

Dear Ms. Checkai,

I write this message after much deliberation. I come to your library every Wednesday when the kids get out of school so my granddaughter can study and do research. And every Wednesday there is a group of children that are rough housing and are very loud and disrespectful. I have asked them on numerous occasions to please tone it down, but they do not listen. Never before have I been to a library where this type of behavior appears to be acceptable. I respectfully ask that someone please address this behavior so, not only my granddaughter, but other library users can enjoy a quiet library. Feel free to reach out to me if you have any questions.

Sincerely,

Sue Duchow

Hello Ms Duchow,

I appreciate your candid email regarding behaviors in the library. As you know, with early release day on Wednesdays, teens are at the library for many hours and eventually they become bored and start to spread out around the facility. It can be a battle for library staff to constantly monitor behavior in such a large building. We've worked on building relationships with the kids, use the cameras to monitor behaviors, ask the Police Dept. for a "walk through" and at times, ask the teens to leave the building for the day due to their behavior. I have backed off on asking kids to leave with the cold January weather.

With the expansion, we have areas throughout the library that provide varying levels of noise. I cannot promise you a quiet library on the first floor of the facility. All the "noisiest" activity takes place inside the teen room, outside of the teen area, the area leading up to the Children's Dept(noise carries down from that area also), and the social area in front of the Water St. windows. I cannot promise you a quiet experience in the Children's Dept. The best place is on the second floor. We have a designated quiet area plus you would have access to 4 study rooms. There are also 2 study rooms on the first floor by the restrooms and two meeting rooms by the Children's area(these need reservations).

The general atmosphere upstairs is for quiet study and reading. If you experienced disruptive behavior on the second floor, I apologize! Our goal is to keep this area as quiet as possible but, unfortunately, the teens tend to wander throughout the building and noise levels can escalate. I will bring your concerns to the library team.

If you would like to discuss this further, please reach out with a phone call or ask to speak with me when you visit the library. If you would like to address your concerns to a higher level, the Library Board of Trustees meets on the second Thursday of each month at 5:30 in the upstairs Conference Room.

Sincerely,

Peg