

**TOWN OF GLASTONBURY
REQUEST FOR QUALIFICATIONS
RPGL-2014-29
CONSULTANT SERVICES FOR SPACE PLANNING DESIGN STUDY
WELLES TURNER MEMORIAL LIBRARY (WTML)
ADDENDUM NO. 1
MARCH 7, 2014**

The attention of respondents submitting proposals for the above-referenced project is called to the following Addendum to the specifications. The items set forth herein, whether of omission, addition, substitution or other change, are all to be included in and form a part of the proposed Contract Documents for the work. Respondents shall acknowledge this Addendum in the Bid Proposal by inserting its number in Attachment A.

The following documents are included in this addendum:

- Revised Bid Proposal Page - Attachment A
- WTML - Detailed Plans / Building Elevations and Sections (12 pages)
- WTML - Survey (18 pages)

END OF ADDENDUM NO. 1 TEXT

**REQUEST FOR QUALIFICATIONS
CONSULTANT SERVICES FOR SPACE PLANNING/DESIGN STUDY
WELLES-TURNER MEMORIAL LIBRARY
RPGL-2014-29**

**ATTACHMENT A
REVISED - PROPOSAL RESPONSE PAGE**

**TOWN OF GLASTONBURY
PROPOSAL**

RPGL # 2014-29

DATE ADVERTISED February 24, 2014

DATE / TIME DUE March 12, 2014 @ 11 AM

**CONSULTANT SERVICES FOR SPACE PLANNING / DESIGN
STUDY- WELLES-TURNER MEMORIAL LIBRARY**

NAME OF PROPOSAL _____

CODE OF ETHICS:

I / We have reviewed a copy of the Town of Glastonbury's Code of Ethics and agree to submit a Consultant Acknowledgement Form if I /We are selected. Yes _____ No _____ *

***Respondent is advised that effective August 1, 2003, the Town of Glastonbury cannot consider any proposal where the respondent has not agreed to the above statement.**

The Respondent acknowledges receipt of the following Addenda:

Addendum #1 _____

Addendum #2 _____

Addendum #3 _____

Type or Print Name of Individual

Doing Business as (Trade Name)

Signature of Individual

Street Address

Title

City, State, Zip Code

Date

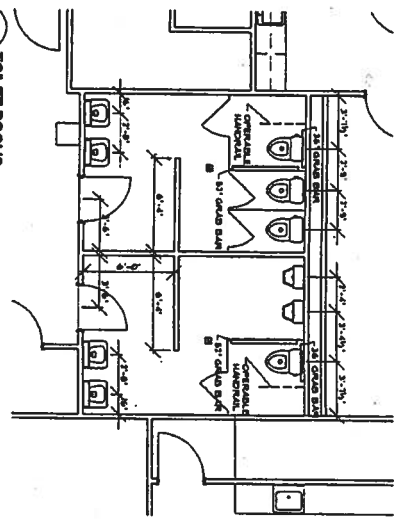
Telephone Number / Fax Number

E-Mail Address

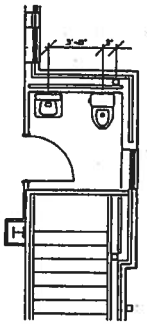
SS # or TIN#

(Seal – If proposal is by a Corporation)

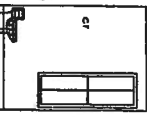
Attest



B1 1/4" = 1'-0"
TOILET ROOMS

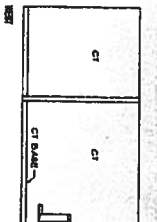
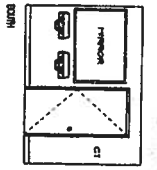
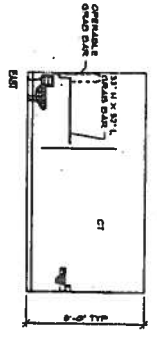
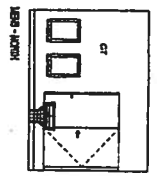
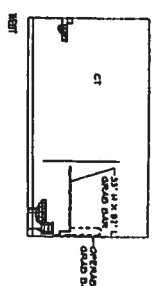
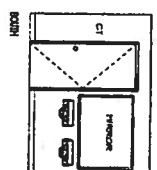
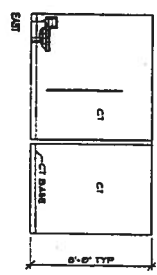
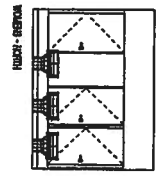


C1 1/4" = 1'-0"
UNISEX TOILET

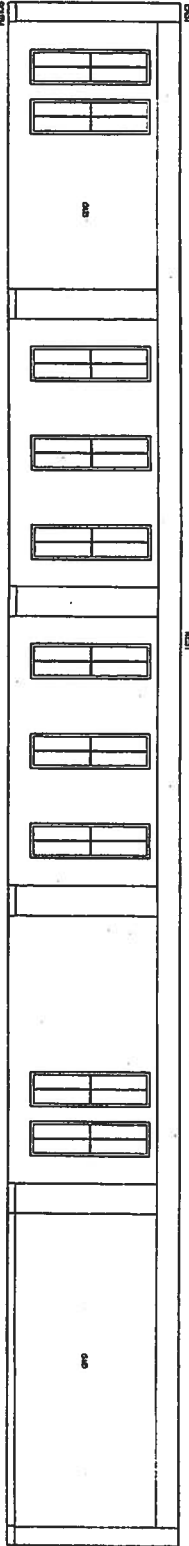
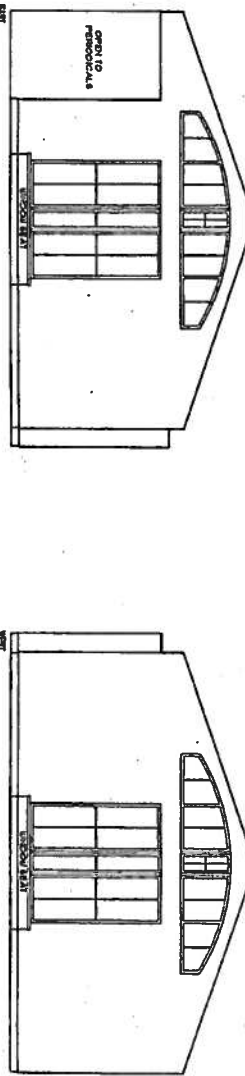
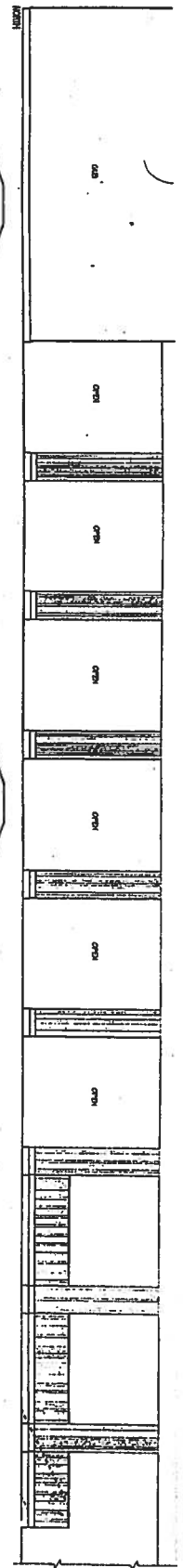


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UNISEX TOILET

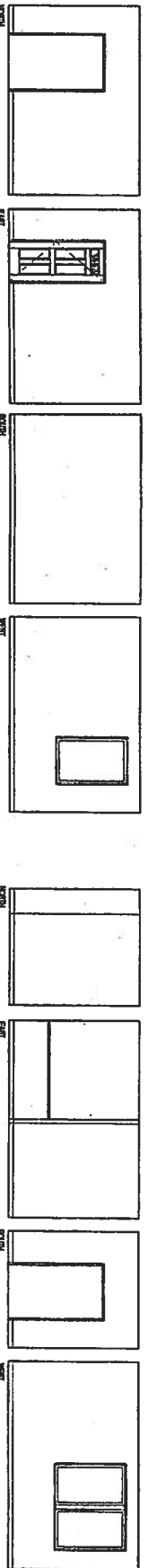
B3 1/4" = 1'-0"
TOILET ROOMS



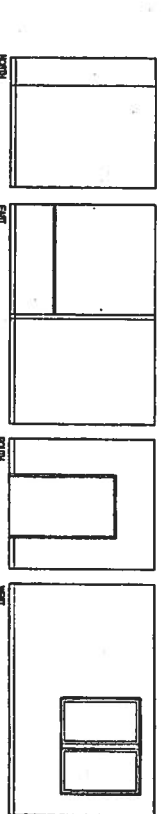
DATE: APR 15 1971
SCALE: 1/4" = 1'-0"
SHEET: 1



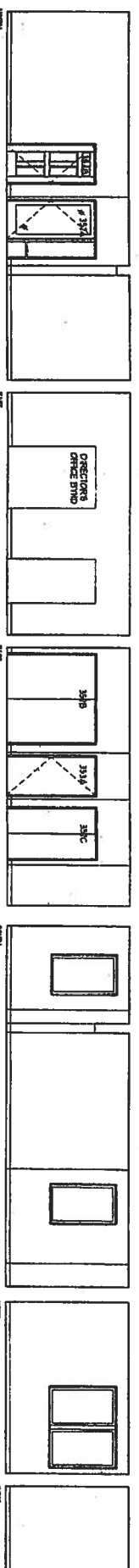
C1 STACKS-204
1/4"-1'-0"



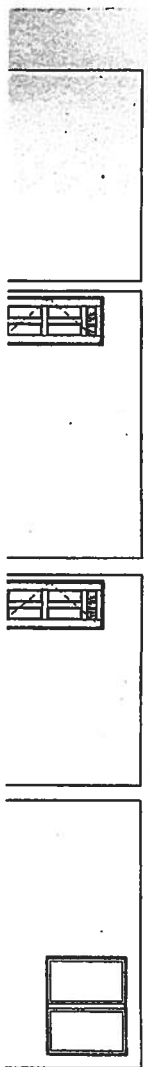
D1 LOUNGE-365
1/4"-1'-0"

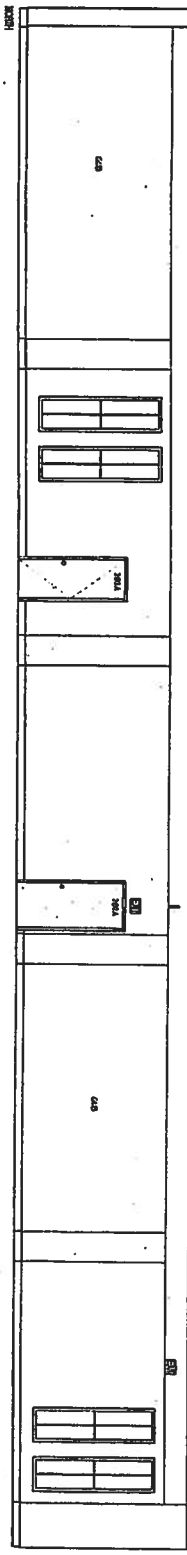
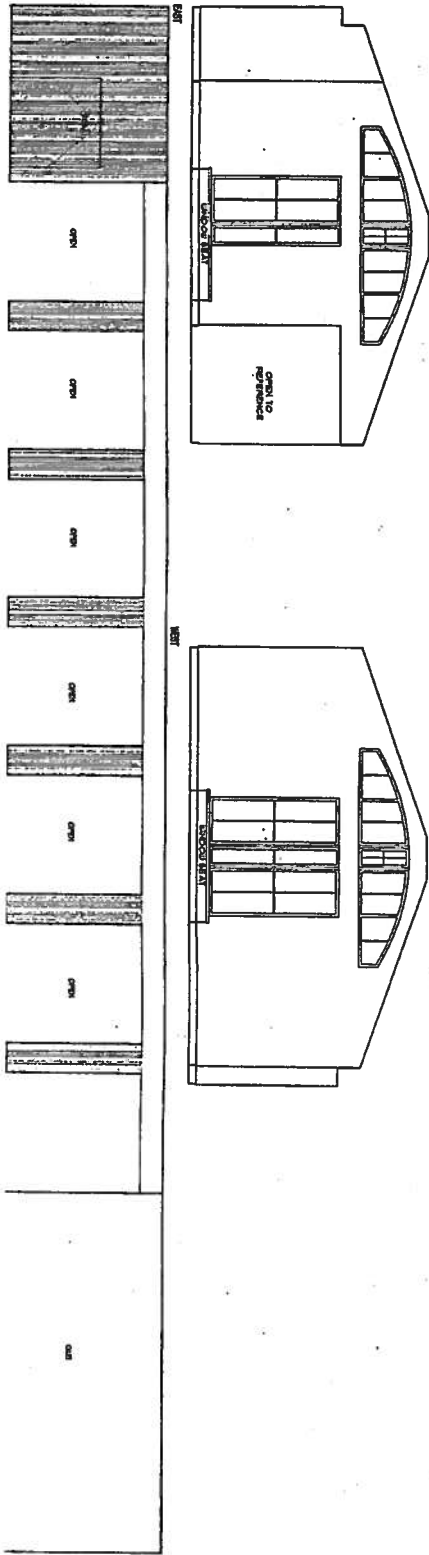


D4 KITCHEN-366
1/4"-1'-0"

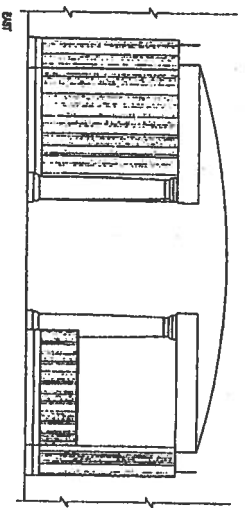
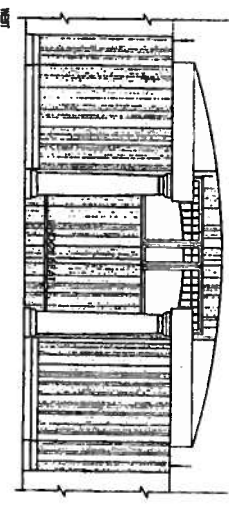
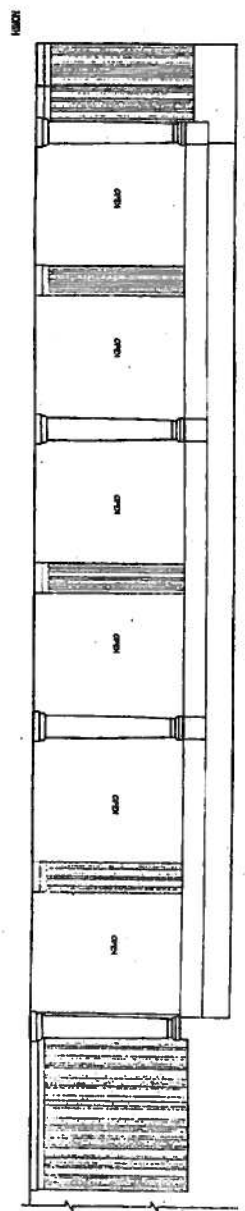
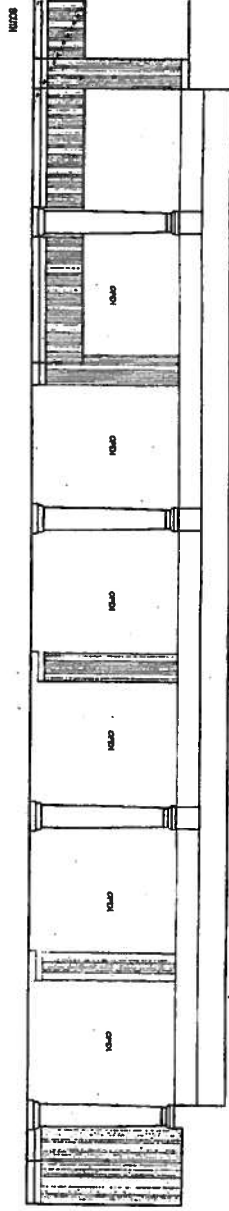


E1 BUSINESS OFFICE-362
1/4"-1'-0"





C1 CIRCULATION-200
1/8"=1'-0"

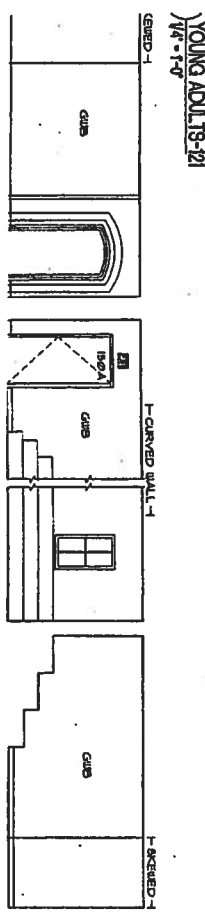
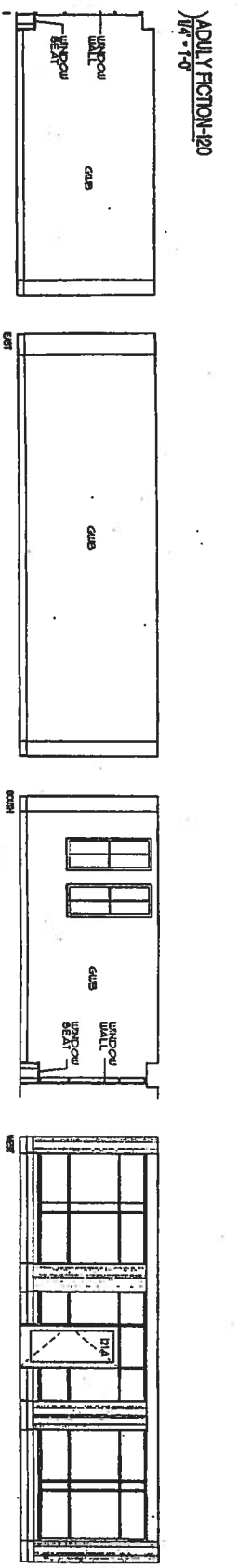
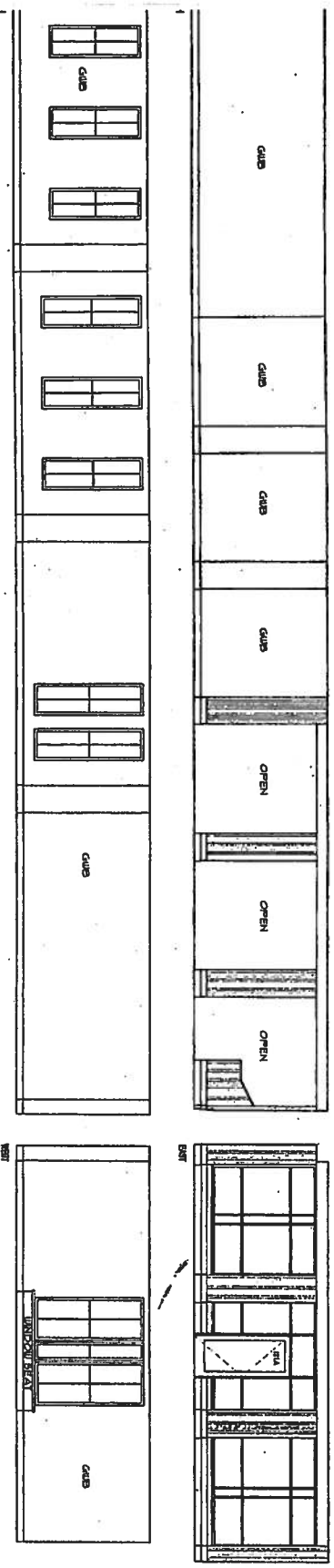
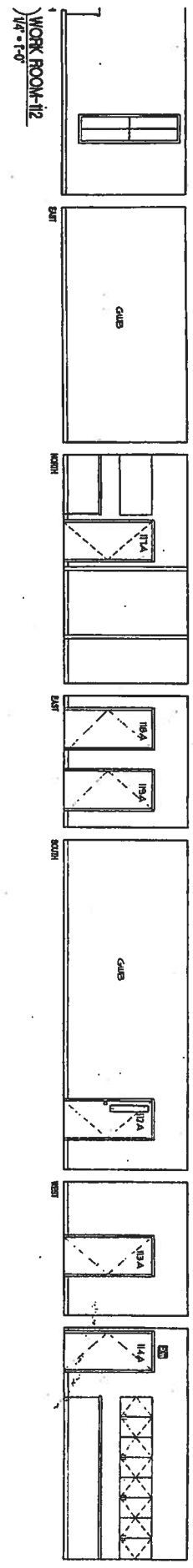
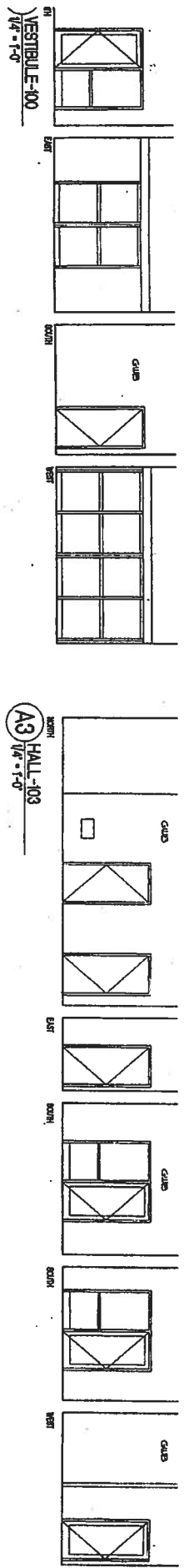


DATE: APRIL 15, 1988
SCALE: 1/8"=1'-0"

WELLES-TURNER MEMORIAL LIBRARY
GLASTONBURY, CT

ARBONIES KING VLOCK

2 SACHEM ROAD STONY CREEK CONNECTICUT 06424



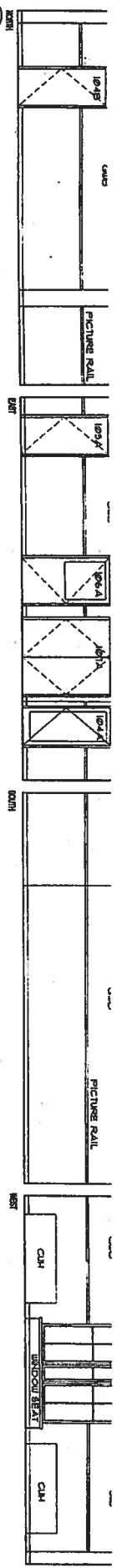
A3 HALL-103
1/4" = 1'-0"

DATE: APR 18 1987
SCALE: 1/4" = 1'-0"

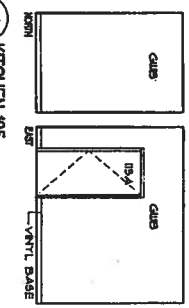
WELLES-TURNER MEMORIAL LIBRARY
GASTONBURY, CT

INTERIOR
ELEVATIONS

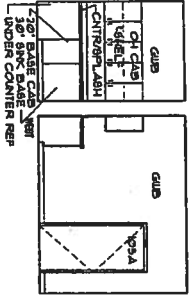
ARBONIES KING VLOCK
2 SACHEM ROAD STONY CREEK CONNECTICUT 06405
A PROFESSIONAL CORPORATION OF ARCHITECTS AND PLANNERS



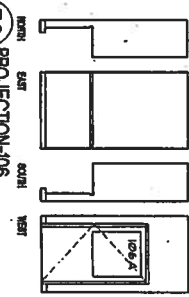
A1 PROGRAM-104
1/4" = 1'-0"



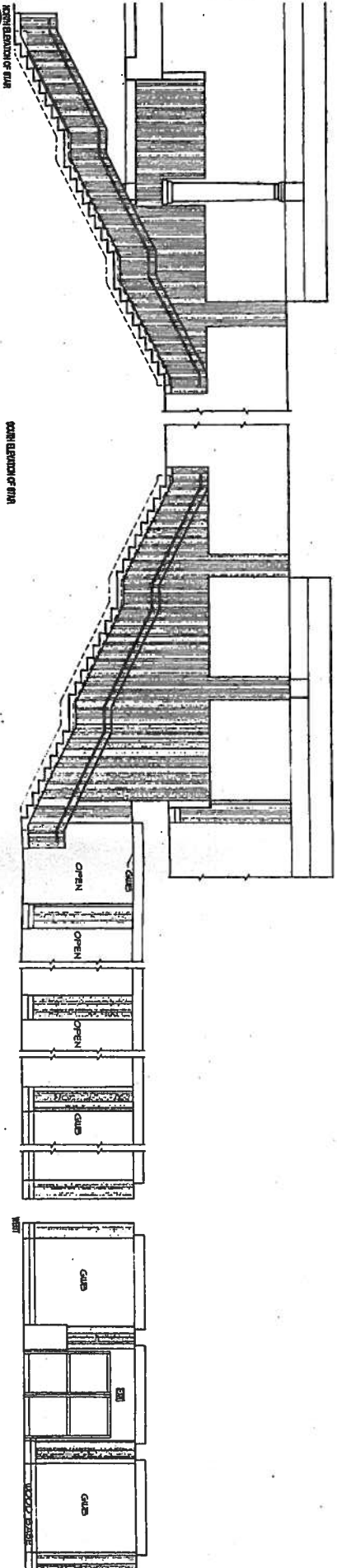
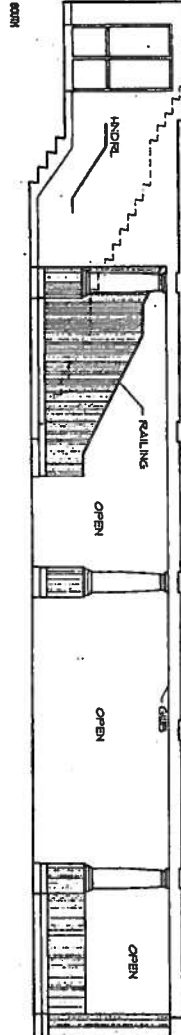
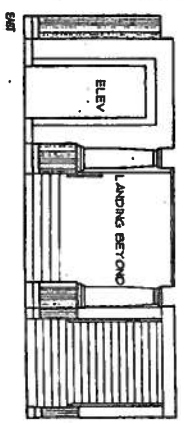
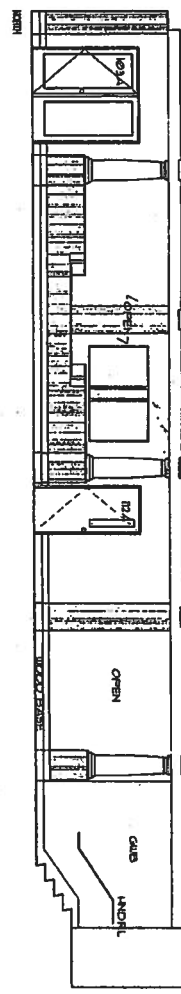
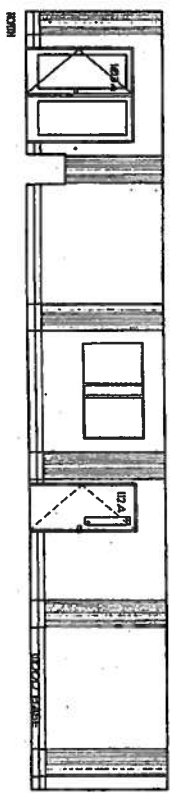
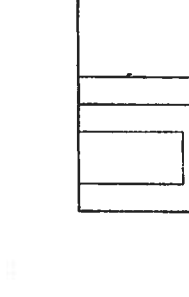
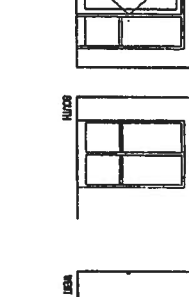
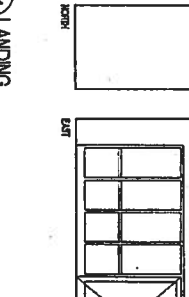
B1 KITCHEN-105
1/4" = 1'-0"

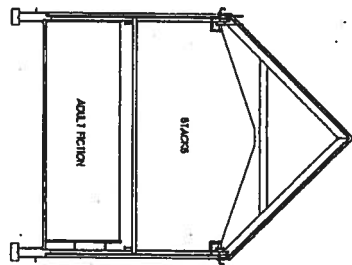
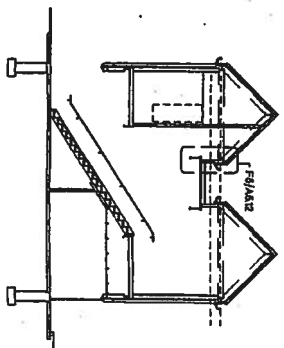
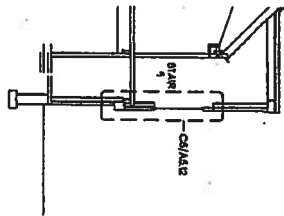
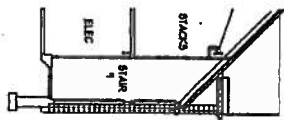


B3 PROJECTION-106
1/4" = 1'-0"



B4 LANDING
1/4" = 1'-0"





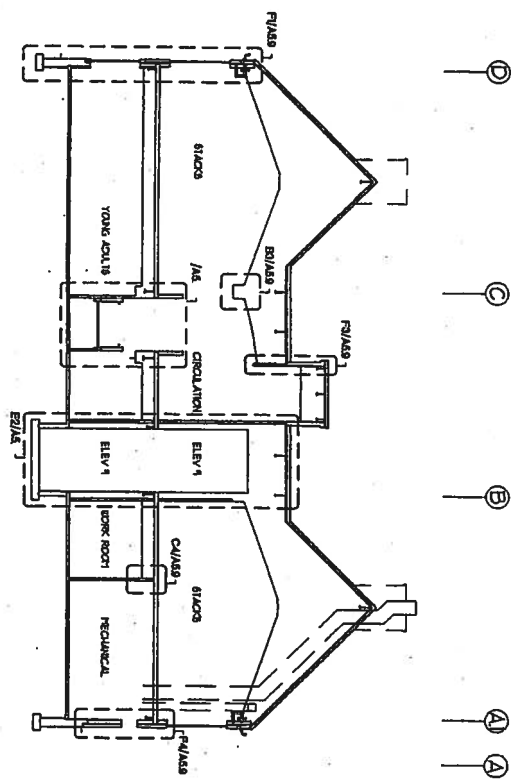
C1 1/8"-0"

A A

D

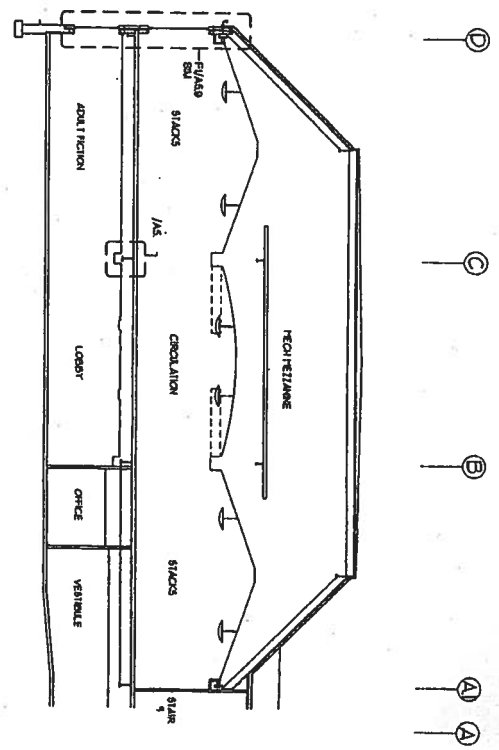
D

C



D C B A A

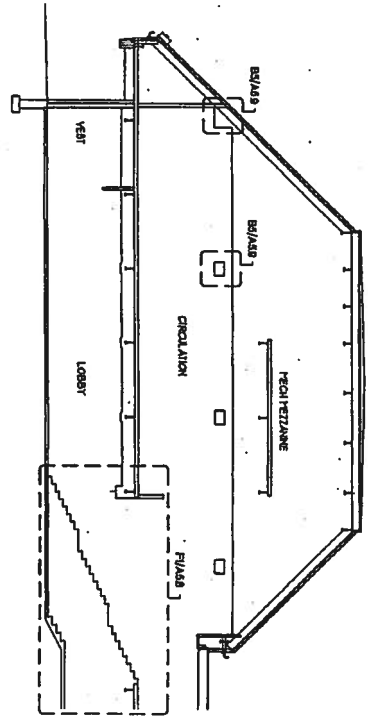
C4 1/8"-0"



D C B A A

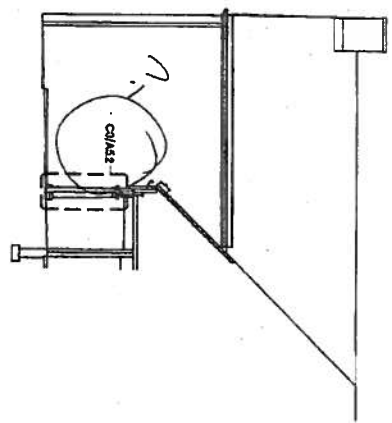
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SCALE:	1/8"=1'-0"
SHEET:	

- 2
- 3
- 4
- 5
- 6

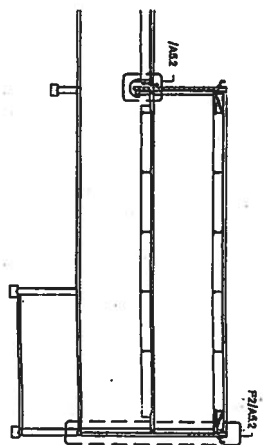
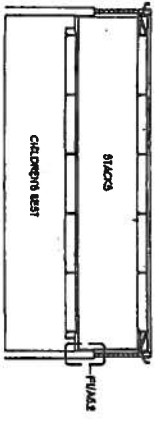


1/8"-1'-0"

C4 1/8"-1'-0"



- 2

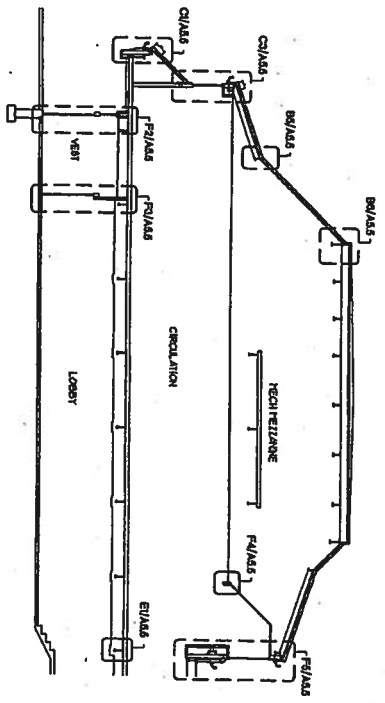


Scale	1/8" = 1'-0"
Sheet	1/8"-1'-0"
Project	WELLES TURNER MEMORIAL LIBRARY
Client	CLASHAM, CT.

WELLES-TURNER MEMORIAL LIBRARY
CLASHAM, CT.
BUILDING ELEVATIONS AND SECTIONS

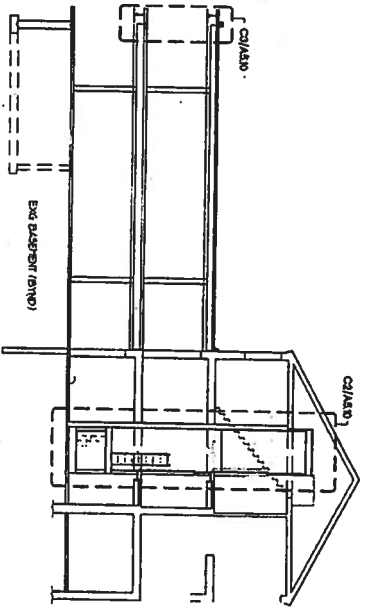
ARBONIES KING VLOC
2 BACHEM ROAD STONY CREEK, CONNECTICUT 064
A PROFESSIONAL CORPORATION OF ARCHITECTS AND PLANNERS

2 3 4 5 6

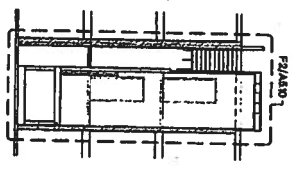


C1 1/8'-0"

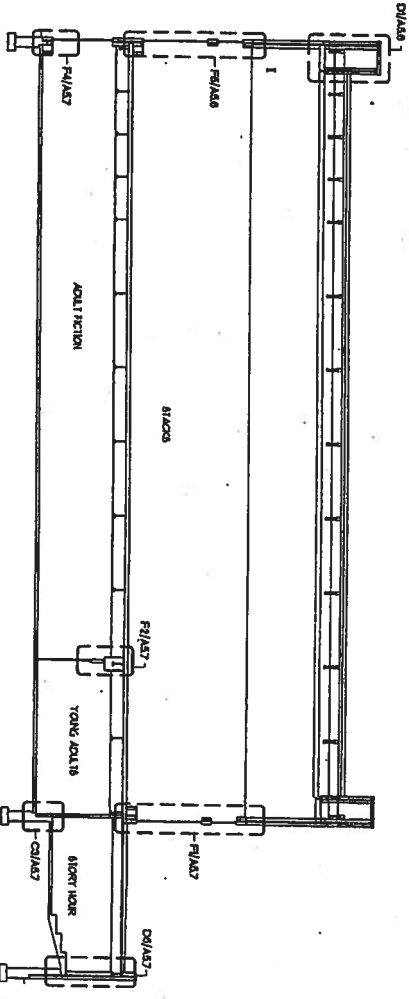
C4 1/8'-0"



C6 1/8'-0"

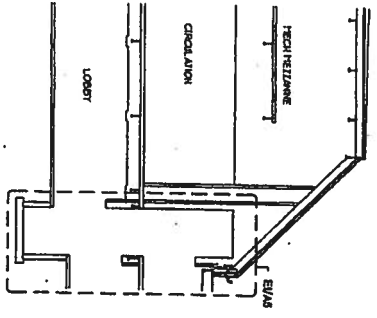


1 2 3 4 5 6



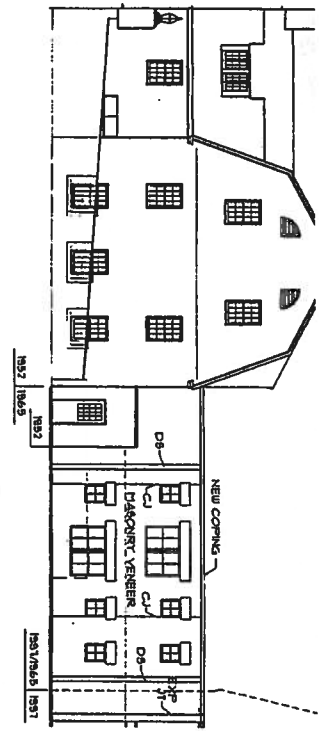
C2

5 6

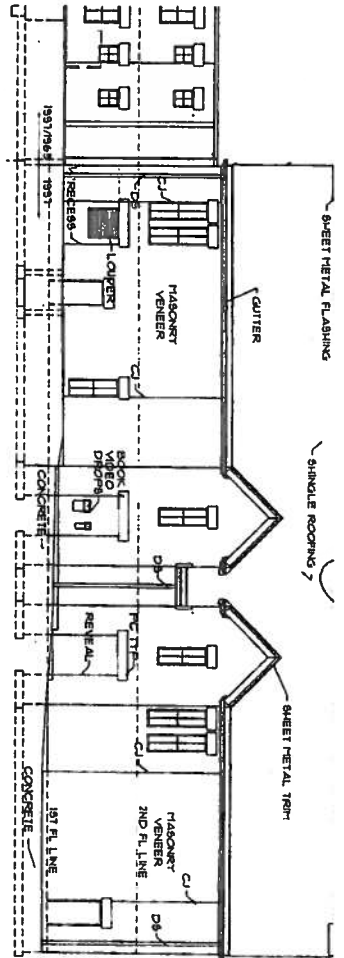


C3

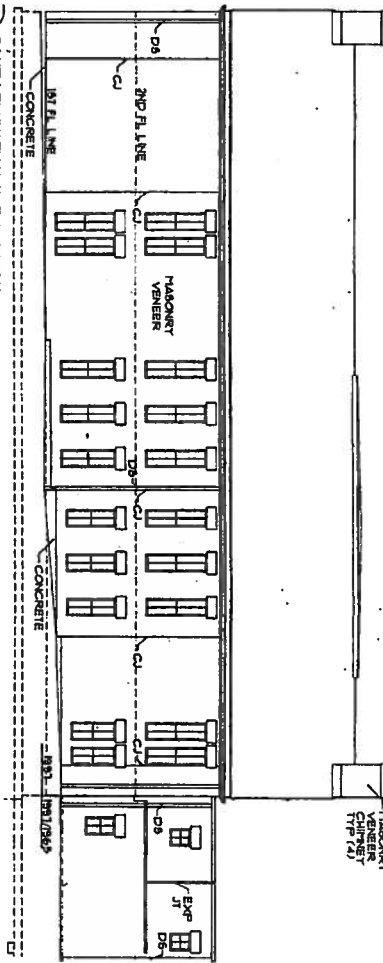
DATE	APR 18 2007
SCALE	1/8" = 1'-0"
SHEET	1



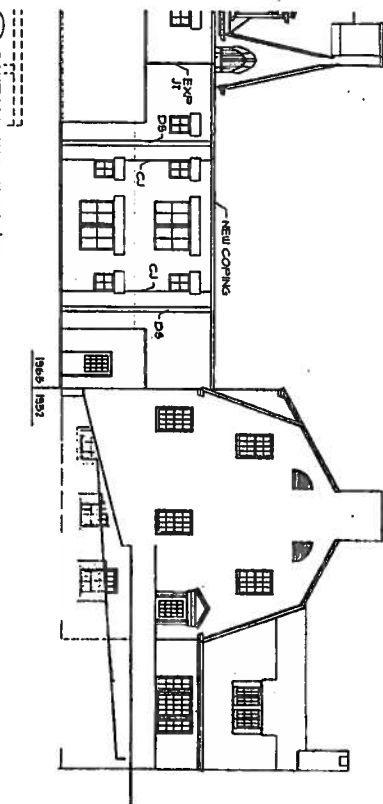
31 NORTH ELEVATION-1932/1965 BLDG
1/8" = 1'-0"



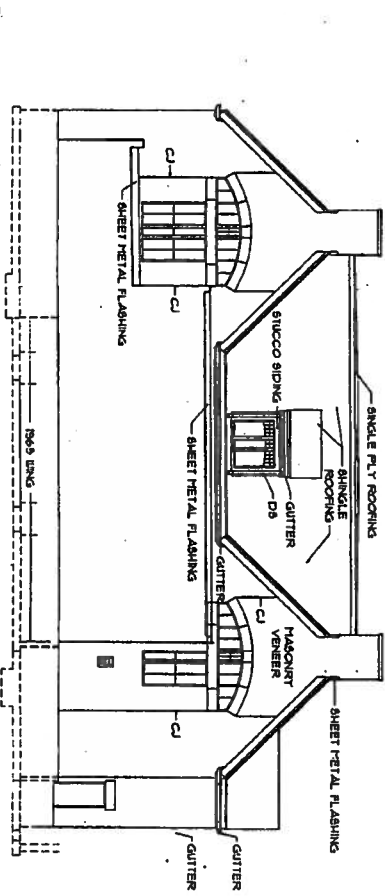
B3 NORTH ELEVATION-1997 ADDITION
1/8" = 1'-0"



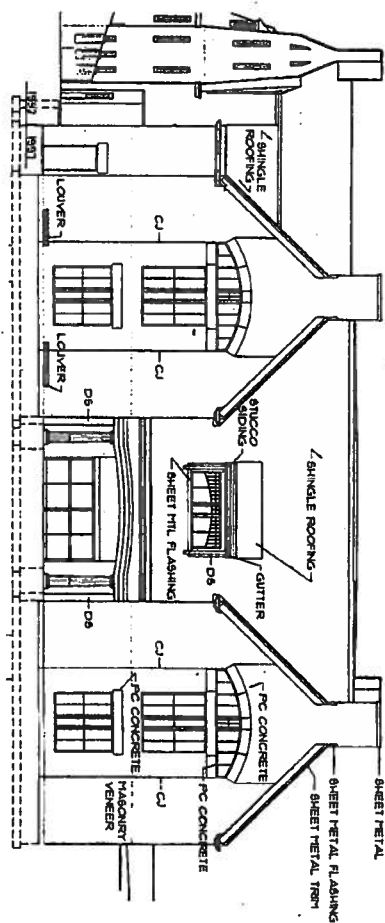
D1 SOUTH ELEVATION-1932/1965 BLDG
1/8" = 1'-0"



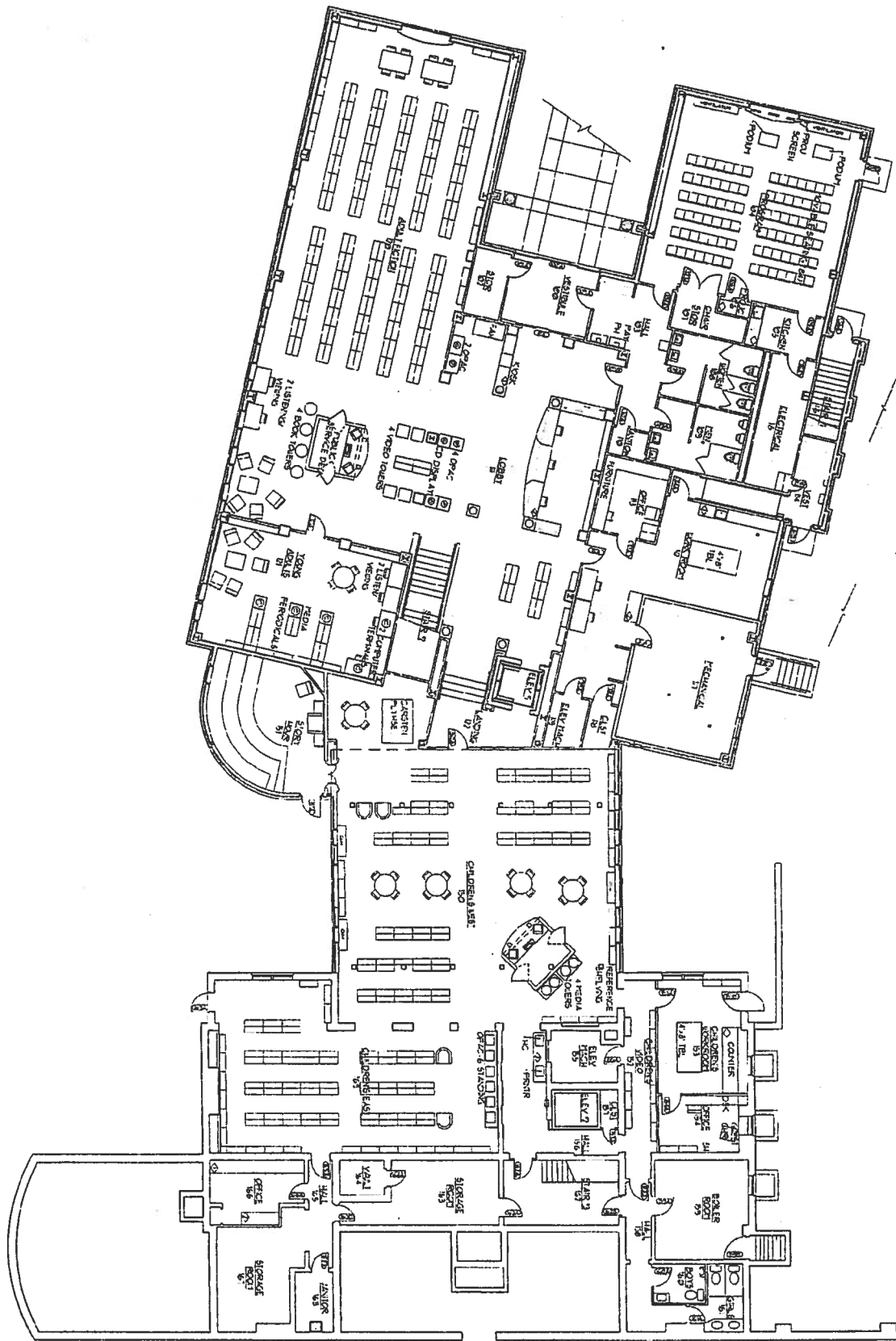
D4 SOUTH ELEVATION-1997 ADDITION
1/8" = 1'-0"



E EAST ELEVATION-1997 ADDITION



W WEST ELEVATION-1997 ADDITION



Date:	APRIL 18 2007
Scale:	1/8" = 1'-0"
Sheet:	101-1-01

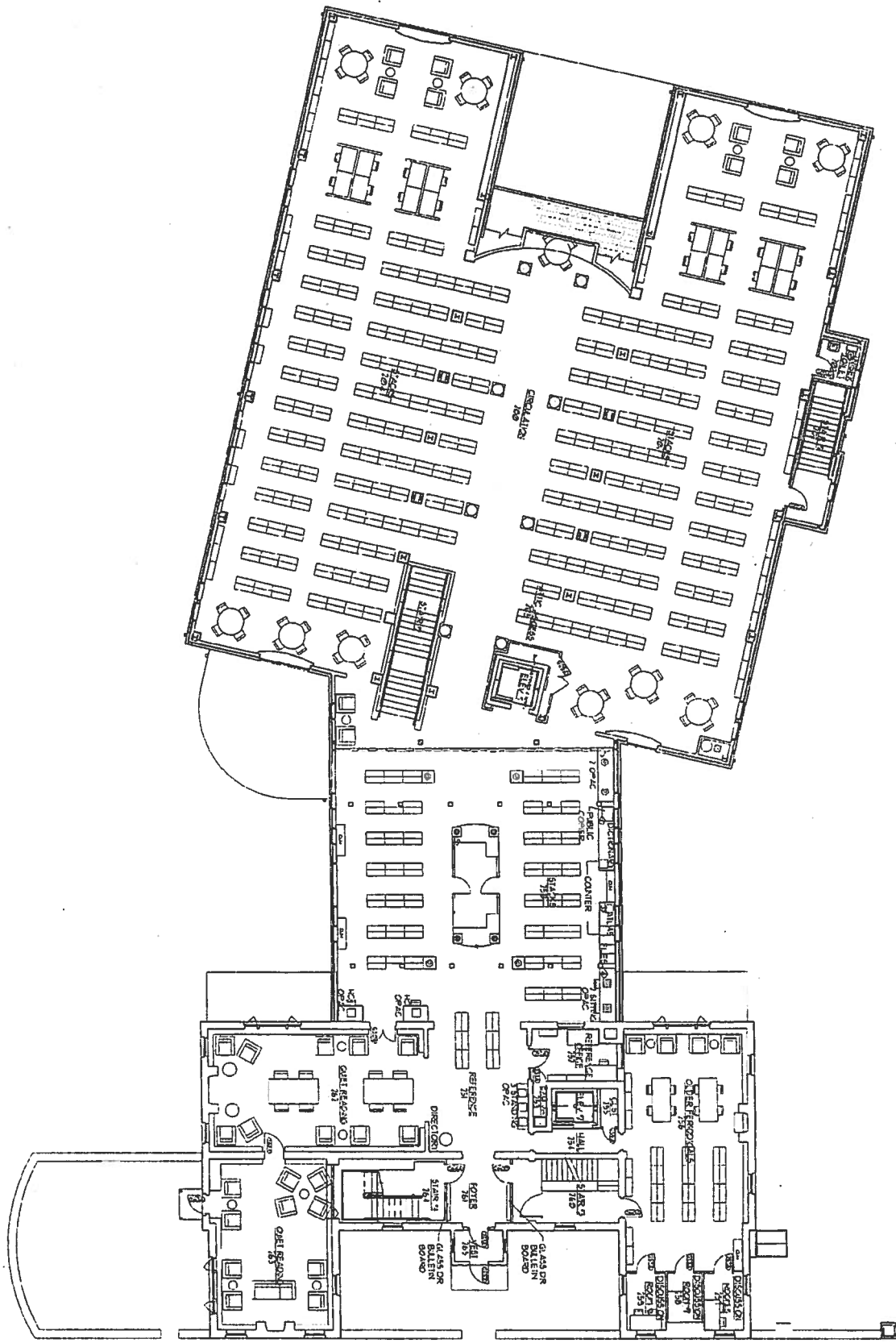
WELLES-TURNER MEMORIAL LIBRARY
CLASTONBLIRT, CT

**FIRST FLOOR
FURNITURE PLAN**

ARBONIES KING VLOC

2 SACHEM ROAD STONY CREEK, CONNECTICUT 064

A PROFESSIONAL CORPORATION OF ARCHITECTS AND PLANNERS



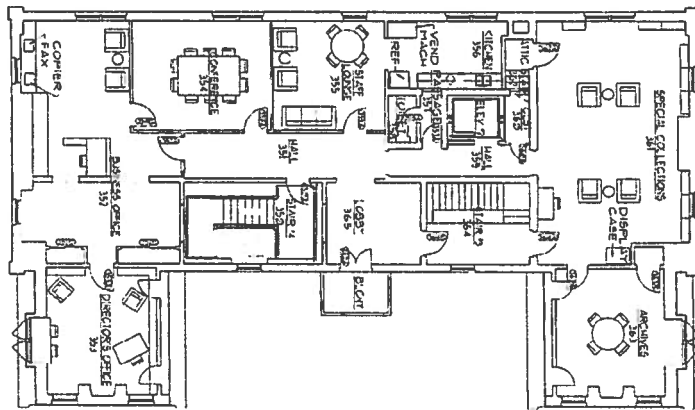
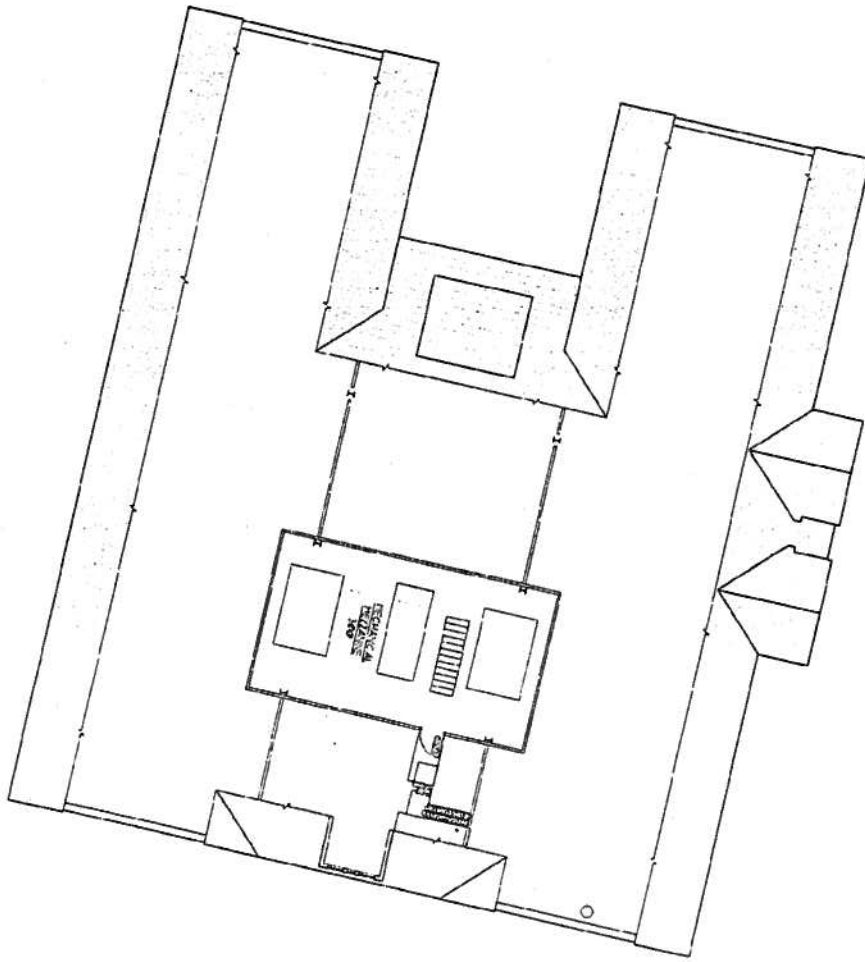
DATE	APRIL 8, 1971
SCALE	1/4" = 1'-0"
PROJECT	WELLES-TURNER MEMORIAL LIBRARY

WELLES-TURNER MEMORIAL LIBRARY
GLASTONBURY, CT

**SECOND FLOOR
FURNITURE PLAN**

ARBONIES KING VLOC

2 SACHEM ROAD STONY CREEK, CONNECTICUT 06
A PROFESSIONAL CORPORATION OF ARCHITECTS AND PLANNERS



Date: APRIL 8, 1997
 Scale: 1/4" = 1'-0"
 Sheet: 3

WELLES-TURNER MEMORIAL LIBRARY
GLASTONBURY, CT.

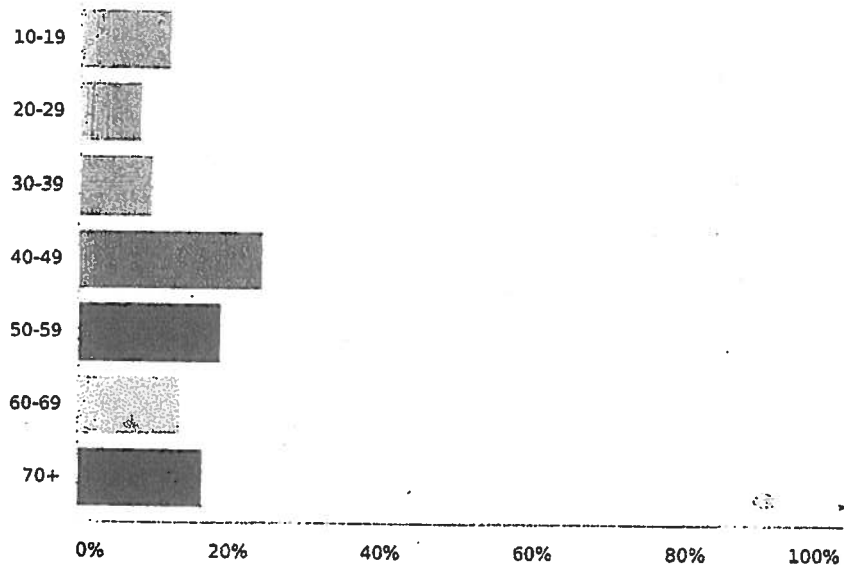
**THIRD FLOOR
 FURNITURE PLAN**

ARBONIES KING VLOC

2 SACHEM ROAD STONY CREEK, CONNECTICUT 06424
 A PROFESSIONAL CORPORATION OF ARCHITECTS AND PLANNERS

Q1 What is your age range?

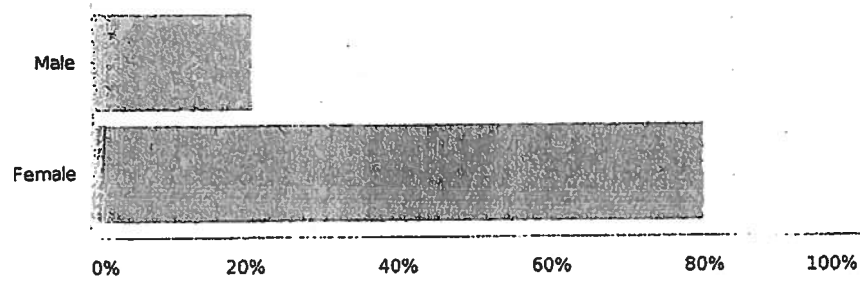
Answered: 130 Skipped: 2



Answer Choices	Responses	
10-19	11.54%	15
20-29	7.69%	10
30-39	9.23%	12
40-49	23.85%	31
50-59	18.46%	24
60-69	13.08%	17
70+	16.15%	21
Total		130

Q2 What is your gender?

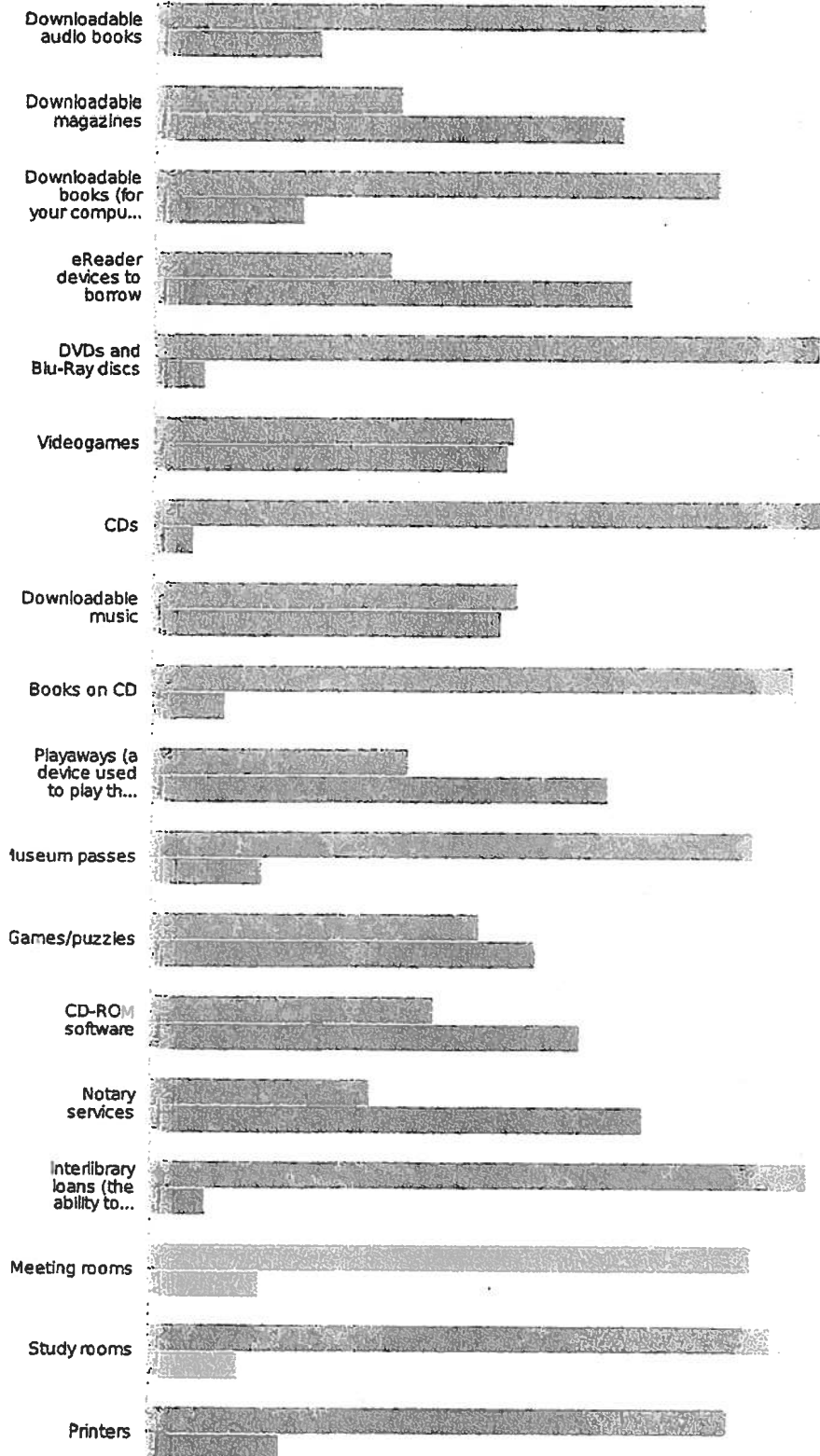
Answered: 127 Skipped: 5



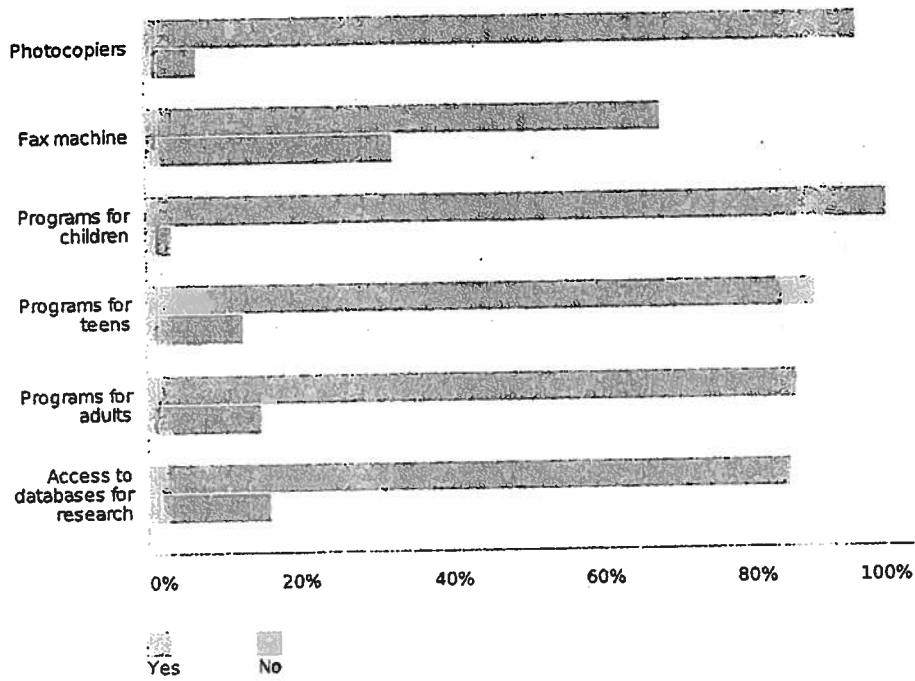
Answer Choices	Responses	
Male	20.47%	26
Female	79.53%	101
Total		127

Q3 Did you know that the Library offers:

Answered: 132 Skipped: 0



Welles-Turner Memorial Library: 2013 User Survey



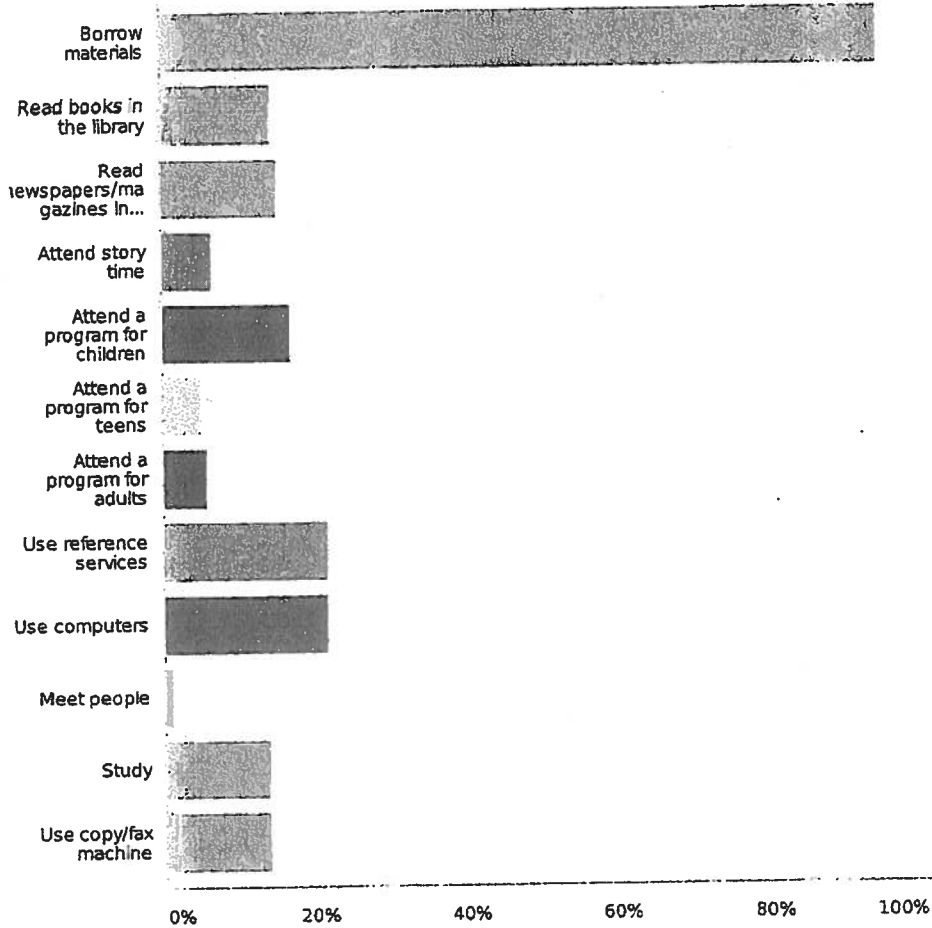
	Yes	No	Total
Downloadable audio books	76.92% 100	23.08% 30	130
Downloadable magazines	34.38% 44	65.63% 84	128
Downloadable books (for your computer or E-Reader device)	79.23% 103	20.77% 27	130
eReader devices to borrow	33.08% 43	66.92% 87	130
DVDs and Blu-Ray discs	93.18% 123	6.82% 9	132
Videogames	50.39% 64	49.61% 63	127
CDs	94.62% 123	5.38% 7	130
Downloadable music	51.18% 65	48.82% 62	127
Books on CD	89.92% 116	10.08% 13	129
Playaways (a device used to play the individual audio book it contains)	35.94% 46	64.06% 82	128
Museum passes	84.62% 110	15.38% 20	130
Games/puzzles	46.03% 58	53.97% 68	126
CD-ROM software	39.68% 50	60.32% 76	126
Notary services	30.71% 39	69.29% 88	127
Interlibrary loans (the ability to get books from another library if we do not own them)	92.37% 121	7.63% 10	131

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Meeting rooms	84.62% 110	15.38% 20	130
Study rooms	87.60% 113	12.40% 16	129
Printers	81.54% 106	18.46% 24	130
Photocopiers	93.18% 123	6.82% 9	132
Fax machine	67.69% 88	32.31% 42	130
Programs for children	96.90% 125	3.10% 4	129
Programs for teens	87.50% 112	12.50% 16	128
Programs for adults	85.16% 109	14.84% 19	128
Access to databases for research	84.13% 106	15.87% 20	126

Q4 What is the primary reason(s) you visit the Library? (You may choose up to three selections)

Answered: 127 Skipped: 5



Answer Choices	Responses	Count
Borrow materials	93.70%	119
Read books in the library	14.17%	18
Read newspapers/magazines in the library	14.96%	19
Attend story time	6.30%	8
Attend a program for children	16.54%	21
Attend a program for teens	4.72%	6
Attend a program for adults	5.51%	7
Use reference services	21.26%	27
Use computers	21.26%	27
Meet people	0.79%	1
Total Respondents: 127		
Other (please specify) (12)		

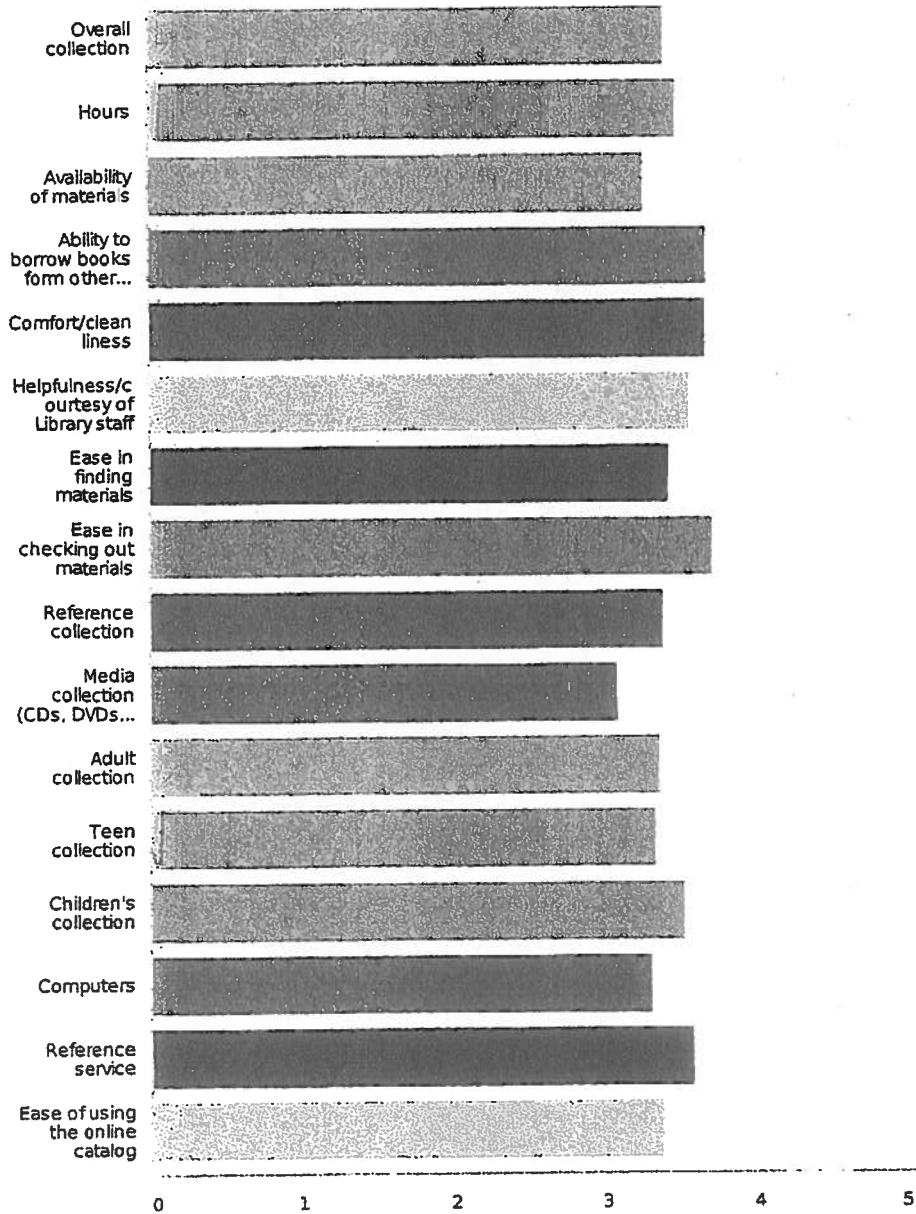
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Study	13.39%	17
Use copy/fax machine	13.39%	17
Total Respondents: 127		
Other (please specify) (12)		

#	Other (please specify)	Date
1	do homework	3/31/2013 12:01 PM
2	movies	3/31/2013 11:59 AM
3	My kids love to visit Mrs. Martin!	3/31/2013 11:55 AM
4	bring my children to pay and pick out their own books	3/2/2013 2:03 PM
5	do office work in a quiet environment where i can focus	3/2/2013 1:47 PM
6	attend meetings	3/2/2013 1:40 PM
7	Work	2/26/2013 3:06 PM
8	listen to cd's at the library	2/24/2013 8:44 AM
9	it is both sanctuary and haven, anything can happen in the library. You can go anywhere.	2/20/2013 5:11 PM
10	buy used books	2/8/2013 6:09 PM
11	pick up holds	1/30/2013 10:33 AM
12	A place to come just to browse- love the quiet it offers	1/19/2013 10:17 PM

Q5 How do you rate the Library in the following areas?

Answered: 129 Skipped: 3



	Poor	Just OK	Good	Excellent	Don't Know	Total	Average Rating
Overall collection	0.78% 1	7.81% 10	42.97% 55	45.31% 58	3.13% 4	128	3.37
Hours	0.78% 1	5.43% 7	41.09% 53	51.16% 66	1.55% 2	129	3.45
Availability of materials	2.36% 3	11.81% 15	44.09% 56	39.37% 50	2.36% 3	127	3.23

Welles-Turner Memorial Library: 2013 User Survey

Ability to borrow books from other libraries	1.55% 2	1.55% 2	22.48% 29	59.69% 77	14.73% 19	129	3.65
Comfort/cleanliness	2.33% 3	4.65% 6	19.38% 25	72.87% 94	0.78% 1	129	3.64
Helpfulness/courtesy of Library staff	3.10% 4	6.20% 8	24.81% 32	65.12% 84	0.78% 1	129	3.53
Ease in finding materials	0.78% 1	7.75% 10	41.86% 54	48.06% 62	1.55% 2	129	3.39
Ease in checking out materials	0% 0	2.34% 3	26.56% 34	69.53% 89	1.56% 2	128	3.68
Reference collection	0% 0	3.13% 4	32.03% 41	24.22% 31	40.63% 52	128	3.36
Media collection (CDs, DVDs, Videogames)	3.91% 5	12.50% 16	38.28% 49	25% 32	20.31% 26	128	3.06
Adult collection	0% 0	6.30% 8	45.67% 58	35.43% 45	12.60% 16	127	3.33
Teen collection	0% 0	5.47% 7	24.22% 31	21.09% 27	49.22% 63	128	3.31
Children's collection	0.79% 1	4.76% 6	21.43% 27	38.89% 49	34.13% 43	126	3.49
Computers	0.78% 1	6.25% 8	35.16% 45	27.34% 35	30.47% 39	128	3.28
Reference service	0.79% 1	3.17% 4	24.60% 31	46.03% 58	25.40% 32	126	3.55
Ease of using the online catalog	1.61% 2	8.87% 11	34.68% 43	42.74% 53	12.10% 15	124	3.35

Additional comments, if you choose to elaborate on any of the above areas: (18)

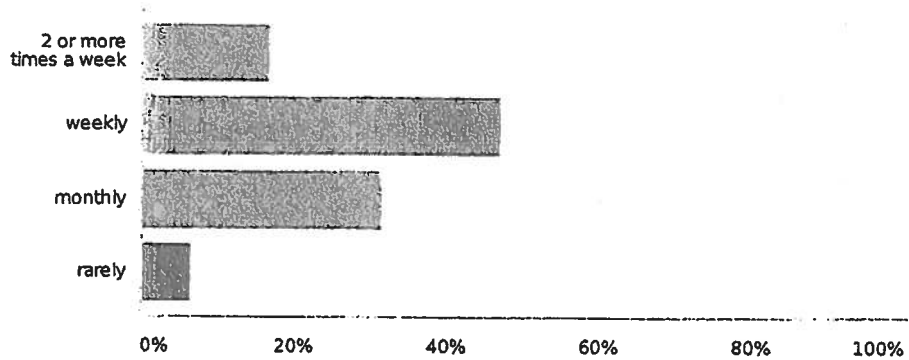
#	Additional comments, if you choose to elaborate on any of the above areas:	Date
1	Only one online catalog is effectively available in adult fiction area—the other one is very often out of service. One more would vastly improve service.	3/13/2013 11:24 AM
2	Only one online catalog is effectively available in adult fiction area—the other one is very often out of service. One more would vastly improve service.	3/13/2013 11:24 AM
3	the staff is the reason that makes this library my favorite!	3/12/2013 6:29 PM
4	Some staff can be argumentative, not helpful	3/9/2013 1:11 PM
5	sometimes i feel 6th graders are forgotten in terms of programming	3/2/2013 2:21 PM
6	i think the kid's room sometimes smells bad. also, i'm not allowed to go into the teen room b/c some of the books are inappropriate, so i miss out on appropriate teen books that are really good.	3/2/2013 2:07 PM
7	i understand it would require staff to open earlier on wednesday but ppl (including me) always show up early and are disappointed to find library closed. also, staff is fantastic!!	3/2/2013 1:47 PM
8	good booksales and like summer reading programs	2/26/2013 11:15 PM
9	Wish there was a way to search available online books	2/25/2013 5:25 PM

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30	Additional comments you choose to elaborate on any of the above areas:	Date
11	I would be interested in more Romance Novels in paperbacks.	2/20/2013 7:27 PM
12	i like the new website	2/19/2013 10:08 AM
13	Should be able to logon just once each session online.	2/16/2013 10:41 PM
14	Helpfulness of staff/reference services are generally a 4 but it can be a 3, depending on who!	1/30/2013 11:20 AM
15	should be open friday evening	1/30/2013 10:31 AM
16	opening at noon on wednesday is very inconvenient	1/23/2013 5:58 PM
17	staff is beyond excellent	1/23/2013 5:50 PM
18	enjoy the staff!	1/19/2013 9:50 PM

Q6 How often do you visit the library?

Answered: 129 Skipped: 3



Answer Choices	Responses
2 or more times a week	16.28% 21
weekly	46.51% 60
monthly	31.01% 40
rarely	6.20% 8
Total	129
If rarely, why is that? (7)	

#	If rarely, why is that?	Date
1	live in Ellington	3/31/2013 12:04 PM
2	I use libraries in other towns, instead	3/15/2013 1:25 PM
3	Infrequent need to check out a book	3/4/2013 12:10 AM
4	this may change. I work from home, but find working here helps me to focus	3/2/2013 1:47 PM
5	I "visit" the online databases several times a week, often daily.	2/28/2013 8:08 AM
6	my wife checks out materials for me	2/16/2013 10:20 AM
7	don't read books enough	2/8/2013 6:09 PM

Q7 What is one new program or service you would like to see the Library offer?

Answered: 46 Skipped: 86

#	Responses	Date
1	training on how to browse, borrow, return, etc. ebooks	4/2/2013 2:13 PM
2	teen programs on weekends	3/31/2013 12:06 PM
3	children's book club	3/31/2013 12:01 PM
4	i can't think of anything missing!	3/31/2013 11:58 AM
5	More Adult special interest type programs	3/31/2013 11:55 AM
6	Rentable Experts? (Heard it on NPR)	3/31/2013 11:48 AM
7	A 5k to raise money for books	3/31/2013 11:45 AM
8	Support Service for Parents of Special Needs adult kids with Disabilities. It is very hard to parent an Adult child with Disabilities and having programs available would be very helpful. Thank you.	3/28/2013 2:50 PM
9	Class for new parents on how to read to your child and the importance of reading to your young child	3/16/2013 6:32 PM
10	online instruction?	3/15/2013 1:25 PM
11	expanded music department	3/14/2013 12:21 PM
12	Email upcoming programs to customers.	3/13/2013 11:24 AM
13	Email upcoming programs to customers.	3/13/2013 11:24 AM
14	teen chess club	3/12/2013 6:34 PM
15	south windsor library offers performing art series once a month which is fantastic	3/12/2013 6:29 PM
16	Longer hrs open	3/10/2013 1:37 PM
17	computer classes?	3/6/2013 3:26 PM
18	Would love to see more children's programs scheduled at times that take into account working parents schedules. Specifically evenings and weekend would be ideal.	3/5/2013 1:01 PM
19	Please have more programs for the majority of children in Glastonbury who are in day care or after-school care. The Dr. Seuss program was during daycare hours and so are many of the story times. Please have more programs for these children on the weekends. They would be great family activities. Otherwise, these children feel left out.	3/5/2013 12:47 PM
20	yoga	3/4/2013 6:32 PM
21	adult/teen winter reading programs. sell magazines at the book sale.	3/2/2013 2:21 PM
22	well my mom noticed that there are grade 2-5 programs and grade 7-12, but none for 6th grade so i'm in the middle of these groups.	3/2/2013 2:07 PM
23	microfilm available electronically or some other sort of modern format	3/2/2013 1:54 PM
24	please add a bulletin board where local, private business owners can post *current* info about services, events, workshops, etc MONTHLY and where people can communicate with each other the old fashioned way if they are seeking an apartment in town or are selling a couch, etc.	3/2/2013 1:47 PM
25	larger area of books for sale (not just the cart)	3/2/2013 1:40 PM
26	Increase online databases (e.g. historic newspapers) and streamline access to them - too many layers now.	2/28/2013 8:08 AM
27	Hands-on instruction on the use of various e-readers including how to download and "return" books	2/26/2013 5:14 PM
28	Not new, but more music performances. Sunday afternoons are nice for this. Like what the Friends are doing with this.	2/26/2013 3:06 PM

Welles-Turner Memorial Library: 2013 User Survey

#	Responses	Date
29	freegal music like program, but for movies.	2/26/2013 10:12 AM
30	more scholarly periodicals	2/24/2013 8:44 AM
31	More copies of e-books. The waiting lists are too long!	2/22/2013 10:06 AM
32	A coffee bar	2/20/2013 7:27 PM
33	An accelerated reading program or book club would be nice.	2/20/2013 5:11 PM
34	Nothing I can think of.	2/19/2013 10:08 AM
35	Monthly book discussions for adults, led by library staff, like the Rocky Hill library has (e.g., mystery book discussions). Also, current movie showings at library (which Rocky Hill also has).	2/16/2013 10:41 PM
36	i would like to see if you can renew a book more than 3 times.	2/8/2013 5:59 PM
37	poetry readings under the tree in front	2/8/2013 5:50 PM
38	It would be nice to have written direction on preprinted paper on how to access and work different programs on the computer.	1/30/2013 11:20 AM
39	Lucy Robbins Library In Newington has a cafe for patrons. It would certainly add to the ambiance here as well!	1/30/2013 11:09 AM
40	book signings/ meet the author	1/30/2013 11:04 AM
41	fun day	1/30/2013 10:57 AM
42	"on-request" book sales that are a one or two day schedule. one week: fiction week another week: history, etc	1/30/2013 10:40 AM
43	additional passes to other venues in CT- museums, etc.	1/30/2013 10:22 AM
44	printing and audio available on any & all computers. Instant access to google vs. current new program at start up.	1/23/2013 5:58 PM
45	downloading ebooks is not a straightforward process- hit or miss for me	1/19/2013 10:22 PM
46	don't know	1/19/2013 10:17 PM

Q8 If you could change one thing about the Library, what would it be and why?

Answered: 74 Skipped: 58

#	Responses	Date
1	Later weekend hours - an extra 2 hours would be awesome, though the hours are already quite good.	4/6/2013 5:53 PM
2	Increase the availability of ebooks. Many people have devices to read ebooks, but the availability of popular ebooks is limited and total collection is still relatively small.	4/2/2013 2:13 PM
3	full-day hours on wednesdays & open sundays in the summer	3/31/2013 12:06 PM
4	more study areas (tables)	3/31/2013 12:04 PM
5	don't change anything!!	3/31/2013 12:01 PM
6	that the town give you more money in line with the wonderful resource a library is.	3/31/2013 11:58 AM
7	I wish you could get more recorded books. I have to go to Wethersfield library for a better selection. You also need more DVD's...Marlborough has a lot of choices.	3/31/2013 11:51 AM
8	get more current movies because sometimes i come here for a new movie and i cannot find it and it frustrates me.	3/31/2013 11:45 AM
9	The fees! 2.00 a day on DVD's is a little excessive. Other libraries only charge 1.00 a day. I shy away from checking out movies here because the fees are so over the top.	3/28/2013 2:50 PM
10	More summer hours.	3/23/2013 6:35 PM
11	Stay open later on either Saturday or Sunday.	3/21/2013 3:23 PM
12	better pc	3/21/2013 2:44 PM
13	Have a comfortable reading area in the adult fiction section	3/16/2013 6:32 PM
14	the layout- it seems like space is not used effectively and I hate how the computers are all around	3/15/2013 1:25 PM
15	a private place for computers. the workstations are atrocious. They need to be made more comfortable. build a place for them instead of this hap-hazard placement you have now.	3/14/2013 12:21 PM
16	Staff always seems very unhappy. They are always perfectly professional and courteous, but never, ever smile. I would change that.	3/13/2013 11:24 AM
17	Staff always seems very unhappy. They are always perfectly professional and courteous, but never, ever smile. I would change that.	3/13/2013 11:24 AM
18	make it bigger!	3/12/2013 6:34 PM
19	more large print books	3/12/2013 6:31 PM
20	I would have a computer room that's private/quiet (needed when I'm looking for a job)	3/12/2013 6:29 PM
21	The Sunday hours. I wish it could be year round.	3/10/2013 6:42 PM
22	Additional copies of books	3/10/2013 1:37 PM
23	Late charges	3/9/2013 1:11 PM
24	Courtesy of staff in children's dept.	3/5/2013 3:26 PM
25	Courtesy of staff in children's dept.	3/5/2013 3:26 PM
26	Timing of children's programs. As a family with 2 working parents we unfortunately have to miss out on many of the children's programs.	3/5/2013 1:01 PM
27	Please have more programs for the majority of children in Glastonbury who are in day care or after-school care. The Dr. Seuss program was during daycare hours and so are many of the story times. Please have more programs for these children on the weekends. They would be great family activities. Otherwise, these children feel left out.	3/5/2013 12:47 PM

Welles-Turner Memorial Library: 2013 User Survey

#	Responses	Date
28	Be open on Wed mornings	3/5/2013 11:52 AM
29	More online audiobooks	3/4/2013 6:32 PM
30	filers need downstairs door	3/2/2013 2:36 PM
31	get more computers and allow more time to use. also allow 5 free pages printed then 10 cents each.	3/2/2013 2:30 PM
32	make the children's department bigger	3/2/2013 2:23 PM
33	more programs for elementary kids that do not start so soon after buses deliver the children home.	3/2/2013 2:21 PM
34	a bigger selection of new books and a reading list of appropriate teen books would be amazing.	3/2/2013 2:07 PM
35	more private study rooms	3/2/2013 1:54 PM
36	I would increase the size of the DVD and books on CD collections. Other libraries seem to have more offerings in these popular areas.	3/2/2013 1:40 PM
37	More Books. Not everyone wants ebooks!	2/28/2013 8:08 AM
38	larger paperback/e-reader selection	2/26/2013 11:15 PM
39	Make it less cumbersome to search the online catalog	2/26/2013 5:14 PM
40	Parking situation can be chaotic, especially during school bus drop-off times. Despite the decrease in # of spaces, angling them might make one-way traffic pattern clearer. Consider adding pedestrian crosswalk marks on pavement and center sidewalk down length of lot.	2/26/2013 3:06 PM
41	Larger children section, more like Wethersfield library because my kids like Welles Turner, but they love the play areas at the Wethersfield library.	2/26/2013 10:12 AM
42	Newspapers are usuaily in a disarray. I would reorganize.	2/24/2013 8:44 AM
43	Same as above. More coples of e-books. Waiting lists are too long.	2/22/2013 10:06 AM
44	If they were quicker on ordering new books.	2/21/2013 2:50 PM
45	Longer computer hours to 3 hours instead of 2.	2/21/2013 10:57 AM
46	The search function on the website, you need to click through to many things to get to the actual search.	2/20/2013 5:11 PM
47	Moming hours on Wednesdays	2/20/2013 4:57 PM
48	i wish that the children's department was bigger, and more like the west hartford library, but i understand that there are space constraints.	2/19/2013 10:08 AM
49	More emphasis on adult programs because there are very few now.	2/16/2013 10:41 PM
50	less of a community center and more an academic institution	2/16/2013 10:20 AM
51	have more BBC or PBS mini-series and keep them all in one area	2/8/2013 6:16 PM
52	larger selection of popular books	2/8/2013 6:14 PM
53	keep bathrooms up to date with cleanliness and hygiene. also, have a coffee machine in the library.	2/8/2013 6:09 PM
54	Children's programs for families without stay-at-home moms. many of the storytimes & children's programs are offered during the week, during the day. Please have more programs for children in the evening or on weekends. For example, the children's booksale, Valentine's Day crafts and many storytimes take place during the work day/daycare hours. Many parents in Glastonbury work full-time and the programs should reflect that and be inclusive to children who attend daycare or after-school care. Thank you!	2/8/2013 6:04 PM
55	make the teen room bigger so it would have a bigger selection of books.	2/8/2013 5:59 PM
56	the station for the computer searches are too small- there is no room for books, purse, paper, etc. please put some tables nearby.	2/8/2013 5:53 PM
57	attitude- some of the people don't even smile.	2/8/2013 5:46 PM
58	nothing	2/3/2013 12:45 PM

Welles-Turner Memorial Library: 2013 User Survey

#	Responses	Date
59	To extend the same policy for people with disabilities (for example, traumatic brain injury) that you have in place for senior citizens- for example, waiving late fees. I feel this policy right now is discriminatory and needs to be changed.	1/30/2013 11:20 AM
60	keep computers clean & up to date	1/30/2013 11:11 AM
61	more programs for school-age children	1/30/2013 11:00 AM
62	i think the library is perfect the way it is.	1/30/2013 10:57 AM
63	There are not enough chairs near fiction and not enough PC's for the catalog downstairs.	1/30/2013 10:55 AM
64	I think the library should consider shelving the non-fiction books for *small* children in with the general fiction books. I don't think many parents even look in the non-fiction section for books for their toddlers. There are many excellent science books for preschoolers, for instance, in the non-fiction children's section, which may be overlooked by parents.	1/30/2013 10:46 AM
65	add or develop a few more seating areas- try canvas chairs- use sun's cycle around the building area. or try it out and stand back!	1/30/2013 10:40 AM
66	Your collection of DVDs- what happened to all the older collections of tapes? Not everyone wants Sex & the city. You need to look at acorn media as well as getting the classics!	1/30/2013 10:31 AM
67	more old movies. more British movies and series.	1/30/2013 10:27 AM
68	Front desk staff could be a little friendlier. Actually I've run into other staff areas (Children's and Adult) where staff wasn't the helpful or friendly. They work here, we don't. If we ask a question, it's because we don't know.	1/30/2013 10:22 AM
69	more computers for use and open wednesday a.m.	1/30/2013 10:16 AM
70	open at 9 am as usual on Wednesdays. Noon is much too late and little can be done starting at noon. so many people driving up and are so surprised to find the library closed. very aggravating. never heard of this in other libraries.	1/23/2013 5:58 PM
71	more bathrooms	1/23/2013 5:47 PM
72	great service- no recommendations	1/19/2013 10:22 PM
73	more updates to DVD collection and musical cd's	1/19/2013 10:17 PM
74	separate DVD's: tv series/documentaries/fiction separate audio fiction: mysteries/bio	1/19/2013 9:50 PM

Welles-Turner Memorial Library: 2013 User Survey

Q9 Additional comments:

Answered: 38 Skipped: 94

#	Responses	Date
1	Our whole family loves the library, not just for the collection but also for the services and advice. The library is a welcoming place and a fun destination.	4/6/2013 5:53 PM
2	There are obvious areas where collection is lacking...for example...hikes in CT...many new books at local bookstore but everything in wtml is OLD.	4/2/2013 9:43 PM
3	my favorite library! I drive 45 minutes to get here when i want to study/get work done.	3/31/2013 12:04 PM
4	the library is my favorite place to go and be! :)	3/31/2013 12:01 PM
5	Renee, Mary, Heidi and the rest of the Children's staff are always very friendly and helpful. We love the programs they offer.	3/31/2013 11:55 AM
6	the library is gloomy and is usually too hot.	3/31/2013 11:51 AM
7	love the library!!!	3/31/2013 11:48 AM
8	Having job supports for Adults with Disabilities, Autism High Functioning would be a great help to the Autistic Adult and to the parents. Thank you.	3/28/2013 2:50 PM
9	WTML is a well respected institution in Glastonbury. Its many programs and materials enhance the quality of living for all residents of Glastonbury.	3/16/2013 6:32 PM
11	I really like that I can find older books there--e.g., when I wanted to get the earlier books of the George MacDonald Fraser Flashman series, they were there, even though they were falling apart. Also I love the interlibrary loan service, and the ability to go to any library in nearby towns. Even if Glastonbury doesn't have a book I'd like to read, I can get it easily. One other change I would make is to fines for DVDs and the fine limit. \$2.00/day, three DVDs means they can't be renewed even one day late. Also I dislike the "CUSTOMER IS DELINQUENT" label. Better would be "CUSTOMER HAS LATE MATERIALS."	3/13/2013 11:24 AM
12	I really like that I can find older books there--e.g., when I wanted to get the earlier books of the George MacDonald Fraser Flashman series, they were there, even though they were falling apart. Also I love the interlibrary loan service, and the ability to go to any library in nearby towns. Even if Glastonbury doesn't have a book I'd like to read, I can get it easily. One other change I would make is to fines for DVDs and the fine limit. \$2.00/day, three DVDs means they can't be renewed even one day late. Also I dislike the "CUSTOMER IS DELINQUENT" label. Better would be "CUSTOMER HAS LATE MATERIALS."	3/13/2013 11:24 AM
13	Limited video collection Any book I want has to be placed on hold. It's always checked out, or I need to get it elsewhere, because you don't own it.	3/5/2013 3:26 PM
14	Limited video collection Any book I want has to be placed on hold. It's always checked out, or I need to get it elsewhere, because you don't own it.	3/5/2013 3:26 PM
15	fantastic library!	3/2/2013 2:36 PM
16	very nice library. have you ever been to south windsor library? very user friendly with no limit of computer time, 5 free printed pages then 10 cents each.	3/2/2013 2:30 PM
17	can patrons make material requests and if so, are they fulfilled? is it possible to add a pick-up window to the side of the building? i wish the kid's book sale was not over february break.	3/2/2013 2:21 PM
18	the library is pretty great!	3/2/2013 2:07 PM
19	I don't check out materials often, but I'm glad to have WMTL for other purposes and resources.	3/2/2013 1:54 PM
20	overdue fines on some items are RIDICULOUS! where glastonbury charges \$2/day for some items, other towns charge 10 or 20 cents or post "pay what you can".	3/2/2013 1:47 PM
21	~ Kim	2/26/2013 3:06 PM
22	Having the space restricted that is used for story time, seems like such a waste of space that the kids could use for puzzles and make believe with a house set up similar to Wethersfield.	2/26/2013 10:12 AM
23	Thanks so much for everything you do.	2/24/2013 8:44 AM

Welles-Turner Memorial Library: 2013 User Survey

#	Responses	Date
24	Excellent library....great place to visit.	2/21/2013 10:57 AM
25	I have been coming to the library regularly since I was ten years old, anything from once a week to three or four times. Books, and in-tum, the library, have enriched my soul and inspired my mind. Without books I would be lost. Thank you.	2/20/2013 5:11 PM
26	we love the library!	2/19/2013 10:08 AM
27	wethersfield library does a better job with their children's programs and customer service. i am a glastonbury resident who loves going over there.	2/8/2013 5:46 PM
28	The movie DVDs have gotten worse over the last 2 years- you bring them home and they don't play. We don't even take them out anymore- something needs to be done! I would like to see the computer printer station time changed. I think it's about an hour and it's erased. Also, clean the computer keyboards with non-toxic solution- very sensitive person.	1/30/2013 11:20 AM
29	you are great!	1/30/2013 11:04 AM
30	I find more new books of interest in Rocky Hill and Portland.	1/30/2013 10:55 AM
31	I think the library staff does an *excellent* job in checking materials back in to the library, unlike other libraries I have used. I have never had a problem with Welles-Turner with books that were returned by not scanned in.	1/30/2013 10:46 AM
32	very good facility and staff- the town's gem in the crown.	1/30/2013 10:40 AM
33	have a policy of no talking and no talking on cell phones. so many rude people carry on like they are at a party and not a library- so annoying and disturbing to others!	1/23/2013 5:58 PM
34	every visit has been a good and satisfying time spent getting answers.	1/23/2013 5:52 PM
35	thanks for the large print books! helpful to keep me reading!	1/23/2013 5:50 PM
36	I love this library!	1/23/2013 5:36 PM
37	love the library and the book sales!	1/19/2013 10:17 PM
38	love my library! best thing in gbury!	1/19/2013 9:50 PM