



Norfolk Public Library

SPACE NEEDS ASSESSMENT and BUILDING PROGRAM

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I. Executive Summary

The City of Norfolk is a retail and business hub in northeast Nebraska with a population of approximately 24,000. The current 22,000 square foot library was built in 1977. The existing facility houses over 85,000 items and 20 public access computers. The library circulates 300,000 items and has 150,000 visits per year. Programming is also a major component of the library's services, and it typically offers more than 300 programs each year with an attendance of roughly 10,000.

The City of Norfolk commissioned this study to assess the library's space needs and develop a building program that will examine the current state of the library's facilities and will project the library's growth and space needs for the next twenty years. The following space needs assessment includes the development of a program for an expansion of the current facility that meets residents' current and future library service needs.

In the fall of 2013, Alley Poyner Macchietto Architecture (APMA) was engaged to conduct this study. APMA worked with Library staff, city officials, patrons and non-patrons to gather information for assessing the community's current and future library space needs. Additionally, the design team toured the library, documented existing conditions and gathered relevant documentation on the Norfolk Public Library's growth statistics and programming over the past ten years.

Once APMA's findings and recommendations were reviewed, refined and approved, APMA developed a building master plan. Dennis Sieh, the cost estimating consultant with BCC Building Cost Consultants, Inc., developed a project cost estimate based on the space needs program, the space plan and renderings. The engineering consultant for the assessment was Morrissey Engineering, who had conducted the engineering upgrades to the library completed in 2010. Morrissey supplemented the cost estimator with the library's current facility systems and advised on the most cost effective way to build on these already updated systems to keep them current.

The study found that the current Norfolk Public Library has been outgrown by the community and lacks the infrastructure to support the community's service needs. The building's size, lack of security, poor visibility and insufficient parking cannot support public demand for library services. Since the building's construction in 1977, previously dedicated library space has been turned over to the city for the IT Department and city server. As the building continues to age, it is increasingly unable to support service innovations and technology requirements.

To meet the Norfolk Public Library's current and future service needs, the following service levels are recommended:

- Floor space and shelving to accommodate a physical collection of 200,000 books and AV and media for all ages.
- Reader seating capacity of 115 or more, or 4.1 seats for every 1,000 people served.
- Increased public computer access, including desktop and laptop technology throughout the library. Provide electrical and data access for personal devices, laptops and hand-held devices that can be checked out in the library.
- Five enclosed group study rooms for students, tutoring and businesses.
- Enhanced public programming space, including a large community meeting room that can be divided into three separate spaces, with seating capacity for 200 people, adequate storage and AV projection technology.

- Entrance with secure sight lines to service points, accessible public restrooms and vending for family support.
- Heritage Room for research, meetings and showcasing Norfolk's history.
- A Teen Department to provide space specifically for teenagers.
- Children's and Tween areas that are specific to the ages and are located in safe, secure areas of the library with good sight lines to staff and service points.
- A Children's Activity and Story Time Room that can seat up to 40 children. Children's programs that require larger space will meet in the Community Meeting Room area.
- Family Restroom near the Children's Department.
- Open, accessible and easy to navigate public spaces that are organized so a patron can find an interactive, often noisy areas for social and study interaction, as well as quieter spaces for sustained study and research.
- Larger server room and IT department to service the community's growing needs.
- Efficient interior layouts that enable operation of a larger facility with no staffing increases.
- Functional, flexible and supportive staff and volunteer work spaces.

To accommodate and support the service levels recommended, the Norfolk Public Library will need a facility of approximately 38,000 square feet to sustain the library's services for the next 20 years. To accomplish this, the recommendation is to remodel the existing 22,000 square feet of the library and add an addition of roughly 16,000 square feet.

II. Space Needs Assessment

A. Community Population and Demographics

Primary Service Area Population

Current Resident: 24,248

Current Non-Resident: 3,600

20-Year Projection Resident: 24,400

20-Year Projection Non-Resident: 3,700

Total Projected Design Population: 28,100



B. Library Comparison and Statistics

Library Buildings: Comparison with Cities of the First Class with a Population over 10,000

City	Population of Library Legal Service Area	Year built	Latest renovation	Library Size (sq ft)	Users	Annual Circ. (according to Neb. Lib. Commission 2012)
Lexington	10,230	2005		18,500	8,578	58,702
Beatrice	12,459	1991	2014 Currently renovating their basement to be used by the public	23,000	5,022	110,400
South Sioux City	13,353	2004		16,385	7,548	47,790
Scottsbluff	15,039	1966	2011 Addition and major renovation	22,800	21,381	143,730
La Vista	15,758	1999		23,316	2,337	156,522
Papillion	18,894	1996		23,000	19,324	257,739
Norfolk	24,210	1977	2005 - new carpet 2011 - HVAC & lighting	22,000	14,990	299,776
North Platte	24,733	1967	2007 Major renovation	20,178	18,056	258,925
Fremont	26,722	1969	2010 Facelift Renovation: carpet, paint, ceiling tiles, light fixtures and associated wiring, and HVAC.	22,500	10,117	157,721
Kearney	30,787	1975	2011 Addition and major renovation	49,052	40,705	513,107
Hastings	31,364	1963	2002 Renovation for ADA elevator and bathrooms, currently fundraising for a major \$5 million renovation	33,000	28,441	266,114
Columbus	32,237	1941	2007 Renovation in children's area, currently planning new building	33,000	12,845	194,324
Grand Island	48,250	1974	2007 Addition and major renovation	48,852	39,044	335,268
Bellevue	50,137	1975	2012 Energy renovation: windows, lighting and HVAC upgrades	20,973	27,524	323,953

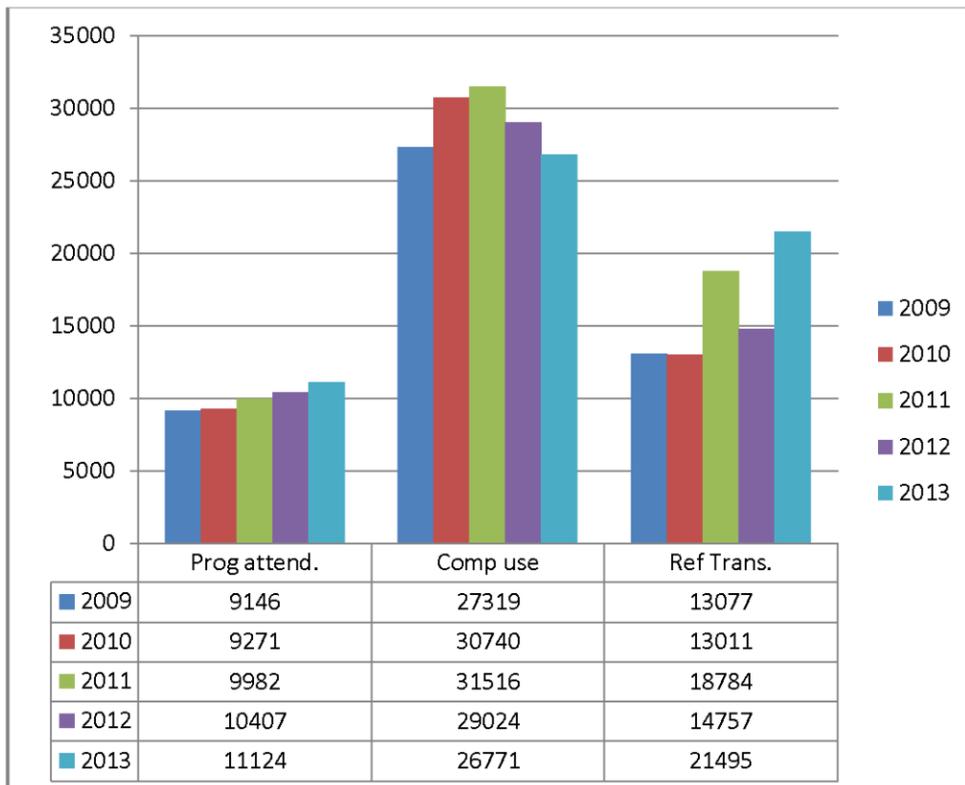
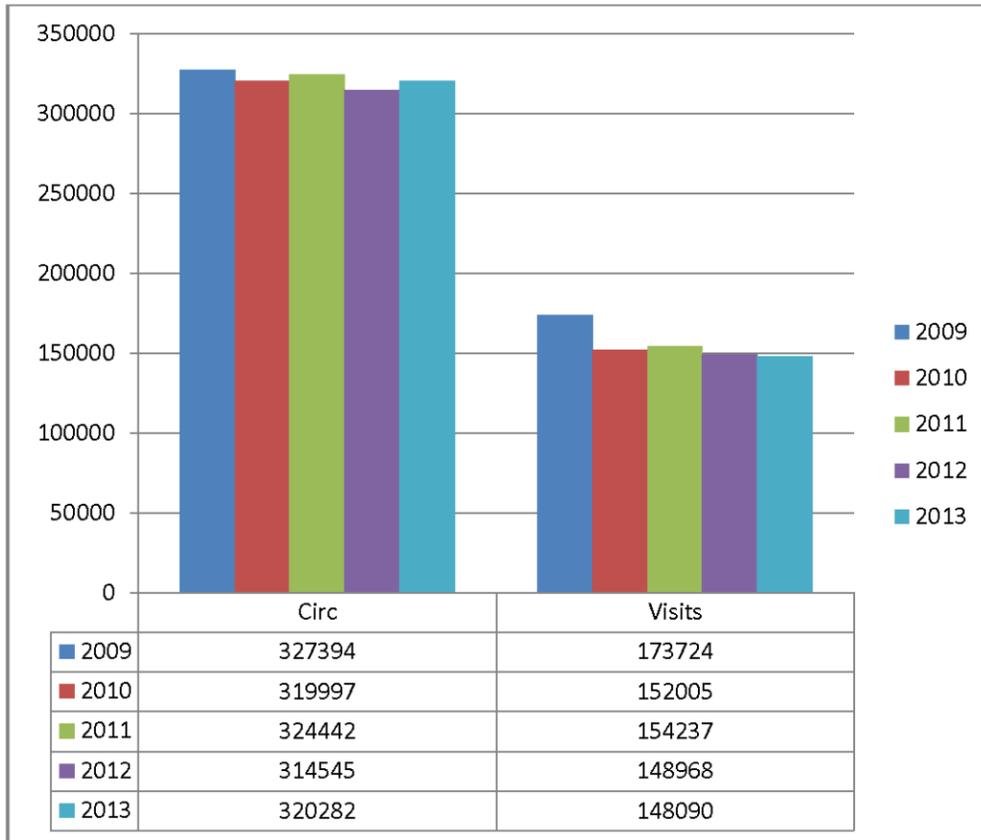
*Orange highlight shows libraries with newer buildings.

*Yellow highlight shows libraries older than ours that have already had a major renovation/addition.

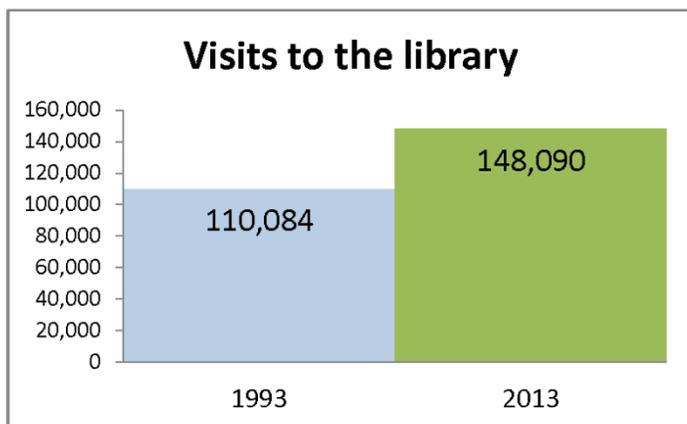
*Green highlight show libraries actively pursuing renovations or a new building.

*Gray highlight shows libraries comparable in age to ours, with improvements made to the building, but not major design renovations or additions.

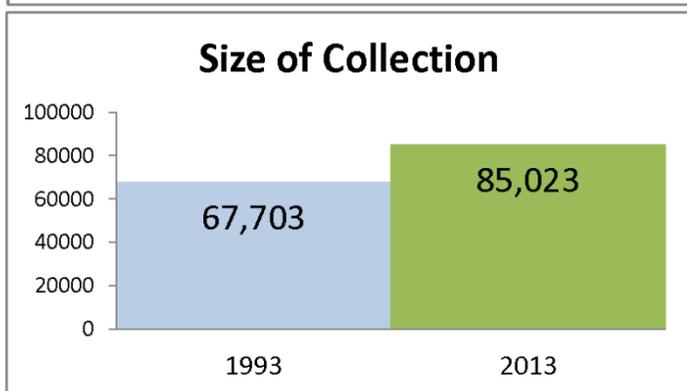
Norfolk Public Library 5 year Trends 2009-2013



20 Year Comparison of Library Use (Pre-Internet vs. Post-Internet)

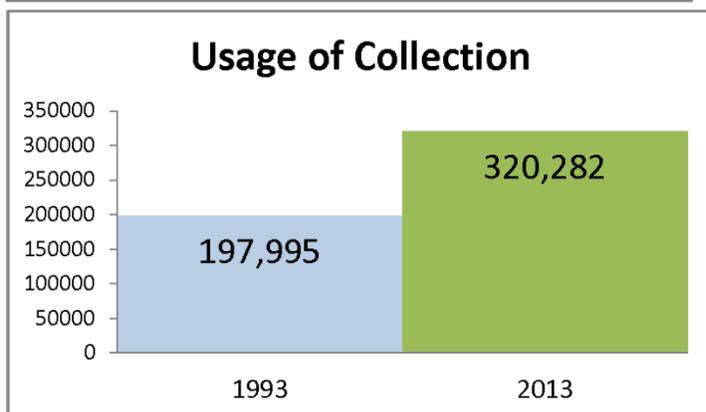


Library visits are up 35%, even though now many of our resources are available online.

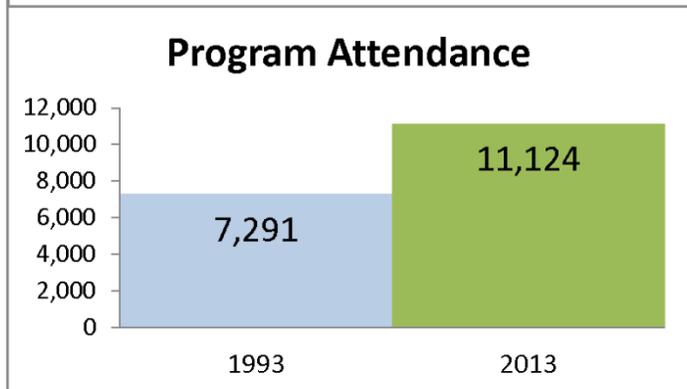


Our current building was designed to hold 80,000 items. Our collection has grown by 26%, and well surpassed that mark.

This doesn't include all the ebooks and other online resources we have for patrons, which would show our collection has more than doubled!



The use of the library's materials has increased by 62%.



Programs, offered for every age and across many interests, have increased over the years, showing a 53% increase in attendance.

C. Growth Factor for Projected Collection Counts

PROJECTED COLLECTION COUNTS					
	Current	5% Growth Projection over 10 years	5% Growth Projection over 15 years	5% Growth Projection over 20 years	20 Year Projection Count
Books in all collections	76,157	124,000 volumes	158,375 volumes	202,130 volumes	202,130
Audio Books	5,497	8,955 volumes	na	na	8,955
Videos	2,499	4,070	na	na	4,070
Periodicals (display)	167	167	na	na	167
Periodicals (back issue)	1,500	1,500	na	na	1,500
Nonprint Materials	2,244	3,655	na	na	3,655
News print	18	na	na	na	18
Newspaper back issues	216	na	na	na	216
ADULT COLLECTION BREAKOUT:					
Books	45,776	74,564	95,165	121,457	REQUIRED SF 5,100
Periodical Display	155	252	na	na	210
Non Print Materials	2,244	3,655	na	na	300
Videos	2,499	4,070	na	na	255
CD's	3,158		na		
CHILDREN'S COLLECTION BREAKOUT:					
Books	26,762	43,592	55,636	71,007	REQUIRED SF 3,700
Periodical Display	7	12	15	20	15
CD's	3,158		na		
TEEN COLLECTION BREAKOUT:					
Books	3,619	5,894	7,522	9,600	REQUIRED SF 400
Periodical Display	5	8	10	14	14
20 YR. PROJECTED COLLECTION:					230,705

D. Current Services Overview

1. ADULT COLLECTION

Service Desk: Circulation

Current issues:

- Circulation desk is not central; visibility to the entire library is poor.
- Poor sight lines to the front entry.
- Storage at desk is not adequate.
- No dedicated space for inter-library loan.
- No area for cart storage.
- Separate from Reference Desk which creates inefficiencies.

Future needs:

- A centralized circulation desk with visibility to the entire library and restrooms, and to all staff. The desk could be combined with the reference desk.
- A dedicated area for Inter Library Loan.
- An area behind or near the desk for 5-6 book carts.
- Room for printer supplies, etc. to assist staff with patron services.
- Print release station.



Circulation Desk

Service Desk: Reference

Current issues:

- The staff is unable to show their screens to patrons due to security concerns with having patrons behind their desks. The staff has to leave his or her desk to help a patron at a computer away from the desk.
- The copy/fax/scan area is small and a debit card option for payment is not available.
- Separate from Circulation Desk which creates inefficiencies.

Future needs:

- The reference desk needs to be visible to all staff, and could possibly be combined with the circulation desk to help with extra traffic.
- A work area that would allow staff to turn their screen to the patron so they do not have to leave the desk.
- A larger copy/fax/scan area with debit card payment option.



Reference Desk

Patron Space and Stacks:*Current issues:*

- The collection has outgrown its current area and needs room to grow. The staff has to weed out books that they would otherwise keep if there was space for them.
- Express computers are in private rooms and do not need to be.
- Patrons extend power cords across walkways for laptops, etc. due to a lack of available electrical outlets near seating areas, which causes a tripping hazard.
- Computer lab is small and limits the number of attendees to 9.
- Pamphlet display is limited to a table, which is overwhelming and takes up excessive space.
- Fabric on computer chairs is not durable or impermeable.
- Furniture is heavy and not easy to reconfigure.
- Material popular with the senior population, like large print books, are located in the back of the library and are not easily accessible.
- Signage is not consistent.

Future needs:

- Larger area for the collections to grow.

- Mobile, flexible furniture to allow for easy reconfiguration. Furniture to also have plug-in capabilities so cords are not draped across walkways.
- Signage to be consistent, simple, and clear for way finding.
- Meeting Room for 200 people: A flexible meeting room that can be divided into smaller rooms, separate from the children's programming area. This room to have a stage that is portable, and easily moved by staff.
- Group Study Rooms/Quiet Rooms: Private work rooms or study rooms for patrons.
- Computer lab: Large enough for 15 people. A room dedicated solely to a computer lab is not necessary; this function can be done in a multi-purpose room. Computers should be mobile. Stationary computers should not be in a row and should be easy to reconfigure in the future; these do not need to be clustered together.
- Book drop: Book drop is at front door. There was a drive-up book drop in the past but there was an issue with vandalism. A drive up book-drop into the building would be ideal.
- A separate genealogy room that includes 1-2 computers, work table, a secure collection area, Nebraska history and obituaries. Additionally this room could be used for the library board meetings and could incorporate the historic Carnegie furniture.
- Media room or makers room for technology production and support.
- Attractive display cases appropriately located.
- Express computers as part of the rest of the computers, not in private rooms.
- A Tween area/room with its own set of computers.
- A Teen area/room with its own set of computers.
- Pamphlet display on a wall with flexible widths for different sized pamphlets.
- Durable, impermeable, cleanable fabrics on all seating.
- Potential to have an outdoor area for patrons.



Patron Space and Stacks

2. CHILDREN'S COLLECTION

Current issues:

- The Youth Services collection has outgrown its current area and needs room to grow the collection. The staff has to weed out books that they would otherwise keep if there was space for them.
- There is a security concern with the proximity of the Youth Services area to the entrance/exit. Staff is concerned that unattended children are too close to the entrance/exit. The Youth Services area is tucked back in the corner, which makes the entrance/exit difficult to monitor.
- A dedicated area for story time and lap sit does not exist. Items for programming have to be put away after each program activity.
- Performances and other activities have to occur in the middle of the open library seating area. This limits the number of people that can attend the performance/activity and is disruptive to patrons that do not want to participate.
- Infant/toddler area is lacking educational, manipulative games and tools.
- This department is lacking a 'tween' and teen focus and dedicated area for these groups.
- There is not a dedicated area for children's or young adult computers.

Future needs:

- Larger area for Youth Service's collection to grow.
- Locate the Youth Services area away from the entrance/exit and make all areas easy to monitor.
- A dedicated area for story time and lap sit; an activity room that allows programming items to remain in place.
- A consolidated storage area for Youth Services, directly adjacent to the activity room.
- An area for performances and activities for up to 200 people, separate from the library collection. This area can be a large room that can be subdivided into smaller rooms for book clubs, etc. This room should have an area for projection and should be part of the multi-purpose room.
- A manipulative play area for infants/toddlers.
- A tween area/room with its own set of computers and tween focus.
- A teen area/room with its own set of computers and teen focus.
- A variety of seating. Comfortable reading chairs for all ages.
- Display areas for kids collection.
- A variety of spaces that offer quiet and active areas.
- Listening stations.
- Coat racks.
- An outdoor reading/walking area that is safe and secure for patrons and the collection where outside story time could be held in nice weather.
- Imaginative spaces that inspire reading.
- Technology that is accessible in the children's area.
- New book display area for children.



Children's Collection

3. STAFF AREAS

Youth Services:

Oversees the youth area collection development and maintenance. It assists children, young adults, and their parents with information regarding use of library materials, equipment, and services available. It additionally promotes and nurtures the habit of reading by providing engaging programs and activities that help young people develop their creativity, interests, and talents.

Current issues:

- The Youth Services service desk is also the staff's work space. Combining these functions makes the space difficult to work in/help patrons due to its lack of space and abundance of items.
- Storage for Youth Services programming and book reward programs is scattered throughout the library.

Future needs:

- A dedicated work space for the staff, separate from the service desk. Office area located behind children's desk, and centrally located between teen, tween, and children's area. This area should be open to other staff groups.

Interlibrary Loan (ILL):

Requests materials from, or supplies materials to, another library when a patron has asked for an item not available at the library. ILL identifies libraries that own the requested materials and transmits interlibrary loan requests. It packages and sends out requested outgoing items and sorts and receives requested incoming items.

Current issues:

- ILL is currently combined with the Youth Services area.
- There is not a dedicated storage area for ILL; all materials reside on a cart that is placed in the work room, away from the ILL staff.

Future needs:

- ILL staff needs a dedicated work area to process and sort outgoing and incoming material.
- A dedicated storage area for the ILL materials, near the ILL staff.

Reference:

Provides assistance to library patrons looking for resources and information. Reference staff helps patrons with computer troubleshooting, checking out items such as laptops, and scheduling meeting rooms. This department additionally helps patrons with equipment (microfilm machines, copy/fax machines, etc.) and may also teach classes to members of the public on computer skills, using library resources, and the like.

Current issues:

- The reference service desk is also the staff's work space. The work space lacks privacy and is used by different staff members throughout the day.
- The reference desk is not visible from the back work room.

Futures needs:

- A dedicated work space for the staff, separate from the service desk.

Circulation:

Checks materials in and out at the circulation desk and registers new library patrons. Additionally they renew materials, receive payment for fines, retrieve and return books to shelves, repair materials, and weed the library collection as necessary. Responsible for end processing of books.

Tech Services:

Processes and maintains the library's collection. This includes indexing, cataloging, labeling, binding, repairing, and conserving materials.

Current issues:

- The staff's personal work space in the back work room is also their production area; there is not a dedicated collating area.
- Staff is located directly adjacent to the copy/fax machine. The machine is noisy and makes it difficult to hear when on a phone call.
- Staff is situated in open work room; there is no acoustic separation from work room to main library area.
- Furniture at work spaces does not function well for staff and is not ergonomically correct.
- It is difficult to see those entering from the back door. The back door is left unlocked so it is a security concern.

Future needs:

- A small shared conference room for staff to make private calls, watch webinars, etc. for acoustic privacy.
- Ergonomic work surfaces and storage at individual work stations.
- Visibility to back door; buzzer or some sort of security at back door to allow visitors to enter
- An area for mail, receiving and acquisitions.

Storage:*Current issues:*

- There is not a centralized, accessible supply area for all staff. Staff has to supply own stock at their work spaces.

Future needs:

- A consolidated storage area, accessible at all times, to all staff members.

Work Room:*Current issues:*

- The staff's personal work space in the back work room is also their production area; there is not a dedicated collating area.
- The back work room is open to the library and not acoustically separate.

Future needs:

- An enclosed and acoustically private work room separate from the individual work stations. The work room would include storage for supplies, copy/fax machine, and a dedicated collating/production area.
- Work room with island and adjacent storage space.
- Counter for volunteers.
- A/V repair separate.
- Book repair area separate.

Break Room:*Current issues:*

- Break Room is outdated and uncomfortable.

Future needs:

- Updated finishes with more comfortable seating options.
- More staff restrooms.



Library Staff Areas

Information Technology (IT):

Provides technology services for all City of Norfolk departments, including the library, police department, and fire department.

Current issues:

- The IT department lacks a dedicated secure storage area for computer and server related equipment. The current storage area, which is really a hallway, is shared with the library staff for library supplies. After 5pm this room is not accessible to the staff.
- Not a dedicated work area separate from the server room.
- Not space for any future staff member(s).
- Delivery trucks block the driveway
- No security cameras at back entrance where equipment is delivered.
- There is no insulation in the server room which is currently on a separate cooling system. Currently no fire suppression system.
- Currently the fiber optics comes into the building on the NE corner of the garage. Would be costly to relocate this.
- Server room has raised ceiling with poor circulation
- Currently have temperature sensors but lack water sensors.

Futures needs:

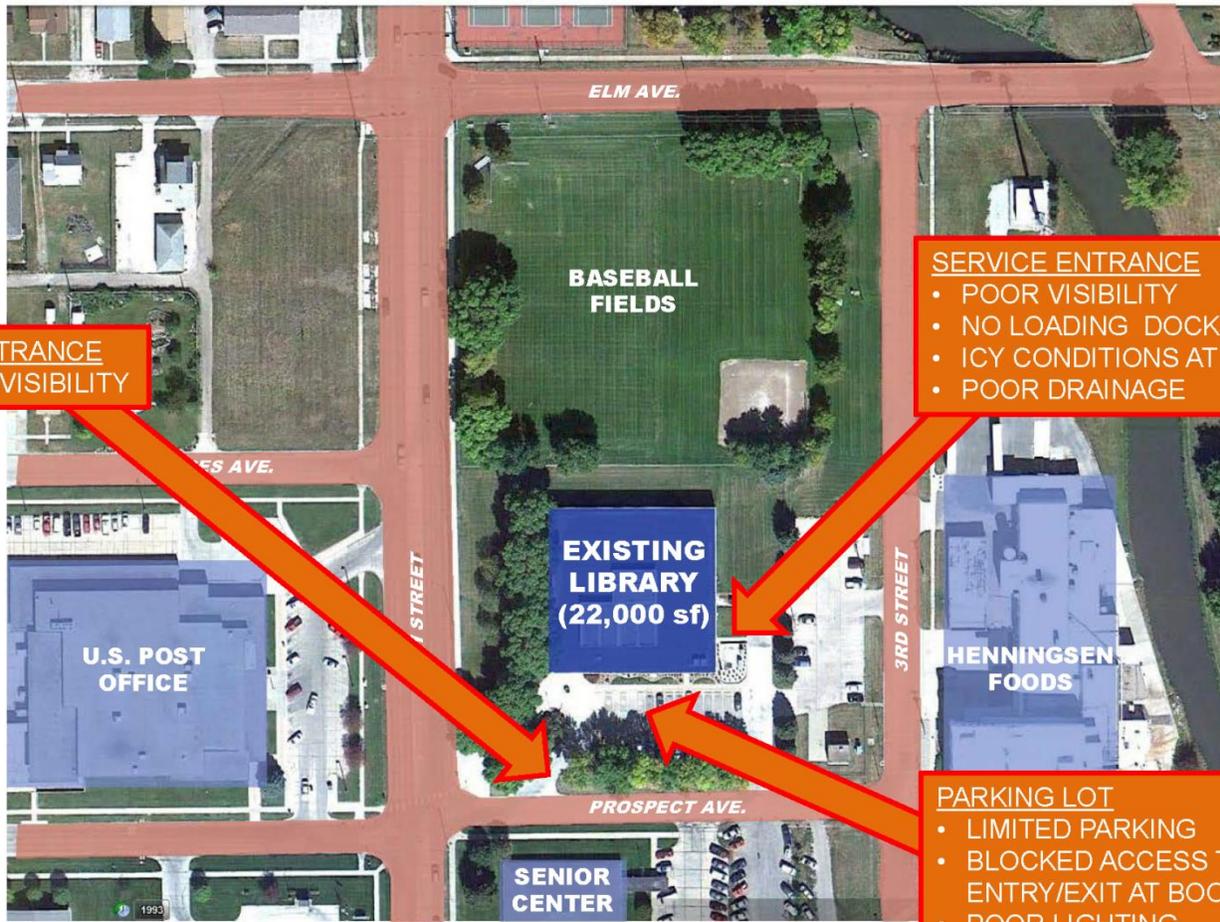
- A dedicated, secure storage area, separate from the library storage/supplies.
- A separate work room.
- An additional office or work area for a future staff member.



IT Staff Areas



E. Study of Existing Building Systems



MAIN ENTRANCE
• POOR VISIBILITY

SERVICE ENTRANCE
• POOR VISIBILITY
• NO LOADING DOCK
• ICY CONDITIONS AT WINTER
• POOR DRAINAGE

PARKING LOT
• LIMITED PARKING
• BLOCKED ACCESS TO ENTRY/EXIT AT BOOK-DROP
• POOR LIGHTING

Study of External Issues



Study of Internal Issues

Current Facility Issues and Needs

Restrooms:

Current issues:

- Restrooms are not visible to the circulation desk.
- There is a security concern with sending unattended children out into the building lobby to use the restrooms as there is not a family restroom directly off of Youth Services.
- The restrooms are your first impression when you enter the library.

Future needs:

- Restrooms visible to the circulation desk.
- Restroom(s) for family use, directly adjacent to Youth Services area and not off of the building lobby.

Parking:

Current issues:

- Parking is limited and hard to access
- Lighting for parking lot is poor.
- Drainage issue near the back entrance.
- The entrance where the book drop is located is congested. Patrons often double park to get out and drop off books and inadvertently block traffic.

Future needs:

- Additional, more accessible parking stalls.
- Better site and parking lot lighting.
- Drive up bookdrop.

General Building issues:

- Existing roof drains are rusting out
- Existing windows are drafty and let bugs in
- Insufficient storage for janitorial needs



F. Community Input

1. COMMUNITY SURVEY

A community survey and focus groups were conducted in the fall of 2013 to gather community input from Norfolk residents on their library service needs and priorities. An on line survey was advertised in the library and printed surveys were also made available. These are the results of that survey:

1. Are you a resident of the City of Norfolk?		
YES 388 (83%)	NO 79 (17%)	
2. What is your gender?		
Male 132 (28%)	Female 331 (72%)	
3. Which category below includes your age?		
17 or younger 32 (7%)	30-39 74 (16%)	60 or older 146 (31%)
18-20 11 (2%)	40-49 56 (12%)	
21-29 50 (11%)	50-59 94 (20%)	
4. Have you used the library in the past year?		
Yes 400 (86%)	No 63 (14%)	
Comments: I bought lots of books on your sale at the mall.		

5. How often do you use the library?	
At least once a week 130 (30%)	Once every six months 55 (12%)
Once every two weeks 124 (27%)	Once a year 35 (7%)
Once a month 77 (16%)	Never 32 (7%)
Comments: -Used to use it weekly for many years -Once a month - sometimes more often, sometimes less.	

6. If you use the library, what are your main reasons for using it?	
To borrow materials 361 (77%)	To attend a library program 147 (31%)
To use the library's computers 94 (20%)	To attend a meeting held at the library 58 (12%)
To do research 90 (19%)	To find a quiet place to study or work 75 (16%)
To use the copy machine 45 (10%)	To meet friends 25 (5%)
To read magazines or newspapers 98 (21%)	
Comments: -check out books on CD -Currently don't use library -Check out books on-line -working and supervising a visit -Wi-Fi Internet with own laptop -Speak with Staff -children's programs -research on NADA or consumer reports -Work at the library besides above reasons. -Use databases remotely.	

- my kids love coming and not only for Wednesday movies, but also for a quiet place to study.
- checking out displays and putting up displays
- I use the library rather than a tablet. I like to turn pages, to watch moves or to listen to music.
- Drive up to drop off would be a great idea
- to encourage a love of books for my children
- buy used books
- summer reading program
- Books on CD and movies on CD's
- Movies
- Book discussion group
- job search
- to use the free Wi-Fi
- will come more often. Now with my son (3 years old).
- I have recently returned to using the library.
- Purchase books
- Audio books
- to use the Wi-Fi and work
- book sales
- books
- EXCELLENT PROGRAMS!
- to check out a book
- check out books for pleasure reading
- Check out Books
- Inter Library Loan
- to get books. I love to read.
- I have brought my 8 year old daughter to many programs.
- check out books
- check out books
- Meeting space
- To purchase books that are on sale.
- The internet
- To check out books usually 3 each week.

7. If you do NOT use the library, why not?	
The library offers nothing useful to me 6	I do not approve of the library collection/policies 0
The staff is unhelpful/inefficient 1	I have resources available at work/school/other 39
The service hours do not fit my schedule	I use a neighboring public library

3	9
I do not know where the library is located	I buy my own books/magazines
0	29
The library is too far from my home	I get the information I need from the internet
11	53
I do not have any transportation	
5	
Comments: -Would like to see more books on tape/CD. -Do not find time. -None. -Don't think about it. -I don't like to read -I just don't go to it. -Time, just don't have time, used to when I lived in Norfolk, found it friendly, good selection -I think it would be a great place if it was more exciting and entertaining to go there.	
8. If you have used the library, did you find what you were looking for?	
Yes	No
412 (92%)	35 (8%)
Comments: -Sometimes -Usually -Yes - most of the time -Depends -At times I am able to find the things I need.	
9. If you answered "No" to question 8, please indicate why.	
Item was checked out	I came to use a computer and they were all in use
23	4
Library didn't have what I wanted	I couldn't find a quiet space to study/work
27	1

I couldn't find what I was looking for 6	I couldn't find a place to sit 2
Library computers were down 1	
Other -sometimes what I want is checked out but leaving a request works also -I would suggest getting more variety of movies. -Magazines cannot be checked out -Magazines cannot be checked out -I just didn't go -If library doesn't have it, I use ILL ☺	

10. Please indicate the services that you are aware of ...		
Free Internet Access 410 (88%)	Downloadable ebooks/audiobooks 242 (52%)	
Specialized computer for people with low vision 59 (13%)	Online language lessons 43 (9%)	
Free Wifi 316 (68%)	Free access to 30 databases 105 (22%)	
Color copying and printing 276 (59%)	Magazines and newspapers 384 (82%)	
Meeting space 290 (62%)	Large Print books 312 (67%)	
Genealogy Resources 148 (32%)	Audiobooks 216 (68%)	
Delivery of material to the homebound 95 (20%)	CD's/DVD's 385 (82%)	
Downloadable music 154 (33%)	Video Games 222 (48%)	
11. Please indicate what PROGRAMS you are aware of...		
Lapsit 241 (52%)	Young Adult book group 136 (29%)	Movies 290 (62%)

Story Time 325 (70%)	Summer Reading Program 321 (69%)	Summer Speaker Series 254 (54%)
Dial-a-story 142 (30%)	Adult Book Discussion Groups 166 (36%)	
Golden Sower Book Club 121 (26%)	Needles, Hooks & Books 183 (39%)	
Comments: -Movies at the Library - Advertise this! I am interested but did not know		

12. Which of the following do you wish the library had more of?		
Books for Adults 97 (21%)	Young Adult Materials 58 (12%)	Other Language Materials 12 (3%)
Audio Books 49 (10%)	Children's Materials 63 (13%)	Video Games 32 (7%)
DVD's 105 (22%)	Public Computers 50 (11%)	Large Print 44 (9%)
E-Books 78 (17%)	Music CD's 51 (11%)	
Magazines/Newspapers 37 (8%)	Spanish Language Materials 20 (4%)	
Comments: -I don't use public computers but I can see that they are full every time I come in. So there must be a need for more. comfy chairs -specifically nonfiction audiobooks -Longer hours every day, more computers, more computer time -Drive up book drop off like Hastings Music -Drive up book drop off like Hastings Music -More up-to-date books on photography. . . "Beyond Snapshots" would be an excellent addition. Also, a Scott Kelby Book on Lightroom 5. . . I was unable to find any books on photo editing in the Lightroom program.. -board books		

- Space and parking
- more how-to books
- I wish the library could keep all books of "series". I've stumbled on a new book occasionally that's part of series (ie: mysteries) but I can't go back to read the earlier books because they are no longer part of the Norfolk Public Library system.
- homeschool materials
- Longer hours
- Need more older books as there is different types of content
- Meeting space for larger audiences and different groups with audio visual tools
- I think this library is awesome
- Genealogy resources
- More movies
- Audio books - auto biographies
- Videos and DVDs that are current
- I'm surprised that one cannot check out periodicals. Most libraries I've seen permit this, at least for back issues.
- Speakers crafts
- Person just for computer help for elderly & "illiterate computer" ones.
- Why have Barons, NY Times, and Chicago papers? Need Yankton, Wayne and Columbus!
- Complete series to books (skips sometimes have to order)
- Bigger children's space to sit and read
- Someone to help me use computers
- Comics
- Historical Fiction - Adult and children
- Music (written) books or sheet music to borrow.
- Movies
- Science fiction books esp Star Trek!
- Additional space
- Crochet books, quilting books, origami books
- I cannot think of anything.
- I think they already have wonderful selection.
- Sale books
- More hard copy resources for songwriting, instructions resources for martial arts like Tae Kwon Do.
- You have the best library in the state and maybe country for your size.
- Spending less taxpayer \$
- Educational classes to public
- I think our library is wonderful and has lots of everything.
- Mysteries
- None
- Don't know
- E-Books - but takes time
- Genealogy Resources
- What is there satisfies my needs.
- You do a great job!
- YA Fiction ex. Darren Shan
- More research books
- The library has a great selection of resources. You do a wonderful job! Thank you! ☺

-Places for meetings, small rooms for tutoring, nice area for reading papers and magazines.
 -DVDs - especially for KIDS!! Very low selection compared to other libraries.*Also the dvds that are currently available are very scratched and skip a lot in addition to the low variety and few options.
 -GRE prep materials.
 -When the 2 times at the computer are used up, I suggest the library to sell extra hours at \$4.00 per hour.
 -More Christian nonfiction books and more educational based DVD's for toddlers and kids rather than just cartoons.
 -None, has a great variety.
 -Historic impersonators

13. How would you rate the following elements of the library?					
	Poor	Substandard	Acceptable	Good	Excellent
Customer service	1	5	47	176	198
Time waiting for service	1	7	53	205	150
NUMBER of items	4	12	74	214	99
VARIETY of items	4	13	85	193	108
Furniture and seating	3	26	87	183	103
Variety of spaces	3	37	94	169	95
Programs	0	7	96	185	118
Internet & Wi Fi access	0	3	46	176	141
Comfort	1	17	81	165	138
Comments: -I like coming to the programs, but it would be nice to have a little more space for them. -Have not been to the library -seems like the online area is crowded. -It's my fault...My three kids borrowed several children's books one day. When I miscalculated the due date by a week, it turns out I acquired a \$15 fine No lost books, but late by a week. I paid it, but now the feeling of such a high fine for children's books prevents me from returning with my kids. -couches to snuggle and read with children? -librarians are louder than customers -POOR book check in system-always calling that i did not return book when I have. and they have found it later -Need more meeting space. -Meeting space, space for teens and youth -Suggest you get more comedy sitcoms on DVD. "Hot in Cincinnati" "Happily Divorced" "Last Man					

Standing "Monk" More parking and perhaps a rear access door would help and need a return for books that can be done from the car.

- Chairs are not comfortable and don't seem clean.
- First rate library.
- Don't ever get rid of the Pie Shape Room. It's so nice!
- Not sure
- Staff members are very helpful and friendly.
- More space is needed - very crowded and tight
- ? haven't accessed it for years
- Don't use Wi-Fi
- Excellent classroom by the restrooms! Took a seminar there and was impressed - good lighting too
- Everyone is always very nice and helpful. I love the library.
- ____ needs to be out of site, very rude.
- We have good rapport with staff. ☺ We like to call them by name and chat if they're not busy!

Thank you for the friendliness! ☺

14. How would you rate the library building?					
	Poor	Substandard	Acceptable	Good	Excellent
Parking	47	89	165	93	37
Condition of the outside of the library	6	15	135	190	85
Condition of the inside of the library	0	21	102	203	101
Ease of access ENTERING the library	5	10	102	202	112
Ease of access INSIDE the library	1	9	89	213	106
Signage	3	16	101	185	89
Layout	1	20	128	180	82
Cleanliness	3	8	71	190	145
Lighting	1	14	80	192	128
Acoustics	1	22	96	188	103
Temperature comfort	1	13	88	206	106
Comments: -More space to define areas would be nice, childrens is too close, magazines are too close to childrens, computers too close etc.					

<ul style="list-style-type: none"> -Doesn't smell like a library. Sometimes it stinks. -Wish the children's section was more secluded to allow kids to be "louder" -the acoustics in the large meeting room are awful -Too humid -Meeting space substandard in square footage -It is overdue for freshening and redecorating. -Restrooms should have better faucets for cleaner handles. -I don't know what "signage" means. -Great places -Library parking is for library customers not for senior citizens across the street. -Not sure. -Restrooms could use an upgrade. -More space for events/speakers -Bathrooms - acceptable -Temperature comfort - HOT! -Signage - Too Much!! -Lack of a drop-off (for people and books) lane is an issue. -Parking - depends on activity -Cracks in sidewalk - need more space.

15. Which of these do you think would improve the library?	
Larger Children's Area 160 (34%)	More parking 287 (61%)
Children's Computers 130 (28%)	More large group meeting rooms 100 (21%)
Larger Young Adult Area 108 (23%)	More spaces for group activities 103 (22%)
More computers 107 (23%)	More quiet study areas 105 (22%)
More comfortable seating 132 (28%)	Drink & Snack area 160 (34%)
More study tables 102 (22%)	Drive-up window for quick service 152 (33%)
Genealogy Area 59 (13%)	
<p>Comments:</p> <ul style="list-style-type: none"> -I wish there were more quiet areas. With the background music and people's loud voices, it's hard to concentrate sometimes. -More area to segment collections. -access to the senior citizen facility without leaving the building -Drive up mostly for returning books -Move the restrooms, it's unsightly -Move the restrooms, it's unsightly -If they are looking to spend money, I would recommend using it to purchase a larger selection of books, both for adults and children. Also, something fun to make the children's area more inviting might be nice. Moving the outside return bins to a location where you could drive through to drop 	

- them off without getting out of your car would be perfect, especially in the winter.
- I love the idea of a drive up window. I have three small children and sometimes it's so hard to carry them in and care for them in the library.
 - drive-up return material drop off box / young adult area with computers separate from the adult area with computers
 - homeschool material section?
 - Drive up drop box
 - I think the check in/out is a mishmash
 - a cappuccino/coffee area where you could read or hang out would be really cool.
 - Enclosed area for children.
 - Drive up to drop off would be a great idea.
 - Longer rental access to books. Especially to return books from the car.
 - Deposit materials/return books from your car. Much friendlier employees. A few are nice and approachable; others are borderline rude.
 - Drive up window for returns!
 - Phone answered on Sundays.
 - Want kids area separated off more from adults (have autistic children who disturb others)
 - Don't use enough to respond
 - Drink & Snack area - NO
 - Drive-up Window - NO
 - More movies and a better collection of video games.
 - Drive up window - that would be great!
 - More programs designed for the 30's - 39 age range.
 - Drive up window - and drive up book return
 - Children's' computers - No. Kids don't need this!
 - Drive up window - drop off books
 - Add on to building - larger
 - Drive up window - people make a habit of briefly parking in driveway.
 - Easier ways to renew books.
 - Drive up window - maybe for returns - drive up return slot ☺
 - Magazine checkout
 - Area to sit and knit/crochet
 - Drive-up to drop off materials and not have to get out of vehicle.
 - Space to sell donated books
 - Drive up for returning books, etc.
 - Keep the same as now.
 - Not sure.
 - Better drop off to allow for drive-up
 - Less noise
 - Drive up book drop
 - Spending less \$
 - Larger room for library programs
 - Coffee shop?
 - I really don't know
 - More comfortable seating - smaller space - not all in the middle
 - Drive-up Window for quick service - and for returns
 - Drive up book drop
 - Drop-off lane

-Don't know
-More parking - too narrow (hard to back out of parking space)
-Drive-up - drop off area
-Open later during evenings
-Privacy screens on computers
-"coffee shop" style seating area with beverages & relaxed lighting & art.
-Drive up drop off
-Pleased the way it is
-Sell hours on the computers at 4 to 5 dollars a hour, only after 2 usages is over.
-Drive-up window to drop books off
-More of a movie selections
-More comfortable seating - for kids
-More study tables - for kids
-One way signs for maneuvering through parking lot-specific entrance and exit areas. This will provide for a smooth flow of traffic and less congestion.

16. Now that you've told us... please rate how important those items are to you:					
	Not important	Somewhat important	Important	Very important	Mandatory
Larger Children's Area	53	58	106	104	25
Children's Computers	68	70	99	74	19
Larger Young Adult Area	47	65	110	80	21
More computers	57	75	102	76	25
More comfortable seating	40	66	107	96	28
More study tables	47	76	102	70	21
Genealogy Area	67	99	107	38	17
More parking	17	39	96	103	115
More large group meeting rooms	64	87	76	68	35
More spaces for group activities	53	83	79	58	32
More quiet study areas	50	62	100	68	28
Drink & Snack area	109	83	60	56	25
Drive-up window for quick service	124	66	67	50	39

17. What kind of technology would you like to see in the library?	
More internet access computers 130 (28%)	More self-service options 159 (34%)
Wider variety of software 89 (19%)	Library smartphone app 132 (28%)
More online services 109 (23%)	E-Readers and tablets to use in the library 108 (23%)
<p>Comments:</p> <ul style="list-style-type: none"> -Access to more books online from home. -a lot of people don't know how to use their devices ie iPads, phones -courses taught by staff or available through on-line services -Many libraries have self-checkout. Why not here? -Would be nice to learn them (E-Readers and Tablets) -Checking out magazines, have the most current version of Microsoft Windows -Hours open for computer access -Don't use enough to reply -A better collection of better R-Rated movies and mature rated video games. -A better way to search the online databases. When limiting searches you get results a lot! -More classes for computers -Ok -Big screen TV -I'd like to see less -Don't know -Library Bookmobile -E-Readers to check out! -Update all the computers the same. -None -Pay for usage of computers when a person uses his or her 2 free times. 	
18. What prevents you MOST from using the library's computers more frequently?	
Not enough computers 50	Not interested 46
Difficult to use 8	I have computer access at home/work 246
Too slow 14	Nothing prevents me 129
Insufficient training 22	
<p>Comments:</p> <ul style="list-style-type: none"> -Tried once, no one seemed to help -The people who help me on library computers have always been wonderful! -Doesn't seem warm and inviting. -Wishing didn't have as high of taxes so could afford internet @ home -not enough time when not busy -Excellent computer help from staff. 	

19. When people look at communities...How important is the library to the quality of life in Norfolk?				
Not Important	Somewhat Important	Important	Very Important	Mandatory
3	26	93	200	124
<p>Comments:</p> <ul style="list-style-type: none"> -Mandatory - especially now that I have a child! -The library was the first place I went when I moved to Norfolk 62 years ago!! -Very important for me. -One of the few places I contacted prior to moving here! -Before we moved here the library was one of the places I visited before making a choice between the cities we could live in. -We love Norfolk and we love the library! Great job! Keep up the good work! 😊 				

2. STAFF SURVEY

Q1: What does the library do well?

- Adult Services
- Children's Services
- Programming
- Electronic Resources
- Community Gathering Place
- Provides materials and assistance to find them programming
- Serve the public
- Provide quality materials to the public
- Customer service
- Keeping up with ordering the latest books our patrons want
- Provide enough computers to meet the needs of our patrons
- Offer a generous assortment of books and media for patrons
- Providing new books and materials
- Serves the public in a friendly and helpful manner no matter the nature of the request
- Keeps popular novels available for the public
- Provides a wide variety of up to date materials, databases and computers for access to internet.
- Does a good job of programming
- Knowledgeable staff
- Excellent Youth Services program

Q2: What can the library do better?

- More meeting room space so that we do not have to turn people away due to high demand
- Meeting rooms that could be permanently set up so that staff doesn't have to set up and tear down over and over
- Team approach over individual approach
- Offer programming that the present space does not accommodate
- Provide more space for different programming and learning centers
- Customer service
- Quantify customer service
- Offer bigger rooms for the public to use
- Not have to weed as many books due to space constraints
- Need more meeting space to accommodate more people and more events
- Offer a better environment for programming – dedicated space rather than having to set up chairs in the middle of the library
- More modern and professional workstations for staff
- More space for storage, displaying books and wares
- Parking for both public and staff
- Newer and better kitchen facility and equipment
- More meeting rooms that are bigger and better and well equipped
- More outlets for technology
- A more ergonomic, productive, and efficient Tech Services department for acquisitions, cataloging, processing, weeding, repairing, etc.
- Provide more inviting spaces

- Provide more room for children
- A play space for children with Lego tables, puzzles, etc.
- Attract bigger name authors for programs
- Provide more computer/educational classes for the public
- Look for novels which do not describe so much violence and/or promiscuity
- Allow for staff to become more mobile and multitask with simple options like a desk bell for customer service or providing portable phones

Q3: In the next 10 years, what changes would you like to see in the library?

- Updated computer labs.
- Workspace areas that are more private for employees to enhance productivity and ability to focus on tasks
- More meeting room space with a permanent meeting room just for children's programs and one just for adult programs
- Bathrooms located where they are more secure (particularly for children)
- Electrical update to accommodate current and future electronics and commuters
- Focus on services for baby boomers
- Additional meeting rooms
- Separate room for children's programming (a room where tables could be up all the time to eliminate setting up and moving things every day)
- More storage space to make the work area more attractive
- More desking work space
- More quiet study areas
- I would like to see the library completely overhauled. It needs to be updated in so many ways
- More room for our library staff, departments, public meeting spaces and parking
- Rather than one huge room for the whole library, separate rooms for computer lab, Youth Services, AV materials. And put all shelving on wheels to fit patron needs
- More meeting spaces. More parking. Better workspaces. Better restrooms for the public and staff
- Cleaning service
- A better quality of carpeting
- More shelf space for books
- More technology
- More space for storage, display, public use, and offices
- Increased space for computer labs, interactive learning areas for all ages/interests
- Multiple use programming areas
- More staff work areas
- Growth and promotion of resources through use of personal computers; especially offsite use, such as from home
- More space
- Better design of workroom space
- Comfortable furniture with coordinated colors throughout the library
- Beautiful focal wall using natural materials
- Well designed spaces for display

Q4: What should the purpose of the library be related to community needs?

- Multifaceted and changing. Fluid
- To provide a safe, efficient meeting place for organizations
- To provide information and recreational reading
- It should be the hub of the community and its resources
- That's going to be up to the public for the most part
- To offer a comfortable and safe environment for all patrons to use the library
- Provide space for learning, relaxation, and gathering for all ages
- Offer the latest in technology for patrons to test
- Fulfill the needs of the community on a continuous basis
- More integral with increased contact between staff and patrons
- Provide information and access to information
- Provide a sense of community
- Provide meeting rooms and encourage public participation in various activities
- Promote reading and the love of literature
- A resource focal point with a possible shift towards digital resources

Q5: How could the library spaces enrich the library experience?

- By being clean, modern, aesthetically pleasing, and technologically updated
- More privacy for some to concentrate
- More attractive reading rooms
- Create a more home like environment when doing leisurely reading
- More and better library programming could be accommodated
- To be more aesthetically pleasing to the eye
- If there were separate, larger, and more inviting sections for children, young adults, and seniors I believe people would spend more time in the library
- Provide comfortable, inviting areas in which to learn, read, study and socialize
- Theme of spacious "green" environment inside and out
- More accessibility to digital information both in the library and remotely
- Needs to be attractive and comfortable
- Create more private areas
- Larger meeting rooms to support programs

Q6: What is most important for the future of the library?

- Adult and Children's Services
- Marketing and growth
- Having a building that is adaptable/flexible for meeting the needs of our patrons
- To be a vital 21st century library
- Promotion of books and reading
- Space for printed and non-printed offerings
- Provide a gathering place for the community to fulfill their lifelong learning needs
- To always encourage learning, recreation, reference, and fun through print and non-print books and Materials
- Flexibility and adaptability as things change
- Keep up with the changing technologies; stay relevant and continue to identify the community needs

3. COMMUNITY FOCUS GROUPS

Approximately 50 people participated in five focus groups conducted in the fall of 2013. The sessions were held to get specific information from various groups including parents, children, teens and tweens and specialized space needs for a potential genealogy room. The following information was collected:

PARENTS

The design team met with parents and children that were attending toddler story time. The parents attending had children ranging in age from newborn to grade school. The group was very complimentary of the current children's programs and staff input. They requested that there was a dedicated story time area in the library that was more age appropriate (they currently meet in the large group room). They liked the idea of having a restroom nearby that was dedicated to families. They would prefer that the location of the children's area would be farther from the front entrance and offer more safety for the children. It was suggested that there be a place to park strollers outside the story time room and that there be a quiet room nearby for kids that needed quieting during certain activities. Several parents were in favor of a vending area that had support space for parents that wanted to give their kids a snack or heat up a bottle. Overall, parents loved the programs that the library offered but didn't feel that there was enough space or the right type of space to support all the programs.

CHILDREN

Two age groups of children from the grade school and middle school volunteered to meet with the design team to share their thoughts and dreams for the library. Most of the children that participated in the discussion were avid library users but a few visited the library less frequently. The kids discussed the décor of the library and requested spaces that were more imaginative and age appropriate. They liked the idea of creating individual space for the grade schoolers, tweens and teens so that everyone had their own special area. They also liked the idea of more natural light for the children's area with possible access to outdoors during the summer. Technology was a big topic in the focus groups. The kids are already using a variety of hand held technology in the schools and would like to have access to the same technology in the library. They also liked the idea of having computers dedicated to the various age groups within their area.

TEENS

A dozen teens met with the committee to discuss the space needs for teen services. They expressed the need for comfortable reading and study spaces, including independent group study rooms. Technology was a large part of the discussion and the group had insightful suggestions on how to make technology more ubiquitous throughout the library. Many of the teens have their own laptops and hand held devices but needed spaces where it was easy to plug in and charge their equipment.

The group talked a lot about a separate space for the teens at the library. The space should support both study and socializing. It needs more seating and a variety of study/reading areas. Computers dedicated to the young adults and located in their area would be ideal. The space should also recognize the various age levels within the teen population and provide several areas so that each age group can have its own space. The current booths are popular among

the teens but are often used by other age groups as well. So it would be nice to have this group in their own space that is at least partially enclosed and dedicated to teens only.

SENIORS & GENEALOGY

A group of seniors and patrons with interest in genealogy and heritage met with the planning team and shared their thoughts about how the library could better serve them. There was a healthy discussion about incorporating a genealogy/heritage room within the library that would serve as a showcase for the Norfolk community history and other related materials. The genealogy room would house special collections, but it would also serve as a genealogy and history research room. This separate space would include a conference table that could support research and study in the room but that could also do double duty as a meeting room for other library support functions. It would also include research technology, such as computer stations and microfilm readers.



G. Space Needs Recommendations

ADULT COLLECTIONS AND SHARED SERVICES

1.1 Public Entrance/Lobby **280 sq. ft.**

Occupancy:	20 – 200
Adjacencies:	Community Room Public Restrooms Café/Kitchenette Book Sales Self check-out station Visible to Circulation/Service Desk for assisting patrons
Acoustics:	Walls and ceiling should be sound absorptive. Flooring may be hard surface for easy cleaning so added acoustical panels may be required.
Lighting:	The lobby lighting should be warm and inviting. LED lighting will be used to reduce maintenance and energy costs due to long running hours in this space.
Technology/Equipment:	Security Gates
Components:	4 Display Cases Library Literature/Community Bulletin Board/Community Flyers Double door entrance for temperature control

1.2 Community Room **2,700 sq. ft.**

Occupancy:	10 - 200
Adjacencies:	Public Entrance/Lobby Public Restrooms Café/Kitchenette
Acoustics:	Walls, ceiling and floors should be sound absorptive. Special consideration should be given to the operable walls. Large group presentations with a PA system will be present when the library is open.
Lighting:	Lighting should be dimmable to adjust for different functions. Accent lighting needed in performance area.
Technology/Equipment:	PA System Microphone for presenters and shows Power outlets throughout the area Projector and Screen
Components:	200 Stacking Chairs Mobile Tables, 24x72 Podium Portable Stage Moveable wall partitions Projector & screen, ceiling mounted Lap Top Cart Computer lab set up: computer chairs and tech appropriate tables, using the same furniture as other spaces Large closet to house mobile furniture and equipment

Food prep space countertop for support of events
Fridge, coffee pot

1.3 Café/Kitchenette

400 sq. ft.

Occupancy:	8
Adjacencies:	Public Entrance/Lobby Public Restrooms Community Room
Acoustics:	Walls, ceiling and floors should be sound absorptive. Flooring may be hard surface for easy cleaning so added acoustical panels may be required.
Lighting:	Comfortable lighting that is welcoming and inviting. Varying light levels.
Technology/Equipment:	Provide flush floor mounted and wall mounted communication and power outlets throughout the area.
Components:	Computer counter for laptop users Café seating at small tables Café supplies in lockable storage cabinets Vending Machines for drinks and snacks Self serve coffee station Work counter with double sink Microwave oven on counter Trash and recycling containers

1.4 Service Desk (Circulation & Reference)

200 sq. ft.

Occupancy:	2 – 5 staff, 2 – 10 public
Adjacencies:	Public Entrance/Lobby Self check-out station Staff work stations Holds pickup Reference collection
Sight Line:	Maximized sight lines to open stack area Children's service desk Entrance
Acoustics:	This area will often be active. Phone calls, conversations between staff and patrons will add to the volume of the space. Materials should help to minimize noise. Walls, ceiling and floors to be sound absorptive.
Lighting:	Provide 50 foot-candles at work counter.
Technology/Equipment:	Provide communication and power outlets at each service station within the service desk, mounted under the service counter with wire management to keep hidden. Staff Help Button at service desk 5 On line computer workstations with CPU's, keyboards and mouse. 2 flat screens facing public at ADA height. Barcode readers Theft system desensitizers

Telephones
 Cash register
 Laptop computers for check out with charging station.
 Networked printer

Components: 3 Circulation desk stations
 Cash register station
 Book trucks/book drop
 Storage
 Library card application area
 2 Reference desk stations w/public accessible computer screen
 Laptop cart and charging station for in-library use
 Shelving for ready reference materials

1.5 Self check-out station **60 sq. ft.**

Adjacencies: Public Entrance/Lobby
 Service Desk

Acoustics: Walls, ceiling and floors should be sound absorptive.

Lighting: 30 foot-candles with minimum glare on self check screen

Technology/Equipment: Self check machine
 Receipt printer
 Credit card payment system

Components: Countertop
 Storage

1.6 Adult Collection **5,985 sq. ft.**

Adjacencies: Service Desk
 Reader seating
 Opac stations (120sf)

Acoustics: Walls, ceiling and floors should be sound absorptive.

Lighting: 20-30 vertical foot-candles on face of shelving. Uniformity of lighting from top of stack to bottom will be less than 2:1.

Technology/Equipment: 6 Opac stations, 4 stand up at stack ends, 2 sit down. Opac stations include PC workstation with CPU, keyboard, mouse, and printers.

Components: Adult Fiction & Non Fiction Collection
 Reference collection
 Large Print materials
 International languages
 Magazines & Newspapers
 Music and Movies
 Atlas stand
 Map case
 Dictionary stand
 Collection display

1.7 Public Computers **595 sq. ft.**

Occupancy:	16
Adjacencies:	Service Desk
Acoustics:	Walls, ceiling and floors should be sound absorptive.
Lighting:	30 foot-candles utilizing direct/indirect luminaires that reduce glare on computer screens.
Technology/Equipment:	Public access computer stations (sit-down), with monitor, keyboard and mouse. Provide communication and power outlets as needed at each computer station. Outlets should be located at the underside of the table top with wire management.
Components:	Computer workstations, sit down, in groups of four. Should be designed for flexibility of equipment change. Fixed computers could be replaced by laptops in the future. Print management station/Reservation Station Copier/fax/printer/debit card reader Ceiling mounted projector and screen

1.8 Reader Seating **2,280 sq. ft.**

Occupancy:	20 - 88
Adjacencies:	This space is divided into different areas of the library. A portion of this space will be located in high circulation areas, dispersed throughout the collection and in quiet reading areas away from major traffic paths or high active areas.
Acoustics:	Walls, ceiling and floors should be sound absorptive.
Lighting:	50 foot-candles throughout area. Provide ambient lighting in quiet reading areas that can be controlled by the public.
Technology/Equipment:	Provide standard, recessed flush floor mounted and wall mounted communications and power outlets to support electronic equipment and to allow patrons ease of access to electrical and computer needs at all reader seats.
Components:	24 lounge chairs with occasional tables Twelve 4 seat tables (48 seats) Lap top touch down stations/tables

1.9 Group Study (3 Rooms) **390 sq. ft.**

Occupancy:	2 - 6
Adjacencies:	Group Study 2 & 3 Meeting Rooms
Acoustics:	These rooms will be occupied by small groups to work. They should be acoustically isolated areas where conversations can happen without disturbing other patrons. Walls, ceiling and floors should be sound absorptive.

Lighting: 40 foot-candles utilizing direct/indirect luminaires with dual level switching.

Technology/Equipment: Power outlets throughout the room

Components: Conference table
Seating for 6
White Board

1.10 Meeting Room A

225 sq. ft.

Occupancy: 10 - 12
Adjacencies: Group Study Rooms
Meeting Room B

Acoustics: These rooms will be occupied by larger groups to work and meet. They should be acoustically isolated areas where conversations can happen without disturbing other patrons. Walls, ceiling and floors should be sound absorptive.

Lighting: 30 foot-candles utilizing direct/indirect luminaires with dimmable lighting for presentations.

Technology/Equipment: Ceiling mounted projector & screen
Standard flush floor mounted communications and power outlets to support equipment.
Phone system with webinar capability

Components: Conference table – Reconfigurable/flexible
Seating for 12
Technology support furniture
Moveable wall into Meeting Room B

1.11 Meeting Room B

150 sq. ft.

Occupancy: 6 - 8
Adjacencies: Group Study Rooms
Meeting Room A

Acoustics: These rooms will be occupied by larger groups to work and meet. They should be acoustically isolated areas where conversations can happen without disturbing other patrons. Walls, ceiling and floors should be sound absorptive.

Lighting: 30 foot-candles utilizing direct/indirect luminaires with dimmable lighting for presentations.

Technology/Equipment: Ceiling mounted projector & screen.
Standard flush floor mounted communications and power outlets to support equipment.
Phone system with webinar capability

Components: Conference table – Reconfigurable/flexible
Seating for 8
Technology support furniture
Moveable wall into Meeting Room A

1.12 Technology Production 180 sq. ft.

Adjacencies:	Service Desk
Acoustics:	Walls, ceiling and floors to be sound absorptive.
Lighting:	40 foot-candles with dual level switching. Direct/Indirect luminaires.
Technology/Equipment:	2 PC workstations with CPU, keyboard and mouse.
Components:	Standing height countertop/center island for material production

CHILDREN'S AND TWEEN DEPARTMENT (YOUTH SERVICES)

2.1 Youth Services Desk 150 sq. ft.

Occupancy:	1 – 2 staff
Adjacencies:	Children's computers Children's collection Main Service Desk
Sight lines:	Service Desk Tween Area Teen Area Youth services offices
Acoustics:	Special consideration should be given to this area to contain noise within the designated children's space. Walls, ceilings and floors should be sound absorptive.
Lighting:	Provide 50 foot-candles at work counter.
Technology/Equipment:	Provide standard communication and power outlets under the desk with wire management. 2 Online PC workstations with CPU, keyboard tray and mouse.
Components:	Service desk, 2 staff position Shelving for ready reference Shelving for book reward program materials Sign up area for programs/summer reading program

2.2 Children's Collection 3,715 sq. ft.

Adjacencies:	Youth Services desk
Sight lines:	Service Desk Tween Area Youth services offices OPAC stations
Acoustics:	Wall, ceiling and floors should be sound absorptive.

Lighting: Provide accent lighting, as needed, to highlight display
20-30 vertical foot-candles on face of shelving. Uniformity of lighting from top of stack to bottom will be less than 2:1.
Consider patron controlled lamp lighting at reading areas.

Technology/Equipment: 3 OPAC computer stations throughout stacks, includes CPU, keyboards, mouse, and printer.

Components: Shelving for collection
Fiction & Non Fiction
New Books
Reference Collection
Picture Books and Readers
Paper backs
3 Display cases
Display boards, tackable and wall mounted areas
Shelving for book display
Audio books
Magazines

2.3 Children's Computers

210 sq. ft.

Occupancy: 6
Adjacencies: Youth Service Desk
Youth Service offices

Acoustics: Walls, ceiling and floors to be sound absorptive

Lighting: Direct/Indirect lighting with appropriate light levels. Consider glare on computer screens.

Technology/Equipment: 6 Public access computer stations (sit-down), with monitor, keyboard and mouse. Provide one single data drop jack for each computer workstation. Data drops will be integrated into the computer workstation furniture.

Components: 6 Computer workstations, sit down, with 1-2 chairs at each station.
Print management station/copier/debit card reader
Listening station

2.4 Youth Services Office

180 sq. ft.

Occupancy: 3
Adjacencies: Youth Service Desk
Staff workroom
Teen Space

Acoustics: Walls, ceiling and floors should be sound absorptive.

Lighting: Provide 40 foot-candles at the work surfaces. Provide task lighting at desk.

Technology/Equipment: Provide standard communication and power at desk
Printer
3 PC workstations, including CPU, monitor, keyboard tray and mouse.

Components: 2 Full time staff workstations for Youth Services Librarians
1 Part time workstation for page/youth volunteer
Shelving for ready reference, supplies, misc.

2.5 Children/Tween Reader Seating **1,090 sq. ft.**

Occupancy:	36
Adjacencies:	This space is divided into different areas of the library. A portion of this space will be located in high circulation areas, dispersed throughout the collection and in quiet reading areas away from major traffic paths or high active areas.
Acoustics:	Walls, ceiling and floors should be sound absorptive.
Lighting:	50 foot-candles throughout area. Provide ambient lighting in quiet reading areas that can be controlled by the public.
Technology/Equipment:	Provide standard, recessed flush floor mounted and wall mounted communications and power outlets to support electronic equipment and to allow patrons ease of access to electrical and computer needs at all reader seats.
Components:	6 lounge chairs with occasional tables for children's area Two 4 seat tables for children's area 6 lounge chairs with occasional tables for tween area Three 4 seat tables for tween's area 4 Adult sized lounge chairs for family area

2.6 Children's Activity/Multi-purpose room **750 sq. ft.**

Occupancy:	40
Adjacencies:	Family space Picture books and Readers Children's programming and storage Children's restrooms Youth Services Office
Sight Lines:	Youth Services Desk
Acoustics:	This room will generate noise before, after and during programming events. The space should be designed to minimize noise from transferring outside the children's area without degrading the sound of the performance. Walls, ceiling and flooring should be sound absorptive.
Lighting:	30 foot-candles utilizing direct/indirect luminaires with dimmable lighting for performances.
Technology/Equipment:	Ceiling mounted projector Provide flush mounted floor or wall communications and electrical outlets.
Components:	40 seats at craft tables/light weight, castors 40+ seats on floor for children and parents/light weight Puppet stage/theater, mobile Stroller parking outside entrance Projection screen, ceiling mounted Child height Countertop with sink, work counter, base and overhead cabinets (lockable)

2.7 Children's Programming Storage **200 sq. ft.**

Adjacencies:	Children's Activity/Multi-purpose room Provide direct access into the youth staff offices.
Acoustics:	N/A
Lighting:	Industrial
Technology/Equipment:	N/A
Components:	Industrial shelving for boxes of supplies, puppets, programming props Shelving for programming collection Mobile furniture and equipment (dollies for chairs)

2.8 Manipulative Play Area **120 sq. ft.**

Occupancy:	4
Adjacencies:	Family space Picture books and Readers Children's restrooms
Sight Lines:	Youth Services Desk
Acoustics:	Walls, ceiling and floors should be acoustically absorptive. This area will generate noise and special concern should be given to not allowing this noise to travel through the library.
Lighting:	Direct/Indirect
Technology/Equipment:	Provide flush mounted electrical outlets within this area.
Components:	Interactive learning tools for toddlers and families Lounge Chairs for adults and children

2.9 Family Restroom **100 sq. ft.**

Adjacencies:	Children's Activity/Multi-purpose room Children's collection Youth Services Desk Family Seating
Acoustics:	Provide appropriate acoustic separation of the restroom from the other occupied areas of the building.
Lighting:	Appropriate lighting at mirrors
Technology/Equipment:	Public address system needs to be audible in restrooms. Provide standard wall mounted outlets for use by maintenance staff.
Components:	1 Adult sized toilet, fully accessible 1 child sized toilet Changing table Sink

TEEN DEPARTMENT (YOUTH SERVICES)

3.1 Teen Space

899 sq. ft.

Occupancy:	10 - 15
Adjacencies:	Teen Group Study Room
Sight Lines:	Youth Services Desk
Acoustics:	This area will be occupied by groups that will be more audibly active. They should be acoustically isolated areas where conversations can happen without disturbing other patrons. Walls, ceiling and floors should be sound absorptive. Give special consideration to interior glazing to create an acoustically separate space for the teens.
Lighting:	30 foot-candles utilizing direct/indirect luminaires with dimmable lighting for presentations.
Technology/Equipment:	Provide standard flush floor mounted or wall mounted communications and power outlets to support electronic equipment located here. 3 Public Access computer workstations (sit down) with flat screen monitor, keyboard & mouse. Flat screen television for streaming programs and gaming Listening stations for previewing audio/downloadable materials. OPAC Station
Components:	Teen Collection 3 Computer Stations 6 Lounge Chairs Café Table(s) to sit up to 8 Shelving for new book display and topical display

3.2 Teen Group Study

120 sq. ft.

Occupancy:	2 - 4
Adjacencies:	Teen Room Youth Services Desk
Acoustics:	This room will be occupied by groups to work and meet. They should be acoustically isolated areas where conversations can happen without disturbing other patrons. Walls, ceiling and floors should be sound absorptive.
Lighting:	40 foot-candles utilizing direct/indirect luminaires with dimmable lighting.
Technology/Equipment:	Provide standard flush floor mounted or wall mounted communications and power outlets to support electronic equipment located here.
Components:	Conference table Seating for 4 White Board

STAFF AREAS

4.1 Library Director's Office **180 sq. ft.**

Occupancy:	1-4
Adjacencies:	Library administration assistant office Staff Conference Room Staff Space
Acoustics:	Walls, ceiling and floors should be sound absorptive.
Lighting:	Provide 40 foot-candles at the work surfaces. Provide task lighting at desk.
Technology/Equipment:	Provide standard communication and power at desk Printer PC workstation, including CPU, monitor, keyboard tray and mouse.
Components:	Desk, credenza Task Chair Shelving Small Conference table with 2 chairs 2 Guest Chairs at desk Lateral File Storage – One 4-drawer file cabinet and one 2-drawer file cabinet for the Foundation.

4.2 Administrative Office **60 sq. ft.**

Occupancy:	1-3
Adjacencies:	Library Director's office Staff Conference Room
Acoustics:	Walls, ceiling and floors should be sound absorptive.
Lighting:	Provide 40 foot-candles at the work surfaces. Provide task lighting at desk.
Technology/Equipment:	Provide standard communication and power at desk Printer PC workstation, including CPU, monitor, keyboard tray and mouse.
Components:	Desk, credenza Task Chair Lateral File storage lockable Two floor cabinets for Foundation materials

4.3 Staff Workroom **400 sq. ft.**

Occupancy:	2-4 Staff
Adjacencies:	Service Desk Youth Service Desk Office Space
Acoustics:	Walls, ceiling and floors to be sound absorptive.
Lighting:	Provide 50 foot-candles at the work surfaces. Task lighting under cabinets.

Technology/Equipment: Provide standard communications and power outlet at each staff workstation along the work counter and center island and 6" above the work surface for easy access.

PC workstations at each touch down station.

Media cleaning station

Paper Shredder

Copier/Color Printer/Fax

Components: Work Counter with paper cutter, laminator, etc.
Cabinet Storage
Trash Container
3 Shared workstations for part time/volunteer staff
Processing/ILL
Supply closet
Bulletin board
Sink

4.4 Staff Entrance/Mail Room 250 sq. ft.

Adjacencies: Delivery Entrance/Loading Dock
Staff Workroom
IT Department – this space will be shared with IT's delivery needs.

Acoustics: N/A

Lighting: Provide 50 foot-candles average. Provide exterior lighting for entrance and it's vicinity. Provide effective, safe lighting from the staff parking to the staff entrance.

Technology/Equipment: Provide standard communications and power outlets

Components: Work Counter for mail delivery and sorting
Clear floor space for receiving and unpacking equipment, supplies and book donations.
Trash Containers (large)

4.5 Delivery Entrance/Loading Area NA sq. ft.

Adjacencies: Staff Entrance/Mail Room
Staff Workroom
IT Department – this space will be shared with IT's delivery needs.

Acoustics: N/A

Lighting: Provide 30 foot-candles average. Provide exterior lighting for entrance and it's vicinity. Provide effective, safe lighting from the staff parking to the staff entrance.

Technology/Equipment: N/A

Components: Parking for Delivery Vehicles
Protected Entrance
Wide doorway for large item deliveries

4.6 Circulation Staff Open Office 240 sq. ft.

Occupancy:	4
Adjacencies:	Workroom Staff Conference Room
Acoustics:	Walls, ceiling and flooring to be sound absorptive.
Lighting:	Provide 40 foot-candles at work surfaces. Task lighting at desks
Technology/Equipment:	Provide standard communication and power outlets at desks. PC workstation with CPU, keyboard tray and mouse. Printer
Components:	Desk, credenza Task Chair Lateral File storage Area to park book trucks Shelving Tackable surface

4.7 Tech Services Open Office 240 sq. ft.

Occupancy:	4
Adjacencies:	Workroom Staff Conference Room
Acoustics:	Walls, ceiling and flooring to be sound absorptive.
Lighting:	Provide 40 foot-candles at work surfaces. Task lighting at desks
Technology/Equipment:	Provide standard communication and power outlets at desks. PC workstation with CPU, keyboard tray and mouse. Printer
Components:	Desk, credenza Task Chair Lateral File storage Area to park book trucks Shelving Tackable surface

4.8 Reference Open Office 180 sq. ft.

Occupancy:	3
Adjacencies:	Workroom Staff Conference Room
Acoustics:	Walls, ceiling and flooring to be sound absorptive.
Lighting:	Provide 40 foot-candles at work surfaces. Task lighting at desks
Technology/Equipment:	Provide standard communication and power outlets at desks.

PC workstation with CPU, keyboard tray and mouse.
Printer

Components: Desk, credenza, computer, printer
Task Chair
Lateral File storage
Area to park book trucks
Shelving
Tackable surface

4.9 ILL Workstation

60 sq. ft.

Occupancy: 1

Adjacencies: Workroom

Acoustics: Walls, ceiling and flooring to be sound absorptive.

Lighting: Provide 40 foot-candles at work surfaces.

Technology/Equipment: Provide standard communication and power outlets at desks.
PC workstation with CPU, keyboard tray and mouse.
Printer

Components: Work counter space
1 Task Chair
Lateral File storage
Area to park book trucks
Shelving

4.10 Flexible Space for Pages/Volunteers

100 sq. ft.

Occupancy: 4

Adjacencies: Workroom
Staff Conference Room

Acoustics: Walls, ceiling and flooring to be sound absorptive.

Lighting: Provide 40 foot-candles at work surfaces.

Technology/Equipment: Provide standard communication and power outlets at desks.
PC workstation with CPU, keyboard tray and mouse.
Printer

Components: Countertop
4 Task Chairs/Stools
Area to park book trucks

4.11 Staff Conference Room

120 sq. ft.

Occupancy: 2 - 4

Adjacencies: Staff Workroom
Library Director's office

Acoustics: This room will be used by staff for work meetings and conference calls. Walls, ceiling and floors should be sound absorptive.

Lighting: Provide 40 foot-candles at table top.

Technology/Equipment: Telephone with webinar capability
Power outlets throughout the room

Components: Conference table
Seating for 4
White Board

4.12 Library supplies & Storage 150 sq. ft.

Adjacencies: Staff Workroom – this could be located within the workroom

Acoustics: N/A

Lighting: Industrial

Technology/Equipment: Provide standard wall mounted power outlets for use by library staff.

Components: Shelving for office supplies, paper supplies, library forms
Truck parking
Clear floor space for boxed storage

4.13 Storage Room 300 sq. ft.

Adjacencies: Staff Workroom

Acoustics: N/A

Lighting: Industrial

Technology/Equipment: Provide standard power outlets throughout for staff use.

Components: Industrial Shelving for bulk storage, seasonal, etc.
Clear floor space for boxed storage
Shelving for storing used books prior to sale
Sorting area with countertop or table

4.14 Staff Break Room 300 sq. ft.

Occupancy: 2 - 6

Adjacencies: Staff Workroom

Acoustics: Ensure that noise and conversations in this space is not audible in the public space. Walls, ceiling and flooring should be acoustically absorptive.

Lighting: Provide 30 foot-candles at countertops and table tops.

Technology/Equipment: Provide standard communication and power outlets along the walls for easy staff access.

Components: Dining Table with seating for 6
2 Lounge chairs with occasional table
Work counter with double sink, dishwasher, cabinets above and below.
Refrigerator, full size

Microwave oven, countertop
 Range oven
 Toaster
 Trash containers and recycling
 Bulletin Board
 Lockers
 Coat Closet

4.15 Staff Restroom (3) 180 sq. ft.

Occupancy: 2 Women's, 1 Men's
 Adjacencies: Staff Lounge

Acoustics: Provide effective acoustic separation from other areas of the library.

Lighting: Provide additional lighting at mirror.

Technology/Equipment: N/A

Components: 1 Adult sized toilet, fully accessible
 Sink
 Under Counter Storage
 Urinal in men's room

HERITAGE & GENEALOGY

5.1 Heritage & Genealogy Room 525 sq. ft.

Occupancy: 6 - 8
 Adjacencies: In less active area of the library

Acoustics: Walls, ceiling and floors to be sound absorptive.

Lighting: 40 foot-candles at work surfaces. Ambient lighting over research tables for historical accent.
 LED lighting will be used because it does not output energy in the UV spectrum which will be sensitive and protective of the collection fading.

Technology/Equipment: 2 PC research workstations with CPU, keyboard and mouse.
 Provide flush mounted and wall mounted communication and power outlets at workstations and throughout area as needed.
 1 Microfilm reader
 Room to be temperature controlled to protect the collection.

Components: Conference table – Reconfigurable/flexible
 Seating for 8
 Shelving for collection – 1,100 partially secured
 Display for special collections
 2 Microfilm cabinets

INFORMATION TECHNOLOGY (IT) DEPARTMENT

6.1 IT Director's Office **180 sq. ft.**

Occupancy:	1-4
Adjacencies:	IT Offices Server Room Secure storage Work room
Acoustics:	Walls, ceiling and flooring to be acoustically sound absorptive.
Lighting:	Provide 40 foot-candles at work surfaces.
Technology/Equipment:	Provide standard communication and power outlets at desks. PC workstation with CPU, keyboard tray and mouse. Printer
Components:	Desk, credenza Task Chair Shelving Small Conference table with 4 chairs 2 Guest Chairs at desk Lateral File storage

6.2 PC Specialist Office **180 sq. ft.**

Occupancy:	1-2
Adjacencies:	IT Offices Server Room Secure storage Work room
Acoustics:	Walls, ceiling and flooring to be acoustically sound absorptive.
Lighting:	Provide 40 foot-candles at work surfaces.
Technology/Equipment:	Provide standard communication and power outlets at desks. Provide additional power outlets 6" above computer repair countertop. PC workstation with CPU, keyboard tray and mouse. Printer
Components:	Desk, credenza Task Chair Shelving 1 Guest Chairs at desk Lateral File storage Computer repair countertop

6.3 Programmer Specialist Office **180 sq. ft.**

Occupancy:	1-2
Adjacencies:	IT Offices Server Room Secure storage

	Work room
Acoustics:	Walls, ceiling and flooring to be acoustically sound absorptive.
Lighting:	Provide 40 foot-candles at work surfaces.
Technology/Equipment:	Provide standard communication and power outlets at desks. Provide additional power outlets 6" above computer repair countertop. PC workstation with CPU, keyboard tray and mouse. Printer
Components:	Desk, credenza, computer Task Chair Shelving 1 Guest Chairs at desk Lateral File storage Computer repair countertop

6.4 Future Staff Office**180 sq. ft.**

Occupancy:	1-2
Adjacencies:	IT Offices Server Room Secure storage Work room
Acoustics:	Walls, ceiling and flooring to be acoustically sound absorptive.
Lighting:	Provide 40 foot-candles at work surfaces.
Technology/Equipment:	Provide standard communication and power outlets at desks. Provide additional power outlets 6" above computer repair countertop. PC workstation with CPU, keyboard tray and mouse. Printer
Components:	Desk, credenza Task Chair Shelving 1 Guest Chairs at desk Lateral File storage Computer repair countertop

6.5 Secure Storage**750 sq. ft.**

Adjacencies:	IT Offices Server Room Work room
Acoustics:	Walls, ceiling and flooring to be acoustically sound absorptive.
Lighting:	Provide 30 foot-candles at work surfaces.
Technology/Equipment:	Provide standard power outlets along walls.
Components:	Industrial shelving for computers and other

Clear floor space for boxed storage

6.6 Server Room **240 sq. ft.**

Adjacencies:	IT Offices IT Storage
Acoustics:	Acoustically isolate the equipment and systems located in this space from the adjacent spaces.
Lighting:	Provide 50 foot-candles on average.
Technology/Equipment:	Provide standard wall mounted power outlets for use by IT staff at convenient locations throughout the space. One Computer Station Telephone systems and patch panels Telephone system automated attendant Fire Alarm control panel Public Address system control panel and amplifier Computer network equipment file servers Uniform/Uninterruptible power supply Fire Extinguisher for electrical fires Telephone Printer
HVAC:	Stand alone cooling unit in addition to normal building HVAC to provide system redundancy
Components:	Equipment Racks Shelving for IT storage

6.7 IT Workroom **200 sq. ft.**

Occupancy:	1 - 2
Adjacencies:	IT Office's Server Room Storage Room
Acoustics:	Walls, ceiling and flooring to be acoustically sound absorptive.
Lighting:	Provide 50 foot-candles at work surfaces.
Technology/Equipment:	Provide standard communication and power outlets at desk. Provide additional power outlets at desk top where repairs are performed PC workstation with CPU, keyboard tray and mouse. Printer
Components:	Workbench for equipment repairs 2 chairs Industrial shelving for equipment storage Shelving for IT supplies, tech manuals, software, etc. Clear space for boxed or large items

BUILDING SUPPORT**7.1 Public Restrooms (Men's & Women's) 400 sq. ft.**

Adjacencies:	Community Room Large Meeting Rooms Café/Kitchenette Visible to staff/service desk
Acoustics:	Provide effective acoustic separation of the restrooms from other areas of the library.
Lighting:	Provide adequate light levels at mirrors.

7.2 Custodial Services Storage 250 sq. ft.

Adjacencies:	Public Restrooms
Acoustics:	N/A
Lighting:	Industrial
Technology/Equipment:	Provide standard wall mounted power outlets throughout this space.
Components:	Industrial Shelving for supplies/repairs Supply cabinet for secure storage for chemicals (4' wide cabinet) Clear space for mop storage bucket, cart, vacuum Mop sink Countertop and chair near main restroom area where tools can be located. Small file cabinet for user manuals and OSHA paperwork

Note: This space could be divided into two areas in the building to accommodate long term storage needs for the library's yearly storage supplies.

SPACE NEEDS ANALYSIS

ADULT COLLECTION & SHARED SERVICES						
	Existing SF	SF	Projected QTY	Seat Counts	Total SF	
1.1	390	280	1		280	
1.2	775	2,700	1	200	2,700	
1.3		400	1	12	400	
1.4	165	200	1	5	200	
1.5	20	60	1		60	
1.6	3,985	5,985	1		5,985	
1.7	130	35	17	16	595	
1.8	2,600					
		100	12	48	1,200	
		45	24	24	1,080	
1.9	50	130	3	4 to 6	390	
1.10		225	1	10 to 12	225	
1.11		150	1	6 to 8	150	
1.12		180	1		180	
ADULT COLLECTION & SHARED SERVICES SF Subtotal:						
					13,445	
Grossing Factor:						
					1.35	
ADULT COLLECTION & SHARED SERVICES DGSF Subtotal:						
					18,151	

PROJECTED CHILDREN'S/TWEEN COLLECTION						
	Existing SF	SF	Projected QTY	Seat Counts	Total SF	
2.1	215	150	1		150	
2.2	1,500	3,715	1		3,715	
2.3		35	6	6	210	
2.4		180	1	3	180	
2.5	700					
		100	2	8	200	
		35	6	6	210	
		100	3	12	300	
		35	4	4	140	
		40	6	6	240	
2.6		750	1	40	750	
2.7		200	1		200	
2.8		120	1	4	120	
2.9		100	1		100	
PROJECTED CHILDREN'S/TWEEN COLLECTION SF Subtotal:						
					6,515	
Grossing Factor:						
					1.35	
PROJECTED CHILDREN'S/TWEEN COLLECTION DGSF Subtotal:						
					8,795	

TEEN DEPARTMENT						
	Existing SF	SF	Projected QTY	Seat Counts	Total SF	
3.1	430		1			
		414	1		414	
		35	3	3	105	
		30	6	6	180	
		100	2	6	200	
3.2		120	1	4	120	
TEEN DEPARTMENT SF Subtotal:					1,019	
Grossing Factor:					1.35	
TEEN DEPARTMENT DGSF Subtotal:					1,376	

PROJECTED STAFF AREAS						
	Existing SF	Square Feet	Projected QTY	Seat Counts	Total SF	
4.1	185	180	1	1	180	
4.2	145	60	1	1	60	
4.3	1,700	400	1		400	
4.4		250	1		250	
4.5		0	1		-	
4.6		60	4	4	240	
4.7		60	4	4	240	
4.8		60	3	3	180	
4.9		60	1	1	60	
4.10		25	4	4	100	
4.11		120	1	4	120	
4.12		150	1		150	
4.13	745	300	1		300	
4.14	325	300	1	6	300	
4.15	50	60	3		180	
PROJECTED STAFF AREAS SF Subtotal:					2,760	
Grossing Factor:					1.35	
PROJECTED STAFF AREAS DGSF Subtotal:					3,726	

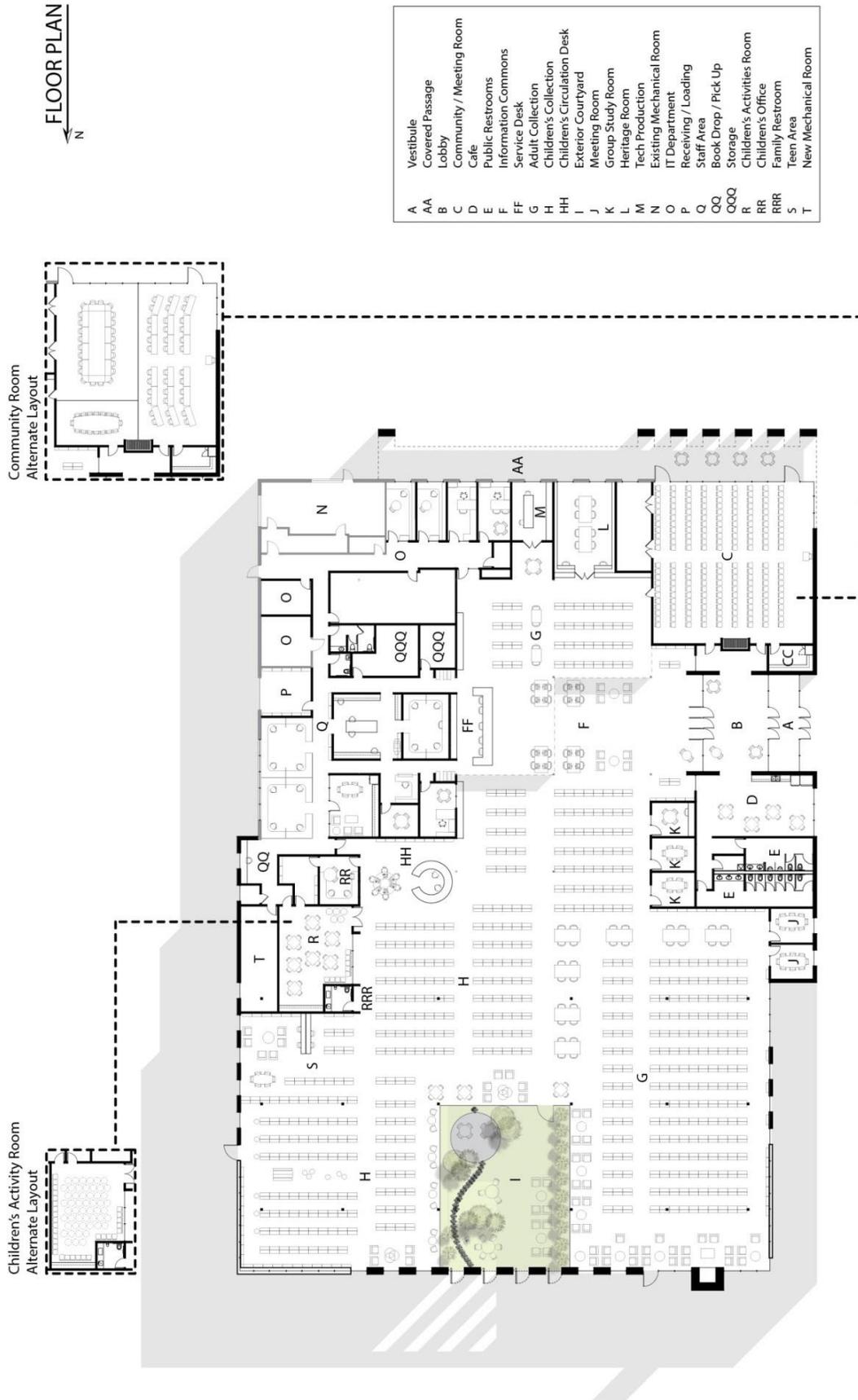
PROJECTED HERITAGE & GENEALOGY ROOM						
	Existing SF	Current Qty	Projected QTY	Seat Counts	Total SF	
5.1	135	150	1		150	
		35	2		70	
		100	2	8	200	
					-	
PROJECTED HERITAGE & GENEALOGY ROOM SF Subtotal:					420	
Grossing Factor:					1.25	
PROJECTED HERITAGE & GENEALOGY ROOM DGSF Subtotal:					525	

IT DEPARTMENT						
	Existing SF	Current Qty	Projected QTY	Seat Counts	Total SF	
6.1	Director's Office	130	180	1	180	
6.2	PC Specialist Office	130	180	1	180	
6.3	Programmer Specialist Office	130	180	1	180	
6.4	Future Staff Office	180	180	1	180	
6.5	Secure Storage	750	750	1	750	
6.6	Server Room	140	240	1	240	
6.7	IT Workroom		200	1	200	
6.8	Delivery/Receiving Area (Shared with Library staff)		0	1	-	
IT DEPARTMENT SF Subtotal:					1,910	
Grossing Factor:					1.35	
IT DEPARTMENT DGSF Subtotal:					2,579	

BUILDING SUPPORT						
	Existing SF	Current Qty	Projected QTY	Seat Counts	Total SF	
7.1	Restrooms	290	200	2	400	
	Mechanical	600	1,200	1	1,200	
7.2	Custodial	75	250	1	250	
BUILDING SUPPORT SF Subtotal:					1,850	
Grossing Factor:					1.35	
BUILDING SUPPORT DGSF Subtotal:					2,498	

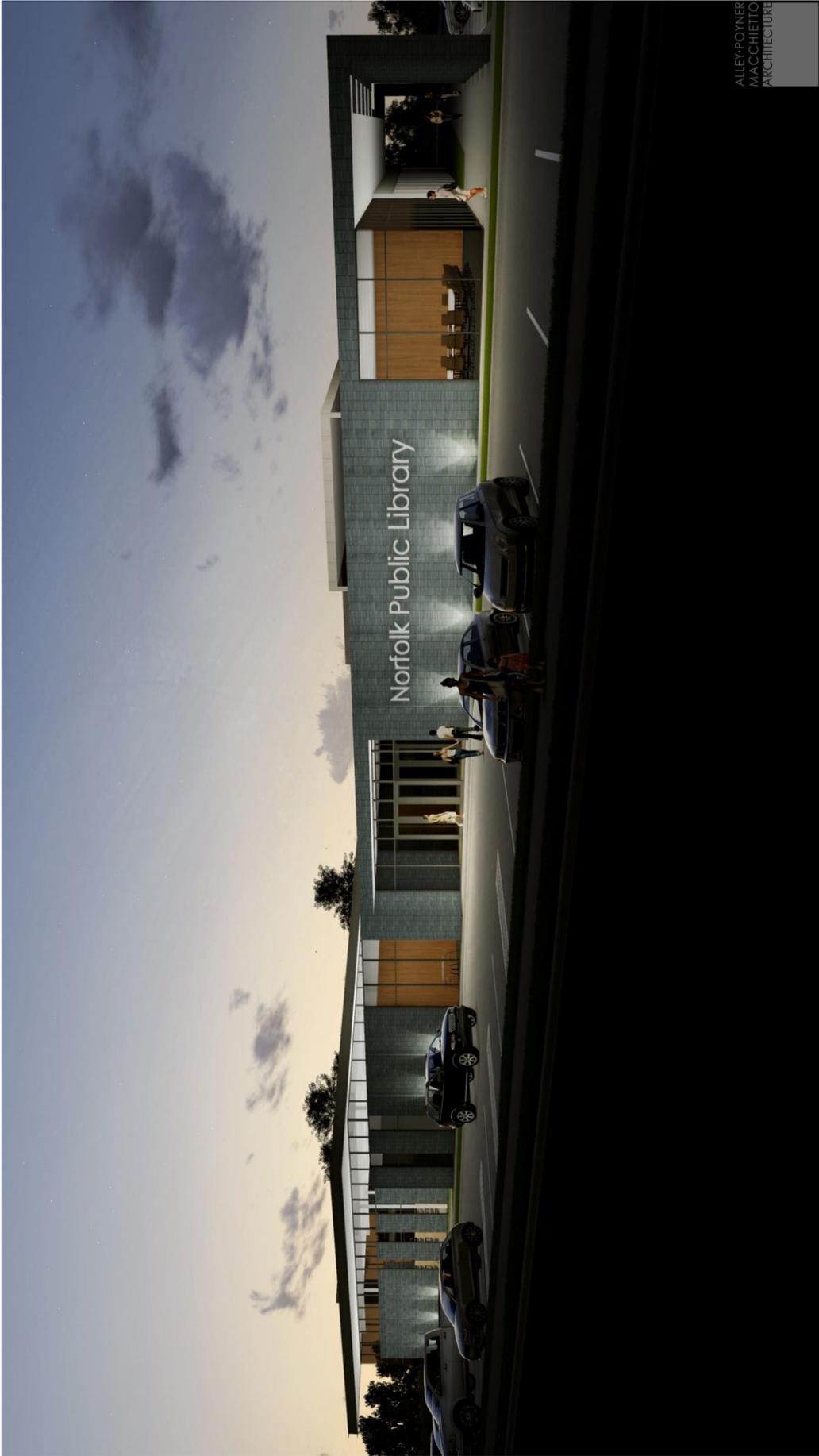
GRAND TOTAL SQUARE FOOT REQUIREMENT	37,649
USABLE SQUARE FOOTAGE	

III. Floor Plan and Renderings





View from north 4th street and prospect avenue | looking north-east





View from north 4th street and east elm street / looking south-east



ALLEY+POYNER
MACCHIETTO
ARCHITECTURE

View from adult reading area | looking east through courtyard

IV. Project Cost Estimate

FINAL COST ESTIMATE - 20 YEAR					
	New Addition	16,000	S.F.	\$240.35	\$3,845,580.00
	Renovation	21,000	S.F.	\$110.97	\$2,330,450.00
	PROJECT CONSTRUCTION TOTAL (20 year) =	1	L.S.		\$6,176,030.00
	Soft Costs (10.5% of construction cost)				\$648,483.15
	FF&E (10% of construction cost)				\$617,603.00
	20 YEAR TOTAL				\$7,442,116.15
FINAL COST ESTIMATE - 10 YEAR					
	New Addition	13,000	S.F.	\$240.35	\$3,124,533.75
	Renovation	21,000	S.F.	\$110.97	\$2,330,370.00
	PROJECT CONSTRUCTION TOTAL (10 year) =	1	L.S.		\$5,454,903.75
	Soft Costs (10.5% of construction cost)				\$572,764.89
	FF&E (10% of construction cost)				\$545,490.38
	10 YEAR TOTAL				\$6,573,159.02

V. Summary

For centuries, the library has been celebrated as a free place where the public can go to share and access information. This is still true today, but the way patrons are accessing information is diversifying and expanding. Responding to the changing times and technologies, innovative communities are reshaping their 21st century library into something very different from the traditional book warehouse. The challenge is trying to gauge what's coming. Now more than ever, technology is evolving so quickly, making it difficult to predict how the needs of the community will be met in the future. What is certain is that libraries must be flexible and creative in their planning so they can easily adapt to meet future needs.

As a knowledge repository, the greatest change to the library has been access to electronic information. Rapidly evolving technologies are changing the future of our libraries. While the traditions and core missions of the public library remain, the library's role is being redefined and expanded as technology grows. By embracing technology and assimilating technology information, libraries continue the tradition of encouraging all citizens to be life-long learners. With growing and changing technologies the library enables access to electronic content, services, and training that would otherwise be unavailable to many members of the public. Consequently, the role of the librarian in helping to assist in finding this information is more important. The book reading experiences of the past are now being accompanied by other diverse activities, including presenting and interacting with information in new and unusual formats. As a learning center, today's libraries are enhancing their learning opportunities to include such program needs as classrooms, labs, high-tech workrooms, integrated IT, editing rooms and business support spaces. As a social center, the library also serves as a community living room, often including fireplaces, coffee shops, and other amenities found in retail stores, as well as space that offers opportunities for guest lectures, readings and other forms of entertainment.

The library of the 21st century should enhance the community and be an integral part of community life. It should act as a life-enhancing space and serve as the central "living room" to all ages and diversities of the community. It should be the primary educational and cultural focal point for all activities that the community embraces, provide a memorable experience for the user and be a common landmark, create an atmosphere where no one's ability to use the library is infringed, and facilitate community success and encourage life-long learning.

The library's mission will continue to be based on the key functions of providing educational, cultural, recreational, and information services to a wide variety of patrons in a wide variety of physical and digital settings. The library should continue to serve as a vehicle to bring people together and to facilitate interaction among the community. Most importantly, we must strive to let our community's needs and wants drive the planning and programming of our libraries. This document should serve as a reflection of those needs for the future of the Norfolk Public Library.