

Interview & Focus Group Notes

Parent and Care Giver Interviews

1. Programs are great but fill quickly
2. Teen programming with teen space they will want to be at
3. Programs at CHD or Craighleith
4. Better washrooms
5. Café or sales pf coffee/tea/juice
6. Better kitchenette for people to use
7. Contained shelves for smaller wandering children
8. Early learning stations
9. Bigger francophone collection
10. Parking for parents with strollers
11. Stroller parking—takes up lots of space and blocks aisles

Seniors

1. More drop-in programs
2. More tech programs
3. Better seating—hard chair/table or low sofas
4. More parking / accessible parking
5. Scrap booking type table to do crafts at
6. Puzzle table in main space

Teens

1. Designated space separate from others
2. Space where noise won't be an issue
3. Computers in space
4. Music in space
5. Technology zone
6. DJ and music software (maker room)
7. Books appealing to my age
8. Group gaming sessions
9. More walking dead books (past season 5)
10. Play station/xbox room where different ages can play (parent held controlled for younger ages, teens, or adults)
11. 3D printer
12. Music mixing programs and lessons (garage band or other)
13. Puzzle stations for mixing (last library had an Abbey Road music theme puzzle)

Museum Advisory Council (MAC)

1. Make the CHD a central repository for culture and heritage collections for the TOTBM is an ongoing concern.

1. Make the CHD/BMPL a lead in cultural and natural heritage development. This is a concern in relation to the development of the Plater Martin and Plater Fleming archaeological sites and any other or future sites. MAC and the CHD can provide input and information to the TOBM planning process.
2. Evaluation and expansion of the collection to fill in missing information and preserve significant heritage resources. Create an acquisition budget for artifact purchases.
2. Ensure planning is in place to adequately store, preserve and manage these resources for the community and for the future.
3. Collection documentation and management, part of the 5/10/20 year plan to catalogue, update and document the collection. This includes determining ownership of the collection, collection management and preservation.
4. Technology, part of the 5/10/20 year plan to include planning for upgrades and development in environmental, physical or technological resources.
5. Digitization of the collection to create resources for community needs. The current digitization materials are being used, but what people are searching for is often not available now. Providing access to material that has Optical Character Recognition for text forms allows for searching on any word in text based materials. This will provide easier access to this information. This should be part of a 5/10/20 year plan, as the collection will continue to grow and be digitized.
6. Publishing access point for those who are research and writing here. Biblioboard is already available and has material already loaded that relate to community heritage.
3. For example, Walter Trier books are digitized on this platform. The museum has original Trier panels in the collection. Bringing these items together on this platform provides further insight and highlights both collections. Our local writers group is seeking to publish a sampling of their works on biblioboard. This programme needs more time and support to encourage use in the community. It provides on-line access to books and can include local authors, such as local history.
7. Research/Archives/Museum Collection, encourage these collections for use by universities and colleges as well as local schools. Through on-line resources and collection development.
8. Education is a mainstay for the CHD, providing access to the collection, knowledge and meaning in every year of the strategic plan. Currently there is no dedicated programme space and bus tours are too large to be accommodated. The building only has an occupancy in the entire space of 50 people.
9. Film Series, expand on this to include a feature on the Natural History of the escarpment, settler history and additional films on the apple industry. We are in the second year of development and will extend to a third year with future planning. It supports the educational focus of the CHD.
10. Borrow exhibits from other museums, provide a space to accommodate this.
11. Maintain this significant historic structure and ensure in the 5/10 and 20 year plans for renewal and preservation to ensure for its continued longevity. Ensure the increased visitor ship does not harm the infrastructure of the building. Create plans for this.

MAC identified the need for expansion to accommodate the future needs as part notes above and in relation to further items below.

1. Expansion of the CHD, if fundraising is done by MAC for the CHD we need to ensure the CHD monies stay with the CHD. It makes it easier to work toward this goal and meet the needs of the community.
2. Add a railway rolling stock feature, but ensure it is accessible and if it is an artifact then it should have the proper housing and maintenance relating to museum standards.
1. Food Distribution area, picnic area, to accommodate visitors and those from the beach to come and experience the museum, the food might be a draw, provide services to all and revenue stream to the CHD.
2. Photo opportunity spots developed as part of exterior exhibits and wayfinding and branding of the site.
3. Make the building have presence from the road, capitalize on the location and the historic nature of the building.
4. Bring up the environmental controls to meet museum standards and update as them technological advances are made.
5. Ensure exhibit cases meet environmental controls if the building itself cannot meet these controls.
6. Ensure the basement meets environmental controls and create a secure and improved storage area for the collection, plan for collection growth and oversized items.
7. Parking issues to be addressed, investigate offsite parking at the community hall and other potential areas to increase and allow for bus parking.
8. Ensure exterior lighting provides safe and secure workspace, and that the building is updated allowing for new technologies in heating/lighting/environment and controls.
9. Provide adequate space for group programming (60+ space) for education programmes, film series, museum exhibits and large artifacts added to the collection. Also take some of the stress off the historic structure which may be impacted by increased use.
10. Ensure barrier free upgrades and inclusive public spaces are included in planning. This includes ensuring the flooring meets standards especially for those using mobility assists.
11. Furniture acquisitions for improved library shelving and staff workspaces.
12. Provide adequate space for growth of the collection with the increase in size and scope due to the expansion of the collection.
13. Technology, provide resources to make more of our collections available through technology and new media and provide space to utilize and develop these in house.
14. Provide more space to highlight the natural and cultural heritage of our community, provide a place for community memory and preservation of knowledge.

Arts Advisory Council (AAC)

1. Clean and recover walls
2. Replace drywall with better board system or get new hanging system
3. Better lights for directional movable lighting
4. Better sound system and more mics
5. Seating which is movable when programs occur
6. Café seating in gallery
7. Kitchen not functional for catered events

8. Locked cabinets for staff and AAC events—things get used by public
9. Better bar with sizable storage for cold beer/cider/mixers
10. New glasses and kitchen items
11. Dishwasher which is made for glasses (100+ mugs/wine glasses at a time)
12. Better chairs and tables
13. Exterior signage for The Gallery at L.E. Shore
14. Ample parking
15. Accessible parking

Migrant Workers

One two occasions an impromptu stop was made to the library after hours to discuss needs.

1. Exterior seating
2. Wi-Fi
3. Outlets
4. Covered Seating
5. Transportation was an issue to get to the library

Citizens Forum

The Citizens Forum meeting occurred at a regularly scheduled Monday meeting. The members were offered the opportunity to speak to issues or to ask questions during the hour. A dialogue of both recommendations and general questions of procedure occurred.

1. Staff must feel respected and have good work space
2. Communication is key
3. Board must be trained and be able to complete the governance needs
4. Computer classes with small groups
5. Library is needed to assist with online vote (municipal October 2018)
6. Offering mock demo to solve voting problems, presentations, workshops
7. Time capsule with historical documents about the community—include with new building
8. Café
9. Private sector revenue to help with new initiatives
10. Recruitment plan for the Board; can Council send the library possible appointees for input and consideration
11. Can library complete the reference checks for the potential appointments
12. Community needs to know the background of people who are on the board
13. Library needs to make qualifications for sitting on the Board public
14. Need an explanation on why certain requirements are present for Board membership (e.g. criminal reference check).
15. How will the community have input to the Strategic Plan (June 14th, focus groups, interviews discussed, as well as Sept 13th final community consultation on Goals and Objectives).
16. Website needs improvement and must be AODA accessible and screen reader capable (Town is not)

Chamber of Commerce (Board)

Chamber is looking at ways to provide service to the business community, i.e. training. Needs identified:

1. Entrepreneur Start/Up Support: Provide Learning Sessions (after 6)
 - a. How to write a business plan
 - b. How to apply for a Master Business License
 - c. Human Resources Management – ESA, MFIPPA, OHSA, etc.
 - d. Marketing & Communications
2. Communication Needs:
 - a. Connectivity
 - b. Access to hardware and software
 - c. Marketing
 - d. Newsletters
 - e. Printing Services
3. Other Ideas:
 - a. Professional/Business Book Club (example given was “Good to Great”)
 - b. Open House for the Chamber and their network to showcase what the Library can offer to local businesses
 - c. Did you know...e-blast through Chamber’s email re services, etc. available at the library to support local business
 - d. Chamber is planning a focus week on Small Business (October 14-20) –potential to partner or launch new service/book club

Staff & Managers

In several meetings with staff and managers the following lists have been addressed for LES

1. Staff space is not suitable for work and breaks. Need work room beyond desk space. Need lunch room where one can sit and relax away from work and without interruptions from staff who are using the kitchen/workroom.
2. Need visual alarms. Only audio alarms for fire and 1 staff is deaf (as are patrons).
3. Patrons regularly asking for water fountain/water bottle refill.
4. Require storage for chairs/seating; storage for admin content (away from public spaces); storage for programming materials; storage for potential seasonal collections storage such as kayaks, fishing poles, snow shoes—wet storage.
5. Require better kitchen for programming and bar service. Must have large fridge for beer/cider storage and dispensing. Lockable cabinets and fridge.
6. Family washroom that a family can use (stroller, parent, and additional child with change table down and door closed).
7. Maker space that can be used for a variety of maker kits and activities.
8. Programming space—designated with storage for our materials
9. Better wi-fi in main room with outlets
10. Hanging area for kids coats and boots

CHD has similar needs

1. Kitchen/breakroom
2. Storage (closed and locked from general access by people with a key)
3. Accessible
4. Programming space
5. Water (in and outside access)
6. Change table
7. Staff work space