

Astoria Public Library
Renovation Planning
**Preliminary Needs
Assessment**

Ruth Metz Associates

August 6, 2013

Liberty Theater and McTavish Room

Project Goals

1. Assess the needs concerning the library
 - Facility, services, space, technology
1. Produce a building program
 - Set of instructions for an architect that articulates the vision, services, and functions of the library
1. Provide cost estimate for renovated Astoria Public Library
 - Demolition, Site Work, Building Construction, Indirect Construction Costs
2. Identify possible additional funding sources for a future restoration with the Library Advisory Board

Timeline

- July - September - Needs Assessment
 - Facility assessment, interviews, focus groups, Sunday Market, survey
- August 6, 2013 - Public Meeting #1
 - Needs Assessment Report, Library of the Future Presentation
 - Liberty Theatre 5:30 - 7:30 pm
- August 18 - Sunday Market
- September 10, 2013 - Public Meeting #2
 - Final Needs Assessment Report, Building Program, Cost Estimate
- October 2013
 - Project wrap-up
 - Discuss possible funding sources with the Library Advisory Board

8/6 Meeting Agenda

- 5:30 Welcome / Introduction
- 5:35 Needs Assessment Preliminary Findings
- 6:05 Library Service + Facility Trends
- 6:25 Library Technology Trends
- 6:45 Q + A / Discussion
- 7:15 Most Important Services Exercise
- 7:30 Adjournment

Key Findings

- The facility
- Service capacity
- Community vision
- Service priorities

The Astor Library Building

- Current building opened in 1967
- Building systems are obsolete + at end of useful life cycles (e.g., electrical distribution, plumbing, HVAC)
- Layout limits current + future library service capacity
- Interior lacks modern facility design features – forces staff “work-arounds”, cannot support standard library technology
- Good news: structure can be renovated + improved (“the bones of the building are good”)

Service Capacity

- Space allocations insufficient for children, teens, adults
- Seating capacity inadequate – not enough seats
- Children’s + family space “landlocked” + too small
- Technology cannot be supported by the building systems
- Noise levels disturb quiet reading and research
- Small group meetings in high demand but cannot be accommodated
- Programs draw large audiences (125-175 people) but meeting room cannot handle

Community Vision for the Library

- Our community place for the mind
- The heart of the community
- The hub that connects the spokes of local community
- Connects the past with the future
- A community place to gather
- Communicates community ideals
- Engages the public
- Communicates community culture, ideals and values
- Spark a passion for learning in the next generation
- Is inviting and comfortable destination place for the community
- Democratizes access to knowledge for all ages
- Creates a place and opportunity for people of Astoria to connect with one another

Community Vision for the Library

- Inclusive of everyone in our community
- Rich with information and learning resources where I can find whatever I need
- Favorite community gathering place
- *The place to go!*
- A community gathering place
- A “destination place” for residents and visitors alike
- A building that is attractive, enjoyable, sustainable, affordable
- Collaborative service program that leverages library and other community assets
- Hip and cool with amenities like a cafe
- City financial support to strengthen its capacity to deliver these desired services
- The entities that share historic + heritage roles should collaborate about common responsibility to preserve and make available to community.

Desired Services

- Good children's room
- Teen space and services
- Meeting room spaces for small groups and large community events
- Collections that are ample and easily accessible in any format, physical or e-content, and interlibrary cooperation toward this end
- Great book discussions
- Strong programs for adults to complement the strong program for children
- More user-friendly access to e-books
- Aggressive PR campaign
- Art shows and exhibits in the library

Desired Services

- Comfortable chairs for every age group including parent/kid seating
- Books that are fresh and new, not old and smelly
- Community room that can also be used when Library is closed
- Books: better quality and quantity
- Collaboration/interactive spaces
- Updated technology (e.g. replace old microfilm reader)

Desired Services

- Dedicated children's programming space
- Children's restroom in children's area
- Outreach to homebound seniors, especially those who can't/don't know how to use technology
- Multicultural resources
- More hours
- Enclosed teen space with dedicated teen computers
- Laptop plug-in capacity

Desired Services

- Outreach services to people who can't get to the library, e.g. backpacks with toys and games for daycare providers.
- Adequate storage
- Quiet space for kids, too - for reading, separate from main kids' area that is active + noisy
- Dedicated quiet area

Desired Services

- Expanded, dedicated program/activity space, including a learning lab that is available at all times
- Reading tutoring/coaching for kids who need help. More staff to support this
- Space for Astoria Friends of Library Association's ongoing book sale
- Bookmobile to serve remote residents
- Self checkout to relieve staff workload
- Partnering among all libraries in region--public, school--to make the most of available resources

Library Service + Facility Trends

Collections

- Access to books + information still a primary expectation
- Definition of “book” expanding – audio, video, digital as well as print
 - = more shelves needed for multiple formats
- Convenience + browsability are high priorities
 - = more display, “bookstore” shelves at lower heights
 - = materials grouped by topic - “info neighborhoods”

Collections

- More electronic content available
 - = less shelving needed for some collections
 - = need for more electronic devices to “read” econtent
 - = new space needed to publicize ebooks

Collections / Shelving



Collections / Shelving



Library As Place / Seating

- Community crossroads / gathering place / living room
= “people space” now as important as collection space
- Mounting interest in programming, learning events, social interaction, creativity
= multiple spaces for groups of people – large, medium, small + formal, informal
= need flexible, dual-purpose spaces
= digital lab space, maker space

Library As Place / Seating

- Multiple seating needs: quiet reading, solo study + laptop use, group study/collaboration/tutoring, family recreation destination, teens space
 - = increased seating capacity, varied seating choices
 - = acoustical + physical zoning are necessities
- Space for focused programs – literacy, student support, new immigrant services, job seekers

Library As Place / Seating

- Civic space – art exhibits, courtyards, indoor/ outdoor connections
- Amenities for extended stay – food + drink, book stores + other retail, waiting areas + space for casual encounters

Seating / Space for People



Seating / Space for People



Seating / Space for People



Programming / Meeting Spaces



Programming / Meeting Spaces



Amenities



Digital Services

- Community's primary access point to online world
 - = comfortable space for public computer access
 - = desktop computers + laptops + tablets
- Technology accessible to all age groups
- Solo + collaborative use
 - = distributed through facility
 - = educational software for children

Digital Services

- Must accommodate customer-owned devices + Library-owned equipment
 - = increased demand on seating
 - = power + data access wherever people sit
 - = wireless-friendly interior spaces
- Technology to support learning + making content
 - = training space, often dual-purpose
 - = digital labs, maker spaces for creative projects
 - = video gaming for youth

Technology



Technology



Efficient/Sustainable Operations

- Must operate with minimal staffing
 - = spaces that are easy to understand + navigate
 - = open spaces + excellent sightlines
 - = flexible, reconfigurable spaces
 - = combined service points
 - = mobile staff

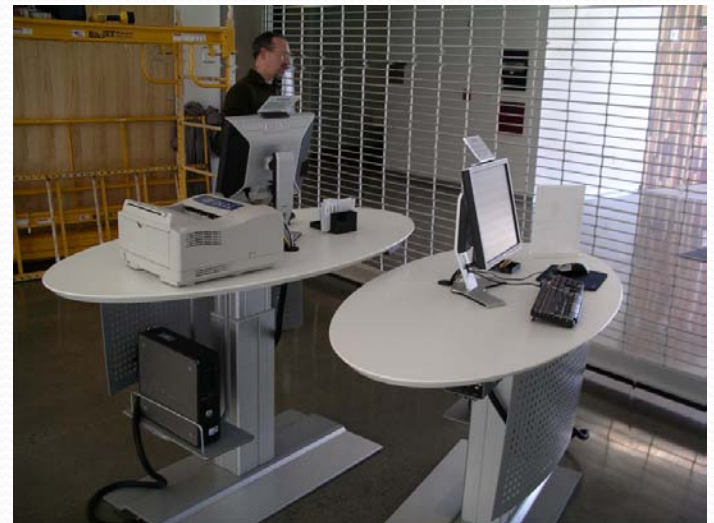
Efficient/Sustainable Operations

- Increasing reliance on self service
 - = self checkout for most circulation activity
 - = self service holds pickup
 - = efficient / automated returns + check-in
 - = online computer + study room booking, library card registration, credit card fine payments
 - = self-contained vending kiosks

Efficient/Sustainable Operations

- Flexible, reconfigurable staff work spaces
- Designated work space for volunteers

Service Desks



Self Service



Expedited Check-in

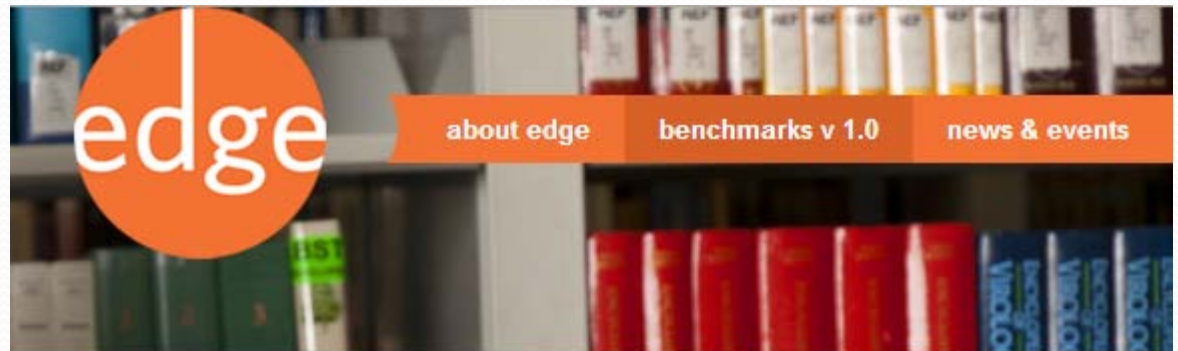


Library Technology Trends

Library Automation

- ILS will focus on discovery
- Managing a diverse electronic collection
- Need for use data (borrowing, programs, online access)
- RFID/NFC
- Staff competencies change and grow

COLLECTIONS BUILD CONNECTIONS

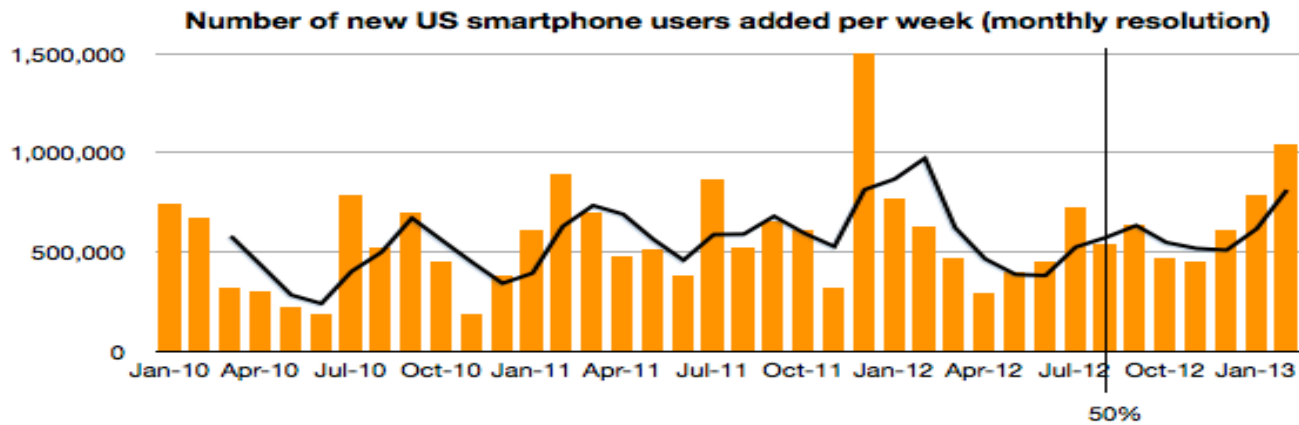
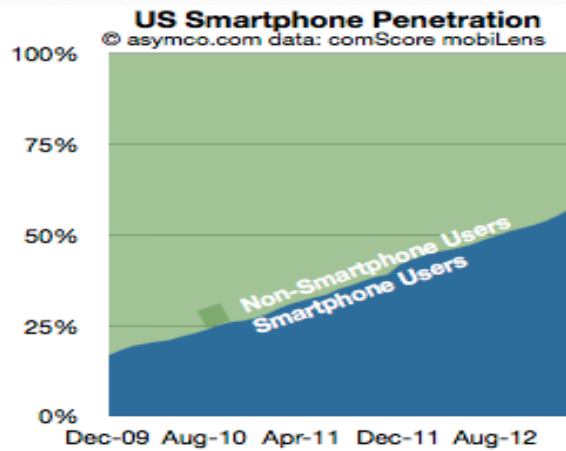


community value:
benchmarks 1, 2, and 3

Benchmarks Version 1.0

Smaller, Smarter, Faster, Cheaper

- Desktops, laptops, tablets, smartphones
- Ubiquitous WiFi and power
- A variety of devices to meet all needs
- Mobile interfaces, services, communications



comScore mobiLens survey, February 2013

The demographics of smartphone ownership

% of US adults within each group who own a smartphone

All adults	35%
Gender	
Men (n=973)	39
Women (n=1304)	31
Age	
18-29 (n=337)	52
30-49 (n=581)	45
50-64 (n=659)	24
65+ (n=637)	11
Race/Ethnicity	
White, non-Hispanic (n=1637)	30
Black, non-Hispanic (n=261)	44
Hispanic (n=223)	44

Demographic differences in smartphone internet use

% of smartphone owners in each group who use their phone to access the internet or email

	Ever	Typical Day
Total for smartphone owners (n=688)	87%	68%
Gender		
Men (n=349)	86	69
Women (n=339)	87	66
Age		
18-29 (n=177)	94	81
30-49 (n=256)	90	71
50+ (n=240)	72	44
Race/Ethnicity		
White, non-Hispanic (n=417)	85	67
Black, non-Hispanic (n=109)	90	63
Hispanic (n=97)	89	74

Digital Content

- Shift from print to digital media
- More ebooks from more vendors
- Video and audio
- Increasing importance of discovery

Patron-Created Content

- Growing interest in creating our own “works”
- Libraries’ traditional role as a place for learning
- Libraries’ new role in curating, cataloging, and publishing patron content



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YouTube Traffic

- 60 hours of video are uploaded every minute, or one hour of video is uploaded to YouTube every second.
- Over 4 billion videos are viewed a day
- Over 800 million unique users visit YouTube each month
- Over 3 billion hours of video are watched each month on YouTube

MakerBot Thingiverse

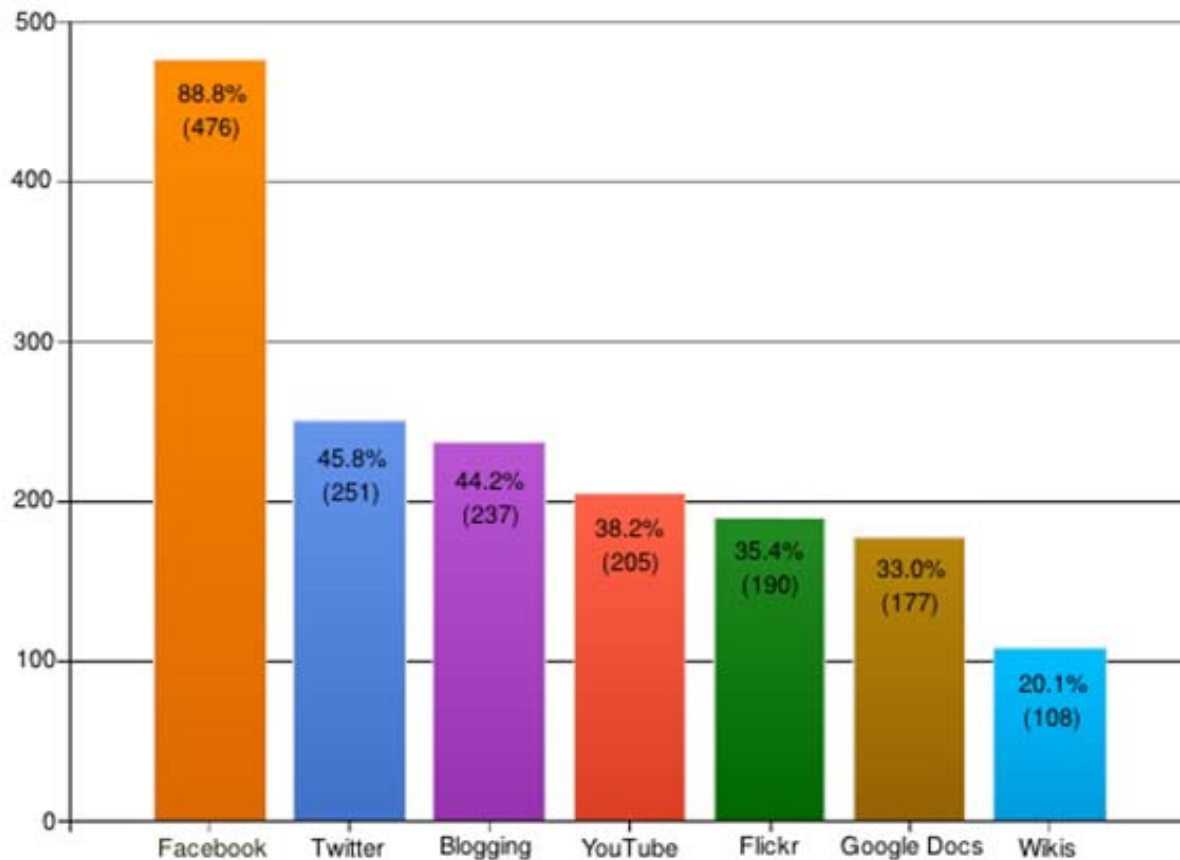
Social Media

Fully 95% of all teens 12–17 years old are now online, and 80% of them are users of social media sites

- Libraries using social media to connect with current customers and reach new ones
- Opportunity to strengthen outreach to unserved and underserved populations
- Use of social media for marketing, reaching new and future audiences

Libraries and Social Media

Which social media/Web 2.0 tools does your library use?





Questions + Discussion
More Ideas for Service?

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Building Program

- Translates the community vision of the library's future into a set of instructions to the architect
- Detailed space allocations + descriptions of all major service areas
 - square footage requirements
 - seating, furniture, equipment and technology requirements, the spatial relationships
- Narrative of general design requirements + recommendations to guide the design (e.g., acoustics, lighting, safety + security, visibility)



Thank you!