



Community Town Hall Meeting Reporting Form

Library and date of meeting: CLAREMONT, July 19, 2014

Number of people in attendance: 17

Exercise #1: *What is the single most important contribution the library makes to our community today?*

Top responses:

- Community knowledge infrastructure
- Access to a broad range of ink and paper information sources.
- Provides access to books and other resources, computers, media, magazines, information and entertainment to the community// pleasure reading
- Safe space for exploration supported by staff
- Variety of materials
- Access for everyone
- Preservation
- Creating resources for learners
- Sharing
- Exercising
- Mind opening
- Democracy

All responses:

- To bring neighborhood together with ideas, classes, spread of information, and excitement about books.
- Center/ marketplace of ideas
- Place for parents and children to come together in a safe and challenging learning space
- Bulwark of privacy against government intrusion
- The library is one of the last bastions of democracy. No matter one's economic or social standing people can check out books or DVDs or books on tape or use computers or laptops and printers and of course book groups. Also it's a beautiful place to read and work.
- It is a source and focus of very diverse information types for access, as well as entertainment.
- The traditional time-tested paper and ink publications: books and periodicals.
- Books and e-books and LINK+ and the Tool Library. The staff is wonderful- both friendly and helpful.
- It provides a shelter both physically and intellectually for the masses.
- The library, to me, seems like an expansion of the school district- and that's good.
- Also like the community room for public meetings.
- Kids programming-entertainment and extension of the school district, community rooms
- Requests, Link+, internet access, and room and space to browse
- Provide books and information and a place to be.
- Support and encourage community connection as defined by each branch in cooperation with Central
- Grassroots direction rather than decisions from above.
- Access to new materials- (books), computers, helpful employees (staff)
- Being collective memory for the past; the past should be preserved; demand for historic materials should be created.
- Repository of books, dvds, computers
- Group of very knowledgeable staff to help patrons- great community resource.
- People grow through reading and getting their questions answered. We can explore new ideas and subjects. People have public access to free internet services.

Exercise #2: *What one thing could the library do to better serve the community?*

Top responses:

- Longer hours: open Branches on Sundays, open earlier on weekends, open longer during the week.
- Enforcement of Code of Conduct
- Outreach to people who aren't able to access the library (elderly, schools)
- Community involvement of volunteers (e.g. retired professors), tutors, assisted living home volunteers (to read to residents, take-to-go bookclubs), refreshments
- Create spaces where people can read and discuss material with other patrons and enjoy the space (bigger tables, less isolating), with a place to screen films via TV for adults, community room for adults
- Respond to comments submitted after the (Claremont) remodel and address the concerns
- Diverse collections (older materials, other languages, different viewpoints)

All responses:

- A way to involve the community- there are people who could volunteer to read to children (here in the library), to tutor in adult literacy, perhaps visit "rest homes" and read stories to residents.
- Outreach to people or organizations that cannot come to the library- e.g. old persons' homes, schools without transportation, etc.
- Open earlier all weekend (children wake early).
- I'd like to see more hours, Sundays at branches; even more physical space too (but that's hard) for patrons.
- Longer hours, as in the past. Sunday open at the branches.
- A community bulletin board (I've requested one twice, but received no reply—as a generality, I did get an answer about another question, but follow up not done).
- Re: "Diverse collections" a number of classic fiction books seem to have disappeared- to Central?
- Assure the public of safety and cleanliness.
- Need friendliness and connection- desire to respond to neighborhood needs—Community input!
- Provide more paperback books (weight and ease of portability important) in an accessible way- not shelved with hardbacks. The paperback books dropped off by Elmwood community members were another way for me to connect and share similar interests. They gave me a sense of what my own neighborhood cares and thinks. The focus when we walk in on people and computers- rather the people at the table searching for books. Paperback books dropped by community can be shared and talked about.
- Community meeting with our own questions. Group tables.
- Better outreach to adults both single, couples with no children, retirees.
- Better web access for looking up books and eBooks online. Amazon has got it right.
- The branch was "homier" before. Doesn't seem as neighborhoody now.
- Email blasts to neighbors- what's happening, special programs, etc. There are big neighborhood associations- Bateman, Willard, CENA, Panoramic-Hill, Dwight- Hillside. We should be getting regular emails so we can alert our members. If you email the 5 of us, we will email over 2,000 people.
- Foster community and democratic deliberation.
- Read comments sheets from the (Claremont) remodel.
- Less isolation and more contact with a very good staff.
- "Welcome to Claremont Branch" when people walk in door (posted).
- Open earlier and close later; have more than the Main library open on Sunday, such as Claremont. Longer hours of operation; Sunday hours; easier volunteer process.
- Better hours; quality resources available willingness to carry politically incorrect books.
- There could be more acquisitions of NEW materials / books in other languages and promotion of the fact that these materials exist, i.e. "the library bought this" (alert), and 'this is how you find it'
- Services to help non-readers-different from "literacy services" in the sense of access without training to read etc.- people/ staff to help others read and write (and computer help).