

APPENDIX C - Interviews Report Upper Dublin Public Library

The consultants interviewed 14 people as part of the background information gathering process for the project. A list of those interviewed follows this summary report. Interviewees included library administrators, the Library Board President, the Friends President, township officers and department heads, the MCLINC Administrator, and School officials as well as a township resident who was unable to attend a focus group session.

Comments made by multiple people:

- The current location is a plus; people support the civic campus concept
- The UD Public Library is a “huge” community resource
- It provides great customer service and has a responsive and well trained staff
- Being a part of the MCLINC system is good
- The North Hills Branch needs some attention, especially a computer lab.

- The current library needs more space; it is crowded in the afternoons; it needs more seating and study areas
- It is noisy, with no quiet areas
- The library lacks meeting/programming spaces
- The lack of shelving space requires constant weeding of materials
- Many people have dial-up internet access at home or don't have a printer, so they come in to the library to use computers because the computers in the library are faster and there are printers.

In describing a new/expanded library people said:

- The library should be accessible and visually appealing
- Spaces need to be flexible, i.e., areas that can be reconfigured. Current space was not designed for the library
- This is a “high performing” school district. The library should offer student group study spaces/work spaces
- Teen space should include the digital tools that students need
- We need a separate area for young children
- The next library will be a library for 50 years, so it should be “solid” and built to minimize the maintenance headaches.

Persons Interviewed

Marcia Chou, UD PL Assistant Director

Chet Derr, III, Township Commissioner and Chair of Public Activities, Lands,
and Contracts Committee

Cherilyn Fiory, UD PL Director
Dick Haggard, President UD PL Friends
Paul Leonard, UD Township Manager
Sue Lohoefer, UD Parks and Recreation Director
Jules Mermelstein, President UD Commissioners
Mike Paston, UD School Board President
Maryam Phillips, MCLINC System Administrator
Dr. Michael Pladus, Superintendent UD Schools
April Press, Township Resident
Suanne Strauss, UD PL Board President
Dan Supplee, Director, UD Fleet/Facilities
Wes Wolf, Co-Chair UD Planning Commission