

Board or Committee:	Library Board of Trustees
Location:	Endicott Branch Library
Day, Date, Time:	Thursday, November 14, 2013 at 7:00pm
Submitted By:	Tracy Driscoll, Chair
Date:	October 30, 2013

AGENDA

Call to order

Public Input

Action Items

Discussion and vote: *Minutes November 4, 2013*

Discussion and vote: *Financial Report October, 2013*

Reports

Director's Report

Old/New Business*

Next Meeting December 9, 2013 at 9:15am Main Library, History Room

**This item is included to acknowledge that there may be matters not reasonably anticipated by the Chair that could be raised during the Public Comment period by other members of the Committee, by staff or others.*

PART 2C: ANALYSIS OF SERVICES & COLLECTIONS

Using basic methods and standard tools, analyze patterns in borrowing, library visits, reference and information services, and program attendance. Use this data to determine collection, services and programming needs. Draw conclusions regarding the library's collection, services and programming needs based on these patterns and your understanding of the impact on future trends in your community. Use charts to help illustrate. Methods and tools to use may include:

- Comparison with current standards for public library service using the most recent Wisconsin Public Library Standards (http://pld.dpi.wi.gov/pld_standard) or other nationally accepted standard (specify):
- Comparison of collection and service data with similar libraries statewide using Massachusetts Public Library Data at <http://mbc.state.ma.us/advisory/statistics/public/index.php>, which provides financial, demographic, personnel, and service data reported annually by public libraries to the MBLC
- Analysis of borrowing, reference and information and program attendance trends
- Analysis of the age of various elements of the collection and per-volume use using analysis provided by your network or by sampling method
- Analysis of trends in the library's gross acquisition rate (all additions) and its net acquisition rate (additions minus deletions)
- Additional data collection tools at http://guides.mbc.state.ma.us/building_program_datatools

Dedham Public Library Profile

History

The origin of libraries in Dedham dates to 1794 with the establishment of the Social Library of the First Parish Church.

The constitution and the by-laws for governing the library were adopted on September 8, 1794, when the first meeting of the proprietors was held. The town minister kept the books in his house and issued them for circulation to the parishioners only on Mondays. The library grew from 87 books in 1809 to 230 volumes in 1838. In 1856, the books were placed in the vestry of the First Parish Church and were circulated on Sundays by Librarian Jonathan D. Cobb. By 1860, this church-held collection had grown to 500 volumes and library services were extended to all residents of the town.

Public library service had its origin on November 24, 1854 when Dedham residents formed the Dedham Library Association with Dr. Samuel Adams as its first librarian. The newly founded library opened its doors on February 1, 1855 and functioned for two years in the building occupied by Dr. Samuel Adams at 630 High Street. In 1872, the Dedham Library Association transferred its holdings to the newly organized Dedham Public Library and endowed it with 2,977 carefully selected volumes. These books formed the nucleus of the present Dedham Public Library which, was chartered by an act of the Legislature on March 24, 1871 and accepted by the town a month later on April 27, 1871.

The Dedham Public Library opened to the public on February 4, 1872 in a rented room over Thomas J. Baker's store at the corner of Court and Norfolk Streets. Frances M. Mann, long connected with the Library Association, was elected librarian. The reading room was a great success from the start, and, while it was frequented by all Dedham residents, its most numerous patrons were the boys and girls of the town.

Although alterations and improvements had been made to the library over the years, the need of a library building was early apparent to the Trustees and to the public as well.

The bequest of Hannah Shuttleworth made possible in 1886 the erection of a library building. A committee was appointed in March, 1886 to secure a suitable site. The present library lot at the corner of Church and Norfolk Streets was purchased at a cost of \$2,000 out of the \$10,000 bequest. Plans for a library building by Boston well-known architects Van Brunt and Howe were accepted by the association on September 22, 1886. The new library opened its doors on November 8, 1888. The exterior of the building is constructed of Dedham pink granite with red sandstone trim. The style is Romanesque of Southern France, treated in a rural fashion, and the interior follows the same style.

In 1916, the Trustees of the Public Library established a special room for the use of children. The Children's Room was opened May 1, 1918 with Edith H. Smith as the children's librarian.

No additions or renovations occurred until 1952 when the new Children's wing was built and the Adult Department was renovated to accommodate the 58,192 volume library. At that time, a new main entrance was constructed on Church Street using the stones of the Dedham Train Station, demolished a year earlier. A special feature of the new wing was an auditorium on the lower floor. In the late 20th century, this auditorium was converted to a reading room for history and travel books in order to provide more shelving for the growing book collection.

The Endicott Branch Library

The Endicott Branch Library resides on the grounds of the Endicott Estate, the stately 19th century mansion of Henry Bradford Endicott, founder of the Endicott-Johnson Shoe Corporation. The Estate remained in the Endicott family until 1967 after the death of Henry's adopted daughter Katherine, who willed it to the town of Dedham for "educational, civic, social, and recreational purposes."

Throughout much of the mid-20th century, small branch libraries were established in various locations in Oakdale and East Dedham. As library usage increased, the need for a larger library was evident and an unused building on the Estate grounds was considered.

When automobiles replaced horses, the Estate's original Carriage House became a garage housing not only the fleet of automobiles, but the chauffeur as well. The picture windows at the back of the building were the original bays for each car. In 1969 the town acquired the Carriage House for the new Endicott Branch Library. Since then, the Branch Library has undergone some changes, but has remained a vital part of the cultural, social, and recreational life of Dedham as per Katherine Endicott's bequest.¹

In 1994 Dedham Public Library joined the Minuteman Library Network which exponentially expanded the holdings of the town's libraries. Through this network, the Dedham Public Library borrows or lends materials throughout the country and beyond. The Minuteman Library Network (MLN) is a consortium of 42 libraries with 61 locations and a Central Site staff that work collectively to provide excellent service to its library users. The members include 36 public and 7 academic libraries in the Metrowest region of Massachusetts.

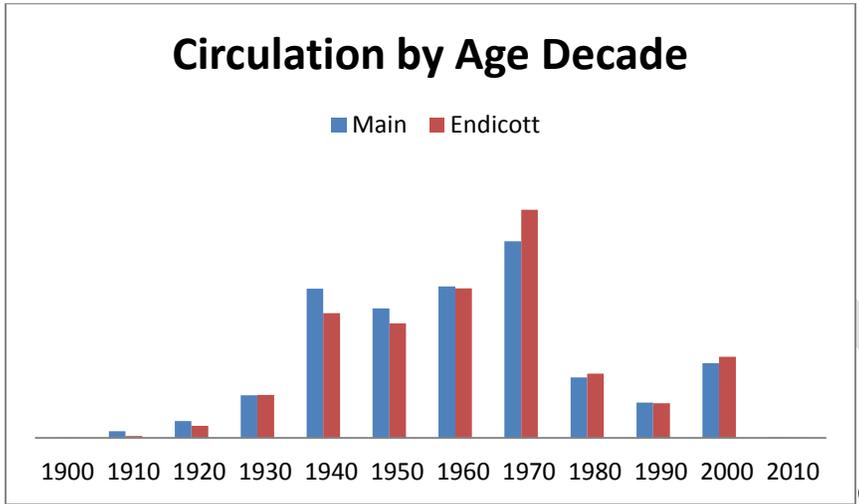
Assessment:

The Dedham Public Library serves the community with its Main Library in Dedham Square and its Endicott Branch Library on the grounds of the Endicott Estate in the Oakdale area of the town. The libraries are open a total of 86 hours per week. The Library's Mission is to fulfill the

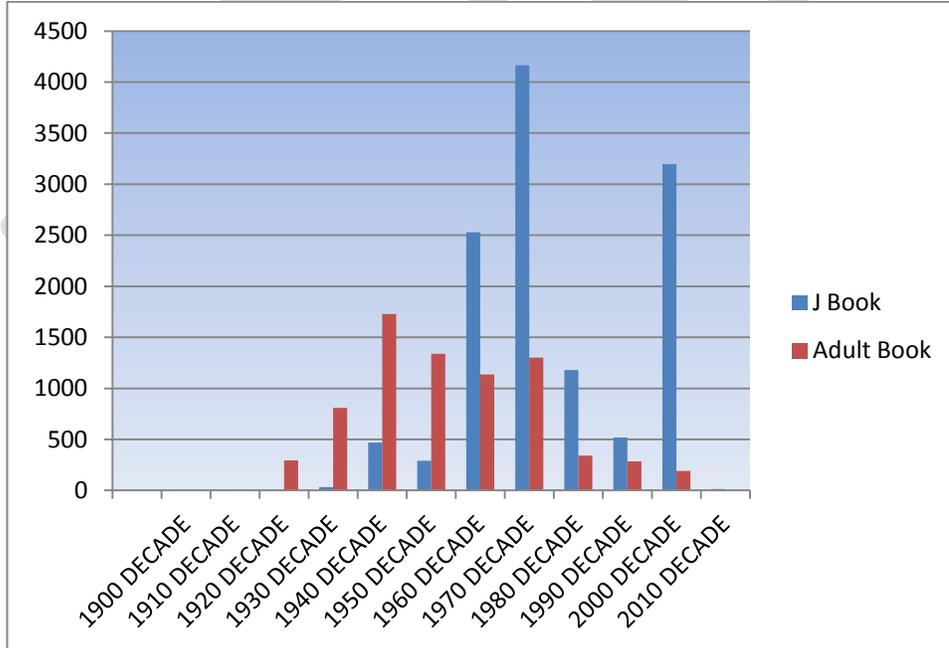
¹ Information obtained from Library Website, miscellaneous undocumented papers, and the Dedham Historical Society.

A snapshot of the user profile indicates the following: The highest numbers of items borrowed in FY13 were by patrons born in the 1970 decade (Graph 1) and that age group circulated the highest number of juvenile books (Graph 2). The majority of adult books circulated to patrons born in the 1940 decade (Graph 2). This information helps us to identify who our current users are and what they borrow.

Total Circulation by Age of Patron:



Graph 1



Graph 2

Circulation of Adult and Juvenile Books by Age Group

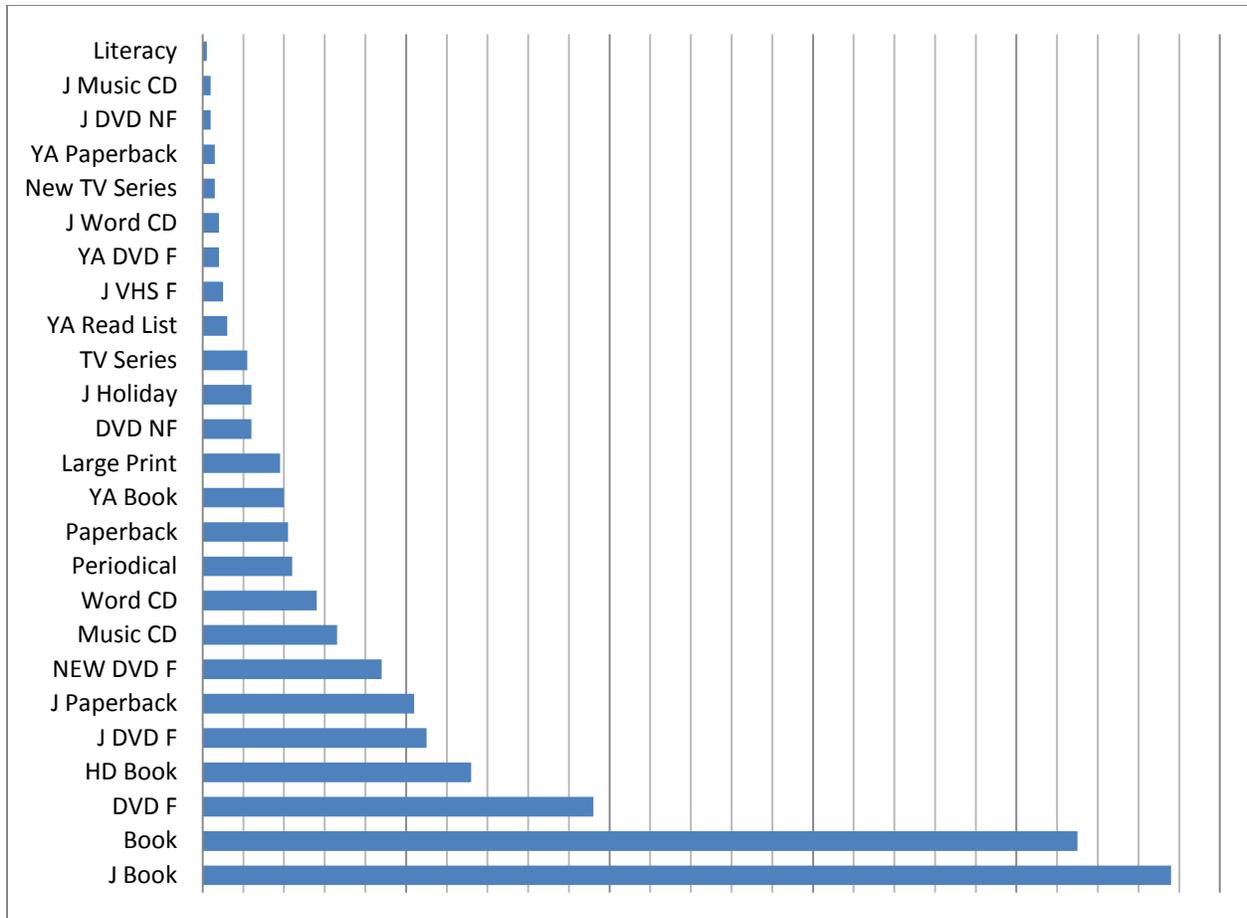
Data obtained from the Minuteman Library Network tells us that 83.4% of our users are Dedham residents. In addition, 5.9% of our borrowers are from Boston, primarily the Boston neighborhoods of West Roxbury and Hype Park, plus the towns of Westwood (2%), Norwood (1.1%), Needham (0.8%), Newton (0.6%), and Millis (0.5%).

Total Circulation of Library Materials in FY12 and FY13:

	Books	Print Periodicals	Audio CDs	DVDs	E-Books	Downloadable Audio	Misc	Totals
FY12								
Adult	45,431	3,060	8,565	22,795	1,449	538	1,403	
Young Adult	4,477	6	226	584				
Children	41,956	66	799	8,780				
Totals	91,864	3,132	9,590	32,159	1,449	538	1,403	140,195
ILL Items								
Received								26,373
Borrowed								44,762
FY13								
Adult	52,431	2,738	8,875	26,242	3,170	656	22	
Young Adult	4,765	7	28	757	0	0	0	
Children	46,758	97	688	9,657	3	0	118	
Totals	103,954	2,842	9,601	36,656	3,173	656	140	157,022
ILL Items								
Received								27,922
Borrowed								26,224

The table above identified that Circulation of library materials increased 12% in FY13 from the FY12 circulation rate. At the same time, ILL transactions changed. Interlibrary loan activity in FY12 shows that Dedham provided more materials to other libraries than it requested, however, in FY13, the ILL transaction rate was slightly higher for requested items.

Graph 3 below shows that the highest circulating items are Children's and Adult Book followed by DVDs.



Graph 3 - Circulation of library materials by Item Type in FY13 (HD = High Demand Book)

The times of day our patrons use the library as indicated by Minuteman Circulation statistics will help us to plan for our remote users as well as for walk-in patrons. The following chart identifies the time of day transactions occur. Afternoons represent the highest time for walk-in circulation activity, yet early morning hours (4 to 5 a.m.) and other times when the library is closed represent a significant number of remote transactions. This data will assist us as we plan for more technological services and electronic collections to meet the needs of all users.

Hourly Circulation	% of total Circulation	Hourly Circulation	% of total Circulation
4 - 5 p.m.	11.6%	9 - 10 a.m.,	4.9%
3 - 4 p.m.	10.4%	6 - 7 p.m.	4.8%
2 - 3 p.m.	9.4%	7 - 8 p.m.	4.4%
11 a.m. -12 p.m.	8.7%	8 - 9 p.m.	3.7%
1 - 2 p.m.	7.8%	8 - 9 a.m.	1.3%
12 - 1 p.m.	7.8%	9 - 11 p.m.	0.8%
10 - 11 a.m.	7.5%	7 - 8 a.m.	0.8%
5 - 6 p.m.	6.8%	11 p.m. - 1 a.m.	0.4%
4 - 5 a.m.	6.6%	5 - 6 a.m.	0.1%

Analysis of the Collection

The Dedham Library collection tends to be old. The average age of the collection as identified by date of publication for Children and Adult materials is indicated on the following chart. Juvenile materials average 18.52 years and Adult materials average 16.65 years since publication. The newest items tend to be in the newer media of DVDs, Audiobooks, and Music CDs. This data gives us a clear direction for focused weeding of the collection and areas to develop with more current publications. As the population of Dedham ages over the next 20 years and as new formats for materials develop, the library will need to target its collection to the appropriately serve those users.

Average Age of the Collection In Years by Dewey Classification		
Dewey Range	Years Adult	Years Juvenile
000	12.57	14.25
100	17.13	16.1
200	21.05	23.28
300	17.09	25.98
400	20.19	21.36
500	19.46	18.54
600	11.5	20.45
700	25.19	23.48
800	31.2	27.76
900	31.17	18.1
Fiction	12.3	15.1
Mystery	7.3	
Science Fiction	12.75	
DVDs	5.9	7.26
Picture		18.48
Audiobooks	6.47	8.45
Biography	24.11	19.04
Music CD	8	
Average Age	16.65 years	18.52 years

Data extrapolated from Minuteman Library Network Web Management Reports

Comparative Library Data

Comparative data is used to evaluate the Dedham Public Library in relation to other public libraries in similar size communities. The *Wisconsin Public Library Standards* provide a nationally accepted and quantitative measurement tool for evaluating the basic public library services and resources that should be available to all citizens. By meeting these standards, the library establishes a baseline and from there it can strive for excellence. The *Standards* are classified by population of the community and ranked as Basic, Moderate, Enhanced, and Excellent. It is expected that every library will attain at least the Basic Level.

The population grouping for Dedham is 10,000 to 24,999. The Standard Measurements for Basic Level and Dedham's level are the following:

Measurement	Standard for Basic Level for Population group 10,000 to 24, 999	Dedham's Level
FTE Staff per 1000 Population	17.3 FTE	13 FTE
Volumes Held Per Capita	4.8 volumes	4.1 volumes
Periodical titles received Per Capita	10 periodical titles	2.9 periodical titles
Audio Recordings Held Per Capita	11.96 audio recordings	3.8 audio recordings
DVDs Held Per Capita	7.17 DVDs	6.18 DVDs
Public Use Internet Computers Per 1000 Population	19 computers	14 computers total: 8 PCs at Main, 4 PCs at Branch, 2 laptops
Hours Open	58	86 total: 43 hours per week at Main and at Branch
Materials Expenditure Per Capita	\$5.40 per capita	\$6.58 per capita
Total Collection Size Per Capita	5.5 items per capita	5.4 items per capita

Dedham's staffing level, as well as volumes, periodicals, audios and DVDs owned per capita are all below the minimum for a Basic Level of service for the community. As we plan for the library of the future for the town of Dedham, we must excel beyond this nominal Basic Level.

In addition to the *Wisconsin Standards*, it is necessary to compare Dedham with libraries in our own state by the population grouping established by the Massachusetts Board of Library Commissioners. Dedham with a population of 24,729 is in Population Grouping 15,000-24,999, an assemblage of some 55 communities.

For a more accurate comparison to Dedham, 25 communities with populations of 19,000 to 24,999 were selected for comparative data. From population group 15,000-24,999, 25 towns² were examined for comparative data.

The following chart identifies the FY12 measurement units, the average for the 25 towns closest in size to Dedham, and the statistics for Dedham:

MEASUREMENT	Average	Dedham
Total Collection holdings	116,900	126,368
Holdings Per Capita	5	5
Annual Circulation	296,208	184,827
Circulation Per Capita	13	7
Non-resident circulation	48,214	20,199
ILL items received	31,855	26,373
ILL items provided	30,540	44,762
Annual Adult and YA Programs	138	25
Children's Programs	255	286
Total Library Staffing	15 FTE	13 FTE
MLS staffing	6 FTE	5 FTE
Salary Expenditures Per Capita	\$30.44	\$30.62
Materials Expenditures Per Capita	\$5.62	\$5.46
Operating Expenditures Per Capita	\$42.75	\$38.95
Gross Sq. footage of Main Library	23,481	17,546
Parking	38 spaces	15 spaces
Seating Capacity	117 seats	66 seats
Meeting Rooms	2 dedicated rooms	1 shared room
Meeting Room Seating	92	75
Group or Individual Study Rooms	2	0

As with the *Wisconsin Standards*, Dedham falls below the average when compared with communities of similar population size in Massachusetts.

² Towns used for comparative purposes with populations from 19,000 to 24,999 are the following: Acton, Belmont, Bourne, Burlington, Canton, Dedham, Easton, Gardner, Hingham, Hudson, Ludlow, Mansfield, Marblehead, Middleborough, Norton, Reading, Sandwich, Stoneham, Wakefield, Walpole, Wareham, Westford, Wilmington, Winchester, and Yarmouth.

Article 9. To see if the Town will vote, to the extent that the Town takes positive action under Article 3, to authorize the Board of Selectmen to seek special legislation to further amend the Town Charter to make the Town Administrator the appointing authority for all department head-level positions, regardless of title, but excluding the Library Director, and further by providing that the Town Administrator shall supervise all positions so appointed with respect to day-to-day performance in accordance with personnel by-laws and policies, and if applicable, contracts or collective bargaining agreements, by making the following revisions:

Comment [LFG1]: Where the warrant is already set, this language will not be necessary, in my opinion. The motion would say something like, "I move to approve Article 9 and amend the Charter as set forth therein, with the following changes to Section 4-2(b) and 4-2(c)"

Section 4-2(b)(1) – delete the text thereof and revise to provide as follows:

(b) (1) To appoint for periods not in excess of five years, subject to the provisions of the civil service laws and of any collective bargaining agreements as may be applicable, all department heads, directors, principal deputies or principal agents of multiple member bodies other than those under the jurisdiction of the School Committee, and officers, and positions for which no other method of appointment is provided in this Charter, but excluding the Library Director; provided, however, that the Town Administrator shall consult with the appropriate elected or appointed multiple member body prior to hiring a department head, director, principal deputy or principal agent for a particular department. Subject to the provisions of the civil service laws and of any collective bargaining agreements as may be applicable, all appointments made hereunder shall be for employment "at will" provided they may be for periods not in excess of five years, and shall become effective on the fifteenth day following the day on which notice of the appointment is filed with the Board of Selectmen, unless, within that period, the Board of Selectmen by a vote of at least three of its members shall vote to reject such appointment, or, has sooner voted to affirm it. Copies of the notices of all such appointments shall be posted on the Town Bulletin Boards when submitted to the Board of Selectmen.

(2) To suspend or remove, any person appointed by the Town Administrator under Section 4-2(b)(1), provided, however, that if such person is the department head director, principal deputy or principal agent for a department for which policy is set by an elected or appointed multiple member body, the Town Administrator shall, except in circumstances in which the best interest of the Town require immediate action, first consult with such body with respect to such suspension or removal. The decision of the Town Administrator in suspending or removing any person appointed by the Town Administrator shall be final.

Section 4-2(c) – Insert the following as a new subsection (c), and renumber the remaining sections of said Section 4-2 accordingly:

(c) The Town Administrator shall supervise and direct all appointed department heads, directors, principal deputies, and principal agents of elected and appointed multiple member bodies, but excluding the Library Director, with respect to day-to-day performance, in a manner consistent with the Town's personnel by-laws and policies, and, if applicable, contracts or collective bargaining agreements, and

shall, in connection therewith, provide for an annual review of such department heads, directors, principal deputies and principal agents with respect to day-to-day performance, either with or without the respective multiple member body.

Section 3-10(c), Parks and Recreation Commission, Powers and Duties – delete section in its entirety (which section authorizes Commission to appoint and remove Director of Parks and Recreation)

Section 6-7 – Delete in the first sentence the words, “except as otherwise provided herein”, and insert in place thereof the words, “Except as otherwise expressly provided in Section 4-2(b) and 4-2(c).”.

PART 2: DATA & ANALYSIS

PART 2A: LIBRARY NEEDS

Community and Service Population

1. *Define and describe the community served by the library*
2. *Describe how the community is expected to change over the next twenty years*
3. *Estimate the library's current service population (municipal population plus estimated nonresidents)*
4. *Estimate the projected service population for 2034*
(see <http://guides.mblc.state.ma.us/planninganddesign/servicepop> for possible methods to determine service population)

COMMUNITY PROFILE

Understanding the library service needs for the people of Dedham requires an analysis of the historical, social, and economic foundations of the town.

"A Capsule History of Dedham," published by the Dedham Historical Society and the Dedham Historical Commission chronicles the town's origins. In 1635, the General Court established Dedham as a buffer town to protect coastal communities from inland attacks. At that time, it encompassed nearly 200 square miles of agricultural and wilderness land. By 1639, selectmen were elected to carry out the administration of town affairs. Industry made an early appearance in Dedham with the construction of Mother Brook, a canal dug in 1637 from the Charles River to the Neponset River. It served as a source of water power for the town's corn mill, and in subsequent generations it provided power to roll copper coins, to make paper, to support a brush and a wire factory, and to run a water-powered broad loom.¹

In 1793, Dedham was selected as a seat for the new County of Norfolk, bringing in lawyers, politicians, and people affiliated with county affairs. Turnpikes and stage coach lines were soon built connecting Dedham with Boston, Providence, and Hartford. Furthermore, the 1830s, '40s, and '50s saw the construction of railroads, making Dedham a transportation center allowing for the burst of industrial development. By the mid-nineteenth century, manufacturing employed more than six hundred and fifty people in Dedham in woolen mills, cotton mills, sawmills, and factories, including the renowned Dedham Pottery. But, by the First World War, economic conditions had changed; local industries succumbed as did the town's traditional association with agriculture. Today, though, Dedham is a thriving, modern town with an expansive new retail shopping and entertainment complex in its midst offering both employment and economic development opportunities.

¹ *A Capsule History of Dedham," Dedham Historical Society and the Dedham Historical Commission, 1975*

Dedham experienced much of its population growth in the years following World War II. With the expansion of highways, Dedham became a logical choice for families wishing to move away from the confines of Boston and to seek the benefits of suburban lifestyles. Between 1950 and 1960, Dedham's population increased 29 percent, peaking in 1970 with 26,928 inhabitants. Since that time, Dedham's population declined 15 percent to 23,464 persons in 2000. Yet, by 2010 Dedham's population had increased approximately 5.3 percent to its present-day 24,729 residents.²

Dedham's 24,729 citizens reside in 10.6 square miles bordering Boston's West Roxbury and Hyde Park neighborhoods, and the towns of Needham, Westwood, and Norwood. Dedham is a community of neighborhoods: Oakdale, Riverdale, Greenlodge, The Manor, East Dedham, and Upper Dedham. Its population resides in 9,877 households; families occupy some 6500 of those households and senior citizens over age 65 inhabit approximately 1200 households. The average size family is 2.56 people. The age grouping of the population is the following³:

Age	Population Count	% of Dedham population
Under 5 years of age	1325	5.4%
5 to 9 years	1373	5.6%
10 to 14 years	1476	6%
15 to 19 years	1396	5.6%
20 to 29 years	2601	10.5%
30 to 39 years	2984	12.1%
40 to 49 years	3918	15.9%
50 to 59 years	3683	14.9%
60 to 69 years	2452	10%
70 to 79 years	1732	7%
80 and older	1769	7.1%

The largest numbers of citizens are in their 40s; the median age of the Dedham population is 43 years of age. Senior citizens over age 65 represent 18.4% of the population, or 4549 residents.⁴

According to the 2010 Census data, 2285 children attend elementary school (grades 1 to 8), *i.e.*, 9.2% of the population; 1189 (4.8%) are in high school, and 1550 (6.2%) attend college. Dedham is an educated community. Of the population of adults over age 25, 92.5% are high school graduates, 17.8% hold bachelor's degrees, 11.9% have graduate or professional credentials, and 0.6% have doctorates. Furthermore, its citizens are economically stable. The median per capita income in 2009 was \$39,613,

²Information obtained from Dedham Master Plan 2009 and US Census 2010

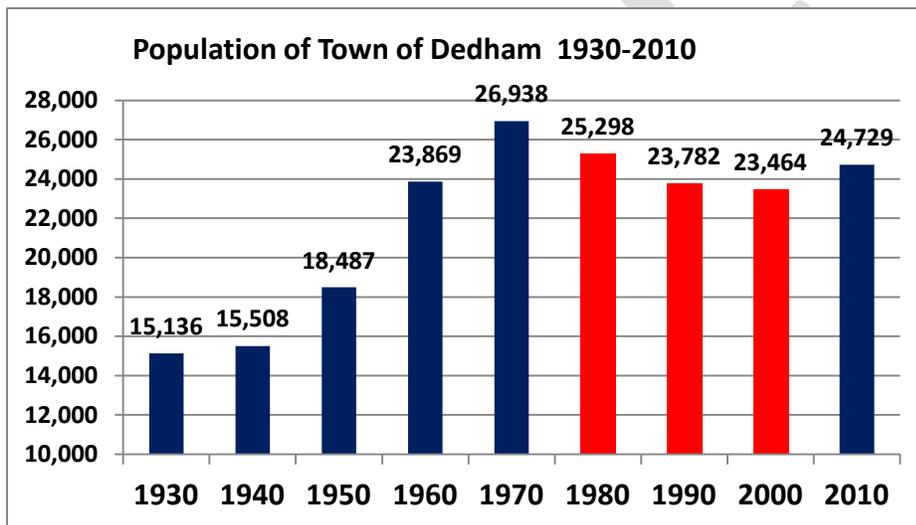
³ US Census 2010 Demographic Profile Data

⁴ *Ibid.*

and the median family income for the same time period was \$88,743.⁵ Nevertheless, the 2011 unemployment rate was 6.7%.⁶

Like other communities in the Boston metropolitan area, Dedham faces demographic and economic challenges. Dedham has grown significantly over the past decade and it has become more diverse than it was in the late 20th century as Chase Billingham and Barry Bluestone have documented in their study, *Demographic Trends and Housing in the Town of Dedham, Massachusetts*.⁷

Dedham experienced a steady population increase following World War II until reaching its peak in 1970 with a population close to 27,000. For the next 30 years, however, the population decreased by 13%. Yet by the year 2000, Dedham's population decline halted and the town showed signs of growth. Two reasons for this increase may be attributed to the desirable location of Dedham in proximity to Boston and to the increasingly diverse population. Between 2000 and 2010, the town's population increased by 5.4%, surpassing the rate of growth in surrounding communities.⁸



Source: State Data Center, MISER and U.S. Census American Factfinder

When the town's population declined from 1970 to 2000, so did the size of the average household. In 1980, the average household had 3.05 members but by 2010 the average household has plummeted to 2.56 members. This decline in size of household unit is attributed to the aging of the town's Baby Boom generation, many of whom have become empty-nesters, and to the decline in the number of children in

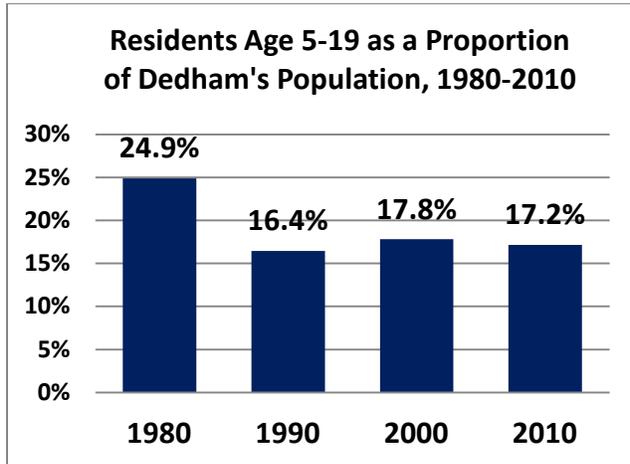
⁵ <http://www.city-data.com/income/income-Dedham-Massachusetts.html#ixzz23ptfZMnQ>

⁶ Massachusetts Department of Revenue, Division of Local Services, At a Glance Report for Dedham

⁷ Barry Bluestone and Chase Billingham, Dukakis Center Report # 1, *Demographic Trends and Housing in the Town of Dedham, Massachusetts*, Kitty and Michael Dukakis Center for Urban and Regional Policy, Northeastern University, October 1, 2013. p.1.

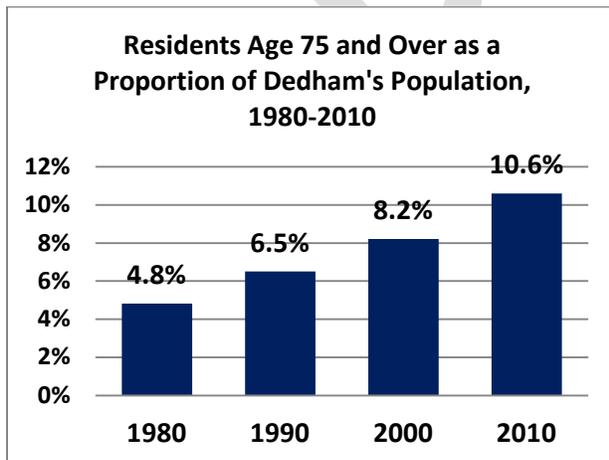
⁸ *Ibid.*, p.2

younger families. Dedham is getting older. In 1980, one-fourth of the town's residents were between the ages of 5 and 19. That age group has since declined, as the following chart indicates:⁹



Source: U.S. Decennial Census (1980 - 2000); American Community Survey (2006-2010)

As families with school-age children declines, the largest growth in Dedham is seen in residents over age 75 who now make up more than 10% of the town's population.¹⁰ This demographic shift will have major implications for the future of library services in Dedham.



Source: U.S. Decennial Census (1980 - 2000); American Community Survey (2006-2010)

⁹ *Ibid.*, p.5

¹⁰ *Ibid.*, p. 7

Age is not the only dimension of Dedham's demographics to change. The town has traditionally been relatively affluent and white but since the end of the 20th century, it has become more racially and ethnically diverse. In 1980, Dedham was 98.9% white. In 2010, it changed to approximately 88% white, with roughly 5.4% African-American, 5.5% Hispanic, and 2.6% Asian.¹¹

Even though the town has become more racially diverse, it has not become economically diverse. The median family income rose 37% between 1980 and 2010 to \$100,000 and those living in poverty dropped from 4.6% in 1980 to 2.9% in 2010.¹²

Between 1990 and 2000, the total number of housing units in Dedham increased from 8750 to 9887 units with most of the increase occurring in the last decade. The stock of new single-family homes increased by 14%, 2-and 4-unit homes decreased by 30%, but the stock of larger apartment and condominium units dramatically increased by 170%. This was clearly in response to the changing demographics of the town.¹³

As the residents age, the researchers Billingham and Bluestone conclude that residents will feel the need to downsize and move out of their large homes with excessive space and never-ending maintenance issues. Many of these individuals, the authors theorize, will choose to remain in Dedham but will require housing and community service options more suitable to their changed needs. In addition, the authors further hypothesize, that younger families with children will choose affordable multifamily housing closer to transit and town-centered services.¹⁴ All of these factors and conclusions will play an important role in determining the type and location of library services needed for the future in Dedham.

For a complete understanding of the make-up of the town of Dedham and how it may impact the future of our library or libraries, an examination by the six census tracts is needed.

The six tracts are:

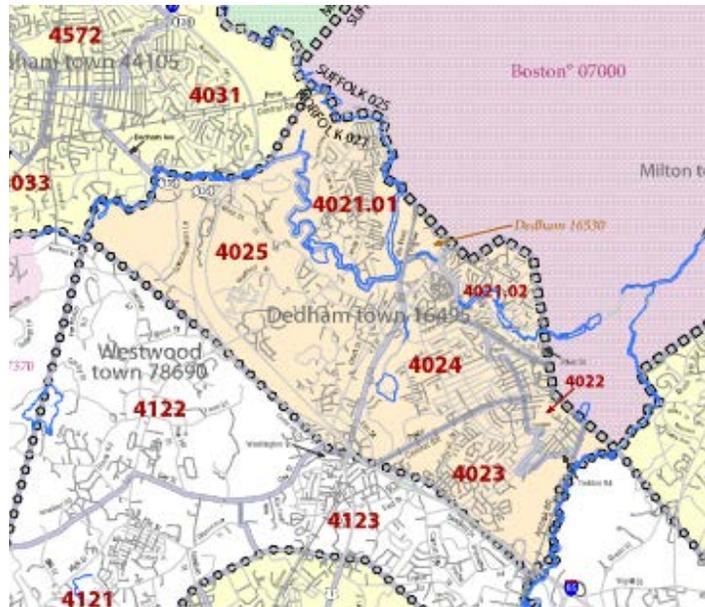
- Tract 4021.01: Riverdale
- Tract 4021.02: The eastern portion of East Dedham
- Tract 4022: Oakdale; a small portion of Greenlodge; most of the Manor
- Tract 4023: Most of Greenlodge; portions of the Manor
- Tract 4024: The western portion of East Dedham; the western portion of Oakdale (**The Endicott Branch Library is in Tract 4024**)
- Tract 4025: Dedham Village, West Dedham, sometimes called Upper Dedham (**The Main Library is in Tract 4025**)

¹¹ *Ibid.*, p.12

¹² *Ibid.*, p.13

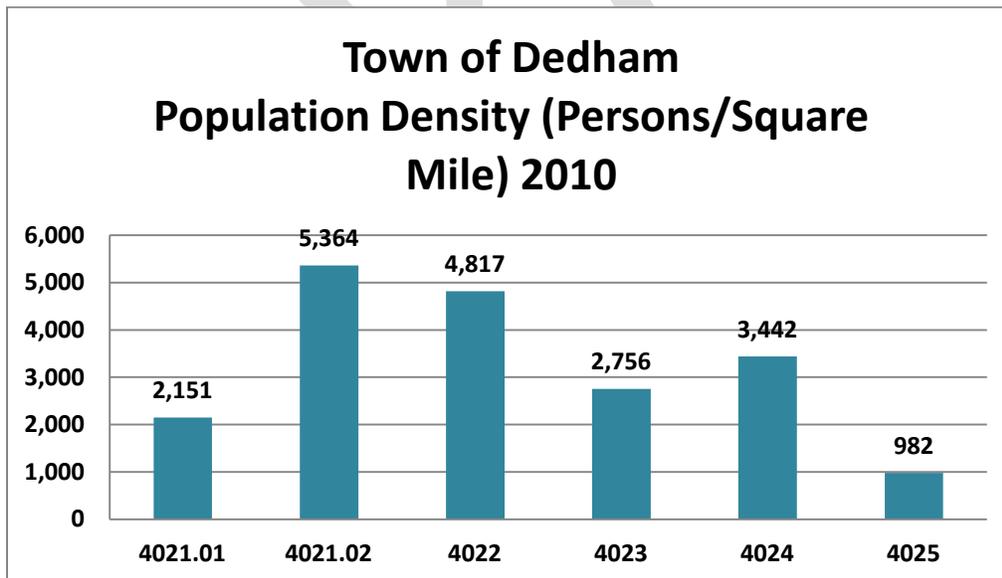
¹³ *Ibid.*, p.13

¹⁴ *Ibid.* p. 22



Tracts 4021.01, 4021.02, and 4022 border the City of Boston; 4023, 4024, 4025 share a border with Westwood. Tract 4023 also shares a border with Canton. Tracts 4021.01 and 4025 also share a border with Needham.¹⁵ The Main Library is in Tract 4025 and the Endicott Branch is in Tract 4024.

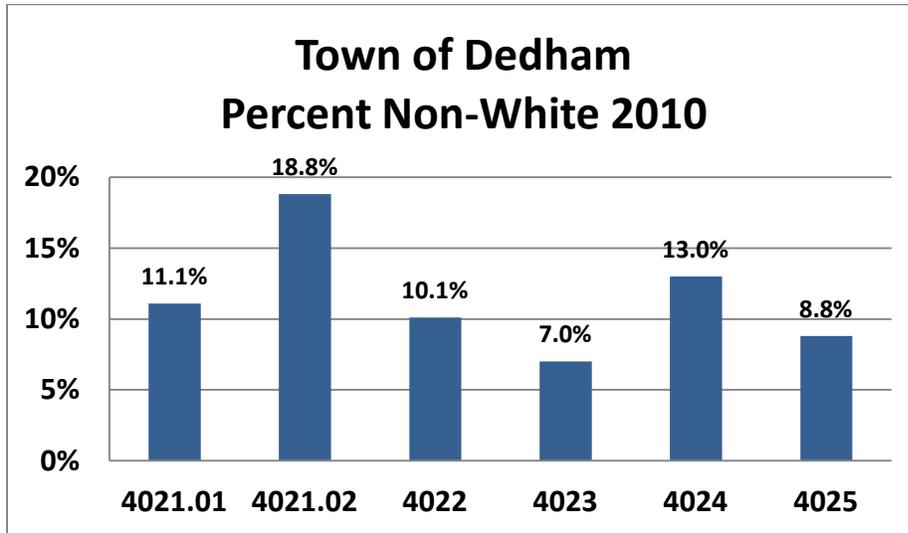
Population density varies dramatically within Dedham. The Riverdale tract (4021.02), covering less than three-quarters of a square mile, has a density of nearly 5,400 residents per square mile – nearly 5.5 times the density of the Dedham Village/West Dedham tract (4025) where the Main Library is located.



Source: USA.com Census Tract data for the Town of Dedham

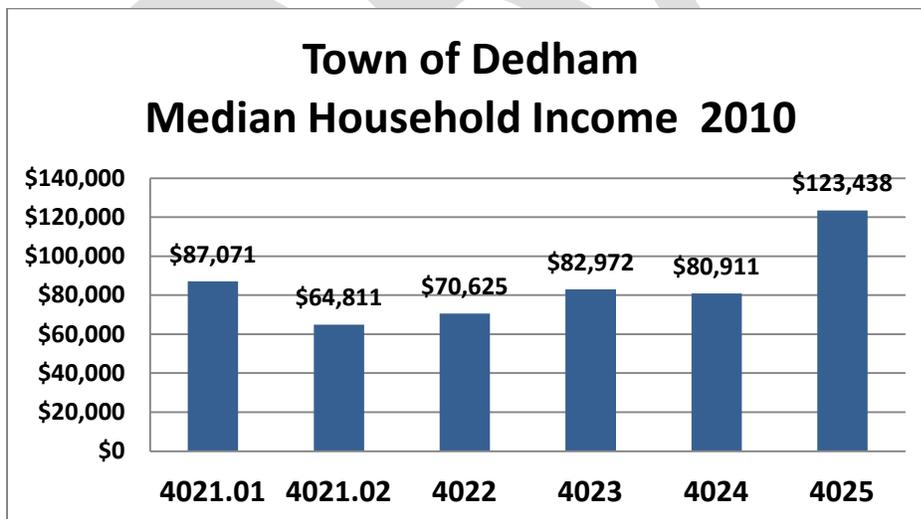
¹⁵ *Ibid.* p. 23

Diversity varies in line with population density. The most dense census tract (4021.02) is also the most diverse with nearly one in five residents being African-American, Hispanic, Asian, Native American, or multiracial. This tract is more than twice as diverse as tracts 4023 and 4025.¹⁶



Source: USA.com Census Tract data for the Town of Dedham

Median household income also varies significantly across Dedham's census tracts. Household income in the densest and most diverse census tract, 4021.02, is the lowest in the town with \$64,811; this is slightly more than half the income of Dedham's wealthiest tract, 4025, with a median income of \$123,438 and where the Main Library is located.¹⁷

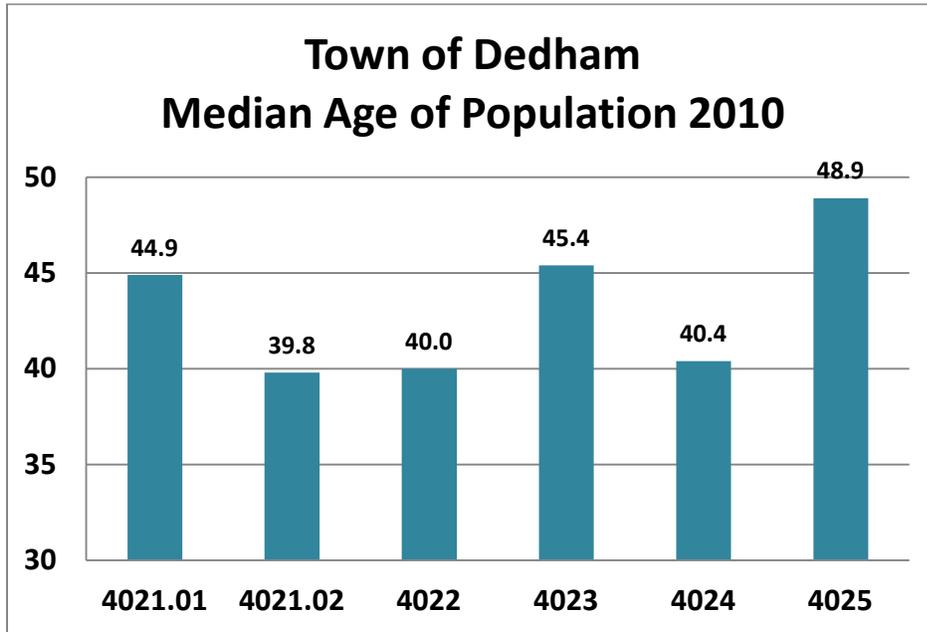


¹⁶ *Ibid.*, p. 19

¹⁷ *Ibid.*, p. 21

Source: USA.com Census Tract data for the Town of Dedham

The large discrepancy in median household income correlates with the age of the population in each of Dedham’s census tracts. The median age in the tract with the lowest income (4021.02) is less than 40, while the median age in the wealthiest is nearly 50.¹⁸



Source: USA.com Census Tract data for the Town of Dedham

The data presented here provides a snapshot of Dedham and its population. At one end is tract 4021.02 which is the most racially and ethnically-diverse population with the youngest residents. At the other end, is tract 4025 with the oldest residents, the wealthiest, and the neighborhood with the newest and most expensive housing, and that new housing is largely apartment/condominium complexes. All of this data will be useful as we project how Dedham may change demographically over the next two decades as we begin the process of envisioning the library (or libraries) of the future in Dedham.

Population Growth and Library Service Population:

As we begin planning for the future of library service in Dedham, we need to consider the anticipated population growth over the next twenty years and the estimated library service population. The Metropolitan Area Planning Commission estimates that in 2034 the population of Dedham will be 27,822 which is a 12.5% increase. Based on the Billingham and Bluestone study, much of this increase will be in senior citizens living in multi-dwelling housing units.

¹⁸ *Ibid.*, p.21-22.

The current library service population for Dedham has been determined using a formula identified by the Massachusetts Board of Library Commissioners, that formula is derived as a percentage of circulation. The Dedham Public Library is a member of the Minuteman Library Network. From the network statistics, Dedham residents circulate 83.4% of all library materials and non-residents borrow 16.6%. The majority of non-resident users come from Boston, chiefly Hyde Park and West Roxbury neighborhoods, Westwood, Norwood, and Needham, all of which are contiguous communities to Dedham.

Adding 16.6% to the current Dedham population of 24,729 increases our service population by 4105 users, to a total service population of 28,834 individuals. Using the Metropolitan Area Planning Commissions projected increase of 12.5% in the next twenty years and the constant 16.6% of non-resident usage, we can anticipate a service population to be 32,438 individuals

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PART 2: DATA & ANALYSIS

PART 2A: LIBRARY NEEDS

Facility

To the best of your ability, assess the existing conditions of the library's location, site and space. Considering the existing facility's condition and the current and future library and information needs of the service population, describe how the site and facility limitations impact the quality of services that the library provides today and will provide in the future. A questionnaire that may help you with this can be found at the bottom of the page at http://guides.mblc.state.ma.us/planninganddesign_needs.

Facility

The Dedham Public Library was designed by Boston architects Van Brunt and Howe in the 1880s in the Romanesque/Southern France style with distinctive Dedham pink granite and red sandstone trim. This historic building underwent two renovations in the twentieth century: a 1916 addition for a children's room and a 1952 wing for the children's area plus a lower level meeting room to meet the changing needs of the community and the library at that time. The meeting room has since been converted to a shared space for collection shelving and for reading tables and chairs. It is not handicapped accessible but programs and events are held there by rearranging the furniture and manually assisting those in need, in particular, parents with children in strollers are assisted by staff or custodians to bring their children down the stairs for an event.

In 1996 an accessible ramp was installed at the tower entrance in the rear of the library. The ramp is not fully compliant with accessibility guidelines and the masonry used in construction is decaying.

The main library building is located in the historic district of town on a narrow street adjacent to homes and the Norfolk County Superior Court building. Limited parking (maximum of 15 spaces) is available behind the library. The library is located one short block off the main street of town (High Street) in the business and Norfolk county court district of Dedham. There are no street signs indicating the public library. The 17,546 square foot main library is landlocked in its present location with no areas for expansion or growth.

There are seven major and three minor floor level changes in the library with no elevators or service lifts. The primary service areas (Reference, Circulation, Children's Room, public computers) are conducted on the first floor level and are accessible via the 1996 ramp. A non-compliant public toilet is located on this floor but access is via a narrow corridor.

Library users enter the building either via the ramp from the Norfolk Street back parking lot or via the main entrance at the front door on Church Street. The parking lot has only a maximum of 15 spaces and is shared by staff and patrons. At the Church Street entrance are three steps leading to the library's front door from the sidewalk. Patrons then enter a foyer. The book return bin is located in this foyer and materials are placed there through a slit in the main door. From this foyer entrance there are four steps up to the circulation desk and two levels with a total of thirteen steps down to the lower level History/Program room. Because of the stairs, staff must empty the book bin with multiple armloads of books and carry them up the stairs to a waiting cart for transporting them to the circulation desk for check in. Likewise, patrons must choose to walk up or down stairs for materials, resources, or programs.

At the top of the foyer staircase is the Circulation Desk, a modern and handicapped compliant desk. The circulation staff members have two work stations and two desks behind the Circulation counter, but no supply closet or shelving area for reserve books or other materials. The public photocopier machine is located behind the Circulation Desk in the staff work area.

On the first floor to the right of the Circulation Desk are the Reference Rotunda where the Reference Librarian is located and an open shelving area. This floor level houses the reference collection, the self-check out station, four lounge seating and four straight chairs, two reading tables with five chairs, five public computers and one laptop and printer workstation with carrels and chairs, audio visual materials, newer fiction, graphic novels, periodicals, and a moveable unit for new books. Most adult programs are held in the Rotunda area by moving the furniture and the moveable book units and carrying folding chairs up some 20 steps on three levels from their storage closet on the lowest floor.

The main floor of the library is also home for the Children's Department, the Technical Services office, and the Cataloger's office. Both the Technical Services and Cataloger's offices are small, crowded, and lack adequate storage and shelving. The Children's Room was constructed as a new wing in 1952 but has long-since outgrown its space. The librarian's desk is in the middle of the room encircled by bookshelves and carts to make a professional, or at least semi-private, work area for her. The overcrowded room with six-foot high shelving is not scaled for children. There is no program or story time space. When pre-school story times are held, furniture must be pushed out of the way to make space for the program. The only emergency exit from the room is via outdoor stairs. Craft and special event programming is held in the non-accessible lower level History Room.

The library's print collection of books totals some 103,022 books; 31,352 of which are at the Endicott Branch, meaning that 71,672 books are shelved at the Main Library. The majority of the adult print collection is located on three levels of stacks. Behind the public computer workstations are two metal doors leading to the three levels of book stacks with floor- to -ceiling- shelving. From this main level, a narrow 14-step staircase leads up to the top level of stacks and another 14-step staircase leads down to the lowest level of stacks on the ground floor. A railing runs along the wall on the top level of stacks protecting people and items from falling down the opening between the wall and the floor to the lower levels. It is presumed that when the library was built in the 19th century, these stacks were closed to the public. Now they are open, albeit highly inaccessible. Since there is no elevator or lift, book shelving is

done by carrying armloads of books up the stairs multiple times. Patrons unable to negotiate the stairs must ask staff for assistance to retrieve materials.

Returning to the main foyer, patrons must walk down 13 steps (and then back up), to the public rest rooms; the men's room is down an additional three steps. The microfilm storage area, a dysfunctional microfilm reader, and a table with chairs are located here. From this level, the patrons may enter the History Room where the collections of 800, 900, and Young Adult books are shelved. This room also serves as a program room by moving the furniture when larger audiences are anticipated and for special children's events. When not doubling as a program room, this is the only quiet study space in the library. The emergency exit is only available by walking up five steps to an exterior door leading to a narrow six-step stairway.

The History Room has the library's main storage closet housing folding chairs, tables, miscellaneous supplies, the gas hot water heater, a refrigerator and kitchen sink, and a piano!

Returning up the three steps to the microfilm area leads to the ground floor and basement areas where the Friends Book Sale and storage areas are situated, where the outmoded staff room and kitchen reside, as well as the janitors work quarters and the subbasement with the gas heating units and utility boxes. There are no emergency egress ways from any of these areas. All areas are old, inadequately lit, poorly ventilated, and inaccessible. The library's computer control center is located in this area in a dimly-lit alcove at the base of the tower stairs, some 15 twisting narrow steps to the first floor.

From the back door ramp entrance to the library, a door leads to a narrow corridor to enter the first floor service areas. In this corridor is also the winding staircase with 24 steps leading to the administrative offices for the director and the administrative assistant. Formerly, these offices were used for technical services, but the lack of an elevator made transporting books up and down the stairs prohibitive.

Facts and Figures

- **Date of building:** the Main Library was constructed in 1885, a wing was added in 1952 and a handicapped ramp constructed in 1996
- **Gross square footage:** 17,546
- **Service population:** town population 24, 729 + non-resident usage of 4105 = 28,834 service population
- **Staff FTE:** 13 FTE, plus 1 FTE Page staff
- **Seating:**
 - Staff work stations: 9
 - Fix computer stations: 5
 - Table seating: 36
 - Group/quiet Study 0
 - Meeting/ Program seats up to 50 in shared space with stacks and reading room

- Lounge seats: 4

- **Location:**

- Main Library is located in the historic residential district on a narrow street, one block from main business street (High Street) in town and opposite Norfolk County court houses and Registry of Deeds.
- There is only one small street sign on High Street indicating the location of the main library.
- Library is landlocked with no potential for expansion on present site
- Parking lot is small and narrow (maximum of 15 cars for patrons and staff), slants downward and abuts a neighbor's driveway.

- **Convenience and Visibility:**

- Public transportation in Dedham is minimal, but an MBTA bus has a regular route along High Street with stops a short block from the library
- The library is in a residential neighborhood with sidewalks and therefore accessible for pedestrians living in the nearby area, but not for those living across Route 1 which bifurcates the town of Dedham
- Parking is inadequate
- A bicycle rack is located outside the Church Street entrance, users need to provide own locks
- There is no public address system in the building
- Interior signage is adequate and visible, but not multilingual
- The library is not visible from the center of town nor is it convenient for residents in other districts of the town, in particular in the heavier populated census tract areas or the areas on the opposite side of Route 1.

- **Accessibility:**

- There are 2 accessible, dedicated parking spaces adjacent to the ramp
- Physical barriers are plentiful (see descriptive text above). There are 7 major and 3 minor floor levels and no elevators or lifts. Patrons may enter the building using the rear ramp, but not the front door. After entering the building, physical barriers restrict handicapped patrons or staff to the first floor.
- The accessible areas are Reference, current periodicals, audio visual collections, public computers, reserve and new books, circulation, and children's room. The stacks and all of the other levels of the building are inaccessible.
- The building was designed in the late 19th century when accessibility issues were not considered in building construction. No major mobility or furniture adaptations have been implemented other than an entrance ramp and a wheelchair height circulation desk space.
- An architectural study done in the summer of 2012 (included in the appendix) identifies the accessibility and code issues of the main library.

- **Sustainability:**

- No sustainability modifications have been added to the building. Heating system replacements, new roof, and HVAC installations have been added as routine maintenance and upgrades over the years.

- **Safety & Security:**
 - There are no safety or vandalism issues at the Dedham Public Library
 - There are no security staff, no security cameras, no RFID theft detection systems, no security alarm systems, no external security systems for the front lawn and park bench there, and no sprinkler system.
 - The fire alarm system is up-to-code and inspected multiple times a year as part of the town's fire alarm system maintenance
 - Because of the multilevel design of the building, the staff are uncomfortable at night and because of that a custodian is required by the union contract to be on duty until closing every day
- **Flexibility:**
 - Because of the age of the building, it is not flexible in design.
 - The landlocked location closely abutting neighbors and on the corner of two narrow streets (Church and Norfolk) makes expansion at this site unlikely.
 - Because of the multilevel design, numerous staircases, and no accessible egresses other than the ramp, it is not possible to segregate a portion of the building for after-hours usage or openings.
- **The Building:**
 - The library is made from granite and sandstone with a slate roof. Regular and routine maintenance have sustained the building well over its 128 years. Doors, windows, roofing flooring, walls, ceilings are old but in good, serviceable condition.
 - The structure does not have flooring issues, unrepaired leaks, insects or pests, mold, or mildew.
 - The HVAC system was installed about 10 years ago and an extension to it was added in August 2013 to provide air conditioning to the administrative offices in the tower. A service contract is in place for the HVAC and it is regularly inspected and repaired as needed.
 - The temperature in the building tends to be stable with the well-maintained HVAC system
 - The filters are changed quarterly and the mechanicals are easily accessed, albeit in need of more secure coverings or enclosure units
 - The electrical wiring has been updated over the years but is not adequate nor are outlets located conveniently to provide enough outlets for users with personal electronic devices and computers.
 - We have no A/V, audio or projection system in the Rotunda or History Room where programs are held
 - The computer network server and equipment is located in a dimly lit alcove at the bottom of the tower stairs.
 - The library does not have enough space to accommodate growing technology demands of the staff and users. We have only 5 PC work stations and 1 laptop station for the public, and 9 computer workstations for the staff. Expansion potential is nonexistent. There is no space for additional staff work areas, and we have no areas that could be designated for additional technology centers for the patrons.

- We do have wireless internet service throughout the library.
 - There is no public address system in the library
 - There is no emergency generator, nor is there wiring for it
 - Artificial lighting is motion detector activated in the stacks and on the lower levels. The first floor lighting was upgraded within the last 10 years.
 - There is no table or task lighting
 - Each area of the building has independent lighting controls
 - Noise from outside the building is never a problem, being that the walls are solid granite; however noise carries in the interior. Patrons often complain about the noise level because sound and voices carry.
 - We have designated the lower level history Room as a Quiet Study Zone, except, of course, when we convert the room to program space.
 - There are no acoustic wall panels or white noise generators in the building
 - The shelving is overcrowded and we are undertaking a major weeding campaign to reduce the crowded conditions.
 - Shelving aisles do not conform to ADA standards, and children's room shelving is 6 feet high, far too high for youngsters
 - The shelving is not arranged logically. Space needs dictate shelving locations. Patrons need assistance locating the various call number or category (e.g., Mystery, SciFi, YA, *et al.*) sections.
 - Patrons often need assistance locating and retrieving materials because of the confusing layout of the building, the multiple levels, and the numerous staircases
 - Furniture is a motley combination of old, hand-me-downs from other town departments, inappropriately sized tables and chairs for children, and a few newly acquired pieces, in particular, the 4 lounge chairs. The library needs a complete overhaul of its furnishings.
 - Furniture is moved frequently to accommodate programming requirements.
 - Display area is limited to a built-in wall display case in front of the Circulation Desk. Types of displays are limited to books and small objects. There is no gallery or wall area for hanging art work or mounting exhibits
- **Services:**
 - The two public entrances to the building are visible from street level but there is no direct sightline to the staff service points from the rear door ramp entrance.
 - The front and rear doors are easy to open; and the rear door has an accessible internal and external push button to activate automatic opening.
 - The lobby in front of the Circulation Desk is wide enough to adequately serve the patrons at the Circulation Desk and those walking to other parts of the library.
 - The organization of the library is confusing to new users, visitors, and regular patrons and not apparent from the foyer entrance area.
 - The book return bin is located in the foyer inside the front door; materials are returned via an opening in the door. It is not readily apparent from the outside and to casual or new users where the book drop is located.

- The stairs are omnipresent, but there are no elevators or lifts
- We have a self-check out terminal in the Children's Room and another one in the Reference Room next to the Reserve Books.
- Service points are the following: the Circulation Desk at the top of the front foyer stairs, the Reference Desk in the rotunda room, and the Children's Desk in the Children's Room. All of these service points are on the first floor of the library and accessible via the ramp entrance of the building or the front foyer staircase. The first floor restroom opposite the circulation desk (used for staff and handicapped patrons) is visible from all service locations. The regular public restrooms are located on the lower level and not visible from the service desks.
- The staff walk to each service area as needed or telephone each department as needed
- **Children's Library**
 - The children's room is accessible on the first floor and adjacent to the Circulation Desk.
 - There is no dedicated program or multipurpose room; programming is conducted either by moving furniture or by relocating to the lower level
 - The Children's Room is adequately separated from the main library but visible from the Circulation Desk.
 - There are no changing tables in any restroom, nor do we have a Family Restroom. The semi-accessible toilet is opposite the Circulation Desk and parents with strollers are welcome to use it.
 - There is no designated stroller parking area; parents use whatever space is available.
 - All furniture and shelving in the Children's Room is inappropriately sized for children; the tables and chairs are adult height and the stacks are 6 feet high. The room is overcrowded, congested, and old-fashioned appearing.
 - There are no designated spaces for separate activities or noise levels, nor are there any group or individual study, work, play, or reading areas.
 - The self check terminal is well positioned for both children and adult usage,
 - Storytimes and craft times are separate programs. Storytimes occur multiple times each week in the Children's Room by moving furniture, but craft programs are special and age-specific events which are held in the lower level History Room.
 - Noise level is contained in the Children's Room and does not permeate to other areas of the library.
 - There is no designated display area or community announcement space in the Children's Room. All bulletin boards are located in the hallway in front of the Circulation Desk and all announcements for library and town events are posted there.
- **Teens and Tweens**
 - The library has no dedicated teen areas and only offers limited YA programming. YA books are shelved in the lower level History Room.
 - Teens are not frequent users of the Main or Endicott Branch libraries in Dedham.

- **Specialized Room:**
 - We have no designated Quiet Rooms, Meeting Rooms, or Local History Rooms. The Local History collection is shelved behind locked glass doors in the Reference Rotunda .The Quiet Room is in the lower level History Room and only a quiet zone when the room is not doubling as a Meeting or Program Room by moving the furniture.

- **Restrooms:**
 - Two-stall public restrooms for men and women are located on the lower level at the bottom of the foyer stairs. Neither is handicapped accessible.
 - A staff and handicapped restroom is on the first floor across from the circulation desk in a narrow corridor. It is not ADA compliant.
 - An additional staff restroom is on the ground floor level adjacent to the staff room and staff kitchen.
 - All of the library restrooms are clean and well-maintained by our custodial staff
 - Two water fountains of differing heights are located outside the children’s room near the Circulation Desk

- **Staff and Delivery Areas:**
 - The library has only two staff work spaces – behind the circulation desk and in the technical services office.
 - Other than the administrative offices in the tower, there is only one staff office and that is for the Cataloger; no other staff have non-public offices or work spaces.
 - Workstations are neither ergonomically designed nor function. Staff desks, tables, and chairs are a hodgepodge of mismatched pieces.
 - All deliveries are carried in to the building by the custodians and brought to the appropriate staff member. New book deliveries are either left in the hallway or stored in the technical services office until the cataloger can attend to them.
 - There are neither designated staff parking spaces nor a staff entranceway.
 - The lack of workspaces makes it impossible for the library to accommodate additional staff even though we are woefully understaffed.

- **Maintenance**
 - To the credit of our custodial staff, the building is always spotlessly clean and well maintained. Routine repair and maintenance tasks are handled promptly. The janitor’s closet is on the lower level outside the History Room. Floors are washed and rugs vacuumed daily.

- **Conclusion:**
 - The Dedham Public Library is a town treasure, well-loved by its citizens. The 1880 library building, though, cannot continue to serve the needs of the town in the future. We must begin the planning process to outline what the library of the future could and should be for

the people of Dedham. Libraries are no longer storehouse of books; they are vital information centers and community gathering places. Our current building cannot support the changing needs of the people and the future generations of library users. Just as in 1950, the town recognized the need to add a children's wing to serve the young people and their parents, we now recognize that we must look to newer ways to fulfill our users' demands. We need library spaces equipped to house modern technology and varied formats for information, and most importantly, expanded meeting areas to assemble and share ideas.

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