in staff work areas with notepaper for writing comments to help generate ongoing discussion and ideas, especially among staff who may work different shifts. Feedback was given serious consideration and often led to improvements to the plan details. Comments and suggestions from visits and phone conversations with MBLC Library Building Specialists Lauren Stara and Rosemary Waltos were shared with staff to solicit their thoughts and inputs into suggested improvements to the design. For example, when considering if the elevator should be moved to visually open up the space between the lobby and adult collections, staff shared their observations about who uses the elevator and the need to keep it closer to the main entrance rather than further away for increased access and ease of use. Staff are altogether in favor of the proposed building design, and every member of the Staff Association of the Hingham Public Library has signed a letter in support for this grant application (Section 3: Assurances and Certifications).

Additionally, the Library Director met with each senior department staff member and reviewed changes to design plans to ensure that they were appropriate, well-received, and supported. Trustees were also encouraged to provide feedback and comments on the designs through frequent meetings with the architects and the Futures Task Force, and these proved to be invaluable to further refining and improving the design. The project's planning and design

process was a team effort from start to finish, substantiating the principle that the whole is greater than the sum of its parts.

Long Range Plan: Hingham Public Library 2016-2020. (2015). p.75.

2. Current conditions and their limitations

Incorporate photographs with descriptive captions within the narrative that illustrate current conditions.

A. *What are the current building layout and conditions and how do they limit the library's ability to serve the general public, adults, children and teens in terms of:*

- ***Information services***

The current building layout and conditions have a number of deficiencies that seriously limit the Library's ability to efficiently and effectively provide information services to the public. One of the greatest shortcomings involves the use of spaces for Children's services in what used to be the Town Hall offices. When the Library was renovated in 2001, two dissimilar and somewhat incompatible buildings were merged, resulting in a building that increasingly fails to meet the needs and expectations of our users and severely limits our ability to deliver modern library services, especially in the Children's area.

The Children's Department is divided into multiple rooms on different floor elevations, with poor or no sight lines between spaces, an outside entrance that opens directly into the department, and a staff desk that does not have direct access to three of the four rooms of the department. These rooms include the picture book room for toddlers, preschoolers, and their families. The result is serious safety and security issues and a fractured space that impacts the staff's ability to assist patrons in helping to find materials or provide reading recommendations that would promote early literacy, as well as in providing timely and effective information searching and retrieval services at the point and place of need of the patrons.

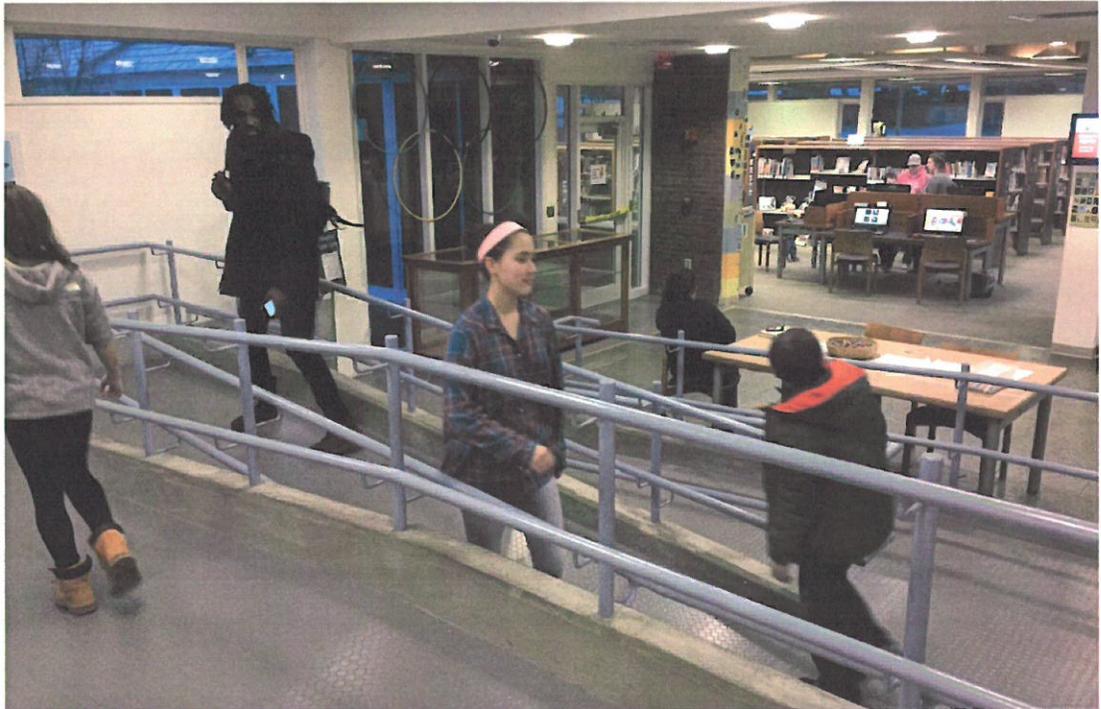


View from the Children's Desk into Preschool picture book room (located behind the brick wall with the window) and Young Adult Area (located at the top of the ramp stretching out the length of the room). The Children's Entrance to the outside is located on the left through the security gates.



This is the view as seen through the doorway when entering the Children's Department from anywhere in the building. The Children's Desk is located at the end of the corridor, at the bottom of the ramp.

The Teen/Young Adult area is also located in the Children's Department, separated from the staff desk by an elevation change and a difficult-to-navigate zigzag ramp, resulting in a lack of sight lines and supervision, in addition to a lack of readily accessible staff assistance in providing information services, answering questions, helping find research resources, or providing reading recommendations.



Ramp that separates staffed Children's Desk from Young Adult area.

Teens, like most people, follow the Laws of Least Effort and will "expend as little as possible of their resources (time, money or effort) to secure information" (Evans & Saponaro, 2005, p.22). For them to have to travel to find a librarian in a building layout that makes asking a quick question difficult and time-consuming, greatly limits the Library's ability to provide them with a high level of service, instruction, and retrieval of information. An appropriate layout would make the teens lives easier (and their homework completed faster and with better sources of information), so that they would be more likely to seek assistance and access to information services that would help them to quickly find, select, obtain and organize materials into usable resources.

Likewise, adults seeking easy and efficient access to information services are hampered in a number of ways due to deficiencies in the building layout. When patrons first enter the building through the main entrance, they find no staff service point within close proximity - the main circulation desk is located a fair distance from the main entrance, about seventy feet, which hinders the ability of staff to provide timely and easily accessible information services. It also creates difficulty for some elderly patrons, or others with mobility problems, who find it challenging, and tiring, to have to navigate

a long lobby to ask staff for assistance, receive help in looking up materials or information, or pick up a hold.



View of the Circulation Desk when entering the Library from the Main Entrance

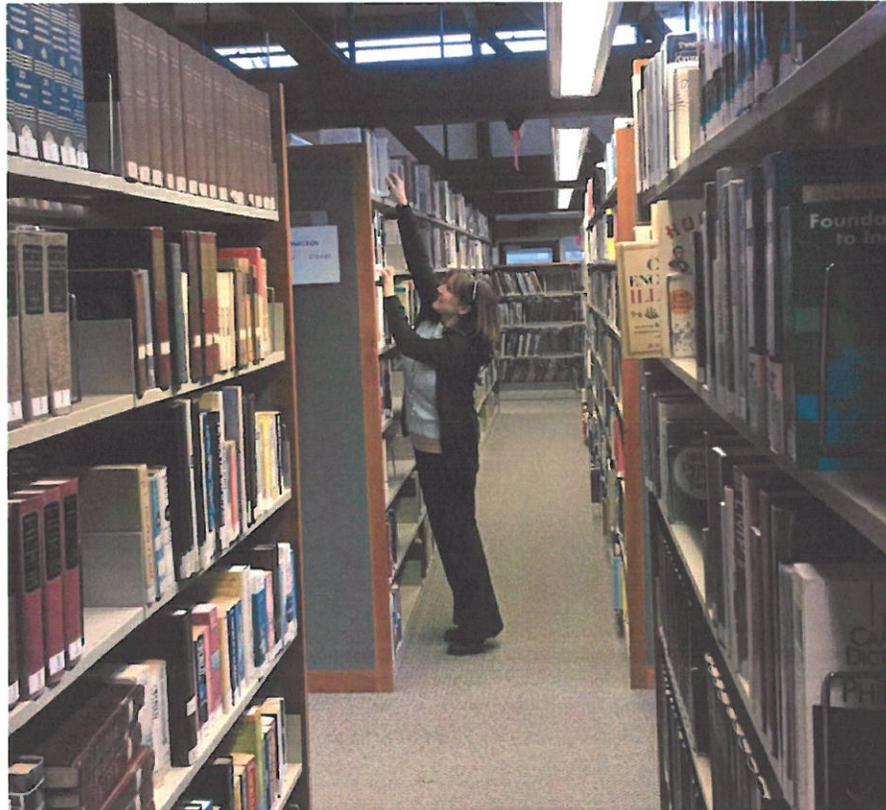
Finally, the building lacks a sufficient number of electrical outlets, wireless connections, and data ports necessary for accessing and retrieving digital content. Planning for the Library's last renovation began in the mid 1990's and was completed in 2001, just prior to the watershed changes in technology use and demand that happened as a result of Internet access and the revolution of personal computers. As a result, the building was not designed with today's technology use and informational needs in mind, and thus does not possess the infrastructure needed to support the myriad devices and technologies that patrons use to access, discover, and retrieve data required for the provision of modern library information services.

Evans, G. & Saponaro, M. (2005). *Developing Library and Information Collection Centers*. (5th ed.). Westport, CT: Libraries Unlimited.

- ***Borrowing and Collections***

Overall, the layout of the building is confusing and difficult to navigate, making wayfinding difficult and making it challenging to easily browse and locate materials. Signage is poor, and at night the lighting is deficient in several sections of the collections, making it difficult to read titles and browse the shelves. The adult non-fiction collection spans two floors, and patrons express frequent frustration when they cannot find the other half of the collection. Shelves on the upper level of Adult Services are seven feet high, making it difficult to retrieve books on both the upper and lower

shelves, especially for those who are older, unsteady on their feet, unable or uncomfortable using a step stool to reach the upper shelves or bending down low to get to the bottom shelves. Some patrons are hesitant to ask for help, and thus do not obtain all the materials that they might have otherwise borrowed.



A patron struggles to retrieve a book from a seven foot high shelf, with poor lighting along the top shelf and inadequate signage.

As noted, the Children's collections and activities are divided into four rooms, making it challenging for families with children of different ages to browse collections together. Parents and children often need assistance to choose books at the appropriate reading level or subject matter, and having elevation changes and walls separating the staff from most of the collections, and the patrons using the collections, greatly hinders the staff's ability to assist families, negatively affecting the level of service provided.



The Preschool picture book room has no direct sightlines to staff; the window visible at the far end of the room is the only sightline to staff located on a lower level.

Teens borrow materials from both the Young Adult collections and the Adult collections, in particular from the Adult Non-Fiction and Reference collections, and the current building layout does not provide an easy adjacency between these two collections. As noted, the Young Adult area is located within the Children's Department, and teens must travel out of that room, through a doorway, across the second floor lobby, then through another set of doors to reach the Adult Reference collections, and half of the Adult Non-Fiction collections. They have to then travel down a flight of stairs

to access the other half of the Non-Fiction collections, thus severely limiting easy access to these collections and reducing potential usage and borrowing of these materials.



Entering the Children's and Young Adult Room from the second floor, across the lobby from the Reference Department.

*View from Reference
Department to other side of the
building where the Young Adult
room is located.*



- **Programming Areas**

- Meeting Rooms

The Library has two meeting rooms and one story time room, and there are inherent problems regarding the current location, layout, and occupancies for all three rooms. Last year, over 17,000 people attended adult, teen and children’s programs in these three rooms, which were often difficult to find due to out-of-the-way locations, or difficult for patrons to view the program due to poor sight lines caused by low ceilings and structural posts obstructing views.

The first meeting room, the Fearing Room, has a maximum occupancy of 25 and is located at the end of a long hallway around a corner and out of sight, next to the staff lunchroom and the mechanical/basement access door. It does not look or feel like public space, and is located far from the main desk where people often go first to check on the location and time of meetings, making it challenging to give directions or to assist with room setup or equipment when needed. The Technology Training Lab is unfortunately also located down this hallway, hindering wayfinding and limiting chance discovery of this crucial resource.



The Fearing Room is located at the far end of this hallway off of the main lobby, around the corner next to the doors that lead to the mechanical room and staff breakroom.

The second meeting room, the Whiton Room, has a maximum occupancy of 90 and has low ceilings - just under 8 feet in height - and three large structural posts spanning the room that obscure sightlines to presenters and pull-down screens located at the front of the room for visual presentations and movies. The layout of the room is not conducive to hosting large meetings or presentations. However, it is the largest space for programs in the Library. Popular programs for both children and adults often fill the room past capacity, and people have been turned away for lack of space.



Whiton Room full to capacity with standing room only for a popular author talk.



Structural columns obscure sightlines to speakers or presentations in the Whiton Room.

The Story Time/Activity Room has a maximum occupancy of 50 and is located in the Children's Department, on the opposite end of the building and at a point furthest away from the staff desk in that department. Parents and children attending programs or story times need to traverse the entire department, past an open staircase along a narrow corridor, and along a zigzag ramp to travel between the two levels. This is extremely inconvenient because many parents and children attending story times and programs need to visit the desk to check out books or ask for assistance finding materials.

The room itself is long and narrow, with an inconvenient and disruptive layout that includes partial walls jutting out mid-way to accommodate a room divider that can be closed to create two smaller rooms. This structure causes the room to feel divided into two zones and blocks sight lines along the sides of the room during programs. There is also a door at each end, through which young children can easily wander and possibly escape. In addition, a popular Children's program can often bring in more than 50 occupants, which requires booking the event into the Whiton Room instead. However, as noted above, that room is located on a different floor than the Children's Department, and has structural posts that obstruct views for children. For these reasons, programs become more difficult to book due to competing bookings for adult programs.



Children's Activity Room during a morning story time.

Quiet and Group Study Spaces

The Library's three study rooms are highly valued, in-demand, and well-used throughout the entire day. These rooms were used 2,402 times in FY 2016. Although the rooms can accommodate up to four people at a time, they are most often used by one to two per room, for quiet study or tutoring. However, they are constructed entirely of glass, which is not sound-proof, and are located directly next to the Main Circulation Desk, a noisy, active and social spot for patrons to gather and chat with neighbors, with frequently ringing phones and staff constantly communicating information to patrons at the desk. An excerpt from the following email to the Library Director from a patron in November 2016 illustrates how these conditions can negatively affect the experience of patrons who desire to use the study rooms for quiet work:

"Currently I am sitting in the middle study room at the library. I can hear the people on both sides of me who are talking in normal voices. I spent the last hour at a desk in the back of the library, waiting for a study room, trying to study and yet I still heard:

- a) the people talking loudly at the front desk and
- b) the woman behind me tutoring a girl and they were speaking in normal voices.

For some weeks now, I have been trying to be a regular patron to do my Gaelic studies in a quiet place. Unfortunately, I find it impossible to study... My suggestion is that the library take a look at the noise levels in the library and develop a strategy for reducing it... It would be such a gift."

(Patron email received by L. Harper, Library Director, November 30, 2016).

The three study rooms currently serve the dual functions of quiet study space and small group or tutoring space, oftentimes at cross-purposes and to the frustration of patrons, which greatly limits the Library's ability to serve the diverse needs of the public to provide spaces for both quiet and group study.

The Library's three study rooms are located just around the corner from the busy Main Circulation Desk.



- **Other**

Other building conditions that limit the Library's ability to serve the public include an inadequate number and awkwardly placed bathrooms, lack of space or privacy for nursing mothers, need for additional storage for historical collections, need for additional space and storage for the bookstore, lack of flexible spaces for creative or makerspace activities, and inadequate number of electrical outlets, wireless connections, and data ports to support patrons' technology needs and devices. Just this week, the Town's Systems Analyst confirmed that the Library ran out of wireless licenses and patrons were not able to connect with their devices; especially noteworthy since we had 200 licenses that were all being used: "Yes, 200 connections within 2 hours! We just added another 25 IP addresses to the range, which is currently the highest we can go at this time. And as I'm checking now, they have been mostly filled up as well. We will continue to take a look at this" (email received Jan.23, 2017). Not having the ability to meet patrons' technology needs, however, results in frustration for the patrons, frustration for the staff that there's nothing they can do to help, and a negative overall experience at the Library.

Bathrooms are located awkwardly with direct access into reading room in some areas, and there are not enough to meet demand. New mothers have no place in the current building to nurse or pump that affords them privacy, comfort, or access to water and electricity that is required. To accommodate staff, windows to whatever room is not in use have been covered with paper, however, there is not always a room available when needed and since these rooms are generally accessible to others, situations have occurred when someone has walked in on a mother pumping. Three young mothers on staff within the past two years have struggled with how to support breastfeeding their babies after returning to work due to lack of adequate and private space within the Library, and patrons who are new mothers have often asked for a private space as well.

Hingham is rich in local history, and the Library is fortunate to have a Local History & Reference Librarian on staff to help to maintain, develop, and make accessible this collection of local materials. However, our historical rooms are currently packed leaving little room for growth. Additional storage space is needed to preserve, organize, and grow this important historical resource. Additional storage space is also needed for the bookstore, which is popular among patrons and serves as an important source of revenue for the Library, raising over \$14,000 last year through day-to-day and special book sales. Currently, there is little storage to house the many donations that are received daily, and not enough shelving space to display all the items in stock.



The Bookstore has limited storage and operates out of a space that is too small and cramped to accommodate more than one or two people at a time.

The lack of flexible spaces that can be used for creative or Makerspace activities limits the ability of the Library to offer programs and activities that encourage the active creation of content, beyond the passive use of content, which would provide numerous opportunities for life-long learning and personal enrichment, both essential components to the Library's mission to "Provide materials and services to contribute to and enhance the personal enrichment, enjoyment, and educational endeavors of its patrons" and "Nurture personal growth, stimulate intellectual curiosity and encourage life-long learning" (Long Range Plan, 2015, p.5). Also, the lack of an adequate number of electrical outlets and data ports frequently results in patrons congregating around the few access points that we do have, resulting in less-than-ideal seating situations when people are trying to find space to get their work done.

Long Range Plan: Hingham Public Library 2016-2020. (2015). p.5.

- B.** *How do current building layout and conditions impact the library's ability to keep staff and public safe (a place that is free from harm or danger) and secure (state of being protected from harm) in terms of:*

- **Health**

Universal Environmental Consultants (UEC) were hired in November 2016 to conduct a Hazardous Materials Survey of the Library, and during their inspection they identified asbestos containing materials (ACM) in carpet and tile mastic, joint insulation, ceiling

finishes, and panel adhesive. Although there is low to no health or safety risks for staff or public at this time, the ACM must remain in good condition and not be disturbed to avoid health issues.

- ***Fire Protection***

In terms of fire protection, one condition resulting from the layout of the existing building that has impacted the Library's ability to keep staff and public safe involves the evacuation of children via the Children's Department entrance. While most patrons and staff leave the building in an emergency through the main or lower level doors into the parking lot in front of the building, children, sometimes with parents and sometimes without (when they are over eight years old) exit through the Children's entrance and emerge on the side of the building. With only two staff members, and sometimes one, and with emergency vehicles often entering and driving through the parking lot, it is very challenging for staff to keep the children together, safe and secure, and cross the lane of traffic to the far side of the driveway to be away from the building. In addition, the positioning of emergency vehicles close to the main entrance forms a barrier between the area where most adults and staff congregate, to stay clear of emergency personnel, and the area on other side of the building where children have been evacuated, making it nearly impossible to safely move children to a different location. If there is a large number of children in the department when a fire alarm occurs, an unsafe staff-to-child ratio is likely to occur, increasing the hazard to the children due to lack of adequate supervision.

- ***Structural Integrity***

The current building is structurally sound, and repair work is currently underway to replace the wood gusset or splice plates with steel that hold together the long-span wooden beams for the fifty year old wood truss system. The truss system supports the roof of the original Library building, and replacing the gusset plates further increases the roof's structural integrity that may have been compromised from heavy snow loads during the winter of 2015.

- ***Other***

The Library currently has two entrances to the building, one in the Children's Department and one in the main lobby, making it impossible for staff to monitor patrons entering and exiting the building from a single location. Given that the location of the main entrance is about seventy feet away from the Circulation desk and direct views of the doors are obstructed by structural columns, staff situational awareness is extremely low which may cause delays or confusion when responding to critical safety situations, such as a recent situation that occurred with a missing child. In November 2016, a young boy who was described by his mother as on the autism spectrum became agitated while waiting for a ride home and uncharacteristically left the library on a cold evening by himself. The staff member at the Children's desk near where he exited was helping another patron and did not see him leave; when his mother arrived and couldn't

find him, staff began searching the Library, however, given the lack of sight lines to the main entrance, it could not be confirmed if the boy left the Library or not. Police were notified, and the boy was located walking outside alone in the dark, however, minutes were lost from the confusion of trying to determine if anyone had noticed the boy leaving through either entrance.

An additional concern about the current building layout and negative impacts to public safety and security has been identified by the Library's Emergency Response Manual Taskforce, in response to research and planning about how the Library might respond to an active shooter scenario. The original Library side of the building is mostly designed with an open floorplan, and there are few to no doors or offices behind which patrons and staff could lock themselves to hide if they were unable to evacuate the building. While there are a few more lockable doors on the original Town Hall side of the building, most are already locked when not in use and not everyone has access to a key, least of all members of the public who may find no place to hide.

C. How does the current building hinder staff workflow and productivity?

A number of conditions in the current building hinder staff workflow and productivity. As already noted, staff in the Children's room do not have direct access or sightlines into most areas in the department, resulting in staff needing to frequently leave the desk, go up the ramp, and out of sight and earshot from the desk and Children's Entrance which is an outside exit. This hinders staff workflow and productivity, since the second staff member has to stay at the desk to check out materials for patrons and keep an eye on the entrance, unable to walk away to assist additional patrons or retrieve requested materials until the other staff member returns due to the complicated layout of the department.

The location of the Main Circulation Desk, far from the main entrance, hinders the ability of staff to respond to security alarms in a timely fashion, and the location of structural posts obstructs view of the doorways from the desk should the alarm sound. By the time staff arrive at the entrance when responding to a security alarm, most patrons who didn't stop are at the end of the outside walkway and entering the parking lot. The layout and location of the patron holds shelves also hinder staff workflow, since the shelves directly behind the desk only hold half of the volume of holds, and the rest must be shelved around the corner and out of sight, resulting in lines forming at the desk when one staff member steps away to shelve the holds. Lack of sufficient space and computer stations in the Circulation workroom located behind Main Desk hinders both workflow and productivity on Saturdays, typically the busiest day of the week, since there are not enough computers available at the times needed to process a high volume of delivery and returns, and not enough space to line up carts of materials to be processed.



Lack of clear sightlines and a 75 foot distance exists between the front entrance and staff desk weakens safety and security.

The remote location of the Technology Training Lab hinders staff productivity since it is located so far from all other staff service points, along the hallway that leads to the staff breakroom, mechanical room, and the Fearing Room. Working with colleagues who might have a specific knowledge or expertise of a particular technology becomes difficult, if not impossible, for staff to achieve without rearranging scheduled assignments. Although all staff are trained to provide a basic level of technology support to patrons, for the technology lab to be remote and not centrally located, or at least closer to the Reference Desk where many tech support and training questions originate, hinders staff workflow and productivity. It also detracts from good customer service since help is not readily available and patrons have to wait for another staff member to travel from elsewhere in the Library.



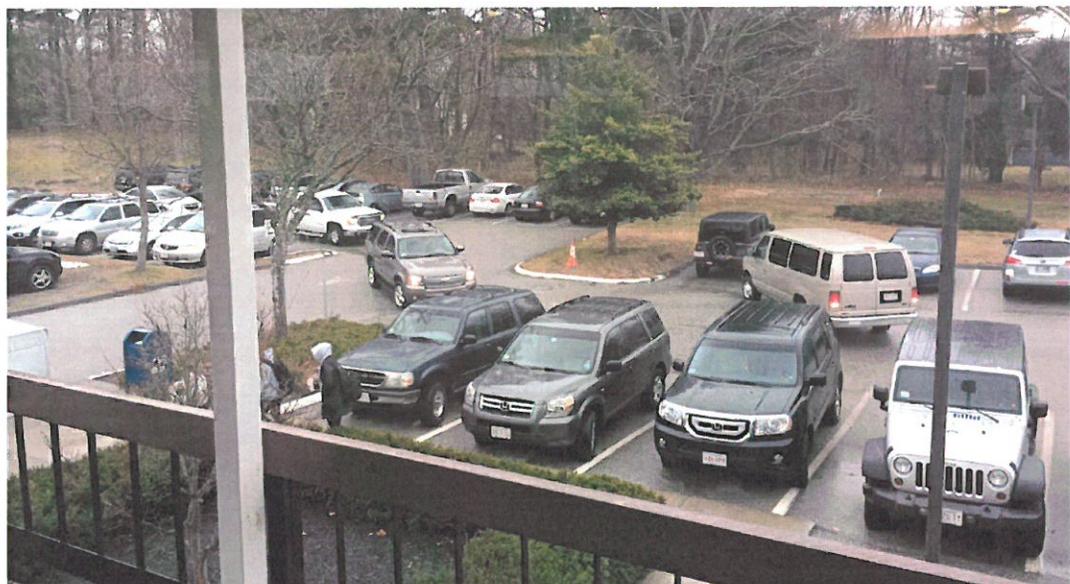
Technology Training Lab

Staff offices are not located adjacent or within direct sight of their respective service areas, and this hinders the ability of staff to keep tabs on what's going on at service points and to provide timely assistance during busy times. When a line forms, there is no one nearby to provide backup. Staff productivity and workflow suffers since they must multi-task and triage the needs of the patrons in front of them and time is spent trying to contact additional staff to help out. Staff desks for Reference Librarians are located on the Mezzanine level whereas the Reference Desk is located on the second floor. The Children's and Young Adult Librarian's offices are located on the opposite side of the department, separated by a zigzag ramp, walls, and a different floor level. Although the Circulation workroom is located behind the Circulation Desk, direct views are blocked by a tall wall of shelves so that it is impossible to see if there are patrons waiting or if staff need additional help, increasing frustration for patrons who know that staff are nearby but not helping out.

With administrative offices located in two different parts of the building, two floors apart, there is daily disruption to both workflow and productivity for the Director, Assistant Director, and Business Administrator, since they must travel frequently between offices, throughout the day, up or down two flights of stairs, and across a lobby to have in-person discussions, share files, obtain signatures, and accomplish other typical daily tasks.

D. What are the major obstacles to people approaching and accessing the building?

The first major obstacle to people approaching and accessing the building is the ability to find a parking spot. Library staff receive complaints daily that there is not enough parking, and patrons have reported circling the lot and finally giving up and leaving when they couldn't find a spot.



Parking spaces are in high demand at the Library, and vehicles often wait for a spot causing additional congestion in an area without good traffic flow.

The next major obstacle occurs when people first enter the building and there is no staff member or service point nearby to greet or assist patrons. This is especially challenging for elderly patrons, people with mobility issues, and parents or caregivers with small children, since the closest service point is a long walk from the main entrance.

Additionally, the traffic pattern in the parking lot is counter-intuitive and directs cars to move to the left around a parking island rather than to the usual right-hand side direction, in order to accommodate a drive-up book drop accessible from the driver's side of the vehicle. However, this confusing traffic pattern creates an obstacle for people approaching the building while driving through and trying to navigate the parking lot.



Cars are required to travel counter-intuitively to the left around an island to accommodate a drive-up book drop which causes confusion among drivers.

Another obstacle to approaching and accessing the building is caused by having two of the most heavily-used service desks located on different sides of the building adjacent to separate and distinct building entryways – the Children’s Entrance and the Main Entrance. It is challenging for patrons who might want to conduct business at both desks, for example a parent who would like to ask the Children’s Librarian about a good book for a child in third grade but would also like to pick up a hold or recent bestseller at the Main Circulation Desk. They need to figure out which entrance to park near, assuming they have a choice of parking spots, and then they have to travel within the building to inconveniently located and distant service points.

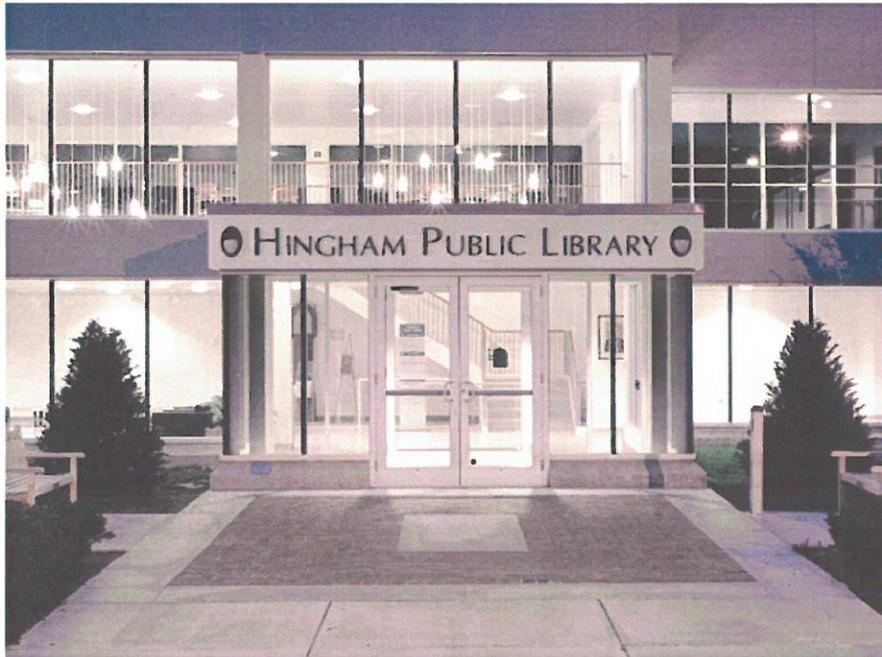
E. *What is the parking capacity (lot and convenient street parking)?*

The Library has 91 dedicated parking spaces.

F. *Describe the path of travel from available parking to the building entrance.*

Approximately half of the current available parking directly abuts a sidewalk that runs along the perimeter of the building, allowing for an easy path of travel from these parking spaces to the building entrance. The other half of available parking is located on the far side of the parking lot, and patrons must walk across a lane of traffic for cars in order to get to the

sidewalk that leads to the building entrance. The confusing pattern of the parking areas is a risk to pedestrians moving to and from their cars. Some parking lanes are two-way while others are one-way, and since confused drivers sometimes go the wrong way, pedestrians can be confronted with a moving vehicle from an unexpected direction. The walkway on either side of the building opens to a larger and wider space lined with brick, concrete, and granite that precedes the main doors to the Library. While visually appealing, the decorative granite slab quickly ices over in the colder weather upon contact with moisture and needs to be frequently treated with road salt to prevent freezing and subsequent slipping or falling as people travel across it.



While the decorative granite slab in front of the Main Entrance may be visually appealing, it quickly ices over in cold weather with only a moderate amount of moisture, causing a safety hazard if left untreated.

G. *What portion of the parking is dedicated to library use only?*

One hundred percent of the existing parking is dedicated to library use only.

H. *What conditions related to energy efficiency or the surrounding exterior environment have a negative impact on the operations, management and use of the building?*

A number of conditions relating to energy efficiency negatively impact the Library and its operations. The exterior windows throughout the Library are single pane non-insulated glass original to the 1965 Library and 1966 Town Hall offices. These windows are not energy efficient and result in heat loss in the winter and heat gain in the summer, thereby creating a situation where more energy is used through the HVAC systems to correct this condition to heat and cool the building adequately. Furthermore, the lighting throughout the building is original to the 2001 renovation and does not utilize newer more energy efficient light bulbs and technology, resulting in a higher use of electricity. These conditions result in an increase in both cost and

energy usage, but also create negative conditions regarding the staff and patron's use and enjoyment of the building, since during extreme temperature fluctuations, the building can feel too warm or too cold, and at night the lighting is too dark in some spots and not sufficient to easily browse collections or read for prolonged periods of time without eye-strain.

3. Expanded & improved facility benefits

A. *How does the project facilitate the library's ability to serve the general public, adults, children and teens in terms of:*

- **Information Services**

The Library's ability to provide information services to children, young adults and teens is facilitated through the easy-to-navigate building layout and improvements in service desk locations, signage, and improved access to collections, both physically through better signage and organization of collections, and digitally through additional computers, data ports, wireless connections, and electrical outlets throughout the building. With the new location of the Children's Department on the first floor that will be visible from the main entrance as well as from Circulation Services, entire families are better served in that both adults and children can conveniently seek assistance from staff without having to traverse to different floors at opposite ends of the building, thus making family trips to the Library more productive and enjoyable since movement between the Children's and Adult Departments is simplified through closer proximities and visual connections.

The physical layout of the Children's Department also greatly facilitates the staff's ability to assist patrons in looking up, recommending, finding, and retrieving materials. There is a staff service desk located at the entrance into the room which allows adults and children to easily see and identify a staff member when they need help. The layout of the room also allows staff to have clear sightlines into all areas – something that is currently lacking in the existing building. School-aged children who might be using the collections, study rooms, or computers without their parents are situated in the area adjacent to and within sight and sound of staff at the desk, creating opportunities for increased staff interaction and assistance to provide timely and effective information services, research and homework help, and reading recommendations. Additionally, with the location of the Children's Program Room directly across from the staff desk, parents of young children who attend a story time can easily ask for help before or after story time programs, increasing the ability of staff to provide information and resources that encourage early childhood literacy.

Providing information services to teens is greatly improved from this project since the Teen/Young Adult area is separated from the Children's area, thus creating a space and services specifically designed to meet the needs of teens. Teens are more likely to seek assistance from the Young Adult Librarian when it is clear that this is not the Children's Librarian who serves a younger population, from whom the teens are trying to

distance themselves as they establish their identities as independent young adults. Providing information services to teens relies on the utilization of different resources, instructional strategies, searching and retrieval skills than providing services to younger children, and having casual, comfortable, resource-rich, and designated spaces specifically for teens will result in a higher comfort level that in turn encourages interactions with staff and increased requests for and opportunities to provide assistance with research, homework, and reading recommendations.

The project also facilitates providing information services to adults, in particular as a result locating the main Circulation desk in close proximity to the main entrance. When patrons first enter the building, a staff member will be there to greet and assist them, providing easy access to information services, and to answer quick directional questions, help to look up or retrieve materials, or check out holds. For more complicated research or technology questions, staff can refer patrons to either the stairs or elevator both nearby to gain easy access to the Reference and Technology Training rooms located one floor above. This is especially helpful for elderly patrons or those with mobility problems since the desk is centrally located and within easy reach of an elevator. The other benefit of the desk location is that it is easy for patrons to stop and ask a question on their way in to the Library, giving staff the opportunity to either provide direct assistance or “to refer patrons to staff with the appropriate expertise and responsibility to provide the most complete and informed response to their inquiry” (Customer Service Policy, 2005, #8; P7. Attachments). In addition, the location of the staff offices adjacent to the service desks allows staff to be readily available and offer assistance during busy times or when they are called upon for their expertise in a certain area knowledge or skill set. This is especially important to the provision of Reference Services, where a significant amount of time may be spent helping a single patron with a complicated query. With a new staff office located directly adjacent to the service desk, other Reference Librarians will be available to quickly assist out when additional help is needed, thus providing a high level of responsive and efficient customer service.

Additional electrical outlets, wireless connections, and data ports proposed in the plan throughout the building are vital to the improved provision of information services for adults, teens, and children, since there are not nearly enough of either in the current building to meet rising demand. Increasing the amount of outlets, wireless connections, and data ports greatly facilitates access, discovery, and transmission of data from a variety of formats and digital platforms that is fundamental to efficient and effective delivery of modern information services.

- ***Borrowing and Collections***

A number of improvements have been made from the current building conditions and layout that have a positive effect on a patron’s experience of locating and borrowing items from the collection. Seven foot high shelves in the current Reference room have been lowered to six feet, a much easier height for patrons to visually browse

and to reach without having to get up onto stepstools. The non-fiction collection is located altogether in a single room on the second floor rather than being split between the first and second floors, which encourages browsing and easy retrieval of materials on different subjects and in different locations. New books and movies have been moved to high-trafficked and highly visible locations near the main desk in the lobby and fiction areas, which will enhance a patron's experience of browsing and increase borrowing of in-demand titles that are easily seen and available on the shelves. Wayfinding is greatly improved due to the ease with which patrons can orient themselves when they first enter the lobby, with good visibility to various areas from the central lobbies on each floor. Helpful and user-friendly signage that incorporates elements of good user experience (UX) design, and that is specifically "useful, usable, and desirable" (Schmidt & Etches, 2014) is planned to aid wayfinding throughout the building in all departments, and will help patrons to easily locate collections and understand how materials are organized for easy retrieval.

The open layout and good sightlines in the Children's room makes these collections much more visible, and therefore much more accessible and likely to be used, than in the current building. The collections are housed in a single open room, and families with children of different ages will be able to browse the collections without having to leave to go to another room for children of different ages. Since staff at the service desk have sightlines into all areas of the room, they can easily see if a parent or child is in need of assistance, and can offer timely help to find appropriate materials, thus increasing the likelihood that patrons will locate and borrow books and other materials.

The location of the Teen/Young Adult room directly across the second floor lobby from the Adult Reference room containing the non-fiction collection is ideally situated. Teens typically borrow YA fiction titles and Adult non-fiction titles, so the close proximity to the Reference Department encourages browsing and borrowing from the adult collection of non-fiction titles, while also providing easy access to the Reference Librarian who often helps teens with research and provides instruction on how to use the Library's databases. YA fiction titles and new books are featured prominently near the entrance to the department to encourage browsing and borrowing, and the adult Graphic Novel collection, well-used by both adults and teens, is located in the second floor lobby area just outside of the Reference Department, to facilitate shared use by both groups.

Finally, self-checkout stations are located near all service desks, to encourage ease of use and self-service in borrowing, and to provide an additional level of privacy where needed or desired, encouraging intellectual freedom through the removal of potential barriers that might otherwise prevent borrowing. Self-service is also available for patrons who prefer to pick up and check out their holds, with holds shelved near the self-checkout station and Circulation desk and workroom.

B. How does the project facilitate the library's ability to serve the general public, adults, children and teens in terms of:

- ***Programming Areas***

- Meeting rooms

The increase in the number of meeting rooms from two to five significantly increases the opportunities for the Library to offer programs, events, and community meeting spaces. There has been consistent high demand for the current two meeting rooms with over 17,000 people attending adult and children's programs last year, indicating that the community has a great need for meeting spaces, and a great interest in attending a variety of programs offered that includes movie nights, concerts, lectures, author talks, local history pop-up exhibits, book clubs, puppet shows, poetry readings, and instructional programs that feature a number of topics such as crafts or painting. In 2015, the Board of Trustees, who provide the funding for Library programs, agreed to double the Library's programming budget, increasing from \$6,000 to \$12,000, in order to help meet community demand for programs and events. In addition, an individual donor recently pledged up to \$5,000 per year to host an annual lecture series. The Library has a strong and demonstrated community interest and support in hosting programs, events, and local meetings; what is needed are the physical spaces to accommodate these activities, and the additional meeting rooms serve this function.

Furthermore, having spaces that accommodate different room capacities facilitates more efficient use of the available rooms. For example, the two smaller rooms work well for small meetings or conferences, perfect for board meetings for a number of community groups, book clubs, and local groups such as the Boy Scouts. The larger meeting rooms work well with a number of life-long learning programs geared towards mature adults offered through UMass Boston's Osher Lifelong Learning Institute (OLLI), as well as a number of author talks and lectures offered for people of all ages. The largest meeting room accommodates up to 144 people, and provides opportunities to offer more popular programs that the current meeting rooms cannot accommodate, causing people to either not have a seat or not be able to get into the door to attend. The large meeting room allows more patrons to attend interesting and popular programs who might otherwise not have attended due to space constraints and lack of available seating.

By locating the meeting rooms together, wayfinding is also significantly improved since the rooms are in a central shared location, essentially creating a meeting room suite that also has access to a separate entrance with adjacent parking to facilitate after-hours usage. A pantry is adjacent to the meeting rooms to facilitate food storage, cleanup and preparation, since many groups also offer coffee and snacks at their meetings. Restrooms are also located adjacent for the convenience of those attending meetings and programs, especially helpful to older patrons who currently have to walk either down a long hall or across the building to reach a restroom from one of the two current meeting rooms.

The Children's Program Room accommodates up to 125 people for an event or story time, and is much needed since the Library's popular story times and programs often fill a room to a point beyond capacity. The Children's Program Room has excellent sight lines throughout, and the location of the room as you enter the Children's Department is ideal for safety, security and service; staff are located directly across from the room and can keep an eye out in case help is needed, and patrons can easily locate the room when they enter the department. Another benefit of the increased space and improved visibility is that Children's activities and programs will be apparent to patrons of the Library who have children that might want to attend, but who might otherwise not have known a program was going on due to the remote and removed location of the current Children's Activity Room.

The project also includes plans for an auditorium, with stadium seating that greatly improves sightlines throughout the room. Unlike the largest meeting room in the current building, the Whiton Room, the proposed auditorium has no structural columns obstructing views thus affording a better experience for those attending programs and events. The auditorium seats up to 252 people with an additional 6 spaces for wheelchair access, and has a raised stage, an adjacent greenroom and restrooms, an area for storage, and a control room for lighting and sound located at the back of the auditorium. The increased capacity of the auditorium will facilitate the Library's ability to offer popular programs and host special events such as lecture series and author talks that draw large crowds. Currently, the Library must rent out auditorium spaces to host these events since our meeting rooms cannot meet the attendance demands. Additionally, the Library would serve adults, teens and children by providing performance venues for local groups and community activities, and thus fill a need and provide a valuable service and space to the community.

Quiet and Group Study Spaces

The proposed plan addresses patrons' needs for both quiet individual and group study spaces, providing a great deal of relief to the current problems associated with various noise and activity levels occurring in shared spaces, as well as with a consistent high demand for limited study spaces. Study rooms have been added throughout the Library, providing much needed additional spaces for patrons of all ages, including children, teens, and adults. These additional spaces will provide areas for study that are located in age-appropriate departments, eliminating problems of noise and demand that currently occur, for example, when tutors use study rooms to tutor children directly next to an adult quietly studying or doing work individually.

Furthermore, the study rooms are in zones designed with noise levels in mind. The first floor of Adult services off the main lobby is more of a social area where community members greet each other, meet with friends, and experience a moderate level of talking and noise. The second floor of Adult services, the Nonfiction and Reference

Room, is a more quiet area than the first floor, with low levels of noise and quiet talking expected. The three study rooms that are located in this area accommodate a few people talking and working collaboratively together, or an individual attending a meeting or conference call remotely who needs to talk via phone or computer with others. The Reading Room, also located on the second floor, provides a quiet no-talking space for those patrons who require no distractions, a much desired space that is completely lacking in the current building design. There are four study rooms located in this space and these provide maximum concentration for those who need to work or study in silence.

The Young Adult Room has eight study rooms, up from the current two that are consistently in high demand during the after-school and evening hours. These rooms facilitate small group study and collaborative learning that is typical to learning styles and preferences among many teens in the community. The study rooms also provide safe spaces for tutoring for which there is a high demand due to the large number of students who work with tutors daily. The need for study rooms and teen spaces is especially high given that the high school is within walking distance from the Library and is visited by a large number of students. Additionally, a 2016 Newsweek ranking of the top public high schools in the country listed Hingham High School at #104 on the list. Only eighteen schools in Massachusetts were designated among the best high schools in the nation, with Hingham listed at seventh of these eighteen, demonstrating the importance and support that the community gives to education and learning, which carries over into teen uses of the Library, its resources and spaces. (America's Top High Schools, 2016).

The Children's Room also has five study rooms to accommodate children working in groups, tutors, or parents working with children who need a quiet space to work together without interruption. These study rooms are within direct sightlines of staff at the Children's desk so that staff can monitor the activity occurring in these rooms, which ensures the safety and security of the children using these spaces. The close location of staff to the study rooms also makes it easy for children to seek assistance when needed, whether with questions about homework or research or even just for glue sticks or markers for a school project, encouraging further interaction with staff which will increase the comfort level and positive experiences that children have with the Library.

America's top high schools 2016. (2016). Newsweek, August 2016.

- **Other**

The proposed project included a number of building improvements that facilitate the Library's ability to serve patrons of all ages. These include additional bathrooms that are placed in easily accessible and logical locations; a private room for nursing mothers; additional dedicated storage for historical collections; an expanded bookstore with storage space; a flexible room for Makerspace or other creative activities; and additional electrical outlets and data ports throughout the Library to support patron's technology needs.

There are more bathrooms in the proposed plan to meet demand, and these are placed off hallways and from publically accessible areas, removing the awkwardness of ill-placed bathrooms directly adjacent to quiet reading areas. Nursing mothers have access to a private nursing room conveniently located in the Children's Room that is equipped with a sink, electrical outlets, counter, and comfortable chair, serving the currently unmet basic needs of both staff and patrons.

Additional storage space for historical collections has been added to the Mezzanine Level, and will feature a climate controlled environment for the storage of delicate materials. This storage will facilitate retrieval of information since there will be more room for adequate storage and organization, and will encourage further development and curation of local history resources. Additional storage and space for materials is also essential to the bookstore, and the proposed plan provides adjacent storage and additional square footage needed to meet the public demand for this service.

Creative activities are also facilitated in this project through the addition of a Makerspace that will provide adults, teens, and children with the flexible space and resources necessary to engage in learning and activities that support creation and innovation. Having a dedicated space for these activities allows for additional programs and activities that are not well-suited to traditional meeting rooms, thereby supporting one of the Library's Long Range Goals fulfilling the Library's mission for the "Development of New Offerings for Patrons" (Long Range Plan, 2015, p.4).

Long Range Plan: Hingham Public Library 2016-2020. (2015). p.4.

- C. *How does the project contribute to the library's ability to keep staff and public safe (a place that is free from harm or danger) and secure (state of being protected from harm) in terms of:*

- **Health**

As part of the proposed project, hazardous materials identified in a November 2016 survey by Universal Environmental Consultants (UEC) will be abated and removed, including asbestos containing materials (ACM's). Although there is no immediate health threats to patrons or staff, nevertheless the removal of these materials will be beneficial since this will remove the potential future threat of exposure due to deteriorating conditions of asbestos containing materials.

- **Fire Protection**

In terms of fire protection, the project will meet all current codes for fire safety, and the building will be equipped with the appropriate sprinklers and fire suppression systems, with special systems installed for the protection of fragile local historical collections. In terms of responding to fire alarms and evacuating the building, one major

improvement that facilitates the ability of the Library to keep staff and patrons safe and secure during is the relocation of the Children's Department in close proximity to the main entrance. In the event of a fire alarm or other evacuation, children will be exiting through the main doors, with additional staff available to assist the Children's Librarian to monitor and keep safe children who are not with their parents, and out of the way of emergency vehicles. The potential staff-to-child ratio is greatly increased, lowering the likelihood of danger to the children's safety or security during an emergency.

- ***Structural Integrity***

The project will enhance the structural integrity of the building through a replacement of the 1965 original Town Hall building, which relied on a number of immovable structural walls, as well as a steel vault, for support. The new addition is designed to meet all current codes and be structurally sound.

- ***Other***

The proposed project relocates the Children's Department to a prominent space on the first floor and near the main entrance, and eliminates the current second Children's entrance so that patrons enter and exit through a central location. In addition, the Circulation Service desk is located in close proximity to the main entrance, greatly enhancing the ability of staff to be aware of their surroundings; to notice patrons – especially children - entering or exiting the building; and to respond to security alarms in an efficient and timely manner. The situational awareness of staff to their surroundings will also be increased due to better sightlines along the first floor, aiding in the ability to respond quickly to any emergency situations that arise. The second entrance near the meeting room suite provides an alternate means of egress for potential after-hours use of the meeting rooms, providing an additional level of security for when the building is not fully occupied.

The addition of staff offices near service desks in all departments also provides a greater level of safety and security for patrons and staff if an active shooter scenario were to occur in the Library. These offices would provide a place to hide behind a locked door if fleeing were not an option.

D. How will the project improve staff workflow and staff productivity?

Staff workflow and productivity are greatly improved by the proposed project, and no additional staff are needed to maintain the level of services currently provided. In fact, the project results in an increased number of efficiencies in all departments, which will increase overall staff productivity as well as increase the level of responsiveness given to patrons throughout the Library. This fulfills the Library mission to "offer patrons responsive services delivered in an efficient and effective manner", and the vision to provide "Ongoing assessment of our services and work methods to ensure responsiveness to the community" (Long Range Plan, 2015, p.5).

The project dramatically improves sightlines into the Children's Room, which are currently almost non-existent to most areas of the room. This increases staff productivity since they can quickly assess what is going on in the room at any time by a glance from the service desk, and identify any potential problems or anyone who might need assistance, thus improving both safety and service. Productivity is also improved since staff can more easily move throughout the room to assist patrons while at the same time keeping an eye on the desk and the entrance, saving time and effort of trying to coordinate coverage with others when needing to step into a different area of the room, which now requires going up to a different level and losing sightlines of the outside Children's entrance and desk area.

This creates enormous efficiencies in staff workflow, and also improves the safety and security provided to our high school and college students who frequently work alongside staff in the Children's Room, but whom staff have to watch closely, especially at night, due to the current remote location of the Children's Room, lack of sightlines to maze-like rooms, and a direct entrance to the outside next to the Children's desk through which anyone can enter. The location of the staff office next to the Children's desk also improves staff workflow and productivity, since the Children's Librarian can monitor workflow and quickly assist when needed right from the office, which is currently located on the opposite side of the building, on a different level and with no sightlines to the Children's desk.

The location of the Main Circulation desk improves staff workflow since staff have clear sightlines to the main entrance and can respond immediately to security alarms without having to travel a seventy-five foot distance to reach the doors, and without too much disruption from staff moving too far away from the desk, especially if assistance is required. Staff productivity is improved in the Circulation Workroom since there are two additional workstations, additional space for carts, and an office for the Circulation Supervisor. In the current workroom, there are not enough workstations for all staff to work efficiently or effectively on Saturdays, the busiest day with a full crew of staff, and the space becomes crowded and confused with no room for all the carts of materials being returned, collected from holds, and unpacked from delivery. In addition, the Supervisor has no private area in which to work or have private staff conversations, resulting in the need to find unoccupied rooms or spaces within the Library to discuss personnel matters or give annual employee reviews. Adding an office greatly improves the Supervisor's efficiency, productivity, and workflow, since time and effort will be saved in finding alternate locations for private conversations, while also greatly improving staff productivity, since the Supervisor will be nearby to provide direction and feedback to keep operations moving smoothly.

By locating the Technology Training Lab to a visible location off the second floor lobby, staff productivity and workflow are improved since patrons who might not otherwise know about the one-on-one instruction and technology training classes that

the Library offers are more likely to stop in for assistance, thus utilizing staff's skills and knowledge and increasing staff productivity and usefulness to patrons. Currently, the Technology Training Lab is located down a long, narrow hallway that has the appearance of non-public space and at the far end, leads to the custodial and mechanical area as well as staff lunchroom.

Staff workflow is also improved since many patrons who need technology training services are referred by the Reference Librarian. Having the Technology Training Lab located on the same floor and directly visible from the Reference Department helps to free up the Reference Librarian to provide information services, helping patrons to conduct research, search for and retrieve information, while the Technology Librarian can provide training and instruction on how to use various technologies, devices, computer programs and applications, or assist with printing and formatting. Thus staff workflow and productivity is greatly increase through efficiencies created by referring patrons to the staff member who can most effectively meet their informational, educational and recreational needs.

In the proposed plan, staff offices are located adjacent and within direct sight of their respective service areas, allowing staff to see what is happening at all times and to provide timely and responsive assistance when needed. This improves staff workflow, since requesting backup or providing assistance is facilitated by the close proximity of the service desk to the staff office, and productivity is improved since staff can spend their time and attention assisting patrons rather than trying to locate available staff to help out while patrons are queued up and waiting for assistance. Additionally, administrative offices are located adjacent to one another, providing improvements to workflow and productivity through the elimination of time currently spent traveling two flights of stairs to the opposite side of the building for frequent in-person interactions and meetings that are required for the efficient accomplishment of daily tasks. Necessary discussions and quick interactions are facilitated through the close proximity of the administrative offices, leading to increased efficiencies and time spent on task rather than on travel.

Long Range Plan: Hingham Public Library 2016-2020. (2015), p.5.

E. *Is the project ADA compliant?*

Yes No

What Architectural Access Board waivers may be sought to meet ADA compliance and why?

N/A

- F. *Explain the approved parking plan and note the number of library dedicated parking spaces and their location. If parking capacity varies from the MBLC guideline of one parking space per 400 gross square feet of building, not including staff parking, provide documentation or a letter from the appropriate local board approving an alternative parking capacity and plan in Appendix N.*

There are currently 91 parking spaces at the Library, and the existing parking areas along the front of the building are not evenly aligned throughout. One area of parking contains a single row of spaces on either side of a middle lane, and cars traveling through this area must enter an adjacent parking area that contains an island with two rows of parking to either side of the island. Due to the location of a popular and well-used drive-up book drop, traffic is diverted to the left of the island, counter-intuitive to how cars typically navigate to the right, resulting in frequent confusion and cars often traveling the wrong way against traffic, which is dangerous for both the drivers as well as pedestrians walking to and from their parked vehicles. Parking spaces are in high-demand, and the lot is frequently full during peak hours (O. Schematic Design Drawings, Existing Conditions Plan, C-1).

The new parking plan addresses the existing problems with traffic flow and provides a significantly increased number of parking spaces. Traffic flow is greatly improved from the addition of an island that extends evenly along the entire front of the building, allowing cars to travel in a straight path that is evenly aligned, unlike the existing plan in which cars must navigate awkwardly through an unaligned parking area with unexpected directional changes to traffic flow. A marked walkway is added to the new parking area to increase pedestrian safety. Additionally, the total number of available parking spaces is increased by about 50%, which provides significant relief to the existing demand for additional parking and also allows for increased future use. The number of spaces in the parking lot is increased from 91 to 130, and the number of designated spaces along Leavitt Street is increased from 9 to 17, resulting in a total of 147 available parking spaces, up from the existing 99 spaces, including street parking. There are 15 parking spaces located on the north side of the building; 97 spaces on the east or front side; and 35 spaces located to the south/Leavitt Street side (O. Schematic Design Drawings, Conceptual Site Plan, C-2).

Although the Massachusetts Board of Library Commissioners (MBLC) has recommended a guideline of one parking space per 400 gross square feet of building, the proposed parking plan provides adequate parking capacity for current and projected library uses. In addition, the parking plan meets all site setback requirements and complies with current municipal site requirements, and does not require any special permitting or zoning waivers. The renovation and addition will increase the current gross square feet of the Library from 50,393 to 65,968, however, of this number approximately 3,400 square feet is occupied by mechanicals and storage rooms which are unoccupied spaces, accounting for nearly 9 parking spaces. According to the MBLC guideline, 65,968 gross square feet would require 165 parking spaces; however, if 9 spaces are subtracted from this total to account for unoccupied space, only 156 spaces would be needed. The proposed parking plan of 147 spaces is quantifiably close to and only 9 spaces shy of this number, providing adequate parking capacity within current site requirements that is a

substantial increase over current parking capacity, with a much improved traffic flow and increased pedestrian safety.

The Town of Hingham Community Planning Department is supportive of the parking plan and has reviewed the proposed site plan and found it to be an improvement upon the former zoning approval for parking ratios for this site. They also found the proposed plan would create significant improvements to vehicular and pedestrian circulation. Formal approval of the parking plan would not occur until after the final design phases are complete should a grant be awarded, and so a letter from the Community Planning Department is included that shows the plan has been reviewed and preliminarily approved (N. Local Approval of Parking Plan).

G. *Describe the proposed path of travel from the proposed parking to the building entrance.*

The majority of parking spaces are located on the east side of the building, by the main entrance along the front of the building. Patrons exiting their parked vehicles will proceed to the sidewalk that runs along the perimeter of the building. The sidewalk is adjacent to all proposed parking and is easily accessed. Patrons parking in the rows located to the east of the center island will proceed to the designated patron walkway that extends from the main entrance to the furthest row of parking spaces, and will follow the walkway through the parking lot to the main entrance. Patrons parking alongside the building, along the north or south sides, will also have direct access to the sidewalk along the perimeter, and can follow this along to the main entrance. Patrons parking in the spaces located on Leavitt Street will proceed to the street-side sidewalk then cross over to the sidewalk at the perimeter of the building, following this along to reach the main entrance.

H. *What portion of the parking is dedicated to library use only?*

One hundred percent of the existing parking is dedicated to library use only.

I. *What energy-efficient and environmentally sustainable features are incorporated into the project design? If the building has been designed to attain LEED certification by the U.S. Green Building Council, submit the most current LEED Project Scorecard in Appendix M.*

In the proposed design a significant amount of glazing for daylighting and views to the outside will be provided. The landscaping program will help to mitigate groundwater runoff and heat island effect. All mechanical systems will incorporate high efficiency equipment with energy recovery capability. Lighting will be energy efficient and energy rebates from local utilities will be investigated. Building materials will be sustainable and where possible utilizing renewable materials and low VOC emissions.

J. *How is flexibility evident in the design should it be necessary to change or expand over the next twenty years?*

The proposed addition will be a steel framed concrete and composite deck structure on with a column grid on 22' centers. All interior partition and systems will be non-load bearing to allow for relatively easy reconfiguring of rooms and spaces as needs evolve in future.

K. Does the architectural design vary notably from the building program? For example, are there service areas that have been eliminated in the architectural design that were included in the building program? If yes, explain why.

Yes No

4. Site

Incorporate photographs with descriptive captions within the narrative that illustrate current conditions and selected site, if different.

A. Describe how and why the chosen site was selected, and any alternate sites considered.

Hingham is a town with a large land area and an informal road system that is typical of New England coastal colonial towns. There is no one particular town center, but rather various concentrations of houses, retail areas, schools and municipal buildings. The present location has been the site for the library since the 1960s and is centrally located on Route 228 which is the main the east - west route in town (P9. Attachments: Existing Library Photos).



Library View, Looking West

As part of the schematic design process four additional town owned sites were investigated as possible locations for the Library and it was concluded that the present site is the optimal choice for the Library due to its central location, easy access, high visibility and presence in the Town “memory” (P12. Attachments: Alternate Site Assessment Matrix).

B. Summarize the site investigation findings in reports on:**i. Geotechnical examination**

The site has some contour but is composed of sandy well-drained soil which provides good structural bearing capacity and drainage. Groundwater is below excavation areas.

ii. Hazardous materials survey

There are significant amounts of hazardous materials (ACM, Lead based paint and PCBs) in the original Library and the Town Hall building. These items were encapsulated during the 2000 renovation. We recommend full remediation of hazardous materials during the renovation/construction of the project library.

iii. Preservation or archeological site survey (if applicable)

N/A

iv. Structural evaluation (if applicable)

There is a report by the consulting structural engineer BBC included in this application. Generally the Library appears to be in good repair and isolated structural issues appear to have been addressed.

C. What zoning waivers may be required?

According to the Hingham Zoning By-Law, buildings located within an Official and Open Space District, which includes municipal buildings in Hingham, have a requirement that they may not exceed more than 10% of the lot size. As the Library building is in the official and open space district, there will be a waiver required for the maximum percentage of site which may be covered by buildings (See executive summary). The building on the plan will cover approximately 13.5% of the lot size, and therefore a zoning waiver will be required to accommodate the proposed size of the building on the existing lot.

Zoning By-Law, Hingham, Massachusetts. (April 2016). Section IV-A, Schedule of Dimensional Requirements, p.50.

D. Does the library have clear title to the proposed project site?

Yes No

Include a copy of the Title/Deed to the property in Appendix A. If the library has not yet secured final ownership of land, the following conditions must be met for the project to proceed.

- **Existing Library Building**

Documenting Ownership – deed showing clear title to land

Establishing Value to Claim Eligible Cost – n/a

Deadline – January 26, 2017

- **Acquired from Town or School Owned Land**

Documenting Ownership – can be contingent on receiving a construction grant
Official town meeting or vote of select board, school board or other town entity that administers the property that defines the site and authorizes transfer of land for the project

Establishing Value

Get three land appraisals from a real estate agent and use the middle appraisal
OR

Use city/town assessor's valuation

Claim up to \$800,000 as an eligible cost

Value of existing structures cannot be claimed

Only land for the library structure and associated dedicated parking

Only land acquired since January 26, 2014 is eligible

Deadline - January 26, 2017

- **Gifted**

Documenting Ownership – can be contingent on receiving a construction grant

Agreement between the donor and town that includes

Confirming the Gift

Defining the site

Value of site

Establishing Value

Get three land appraisals from a real estate agent and use the middle appraisal
OR

Use city/town assessor's valuation

Claim value as shown on the middle appraisal or city/town valuation, up to \$800,000

Value of existing structures cannot be claimed

Only land for the library structure and associated dedicated parking

Only land acquired since January 26, 2014 is eligible

Deadline - January 26, 2017 to claim as an eligible cost

Clear title by date of signing contract with MBLC

- **Purchased from a Seller**

Documenting Ownership – can be contingent on receiving a construction grant

Purchase and sale agreement between the town and the seller

Establishing Value – value as stated in purchase and sale agreement can be claimed as an eligible cost

Deadline – Signed purchase and sale agreement by January 26, 2017 to claim as an eligible cost

Only land acquired since January 26, 2014 is eligible

- **Leased Land**

Documenting Ownership in Application – can be contingent on receiving a construction grant

Lease agreement between the municipality and documented owner

Duration of least 99 years

Lease payments are not an eligible cost

Establishing Value – n/a

Deadline - January 26, 2017

Clear title or a lease of at least 99 years must be obtained prior to signing a grant contract with the Board of Library Commissioners. *A title search is required to confirm that property is without any claims by others and there is no history of past claims which might affect the ownership.* Include confirmation of a clear title or lease agreement and all supporting documentation in Appendix A.

5. Funding and Stewardship

A. Describe the potential level of financial support

i. **Local funding has already been approved**

Local funding has not yet been approved, but approval will be sought at Town Meeting following a provisional grant award. Although there are a number of upcoming capital projects expected within the next five years, Town officials are already planning for potential funding mechanisms. These include using funds that will be coming available over the next one to five years from the expiration of debt service from a number of municipal capital projects. Three bonds with an original loan amount totaling \$7,184,038 reach maturity in 2019, and one with an original loan amount of \$19,080,000 matures in 2021, potentially freeing up over twenty-six million dollars in debt service within the next five years (Comprehensive Annual Financial Report, 2016, p. 63).

Local funding also benefits from the Town's AAA bond rating from all three major rating agencies, Fitch, Moody's, and Standard and Poor's, which "reflects a favorable tax base supported by strong property values and residential wealth. The rating also incorporates a long trend of stable financial operations with healthy reserves and manageable debt and long term liabilities" (Moody's Investor Service, 2016, 2nd para). This favorable bond rating secures the lowest possible interest rates and is indicative of a high degree of creditworthiness which strengthens the Town's position for obtaining funding.

Moody's Investor Service. (2016). *Rating action: Moody assigns Aaa to Hingham MA's \$22.9 M GO Ref Bonds*. Global Credit Research, New York, May 3, 2016

Comprehensive annual financial report. (2016). Town of Hingham. Prepared by Susan M. Nickerson, Town Accountant for the Fiscal Year Ended June 30, 2016.

ii. ***Donor gift giving through capital campaign***

The Library Board of Trustees expects to contribute to the funding of the building project through a capital campaign with a goal of raising a \$1,150,000. The fundraising goal includes solicitation of individual donors for \$925,000, with an additional amount of \$225,000 expected to be raised from charitable giving from businesses, foundations and other prospects. This goal strives to match the funds raised from the Library's last capital campaign approximately sixteen years ago, around the year 2000, when \$1,150,000 was raised towards a renovation and expansion. Residents in the community have provided consistent and strong financial support to the Library in past years, donating an average of \$55,000 a year to the Library's Annual Fundraising Drive, and contributing nearly \$30,000 for a special fundraising event, "Rome the Tomes", in FY 2015.

Fundraising efforts are therefore expected to be supported by the community, and will be achieved through a variety of traditional fundraising strategies that may include direct solicitations, auctions, special events, naming opportunities, and requests for gifts of appreciated securities, life insurance or by bequest, as well as online giving opportunities that did not exist during the last capital campaign, including crowdsourcing, using a variety of social media platforms to engage and direct donors to the Library website for giving opportunities, utilizing existing fundraising movements such as #GivingTuesday to increase donor participation, solicitation requests sent via email, creating videos on YouTube and Vimeo to tell the Library story and direct donors how to give online, and creating online contests or donor matching challenges.

iii. ***Charitable giving from businesses, foundations and other prospects***

The Library Board of Trustees expects to raise \$225,000 from the solicitation of charitable giving from local business, foundations, organizations, and other prospects such as a potential grant from the Town of Hingham's Community Preservation Committee (CPC), towards the total fundraising goal of \$1,150,000. Strategies will include analysis of market research data to identify potential sources of financial support, and outreach to those prospects to provide opportunities for charitable giving.

B. *Describe the potential level of municipal support for library operations, including adjusted staffing levels and for adequate maintenance and repair after project completion.*

The Library generally receives incremental annual increases that demonstrate a pattern of increased appropriated municipal income over the prior years and that typically meets all state aid requirements, with the exception of only two years, fiscal years 2010 and 2011, following the economic collapse of 2008.

Staffing levels are expected to remain the same, although there may be an ongoing evaluation of job descriptions and potential creation of new job positions that better meet the changing needs of today's library users, such as the recent creation in 2014 of the new position

of “Technology Librarian”, taking advantage of recent retirements to not just fill jobs as they currently exist, but to evaluate unmet and expected future needs to create opportunities for innovation and excellence in service through the creation of new and forward-thinking positions. It is expected that the Town will continue to support staffing levels and positions that provide a high level of service to the community.

The Library is also fortunate to receive strong municipal support for the maintenance and repair of the building through continued funding for salaries supporting two full-time and one part-time custodial staff as well as continued budget approval of operational expenses for building repair and maintenance that is calculated using a five year rolling average, taking into account unexpected repairs and increased costs.

Additionally, the Town has funded a number of large building and maintenance projects for the Library through the capital budget, including the approval of \$1,135,303 for the replacement of the roof membrane and roof-top air handling units in FY17 (the project is now in final stages of completion), \$70,000 for the design for replacement of the roof and air handling units in FY16, \$88,000 to replace the lobby tile in FY15, and \$124,428 for the replacement of the boilers in FY14. Funding of this magnitude indicates sustained municipal support for library operations, and since “the mid 1990’s the Town has consistently made capital expenditures a high priority”, (Comprehensive Annual Financial Report, 2016, p.5).

Comprehensive annual financial report. (2016). Town of Hingham. Prepared by Susan M. Nickerson, Town Accountant for the Fiscal Year Ended June 30, 2016.

- C. For **all projects**, fill out a Massachusetts Historical Commission (MHC) Notification form, send to the MHC and include a copy in Appendix G.
- i. Guide: <http://www.sec.state.ma.us/mhc/mhcpdf/pnfguide.pdf>
 - ii. Form: <http://www.sec.state.ma.us/mhc/mhcpdf/pnf.pdf>

6. Special Conditions

- A. If not already included in this application, describe any special conditions pertaining to this project or municipality. Special conditions might include such factors as demography, economics, or other conditions that have had a significant effect on the proposed project’s scope or size.

The Hingham Public Library currently serves a resident population of 22,157, but the growing resident community is expected to reach 25,264 by 2035 (UMass Donahue Institute, 2016). And with a fifteen year average of 27% of the annual circulation generated by non-residents who frequently use the Library for its resources, programs, and spaces, the extended service population including non-resident users is estimated to reach 32,085 by 2035 projecting at the current rate of circulation trends (P8. Attachments: Non-Resident Circulation Trends). Additionally, these numbers only reflect measurements of circulation borrowing, and doesn’t include non-residents who may be using the library spaces without borrowing materials. The

high usage by non-residents results in special conditions that affect the size and scope of building spaces, services, and resources needed beyond standards and calculations based solely on the resident population.

The Library is a popular regional destination that has a long tradition of being well-used by residents from a number of other towns (P.8 Attachments: Non-Resident Circulation Trends). In fact, when Hingham resident Albert Fearing built and donated the Town's first public library in 1869, he dedicated the building "to be devoted to the use of a Public Library free to all persons under such rules and regulations as the trustees may deem it expedient to adopt" (Foster, 1956, p.3). In 1871, Fearing also requested the Trustees "to permit, as an act of courtesy and good neighborhood, the inhabitants of the adjoining towns of Hull, Cohasset, Scituate, South Scituate, Abington and Weymouth to visit the Library for purposes of reference, reading, study and consultation of the books therein" (Foster, 1956, p.5), setting an example for early regionalization that is still strong today.

Therefore, when planning for spaces and services that meet not only current demand but anticipated future demand based on a twenty year planning horizon, the building program was written to accommodate the expected 2035 service population of 32,085 instead of resident population of 25,264. This in turn resulted in a program building size that may at first glance appear larger than needed for a community the size of Hingham, but that in actuality functions as an important and well-used regional library that serves residents from many of the surrounding towns, and beyond.

Anecdotally, many patrons who live in other towns have commented over the years that they use the Hingham Public Library as their home library for a number of reasons, including: the welcoming and friendly staff; the depth, breadth, and availability of the book and audio-visual collection; the quality programs and lectures; and the comfortable physical environment. A number of residents have also mentioned that one of the reasons they moved to town was because of this wonderful library. It is no wonder, then, that the Library is a victim of its own success, bursting at the seams with an average of 1,000 visitors per day.

While the building program called for an average building size of 69,252 square feet, a more efficient design than what currently exists makes better use of shared spaces and combined functions while reducing inefficiencies from unassigned areas, resulting in a proposed building design size of 65,968 square feet. Given the high volume of non-resident users, in addition to the high use among residents, this building size is needed to accommodate the various activities, collections, programs, and uses that is required at this Library in order to meet demand and provide modern library services and spaces desired by the patrons.

In addition, as noted above, there is a high volume of visitors to the Library each day and frequently all seats within the Library are taken, especially during after-school hours when there are a large number of students in the building. Although the proposed design and building program lounge seat numbers fall within the recommended seating guidelines, at 128 and 145

respectively, the addition of table and carrel seats exceeds the recommended guidelines, with a proposed design of 278 and a building program of 290. This is due in part to the increased number of study rooms and collaborative spaces that are in high demand by both students and adults, called for in the building program and supported by on-site observation and usage statistics.

Overall, the Hingham Public Library serves as a valuable regional resource in the area, and as such, the demands on the collections and spaces exceed what might otherwise be required if only serving residents of the immediate community, resulting in a special condition that has a significant effect on the proposed project's scope and size.

Foster, L. (1956). Hingham Public Library. [unpublished manuscript, January 1956].

UMass Donahue Institute: Population Estimates Program. (2016). *Massachusetts population projections: UDMI projected population Hingham.*

7. Project Timeline

Estimate the number of months needed to:

- A. Finalize schematic design & complete design development:** 5 months
- B. Secure local funding:** 6 months after the provisional grant award, or at the following annual Town Meeting in 9 months, if allowed
- C. Complete construction:** 2.5 months for the bid phase, 16-18 months for construction phase; for a total of up to 20.5 months