

# RESULTS FROM 3 COMMUNITY MEETINGS ABOUT THE FUTURE OF THE TROY PUBLIC LIBRARY

## Troy Public Library Community Conversations – Harvesting May 2016

### Key Observations from Harvest:

- **Main Library** is very important to Troy residents, a source of pride
  - The Public are **committed** to their Troy Libraries
  - Library users interested in **alternative, mobile library outreach to underserved**
  - Many **partnerships** suggested
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- Want more space, programs, services for **children**, separate teen space
  - More **public meeting and tutoring space** needed
  - More **technology**
  - Aware that library space needs to be **flexible** for changing uses
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- Aware that public & private **funding** needed for infrastructure and operations
  - Increased **marketing & communications** about library vital
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- Planning should be **transparent**

**KEY**

Saturday, May 14<sup>th</sup> Main Library – 50 people

**Thursday, May 19, 2016, Lansingburgh – 25 people**

*Tuesday, May 24, 2016, Mason Lodge – 40 people*

**Main Building**

Want the library to stay open.

Stay in the building

Exploit historic importance of the building landmark status

Recognize that we're an urban library

**Make sure community comes together around saving our 2 locations and other locations too**

**Daytime parking downtown problem for access at Main**

**Weekend & night parking is not a problem @ Main**

**Parking garage partnership could address that problem at Main**

**Walking to library for downtown residents is a good thing and a current trend**

*Example of Troy City Hall*

**Outreach/ Branches/Mobile/Alternative Spaces**

After school programs – mobile library services for kids

Services for underserved neighborhoods

Underserved people – can't get to the library – near the collar city bridge

Homebound

More work with special needs community

Remote materials-returns around the city

**Not a need for more branches – but more mobile library services**

**Outreach/delivery systems to remote locations**

**Outreach**

**Pop-up libraries/partnerships**

*Is there a value in bringing branches back?*

*Bring the library into other parts of the city*

*Bring library services to other places in the city – community partnerships*

*Mobile library services*

*Storefront library service*

*Pop up library in temporary locations*

*Bookmobile*

**Library Operations**

**Access to library locations – hours**

**Hours negatively impact the ability for the library meeting rooms to be used**

**Children's Programs & Services**

More kids programs and services

More space for youth services

**Children's services / collections**

**Library as portal for reading and learning for kids**

**Make kids want to come to the library**

**Designated spaces for different kids, toddler, teen, tween, pre-K**

### **Separate Teen Space**

Separate teen space & services

### **Resources Needed**

Fundraising/Grantwriting – Capital Campaign

Look at what Gloversville did - \$5 million raised

Increased services will require exceeding the 2% tax cap – operations – not the facility improvement costs

**Library needs to raise more money**

**Bond for more money**

**People should join the friends of the Troy PL**

**Cheap and important way to make a difference**

**Will accept large \$!!**

**It's just \$!!**

*Programming wish list leads to:*

*Need more staff*

*Need more funding*

*Need targeted development*

*Troy needs a development person*

*Any plans for a capital campaign?*

### **Library Configuration**

More private tutoring/study spaces in the library

Need public meeting space – community organizations

More computers and computer space. Technology friendly furniture & fixings

Wifi is more important than hard wired access in many ways

**Making space feel welcoming**

**More technology – more computers, better, stronger wifi, charging for mobile devices**

**Comfortable seating/places for people to gather comfortably**

**Library spaces can be special and inspiring**

*Flexible space is key because technology will change*

*Library set up for users*

*Kids = browsing, learning*

*Adults = quick visit, get what you want/need – popular stuff upfront, east to get to*

*Accessible*

### **Marketing & Communications**

Marketing of library services to the community

Library needs to communicate what it does and what it offers to the community better.

Communicating what the parking situation is at library

Market Friends of the Library and use that as a means of communication about the library and its needs and its services.

Attract millennials to TPL – the new people coming into town

**Get the library in everyone's face!!**

**Communicating/Marketing/get the message out about the programs services**

**More user friendly digital interface**

*Library needs to present the stats / info about the library in a new way*

*Communicate library use to the community*

*Health info as example of what the library can do for people*

*Share more info with the community about the process / the plan / communicate better!!*

### **Commitment of Public**

Participants volunteered to do programs

Community loves the library and will do everything we can do to keep it open

Let us know what we can do

Conversation participants need to be ambassadors for the library

### **Partnerships**

Improving community partnerships eases the library's burden and expands services – synergy

**Partnership with other community organizations for outreach**

**Partner with Center for Gravity to do makers space**

*Deal with HVCC for a South Troy location?*

*Partnerships with social services (other than books) in their spaces, but with library involvement*

*Inventory of services in the city*

*Use space where the kids are already – Boys/Girls Club*

### **Collections**

Look at what the collection is and should be

More access to “university level” material through ILL

Look at new/different ways to store collections locally with partners in town

**Expanded collections – hard copy books for all ages**

**Digital material are important too**

### **Programs**

More focus on language programs, resources, services – draw from community

**Community connections – places and programs to get the community to come together**

**Programming during the day for special populations**

*Use Friends to help programming*

*Use “community as collection” to do programs – help staff provide the programs*

### **Planning**

**More transparency from the board and administration to public**

*Community conversations should have started long before*

*The community needs more facts and transparency*

*Suggest a committee system to include the community in the process*

*Learn from other libraries*

*Fit libraries to Troy scale*