

Snow Library
Strategic Plan
2023-2027
Appendices



05.16.2022



MAVERICK &
BOUTIQUE

947 Apple Valley Rd.
Ashfield, MA 01330
(413) 687-4433

www.maverickandboutique.com

Contents

Snow Library3

Board of Trustees3

Strategic Planning Committee3

Library Staff.....3

Appendix A: Notes from the Community Engagement Meetings5

Appendix B: Snow Library Community Survey26

Snow Library

67 Main Street
Orleans, MA 02653
(508) 240-3760
www.snowlibrary.org

Board of Trustees

- James Balliett
- Marilyn Bornemeier
- Janet Crabtree
- Joan Francolini
- Steven Gass, Chair
- Deirdre White
- Mark Ziomek

Strategic Planning Committee

- Mal Bornemeier, Trustee
- Nancy James, Orleans Community Member
- Kaimi Lum, Library staff
- Mary Mador, Friends of Snow Library
- Emma Menengas, NRHS student
- Sophia Prickitt, NRHS student
- Tavi Prugno, Library staff
- Tracey Salley, Friends of Snow Library
- Deirdre White, Trustee
- Kara Yuen, Orleans Elementary School Librarian
- Mark Ziomek, Trustee

Library Staff

- Tavi Prugno, Library Director
- Kaimi Lum, Assistant Director
- Theresa Pitta, Principal Clerk
- Galen Malicoat, Technical Services Librarian
- Ann Foster, Youth Services Librarian
- Betty Steele-Jeffers, Reference Services Librarian
- Jenny Fulcher, Circulation Services Librarian
- Penny Struzinski, Library Assistant
- Jean Valenti, Library Assistant
- Jane Ames, Substitute Reference Librarian
- Melody Gulow, Substitute Library Assistant
- Cindy Kadzik, Substitute Library Assistant
- Michelle Koch, Substitute Library Assistant

- Jamie Forster, Page
- Rosie Lenihan, Page
- Chris Kender, Library Custodian

Appendix A: Notes from the Community Engagement Meetings

The following are the notes from each of the four community engagement meetings.

Snow Library Community Engagement Meeting 1 February 16, 1-3 pm

1. *Welcome and Introductions*

Attendees:

- Ellen Burleigh
- Keith Campbell
- Molly Jenks
- Pat Hayes
- Phil Schmidt
- Shawn Larsen

2. ***Current situation:*** *What is happening in the world (globally, nationally, regionally, locally) that's having/will have a big effect on the Orleans community, the region, and the Snow Library?*

- When COVID hit it really impacted the community: one of the things the library has done re Zoom and hybrid, it has allowed people during COVID to interact with each other and still see their friends and learn and get excited. I heard over and over how grateful people are that they could do that. Library a social gathering place keeping minds vital and hearts vital. Lots of people in town know about Lifetime Learning.
- Economic disparity. House prices in Orleans are high. Young people, middle age, older people. Who will be the population? How will we handle competition for resources?
- Climate change: Garden spaces, solar panels, sustainability.
- Anything connected to the internet. Digital stuff.
- Anti-agism. Considering demographics as a factor...tech that kids have grown up with is not native to many older people. How to take advantage of digital opportunities. Having them available for everyone.
- If you go back a generation, we had a front porch society. People saw each other all the time. Then back decks and people got together with smaller and smaller groups. Who do people interact with? Allowing groups to get together and benefit from each other.

- Bubbles of self-interest. Not getting to know each other. The library, run the right way, can be an opportunity to connect. Like a pub. Human contact that is the opposite of much digital stuff.
- Anti-loneliness. Anti-depression. Tech has impacted this and we can use tech to its advantage.
- The whole world is politically and physically in upheaval, incl. climate change, etc. Keith lives alone, fortunately people keep track of each other. Social interchange.
- Race and social justice. Equity, not just economic, but historical. Inclusion is an umbrella trend. Including people of color, transgender, all the groups we need to reach out to and include. Lifetime Learning is doing lots of courses on these issues. Souls of Black Folk series. The library is a hub for allowing this to all become a discussion.
- We should talk about what the library is for our vacation people. We have many more people and how will time be defined in the future. How and where people use their free time. Little Free library for people around the neighborhood. Ran events out on the lawn for people in the area.

3. ***Our best future: It's 2027. We've successfully addressed the opportunities and challenges identified in 2022. How have the community and region changed, how has the Snow Library changed? How has our thinking changed? What are we able to do we couldn't do before? How does this positively affect the people who use the library to work, study, and enrich their lives?***

- The library is centrally located. The social core of downtown Orleans. Atrium and open-air spaces in addition to the internal spaces.
- Plenty of room to run all the programs with no competition. Meeting spaces.
- Modern, well-ventilated, ready to go. Zen space, garden rooftop deck with inside and outside views. Cafe. Beer.
- Tunnel to the middle school to connect the schools to the library. Teachers have little libraries. There needs to be a connection between schools and the library.
- The library needs to leverage its position in the community. Look at the paradigms that we associate with the library and ask if they're still relevant, e.g., no food and drink "...it will be a mess" ...rethink this. More friendly and accessible. Might new design parameters do more for the community building

aspect of the library? We can't always look at what's been done in the past. We need to have a vision of what the future might be.

- Thinking about teens and younger...these kids go to coffee shops where they can sit down and relax and socialize. Rethinking the library as a community gathering place.
- Adaptable in all ways.
- Partnerships with the school so part of the library staff is working with schools to see what they need.
- A better partnership with the town. The front of the library green space is amazing...how could we use it? The town now has a more regulatory relationship with the library. Partnership with Council on Aging. Open managed outreach and inclusion on what people can do together.
- A person who is the liaison between all the constituencies in town and the library as a hub.
- Storytelling series got lost...the green spaces are all connected, so you connect the library with other spaces.
- Partnerships are very important. Orleans is a decentralized community. Council on Aging is "in the back 40". The library might provide facilities to create accessibility. Will Orleans be a community oriented to cars or to people and how. Maybe there are private business entities.
- It was in the plan to put a staircase from the middle school to the library, which happened. Big challenge for everyone is that the town doesn't have any vacant land to do much developing. The one place that I suggested for the community center, the town says they need it for storage. Orleans is the oldest town in MA, more seniors living there than anywhere else. A consideration for how you develop access to the library.
- The Senior Center's lifetime is becoming shorter being in a flood plain. New fire station will take money as well.
- So many things are going on at once. The library needs to be aware of these things.

- All of the separate projects should be connected. We should be looking at a community center that anchors the town of Orleans, could be a pedestrian area. We need to combine a lot of these entities into one community space that ll work together to have a community core. Historical Society, etc. Everyone is doing their own thing.
 - The town has just hired a high-level consultant to oversee the community center planning. We see all the organizations coming into one facility.
 - So many motels and churches with declining population...all these buildings that sit on land that are partially or unused. 6A and 28 going through the center of town, dividing it and forcing us to put things on different spaces. CC hospital coming into town.
 - There's a core of Orleans that goes from the Gallery near Land Ho past Ragtime and other shops. That core is the biggest mess... including the library. That's a big chunk of land. If money and politics were no object, think of what you could do between 28 and Main St. Open area, pedestrian area.
 - As soon as the sewers are connected, one man owns all the land near 6A...
 - The Chamber of Commerce would encourage stores to stay open after 5pm.
4. ***The future is now:*** *Thinking about the future we imagine, what are folks doing at the Snow Library that we should KEEP? What no longer serves us that we should ABANDON? What might we INVENT or REINVENT that will help us create the best future for our library and our community?*

KEEP:

- Ambiance
- Books
- Computer space
- Display space
- Lifetime Learning
- Meeting space- the idea
- Puppet show
- Staff

ABANDON:

- Newspapers and magazines...do we need them?
- Siloed thinking

INVENT/REINVENT:

- Beautiful plantings in the front of the building and also the side on Main St. could be made into a patio or outside seating. The Zen Garden behind the Council on Aging is amazing space and it's not that big. Maybe we could do that around the building. Across the parking lot area. Nice to do something that connects these two spaces and make both more welcoming. Bring people's attention to areas where things are going on.
- Brewster bought the land that camps were on by town meeting, and nothing is going to be done with the property until the town people decide what to do. Talk to Brewster. Nice to see it can happen.
- Do better marketing and signage so people know what's going on. And bring the action to where people are.
- Eastham Windmill concerts...it's the only gig in town. When the library did their concert series...have them all in one space. Have a venue that drives people together. Activities need to be better thought out as events.
- Governor Prence property? How might we use that?
- Have access to historical information from the Historical Society/Cultural Center. (Drive people to their facility).
- It would be nice to have open air spaces as well.
- Library of people
- Library of things (Brewster does thing)
- Lifetime Learning, had to upgrade tech. Great techs managing it. Town has a pot of money to do community meetings. Why can't we tap this and use it.
- Partnerships: do an active partnership with the Cultural Center. (Bonnie Snow)
- Pergola with little lights...fairy lights.
- Reinvent the relationship between the library and the town. People are seeing the library as an antiquated institution.
- Reinvent Wi-Fi and tech system (up to date technology)
- Rethink rules/policies for 2022 and beyond. Outdated paradigms that no longer work. Stuck in '50s and '60s.

- Rules about food and drink...safe space for eating and drinking.
- Someone who can help people with technology on staff
- Strategy for creating and marketing events.
- The concept of the used book sale...not a special event...make it part of the library on a normal day...browse the selection of used books. Needham has shelves of books for sale with a pay by honor system, doesn't involve the staff.
- There's money in this town. Certain people control it.
- The Town has a planning board. The library is not a priority in the town administration.
- When LTL pre COVID was all run in the Crane room. Over 100 people at a time. We had to pivot to Zoom. Our community may be old but they are SO ready to learn technology. The whole audience pivoted, 70s 80s 90s over 100 who learned Zoom and joined our sessions. The library needs to be able to help our community with technology. People should be able to go to the library to learn technology.

Snow Library Community Engagement Meeting 2 February 17, 10am-12pm

1. *Welcome and Introductions*

- Elaine Baird
- Liz Delima
- Mal Bornemeier
- Martin Culik
- Pavia

2. ***Current situation:*** *What is happening in the world (globally, nationally, regionally, locally) that's having/will have a big effect on the Orleans community, the region, and the Snow Library?*

- Greater discrepancy in incomes.
- About to lose Charlie Baker as governor. 33 libraries ahead of us for building grant. National politics trickles down to what we do here.
- The division between virtual reality and "real reality" thinking about what "us old timers" like to do. Print material vs having more things online. It's important since we're a community of elders, to have print resources. We want to attract

young people; we also need online sources. So far, we've kept a good balance in keeping up with these two things.

- Competition for budgeting as we bring more tech into the picture.
- Young people are concerned about our climate. Whatever we can offer them to continue to learn should be a high priority.
- There are a lot of local issues that the library could assist with information and resources, e.g., energy, public policy issues, housing, economic development, public policy issues need a neutral forum and the library can provide. Information from public documents, listening sessions or information sessions about the topic so when town meetings come along people are aware of the issues. Orleans citizen's forum is limited, and Martin thinks they have a strong bias.
- The decision-making process that leads to town meetings has a forgone conclusion re select board and finance committee. Once an issue gets to the town board it is rare to have a different decision. In other states/communities there is a deliberative process that includes voters prior to boards making decisions. Warrant articles and finance committees. If libraries could facilitate this process, we'd see a much fuller participation.
- The Community forum is at the end of the process rather than the beginning.
- The discussion about a community center is a huge opportunity for the library to be part of a community center. Libraries are a family center. Young people, children, middle aged, seniors...it would be perfect to have the library integrated into the community center. Social and recreational facility.
- The library is steps away from the middle school. So many of them come to the library to get their homework done. Having a community center that is alive around the library makes a lot of sense. See Harwich Community Center...they've got it right. Since we're talking about using Governor Prence land to build a community center... 1 or 2 tenths of a mile from Main St. Town owns it. It was targeted for affordable housing. Martin would suggest having the library in close proximity to the school would be even better.
- There is a community in the Midwest that liked the spot of their library. They got the community to move the books and equipment to a temp location while they built a new library in the same spot.
- Story from MN, the school district was trying to get their school buses under cover for the winter. They worked with the county fair organization who wanted

buildings built for summer use. They partnered to get state funding for buildings large enough for everyone to use in their season.

- Multi use for families.
- On the Cape and Elsewhere, you see a lot of buildings going up out of town. It's great for people to walk to the center. Things being near the library is really important. Structures you don't necessarily need to drive to.
- Governor Prence property is over 5 acres, commercially zoned and backs up on the rail trail. The committee are mostly affordable housing people. A parcel of that size should be more of a campus including community center, housing, library, etc. Good design including not having to drive everywhere.
- There are many studies going on including an ED study for the planning board. Street Sense, their consultant says there is a lack of downtown meeting areas. There are certain people who are driving the bus in town and it's hard to get traction.
- How might we be more involved in the Governor Prence process?
- Affordable housing must go with affordable living. They got \$ for pre-k.
- It's not just the select board and finance committee it's also the school board and committees. People are on their own turf.
- We tend to be with people who are like us during COVID.
- The library board and patrons need to communicate this forcefully and often to everyone. Not to wait. They won't come to us.
- Planning board is important too. The planning board must be involved. Orleans is part of a regional school system...
- High school in N. Eastham. We have kids in town in walking distance for early ed.
- Brewster and Eastham don't have village centers like we do in Orleans. People come to Orleans b/c there is a town center. That is the strength of a well-planned town center.

- Both the middle school and middle schools have libraries. What opportunities would there be to work with state ed to make a true educational facility library with the public library?
- We have an aging Snow Library, and the elementary school is old and needs many new things. The fire department as well. A lot of town infrastructure is in need of addressing. The town does it in silos rather than thinking about the town as a campus. What is the total need and what will be needed 20 or 30 years in the future?
- Could the firehouse be reused for a library? No one has talked about how to repurpose the fire department.

3. ***Our best future: It's 2027. We've successfully addressed the opportunities and challenges identified in 2022. How have the community and region changed, how has the Snow Library changed? How has our thinking changed? What are we able to do we couldn't do before? How does this positively affect the people who use the library to work, study, and enrich their lives?***

- On a transportation route for public access.
- We have more people year-round re COVID. A lot of people being able to work remotely, there seems to be more people who now can consider the feasibility of living somewhere like Orleans.
- Higher speed access to the internet. The Open Cape System is available in downtown Orleans. Fiber. It's all about information access.
- Should libraries be about the storage of paper? Because we're connected to so many libraries through CLAMS etc., we could make decisions that some libraries could specialize in particular collections to make them available.
- There are people who sit in the library parking lot who use the library internet in the parking lot.
- The town government has a hard time to make their information accessible. Information accessibility is a library specialty. So many people say they can't figure out how to get information from the town. Is the library missing an opportunity to provide information accessibility to the town? The public has a right and need for that information. Why not have this be a pilot project?
- There will be a new town administrator in a year or two. Get the funding early.

4. **The future is now:** *Thinking about the future we imagine, what are folks doing at the Snow Library that we should KEEP? What no longer serves us that we should ABANDON? What might we INVENT or REINVENT that will help us create the best future for our library and our community?*

KEEP:

- Art displays in the Crane Gallery. Even people who may not think they're interested in art enjoy and talk about it during events.
- Children's programs
- Display space
- Evening hours
- Films
- Friendly, helpful librarians.
- Friends programs, incl Lifetime Learning
- Historical collection
- Reading room space
- Summer music programs
- The idea of the community room (Crane Gallery) so important to have one for larger number and have partitions. Promoting the idea of the library as a gathering place.

ABANDON:

No mentions here.

INVENT/REINVENT:

- Chatham library has a kitchen and a cookbook club. People chose things out of the cookbook, made it and brought it to the library.
- Different spaces for different activities
- Expand and improve internet access/quality/availability.
- Expand parking facilities
- Expansion of the online resources' availability, particularly media

- Food and drink in the library. Hot Chocolate Sparrow and the library...
- Have more benches in the park. More outdoor spaces where people can hang out on the library grounds.
- Hoping young people are being involved.
- Involve the library in multiple activities in town, ball game, music, library. Use to have concerts in the summer when the library was open at night. Expand this.
- Libraries can provide instruction for people who want to make things. Nauset High provides instruction for crafts.
- Make it easier to get books in the CLAMS system. Limited numbers of e-books. (Get Greg involved).
- Put signage on the streets inviting people to come to the library...picnic on the green with kids. Better awareness of the library and what it does. Outreach into the community to figure out how to drive people in. At the most traveled intersection in the community.
- Senior Center, community center, library? There is a deed restriction on the Senior Center.
- The library could be a leader in energy efficiency and green building and use it as an educational opportunity for patrons. Could start now...Martin is the rep for Cape Light Compact...they could provide staff.
- When you have a rainy day in the summer, we ought to be bringing children to the library.
- "Read in the park"- there are deed restrictions on the village green

Snow Library Community Engagement Meeting 3 February 22, 3-5pm

1. Welcome and Introductions

Attendees:

- Bob
- Majka
- Mal Bournemeir
- Mary Mador- former Friends president
- Mary Reuland- former Snow Library director
- Nancy James- career in LIS

- Pam
- Steve Bournemeier
- Susanne Thibault
- Tim Counihan

2. ***Current situation:*** *What is happening in the world (globally, nationally, regionally, locally) that's having/will have a big effect on the Orleans community, the region, and the Snow Library?*

- Tech thoughts: there's clearly a strong move toward digital media, audio, video, text. The materials we use to learn (libraries as learning environments) is changing over from books and magazines to electronic media that stream into the library. Tim sees this as being the future of the library.
- In the media, the idea that democracy is under attack. Libraries are one of the core pillars of democracy. Not sure where that will lead us. Anybody can go there and find whatever they're interested in or interested in learning about. Strengthening of the individual. The breadth of knowledge you can gain in a library. You have access to lots of information and collections and resources.
- People of all ages are feeling alienated. Lib. is a perfect place to bring people together. Kids are reading more and comprehending less. Usage of the library is going down. What can we do to get people of all ages back in the library. A lot of the anger out there is due to a lack of connection. Look inside to make whatever building we have strong and relevant and look at ourselves, what are we doing.
- The world is getting much smaller. Much more interdependent. This will become more so. Tech is changing so fast and will be the wave, and personal connection is very important. We've lost ground b/c of COVID and other things. Offering a place for human connection. The way Friends and LTL adapted was amazing.
- We need to look at other generations. I'm 73 and we need to look at how we can bring young people into the conversation. When I come to the library, I only see people like me. It's the outreach.
- One participant sees a lot of little kids in the library and that excites me. Small people reading.
- I was in library school about 50 years ago. Went to a Harvard library...very beginning of online searching. Thought this would be the end of books, but it hasn't been. Books deliver a particular experience. Research has gone online, but people's experience in reading hasn't. Books are a long term technology.
- As a technologist, I do my research online and my fiction reading in real books.
- Globally we're in discord. Have the library like Switzerland in our town. A neutral place where we can have all kinds of conversations.

- The power of people to control technology. With the right connections, people can change all kinds of things. Rewrite history, etc. That power will be stronger...
- There has been a real increase in censoring what is available in school libraries and others. You don't have the freedom to have open, honest knowledge transfer. That scares me. Books, articles
- We feel in the world a loss of conversational dialogue. A library can provide a forum without interference about ideas...meeting rooms face to face. Common exchange.
- Re online searching, librarians in schools...how do people identify truth...how do you know? What are the words that indicate truth and not truth? Connect with librarians in schools about how to find the truth.

3. ***Our best future: It's 2027. We've successfully addressed the opportunities and challenges identified in 2022. How have the community and region changed, how has the Snow Library changed? How has our thinking changed? What are we able to do we couldn't do before? How does this positively affect the people who use the library to work, study, and enrich their lives?***

- Getting people to library: carpooling, adults walk children to the library, public transportation.
- We're bringing the library to people...access library materials remotely. E.g. Zoom, Lifetime Learning meetings. Breakout rooms online.
- Library is open many hours, including Sundays and lots of hours. Library is open after sports.
- High school students love collaborating in a teen room.
- Childcare: afternoons there is a childcare component in the library where there are continued learning and social opportunities. Mom and dad can pick kids up and know they're safe.
- Transition for Orleans to be a cultural campus: more walkable, bikeable, more easy transportation, have places to meet and have multiple locations to meet physically and electronically.
- Rail trail and buses that aren't used maximally. Driverless cars to move people safely from place to place.
- The library has meeting space for all ages so young children, teens, and adults all have their own space. Lets the community come together in real time.
- State of the art tech for people who aren't there physically.

- There's a place for people who want to sit quietly.
- Research books are antiquated. More current online. A reduction of the space dedicated to physical research books and converting space to meeting and collaboration rooms. Business meeting rooms. Places where people can watch a video or watch a podcast.
- More opportunities to collaborate and "be loud"
- Food: Pam discussed a small kitchen behind a large meeting room. Cookbook Club: cook a recipe and bring it to share. Young people in culinary departments.
- Food served at the middle school. You could connect these with the library. How do we tie existing assets?
- Eastham library has a kitchenette in a small room and serves popcorn to kids in movies.
- Lego room/club, maker room, 3D printer and other activities where people can collaborate on making things
- Library of Things. Brio Trains. Lego helps you develop capacity.
- Nancy: envisioning something in the center of town, library/community center/the Sparrow. Lots of open, flexible space. You can't go anywhere without going through it.
- CCRT-like transportation in Orleans, regular routes in and out of town.
- We have the Gov. Prence area. We need to put ourselves out there and work this idea.
- Biking encouraged. Great for kids.
- A place that has tech savvy staff who can help people who are less knowledgeable. Help them with access to materials...support center as well as research.

4. ***The future is now:*** *Thinking about the future we imagine, what are folks doing at the Snow Library that we should KEEP? What no longer serves us that we should ABANDON? What might we INVENT or REINVENT that will help us create the best future for our library and our community?*

KEEP:

- A tradition of welcoming people, not judging, and appreciating all views. Listening to each other. You can tell quickly whether you're welcome.
- Connection with community groups and develop more.

- Lifetime Learning
- The Friends used to sponsor a poetry contest with 8th graders of the middle school. English and art departments. Also the band director. The teachers chose poems to be read by their authors. School band played. Remembrance gifts and goodies. Someone left money to be spent on the project specifically. These are the things we should be doing again. April is poetry month.
- Our staff
- Program with Cape Cod Museum of Art. Kids chose art to be displayed in the library. Kids write about why they chose what they did. (Mary R.)
- The existing building and make it work for now. Also let people know why we need a new one.
- The Friends and books sales

ABANDON:

- The building (½ the building is in the basement)

INVENT/REINVENT:

- Gathering space/lecture hall
- We need to start politicking about the library. See what's happening with MBLC. Start putting ourselves out there re grants.
- In Orleans: timing issue, if you start getting everyone all excited and it doesn't happen, it can be a challenge. PR plan to start small and work ourselves up.
- Select board, all the politicians, also people who have been in Orleans for many years and who love the library and have no idea how bad things are. Hard to get people behind a push for the new library if they don't understand it's necessary.
- Maybe a series in the local paper, so folks understand what's going on and what is possible.
- There's a cost involved in everything. We are currently paying off lots of infrastructure. A lot of things we're paying for. You can't build everything at once.
- Orleans has kicked everything down the road without a plan. Make the library work. Susanne agrees. We need to look at the library from the inside out. Why can't we combine library and community center?
- How can we change simple things in the existing library? What can we do now? Look at what we have and what we can change. Maybe a teenage room

downstairs. Evaluate the space, what is available and how it might be rearranged. Detailed evaluation plan.

- We reshelve books at the library. Everything is jammed in there. Space is a big issue. Is it possible to build up in that building or out?
- Tim agrees that the current facility can be upgraded, and we need a bigger space. The tax rate in Orleans is low compared to other towns in MA, not an excessive burden. Fortunate to have second homeowners. We haven't been investing and this is why we're here. We haven't invested in things that are directly of interest to the community.
- Darienne, CT built with private funding.
- Fundraising requires deep pocketed, passionate people.
- R: staff employee lounge, used for many things, not friendly. Staff should have a welcoming place to relax.
- I/R: Incorporate schools, e.g., after school Lego Club program. Teenage room: Cozy room with beanbags, music/headphones, teen books. Few middle schoolers come to the library.
- Could staff come up with a plan to work with the schools nearby?
- Enrichment, reading club? Find out if parents would be willing to have their kids involved with clubs.
- Start now with small changes and attract more people.

Snow Library Community Engagement Meeting 4 February 23, 10am-11:30am

1. Welcome and Introductions

- Claire Gradone
- Johanna
- John Cooper
- Rick
- Robert Summersgill
- Ruth
- Sandra Rhodes
- Steve Gass

2. **Current situation:** *What is happening in the world (globally, nationally, regionally, locally) that's having/will have a big effect on the Orleans community, the region, and the Snow Library?*

- A lot of people have moved or partially moved to Cape Cod. Planning people aren't quite sure. Potentially new patrons for services.
- We're caught in a dynamic where it's increasingly difficult to afford living on the outer Cape. It's hard to attract young working families. At the same time Orleans is the oldest community in MA and has a large number of retirees...concerned about their tax rate living on fixed incomes. Makes it challenging to think about municipal improvements. Such a need for affordable housing. Pushing real estate prices up is driven by investors in second homes.
- It's going to be a challenge to get patrons back in the library, especially the retired community. People are used to doing things at home and running in and out of the library.
- There is a hope and expectation that workforce housing will be built, so there is a hope that there will be more children. Children's programs will be important.
- Competition for space. Really important to think about this moving forward. The COA and the library are the two most used buildings in town.
- Orienting toward kids is important. Robert was inside the redone library in Eastham and was impressed with the physical layout that is so inviting to children.
- The staff is terrific. Need additional workers in the physical plant.
- We're in a crisis of misinformation and the library may be underperforming in fighting misinformation.
- Important that other parts of town talk about the library. Another town sent a mailing around thanking the staff of the Lincoln Library for keeping the library open...from the town manager. Important that it's not just the library talking about how wonderful the library is.
- Susan Orleans book about the Los Angeles fire...The Library Book. I wonder whether there are lots of people who do things in the library and don't know what else is happening in the library. Have experience with the library that we don't know about.
- Pre COVID every time I went into the library, it was full of students. Gathering and working place. I would imagine that this would come back as we move beyond.
- A lot of young people are now downloading books and listening to them. Podcasts, etc. Lots of people

- Big tech changes that affect different generations differently.
- Re young people: growing up in a period of time with a lot of uncertainty. They are worried about many things, including what they can afford, where to live and existential crises re the future of the planet. A lot of cynicism about the current ability of our governing system to solve these problems in a useful way. A lot of anxiety.
- For every generation, the library represents a safe place to be. Johanna is a great believer in open stacks. Even kids who might not otherwise pick up a book find new things to read. Important experience to browse stacks. Not incompatible with tech. Never been a golden age where kids were not full of some kind of anxiety.
- The notion of the library as a safe Third Place where you can do independent or group work. Also, as a place that represents knowledge and facts and as a vehicle that represents what it means to be a critical thinker.
- The library needs to be a safe, non-judgmental place. Librarians can help kids find "real facts". Kids need to learn how. Kids Google everything and they may not understand how to find the information they're looking for. Don't know what a glossary is.
- Support for online searches? This would be a really useful service. Reference librarians may help people with that.

3. ***Our best future: It's 2027. We've successfully addressed the opportunities and challenges identified in 2022. How have the community and region changed, how has the Snow Library changed? How has our thinking changed? What are we able to do we couldn't do before? How does this positively affect the people who use the library to work, study, and enrich their lives?***

- Snow Library is the busiest place in Orleans and is truly the community center.
- There are programs for kids, students that are really compelling to them and helpful in terms of what they're doing. The equivalent of the great LTL offerings for adults.
- Every generation in Orleans has learned to channel their inner 4 year olds, so when they hear something, they ask "why".
- The library is a source for music programs, especially local talent. The auditorium is full and outdoor programs are well attended.
- The library is the intellectual and cultural center of Orleans
- The library is the natural place to be.

- Just as a big factor in where people move is the schools, the library is a factor. People come to Orleans for the great school and the great library.
 - The library is known as a center of innovation and incubation of ideas. People get together to solve problems.
 - The town has agreed upon a viable strategy to renovate or replace the Snow Library.
 - One participant and his wife brought up their kids in Wellesley. Still have friends there. They were in the Wellesley library which has been redone. After COVID was underway. Beautiful job. The place was teeming with safe activity. Everyone was masked and being respectful. Jumped out as an example of how an appealing physical location can attract a wider audience.
 - Almost everybody in Orleans knows about what the library offers.
4. ***The future is now:*** *Thinking about the future we imagine, what are folks doing at the Snow Library that we should KEEP? What no longer serves us that we should ABANDON? What might we INVENT or REINVENT that will help us create the best future for our library and our community?*

KEEP:

- Art shows, concerts
- CLAMS
- Lifetime Learning
- Strong book collection: many people want real books.
- Strong relationship with the Friends as a venue for a rich array of opportunities
- The exceptional staff who are very helpful and friendly

ABANDON:

- Fines. (This is on the current Trustee agenda) There are fines and then replacement costs which are distinct things. It is complicated b/c we're in the CLAMS network. Many books aren't owned by the snow library.
- The idea of having the children's area next to the quiet reading area.

INVENT/REINVENT:

- An annual "I Love Snow Library Day"
- A teen room

- Better space for young people. Unique opportunity for the library to be of service to young people. They need a space where they can be themselves.
- Bringing the library out into the community. Have the music programs late in the afternoon and pair this with local restaurants.
- Cafe (What are the potential issues with the health department?)
- Orleans Cultural Council members have talked about how to collaborate with others in town. Created a list of cultural places in town. Entities that the library could collaborate with.
- Constraints are old, tight space. Tech enhancement could be better. Also, staffing. Just to keep the doors open the hours they have are challenging
- Friends marketplace has a wine tasting. Why not a book tasting.
- Idea: Hold weekly sessions to help people learn how to find information. There is a lot of technical stuff.
- If you want to be an open friendly space, you can't have food rules. It's part of the atmosphere. Maybe there should be a room with a bar.
- Information about the library.
- Librarians doing things in the schools. Go to after school programs/girlscout meetings. Ann Foster works with the school librarian. Brings kids into the library to get cards, etc.
- Library of people: people who are willing to share their time and expertise
- Library of Things: already loan hotspots. Collaboration with the right entities. Started with cake pans and has expanded in communities. Could be tools. Devices that could play CD's that you could plug into your car
- List of things other libraries do that we could borrow from. Board meet with other local boards to compare activities, etc.
- Marketplace of ideas.
- Need a facility that is better zoned for different types of uses. Right now, the areas bleed into each other. They are not acoustically separated. Doesn't support people
- One-off book clubs around topics.
- Partner with Nauset neighbors to get books to people who need books and can't get them. Also, the Snowmobile to bring books to people.

- A participant is involved in the Cape Symphony. The notion that the CSO is an organization for all of the Cape, rather than just a small slice of humanity. "Not just dead Germans and Frenchman". We're working at diversifying the board, so it really represents the population of Cape Cod. The director asks how we appeal to younger audience that is not a traditional classical music audience. Grand kids 15 and 10 who live in Cambridge where the high school is next to the library. It is part of the student's culture. Grandkids always bringing books home from the library.
- Steal ideas from bookstores that are doing things successfully. Readings, performances, etc. Some bookstores are coming back. What could the library do to borrow ideas? Expand this to all businesses, e.g., clothing stores, art stores, connection between businesses in downtown O. and the libraries. Put interesting books out in the community.
- The CLAMS systems
- The library could be a clearing house between people who need things and people who are willing to share.
- The Orleans bookstore has no space for events. Maybe they could hold their events at the library. Teaming with local businesses in a variety of ways.
- We have a lot of poets on the Cape. The Cape Cod Times publishes poetry. Maybe we could bring poets together. Pattern with kids' program.
- What could the library stop doing to reallocate resources to other things? Where are new resources needed?
- Young people's ambassadors' group, given a portfolio they can use to talk about/share about the library.

Appendix B: Snow Library Community Survey

Section 1 of 7

Snow Library Survey

The Snow Library wants to continually enhance its services, collections, and spaces to better serve the town and our community of users. Your responses to this short survey will provide information that will allow the Library and Board of Trustees to better meet your needs.

The survey should take 5-10 minutes to complete.

We appreciate any and all feedback that you are willing to share and are grateful for your support of the library and this effort. Don't forget to add your contact information in the final section to enter the raffle for the Hot Chocolate Sparrow gift certificate drawing. You must click submit on the final page for your responses to be recorded.

The names of respondents will not be shared outside of the Snow Library Strategic Planning Committee.

Please complete this survey by: Tuesday, February 15, 2022.

Where do you live? (The Snow Library welcomes all.)

- I live in Orleans year-round
- I live in Orleans seasonally
- I live in another community but work and/or study in Orleans
- I am a visitor
- Other...

How often do you use the Snow Library? (In-person or online)

- Weekly or more frequently
- Monthly
- A few times a year
- Rarely or Never
- Other...

Your Age



Description (optional)

What is your age?

- Under 12
- 12-17
- 18-34
- 34-55
- 55-75
- Over 75
- Prefer not to answer

Your School



Description (optional)

Please check your school, if applicable.

- Nauset Regional HS
- Nauset Regional MS
- Eastham Elementary School
- Eddy Elementary School
- Orleans Elementary School
- Stony Brook Elementary School
- Wellfleet Elementary School
- Not applicable
- Other...

Use rarely or never



Description (optional)

What is the main reason that you use the library

- It is difficult for me to get to the library.
- I have no need for the services provided by the library.
- I use a different library.
- Other...

Please tell us more about why you use the library infrequently

Long answer text

What kinds of services would encourage you to use the Snow

Long answer text

Would you like to receive additional information about the library, its services, and

- Yes
- No

What kind of information would be

Long answer text

Main Questions



Description (optional)

How important are the following existing library services to you and your family? If responding on smart phone, please use horizontal view for this question.

	Very Impor...	Important	Not Import...	Not Sure or...	I was not a...
Customer ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WiFi Access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quiet Place...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place to W...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book Colle...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Magazines...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DVD Collec...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to B...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ebooks/Au...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Dat...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifetime Le...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Progr...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young Adul...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book Clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Art Exhibit...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friends of t...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us more about what is important to you

Long answer text

The Library is evaluating new services. Please indicate your family's priority for the following potential services.

	High Priority	Lower Priority	Not a Priority	Not Sure or Ca...
Streaming vid...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More busines...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More online pr...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More program..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More program..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More program..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More program..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More persona...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library of ThL..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us more about your priorities. Are there other new services that you would

Short answer text

We would like to know if additional or revised hours of operation would make library use more convenient. Please indicate which additional hours would be most convenient for your family. Check all that apply. Current hours of operation: Mon, Thurs, Fri: 10 am to 5 pm Tues, Wed: 10 am to 8 pm; and Sat: 10 am to 4 pm

- Current hours are fine.
- Additional morning hours on weekdays
- Additional evening hours on weekdays
- Additional morning hours on Saturday
- Evening hours on Saturday
- Morning hours on Sunday
- Afternoon hours on Sunday
- Evening hours on Sunday
- Other...

The Snow Library Board of Trustees would welcome your help as it considers the future of the library building. What are the top five aspects of a library building that are important to you? (Choose no more than five)

- Accessibility
- Quiet reading/study areas
- Group work areas (set off from quieter areas)
- Meeting rooms
- Flexible space
- Outdoor area for library programs
- Computer access and WiFi
- Heating, ventilation, and air conditioning
- Restrooms (clean and well-maintained)
- Parking
- Other...

Tell us more about what long-term building needs are important

Long answer text
.....

Do you have additional comments or suggestions for the Library? We'd love to

Long answer text
.....

Other Organizations



Description (optional)

Please let us know which other local and regional organizations you participate in? (check all that apply)

- Senior Center
- Nauset Regional Schools
- Recreation Commission
- Cape Abilities
- Chamber of Commerce
- Rotary Club
- Lions Club
- Community Development Partnership
- Not applicable
- Other...

Contact Information



Description (optional)

If you would like us to follow up or if you would like to enter the raffle, please provide contact information.

- Please enter me into the raffle
- Please follow up with me
- No thank you
- Other...

Name

Short answer text

Email

Short answer text

Phone

Short answer text

Note

Short answer text

Snow Library Strategic Planning Survey Detailed Results 2022

The survey was open online for about three weeks in February 2022. The survey was also distributed in a slightly abbreviated paper format at schools and the Senior Center. 346 responses were received, of which, about 60 (17%) were submitted in paper format and input by library staff. This is a good response in a community of about 6,300. We believe many responses were family-based to represent the needs and aspirations of more than a single individual.

Major Respondent Trends

- The vast majority (76%) are year-round Orleans residents, while 14% are seasonal Orleans residents.
- 70% use the library regularly (monthly, weekly, or more frequently).
- 56% are aged 55-75 and 30% 75+.
- Services deemed most important (over 200 responses) are: Customer service provided by library staff, the book collection, the ability to borrow materials from other libraries using CLAMS, Lifetime Learning, quiet place to read/study, adult programs, and the Friends of the Library book sale. 113 respondents added a comment about what is important.
- High priority for potential new services was given to (over 200 responses): streaming videos, more online programs, more programs for seniors; with more programs for children and more programs for young adults falling slightly under 200. 73 respondents added a comment about potential new services.
- 71% said current library hours are fine, while 32% indicated that Sunday hours would make library use more convenient.
- The most important features for new facility consideration are parking, accessibility, restrooms, quiet reading/study areas, computer and WiFi access. 91 respondents added a comment about long-term building needs. Many comments referred to the physical space. The vision of the library as a quiet space and, simultaneously, a community center is apparent from respondent comments. There is a desire for both. Calls for outdoor space and many facility updates were made with many seeking a community space. Several respondents commented about the need to keep costs down.
- Many respondents also use the Senior Center

Other Trends

94 respondents added an additional comment or suggestion for the library. Numerous positive comments about the library were made and one repeated sentiment was, I love the Snow Library! A mixture of comments and suggestions about the facilities and services were also made.

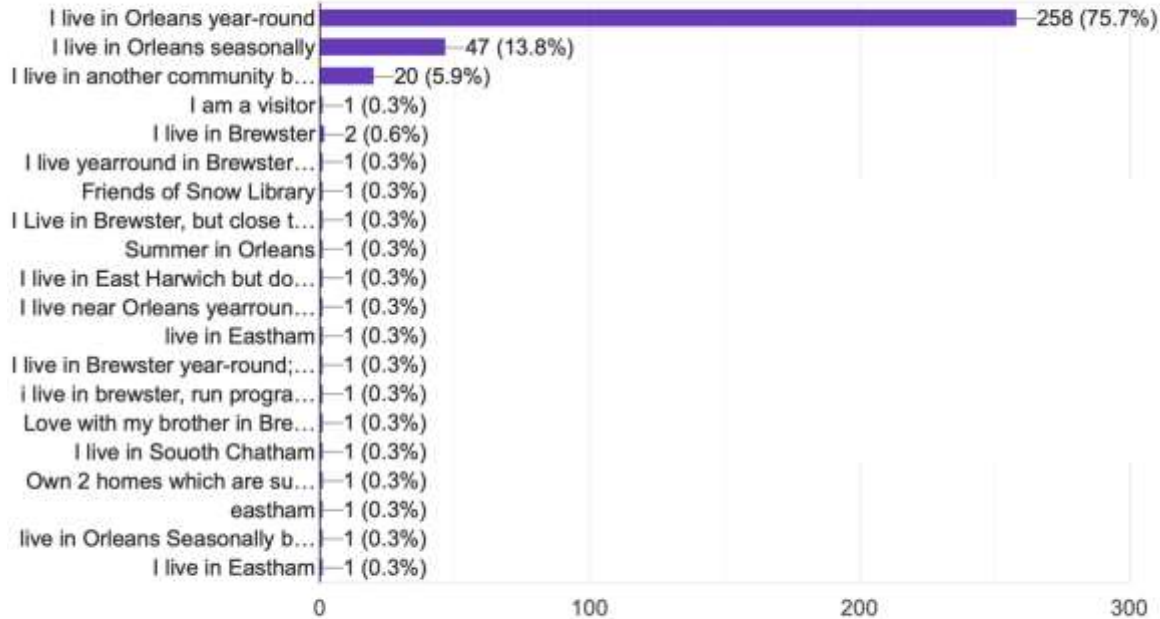
Some respondents suggested local collaborations, e.g., with the Senior Center, schools, Orleans Historical Society.

We attempted to hear from those who use the library infrequently or never and 25 respondents responded as such. We asked them why they used the library infrequently and the most frequent reason was that I have no need for the library's services. We followed up by asking what kinds of services would encourage library use. Programs was suggested by several respondents and several respondents requested more information about library programs.

Where do you live? Other responses

Where do you live? (The Snow Library welcomes all.)

341 responses



eastham

Friends of Snow Library

I am a visitor

I live in Brewster

I live in Brewster

I live in Brewster year-round; Snow Library is closer than the Brewster library

I Live in Brewster, but close to Orleans

i live in brewster, run programs at Snow through Cape Cod Children's Place

I live in East Harwich but do most of my business/shopping in Orleans.

I live in Eastham

I live in Souoth Chatham

I live yearround in Brewster and work in Eastham

live in Eastham

live in Orleans Seasonally but back & forth all the time

Live with my brother in Brewster for 8 months

Own 2 homes which are summer rentals until we retire. We spend time there as we can.

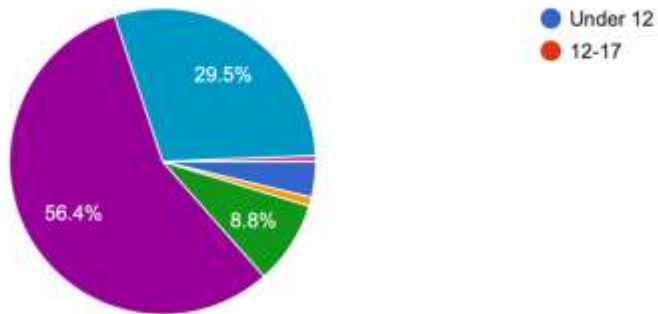
Summer in Orleans

How often do you use the Snow Library?

How often do you use the Snow Library? (In-person or online)

What is your age?

319 responses



Other responses

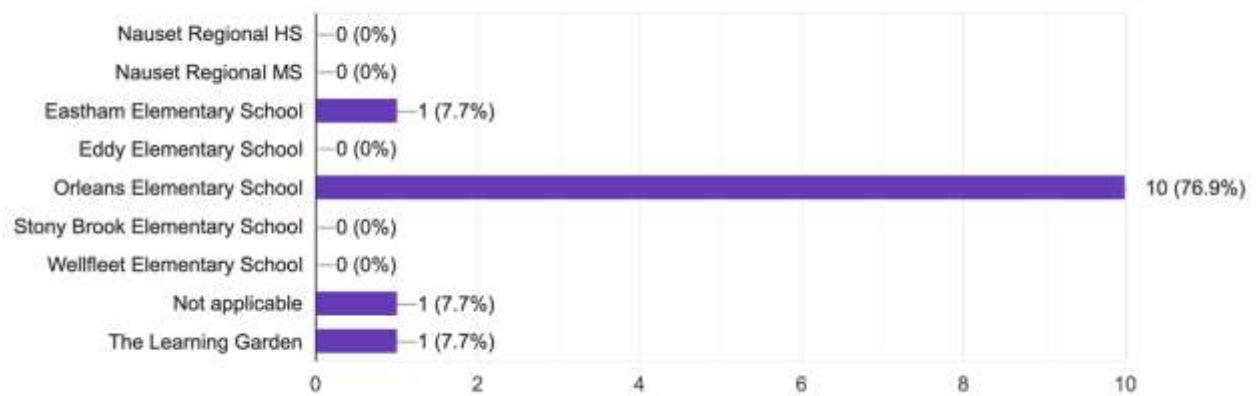
a few times a month, so not weekly, but not monthly
bi-weekly
Bi-weekly
Biweekly
Clams
During the past two years it has been impossible to visit in person
every 2 weeks
every 2-3 weeks
every two weeks when in Orleans
I use Brewster Ladies Library
Pre-COVID every few weeks
Pre-pandemic regular weekly
Solely online since the pandemic began
Weekly when we are in Orleans which is April to Oct.

What is your age?

What is your school (if applicable)?

Please check your school, if applicable.

13 responses



What is the main reason that you use the library infrequently? (Asked only of respondents who indicated infrequent use.)

What is the main reason that you use the library infrequently?

24 responses



Other responses

- Covid
- I have just never been in the library
- I wish I read more than I do
- Kindle orders
- Never got in the habit in the fifty years I have been coming to Orleans
- typically purchase books of interest for personal use
- Unsure of what is new at the library that would interest me.

What kinds of services would encourage you to use the Snow Library?

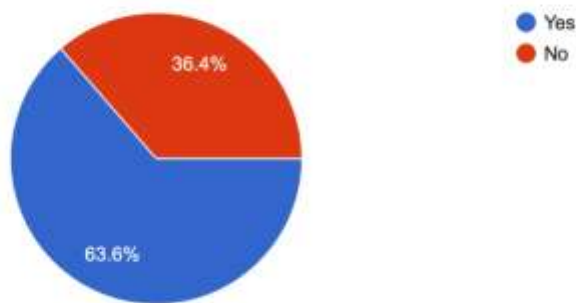
- Children's events for all ages
- community events, book sales, mentor programs-older and younger reading programs?
- Cultural events, authors, teen events
- Free lectures or other programming that interests me (environment, town history, aquaculture).
- Historical discussions regarding Orleans.

- I would need no more incentive to use the library.
- Kanopy
- Lectures
- More meeting rooms
- More titles available as ebooks, please
- Musical performances like Kareem jazz pre Covid, also Linda Ronstadt movie.
- Nothing
- Unsure as I find research, archival needs, etc, can be accomplished online
- workshops, inservices, education programs

Would you like to receive additional information about the library, its services, and programs?

What kind of information would be useful?

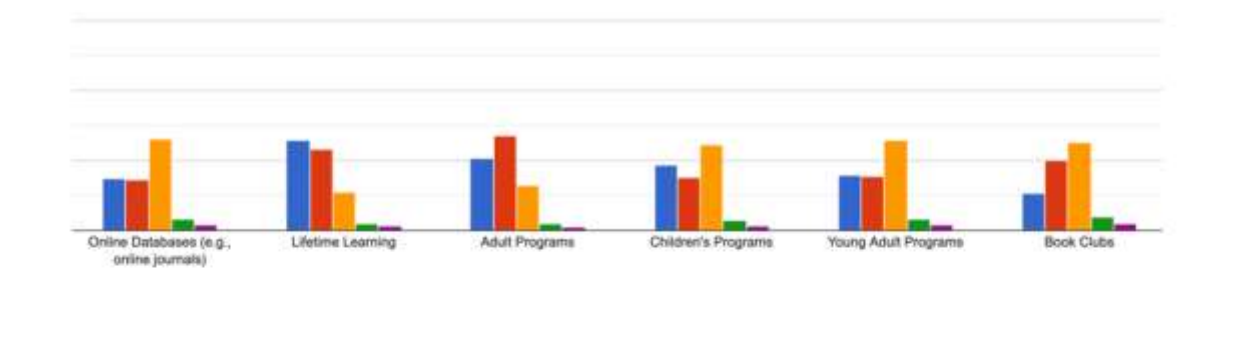
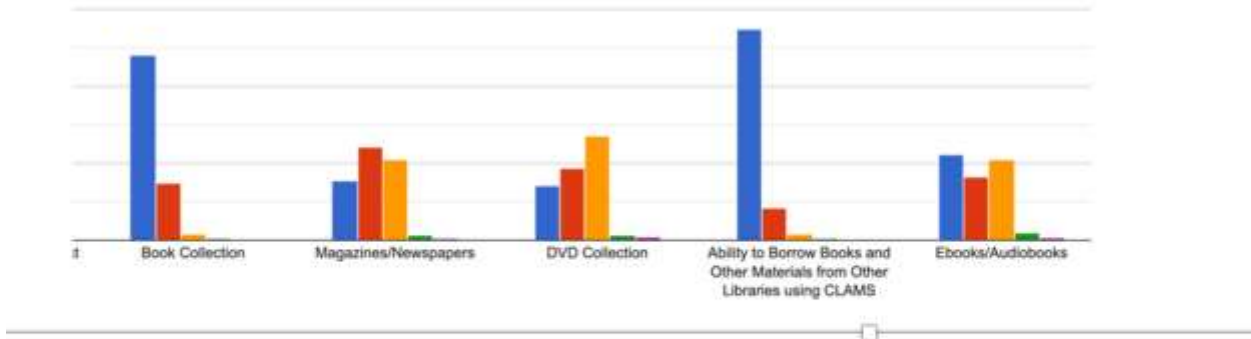
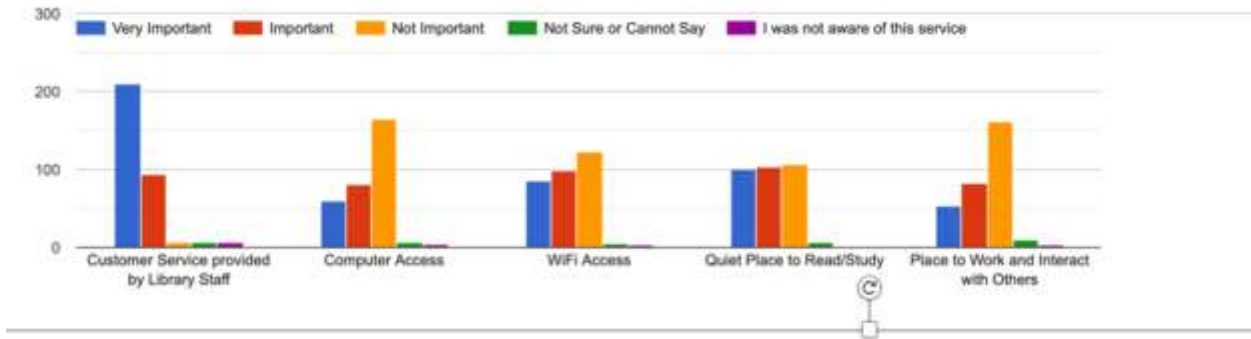
Would you like to receive additional information about the library, its services, and programs?
22 responses



- All services available
- any happenings at the library.
- books on line
- Children's events
- Do you ever use book sales to raise cash? Our local (home) library has an annual fundraiser selling donated books.
- General information
- programs, events, etc.
- Programs, lectures

- See above answer to services; community programs, book clubs, etc.
- Services, programs.
- upcoming education programs and workshops
- What's happening at the library, and a suggestion box for what the community would like to see more of.

How important are the following existing library services to you and your family?



Tell us more about what is important to you (optional)

- A comfortable, cozy, and inviting space.
- A light, comfy gathering place for all generations where it's fine to talk but you can reserve a small or medium-sized quiet room to meet in.
- a lovely sanctuary; most memorable parent-child event was race between turtle & a rabbit (turtle won, of course; rabbit mostly fooled around); art shows, readings, & talks also tiptop
- Ability to order books remotely.
- Ability to borrow eBooks
- Ability to order books online from CLAMS and pick up at the library
- Ability to request books online. Lots of new and current books available. Wonderful staff!!!
- Access to books using CLAMS. We have limited space for books and have turned to the library for books we want to read but not purchase.
- Access to copier, printer, fax machine very important. Local art shows.
- access to periodicals
- Adequate space for Nauset Newcomers book groups to meet
- Allowing only vaccinated people in the library and into the classes that are held there.
- always helpful, Selection of books, clams,
- Appreciate reference services very much, Commonwealth Catalog help
- Appreciate the separating out of newer books, also the ability to search CLAMS catalog and get books from other branches.
I volunteer with the book sale committee and that service is important for several reasons: it recirculates books, it attracts users to the library who then may take advantage of other services, it gives me an opportunity to find friendships with year round residents, others -- both committee members and buyers -- tell me about books/authors I may not be aware of.
- Audiobooks and wi-fi are my biggest priorities.
- being able to use the CLAMS program is very important. And possibly having more of the newer books
- Books and movies to borrow
- Books and videos - especially audio and eBooks these days

- Books at Nauset Beach in the summer. Love that!

Just throwing this out there - I wish it were quieter in the library or there was a room of some sort (maybe with a computer or comfortable chairs) that was labeled the quiet room.

- Central location - downtown is ideal. Accessible by public transportation.
- Children's services
- Children/teen programs are very important for the library, just not for me.
- Children's books, and lifetime learning are our prime interests
- Clams access and friendly reminders about books arrived for me
- Clams is so helpful
- CLAMS to explore books to read, pick up and return at Snow, CD audiobooks for long car rides, 3-5 Friends classes each semester, friendly assistance and advice from staff
- Community meeting space in the library and online access to borrow books and access ebooks in the CLAMS network
- Continuing excellent service
- Customer service is very important (right now it's always terrific). Regarding children's programs: my children are grown but children's programs are needed for young families on Cape. Art exhibits in the library are fun and beautiful to look at. I've acquired quite a few books at the book sales.
- Easy access to materials and maximum use of network of neighboring libraries
- eBooks and audiobooks are a lifesaver!!
- Ebooks.
- Financial/Investment publications
- Finding a central location with more parking.
- Free resources to those who need them most.
- Friendly and competent staff
- Fun programs for kids
- Good librarians to help
People find info
- Having a place that supports a community that is continually learning.

- Having a welcoming atmosphere when entering is crucial. I love it that the staff is so friendly and helpful. And then next is the collection. It is important to me that it is kept up to date.
- I am disabled accessibility is of extreme importance
- I don't have children but my vision of a library is one that services the whole community, and meets the needs of everyone in it.
- I feel very strongly that the library should be at the heart of the community. It should be the go-to place for all sources of information. The best model of a library that I could only hope for you to emulate would be the Ferguson Library in Stamford Conn. One look at their facility and the way it's configured and accessible to the public for a myriad of services would convince you how important that institution is to the community and we can do the same. It can be done on a smaller scale. We already provide many of these services, this is just a worthy model to see what can be added and how to make the building accessible for what's offered.
- I love that I can request books to be purchased. I love e-books, more of these, please. I love chatting with the staff.
- I love that the staff is so knowledgeable and helpful!
- I love to read and PARTICULARLY LOVE your large print collection
- I think the library needs to be a place where people in our community with similar interests can meet each other and share ideas. This is equally important as the library serving as a portal to the larger world of learning and art. I am sorry to see the Friends moving toward Lifelong Learning classes that are just one session because it undermines this part of the library's mission. Really they should just be programs. The connectivity to the resources of other libraries is also very important as we can not house enough materials to match everyone's interests in any depth.
- I use Libby constantly for audio books
- I wish it were easier to learn how to borrow books from other libraries. I also wish there was more advertising about when the book sales will take place.
- I would like to see an improved physical space that is open, inviting, quiet (in most areas) but with multi-purpose flexible spaces to be used by the library users and general community. The book collection is critically important, but CLAMS makes our smaller collection seem larger.
The library staff is also critical. Friendly, knowledgeable, service-oriented staff improve the experience for everyone.
- I've missed the winter concert series.
- In this rushed and often imbecilic world, it's vital we maintain the occasional oasis of cult, kindness and quietude. Snow Library then is just such a place. It is consistently warm, accessible and professionally run.
- informed, and respectful staff. they are # 1!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

- Inter-library loans; eBooks; book collection
- It is difficult to speak to the potential of our library after such Covid disruption, but the potential is so much greater as we open again. Using the library for language learners seems a natural progression, as a new service below.
- It was important that when the library was closed to the public, I could still order a book and call and it was put out to be picked up. That was a tremendous help!
- It's so convenient to use Snow Library, so I frequently rent my audiobooks there and will even mail them back if necessary. I have used the library for the full 70 years that my family has been coming to Orleans, esp since owning property since 1961. I find it tremendously comforting and look for reasons to visit and just roam the stacks, see the art exhibits. Until my mother passed away in 2017, she read 3 books/week from the library.
- Large print books (up to date)
- Libraries are crucial to a community. I LOVE that I can get books from many collections.
- Libraries are trending towards being a community meeting place, so the chance to meet people of similar interests would be nice. Clubs or classes.
- Library's easy access and ready help
- Lifetime Learning, esp. online
- Like to know about the book sale
- Lots of books and no masks
- Love having the library in the center of town, the friendly helpful people who work here. Love love the CLAMS system!!
- Meeting rooms
- Meeting space for small non-profits based in town, board or committee meetings. Extended evening hours may be helpful for these. Separate exit so whole building would not have to be open for a couple of evening meetings.
- Most important is access to printed (hard and electronic copy) and audio materials. I would like the library to be a welcoming place where I feel comfortable.
- Most important is the Lifetime Learning program: I've been a committee member for 8 years and sign up for several courses in both the Fall and Winter/Spring terms. The Library staff is always helpful, friendly and welcoming - a big asset. Movies and musical programs are nice to have available. There are a number of cozy corners for working quietly on a research project. I so look forward to returning to more "in person" events, but the recorded classes make it possible for those who don't drive, or for convenience if one must miss the actual class meeting.

- Mostly take advantage of children programs
- NO GOLF GAMES IN THE LIBRARY
- Not sure if "computer access" above refers to computers at the library or access to the library through my computer. Latter is very important to me; former is not.
- Offering Lifetime Learning classes both unperson and virtual is awesome. Lots of work for volunteers; great enjoyment & options for users. THANK YOU!
- online access to newspapers
- Ordering books on-line
- Ordering Books. Love the people who work here.
- Place of refuge; quiet amidst hubbub of daily life. Pinpricks to stir new. Interests, authors
- Please focus on large print best sellers for all of the seniors in town, especially when the wifi goes out in a storm!
- programs for families
- Programs for pre-school and elementary aged children & and a more separate dedicated, larger space for them to play and learn, where the parents and guardians don't feel like they are intruding on or bothering other adults in the library.
- purchase more programs (social, learning & Etc.) with the participants of Cape Abilities
- Quiet spaces where you can read or study. The library is noisy.
- Quiet. No loud bands with drums
- Services for all age and cultural groups
- simply check out books, read magazines occasionally
- Some of the above services, although checked as not important to me, are most definitely important for others, such as WiFi for J-1 International Students in the summer, children's programs, etc.
- Space that is relaxing and comfortable which accommodates browsing in a pleasant atmosphere
- Story telling on the green
- That the latest books and DVD's are available
- The ability to conduct personal learning and research
- The availability of clean bathrooms and warm surroundings

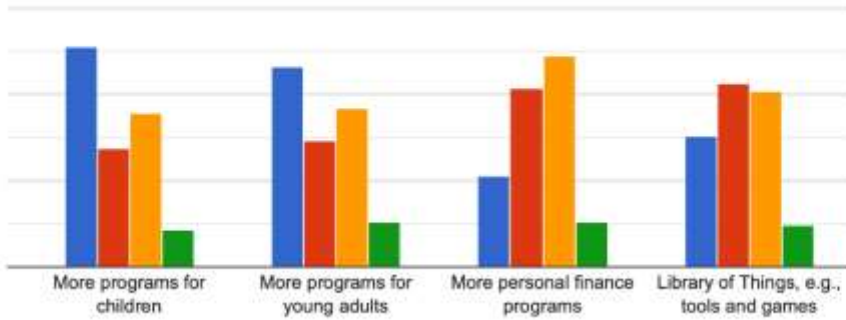
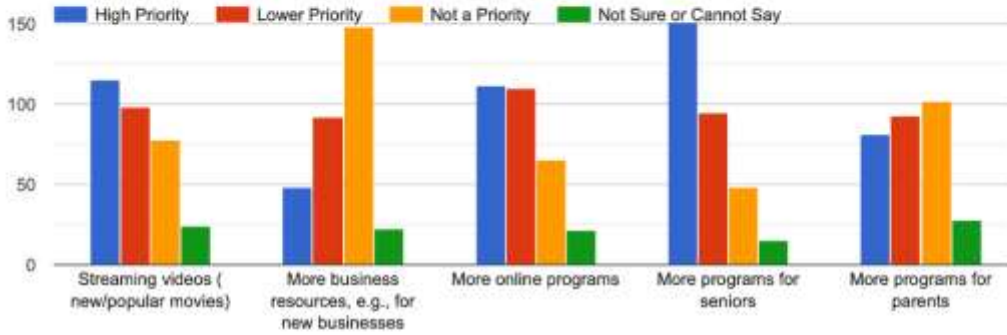
- The building itself and how it accomplishes the above list: Snow needs a new facility so that it can expand and grow with the community and become a comprehensive asset to the whole town to bring in all members of the population and to be a "crown jewel" for the town...as Eastham has recently accomplished with its rebuild of their library
- The CLAMS program so I can use books from around the state
- The friendly, helpful staff!
- The hours are very good; the staff superb! ; the programs are EXCELLENT...diverse, covering a wide range of ages and topics; a WONDERFUL COMMUNITY RESOURCE!!! THE BUILDING NEEDS WORK!!!
- The interaction with the patrons & not making the library become a large impersonal place.
- The kind, helpful interaction with the Staff
- The library is a focal point of our town. It could be even more so if it had a casual gathering place. OK, maybe not a coffee shop right away but...
- The staff has been wonderful to me. I miss Linda! The LLL programs are a great service to the community.
- The welcoming friendly staff and the Libby on line book selections
- This library is a community gathering place where people from all over town, of all ages and means can mix. The opportunity to explore the world of books, the internet and the use of computers is priceless, as priceless as an education.
- Those things I answered "not important" are not things to eliminate from Snow Library but only things that my husband & I do not use ourselves.
- Update DVD collection. Update and increase short story collection
- Updated books in non-fiction collection
- Using the Libby app
- Variety of subjects and use of CLAMS
- We especially appreciate and enjoy your collection of Cape Cod stories by Joseph C. Lincoln and we hope you will continue to keep all of them at the library.
- We like the magazine exchange in the Foyer.
- We love Snow's library! Will miss it very much when eminent relocation occurs :(
- We so enjoy using the library for playgroups, a place to gather for parents and infants, toddlers, for social connection and introduction to library programs
- Welcoming atmosphere, evening hours, good architectural design. Would love to see chairs that are more comfortable. I would like to see some little gardens and benches, places outside

where people could meet spontaneously and connect, and chat, or sit and read. There are VERY FEW places in town for people to meet (except of course, spending money - restaurants primarily. We need more places to meet and talk to or just be with others.

- Welcoming patron friendly service to go along with great variety of books, DVDs, and programs ~ I love lifetime learning!
- Would love to know more about any events at the library.

Please indicate your family's priority for potential new services.

The Library is evaluating new services. Please indicate your family's priority for the following potential services.



Tell us more about your family's priorities. Are there other new services that you would prioritize?

- a library cat!
- a new location that enables all of the above to grow
- additional passes for museums
- Again, access to printed material, both hard and electronic copy; and audio
- Again, improvements in space (more of it and nicer) are my biggest priority
- Again, in today's fraught world, civility and learning often seem in retreat. Making a welcoming place can make a real difference. see
- All of the above are important - but again, my husband & I would not use the parents/children/YA programs. I think a library of things would be useful .
- any new services should NOT require new staff or taxpayer \$\$....seek volunteers & donations
- as a fan of the Rowena Myers music concert series, I would like to see more music. Also, having other entertainment like comedians, lectures, exhibits in the Craine Room would be welcomed.
- Baby Yoga classes, Baby's First Year groups, workshop space and parent education programs
- Better DVD collection would be great.
- Books, movies, Lifetime Learning and research cyber security, Hoopla
- Can the library counteract some of the loneliness of the past two years along with the change to d9 more inter generational programming .
- Can't think if any. What you already offer meets my needs.
- Children and young adults
- Coffee would be lovely.
- Color printer, more live music.
- Cookbook club
- Digitized searchable newspapers and periodicals

- DVD, audiobooks, streaming videos, lifetime learning, adult programs, music programs
- Enjoy life-time learning courses
- Enjoy unusual adult programs
- Focus on services that not all would have access to otherwise.
- Good books, large variety, helpful staff
- Help business owners, and those looking to open new businesses in town.
- Home repair and gardening presentations
- i can no longer download books on my MP3 player with Libby. Is there a format that is available?
- I don't think so.
- I like the idea of the Library of Things especially for sewing machines and tools but I'm not sure how important that is. I know another library on the Cape does that.
- I now have a grandchild so children's services at libraries are essential. I live in Boston but like the idea of accessing lifetime learning and senior programs from Snow Library -- I should seek out that info more.
- I think programs for children and teens are important for the town
- I use the library for books, information, history and entertainment.
- I wish there were more online learning subscriptions to borrow and use - like Creativebug
- I would love a seed library and would help implement that.
- I'd come for classes. Craft things. "How to" things.
- If funds allow, make more books available in E-book format
- In person classes are excellent
- inter-generational programming
- Librarian support for research
- Library of Things....instruments, electronics (GoPro cameras, ready to load Kindles), etc. things that might make library more relevant. Consider a Seed Library. Space for

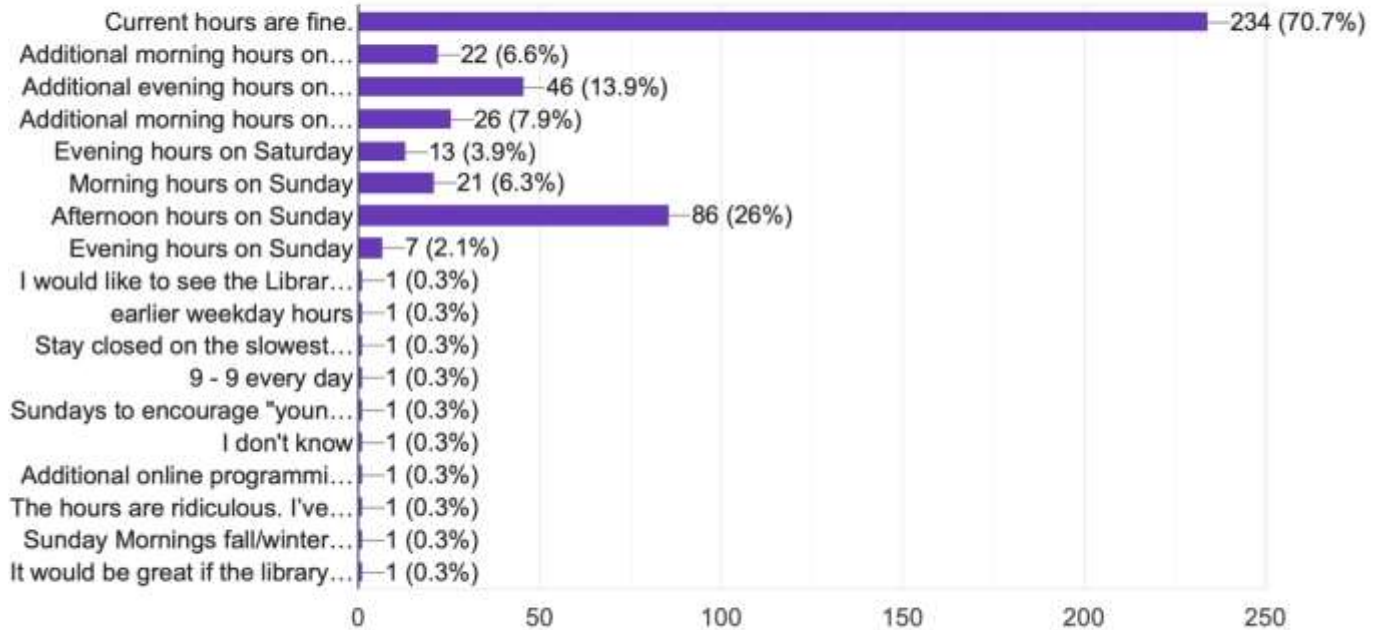
patrons to take Zoom calls without disturbing others. Return to popular music presentations.

- Love the streaming idea.
- Maximizing online services
- more music, community concert & programs in the Craine Room.
- More programs for children and young adult would attract younger families which would be welcomed. I don't need more personal finance programs but they are important for most. I like the crafting classes available. Sometimes I've missed Zooms, like "Cape Cod Winter Birds"
- More zoom offerings
- Mostly as stated above; programs for children and more conducive space and set up
- NA
- need to make sure our Library is at the top with technology to encourage the younger
- No
- No
- No
- No - ebooks are most important to me currently
- No need to compete with the sr center, which does a stellar job on programming. Maybe partner with them and partner with middle school after school program.
- No thank you. I'm fine.
- No...I like things the way they are
- none I can think of
- None that I can think of
- One libray I was a member of had a seed library; and gave away seeds.
- Online learning "zoom" classes on any technology would be helpful
- Outdoor space with gardens & benches for quiet reading and meditation.

- Printing and scanning services
- Reach out to other local non-profits. LCOC etc.
- reading program(s) involving seniors/older adults and children/youth; tutoring opportunities
- Starting point: there is not much to do that is stimulating outside the home in the off-season.
- Streaming services more important than ever
- Tech aid or instruction.
- The above and keep doing what works so well!!
- They have a very update systems. CLAMS is terrific
- We think a library should be a "community resource and center
- We value programs for children and young adults. However, in our age bracket, it is not a high priority.
- Would love to hear more talks from local authors or the Orleans Historical Society
- wouldn't it be wonderful to have room for the sales committee to be able to display all their inventory.
- you do a great job but not sure what to add

Additional hours

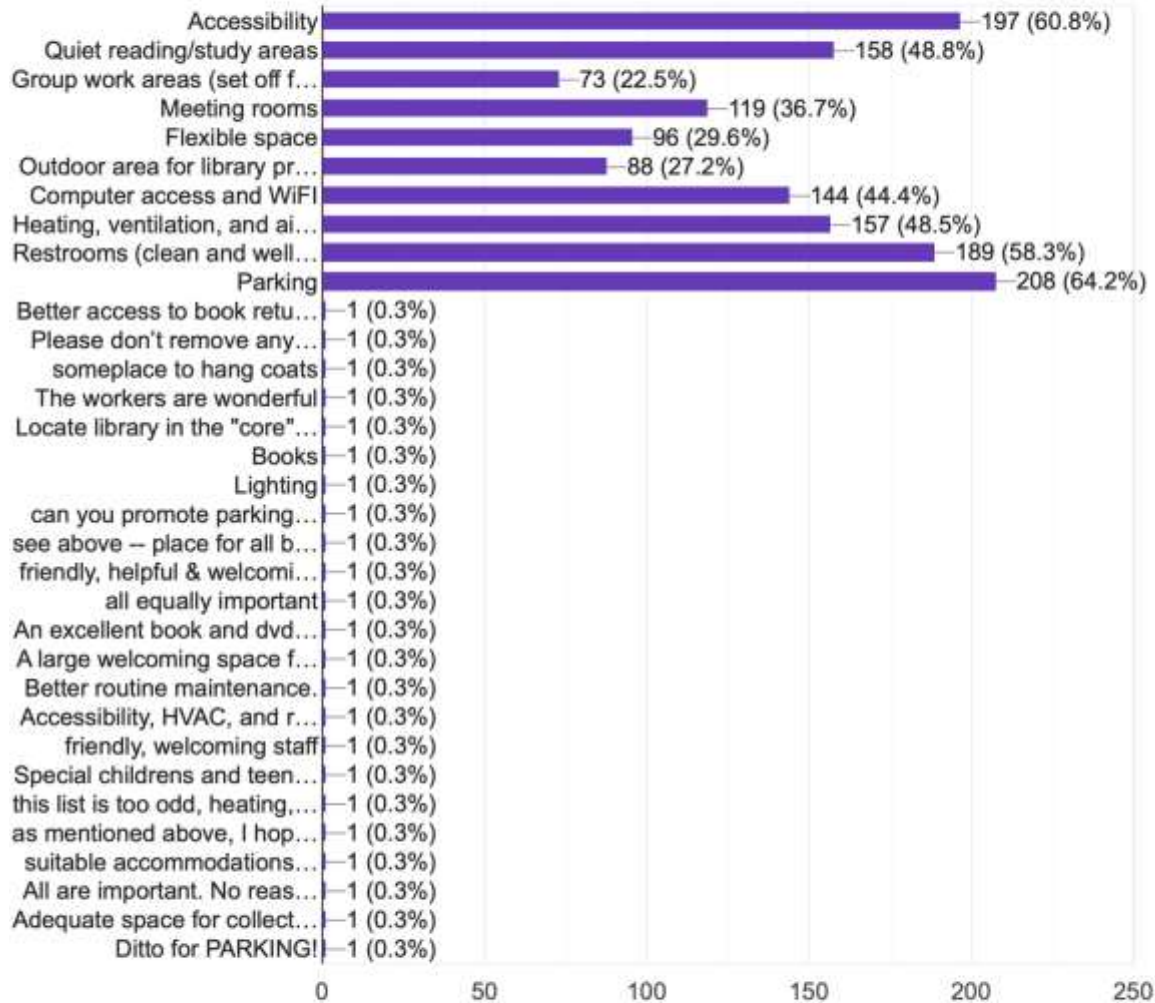
We would like to know if additional or revised hours of operation would make library use more convenient. Please indicate which additional hours... Tues, Wed: 10 am to 8 pm; and Sat: 10 am to 4 pm
331 responses



Important aspects of library building

The Snow Library Board of Trustees would welcome your help as it considers the future of the library building. What are the top five aspects of ...t are important to you? (Choose no more than five)

324 responses



Tell us more about what long-term building needs are important (optional).

- A fun place for kids and a place to do activities outside
- A larger library and an expanded and updated book collection
- A place for community members to gather (quietly). We don't have a community center in Orleans. The library is everything to me!
- Ability to accommodate seasonal crowds efficiently
- Additional parking if possible
- additional parking please!
- Adequate and convenient parking is a priority. Older people can't walk too far.
- Adequate Parking, Safe and updated building accessible to all
- Affordability
- Auditorium space for concerts, films, etc.
- better space to show films, easy access for those walking to the library
- Better warmer lighting
- Book sale room managed by volunteers.
- Children's area on separate level
- Commitment to maintenance, if we can't have a new building, the current one needs to be maintained. This refers to the interior, but also the exterior of the building needs attention and the trees and plantings are particularly overgrown and trees pose some danger to walkers on the sidewalks and even cars pulling in and out. Town needs to take a look at those large trees.
- Community rooms, small group study rooms
- could be integrated into new community center. Walk to the school also a plus, more school day activities integrated to school curriculum.
- Current space is a bit cramped
- Dedicated area for children, separate from adult area
- Do you have Ancestry.com for patrons to use?

- Easy drop off and pickup for books
- Expanded stack space would be good but improved parking is paramount
- Given the growing importance of computers, I'd like the library to expand computer access. I'd also like to see internships or part-time opportunities for students.
- go up, just as the building is designed to do
- Good natural light and outdoor space
- I feel the current facilities and location are more than sufficient. We don't need a new building
- I think an outdoor area would be a great addition. You would be setting your library apart from the other libraries on the Cape. You could have all sorts of events and even have a small garden, etc.
- I think building is fine with some updates to allow for some flexible space. Location is perfect!
- I think everyone that knows how to read can go to a space so they can read to other people.
- I think the building is fine as it is
- Ideally I would like a new library! There are not enough electrical outlets in the basement for people needing to charge computers while working on them. Air quality and heating/cooling issues throughout the library have not been sufficiently addressed. There aren't enough quiet, more private areas for the tutoring of students, or for small groups to meet.
- if repairs are needed, do the necessary work. we DO NOT NEED A BRAND NEW \$\$\$\$ BUILDING project until we pay off. 1. police station. 2. highway maint bldg. 3. sewers
- in planning long range building needs the Board needs to be more aware of the Towns Recreation Building Study. The Library Might be included in that long range planning for space that the Library is trying to provide.
- It'd be nice to have a large area for presentations (Like Crane) that can be partitioned off for smaller rooms as needed.
- It's essential to have a larger meeting room to be used by the community as well as smaller gathering areas. Also better internet access and more computers. A bright, open inviting spot to read. A gas fireplace would be great!

- Keep it downtown if possible. Bus access if it has to be further out. Parking a big issue for the aging population.
- Large auditorium or conference room would be good although the Craine Room seems to be adequate
- larger children's room; dedicated YA area; better staff areas and larger circulation area; more welcoming meeting areas; parking is challenging. lower level is a bit scary for some.
- Larger more modernized spaces would be lovely, and an outdoor zen garden/picnic reading space and space for programs when the weather is good would be lovely
- Library should have space to accommodate several groups at a given time.
- Making it an accessible and welcoming place that serves the varied community that uses and loves the library.
- Many, if not most, of the library's central systems (roof, HVAC) are all but useless. Parts for HVAC system can't even be found nationwide due to the age of the building. These systems affect everyone who works in or visits the library. A new building will cost less in the long run than trying to fix things piecemeal or rehabbing to bring this building up to current codes.
- More meeting space.... Much more on site parking
- More outdoor reading space, with comfortable seating
- more parking
- More parking space; accessibility; quiet meeting rooms; comfy reading room (for periodicals, newspaperapers); architecture that welcomes in the light, especially during the dark NE winter months; elevator; maybe one more bathroom for each gender (have fun that one); comfy break room for the staff; getting the building designed and built within the next five years.
- More parking, air conditioning, accessibility
- More parking, but where?
- More room for increased materials possibly
- More space - the library is to cramped; not enough meeting rooms; current building is old and deteriorating; a new or renovated facility should be a high priority for the town
- More space for books

- More space for community meetings
- More space for viewing new books, usually on top of each other.
- Most of the above aspects are necessities except maybe the Outdoor area. Cannot choose top 5
- Multi-media rooms for presentations and/or meetings.
- Need a much larger building with more space for meetings.
- None
- None
- Once the majority of Lifetime Learning Classes are held in person at the Library, it would be good to plan for additional meeting rooms to accommodate more people. This would allow more than one class to be held at one time.
- Open areas, spaces for collaboration, children's area, teen area, coffee spot, cozy chairs to read in, small work spaces, accessibility for all ages, light and airy spaces.
- Orleans lacks enough community meeting rooms.
- Orleans needs a new library that's bigger and offers more community meeting space.
- Parking
- Pleasant open spaces. Lot of windows. Meeting space for community organizations.
- Please see my above answers. I think the library is the most important building and resource in the town and I'd like it to be the centerpiece of an active downtown life with more evening and weekend day and evening hours
- Programming room
- room to grow, flexibility, lovely surroundings
- see my above comments, Orleans NEEDS a great library and without extreme modification the current space is just too confining to accomplish this and were it possible, then parking would immediately become problematic as the user numbers would increase significantly
In the past, locations of interest included: The Underground complex, The Governor Prence, The Captain Linnell House, space, a big space! If the Orleans Inn becomes available....?
- separate space for teenagers to talk, read, homework & maybe snacking.

- Short term, don't rely on traditional paradigms. Consider nontraditional functions that would make the library even more of a hub. Long term, for a vision for what a "library" might be in 10 years. Any plans for the future need to be an outline, rather than a specific vision.
- Space for expansion in years to come.
- Space for more books and materials
- SPACE MORE SPACE WITH GREEN SPACE TOO
- Storage for book sale items. Room for more shelves and more books. Designated staff area that is just for staff to take a break.
- sufficient parking
- Sunday Hours
- The basic structure of the library is in disrepair and needs to be fixed.
- The building is fine as is
- The current library's space is so cramped. We need a NEW, larger, library!
- The dead end basement space is dangerously isolated. Is there a way to use it for storage and office space, or quiet spaces with a phone that can be reserved
- The library is showing its age. It is not particularly attractive to young patrons.
- The library lacks adequate space for programs for all ages. The Children's services area is the smallest of most of the Cape libraries and doesn't allow children space to study after school, and younger children room to play and enjoy story hour in near the books.
There should be meeting rooms for the use of local organizations as well as programs organized by the library staff in response to borrower interests. There is also no room to expand the materials collections.
- The library should be in the center of town. Expand where the present library is located!
- The library should stay in the "Center" of town. Why not try to buy Santander bank property?
- Those front doors are a bear to get in and out of, something more user friendly?
- Town agrees library is important

- Up to date facility that is energy efficient
- UPGRADES/expansion//podcast rooms?
- using the space for families with preschool children to come together for intentional groups to build in time for social connection, social emotional learning, literacy programs

With Covid ventilation has gained importance!

Would rather expand vertically than horizontally (smaller footprint)

Do you have additional comments or suggestions for the library?

- A great library offers a broad mix of community services. Libraries foster communication and showcase History and information. Great libraries build capacity for Local Businesses. It becomes a nucleus for Public Gathering Places.
- Accessibility is important. I had a problem with my card, and I could not reach a person
- Adequate parking a plus
- Always enjoyed the music programs in the afternoon on weekends.
- As much online as possible... we don't get out much.
- Better parking
- Central location makes it convenient to include a stop at the Library when running errands through town.
I'd love to hear recommendations for further reading from librarians familiar with my interests. Do past books checked out appear on the screen when a current book is being returned or checked out?
The automatic renewing feature for books started during COVID was such a relief. Keep it!
- Crafts for adults, genealogy classes
- Doing a great job with what we have; thank you for all you do.
- Easier to use web page.
- Easy-to-use computers for book search
- even though I don't participate at this point in my life, having speakers and programs available for people to mingle and socialize.
- EXCELLENT SURVEY!
- Flexible use for future building: trying to look ahead to an even more digital age, while keeping in mind the not-so-savvy elders who are major patrons of the library.
- For me, everything is fine now.
- Good job too date. Thanks.
- Great community library - would hope that access and masking restrictions could be relaxed following two years of COVID. Need to have more access.

- Great resource even today as it is.
- Hope side yard stays pretty after construction project
- I have been a member of Snow Library and a member of the Friends since the early 90s. The experience has convinced me that the most important attribute of the library is the staff. They are always welcoming and always helpful.
- I like the library just the way it is.
- I like the library, just the way it is
- I love Snow Library!!!
- I love Snow Library. Great staff, always helpful, great book selection and can get books from other libraries quickly.
- i love the library & the clams system! so many books to read!
- I think Snow Library is one of the best on the Cape. So, I believe it's just fine as is, but if I had one suggestion, i would copy what Eastham library does and that's have a Keurig station for coffee. Otherwise, I wouldn't change a thing.
- I think the staff should hear that the effort they put in to make the library welcoming for the users is much appreciated. We need a larger library. Once the best library in the mid-cape area Orleans now lags behind other towns because we have not renovated or expanded the library while others have grown with the times.
- I use the library only for borrowing books - so far. Occasionally, I have taken visiting grandkids to programs there, which were great. My borrowing experience has been great, and my mother's, when she was alive, was crucial to her well-being. Thank you.
- I wish we could have the Eastham library in Orleans!!!
- I would like a room where our book club could meet each month.
- I'd love to see more foreign language books, German
- I'm so thrilled that with all the budget cuts in the world, we haven't lost our public libraries. Indeed, the fact that they figured out a way to still provide materials to the public during the pandemic was a relief and proved how invaluable libraries are!!
- I'd like to have better availability to ebooks. So hard to access that now
- Increase book loan duration from two to three weeks. (I am a slow reader).

- It would be wonderful to have a newly renovated building with plenty of programs and space for younger families and their children.
- just thank you for a wonderful library and a very professional and friendly staff. VERY Important
- Keep it as is. It is great
- Keep library IN TOWN (not out on some outer road)
- Keep tootin' your horn do folks realize how Snow sparkles!
- Keep up all the good work. Friendly staff who are all very knowledgeable.
- Keep up the crafting & learning series! Perhaps health topics like ticks or what to do when confronted by a coyote!
- Keep up the friendly work
- keep up the great work!!
- Libby got me through the pandemic when libraries were closed. Thanks so much!
- Librarians are very helpful and always available
- Lifetime Learning is the best service, better than similar programs I've experienced on the Cape and in Colorado
- Location, location, location. The closer the library can be to the Main St./6A intersection, the better. How cool would it be to have a library at that intersection instead of a gas station. What that would say about our community and our value system. It could be a catalyst for meaningful redevelopment in the downtown area.
- Love Snow Library!
- Love the library! Keep up the good work!
- Love the library. A wonderful community meeting place with a good collection of books and resources.
- Love this library and its great staff!
- Love, love, love the Snow library
- Maybe offer some courses on town government to help us to understand our town better.

- More staff to enable longer hours and assist with improving technology and dealing with archival materials
- Nice staff
- No thanks
- no...It is a great resource
- One of the reasons I love going to Snow Library is a couple of the women working behind the check out desk are helpful, friendly, and engaging. I feel like they are my friends as they treat the customers that way. I always walk out smiling and feeling happy. So, don't forget that your employees are assets too!
- paper survey
- Perhaps the Library and a Community Center can share the same building.
- Please make the growth of the library an important, always included topic whenever discussing the needs of Orleans as a whole
- Programs! Help for seniors with cell phones, ebooks, etc.
- Put yourselves out there more.
- Snow is an absolutely wonderful place and I'd let the staff make the decisions on what they see as the most important needs as they are the most knowledgeable and relevant guides to this treasure chest growing into the future.
- Snow Library does a great job - particularly now in the midst of the ongoing sewer construction - it's a shame that the Town decided that this was the best place to put it. What a mess it has been for parking and access.
- Some Sunday hours would be good.
- Staff has always been five star
- Staff is friendly and very helpful, selections are great, maybe wait list for new popular items is a bit long but it come eventually
- Staff very gracious. Keep it up!
- subscription to Jstor
- Thank you - our library is a gem
- Thank you for all you do for our community! I would love it if the book club was a little easier to interact with. The website page often isn't updated after the monthly meeting

(it's still showing February but I would love to know the March pick to see if I would like to read it!...and have enough time to read it before the first Tuesday). I feel it would be convenient to have an email mailing address list to send out the book pick after the meeting and also then to have a person to contact with questions etc. Again, thank you for all you do and for taking the town's suggestions!

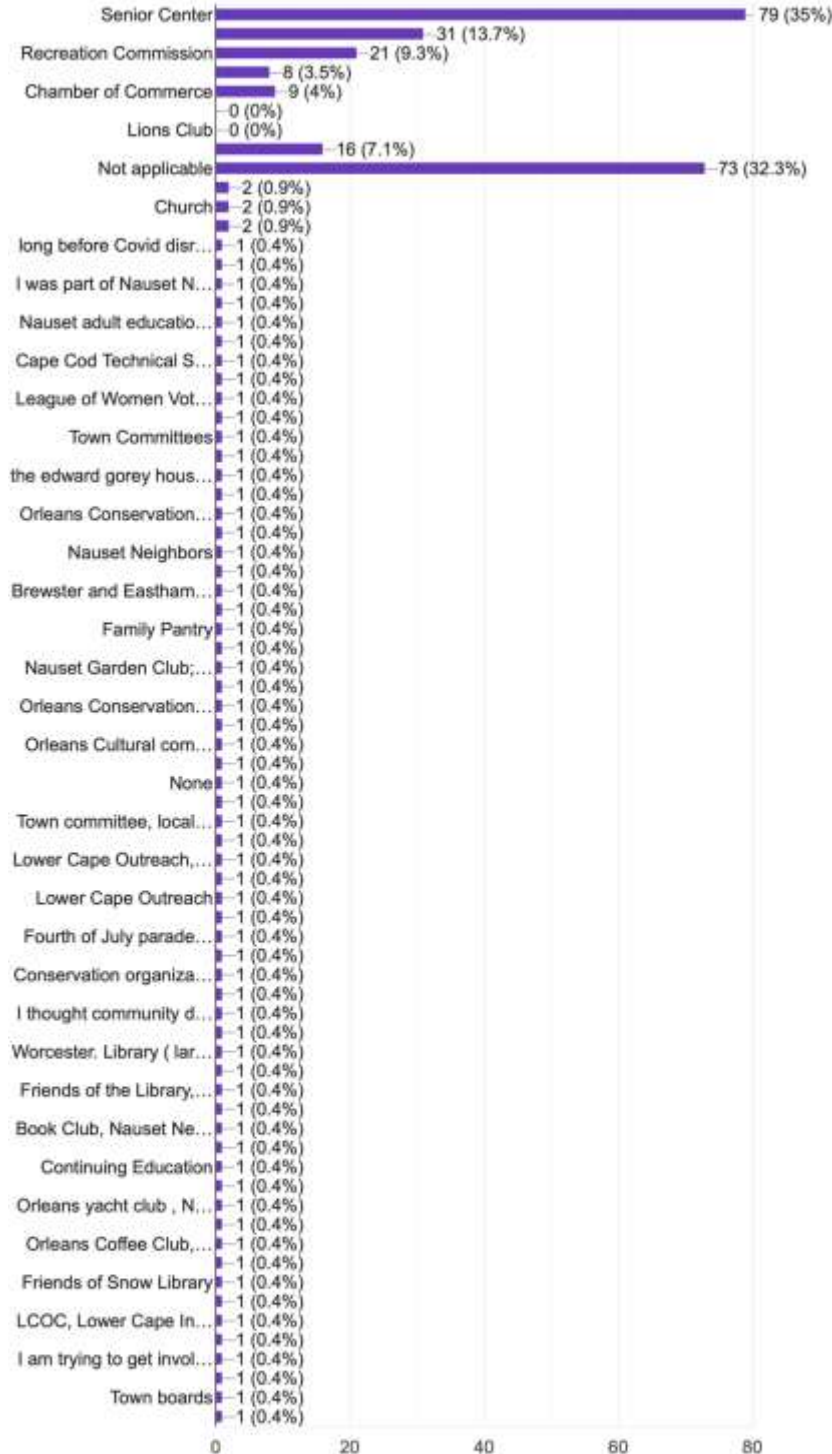
- thank you for being there.
- Thank you!
- The building is fine as is. No renovation needed. Just eliminate the masks.
- The building needs updating, should be secure from the elements, everything should be in good working condition, and so appreciate the need and desire for something new - BUT I think the Snow Library is wonderful and a most delightful place to work. I would not want new and bigger to change the warm and welcoming atmosphere felt at Snow Library. Outside beauty matters too. Plantings are important and I hope someone is able to do as marvelous a job as was done years ago. It was very sad to see the gorgeous well planned plantings that have been admired and appreciated by all for years pulled out and discarded.
- The Library should not stand alone. It should be part of the Community Center where all ages to interact, meet.. The Library needs to do for the youth of all ages. What is great is the library is so close to the Middle School. Libraries need to be more inclusive.
- The library staff needs more space and more technology support so staff does not have to reserve computer time to do the work. I love this library. I've been a patron since well before we moved here full time. I was on the Board of Trustees for my former town's library
- The present library has out grow its space to expand in any direction since the town has installed the sewer pumping station in its path. Being on the Community Center Study Committee mean of the organizations in town have reps. on this committee. You might be in contact with this team chairmen (Fritz Luft)
- The staff and LTL do a great job with what they've got, but libraries should be the hub of a community and we need a new, lighter building designed for modern library users.
- The staff is wonderful , always helpful and friendly.
- The town recognizes the need
- Think big, go beyond the list of options that were given in the 5 important items.
- Viable location

- We are so grateful for Snow Library as were my parents.
- We are thrilled to be a partner with Snow Library to meet the programming needs of our non profit agency, Cape Cod Children's Place
- we love the Library - very important to us
- we love you
- We need new library a la Eastham
- we need to make do with what we have. with Kindle, streaming etc library usage is changing, decreasing
- Work with school committee and select board to utilize present middle school building for a community center. Send sixth graders back to elementary school and seventh and eighth graders to high school. If bones of building are sound then use that as a base for new library and community center. If necessary, tear down the old structure and start anew.
- Worried about the new parking, but time will tell how this works.
- Your library seems excellent! I just don't have a need to visit much.
- Your library staff are first rate.
-
-
-

Please let us know which other local and regional organizations you participate in.

Please let us know which other local and regional organizations you participate in? (check all that apply)

226 responses



If you would like us to follow up or if you would like to enter the raffle, please provide contact information.

294 responses

