

# Warwick Speaks

A Summary of Comments about the  
Albert Wisner Public Library

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## Introduction

The new Albert Wisner Public Library opened its doors in November 2009. After a very successful 6 months, the library board of trustees and library director decided to talk to local residents and listen to their comments about the new library. They wanted to find out what can still be done to increase the number of area residents using the library; what kind of library is needed to meet resident's needs for the beginning of the 21<sup>st</sup> Century; how is the new library doing so far in meeting community needs; and are people's initial experiences with the new library positive?

These were among the questions that were explored with community residents in a series of focus groups held in May and June 2010.

The Library Board engaged the services of Library Development Solutions, a library-consulting firm from Princeton, NJ to conduct a series of focus groups with community residents to elicit their suggestions for improved and future library services. The purpose of the focus group sessions was to listen to community comments about the library, to provide participants with an opportunity to offer input about the community's information needs to the Library Board, and to discuss options for supporting new and improved library services. The Library Board believes that information from the focus groups will assist their ability to make important decisions about the allocation of library resources and assets.

Eight focus group sessions and one town meeting were held in May and June 2010 in the library's new meeting room, including staff members and local area library directors. Approximately 169 people attended the sessions or were interviewed. Each group was asked a series of open-ended questions designed to stimulate discussion about the library, its future and importance to the community's quality of life. The information obtained from the groups provides important information about residents' and library users perceptions about the new library as well as specific suggestions for service, collection, technology and facility enhancements.

In addition to the focus groups and the town meeting, 522 people participated in an online or print survey discussing the similar issues as the focus groups. The information from the survey about library use and needs will also be helpful to library planners. Although there were many similarities among the groups, there were some differences in terms of their needs and interests. The participants recruited represented a cross section of the community. They were recruited through the following:

- Requests from Library Board members
- Library staff members asking users and non users, readers and non readers, to participate
- Notice on the library web site and enewsleter

The information from the focus groups will be a valuable tool to the Library Director and the Library Board as they consider the future library needs of all residents and library users.

### **About the Process**

Focus groups are group interviews in which people are asked a series of open-ended questions in order to obtain information about their perceptions and attitudes about a topic. In Warwick, we explored their experiences with the new library, satisfaction and dissatisfaction with current library services, ideas for additional or new services, and their vision of what an “ideal Warwick library” would look like. Unlike surveys, focus groups do not yield quantifiable data that can be easily categorized. Instead the discussions provide planners with a great deal of qualitative, anecdotal information that can be used to assess perceptions about the library. The data from these groups is helpful in obtaining a “snapshot” of community perceptions about the new Albert Wisner Public Library.<sup>1</sup>

**The following are among topics that were discussed with the various groups as well as asked about in the survey:**

- What participants like best about Warwick as a place to live
- Changes that have taken place in Warwick and the country in the last few years
- The recent experience of creating a new community library
- The role of the library on the local quality of life
- A description of an ideal library
- Suggested areas of improvement for library services and programs
- Community awareness about the library and its services

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<sup>1</sup> Recorded comments from the focus group meeting and the town meeting are in attachment 1.

The survey comments are available at

[http://www.surveymonkey.com/sr.aspx?sm=vDNGkhzAZKwBOw9aoZyvLb6ApGWEvbQQNdCI\\_2fBcS3ZU\\_3d](http://www.surveymonkey.com/sr.aspx?sm=vDNGkhzAZKwBOw9aoZyvLb6ApGWEvbQQNdCI_2fBcS3ZU_3d)

**Focus Group Participants**

• Older Adults	14
• Leader’s Group	14
• Parent’s Group	11
• Educators Group	16
• Students Group	22
• Friends, Board and Volunteers	14
• Library Staff	18
• RCLS directors	15
• Town Meeting	45
• <b>TOTAL</b>	<b>169</b>

Each session lasted approximately 1½ hours. Similar questions were asked of all groups to ensure comparable data. Community leaders were asked a slightly different set of questions to accommodate their unique focus on the role of the new library. Comments from all sessions were recorded and transcribed to create a record of the meeting.

Each of the focus group discussions was lively and encouraged a great deal of debate about the future of library service. Group members were excited to be asked for their input, appreciated the opportunity to engage in a dialog about their experiences with the new library and with other residents, and offered many useful suggestions and creative ideas.

**Summary of Key Findings**

Focus group participants agreed on many issues and shared common concerns for the future of the Albert Wisner Public Library. There was wide agreement among participants that:

- People are very pleased with their initial experiences with the new library. They recall the old library and its many limitations, the library referendum and the path toward the new library. Many say they can’t believe what they have achieved and that the library has already far exceeded their expectations.
- Additional hours, computers, popular and current materials are among the suggestions that residents have to create their “ideal library” in Warwick. Residents view the library primarily as a place where they would like to browse for new

books, DVDs or information, as an after school spot for students to work on homework and as a central community location to connect with each other. There is demand for even more copies of best sellers and current films, as well as instruction in computer use. Residents appreciate the children's room, programs and staff and comment that the library is a perfect place for adult programs as well. They view the library as the center of the community in many ways.

### **Initial Conclusions and Recommendations**

The following conclusions and recommendations highlight the suggestions made by participants during the focus group sessions, town meeting and the survey.

#### **1. Collections**

A primary concern to participants is the lack of multiple copies of new and current materials in the collection. Residents expect to see multiple copies of new best sellers and library shelves stocked with recent fiction and current non fiction titles. They also expect to see recent DVD releases and new CDs and Audio Books. The new collection can be added to with additional newer materials. Many comments were also made about the need for digital collections and the ability of the library to instruct users in how to download or stream content to their devices.

#### **2. Hours and access**

Expand access to the library by adding hours. Participants expressed the need to use the library at times it is closed and would like the library to review its policy on days and hours open. People appreciate the easy access to the new library, especially with strollers and walkers. Since the service area is so large, it can be difficult for people to get to the library when they are open, so respondents would like the library to become more convenient and accessible through open hours. Possible additional book drops can be located in other parts of the service area and policies governing the meeting room can be reviewed for easier use by community organizations..

#### **3. Programs for children of all ages**

Participants feel that the library will continue to become a more welcoming place for the community by targeting new programming for preteens, children and preschool children. Residents see the library as a potentially active place for children of all ages. Especially important for many participants is the use of the library for varied adult programming. Adults, especially older adults, would like to see the library as the place to connect with each other and with all other generations through active and interesting programs. Many also believe that the community is rich in talent and resources to provide interesting and provocative adult programming on a variety of issues and subjects.

**4. Technology instruction and additional access to computers.**

The challenge faced by the library in offering technology instruction and use of new hardware, is how to teach staff and the public to use the equipment to support effective Internet searching, database use and downloading and streaming of content. Also challenging is the need for specific staff skills and personnel to accomplish this. Additional access can be accomplished with notebook or netbook computer use in the library. The website also needs to become a branch of the library as people look to access resources online and save a trip to the library. The website needs to become more user-friendly, attractive and professional.

**5. The Albert Wisner Public Library – Support, Awareness and Identity**

The successful library newsletter is a powerful communication tool to reach library users and all in the service area with information about the library. The library needs to develop a new identity and awareness campaign using a fresh recognizable logo, colors, and icons that are used in all library information and materials including the library card, web site, Facebook page, etc... A review of the library foundation and its role in the sustainability of the library budget is needed as well. The library's relationship with the Friends of the library and with volunteers can be reviewed in its new environment especially considering the success of the Friend's book sale and store.

**Discussion of Findings**

When residents were asked what they like most about Warwick and how it relates to their quality of life, they mentioned that Warwick is a geographically large community that feels like a small town. They said that Warwick is a close knit community and people care about each other. Other comments include:

- We are an unusually welcoming community
- Business people work together here
- Children try to return to town to raise their families
- People are very involved with the community
- A great hiking, biking and outdoors community
- People care about the community and each other
- Close to New York
- Volunteer minded area
- Responsive local government and leaders

*"I always show off our town to visitors, including the new library."*

## Focus group participant

Participants also note that many of the characteristics that they like most about Warwick have been changing in the past several years. Newer families and home owners have arrived in Warwick with increased expectations for public services, based on their previous experiences. The senior population has also changed with many seniors staying in place as well as moving into the Warwick service area.

**The Albert Wisner Public Library's Place in the Community**

During the discussions the participants were prompted to think about the roles for the new library in the community. Many participants view the new library as a central hub for the community due to its location in the village and the ability of the library to offer services to all segments and ages. The library should also collaborate with other key organizations on programs.

Among the key roles that are envisioned for the Albert Wisner Public Library are:

- A community center or gathering place for all in the community.
- A hub for all residents to discover ideas, information and fun through books, films, lectures, performances, exhibits and staff.
- Provide close collaboration with the schools to provide support and resources for students all year round
- A source of early literacy as well as adult literacy.
- A place to explore, learn and use computer technology, such as the Internet and reference databases.

**The Ideal Albert Wisner Public Library**

Participants were asked to imagine an ideal library and think about other libraries and public spaces they have seen and been impressed with. When preparing for the referendum and the new building, library supporters created a vision of a new library that would accommodate many activities and interests. By discussing their expectations, participants are able to express their hopes for the future of the library and how it can meet their changing needs. Comments include:

- Open lots of hours-every Sunday all year
- Many copies of best sellers
- More staff and programs
- Friday night family activities

- A bigger collection
- Use the café area
- Home delivery of materials
- More computers
- More book discussion groups led by knowledgeable people
- More performing arts and visual arts books

**What are your initial impressions with the new library? How would you use to describe the new library?**

*“It has already become our center of town.” Participant*

Participants were eager to comment about the things in the library that they like and are satisfied with in the focus groups, town meeting and the survey. Participants were quick to praise the staff and director. Comments include:

- The staff is knowledgeable and friendly
- The parking and the parking lot
- The bathrooms are great
- The landscaping
- The lower shelves
- The meeting room
- The children’s room
- Dropping the \$.25 fee for holds
- The drive through drop box
- The lighting

“They can’t get people to leave the library they like it so much.” Focus group participant

- Amazing
- Beautiful
- Awesome

- Well organized
- Serene

Both residents and staff members believe that the library has continued to improve since it opened and looks to meet resident's current and changing needs. They view the library as a welcoming connection point for the community. Many participants believe that the expectations for increased or additional services and improved collections will follow from the library's first full year as they listen to comments from library customers.

### **What can be improved?**

Comments include those about access, hours, computers instruction and collections. Not enough materials and additional hours were the top areas in which participants would like to see improvements. Participants also commented about the need for increased public relations for the library and additional programming for teens, children, and new programming for adults. Considering the large square mileage of the service area some participants mentioned the idea of remote book drops. Comments include:

- Accessibility-need the meeting room available for more use
- Use the café area for a café or vending machines
- More pre-k activities
- A security gate in the story time area
- Comfortable seating for parents and computer and Internet use in the children's area
- More best sellers
- The hours need to be expanded
- Textbooks in the library
- Improve the web site
- Add Twitter and Facebook to the library
- Some type of specific service or programming for Sugar Loaf and Pine Island
- Better cell phone reception

Many of the critical comments concern the availability of materials and the modest size of the new collection. Residents would like to get newer or additional materials. Their perception is that the initial collection is small would like to see greater depth in newer materials and best sellers. Developing the collection of popular and current materials for children and adults is a high priority for residents.

**Priorities: If you could change one thing**

In response to the suggestion that the participants could change one thing about the library, their comments reflect those areas that they care about the most and that they feel should receive priority. The desire to upgrade all print and video collections is the number one choice for change. Closely following is additional hours and Sunday summer hours, additional instruction in computer use and more programming for adults. Also included were comments about:

- Open Sunday all year
- More books – better collection of current books
- Improve all collections
- Adult programs in the library all the time
- Bring in more experts, authors
- More computer instruction
- A sign on Forester Street
- Book clubs

**Conclusions:**

The Albert Wisner Public Library has certainly met and exceeded many residents' initial expectations for library services. Residents are both impressed with the library's opening season and proud of their community for supporting the new library. They see the library as the probable central hub of the community and would like to see the library continue to improve and grow. The library's strategic range plan can provide a direction for the new library and a dynamic community resource for the entire community.

**Attachment 1**  
**Albert Wisner Public Library Focus Group Detail**

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**July 2010**

**Warwick Focus Groups**

**Town Meeting**

**6.17.10**

**45 participants**

**13 get library e-newsletter**

**Speaker #1**

My 26 year old daughter just began to enjoy reading – she finds that there are not enough best sellers and nonfiction as well. The meeting room is wonderful-not sitting in each other's laps – we can think of the library in different ways for programs related to passages in people's lives – the library serves all ages so it can customize this for the changes we all go through at various stages of life – from infant to retired

**Speaker #2**

This library works very well – I am pleased with it – I echo the last speaker – we need to develop collections in the future that respond to issues of humanities, leadership, citizenship – how our government works and our responsibilities in it – people need to know what habeas corpus mean and it's central role to our code of laws – government - rights

**Speaker #3**

“This library has fulfilled my dreams”

I know what IO want to see as a further accomplishment in this library – a nice sign on the road and in other parts of town that points to the library – don't know why it isn't here already

(RC – a larger sign is in the works)

**Speaker #4**

Need a solution for the muddy areas that form in the winter and spring around the unfinished grounds and sidewalks-don't think you need a building permit

(RC-the whole lot and area will be finished to prevent mud and runoff on the curbs and sidewalks)

**Speaker #5**

Could use an arts committee at the library to participate in decision making about art in the library, gallery info, décor such as the TV in the lobby, talks related to arts in Warwick interpreted by local artists

**Attachment 1**  
**Albert Wisner Public Library Focus Group Detail**

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**July 2010**

**Speaker #6**

Many people in Warwick are retired and would enjoy lecture series on art, history, science, mini course of 3-5 sessions. May affect the budget-maybe you can charge – retired people would be grateful – “lost generation in Paris” at the MET type program

**Speaker #7**

Historical Society – information on the building of the Tappan Zee and Rockland and Orange county info and videos – people could chip in at the door to hear a program like these

**Speaker #8**

The library as a center for life transitions – people would like to hear speakers on health, medical, etc, issues

**Speaker #9**

I am thrilled with the library – when I moved here I was horrified by the library and it was claustrophobic – this is wonderful – would like to see author’s programs, creative writing programs – they would be well received and attended by people

**Speaker #10**

I live in Pine Island – new library is wonderful – it is a cultural center for the village and town – could use some type of PI influence on collections, satellite presence – resources – 15% unemployment in the area – could use resources for job searches

**Speaker #11**

The facility is extraordinary and rare – we are very, very lucky that this library happened – maybe 1 to 2% of such projects result in something this well done

**Speaker #12**

What is the role of the library in the digital age – I’m surprised at the lack of connectivity in the Village – Internet access is a must and a role for the library in town – especially with students helping them research sources and information for their schoolwork

**Speaker #13**

Is the library going to close on Sundays in the summer – is it feasible to stay open on Sundays in the summer – I read on Sunday and go out of the house – Sundays are a good day for kids to go to the library

**Speaker #14**

**Attachment 1**  
**Albert Wisner Public Library Focus Group Detail**

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**July 2010**

I have moved three times since coming here five years ago to find the right environment in the village – I have three kids and they ride their bikes and I walk to the library – need to have a look at the sidewalks and streets so they are bike friendly

**Speaker #15**

I love the acoustics in this meeting room – I love ideas people have mentioned – we need more books in the library –fiction, current events, how to's – a film festival in the library – documentaries to help people learn – need also for ESL and emerging literacy, tutoring for small children – volunteers needed to read and help the homebound and at hospitals with library materials

**Speaker #16**

Need longer hours – on weekends –

**Speaker #17**

Look at the 92 Street Y – they use talented people – very successful – put together programs people want to see – we have people in town who are very talented

**Speaker #18**

I am a card carrying member of the library – the library can become a learning resource center – great potential beyond books – need for outreach through the Internet – Webcasting type programs – the library can be a pilot for this – funding always an issue but can be dealt with successfully – oral history, adult literacy

**Speaker #19**

Administration can work with RCLKS on information technology – people search at home – catalog is a flawed tool – periodic efforts to do that – library is the most wonderful thing to have happened in my 29 years in Warwick

**Speaker #20**

Low-tech considerations – children's reading area can be outside – plans were vague for the outside patio area that was built – people intended it to be used for children's space –

**Speaker #21**

Barnes and Noble is a place for books – they have coffee and tea there too – will the library ever have a place for coffee and tea – is it possible to do (RC – the design of the library accommodated an outside area for use off the children's room and a café area on the first floor – we hope to work through policies and use both of these areas)

**Speaker #22**

**Attachment 1**  
**Albert Wisner Public Library Focus Group Detail**

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**July 2010**

The library has been everything I always dreamed it would be – if we could do it all over again it would come out the same – I look forward to the Jazz Festival - my grandchildren run over to the self check out and show me how to use it

**Speaker #23**

The library is extraordinary – I am an architect – I know what can be done and this is a good job – the library is a perfect place to discuss and learn about sustainability and lifestyle changes – cooking demonstrations – gardening programs ...things that interest you at different ages – films for adults – there are a lot of opportunities for services to adults – more hours

Everyone likes the landscaping

**Speaker #24**

Newsletter is good way to get information to people – need ESL and outreach to community – reach out to people who would benefit the most

**Speaker #25**

The library is a community facility – it was built by the community and it needs to be open for community members to participate – jump into his with both feet

**Speaker #26**

Has there been a survey to people in Warwick about the library (RC – there is one now – please fill it out in the library or online)

**Speaker #27**

Years ago we had a satellite library in Pine Island – there are more housing developments there and we should figure out how to provide some kind of service – Spanish language books

**Speaker #28**

I listen to NPR book discussions about new books – the library can have a local radio program – interviews on local radio and TV – What's new at the library – monthly show

**Speaker #29**

Outreach – we have wonderful institutions and talented people I Warwick – need to collaborate with them more

**Speaker #30**

**Attachment 1**  
**Albert Wisner Public Library Focus Group Detail**

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**July 2010**

In conjunction with work I'm doing – think about digital resources –Apple, Kindle, information overload – beware of bogus information – library can give guidance on this – accurate group participation on research for students – information literacy-docents, tutors, etc...

**Speaker #31**

Resource center – all things available, in county through OCCC – coordinator of resources

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**Friends, Board and Volunteers**

**14 participants**

**June 9, 2010**

**We're going to talk a little first about the community that supports the library so well, what do you think is special about Warwick?**

- People are very involved
- People who live here love Warwick
- \there's always something going on
- Has a small town feel
- Great location
- There is room for everybody here-tons of possibilities for you to participate in things
- History of the community and area
- Friendliness
- Ownership of community – you feel it's yours
- Pride in community-I always show off our town to visitors –including the new library

**What has or is changing in Warwick that library planners need to think about?**

- The digital revolution
  - More home schooling
  - Less transfer tax – economic problems
  - More college age people staying local and are at home
  - Increase in sole proprietorships, home offices – ability to run a home based or small office locally due to computers, Internet, available labor and office space , coffee shops and libraries to work out of
- 

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## **Attachment 1**

### **Albert Wisner Public Library Focus Group Detail**

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**July 2010**

- People working longer hours and more traveling for work
- Older population staying in town
- Fewer young families
- Loss of active farms
- Open space movement
- Sustainable farming and food movements – Sustainable Warwick
- Spanish, Russian, Polish, and Korean heard

#### **What do you like about the new library?**

- The bathrooms
- It is peaceful
- The parking and the parking lot
- I can walk to the library ¼ of a mile
- I can and do walk to the library 2.5 miles
- The drive by book drop
- Landscaping at the library
- Children's programs
- The staff
- Resources in the children's room
- Lower shelves
- Light and airy
- Everything is accessible

#### **What would you like to improve or what is missing from the library?**

- Activities for the 25-40 year old age group
- More hours at the friends bookshop
- Model programs and activities after the 92 Street Y – popular, provoking, exciting – we can handle it
- Better signing outside the library and on the street
- More books and more best sellers – thought the collection would have been bigger-easier to get a new book

#### **What is the role of the library in Warwick?**

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## **Attachment 1**

### **Albert Wisner Public Library Focus Group Detail**

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**July 2010**

- Introduce people to ideas and instruction for life
- Information and resources
- Meeting and learning from other people – civic engagement
- A free and democratic institution
- Literacy of all types
- After school help and study place

#### **Describe an Ideal Warwick library**

- Many, many copies of best sellers
- Bookstore like
- More programs for teens
- More staff
- Public performance space
- Hard to find books
- More specific magazines
- Performing arts collections
- A richer collection
- More digital resources
- Textbook collection from the schools for our kids
- Friday night family activities at the library
- Delivery to anyone

#### **If you could change just one thing?**

- More books – better collection of current books
- Increased funding-and private giving
- Adult programs in the library all the time
- Put great library experience stories on the website for all to see

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**Educators**

**5/26/10**

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**16 participants**

**We're going to talk a little first about the community that supports the library so well, what do you think is special about Warwick?**

- The downtown – it is easy to meet people
- Close to NYC
- The watering hole – anchors drug store-community feel
- The schools
- Large senior population
- An arts community
- Many talented people
- Cultural events
- Lots to do for children and families
- The main street
- It is a beautiful area
- Natural setting
- Farms

**What has or is changing in Warwick that library planners need to think about?**

- Population shifts – more older people fewer young families and children
- Less non structured time for children
- Increase in Spanish speakers
- Increase in home schooling
- More blended families
- More children home alone after school
- Need a car to get places
- Technology – how to get and give information

**What do you like about the new library?**

- Everything

## **Attachment 1**

### **Albert Wisner Public Library Focus Group Detail**

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**July 2010**

- The staff is very nice
- The director is great
- Lighting in the library
- Summer reading program
- The activity room for children
- Children's programs
- The parking
- Library/school connections and relationship
- Lots of possibilities
  - Book clubs
  - Computer and instruction
  - Art work

#### **What would you like to improve or what is missing from the library?**

- Access to textbooks- in the library and online
- After school study programs or homework help
- Teacher and Parent resources and training in using resources for them
- Some type of transportation from the high school to the library
- Hours –not what I expected from the library-Summer Sundays
- Review fines
- Tutor policy and noise in the area for tutoring now
- Meeting room policy and use of the meeting room when the library is closed
- Some type of use of the café-like space

#### **Other**

- Outdoor movies in the warm weather would be fun
- Extend summer reading into the year
- Instruction in technology use and loan of new type of devices-cameras, iPads, Kindles, etc...
- Web site is frustrating – redo it

**Attachment 1**  
**Albert Wisner Public Library Focus Group Detail**

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**July 2010**

**Older Adults**  
**5/20/10**  
**14 participants**

**We're going to talk a little first about the community that supports the library so well, what do you think is special about Warwick?**

- An amazing library
- Can't get over the library
- Thrilled about the use of the library
- I bring my two youngest grandchildren to the story hour
- The staff is pleasant
- The outdoors of the library
- Community minded population-many activities that bring people together
- The schools are good
- Very friendly town
- Volunteer minded town
- Safe, respectful community
- Best move I made in my life- to Warwick
- New young families using the library

**What do you like about the new library?**

- The staff –they know me by name
- Knowledgeable staff
- Responsive staff – personal touch
- Staff are old friends
- The community resources-meeting space, collections,
- Expectations of the community changed with the new library – ambitious programs for children, storytimes for children, adult programs, more best sellers
- Audiobooks
- The meeting room

## **Attachment 1**

### **Albert Wisner Public Library Focus Group Detail**

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**July 2010**

- All the collection
- 5 authors list
- Email notification
- Drive through drop box
- Dropping the \$.25 fee for holds
- Physical setting of the library
- Great place to hang out
- They can't get people to leave they like it so much
- Can use walkers and wheelchairs
- They purchase suggestions I make
- Get away from home at the library – I sit, read, browse, relax – then go home in a better mood

#### **What would you like to improve or what is missing from the library?**

- More movies and films – maybe movies at the library
  - Outdoor music and concerts
  - Ancestry.com – genealogy instruction
  - Adult literacy programs
  - Artistic workshops – watercolors, etc...
  - Book clubs
  - A sign on Forester Street
  - Teen book clubs
  - A mailbox at the library
  - A café in the library
  - More non-fiction, especially science
  - More and current quilting books – fabric arts, knitting
  - World map for children's room
  - MS and HS transportation to the library
  - Separately shelved short story collections
  - Yoga, Tai Chi, etc,...in the library
  - Wii in the library
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**Attachment 1**  
**Albert Wisner Public Library Focus Group Detail**

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**July 2010**

**Leaders**

**5/20/10**

**14 participants**

**We're going to talk a little first about the community that supports the library so well, what do you think is special about Warwick?**

- Proximity to NY
- Good place to raise children
- Rural character
- A close knit community
- Schools keep kids together
- People are involved in the community
- Brigadoon feel – getting lost in Warwick
- Unusually welcoming community
- Business people work together
- Warwick is a unique place
- Children try to return to Warwick to raise their families
- Lots of volunteerism
- Always bump into people you know in town
- Charm of community
- 

**What has or is changing in Warwick that library planners need to think about?**

- Speed and complexity of life
- Technology and different forms of communication
- People seem to be less disagreeable than they used to be
- Library filled a void – people trying to escape anonymity – be known and know others
- Active 55 plus community
- More active adults
- There are 200+ plus groups on Warwick area
- Poverty and homelessness increasing

## **Attachment 1**

### **Albert Wisner Public Library Focus Group Detail**

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**July 2010**

- Schools will decline enrollment for the next ten years
- People are questioning the viability of the local hospital

#### **What do you like about the new library?**

- Location
- It is accessible
- It is awesome
- It is not easy to get directions
- The parking lot fills up – it is used
- People walk to the library
- Kids come after school – never seen this many kids in the library
- It is a green building
- It is a destination in town

#### **What would you like to improve or what is missing from the library?**

- Accessibility – need the meeting room for 8 am meetings sometimes-like this one-how do we make that happen?
- Use the café for a café
- Bring in more experts, authors, etc....
- Use the outside for performing art – music, performance
- Review the outreach the library does – branding, logos, advertising, mail, email
- Improve the website-add Facebook and twitter
- Seniors need to embrace the library as a destination for themselves
- Textbooks in the library
- Some type of programming or services for Sugar Loaf and Pine Island
- Outside sign for library on Forester
- Programs for children and adults with reading disabilities

#### **What is the role of the library in Warwick?**

- A gathering place for the community for all ages
- Become “deeply” local
- A place for teens

**Attachment 1**  
**Albert Wisner Public Library Focus Group Detail**

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**July 2010**

- A place for seniors
  - Literacy for all ages
- 

**Teens**

**5.20.10**

**22 participants**

**What does the word LIBRARY make you think about?**

- Books
- Peace and quiet
- Movies
- Art
- Video games
- Learning
- Computers
- Smarter
- Relaxed

**What do you like about the new library?**

- Manga
- Its bigger
- Video games
- Easy to renew books
- The aesthetics
- It's a hive of activity
- SF and Fantasy books
- Art in the meeting room
- The staff are nice
- More of my friends come here than he old library

**What would you like to improve or what is missing from the library?**

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**Library Development Solutions**  
**www.librarydevelopment.com**  
**Princeton NJ 08543**

**Attachment 1**  
**Albert Wisner Public Library Focus Group Detail**

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**July 2010**

- Space to study as a group
- Need PlayStation 2 games
- Many missing titles as part of series for teens –all kinds of series
- Latter hours on Sunday
- Set up the café
- More art books
- More books on reptiles
- Teen books in the Friends bookstore
- More books on myths
- Books on engineering
- Science clubs
- Talent shows
- Dances in the library
- Better DVDs – many of them don't work
- Open microphone night
- More books and programs on the environment
- More music programs and collections
- Photography club

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**Parents**

**5.26.10**

**11 participants**

**We're going to talk a little first about the community that supports the library so well, what do you think is special about Warwick?**

- Involvement in the community
- It is a relationship driven town
- It is "Pleasantville"
- It is a connected town but not fast paced
- People are friendly, open and willing to work out differences

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## **Attachment 1**

### **Albert Wisner Public Library Focus Group Detail**

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**July 2010**

- People make it a point to meet each other
- It is rich in history
- Welcoming – I came home to raise my own family
- Many friends-family like
- I appreciate the town from the perspective of a parent more than I did as a child growing up here
- I meet new people everyday

#### **What has or is changing in Warwick that library planners need to think about?**

- More traffic
- Bike paths
- More cultural activities
- Increase in home schooling
- WI-Fi everywhere
- Turn over of downtown businesses
- Increase in Spanish language heard
- Tighter economy
- People, especially students, becoming more competitive
- Drop in school enrollment
- We moved from Westport Ct and my husband who grew up there says that Warwick is like the old Westport

#### **What do you like about the new library?**

- Very welcoming-not museum like
- No more book reserve fee
- Staff is responsive
- Request for new books is responded to
- The drive through drop box
- Keeping the children's area fresh and clean
- Different age kids can now go to different places in the library
- Enough parking
- Stroller friendly library
- I love the bottom floor – it's accessible to kids, there are different items displayed every month

## **Attachment 1**

### **Albert Wisner Public Library Focus Group Detail**

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**July 2010**

- Saturday drop in programs

#### **What other library do you use and why?**

- Greenwood Lake – Spanish language collection
- Nyack – for museum passes
- Goshen – book discussion group

#### **What would you like to improve or what is missing from the library?**

- Guidelines for staff concerning children's behavior
- A security gate in the Storytime area
- More community involvement – volunteer opportunities
- Computer and Internet use in the children's area
- Adult book clubs, author visits and programs
- Activities for 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> graders
- More pre-k activities
- Signing on Forester
- Language programs and materials for children
- More activities with the schools
- Cozy seating in the children's area for adults to read to their child
- Drop in story time during week
- The story room is underutilized
- Display of kids art materials from school
- Too many damaged CDs and DVDs
- Tools for math – “manipulatives”
- Community bulleting board
- Receipt printout
- Adult's able to use computers in child room when their children are at a program
- Need to seek input form teens – a teen club
- More Playaways
- How to download music to my iPod – I need help learning how to do this through the library
- Science kits

## **Attachment 1**

### **Albert Wisner Public Library Focus Group Detail**

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**July 2010**

- More nonfiction and science books
- Wii game collections

#### **If you could change just one thing?**

- Policy for using meeting room space
  - Activity for older children
  - Book clubs for kids
  - Learning language materials
  - More adult programs
  - Cozier chairs in the children's room for adults
-

