Astoria Public Library Renovation Study Report

Part One: Needs Assessment and Cost Estimate

"EXPLORE IDEAS, ENGAGE MINDS, EXCITE IMAGINATION AT THE ASTORIA LIBRARY"

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"What do we say about ourselves with our Library? That we are 'gritty'? Amidst the gritty should be the pretty and our Public Library should be pretty."

EXECUTIVE SUMMARY

STUDY PURPOSE

The goal of the Astoria Public Library renovation study was to determine whether or not the Astor Library Building could accommodate a contemporary library program to meet the needs of Astorians through 2035. The scope of work called for a needs assessment, building program including space needs estimate, and preliminary cost estimate for construction related to renovation.

In the course of the study, the question of whether or not the adjacent Waldorf Hotel space might play into the renovation of the Library surfaced. The study considered this and the cost estimate includes an option for expanding the Astor Library Building to include the Waldorf Hotel site.

Please note that this study report is presented in two volumes:

- Volume 1: Needs Assessment and Cost Estimates
- Volume 2: Building Program

CURRENT CONDITIONS

Built in 1967, the Astor Library Building's infrastructure has reached the end of its useful life. While the building systems are obsolete, the basic structure and envelope of the building continue to be serviceable long-term. The City has an underutilized resource of available space in the basement of the building, providing potential areas for future expansion. The condition of the Astor Library building is not unusual for a structure that is nearing 50 years old, and there is lot of potential in the building for continued service to the community through a comprehensive renovation effort.

The physical condition of the facility impedes efficient and effective public library service. The available space for library services and functions is inadequate for the types of uses in public libraries today. While there is a generous amount of space in the basement, it is not safely accessible to the public nor is it handicapped accessible. The

"Renovating the library is a legacy for today's children and an investment in the future."

mezzanine is not ADA compliant. The library's current technology capacity is critically constrained by the condition of the Astor Library Building, its layout, and its electrical system. The current infrastructure requires expensive accommodations and labor-intensive workarounds and prevents the adoption of mainstream technology. Public computer network connections are currently hardwired and there are few electrical outlets available. The building does not have sufficient network data drops and electrical outlets to allow any distribution of computers and other electrical equipment or to allow patrons to charge their own equipment.

NEEDS ASSESSMENT

Several hundred Astorians participated in the study which identified community needs, vision concepts, and service priorities with respect to the Public Library. They identified the library as an important player in meeting **these important community needs**:

- Life-long learning opportunities for all ages.

- Places for children and families to engage in activities that develop the language and literacy skills of young children so that they can be ready for school.

- Positive options for teens that will spark and nurture their self-development, creativity, and self-esteem.

- Beauty, light, spaces, and activities to help residents counter the negative side of the prevailing climate.

- Spaces and activities that bring people together to help break their isolation.

These concepts express **the community's vision** for the Astoria Public Library:

- A building that is attractive, enjoyable, sustainable, affordable and that is an inviting, comfortable destination place for the community and visitors.

- A collection rich with information and learning resources that spark a passion for learning in the next generation.

- City financial support to strengthen the library's capacity to realize the vision and provide the desired services.

> *"Attractive, enjoyable, sustainable, and affordable"*
>
> --from Astorians' vision for the Library

- A space that is inclusive of everyone in the community and provides a "level playing field" for all ages.
- A program that helps create community by engaging the public, creating opportunity for people of Astoria to connect with one another, and that makes the library the community's favorite gathering place.

Astorians are interested in a **broad range of services** but most important is the renovation of the building itself to provide an "attractive, enjoyable, sustainable, and affordable" public library. Once in that facility, they most want:

- Improved quality, currency, and quantity of books--collections that are ample and easily accessible in any format, physical or e-content.
- More space dedicated to creating a much improved children's room.
- Updated technology, including more computers, self-service options, laptop plug-in capacity.
- Dedicated zones for "quiet", children, teens, and small and large meeting room spaces.
- More open hours.

SUSTAINABILITY

The study found that better funding for the Library is desired by Astorians. Better collections, an improved, larger children's room and collection, contemporary technology, and more hours are Astorians highest service priorities. The City like many other local governments is pressed for funding. Revenues are flat and the City is constrained to raise additional revenues through taxes or other means.

The recommended building program for a renovated Astoria Public Library has been developed to take this reality into account. The building program incorporates very efficient service models and technology. Initially, the Library would need to hold to its current core service level of 40 hours per week, utilize the recommended service models and technologies, and build a cadre of volunteers to assist staff.

"The Astoria Public Library can become a dramatically more effective force in Astoria and well-used and beloved by the whole community if given the facilities and the resources."

While expanding service levels is not feasible in the foreseable future for the City alone, a future Astoria library foundation could eventually enhance the Library's service levels by funding additional hours, collections, and/or programs. These collaborative arrangements are common in public library funding and entirely achievable when the funding partners purposefully work together to plan funding according to the expressed needs of the community. It takes time to establish and operationalize a library foundation but there are many, many examples of very successful partnerships between local governments and library foundations and friends-of-the library organizations. It is a matter of planning together toward a common vision, clarifying roles, and developing strategies supported by well-defined programmatic specifications outlined by the library staff.

BUILDING PROGRAM AND SPACE NEEDS[1]

The Building Program calls for a Library of 18,122 GSF and assumes that 70% of the total square footage will be usable for library services and functions. The program also assumes that both floors of the Astor Library Building will be used and the existing non-ADA compliant mezzanine in the adult services area will be removed. The recommended program will offer the space and services needed to provide Astoria residents with a Library that can meet their needs well into the 21st Century. It incorporates best library planning practices and accommodates the physical collections, seating, programming space and technologies considered necessary for effective library service. The recommended service levels are in the mid-range for successful modern libraries, neither high-end nor minimal.

RENOVATION COST ESTIMATE

Two building and site construction cost estimates have been developed in this study: Option 1, complete renovation of the Astor Library

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[1]Note: The building program does not include a larger-capacity (200-seat rather than 125-seat) community meeting room nor space for a significantly larger physical collection than the recommended 55,025. Space for a larger meeting room and larger physical collection is possible if both the Astor Library Building and the Waldorf Hotel site are combined for library purposes (option 2). As of this writing, these suggestions are under consideration and awaiting further public input.

"Our library should be celebrated."

Building; and Option 2, complete renovation of the Astor Library Building with expansion to the east (Waldorf Hotel site). The cost estimate assumes the Waldorf building has been removed and the site is construction-ready; it does not include demolition costs.

Option One: **$3,402,000.00**

Complete renovation of the existing Astor Library Building with expansion into the basement level.   This option will allow the Library to expand within the existing footprint from about 9,000 GSF to 18,000 GSF. Minimal additional site development would be required. To make the basement accessible would require significant upgrades to the fire / life safety systems, exiting system with two stairs, one elevator, public restrooms, library staff and services space, and recommended light wells. Full mechanical, plumbing and electrical upgrades and fire protection systems would be required.

Option Two: **$4,563,000.00**

This option includes complete renovation of the existing Astor Library Building with expansion to the east (Waldorf Hotel site). This expansion would increase the main floor from 9,000 square feet to about 14,000 square feet.

It includes partial renovation of the basement for approximately 4,000 square feet of occupied space. The basement renovation will require fire / life safety with exiting system including: two stairs and one elevator. Minimal additional site development beyond the Waldorf site would be required. Full mechanical, plumbing and electrical upgrades and fire protection systems would be required. Additional build out of the basement could occur at a later time and is not included in this cost estimate.

Note that the total preliminary project cost estimates should be increased for inflation at 4-6 % per year from 2014 forward.

Additional Costs would apply if these alternatives are chosen:

1. Skylights
    A. At light wells (option one only) add $40,000.00
    B. At stair well (option one only) add $40,000.00

"A friend asked me why we are updating the library, but then he looked at U of O and it turned him around."

2. North elevation curtainwall (option 1 & 2) add $125,000.00
   (Including demolition of existing concrete panel wall)

The above estimates are for renovation or expansion of the library facility. They do not include library technology hardware and software, opening day collections, or public art. These additional needs are generally funded initially through gifts, donations, and grants and then sustained by the Library's annual operating budget. A future fund-raising campaign should also establish funds in reserve for technology and equipment replacement and facility maintenance.

CONCLUSION

While it is possible to have a contemporary library service program in the Astor Library Building, it is more advantageous to enlarge the library renovation by expanding to the adjacent Waldorf Hotel site. The difference in the cost of these options is about $1.16 million for the costlier Astor-Waldorf combination.

The more attractive option to expand the Library to the adjacent Waldorf Hotel site would be advantageous for these reasons:

- With recommended service models that incorporate technology, provides the most efficient operational costs.

- Speaks to the aesthetic qualities that Astorians have said they want in their Library with respect to light, airiness, beauty, spaciousness.

- Provides the option for an attractive, large community meeting room with seating capacity of 200 as well as multipurpose space on the first level.

- Has space for a larger collection per capita than in the building program.

- Creates a civic space between the City Hall and the Library for use by the public.

"Astoria is getting more sophisticated -- we have really nice restaurants and we are becoming a cultural destination and a really nice place to live and people are really excited about that. A fresh functional library could be part of that Astoria renaissance."

CONSULTANTS' RECOMMENDATION

We recommend Option Two, the Astor-Waldorf combination. It will be more economical to staff and therefore to operate. It makes sense to contain operating costs to make the annual operations of the Library affordable. Given the City's budget constraints and the challenge a new library foundation will face in raising funds for a capital campaign, it makes sense to keep operating costs as low as possible. Since the library foundation will be needed in the future to enhance core service levels of the Library, it is advisable to choose a site that can be as efficiently operated as possible.

The renovated Library need not increase the annual operating costs of the Library provided that open hours remain at 40 per week, that the service models and technology of the building program are adopted together in the renovation, and that a cadre of volunteers is recruited and trained to supplement staffing. The renovated Library must be designed to operate with a single service point. The renovated Library must incorporate the management efficiencies in the program, including self service checkout and returns, radio frequency identification (RFID)[2] circulation and inventory control, and so forth. The net impact of these strategies will significantly improve staff productivity and allow the current staffing to be redeployed for greater effectiveness.

In a future planning phase, the Library Advisory Board and City could explore a variant of this approach, assessing the pros and cons of developing a one-level renovated Library that occupies only the main level of the Astor building as well as the Waldorf site. This scenario would offer approximately 14,000 square feet of space and would accommodate some 75% - 80% of the recommended program. The viability of this more limited approach remains to be tested since the cost to develop only the main floor and Waldorf site may not be appreciably less than the cost to achieve our recommended Option 2.

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[2] With RFID technology, libraries place RFID tags inside books and media cases, and scan them remotely and in batches with RFID reader equipment. RFID speeds up check-in and checkout significantly, reduces repetitive stress injury, and improves a library's ability to perform frequent inventories. RFID also enables other technologies including patron self-checkout stations and automated materials handling (AMH).

STUDY BACKGROUND AND PURPOSE

In June 2013, the City contracted with Ruth Metz Associates, a library planning firm based in Portland, Oregon, to conduct a study concerning the renovation of the Astoria Public Library. The goal of the project was to determine whether or not the Astor Library Building could accommodate in the available space a contemporary library program to meet the needs of Astorians through 2035. The study is preliminary to any decision about renovating the Astoria Public Library.

City leaders have known that the building is in need of extensive repairs and improvements to meet current building codes. However, they also want to know the space needs of a contemporary building program and a construction estimate to renovate the Astor Library Building. This information would help the City leadership determine next steps.

In the course of the needs assessment, the question of whether or not the adjacent Waldorf Hotel space might play into the renovation of the Library came up in interviews and public meetings. The Waldorf Hotel, which occupies the space between the Astoria City Hall and the Astoria Public Library, is in a dilapidated condition. City officials have said that the site is 5,000 GSF.

This report summarizes the needs assessment and presents the recommended building program. The construction cost estimate for renovating the Astor Public Library includes option one for the Astor Library Building only and option two for inclusion of 5,000 additional GSF in the adjacent Waldorf Hotel building.

This was not a design project, although community input has included ideas about how the Library should or should not look. Instead, the building program in this report describes what will be going on in the Library and the spaces needed to support the services and functions the Library will accommodate. Typically, the next step in renovation would entail having an architect prepare a preliminary design that reflects the building program specifications and instructions.

"This community doesn't have enough meeting spaces for large groups without having to pay a lot of money to use them."

THE ASTORIA PUBLIC LIBRARY

The Astoria Public Library is a city library. Its operation is funded by the City's general fund. The library is located in the Astor library building at 450 10th St. Astoria. The library utilizes the main level and a mezzanine addition to provide public service and staff functions. These two areas are equal to 10,728 GSF. The building includes a full basement with 8,919 GSF which houses the mechanical room and otherwise is used for storage of collections and various items that belong to the Library, the City, and various other Astoria entities. The basement is not presently usable by the general public because it does not comply with building codes for such use.

The Library's main level has a staff entrance, two public entrances, a street level parking lot for 16 vehicles, and ample street parking. Inside the Library is a 40-person meeting room, staff work spaces, the children's area, and public access computers shared by children and adults; the Astoriana collection, readers seating, and most of the physical collection. The service desk for information and research help is located in the area. The mezzanine houses books and provides a large table with seating.

The main level and mezzanine house the active Library collection of nearly 48,800 print and audio visual items. Some historical materials are currently stored off-site at the Heritage Museum and at the Maritime Museum for safe keeping. The basement houses books, boxes of Finnish-American books, and photographs and other archival material of possible importance to Astoria. The number of the books in the basement is estimated at about 1600. There is not space in the main collection for these items at present. These items have not been evaluated for their relevancy to the collection nor have they been appraised for value.

"I love libraries but I don't use ours because the aesthetics are not friendly to me. It's a dark place in a City with a lot of dark months….but if renovated our Library could become the total focal point of the community…"

The Astoria Public Library provides a wide range of services including story hours and programs for children and families. Adults enjoy the Library's literary, cultural and musical programs. Computers and Internet access are provided for all ages. The Library staff provides outreach services to the youth and families. Schools and childcare centers are visited regularly by staff members. The Library provides books, compact discs, videos, DVDs, computer software, books on CD, downloadable e-books, newspapers and magazines.

SERVICE AREA AND POPULATION

The primary service population of the Library, because it is funded primarily by general fund dollars, is residents of Astoria.[3] The estimated current population of Astoria is 9,555.[4] While Clatsop County estimates the population of the service area is expected to reach about 13,500 by 2035[5]; the actual population has been constant amidst these projections. Therefore, the consultants have used a population of 10,000 in 2035, the planning horizon for this study[6].

The City's population is predominantly white (89.2%) and the population is comprised of persons of Hispanic or Latino origin (9.8%), as well as Black or African Americans (0.6%), American Indian or Alaska Native (1.1%), Asian (1.8%), native Hawaiian and other Pacific Islander (0.1%), and some other races (3.9%).

The Astoria population is somewhat older compared to Oregon as a whole, with a smaller percentage of children under the age of five and higher percentage of seniors. Astoria has a higher percentage of residents that are high school graduates (91.1%) than Oregon as a whole (88.9%); however it has fewer college graduates (24.7. %) than

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[3] Astoria Public Library collaborates with the Seaside Public Library to provide library cards to children living in rural Clatsop County. A federal Library Services and Technology Act (LSTA) annual grant for the "Rural Outreach to Clatsop County" (ROCC!) is in its fourth year and is expected to be funded for a fifth and final year in 2014/15. Both library directors have solicited private and corporate funding with the goal of sustaining the program beyond the grant period. Non-resident library cards otherwise cost $60 per year.
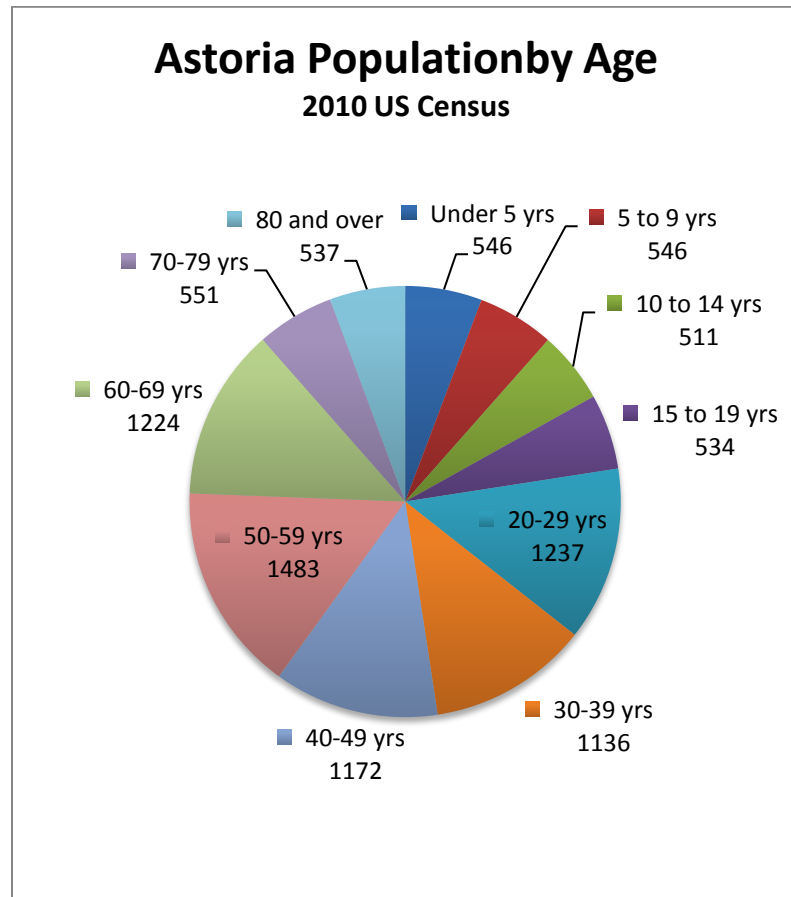
[4] Portland State University, Population Center, provided by the City of Astoria.

[5] Population growth estimate for the year 2035 per Clatsop County estimates for the City of Astoria, Oregon.

[6] The City planners have advised that the population within the city limits has remained about the same for many years and is expected to be flat.

"My kids get enough screen time. It is important for kids to have the books in hand -- to read and to be read to. I want my kids to know books."

Oregon (29.0%). The percentage of Astorians that are foreign born (10.1%) and those ages 5 and older that speak a language other than English in the home (13.6%) are about on par with Oregon as a whole.

Astoria Population by Age
2010 US Census

Age Group	Count
Under 5 yrs	546
5 to 9 yrs	546
10 to 14 yrs	511
15 to 19 yrs	534
20-29 yrs	1237
30-39 yrs	1136
40-49 yrs	1172
50-59 yrs	1483
60-69 yrs	1224
70-79 yrs	551
80 and over	537

There were 4,435 households in Astoria in 2010 and the number of persons per household was 2.09, slightly below the state norm of 2.46. The home ownership rate in Astoria (48.3%) is well below the state norm (63.1%). Housing units in multi-unit structures represent a larger percentage of housing units in Astoria (36.8%) than in Oregon overall (23.3%). The median value of owner occupied housing in Astoria is $255,700 compared to 252,600 in Oregon.

The per capita income in Astoria ($26,425) is about the same as for Oregon overall. However the median household income ($39,569) in Astoria is well below that of Oregon as a whole ($49,850) and the percentage of persons below poverty level is greater in Astoria

(17.4%) than in Oregon (14.8%). The percentage of children on the school lunch program is 45%, 5% higher than Oregon.

"I believe the business community will get behind the renovation of the Library--it's good for business --a good library is good for economic development."

NEEDS ASSESSMENT

The goal of the needs assessment was to identify community needs, vision concepts, and service priorities with respect to the public library and to evaluate the potential of the Astor Library Building for housing contemporary public library services. The space needs calculation at the end of the Needs Assessment section of this report is based on the services and operations that will occupy the building and on industry standards and norms. The findings of the needs assessment guided the building program and in turn, the cost estimate.

The needs assessment process welcomed all ideas from residents about the vision for the library and desired services. The highest priority needs of the community were garnered through progressive conversations in the community that included public meetings, focus groups, interviews of city and library staff, as well as community members on request and those identified as especially knowledgeable about the community. Over 150 people visited the library booth at Sunday Market on August 18th and September 15th to talk with staff and Library Advisory Board members.

The library also created a website starting in July 2013 through which community members could learn about the study process and outcomes and through which they could submit comment. The study, meeting dates, and invitations to participate were announced in two local radio talk shows in July and three press releases from July through September, 2013.

The accumulated vision concepts and desired services were rated in importance at each venue and ultimately in a community-wide questionnaire to which over 300 people responded. This progression surfaced the highest priorities of the community, without dismissing anyone's input. The surveys netted many hundreds of suggestions and comments, while reflecting a great deal of commonality about vision concepts and service priorities.

"We have a lot of minimum wage jobs in Astoria. My family is employed now, but before we came here, the great public library where we lived saved us. We didn't go out to movies, or restaurants, the library was a huge amount of our entertainment. I did the math: the library gave us $9,000 worth of books, newspapers, and CDs and DVDs, that we couldn't afford to buy. "

The consultants paid careful attention to the priorities of the community in developing the building program. They also integrated in a measured way best practices in service and operations. They also considered technological trends that are likely to impact the service desires and functions of the library in the future. These considerations led to the customized building program for the Astoria Public Library.

CURRENT CONDITIONS

ASTOR LIBRARY BUILDING

Built in 1967, the Astor Library Building's infrastructure has reached the end of its useful life. While the building systems are obsolete, the basic structure and envelope of the building continue to be serviceable long-term. The City has an underutilized resource of available space in the basement of the building, providing potential areas for future expansion. The condition of the Astor Library building is not unusual for a structure that is nearing 50 years old, and there is lot of potential in the building for continued service to the community through a comprehensive renovation effort.

The following building system conditions and issues were noted in meetings with City representatives:

- There are numerous accessibility challenges in the existing building layout, including multiple upgrades and layout reconfigurations required in the public restrooms to meet current requirements

- Accessibility for City maintenance workers to numerous systems is difficult (lights, water, roof access, etc.)

- A comprehensive hazardous materials survey needs to be completed

- The building does not have a fire suppression (sprinkler) system

- The HVAC system is the 1967 original and should be evaluated for replacement

- A new boiler was installed recently

- The water supply and distribution system should be evaluated for upgrade or replacement

- The electrical system is at capacity and requires an upgrade to

meet current demand

- The roof membrane is at least 14 years old, has multiple leaks, and should be evaluated for replacement

"As a patron of the Library, I don't know where I fit in. I get shushed by other patrons because my kids are being kids. I want to use the Library too. I want to browse. Spaces are so jammed; it's not family-friendly. I get in and get out."

The physical condition of the facility impedes efficient and effective public library service and the attendant operations. The issues noted above require constant attention and workarounds, consuming excessive staff and administrative time. The condition of the building leaves a poor impression of the library and discourages its use.   In June, one of the front doors fell off in the hands of a patron. In addition the available space for library services and functions is inadequate for the types of uses the public makes of the library today.

For example, public libraries provide computers and other contemporary technology that the public has come to expect in a public library. In the Astoria public library, children and adults share computers in a very tight space that overlaps the children and adults reading areas. Computer users not only work elbow to elbow in a crowded cluster but many children and youth are intimidated by the adult users and reluctant to use this technology. There is insufficient seating in the children's and family area and for adult reading as well as for the number of computers that the library should have to serve a population the size Astoria. Designated space for teens, in a setting that would welcome and support this age group, presently cannot be realized. Every available space in the library is utilized.

While there is a generous amount of space in the basement, it is not safely accessible to the public nor is it handicapped accessible. The mezzanine is not ADA compliant, either, with only one stairway and no elevator. The service desk occupies an unnecessarily large footprint in the central public space and fails ADA compliance, as well.

The library does not have technology that is common in libraries today and that helps staff secure the collection, equipment, and the premises and that enables staff to perform routine functions with library technology. For example, technologies that should be in the library include book theft detection, public computer reservation software for patrons to schedule time on the computers, self checkout machines, RFID and so forth. These systems would cut down on the amount of

"Our Library should be the place people look forward to going. There hasn't been real City support for raising the bar."

collection loss and the amount of time required for staff to manage these systems that could otherwise be aided by technology.

The work space for library staff is insufficient to accomplish the most essential functions such as processing physical materials for the collection, checking in collection items, processing interlibrary loans, sorting, grouping, and packaging materials for interlibrary delivery. The director's office is small and the location ill-suited for the types of activities normally performed by a library director. The library lacks good signage for way-finding. The service desk takes up a great deal of prime space and is inefficient. Staff has to bring back-of-house activities to the circulation desk, multi-tasking to cover front of house and back of house functions. Self-check and pc management systems which could streamline the activities and space required are non-existent.

The library is noisy with no acoustical zoning to support both active and quiet uses. The children's area is entirely open to the central public space so that even when a single family group visits the area, noise spills out into the adult reading and computer area. Small groups are allowed to meet in the library's only small group area on the mezzanine. It and the Flag Room (large meeting room) are the only feasible locations for collaborative discussions. Every word said can be heard throughout the library's mezzanine and main floor. The interactions of the service desk between staff and patrons can be heard throughout the main floor and mezzanine.

Staff report that the most often requested service is for small group study space. People are also looking for quiet spaces throughout the library where they can read, study, or concentrate on their work and research. Additionally, people in the community are looking for spaces to meet without charge. Several people interviewed said that the community needs meeting room facilities with the capacity for up to 200. The library frequently has close to 200 attendees at literary events for adults or children and must temporarily displace other users to set up these events in the main reading area.

"Our weather sucks. Having an indoor space that is a third place is exactly why we are members of the museum. There are a lot of cloudy and rainy days and having a light space… is its own reward."

THE COLLECTION

The library's collection exceeds minimum Oregon standards for volumes per capita. However, Astoria is relatively isolated, geographically, and there is high demand for a larger library collection. The library's e-book downloading capability is a surprise to many people, even to those who use the library frequently. Over time, the availability of e-content and the comfort level of upcoming generations with this technology will likely put a demand on the library for more e-content leasing. In the meantime, Astorians want more and better collections of books, audiovisual, newspapers and magazines, as well as e-content. The library has reciprocal borrowing arrangements with the Seaside Public Library and the Community College library. However, it is imperative to build a collection that meets the demand for popular titles for adults, teens, and children of all ages.

LIBRARY TECHNOLOGY

The library's current technology capacity is critically constrained by the condition of the Astor Library Building and its overtaxed electrical and HVAC systems. The current infrastructure requires expensive accommodations and labor-intensive workarounds and prevents the adoption of new technology. For instance, currently staff keeps circulating media discs behind the counter and has to match cases and discs at each checkout. Public computer reservations and print payments are managed by staff instead of by management software. Resource sharing with Seaside Public Library is a labor-intensive manual process, instead of automated. Servers are located in the staff workroom instead of in a secure, climate-controlled server room. Some server software[7] runs on staff workstations instead of a dedicated server, and is subject to unnecessary downtime.

Public computer network connections are currently hardwired and there are few electrical outlets available. A renovated building must provide ample network data drops and electrical outlets to allow any distribution of staff and public computers and other electrical equipment, as well as to allow patrons to charge their own equipment.

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[7] The Faronics Deep Freeze software, which manages the public computers, resides on a staff workstation

"The Library that I am used to and that I wish we had here is a 'destination place' for families--going every week was a ritual --story time, coffee and a bagel--and its revenue for the Library. Invite a merchant to be in the coffee shop space."

Staff currently spends a lot of time checking materials in and out. By investing in RFID technology, automated materials handling (AMH) equipment[8], and self-checkout stations, a significant share of this workload can be shifted away from staff, allowing them to focus on patron interactions and programs. Self-checkout stations not only reduce staff effort, but also provide patrons with more options for checking out. While patrons should continue to have ready access to staff help, many patrons prefer the faster transaction speed and greater privacy of a self-checkout station. Libraries find that 80% or more of transactions are completed on self-checkout stations. Children especially like the sense of accomplishment derived from checking out their own materials, and self-checkout stations can be designed to appeal especially to children.

Providing public access to computers has been a primary library service for many years. In many communities, the library is the only place citizens can gain free access to the Internet. We generally recommend between 0.7 and 1.2 public Internet computers per 1000 residents, and a similar number of specialized computers including catalog stations, word processing stations, children's game stations, and so forth. Given Astoria's geographically remote location and the lack of neighboring libraries with technology resources, we recommend augmenting the service level by 50%, or 36 computers of all types for public use.

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[8] AMH equipment collects books and media items from bookdrops and staff induction stations, and reads the RFID tags to check in materials and sort them into the appropriate bins. Sorters can be programmed to sort books according to whatever criteria the library prefers, for example separating adult materials from children's materials, and items that have been reserved from items that can be returned to the shelf.

"The most important thing is to provide the nice space--it's about the space, it's about the place. Build it and we will come with enthusiasm!"

While we generally think of a desktop computer when we talk about public computers, we are seeing a transition from desktops to laptops, and from laptops to tablet computers. Portable devices allow libraries greater flexibility in deciding how to deploy public computers throughout the library. Unlike desktop computers, laptops can be easily redeployed for training, homework support, or general web-browsing. Tablets such as the Apple iPad have special attraction for seniors, teens, and children, and can be used for web-browsing, playing games, and reading ebooks.

Our recommendation for Astoria is 36 public computers, including all categories listed above. Some computers will be dedicated to children, some to teens, and some to target populations such as job seekers and adult learners. Twelve of these computers are specified as training laptops. Additional software to automate patron reservations, manage patron sessions, and manage print requests will minimize staff effort and reduce patron conflict over computer and printer use.

As libraries reduce the number of desktop computers in favor of laptops and tablets, and as patrons increasingly bring their own computing devices with them, libraries will need to provide laptop-friendly seating and plenty of access to electrical outlets. In addition to comfortable chairs where laptops can be used "in the lap", the Library might provide airport-style laptop counters with easy access to electrical outlets.

An increasing number of patrons rely primarily or solely on smartphones for accessing the Internet. Today's public library website must be increasingly mobile-friendly, emphasizing the critical information patrons seek most often (hours, event listings, etc.) and enabling patrons to search for materials, check availability, easily place holds, reserve meeting space, and schedule the use of a computer. Integration of social media such as Facebook and Twitter continues to be an important way to extend library communications and promotion to a wider audience.

"The staff does the best it can with what it has to work with."

The Library currently provides eBooks and digital audio books through Library2Go, a statewide consortium that licenses material through Overdrive. As eBooks gain in popularity, it will become important for the Library to "display" eBooks in ways that serve both in-library patrons and remote patrons. An eBook viewing kiosk provides patrons a way to browse through available eBooks, preview contents, and initiate a download to a personal reading device if appropriate. A demonstration station allows staff to show patrons how to search for and download eBooks, as well as providing other training opportunities.

The Library currently has limited technology resources for teens and children. A single educational games station for kids should be supplemented with iPads and Internet stations to provide a range of computer activities within the safe and comfortable boundaries of a dedicated children's area. Teens can be attracted with a gaming station, tablet computers, and space that is reserved for teens, but highly visible and secure.

The Library should capitalize on the popularity of its successful LEGO building program to offer other creative programs in which patrons are encouraged and taught to create and share. A makerspace[9] conceived as a digital learning space or a creative space provides a venue for a large variety of "making" activities, drawing from the interests and expertise of community members and organizations. Providing access to design stations and a 3D printer would support STEM (Science, Technology, Engineering, and Mathematics) education and entrepreneurial initiatives. Other learning opportunities could include highly technical skills such as computer programming and video editing, and traditional skills such as bicycle repair, cooking, and carpentry. A makerspace would provide opportunities for partnership with schools, the community college, and the business community.

As an extension of the makerspace concept, the Library might invest in video production equipment and skills, in order to offer live Internet streaming of story time and other programs. Extending the Library's

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[9] A makerspace provides equipment, materials, instruction, and mentoring to enable patrons to create things and share their creations with others. While we often think of 3D printers and robotics when we think of makerspaces, they can also feature bicycle repair, cooking classes, and learning to produce a video.

"Factor in the cost of keeping up the Library -- when we renovate it, don't let it run down again."

reach into the City will strengthen the role of and support for the Library, including support of future fund-raising efforts.

The Library holds a great deal of materials of historical interest, including an archive of city newspapers, city records, and books and photos belonging to the Finnish-American community. A digitization station would allow Library staff to digitize and create digital collections of community interest and historical import. Patrons would also benefit from access to a digitization station that they could use to preserve photographs, correspondence, and personal records.

As a centrally located public commons, the Library must provide a safe, comfortable environment for all patrons. Recently acquired security cameras help to increase safety, though the cameras do not currently give visibility to all parts of the Library. Security gates would reduce materials loss. Popular DVDs and CDs might be protected by a self-service dispensing system along the lines of a Redbox. While requiring some labor to stock and support, a dispensing system would eliminate the current labor of providing discs at the checkout desk, while preserving the collection for all patrons to use.

In summary, updated technology in a renovated facility will lead to cost savings, improved staff productivity, and a more secure environment and collection. In addition, new technology will provide greater flexibility in designing programs and services for a broad audience. A stable and flexible technology infrastructure will allow the Library to flourish even as the needs and interests of its community change over the next 20-25 years. Computers will be deployed and redeployed as needed to meet changing needs. Flexible spaces can be available for use as community meeting space, training labs, program space, and patron seating.

WHAT ASTORIANS WANT

As previously noted, the needs assessment process involved the input of hundreds of Astorians who believe that the library plays a key role in addressing pressing community needs. The renovation of the library will enhance its ability to address these important community-wide needs:

--A building that is attractive, enjoyable, sustainable, affordable and that is an inviting, comfortable destination place for the community and visitors--

- Life-long learning opportunities for all ages.

- Places for children and families to engage in activities that develop the language and literacy skills of young children so that they can be ready for school.

- Positive options for teens that will spark and nurture their self-development, creativity, and self-esteem.

- Beauty, light, spaces, and activities to help residents counter the negative side of the prevailing climate.

- Spaces and activities that bring people together to help break their isolation

COMMUNITY'S VISION FOR THE LIBRARY

Above all, the community's vision for the Astoria Public Library is very much about "place"; that is, a "third place" in the community that is attractive, inviting, and provides spaces for residents of all ages to comfortably study, read, gather, learn, and enjoy collections and programs. In the community's view, renovating the library is a legacy for today's children who will be tomorrow's adults.

The following concepts express the community's vision for the Astoria Public Library:

1. A building that is attractive, enjoyable, sustainable, affordable and that is an inviting, comfortable destination place for the community and visitors;

2. A collection rich with information and learning resources that spark a passion for learning in the next generation.

3. City financial support to strengthen the library's capacity to realize the vision and provide the desired services.

4. A space that is inclusive of everyone in the community and provides a "level playing field" for all ages.

5. A program that helps create community by engaging the public, creating opportunity for people of Astoria to connect with one another, and makes the library the community's favorite gathering place.

The community places a high value on collaboration as a way of leveraging community assets and being efficient. This means, for example, that the various local entities would share historic/heritage

"I think every single service on the survey is important to have."

collections and resources and would collaborate to preserve and make these available to the community. There is an expectation that the library should partner with other libraries and entities to increase access to the collective resources of Astoria and also to extend access to collections in the region and beyond.

SERVICE PRIORITIES

Astorians are interested in a broad range of services but most important is the renovation of the building itself to provide an "attractive, enjoyable, sustainable, and affordable" public library.

In its present condition the library, as one Astorian put it, is "aesthetically unfriendly." Its closeness and dimness leaves people wanting to get in, get what they want, and get out. This impression of physical unfriendliness is the chief barrier to using the library in Astoria.

The Astoria Public Library can be a beloved and well-used institution by the whole community if given the space and the resources. What people really want is a place they want to be, where the space itself and its amenities invite them to linger and make them feel welcome. Once in that facility, they most want:

- Improved quality, currency, and quantity of books--collections that are ample and easily accessible in any format, physical or e-content.

- More space dedicated to creating a much improved children's room

- Updated technology, including more computers, self-service options, laptop plug-in capacity

- Dedicated zones for "quiet", children, teens, and small and large meetings

- More open hours

Astorians are traditional in their priorities, but at the same time, did not rule out a broader range of services we see in libraries, such as "collaborative/interactive spaces for creating unique literary and artistic works", "outreach/special services to people who can't get to the library", "backpacks with toys and games for daycare providers",

"I wish to have a Library that has a kids' space that can handle normal kid chaos. We have nice kids but they are kids. Things get messy and it would be nice to have a space in the Library that is built to accommodate that."

or "learning how to use the library's mobile applications with personal phones, tablets, or laptops."

The services Astorians would or might use include the full spectrum of possibilities and all of these are shown in Exhibit A and should be noted. The top services people would use:

- Browsing and checking out material
- Exploring personal interests through reading and research
- Getting help finding needed information quickly in the library or on the Internet
- Finding a quiet space to read or relax
- Using the library's free wifi access
- Browsing and check out videos or DVDs
- Downloading free audio books and e-books from the library's webpage
- Using my laptop or computer tablet in the library

The service level recommendations in the following section are based on library industry standards and norms. These service level recommendations are incorporated into the building program. The building program reflects the desirable services and functions and the square footage allocation of space to accommodate people, furniture, and equipment for these purposes. It also includes the back-of-house functions that enable the library staff to operate the library.

SUSTAINABILITY

The needs assessment found that Astorians want a Library that is "attractive, enjoyable, sustainable, and affordable." The study found that better funding for the Library is desired by Astorians. Better collections, an improved, larger children's room and collection, contemporary technology, and more hours are Astorians highest service priorities.

"About 4out of 5 books I am interested in the library doesn't have."

The City like many other local governments is pressed for funding. Revenues are flat and the City is constrained to raise additional revenues through taxes or other means. To increase the annual operating budget for the Library to add hours, increase collections, and increas programming would no doubt take money away from another City purpose.

The recommended building program for a renovated Astoria Public Library has been developed to take this reality into account. The building program incorporates very efficient service models, that combine a single, efficient service desk, roving staff, self-service technology and practices and automation technology. Initially, the Library would need to hold to a core service level of 40 hours per week, utilize the recommended service models and technologies, and build a cadre of volunteers to assist staff.

While expanding service levels is not feasible in the foreseable future for the City alone, a library foundation could eventually enhance the Library's service levels by funding additional hours, collections, and/or programs. Increasing service levels would be possible through a shared City-Foundation partnership. While an Astoria library foundation is but a dream at this point, the Library Advisory Board and Astoria Library Trustees Association (Friends of the Library) have been considering establishing an Astoria Library Foundation for some time.

Typically, library foundations are non-profit organizations that raise money through gifts, grants, and giving to benefit the library. Library foundations generally get started when a community is considering a capital project, such as a building renovation or expansion. Funds are generally raised for some of the construction, or for expanding the collection, for public art, furnishings, and/or equipment such as computers.

Typically once a capital campaign is completed, the library foundation continues to raise funds for the library service program: the expansion of hours, an enhanced summer reading program, enhanced childrens or adult programs, enhanced collections. Foundations establish endowments and provide for the upkeep of buildings or future expansions. Anything is possible, depending upon what is needed and

A collection that sparks a passion for learning

Financial support to realize the community's vision for the Library

A space that is inclusive of everyone and provides a level playing field for all ages

A program that creates community and makes the Library the community's favorite gathering place

--Community Vision for the Library

the foundation's capacity to generate revenue expressly for the library.

Once an Astoria library foundation is established and has matured through a capital campaign, it could partner with the City to enhance the core service program. For example, we know now that Astorians would like the Library to be open more hours than the current 40 per week. Once the Library is renovated, Astorians will want an increase in hours of operation even more. In a future scenario, the City could provide in the core service program a 40-hours per week operation, while the Foundation might fund additional service hours. The cost of these additional hours would be easily quantifiable and would give the Library Foundation a funding goal, the feasibility of which it could determine.

While staffing funded by the City could support a basic level of story times and programs for children, the Foundation might fund additional story times and programs for children. A case in point is that in 1999, the Multnomah County Library Director, Board, and Library Foundation decided together that the summer reading program should expand beyond the 4,000 children then participating in the summer reading program. Thanks to the library foundations very concerted sustained efffort, the program has grown to include over 100,000 children annually.

These collaborative arrangements are common in public library funding and entirely achievable when the funding partners purposefully work together to plan funding according to the expressed needs of the community. It takes time to establish and operationalize a Library Foundation but there are many, many examples of very successful partnerships between local governments and library foundations and friends-of-the library organizations. It is a matter of planning together toward a common vision, clarifying roles, and developing strategies supported by well-defined programmatic specifications outlined by the library staff.

SERVICE LEVEL RECOMMENDATIONS

A successful public library plays multiple roles in the life of the community it serves. It provides access to the world of learning, knowledge and human creativity. Access to books and the printed word for all age groups continues to be the primary service expectation of many residents and remains a basic library function. As a corollary, library service to children introduces families to the joy of reading and establishes a foundation for a lifetime of intellectual curiosity. This role has expanded in recent years to include access to creative and informative works in many formats, including digital media and electronic content.

The Library has also become a primary public gateway to online information, offering free access to the Internet, wireless access for laptop computer users and providing guidance in navigating and assessing the wealth of material available through these resources.

Even as the Library's role as a resource for virtual information and literature continues to grow, its traditional role as a community destination and gathering place is evolving and expanding. The Library serves as the community's principal place for solitary reading and study as well as a venue for collaboration and group interaction. Book discussion groups, teen poetry readings, family literacy evenings are a few examples of the multitude of educational and social community events that draw large audiences.

The Library facility should offer residents a safe, comfortable place to be. This can be a sanctuary for solitary reflection, a quiet work space for work on a school assignment, a social space for connecting with peers, and a community commons that brings the community together for the enjoyment of learning and educational enrichment.

To fulfill these roles, the Library needs appropriate space –for people, for collections, and for programming.

SERVICE LEVELS SUMMARY TABLE

Population served	10,000 in 2013	10,000 in 2035
Physical collection	48,748 books + AV items 4.8 volumes/capita	55,025 books + AV items 5.5 volumes/capita13% increase
Digital collection	0 items owned access to 46,800 downloadable audiobooks, videos + ebooks thru statewide consortium	93,600 items leased or owned access to downloadable content doubled - thru consortium, owned or combination
Seating capacity	44 4.4 seats/1,000 people	101 10.1 seats/1,000 people 120% increase
Conference room seats	0	14
Meeting room seating	35 – 40 seats	125 seats
Children's programming seats	0 (use Flag Room or open public space while closed)	60 (floor seating)
Public computers	11 workstations 1.1 computer/1,000 people	36 workstations 3.6 computers/1,000 people mix of desktop/laptop/tablets
Square Feet of Building Space	17,899 GSF 11,710 GSF in use* 1.8 SF/capita available 1.2 SF/capita in use	18,122 GSF 1.8 GSF/capita
* The current library occupies the Astor Library Building Main Floor, a 1,748 SF mezzanine and a small portion of the basement		

The service levels are expressed in terms used by library planners – collection size per capita, seating and computers per 1,000 people served and square feet of building space per capita. These ratios enable the consultant team to compare the recommendations to current trends and service norms for new and renovated library facilities regionally and nationwide. The recommendations have been benchmarked to confirm that the recommendations for Astoria fall within the range for similar communities and circumstances.

COLLECTION SIZE

Shelving capacity in the renovated library needs to accommodate a physical collection that offers 5.5 volumes per capita – approximately 55,025 books and AV media items, compared to the 4.8 volumes per capita currently offered. This growth will be focused in materials for children and youth as well as a greater variety and quantity of popular titles for adults.

In addition, the library currently offers access to some 46,800 digital items – downloadable audio books, videos and ebooks – through membership in a statewide library consortium. As time goes on, access to digital titles is expected to grow although the extent of that growth is unclear – an estimated doubling of econtent over the next twenty years is probably conservative. The library will need to monitor both physical and digital collections to balance the resources available in both formats.

SEATING CAPACITY

Seating capacity in the current facility is severely deficient, with 44 seats offering 4.4 seats for every 1,000 people served. A service level of 10 seats per 1,000 people served is recommended for communities in Astoria's population range, as well as the geographic remoteness of the community.

PROGRAMMING AND MEETING ROOM SPACE

A large meeting room that can accommodate at least 125 adults seated auditorium style, with movable wall partitions to enable two events to occur at one time, is recommended. In addition, a separate programming space is recommended to support children's programming and early literacy training. Three enclosed conference/group study rooms are also recommended to provide acoustically separate meeting space for up to 14 people.

COMPUTER ACCESS

The Library's 11 public access computers (9 Internet workstations, 1 online catalog and 1 children's workstation with educational games) are used constantly. More workstations are needed to meet public demand and to enable distribution of computer equipment to serve users of different age levels – especially teens and children, who tend to avoid using computers in the adult area. Workstations for these age groups should be located in the children's and teen spaces.

Compact online catalog units are needed at key stack locations to provide convenient catalog access to visitors as they browse the collection. Some computers should be clustered together in an area that can be used for online training workshops. Space has been allocated also for an in-library laptop computer lending service, with storage/ recharging unit located at the service desk.

We recommend a total of 36 public access computers, or 3.6 workstations for every 1,000 people served, including a mix of Internet workstations, online catalogs and early literacy computers for children and families. Workstations will include standard desktop units, laptops and portable digital devices such as tablets and eReaders.

TOTAL SPACE NEEDS

The recommended library services and functions require 12,686 NSF of assignable space. [10] A total of 18,122 GSF of building space is required to serve both current and projected community needs. This recommendation assumes that 70% of the total GSF is available for library services and functions. Thirty percent is assumed for non-assignable space, such as wall thicknesses, stairways, and so forth.

This represents approximately 1.8 square feet per capita for the Astoria population, compared to the 1.2 square feet per capita in current use. This ratio of building space to population is appropriate for Astoria given that it has a single-building public library and is geographically isolated. The recommended space per capita is within the range for public libraries being planned and constructed today[11].

The second volume of this report, Building Program, provides a detailed account of the space needs associated with the service level recommendations above.   Cost estimates are provided in the next section below.

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[10] The addition or expansion of spaces in the recommended building program, without a commensurate reduction elsewhere in the building program would result in a net increase in total space needed.

[11]   http://lj.libraryjournal.com/2012/11/buildings/year-in-architecture-2012-public-library-data/. Eight main public library construction projects in 2012 range from a low of 0.91 SF/PC to over 3 SF/PC. The median is 1.63 SF/PC.

RENOVATION COST ESTIMATE

FFA
Architecture
+Interiors

ASTORIA PUBLIC LIBRARY

PRELIMINARY COST ASSESSMENT

Per the preliminary program and assessment of the project scope and building configuration, FFA has developed a Preliminary Cost Estimate for the Astoria Library building and site construction costs. This estimate has been developed to review two primary options:

Option One:

> Complete renovation of the existing Astoria Library with expansion into the basement level. This option will allow the library to expand within the existing footprint from about 9,000 square feet to 18,000 square feet. Minimal additional site development would be required.

> To make the basement accessible would require significant upgrades to the fire / life safety systems, exiting system with two stairs, one elevator, public restrooms, library staff and services space, and recommended light wells.

> Full mechanical, plumbing and electrical upgrades and fire protection systems would be required.

Option Two:

> Complete renovation of the existing Astoria Library with expansion to the east (Waldorf Hotel site).

> This expansion would increase the main floor from 9,000 square feet to about 14,000 square feet.

It involves the partial renovation of the basement for approximately 4000 square feet of occupied space. The basement renovation will require fire / life safety with exiting system including: two stairs and one elevator. Minimal additional site development beyond the Waldorf site would be required.

Full mechanical, plumbing and electrical upgrades and fire protection systems would be required.

This estimate is developed in two sections: Construction Cost and Project Cost.

Construction Cost: The amount of the project funds that should be allocated for actual construction of the building and site. These typically include all costs related to construction and the contractor's overhead costs such as: materials, equipment, labor, insurance, bonds and other contractor management expenses.

Project Cost: This includes funds budgeted to address indirect expenses required to complete the entire project. These typically include all costs related to the project such as: Construction Cost, project contingency, fees, permits, administration, moving, temporary relocation, interest, furniture, fixtures, equipment, inflation, and other related expenses.

OPTION ONE:

CONSTRUCTION COST BUDGET ESTIMATE OPTION ONE

Budget estimate:	$140.00 PSF
Total building area:	18,000 square feet
Construction Cost Estimate:	$140.00 X 18,000 = $2,520,000.00

PROJECT COST BUDGET ESTIMATE OPTION ONE

Project Cost Budget typically includes:

Indirect Project Cost (estimated) 25% of Construction Cost

25% of $2,520,000.00 = $630,000.00

(Includes: administration, permits, fee, construction inspections, utility permits and fees, architectural and engineering fees, reimbursable expenses, security system, telecommunication systems, special consultants, and owner's project contingency)

Furniture, Fixtures and Equipment (estimated) 10% of construction cost

10% of $2,520,000.00	=	$252,000.00

(Includes: furniture, loose tables, chairs, book shelving systems and miscellaneous furnishings)

*TOTAL PRELIMINARY PROJECT COST ESTIMATE OPTION ONE: $3,402,000.00

*the total preliminary project cost estimates based current construction cost, project cost inflation should be added on at 4 to 6 percent per year from 2014 forward.

OPTION TWO:

CONSTRUCTION COST BUDGET ESTIMATE OPTION TWO

Budget estimate renovation:	$160.00 PSF		
Total building area:	13,000 square feet		
Construction Cost Estimate:	$160.00 X 13,000	=	$2,080,000.00
Budget estimate new addition:	$260.00 PSF		
Total building area:	5,000 square feet		
Construction Cost Estimate:	$260.00 X 5,000	=	$1,300,000.00
Construction Cost Estimate:		=	$3,380,000.00

PROJECT COST BUDGET ESTIMATE OPTION TWO

Project Cost Budget typically include:

Indirect Project Cost (estimated) 25% of Construction Cost

25% of $3,380,000.00	=	$845,000.00

(Includes: administration, permits, fee, construction inspections, utility permits and fees, architectural and engineering fees, reimbursable expenses, security system, telecommunication systems, special consultants, and owner's project contingency)

Furniture, Fixtures and Equipment (estimated) 10% of construction cost

10% of $3,380,000.00	=	$338,000.00

(Includes: furniture, loose tables, chairs, book shelving systems and miscellaneous furnishings)

*TOTAL PRELIMINARY PROJECT COST ESTIMATES OPTION TWO: $4,563,000.00

> *the total preliminary project cost estimates based current construction cost, project cost inflation should be added on at 4 to 6 percent per year from 2014 forward.

Alternates:

1. Skylights
   A. At light wells (option one only)   add $40,000.00
   B. At stair well (option one only)   add $40,000.00

2. North elevation curtainwall (option one and two)   add $125,000.00
       Including demolition of existing concrete panel wall.

CONSULTANTS' CONCLUSIONS AND RECOMMENDATIONS

A building program of 18,122 square feet is recommended, based on our assessment of the community's library service needs and expressed service priorities, as well as incorporation of current best practices for service delivery efficiency (e.g., self service checkout and returns, RFID, single point of service, browsable collections).

The current Astor Library Building can be renovated to provide 17,900 square feet of space. This excludes the existing mezzanine, which we recommend not be retained in the renovated building. The mezzanine would provide a relatively small amount of useful space, and bringing it up to code would not be cost-effective. It is highly probable that it would block effective use of the adjacent Waldorf site (Option 2), outlined below.

The recommended 18,122 square foot program for the library can be accommodated within the existing library building envelope. If the adjacent Waldorf site is incorporated into the renovation project, another 5,000 gross square feet would become available. This is an appealing possibility for several reasons:

- It increases the amount of space available on one level, which in library planning, is preferable. Library staff can effectively visually supervise 20,000-25,000 square feet of

library space on one level in an open design. This is advantageous, even critical, as Library staffing levels are not expected to increase.

- It provides a "cushion" of expansion space should the City decide to include a larger meeting room seating capacity (200 seats rather than the building program's 125-seat recommendation and/or a 50% increase in the physical collection rather than the 13% physical collection increase recommended in the building program).

- It allows expansion space to accommodate possible future cooperative projects with other libraries, literacy providers, local history agencies, or other entities. Partnering with other entities to enhance access to more collections and materials in the City, region, and beyond is the highest priority for Astorians.

- It allows the City to address a collateral civic issue related to the disposition of the unusable property occupied by the former Waldorf Hotel.

RENOVATION APPROACHES

We assessed, therefore, two possible approaches to renovating the Astoria Public Library.

1. Option One: Full renovation of both floors of the existing Astor Library Building staying within the footprint of that structure.

Chief advantages:

- The recommended program, at 18,122 GSF, will essentially fit into the space available.

- The cost to renovate the existing building would be considerably less than the cost to renovate both the existing building and expand into the adjacent Waldorf site.

Chief disadvantages:

- The layout will require locating some parts of the open access public space in the building's lower level, which will require adding a second staffing point to ensure sufficient security. This in turn will increase operating costs.

- While the lower level can be renovated for ADA accessibility and can be transformed into an attractive, welcoming public space through the use of skylights and other design features, the cost to truly reinvent the lower level into a

generous, inviting space will add more cost to the project, perhaps more than the community fundraising campaign can achieve within a reasonable time frame.

2. Option Two: Full renovation of the Astor Library building main level, expansion into the adjacent Waldorf site, and partial renovation of the Astor building basement (assuming that the Waldorf Hotel structure is demolished and removed) (option 2).

Chief Advantages

- As noted above, this approach will result in a higher proportion of the Library's total square feet on one level, a condition that makes operating the Library from a single point of service more efficient.

- In addition, that space would be located above grade, allowing easier, less expensive access to natural light and street presence. Natural light and spaciousness is a high priority for Astorians.

- The portions of the program located below grade, in the lower level, could potentially be limited to closed access spaces, such as the meeting complex, closed stacks or training spaces, which do not need a staffed service point.

- The balance of the lower level space could be developed in the future either for Library uses or other civic functions.

- Preserves storage space and provides staging space in the basement that would otherwise be lost in Option One.

Chief Disadvantages

- It will cost more to include the Waldorf site in the Library's renovation.

- The potential delay of project completion should the fundraising campaign fall short of achieving its goal.

- The potential for discord and fund-raising and project launch delay related to the Waldorf Hotel.

OUR RECOMMENDATION

We recommend Option Two, the Astor-Waldorf combination. It will be more economical to staff and therefore to operate. It makes sense to contain operating costs to make the annual operations of the Library affordable. Given the City's budget constraints and the challenge a new library foundation will face in raising funds for a capital campaign, it makes sense to keep operating costs as low as possible. Since the library foundation will be needed in the future to enhance core service levels of the Library, it is advisable to choose a site that can be as efficiently operated as possible.

The renovated Library need not increase the annual operating costs of the Library provided that open hours remain at 40 per week, that the service models and technology of the building program are adopted together in the renovation, and that a cadre of volunteers is recruited and trained to supplement staffing. The renovated Library must be designed to operate with a single service point. The renovated Library must incorporate the management efficiencies in the program, including self service checkout and returns, RFID circulation and inventory control, and so forth. The net impact of these strategies will significantly improve staff productivity and allow the current staffing to be redeployed for greater effectiveness.

In a future planning phase, the Library Advisory Board and City could explore a variant of this approach, assessing the pros and cons of developing a one-level renovated Library that occupies only the main level of the Astor building as well as the Waldorf site. This scenario would offer approximately 14,000 square feet of space and would accommodate some 75% - 80% of the recommended program. The viability of this more limited approach remains to be tested since the cost to develop only the main floor and Waldorf site may not be appreciably less than the cost to achieve our recommended Option 2.

EXHIBIT A: SURVEY SUMMARY

As of September 25, 2013 416 people had responded to a Needs Assessment Survey developed and administered by Ruth Metz Associates. The survey's purpose was to learn:

- What is most important to improve about the Astoria Public Library
- Astorians' priorities when it comes to library services
- The vision of Astorians for the Library
- The services Astorians would use or be interested in using

The following pages include the comments to open-ended questions and graphically show for responses to each mutiple choice question.

These concepts express **the community's vision** for the Astoria Public Library:

- A building that is attractive, enjoyable, sustainable, affordable and that is an inviting, comfortable destination place for the community and visitors.
- A collection rich with information and learning resources that spark a passion for learning in the next generation.
- City financial support to strengthen the library's capacity to realize the vision and provide the desired services.
- A space that is inclusive of everyone in the community and provides a "level playing field" for all ages.
- A program that helps create community by engaging the public, creating opportunity for people of Astoria to connect with one another, and that makes the library the community's favorite gathering place.

Astorians are interested in a **broad range of services** but most important is the renovation of the building itself to provide an "attractive, enjoyable, sustainable, and affordable" public library. Once in that facility, they most want:

- Improved quality, currency, and quantity of books--collections that are ample and easily accessible in any format, physical or e-content.
- More space dedicated to creating a much improved children's room.
- Updated technology, including more computers, self-service options, laptop plug-in capacity.
- Dedicated zones for "quiet", children, teens, and small and large meeting room spaces.
- More open hours.

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
	1.	**2.**	**3.**
1	More computers	bigger DVD section-more PG's and PG-13's	Separate room for kids
2	more new edition books	chairs with better posture control	more arts & culture (concerts)
3	Make more available archive documents and materials.	Preserve archive documents and materials - make copies for public.	Purchase missing microfilm rolls and replace poorly filmed newspaper microfilms.
4	An elevator to second floor (for elderly & handicapped)	More books.	More light.
5	Better Bathrooms	Water Fountains	Better ebooks
6	More books, better books. But don't lose old books.	Interlibrary loans at no cost to user	Library services for rural Astorians for free (included in taxes, yes!)
7	Serving school age children since budget cuts at schools have cut all librarians		
8	Book selection		
9	Attractive to kids	Be a resource that actively engages the community	Be sustainable and complement other programs
10	Bigger selection of books	Up to date technology	
11	Individual carrels for dedicated study and working (away from the computer zone)	A public meeting room that is free of charge to reserve and use	Either a better selection of the classics, or improved interlibrary opportunities
12	Number / scope of books available	Decor/atmosphere esp kids section	Computers
13	Improve the number of total books and popular books.		
14	Basic utilities	Updating interior, i.e. lighting	More convenient hours
15	Pipes- for clean drinking water	Temperature control- heating and cooling	Welcoming atmosphere
16	Open, bright, welcoming atmosphere	Provide assistance with media and technology use	
17	General appearance upgrade	Update the library book selections	Elevator for access to second floor for elderly.
18	Bathroom facilities		
19	Intra library borrowing capabilities	Atmosphere of library	Multi cultural reading materials
20	Books are outdated; needs newer books.	Should open on Mondays.	Better use of space.
21	Space for more books and movies	Quiet room	Better book sale
22	Better selection of books		
23	Energy efficiency	Easy access to all floors	Availability of materials not in library
24	More windows	More books	More public computers
25	Quiet study areas	New book purchases	
26	Try to keep up with Seaside?		
27	ADA compliancy - elevator to second floor	Retain reference books - Research capability	Video conference capability in the meeting room
28	Help for seniors especially technology (computers)	Quiet area	Perhaps expanded days, not necessarily all day

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
29	Join Regional Library	Have better access to ebooks	Community rooms to bring the community to library
30	Open Mon-Sun	More books	
31	Technology	Book offerings	Community activity space
32	Archives about LOCAL material and research	More bilingual English/Spanish services	
33	Accessibility	Selection	Improved technology
34	Expand Children's and Young Adult sections	Less open floor space, more shelving	More than one copy of new books, replace lost books
35	Expand collection space, possibly listening room	More natural lighting	Dedicated green space
36	The overall aesthetic should be updated and lightened	Add comfortable and inviting spaces to read and study	Add an outside reading room
37	Brighter atmosphere	More positive attitude from staff	More open hours
38	Ventilation	Handicap access	
39	Technology and Online Access	Up to date youth literature	
40	Appearance and appeal	Improved collection	Flexible and accessible spaces
41	Getting more modern books as space permits		
42	Lesser fees for people from Knappa / Svensen area		
43	Hours you are open increase	Handicap access upstairs	Books on 'tape' that work!!!!!
44	Open every day	Collection is updated and kept current	
45	Accessibility (one floor)	Natural light	More copies of new books
46	Access for county residents who don't reside in Astoria	Online book rental	
47	More and current books especially related to history, art, biography, and gardening	More shelf space for more books	Less large print books, or at least equal space for conventional print
48	Getting current books, books on tape, DVD's	Handicapped access to upstairs	
49	Foreign language books expansion (esp. Spanish)	More computer terminals	More meeting space
50	HVAC as necessary for safety and comfort	Plumbing as necessary for safety and comfort	Electrical systems as necessary for safety and comfort
51	Inter-library access		
52	More new books	A section just on all Pulitzer prize winners old and new	More audio books.
53	I think you should ask the employees, they know more than me.		
54	Physical access to all parts of library	Updated, clean facility	More technology
55	Children's area	Up-to-date books	Selection
56	Checking out magazines	Reference books	
57	More shelf space	More light	Bigger bathrooms

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
58	Better accessibility to people with handicaps	More space for books	
59	Cost	Bathroom facilities	Ability to have historical books for children.
60	Variety of resource texts	Number of current resource texts	Increased comfortable seating
61	Larger building, more parking	More books, media choices, and publications	More quiet study areas, more computers
62	Expand holdings	Extend hours	Quiet areas for reading and computer research
63	A separate room for the computers.	A listening room for music.	
64	More selection of materials - books	More events with authors or movie screenings	Better community outreach
65	Water; there is no potable water in the building!	Larger, safe and secluded Children's Library with more resources	Larger Public use room, more storage elsewhere.
66	Better use of space	Increase resources and number of books/periodicals/technology	Warmer environment both space and librarians. Not a user-friendly environment.
67	Available research materials	Variety of research options	Hours of operations for online access
68	The floor of the balcony needs to be fixed so that it is not loud when people walk up there		
69	All major and some minor authors' work, from earliest to the latest	Retain microfiche unless new technology can capture years of daily newspaper articles	
70	Bigger space for more books	More computers for internet	Open 6 days per week
71	More current books	Lighting	Attitude of staff
72	New book... fiction and non fiction		
73	Safety (keeping creeps away from kids)	Better area for meetings (new flag room)	More natural light
74	Outreach (esp. kids, teens, seniors and low income)	Be able to attract above with current technology	It should be part of a library system at the Coast as well as a community resource
75	Increase inventory	Allow more natural light	
76	Books	Staff friendliness	Better space organization
77	ADA access	Bike rack	Materials available online
78	OPEN & DAYS A WEEK	Meeting space	Visual and performing arts incorporated
79	Available books online in kindle format	Computers available to the public	Better quality books and services for teens
80	Lighting, more natural light and windows	Replace furniture or refurbish the old	Update and upgrade restrooms
81	Size	Materials available.	Children's section.
82	Fiction selection	Poetry selection	Hours
83	E-books and kindle availability	More books	Remote check out of e-books
84	Set-up/design--keeping the children's area fun, yet away from the adults	Secure drop off box-Librarian told me that if something happen (someone takes it or damages) it would be my responsibility	Bathrooms (access, location, modernized)
85	Computer/area dedicated to		

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
	downloading audio books		
86	Usable drinking fountain	Regular hours on Mondays	Local coffee vendor within library for patrons
87	Enlarged space	Secure after-hours book return	More parking
88	Updated furniture	Carpet	Paint
89	Children's area	Programs to engage young readers throughout the year	Adding books to the selection available
90	More computers with internet & printers	More best-selling books for adults	
91	Modernize and upgrade lighting the interior.	Update services.	Improve on-site electronic services.
92	GET MORE BOOKS!!!	MORE BOOKS!!!!!	YOU NEED MORE BOOKS!!!
93	Fill up empty shelves with new books	Be open six days a week and one evening until 9 PM	Get new classical cds. No new ones for years!
94	Restrooms		
95	Being intertwined w/college & other libraries in county as a unified library system	Nearly at cost print on demand of any material accessible online	Expanded welcoming ergonomically pleasurable (e.g., recliners?) unimpeded Internet access
96	Access	Doors	Heating
97	The front door. It's a joke that you unlock it every day for fire codes, but you can't find the bread to have someone come fix it, even on credit. In a real city this would have been done Immediately, overnight or on a weekend it wouldn't matter. Just wait for some kid to press the door and get hurt, and then you won't have a library at all anymore. FIX THAT.	Modern computer systems. No one uses IE anymore, get Firefox. Also just get a better tech staff that knows how to actually set up the system to people can't accidentally break it, while maintain functionality. I mean you can't even use the right clicker on the mouse. Give me a break, other public systems even have ways for you to download pics and the cache is cleared after each users logs on with his or her own card. Your system is a joke.	Get rid of pointless books and get stuff people will enjoy. You have junk of the shelf like "100 best stocks of 1993" - A stock book from 1993? Is that even relevant from a historic standpoint? No. Can it. 2 copies of a Nixon autobio that has been checked out twice, but not the newest Stephen Colbert book? You know, MODERN politics that people read, maybe you can get a copy from Eugene they have 15 of them.
98	Update the overall appearance of library	Update the building to modern codes	
99	handicap accessibility		
100	Access to fiction for those who are unable to use stairs		
101	SHOULD BE OPEN MORE DAYS/HOURS!		
102	Collection Quality	Shelf Space	Lighting
103	wish was open Sunday		
104	broad range in circulation	more computers to search stacks	partnerships with other libraries for greater circulation
105	More books	More audio books	More movies
106	Open on Sundays - expanded hours other nights	Better separation between kids section and adult section	More "open", airy, lighter, natural
107	Good collection of books	Ample table space for study	Support for personal computers, devices

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
108	Technology kept current	Easy Access	Good customer service
109	Outside appearance	handicap access	inviting interior space
110	Bring it up to code as required	Heat and ventilation (too hot and poor air)	
111	Eliminating the low shelves in the mystery section on the second floor.	A better checkout system, like Seaside's system	A better display of New Publications; fiction and non-fiction
112	comfortable reading area in children's section	bathrooms	more space
113	children's area	updated equipment, books, reading areas, more natural light	more programs , speakers, book clubs, workshops for the community
114	That all of Clatsop County can use it free.	That kids in the country can use if free.	Work with all libraries in area of Clatsop County
115	bigger budget for new books!		
116	Story Time/ Puppet Shows for Young Children	Updated Literature on whole foods plant based diets	
117	Up to date books on medical issues	Quieter area to study	More computers or larger computer room
118	more books and DVD's	additional days/hours	expanded interlibrary loan privileges with other libraries
119	Less stairs	Bigger selection	Computer area separate
120	DVDs	interlibrary loan agreements	online access
121	Interlibrary loan service is sorely needed	Expanded online reference databases	Acquisitions! The collection (books, periodicals, media)
122	A new plan that would supply NEW books, on a regular basis, and gets rid of the old-- giving more shelf space for new.	That the city invest more into the Library, or find some better financial support than just the city, on a constant basis	The space in the Library is not used efficiently. The Library could actually have a decent amount of books in it, if space was used better. The facilities are poor. The printer? Community counts on being able to use a public printer at the library!
123	Lighting	Technology	Landscaping
124	air condition	better section od dvd's	coffee to buy to drink while reading like college library
125	e-books	state of the art library technology	satellite locations
126	better lighting - natural lighting	easier access - no stairs	more books!!!!
127	More money for books	More computer access to library collection	More car parking space
128	increased computer space	interlibrary loan	expanded children's area
129	Better lighting	More windows and natural light	More books
130	NEW books/materials		
131	Children's section	Access to all fiction books	
132	versatile spaces	handicap accessibility	
133	more room for group meetings	could have a second story sun room bringing nature inside	a social space where people may talk and read paper, etc.
134	energy efficiency	space for library materials	space for community events
135	layout-areas are needed for group work tutoring	stairs to young adult & fiction-not ADA access	lighting-too artificial needs more outside light (skylights/windows)

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
136	keep the memorial part of the library	best use of space	use money for books/dvds/audio books and not just programs
137	larger book collection-broad & in depth	give away magazine table	easier to use computer catalog
138	firmer chairs	better quality books	lighting
139	more computers		
140	More book shelving	More space	More audio books
141	Stop people from using cellphones		
142	A more secure return item box	Better use of space within the library	To be reminded and keep the memorial part of the library
143	Financial support for librarians	Building feng shui and function	Awareness of, and image as an inviting place to hang out.
144	better collections	better access to collections	better facility to accommodate services
145	more non-fiction audio books		
146	accessibility of novels, etc.		
147	ACCESS TO BOOKS	WIDE RANGE OF MATERIALS	COMMUNITY MEETING SPACE
148	Lighting	Accessibility to upstairs	Interlibrary loans
149	expanding the collection with intelligent acquisition policies	interlibrary loan--e.g. Timberland model	ALL Clatsop county should be included
150	good Wi-Fi connection	all books accessible for all patrons	pooling of collections and services region wide (like Timberland Library System in SW WA)
151	More books	comfy chairs	warmer fluorescent lighting for less glare
152	More books	More space for books and people	
153	extend membership to Svensen	Improve customer service	Better windows
154	more current fiction and nonfiction	easier to use computer catalog system	separate computer room
155	community meeting space	more books	offer classes
156	The building desperately needs updating - more light, space, places to sit, etc...	More computers, and computer-friendly upgrades (outlets near seating, etc.)	More ebook options
157	Size of building	Updates in materials	Community events
159	safety for children	accessibility for adults	reading space for children
160	bring all books downstairs	meeting room can go up stairs	
161	Make inter library loans more accessible	More new books and media	Access to other regional libraries collections
162	separate loud & quiet areas	more programs/speakers/activities	skylights & outdoor seating
163	space	flow	technology
164	collection	comfort	quiet-NO CELL PHONES
165	Needs to be more cheerful environment	More windows in a dedicated quiet reading area.	Needs to be updated & more modern furnishings
166	a better selection of novels - not so many crime/thriller ones		
167	better e-book program	more current books/DVDs	partnering with other libraries
168	Dedicated well designed teen space	Updated technology and laptop plug in ability	Partnering with all libraries in the region for the most available resources
169	Books! More books, newer books,	Meeting space for community	Improved technology

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
	e-books		
170	The library's catalog needs to correctly reflect its current holdings.	The library needs to avoid further losses from its current holdings.	The library needs to expand its holdings and keep from losing those, too.
171	better card catalog set-up-when you use it there seems to be nothing available	nicer reading chairs	more books on subjects
172	more hours, days	more mags	activities to learn and grow
173	Customer service.		
174	improved air circulation	better research facility with updated equipment	less visual clutter
175	keep existing staff-all great!	upright and comfy chairs	parking
176	inviting atmosphere	pleasing and comfortable furniture	up-to-date books and magazines
177	Windows	Books	Art
178	handi cap accessible		
179	carrel-like enclose for wifi	users with power catalogue	access & printer access
180	the collections	public meeting & program space	natural light-full spectrum lighting
181	Table seating w/ reading lamps & electrical plug-in	More natural light	Flow
182	access to materials	modern technology	private meeting/study rooms
183	Parking	more books on cd	more health books
184	upstairs accessibility for all	larger variety/selection of books	interlibrary loans
185	pet space	quiet room	
186	rooftop garden	windows that open	outdoor seating area
187	interior design & furnishings	exterior design	landscaping
188	bigger selection of books	bigger selection of magazines	lower late fees
189	Linking to other library systems around the world	Much more comprehensive periodical section	Incorporation of Waldorf Hotel space for public
190	More variety in books	Can get library card without a parent	Needs some couches
191	accessibility to handicapped in all areas	energy efficiency, conservation building	research area, history area, art area, etc.
192	Handicapped access	Community room	Larger children's area
193	Better selection in books	More community events	More multimedia events
194	Parking	Expanding children section	Updating interior
195	partnering among all libraries in the region		
196	more teen books	more of each book	coffee shop
197	Natural light	comfortable chairs	warm colors for carpet, walls, etc.
198	A better kids area.	Different bathrooms	a year round reading program.
199	Children's space	Public computers	Decent bathrooms
200	Better kids area	Quiet reading area	More welcoming
201	working drinking fountain	better bike parking	new and updated books
202	Selection	Space	Interior
203	Make the exterior of the building more inviting--improve the comfort of the interior (air	Provide more/larger community meeting spaces	Quiet areas for researchers and students with good resource materials (such as the local newspaper catalog) and

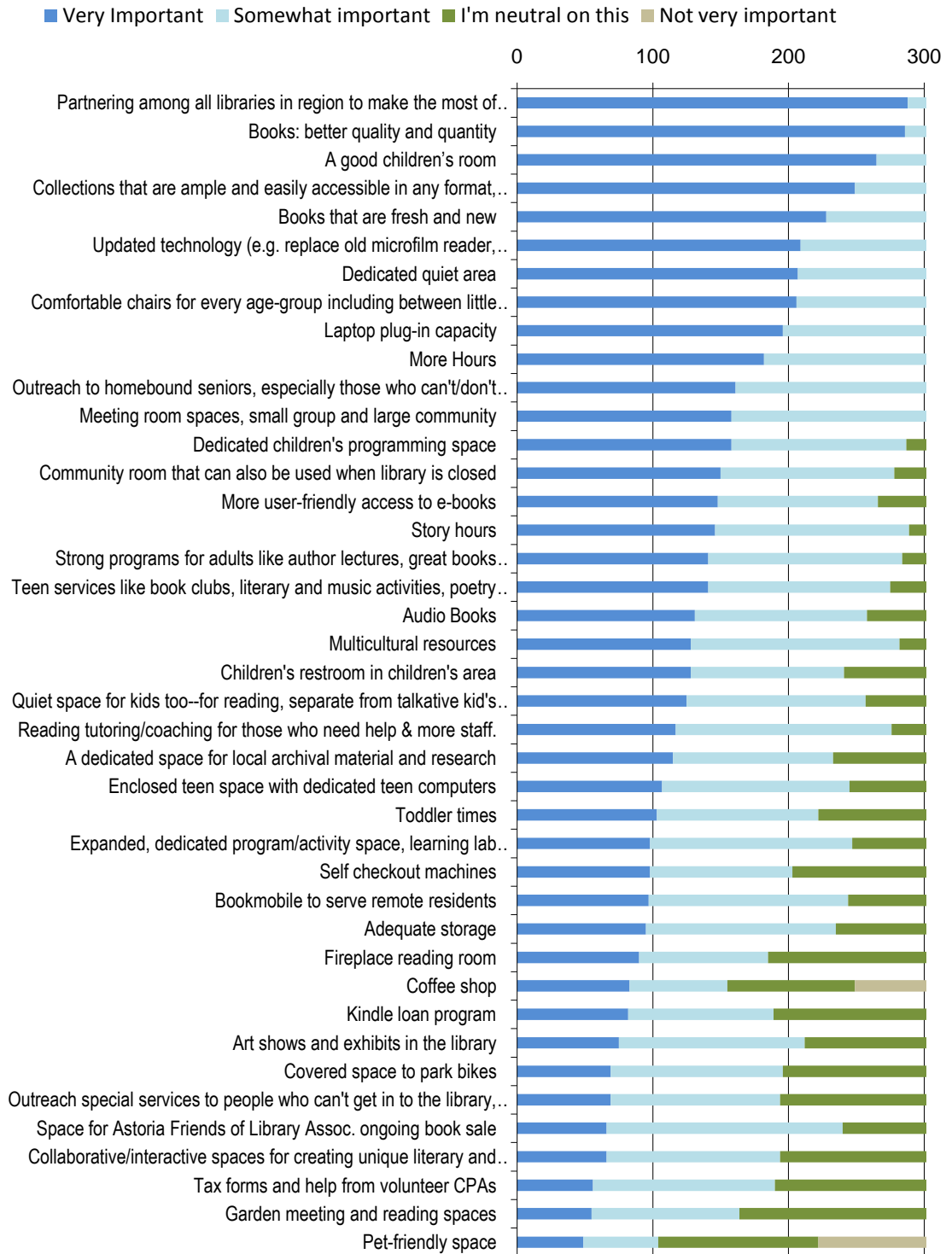|	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
	conditioning, comfortable seating for adults and tweens in the children's area, etc.)		computers
204	Totally separate Internet users area with supervision	QUIET though out the library	Open daily 12 hours per day. This can be done with volunteers assisting paid staff.
205	larger budget for new books	expanded interlibrary loan program	integrated card catalog with other libraries
206	elevator or no stairs please	keeping transients out who stink!	don't remove friendly, helpful staff
207	more appropriate teen books	more teen space	coffee shop
208	to make it all one level	bigger parking lot	more computers
209	LED light instead of fluorescents	open 7 days a week	
210	self checkout	larger DVD, book, magazine collections	interlibrary lending relationships
211	Modernization of Facilities	Color	Light
212	operational physical plant from toilets to lighting	maximum access to materials - regionalize?	Effective, content & skilled staff
213	PLEASE, don't rely on a "general local general practice architect" as what was done years ago, resulting in building we now have.	End up with an updated, library, ...a place clean, bright, and inviting.. and don't try to be "all things, to all people"... GOOD, basic library service. t,	
214	Update the information system technology	Provide welcoming/warm environment	Use the footprint and all spaces effectively/efficiently
215	Teen work area	A place to tutor	A hang out section to talk without disturbing others who are working
216	Collections	Welcoming Environment with good lighting and seating	Appropriate Handicapped Access
217	Basic functions - sinks, drinking fountain, doors	Children's section	new materials
218	More efficient book stack arrangement/computer area	Lighting including unblocking existing windows	New carpeting, furniture enhancing interior decor
219	more books	better staff	open longer hours
220	light	Heat	More room for books
221	Technology	Community information	Home school resource
222	A dedicated children's room away from the undesirable patrons who cannot be kept out thanks to our beloved ACLU.	The regional, local and genealogical resources of the library are unique treasures, and I hope they will have a place in the new building.	Please try to preserve the character of the building as a LIBRARY. Here in LA we had Proposition DD in 1998 which poured $178M into renovations - all of which funds were spent on architectural wanking - turning old cozy libraries into airy open noisy spaces with few books, and emphasis on A/V materials, latchkey daycare and internet porn for the scummiest among us. It would be better to have NO library, than to let your small town library follow suit.
223	Bigger selection of older kid books	Bigger selection of magazines	Clubs for teens
224	infrastructure-water/power/heat	more light PLEASE	Different spaces for different uses (for

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
			quiet, for children, for meetings, etc.)
225	Children's section	Access to all fiction books	
226	versatile spaces	handicap accessibility	
227	more room for group meetings	could have a second story sun room bringing nature inside	a social space where people may talk and read paper, etc.
228	energy efficiency	space for library materials	space for community events
229	layout-areas are needed for group work tutoring	stairs to young adult & fiction-not ADA access	lighting-too artificial needs more outside light (skylights/windows)
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232	firmer chairs	better quality books	lighting
233	more computers		
234	More book shelving	More space	More audio books
235	Stop people from using cell phones		
236	A more secure return item box	Better use of space within the library	To be reminded and keep the memorial part of the library
237	Financial support for librarians	Building feng shui and function	Awareness of and image as an inviting place to hang out.
238	better collections	better access to collections	better facility to accommodate services
239	more non-fiction audio books		
240	accessibility of novels, etc.		
241	ACCESS TO BOOKS	WIDE RANGE OF MATERIALS	COMMUNITY MEETING SPACE
242	Lighting	Accessibility to upstairs	Interlibrary loans
243	expanding the collection with intelligent acquisition policies	interlibrary loan--e.g. Timberland model	ALL Clatsop county should be included
244	good wifi connection	all books accessible for all patrons	pooling of collections and service region widened (like Timberland Library System in SW WA)
245	More books	comfy chairs	warmer fluorescent lighting for less glare
246	More books	More space for books and people	
247	extend membership to Svensen	Improve customer service	Better windows
248	more current fiction and nonfiction	easier to use computer catalog system	separate computer room
249	community meeting space	more books	offer classes
250	The building desperately needs updating - more light, space, places to sit, etc...	More computers and computer-friendly upgrades (outlets near seating, etc.)	More eBook options
251	Size of building	Updates in materials	Community events

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
252	How is it going to be PAID for?????????????	Been by library many times NEVER see many or ANYone there??????	
253	safety for children	accessibility for adults	reading space for children
254	bring all books downstairs	meeting room can go up stairs	
255	Make inter library loans more accessible	More new books and media	Access to other regional libraries collections
256	separate loud & quiet areas	more programs/speakers/activities	skylights & outdoor seating
257	space	flow	technology
258	collection	comfort	quiet-NO CELL PHONES
259	Needs to be more cheerful environment	More windows in a dedicated quiet reading area.	Needs to be updated & more modern furnishings
260	a better selection of novels - not so many crime/thriller ones		
261	better e-book program	more current books/DVDs	partnering with other libraries
262	Dedicated well designed teen space	Updated technology and laptop plug in ability	Partnering with all libraries in the region for the most available resources
263	Books! More books, newer books, e-books	Meeting space for community	Improved technology
264	The library's catalog needs to correctly reflect its current holdings.	The library needs to avoid further losses from its current holdings.	The library needs to expand its holdings and keep from losing those, too.
265	better card catalog set-up-when you use it there seems to be nothing available	nicer reading chairs	more books on subjects
266	more hours, days	more mags	activities to learn and grow
267	Customer service.		
268	improved air circulation	better research facility with updated equipment	less visual clutter
269	Keep existing staff-all great!	upright and comfy chairs	parking
270	inviting atmosphere	pleasing and comfortable furniture	up-to-date books and magazines
271	Windows	Books	Art
272	handicap accessible		
273	carrel-like enclose for wifi	users with power catalogue	access & printer access
274	the collections	public meeting & program space	natural light-full spectrum lighting
275	Table seating w/ reading lamps & electrical plug-in	More natural light	Flow
276	access to materials	modern technology	private meeting/study rooms
277	Parking	more books on cd	more health books
278	upstairs accessibility for all	larger variety/selection of books	interlibrary loans
279	pet space	quiet room	
280	rooftop garden	windows that open	outdoor seating area

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
281	interior design & furnishings	exterior design	landscaping
282	bigger selection of books	bigger selection of magazines	lower late fees
283	Linking to other library systems around the world	Much more comprehensive periodical section	Incorporation of Waldorf Hotel space for public
284	More variety in books	Can get library card without a parent	Needs some couches
285	accessibility to handicapped in all areas	energy efficiency, conservation building	research area, history area, art area, etc.
286	Handicapped access	Community room	Larger children's area
287	Better selection in books	More community events	More multimedia events
288	Parking	Expanding children section	Updating interior
289	partnering among all libraries in the region		
290	more teen books	more of each book	coffee shop
291	Natural light	comfortable chairs	warm colors for carpet, walls, etc.
292	A better kids area.	Different bathrooms	A year round reading program.
293	Children's space	Public computers	Decent bathrooms
294	Better kids area	Quiet reading area	More welcoming
295	working drinking fountain	better bike parking	new and updated books
296	Selection	Space	Interior
297	Make the exterior of the building more inviting--improve the comfort of the interior (air conditioning, comfortable seating for adults and tweens in the children's area, etc.)	Provide more/larger community meeting spaces	Quiet areas for researchers and students with good resource materials (such as the local newspaper catalog) and computers
298	Totally separate Internet users area with supervision	QUIET though out the library	Open daily 12 hours per day. This can be done with volunteers assisting paid staff.
299	larger budget for new books	expanded interlibrary loan program	integrated card catalog with other libraries
300	elevator or no stairs please	Keeping transients out who stink!	don't remove friendly, helpful staff
301	more appropriate teen books	more teen space	coffee shop
302	to make it all one level	bigger parking lot	more computers
303	LED light instead of fluorescents	open 7 days a week	
304	self checkout	larger DVD, book, magazine collections	interlibrary lending relationships
305	Modernization of Facilities	Color	Light
306	operational physical plant from toilets to lighting	Maximum access to materials - regionalize?	Effective, content & skilled staff
307	PLEASE, don't rely on a "general local general practice architect" as	End up with an updated, library, a place clean, bright, and inviting...	

	What is most important to improve about the Astoria Public Library? Please list up to 3 improvements.		
	what was done years ago, resulting in building we now have.	and don't try to be "all things, to all people"... GOOD, basic library service. t,	
308	Update the information system technology	Provide welcoming/warm environment	Use the footprint and all spaces effectively/efficiently
309	Teen work area	A place to tutor	A hang out section to talk without disturbing others who are working
310	Collections	Welcoming Environment with good lighting and seating	Appropriate Handicapped Access
311	Basic functions - sinks, drinking fountain, doors	Children's section	new materials
312	More efficient book stack arrangement/computer area	Lighting including unblocking existing windows	New carpeting, furniture enhancing interior decor
313	more books	better staff	open longer hours
314	light	Heat	More room for books
315	Technology	Community information	Home school resource
316	A dedicated children's room away from the undesirable patrons who cannot be kept out thanks to our beloved ACLU.	The regional, local and genealogical resources of the library are unique treasures, and I hope they will have a place in the new building.	Please try to preserve the character of the building as a LIBRARY. Here in LA we had Proposition DD in 1998 which poured $178M into renovations - all of which funds were spent on architectural wanking - turning old cozy libraries into airy open noisy spaces with few books, and emphasis on A/V materials, latchkey daycare and internet porn for the scummiest among us. It would be better to have NO library, than to let your small town library follow suit.
317	Bigger selection of older kid books	Bigger selection of magazines	Clubs for teens
318	infrastructure-water/power/heat	more light PLEASE	Different spaces for different uses (for quiet, for children, for meetings, etc.)

Q2 - How important is each of the following library service features to you or your family members? Please answer for each feature.

■ Very Important ■ Somewhat important ■ I'm neutral on this ■ Not very important
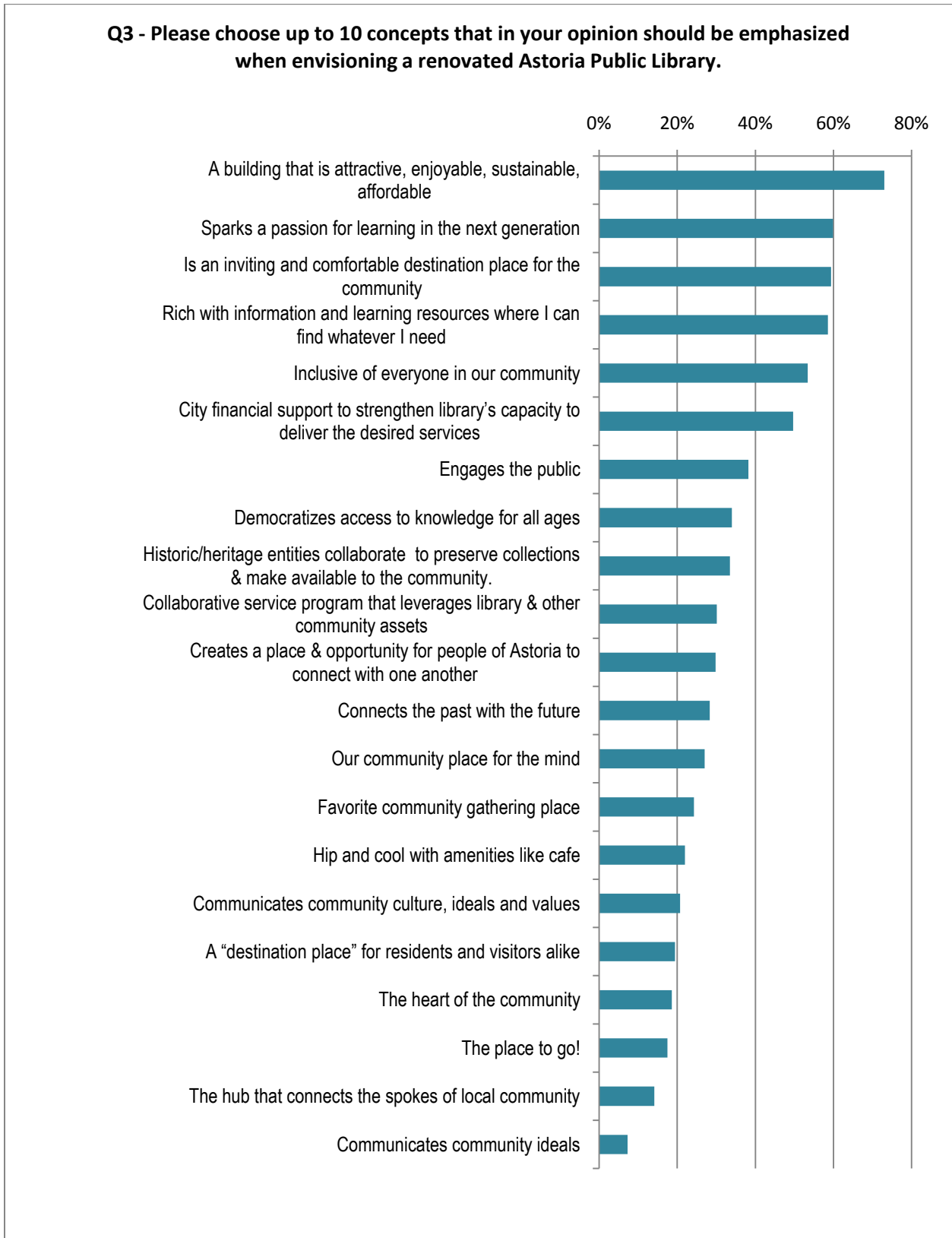
COMMENTS for Q2

- How about a puppet stage in the kid's room? The library already has a great collection of puppets.
- ability to renew materials online instead of consistently being requested to go to the circulation desk; ability to renew more than once if title not on request from other patron(s)
- improved temperature control, better lighting, cozy quiet spaces, plants! greenery-decorative items depicting nature, musical events
- continue indexing the newspaper & make material in basement available to public
- I really like the coffee shop idea, a cool place to hang out and learn, and being open evening hours so I can take the kids there after work in the winter
- Thanks so much for listening to public feedback!
- More staff hours for programs
- Inter-library loans!!!!!!!!!!!!!!
- quiet study areas/rooms
- Group video conferencing capability
- regional (out of area) lending
- Our library is too small to have the books it needs. We need to be part of a regional system so the burden of resource is shared.
- bilingual librarian assistant (Spanish); Hispanic population between 10-12% now
- Form ONE local library.. combined with CCC and area schools.
- if you must expand, do it with a building that sits on top of covered parking, maybe even a parking garage.
- Outdoor garden area, lots of natural lighting and plants
- Improved customer service
- I think that we need small meeting space, nit necessarily "community" meeting rooms, as Astoria has lots of large spaces.
- Kid friendly is most important to me, making it a fun place to be
- Overall, I would love to see the library become a focal point for the community by encouraging a diverse population to access the space.
- more collaboration with other libraries to expand available books-like timberland system!
- The primary focus should be expanding your book selection. My high school library offered more variety..
- Shock collars for repeat cell phone users. You guys have seriously got to start banning people for this. People in rural areas always get mad when people think of them as uneducated hicks and then they go off yelling into their phones in a library like they were unfamiliar with the concept that this is unacceptable. Seriously, just say "Excuse, we have asked you before to take your calls outside, and now you are banned for 1 week, if you don't leave I'm calling the police." BAM. END OF PROBLEM.
- reading materials/programs for Hispanics
- Active volunteer program
- A private office for the Librarian.
- room to display exhibits such as traveling science, history or small wild animal exhibits, etc.
- Interactive story time/ puppet show- modeled after Craven County Library 252-638-7812. Their story time is incredible! So many people attend that they require 2 shows for this small city.
- Better interlibrary agreements with Seaside (and Portland?) libraries
- I have a background in in library work as a Tech II. When I moved to Astoria I was shocked to be told that interlibrary loan services aren't offered. I am a writer and researcher with a need to access specialized materials. I find I will need become a paying patron of the local college

library or of Timberland Regional in Washington in order to access the materials I need. I do not visit the Astoria library very often because the nonfiction collection seems somewhat dated or at least not terribly extensive. All of the ideas posed in this survey are good, and as a former library tech I appreciate the need for physical improvements. But part of what's needed to keep libraries relevant is access to a broad array of current periodicals, books, and research databases. A cooperative arrangement with other library systems is crucial and I would be happy to pay a fee to help cover the costs of interlibrary loan orders. Thanks.
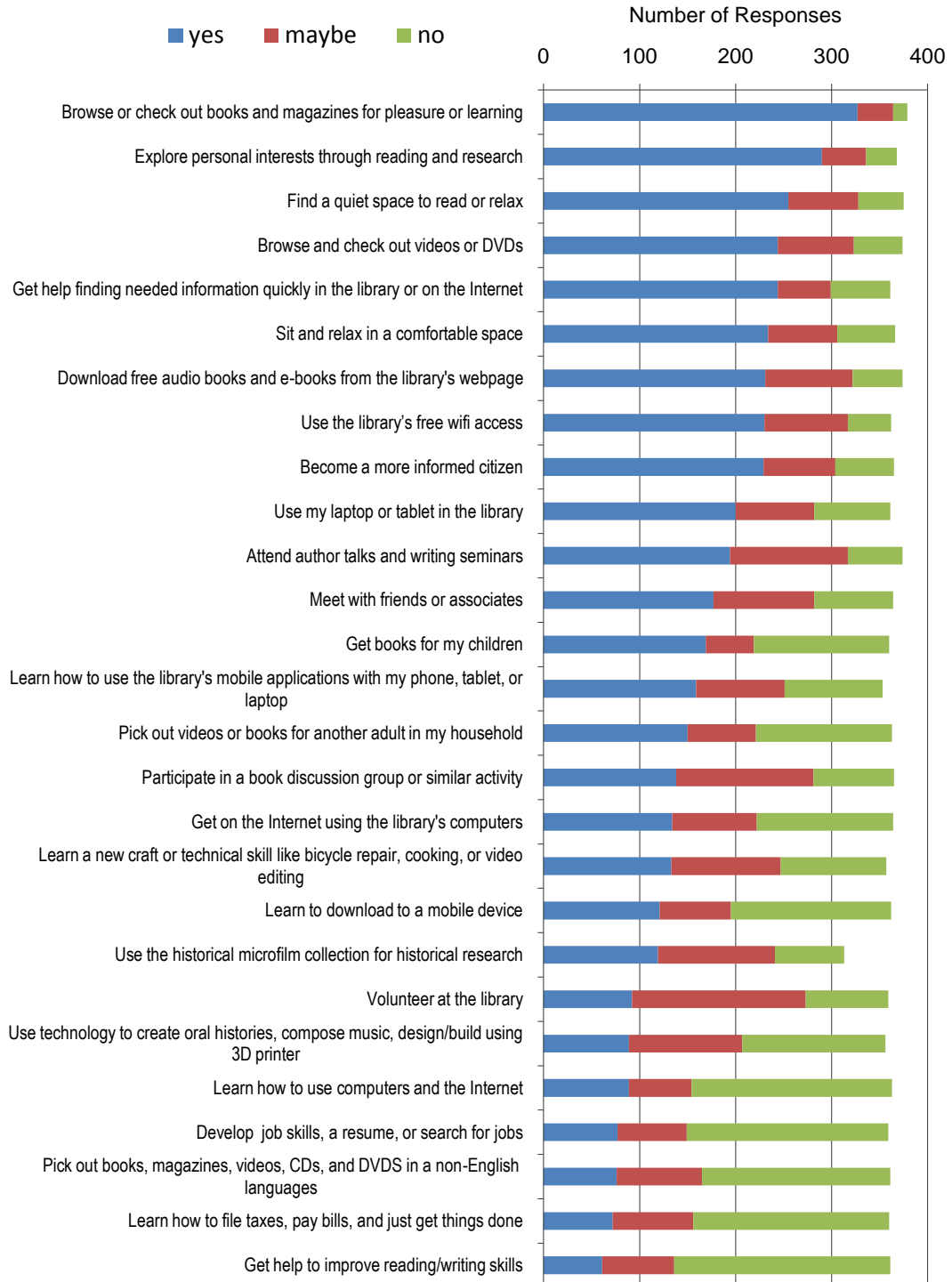
- Through my 55 years of life, every place I have lived, the public Library was very important in my life. It may do Astoria well, to have someone scout out a variety of public libraries outside the area, to see how they are set up, what they offer, and then maybe the city can see how important a fully supported library is to a community.
- rooms to reserve for tutoring!
- Can archives and storage can be moved off-site?
- COMMUNITY MEETING ROOM THAT ACCOMMODATES LITERARY SPEAKERS AND EVENTS
- more outreach to adults...not just young and teens
- Do not allow animals; too many patrons have allergies!
- online account self-service
- offer classes - bridge, mah jongg, crochet and have a classic film night perhaps once a month
- more mind/body/spirit/metaphysical books
- music library, especially classical and ethnic music, including sheet music and CDs
- Keep animals out of the library, too many are allergic.
- What good is a lending library that can't hang on to its holdings? The library needs a system to prevent pilferage and enforce return of loaned items. Without that, it is not a lending library serving the community.
- more resources book
- historical records room/magazine area
- drive-through automated book return
- sheltered outdoor waiting area
- Better landscaping and some architectural features.
- Author readings? Improved outdoor spaces? More, better new books!!
- Better children's book selection
- coffee shop
- Kid friendly bathroom
- Bring back the finches
- COFFEE SHOP!!! Please!
- DVD collection expansion
- Bright, cheerful place to go.... WINDOWS...
- like reading/tutoring idea but I think more partnerships should be developed (everything doesn't have to be done by staff)
- Inter-library loan service; Reasonable Reference service
- who brings their dog to the library--WTF?
- With the digital revolution, I believe that the last refuge of books will be among children, at least until the children of today grow up and have children of their own. Even my generation born in the '60s would still like to see children introduced to paper books, and get the joy of reading that way.

Q3 - Please choose up to 10 concepts that in your opinion should be emphasized when envisioning a renovated Astoria Public Library.

COMMENTS for Q3

- Including those in surrounding area without the appropriate address or no library free access
- A place that nurtures the next generation of thinkers.
- space to display art (especially local artists), atmosphere improvement-plants, art depicting nature
- Always have the latest publications.
- County-wide services/county-wide tax base
- A bastion for serious learners in a society tending toward edutainment
- More contemporary books/loans from other libraries
- Seaside style of open space and rooms for author talks
- lower rates for out of city limits
- Leveraging state/regional resources so that we do not bear the entire financial burden for resources.
- hip & cool so teenagers feel it's the place to study & have a 'coffee' together & parents know it's a safe environment
- work with other communities/county to create a cooperative library district.
- strong selection of material on history of the region
- Active, engaging, environment for learning and supportive interaction
- friendly, knowledgeable, and fair employees
- coffee shop not needed, would take away from the many we have
- showcases unique brutalist architecture
- newest books from popular authors. If I want to read newer books I have to buy them
- mesh online with OSU extension
- "A nice place to visit but you wouldn't want to live here" --- you know for people who come in and try to eat sushi and sleep and stuff. (just kidding I do that sometimes)
- Devoted research room
- Combined resources of print and the web. Fast wireless Internet access.
- Don't make it a social gathering place. Make it a modern library.
- A place to do research and read - just be a library (No coffee shop!)
- Buffet for the Brain - right brain & left-brain. Intellect and creative. This is what I personally need!
- materials that can be obtained without delay
- Part of a wider network -- part of a library consortium
- Open and bright - more hours
- I'm less concerned about being the hub of culture than having a strong library that emphasizes learning and democracy. An information and collaborative learning hub. There are other places in town for cultural events, and even historical research. A regional system like Timberland in WA seems compelling.
- WORLD OF BOOKS, ENCOURAGING READING
- extend membership to Svensen residents
- an interconnected link to other libraries in the state so books might be ordered with no charge
- Either the Library needs to broaden service base through becoming a district serving areas outside Astoria or merge physically with the College Library. The City is too small to support operations on the scale desired.
- acknowledge that a library can contain more than the written word
- more parking and street access corrections
- larger growing collection
- Clean, inviting space with active staff intervention for inappropriate language and behavior
- Historical architectural features
- coffee shop
- COFFEE SHOP!!! PLEASE!
- ....too much information.... the experts really have "mucked this up"... please keep this simple, and employ commonsense solutions.
- Tech capable
- Professional and well informed staff providing service to all ages.

Q4 - In the future, might you or members of your household use the library in the following ways? Please answer for each choice.

Number of Responses

■ yes   ■ maybe   ■ no

COMMENTS for Q4

- Libraries do not need to do everything. We need to integrate our organizations so that we each do something well and refer to others for skills outside what our organization is doing.
- Public libraries have become community-meeting places. as such, a quiet reading area is hit or miss. This is preferable to the tomb like quiet of an unused library.
- Get help finding good resources for writing projects and grandchildren
- Kids programs
- Eat sushi and go to Sleep. (only in the event of nuclear war or zombie infestation)
- Read to Children
- GENEALOGY RESEARCH
- Peruse music collections to listen to music or examine sheet music I might not have access to otherwise
- Coffee shop
- Coffee shop needed
- I volunteered at your library from mid-1990 to early 1991, and had a great time; I eventually went to work for the Los Angeles Public Library and I'm now retired. I still have family in Astoria and care about the library there, and I would hate for the mistakes made at LAPL to be replicated. Even in the early '90s, Astoria was being used as a dumping ground for the mentally ill from Washington State, and that dysfunction was nothing compared to what I saw in LA. The best thing we did as staff, and thru the heroic efforts of some members of the community, was to separate the children from those who should be nowhere near children. I'm sure you know what I'm talking about. So a renovation/redesign with that goal in mind is to my mind, paramount.

Q5 - Which category below includes your age?

- 17 or younger: 41
- 18-20: 9
- 21-29: 17
- 30-39: 53
- 40-49: 44
- 50-59: 56
- 60 or older: 134