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Geneva Public Library District Mission and Vision Statements

Mission Statement

Connecting our community to discover, inspire and grow

Vision Statement

A valued and innovative community resource empowering residents to seek knowledge, create ideas and achieve dreams



A Critical Juncture

Libraries are at a critical juncture in their existence now more than ever before. Since their inception libraries have been considered solely a place to house collections for public use. Times are changing, libraries cannot only be a collection of books, they are in need of keeping pace with changes in society. This task is even more difficult - and now more necessary, than ever before. Geneva Public Library District (GPLD) is presented with a tremendous opportunity to create a forward-looking institution that will address future needs and provide an expanded array of services.



We believe that the library of the future will not be created by staying within our collective preconceived notions of “a library” but will be a location for serving the public need in more expansive and critical ways. It is incumbent on GPLD to maintain the forward-thinking leadership and vision to create an institution that is relevant to the needs of its future customers. StudioGC has worked with GPLD to take advantage of this opportunity to assess and define outcomes that will educate, surprise, delight and serve the community.

It is also not often that we at StudioGC come across a client that realizes their existing confines are potentially restricting their ability to provide needed services to their patrons. GPLD thus asked us to perform a needs assessment to provide accountable information to determine if their current home is capable of maintaining their future needs for the long term. If not then report is to illustrate to the taxpayers the value in a new building. That is the reason this needs assessment is so very critical. It is a means to determine if the current facility can provide the services to the level of depth required of a modern library or is a new facility in order to provide what GPLD patrons need.

Introduction

Present and Future Needs:

GPLD is embarking on a program to provide library services that embody what a 21st century library must offer its community. Libraries and the ways in which we use them are changing quickly. It is incumbent upon those in library design profession and those who are charged with library governance to respond to the community’s changing needs. This response to these changing expectations is mandated if GPLD is to excel as a community institution.



In addition to providing access to printed materials and technology, libraries are increasingly viewed as places that host vibrant social and cultural experiences. Users now look to the library as a place for social interaction and entertainment. It must be a welcoming and safe environment for users of all ages; a living room, workshop and entertainment center that serves the entire community. The planning and design process must recognize and encourage such activities or fade into obsolescence.



Sustainability:

GPLD should strive to be an example of sustainable design. There are many opportunities for minimizing the District’s environmental impact ranging from effective use of natural light, advanced building control systems and examining the way in which the library is used. The current library building comes with many environmental challenges, most of which are due to the construction of the building. A conscientious



decision process must be engaged by Trustees to determine the extent of this sustainability effort, as the higher the sustainability goal the greater the impact on the building budget.

This Report:

This report is envisioned as a companion piece to the Geneva Public Library’s Strategic Plan. Much has changed in the library world since GPLD first occupied its current facility. The intent of this report is to provide a new vision for the future of GPLD, to redefine how it works and what it brings to its customers. This report covers broad concepts and makes



recommendations that can inform the eventual design of the re-envisioned library regardless of whether Trustees decide to invest the capital dollars to renovate the existing, and provide what services it can, or construct a new library in order to expand the current offering of services to better align with its patron’s needs.

This report covers primarily the operations of the library with respect to how it directly serves the public; detailed information regarding specific designs and implementation of the ideas and goals brought forth in this report are to be saved for the next-steps.

Short Term vs. Long Term:

Like many libraries, the existing facility has evolved organically over time. In most cases, this was an expansion of staffing needs and increases in collection sizes. As will be clarified later, the existing facility is not capable of providing the infrastructure and flexible spaces that are essential to contemporary libraries. The lack of adequate space to provide services, or support spaces in which to support or maintain those services, essentially means GPLD is missing out on opportunities to reach out to un-served community members, or to reinforce the viability of the library to current patrons.

A New Way to Assess Libraries

We chose the name **LibraryVision** for our planning and assessment process because we believe that there is a real need for vision and a new methodology in the way in which libraries are evaluated. It is a process that is comprised of several steps; it is the incorporation of these steps in unconventional ways that makes our approach unique.



Understand the Demographics

Rather than relying on outdated, but commonly accepted as gospel, library design standards, we took an in-depth look at the unique demographics of GPLD's service area and how that works with or against those standards. In addition to population numbers, we examine the social and cultural facets of communities serviced by GPLD and examine how the library's facilities can best be tailored to meet the needs of its users.

Education and Dialogue

It is important to understand the needs and desires of the community and what it wants in its new or upgraded library. One of the means in doing so is to host educational sessions and focus groups to show patrons what the best contemporary libraries are doing to serve their customers. We feel that people must know what is on the menu before they are asked what they want.



Recognition of Social Trends

Teenagers have had a dramatically different life experience than those who plan and run their library. Teens have a different set of expectations, a different way of working, and a different understanding of the role of technology in their lives. These are trends that GPLD must recognize and



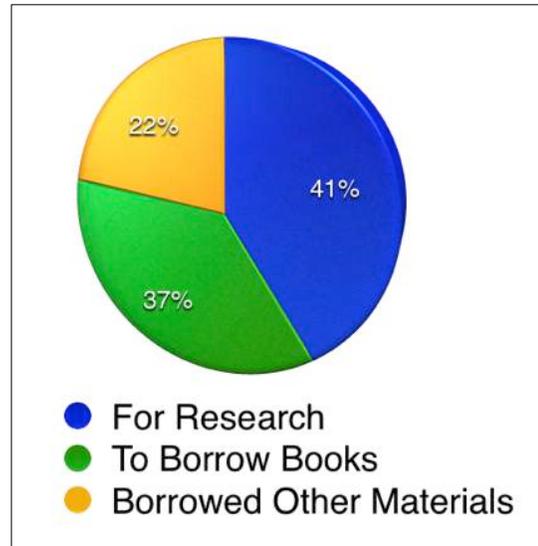
accommodate in their library planning if GPLD is to remain relevant. Ten years from now, these teens will be young adults and young parents; their values and expectations with respect to libraries will remain with them. If GPLD does not provide service that is relevant to this group now, it will not provide service that is relevant to the majority of its future users. We believe that relating to teen-age library users is of paramount importance. However, this is but one social trend. Others include alignment to the 21st century standards of a collaboration based educational system, embracement of social media, and a multifaceted technology approach that allows patrons of all ages to access technology at a level they feel comfortable, and where to achieve that comfort through learning opportunities not available elsewhere.

Leadership: We believe that library programming and needs assessments offer the opportunity for proactive leadership instead of a restatement of past design standards. In some cases, this report needs to be the seed to grow that leadership. However, in this case, it is StudioGC's mission to use our [LibraryVision](#) process in conjunction with the already strong, and visionary, leadership in place at GPLD.

Why People Use Libraries

The Changing Landscape:

Pew Research Center's 2013 "Internet & American Life Project" examined why people come to libraries. One of the documents produced as a part of this project was "Libraries, Customers and E-books." * Utilizing surveys, the authors examined how people used libraries in 2012.



Even a casual inspection of a successful contemporary library quickly reveals a dramatic shift in the services libraries offer

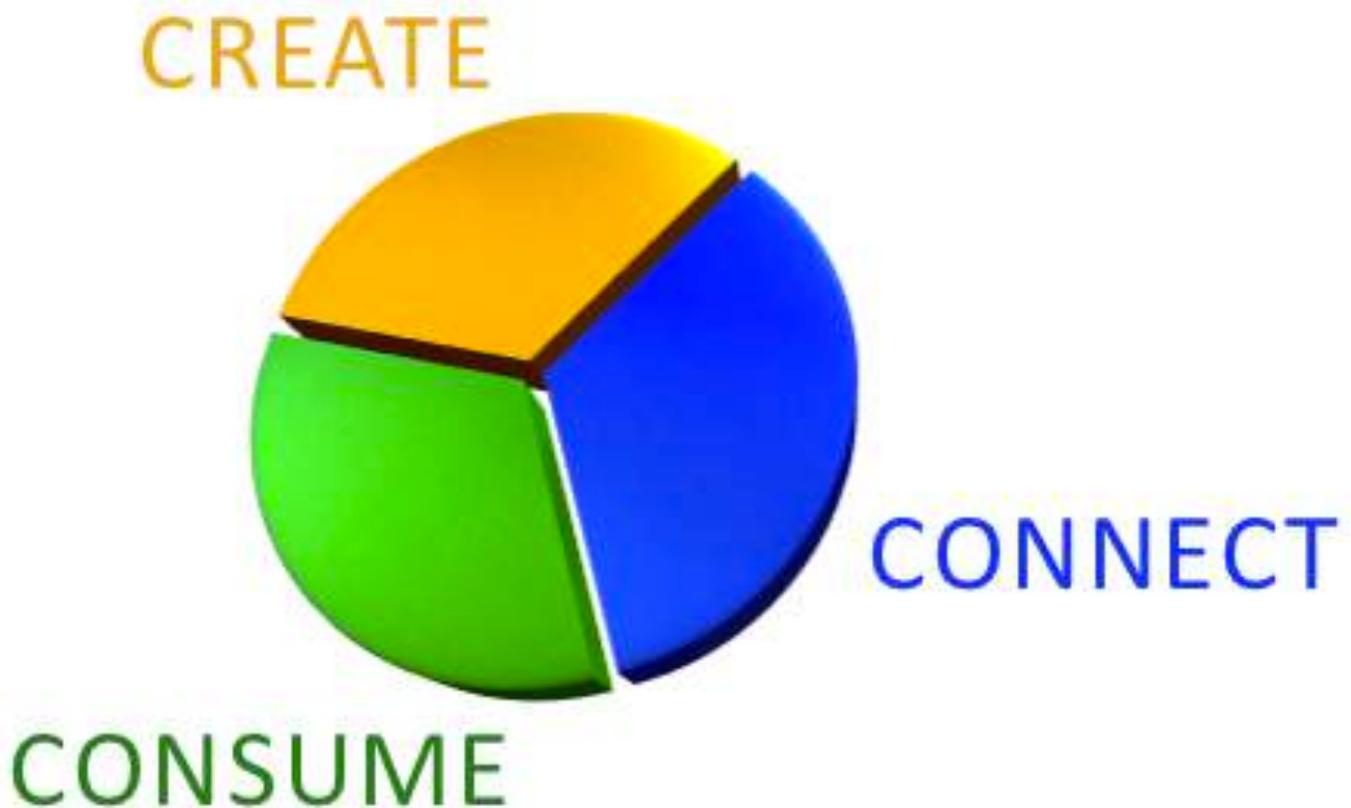
their patrons, and how those patrons are using their libraries. Most libraries are planned using library design standards that have remained essentially unchanged for years and are based upon the premise that libraries are still primarily about collecting and lending books. Pew Research Center's study tells us otherwise; only slightly more than a third of the people come to libraries to borrow books. It makes little sense to only provide attention to one-third of the services needed. The library planning process needs to recognize this fact if libraries are to keep pace with societal changes.

- Kathryn Zickhur, et al., "Libraries, Customers, and E-Books" (Pew Internet and American Life Project, June 22, 2012), accessed November 12, 2013, http://libraries.pewinternet.org/files/legacy-pdf/PIP_Libraries_and_Ebook_Customers%206.22.12.pdf

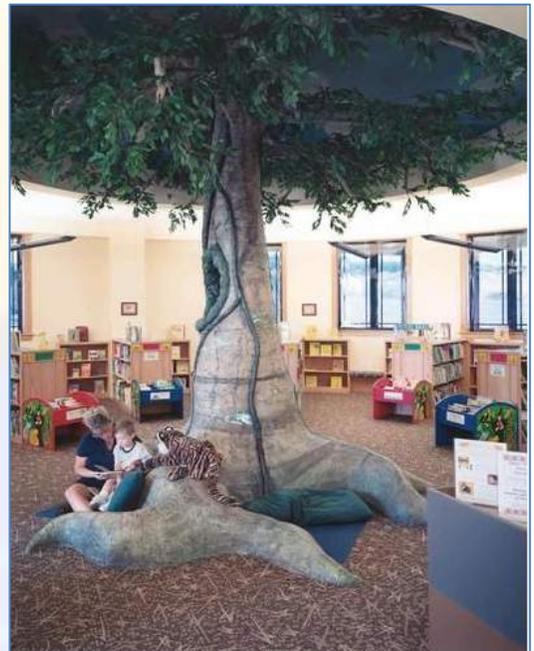
A New Model For Public Libraries:

Pew Research Center's data led us to propose a new planning model for public libraries. Housing and supporting the traditional library collection is no longer the primary focus of library design but rather one of several equally important components. This split of "services" follows along directly with the needs expressed in the data. This approach places equal importance on the activity hosted by GPLD as what is housed within the library walls.

Our new library guideline, as a vehicle for libraries to provide services, is described by 3 verbs: "Consume / Connect / Create."



Consume: “Consume” is comprised of the traditional library services that involve the use of informational materials and services provided by the library. These materials include physical books, e-books, e-magazines, periodicals, reference services, physical and downloadable media. Space for the support of these services has historically taken up a significant percentage of a library’s floor plan with areas devoted to collection storage, circulation and technical services to maintain this collection.



Consume Activities: | **Core Book Collection** |

A/V Materials | **Information & Reference Services** | **Traditional Reading Spaces** | **Support Spaces** | **Databases**

Connect: Libraries are assuming an active role as the center of their communities. They are places for people to connect with each other in a meaningful way. Libraries have long featured spaces for public meetings, however the importance of these spaces, as well as the numbers of these public spaces, have significantly increased. In addition to the once-standard large



group meeting room, libraries now include spaces for small group interaction, tutoring, one-on-one continuing education spaces, small business-friendly meeting rooms, interactive gaming, and video conferencing to connect remotely with others. Teen spaces and “coffee shop” cafés are prime examples of library spaces designed for people to connect. These types of spaces are no longer library novelties – they have

become mainstays of library design and are now expected by patrons. Modern educational learning strategies emphasize group learning and require specialized spaces to facilitate such collaborative techniques.

Connect Activities: Public Events Spaces | Outdoor Activities Spaces | Large Group Meeting Rooms | Small Group Meeting Rooms | Small Business Services | Tutoring Spaces | Story Time Rooms | Teen Spaces | Cafés

Create: Libraries have always offered users access to materials and services that may otherwise be unavailable. These shared materials began with books and have since expanded to include a host of other offerings that provide the means for creative activities. Today, libraries are offering “maker spaces,” which are spaces with video and music editing equipment, recording facilities, graphics software, large format printers, laser cutters, arts and crafts materials and equipment, like 3-D printers. These equipment, and spaces, enable users to produce everything from art objects to school projects to industrial prototypes as a means of learning through the creative process. This represents a shift away



from a “research by book” library but it is perfectly consistent with the concept of libraries as places to share community resources. These experiences gained increase the potential for life-long learning, complement self-directed, be it individual or collaborative, education and help library users develop the skills that are demanded in a 21st century marketplace.

Create Activities: Maker Spaces | Video Creation & Editing | Music Creation & Editing Art and Crafts | Performances | 3D Printing | Product Design | Culinary Arts | Crafts | Programming and Coding

Positioning Geneva Public Library District for the Future

Since GPLD was created the mission of libraries has evolved from what some described as a “warehouses for books” model to that of lively community centers. Libraries are serving the public in ways that would not have been imagined, or possible, when the library was originally planned and built. Keeping up with changes in modes of service and offerings is essential if the library is to remain relevant and serve the needs of the community. How might these trends play out in Geneva Public Library District’s future?

A Vision of the Future Geneva Public Library District:

- Books** GPLD will continue to have a robust collection of books, printed materials and electronic information resources.
- Community Center** GPLD must function as a community center that facilitates public gatherings and offers a convenient and flexible venue for a variety of events. It needs to be a place where people can connect with other people.
- Dedicated User Groups** GPLD must have specialized areas dedicated to user groups such as preschoolers, young readers, students, teens and small business entrepreneurs as well as those who seek the traditional quiet environment in which to read and perform research.
- Content Creation** GPLD will offer users the opportunity for content creation as well as the traditional consumption of content. This content can include writing, music performance, video production, video



editing and the creation of physical objects utilizing everything from arts and crafts to 3-D printers to culinary arts.

**Collaborative
Activities**

GPLD must offer environments that foster collaborative interaction and learning. This is of particular importance to young adults who are learning to work in 21st century collaborative workplaces.

**Mobile
Computing**

Mobile computing will replace fixed computer stations. Desktop computing stations must be planned for multiple uses or with software not commonly available. GPLD must strongly consider laptop and tablet computers to be checked out similar to circulating items.

Self-Service

Technology that promotes self-service and automated collection management will be used wherever possible to allow existing and future staff to provide high-level customer-centered services in place of the rote processing of library materials.

**Social
Interaction**

There must be spaces designed to encourage and facilitate social interaction. This will reinforce the idea that a library is a destination and a place to reconnect with others in the community.

Technology

GPLD must offer new services that have been made possible by advances in technology and possess the flexibility to adapt to future change.

**Life-long
Learning**

GPLD will offer facilities that encourage life-long learning and will serve those who elect to “age in place” as effectively as it serves younger users.

Sustainability

GPLD must set an example of environmental sustainability. The building itself, how it is used, the activities it is designed to promote how it interfaces with its site can all be tailored to

minimize energy usage and promote the well being of the community as a whole.

Flexibility

To the greatest degree possible, the library will be plugged-in instead of built-in. Flexibility for future changes in technology and library operations will be an important part of every design decision. This equates to greater level of service with less square footage dedicated to that task.

Remote Service

GPLD shall evaluate options and potential need for providing better library service to residents in the western portion of the district via mobile services or remote service points that provide selected services without the need to visit the central library.

Demographic Focus

Rather than utilizing traditional library design standards, GPLD will provide offerings matched to meet the patron's specific needs and expectations.

A Good Place to Work

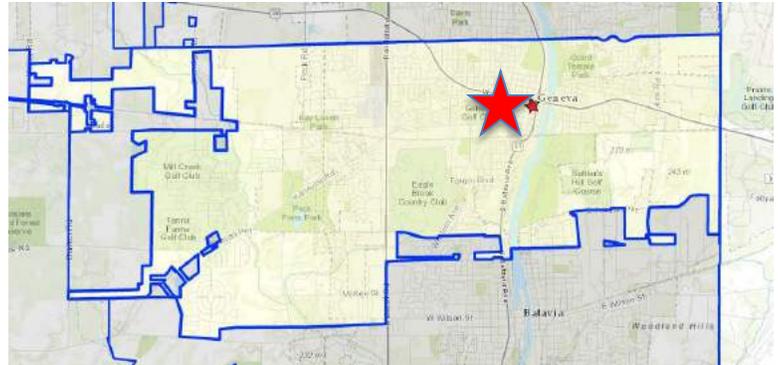
GPLD must be a good place in which to work; an engaged and happy staff is one of the keys to a successful institution. Employees that spend much of their working lives in a library deserve working environments that enable them to provide exceptional service. This also means a good place to work for their patrons. It is becoming apparent that internet accessible locations are required for our increasingly decentralized working environments. GPLD must respond to that need lest they lose patrons to the Starbucks and big box bookstores of the world.

GPLD has embarked on a strategic plan to incorporate many of these service ideas and goals. It must be evaluated if the hindrances to success are based on misalignment with community desires or if the facilities are not providing the support required.

Who We Are

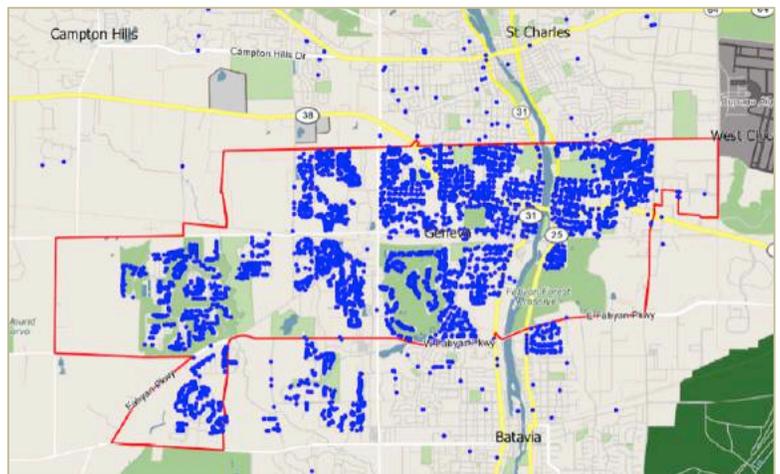
What the 2010 census tells us about Geneva and the Library District:

GPLD's service area covers an area of approximately 19 square miles and has a current service population of approximately 30,500. GPLD boundaries roughly correspond with those of Geneva Township. The District Library is located in the eastern third of the District. This means that vehicular access to the facility is of paramount importance to a vast majority of the patrons.



Library Usage by Geography

The adjacent map shows the distribution of library cardholders throughout the District. It indicates that cardholders are relatively evenly distributed across the library district. It should be noted that population centers that are more distant from the library are well represented in terms of cardholders.



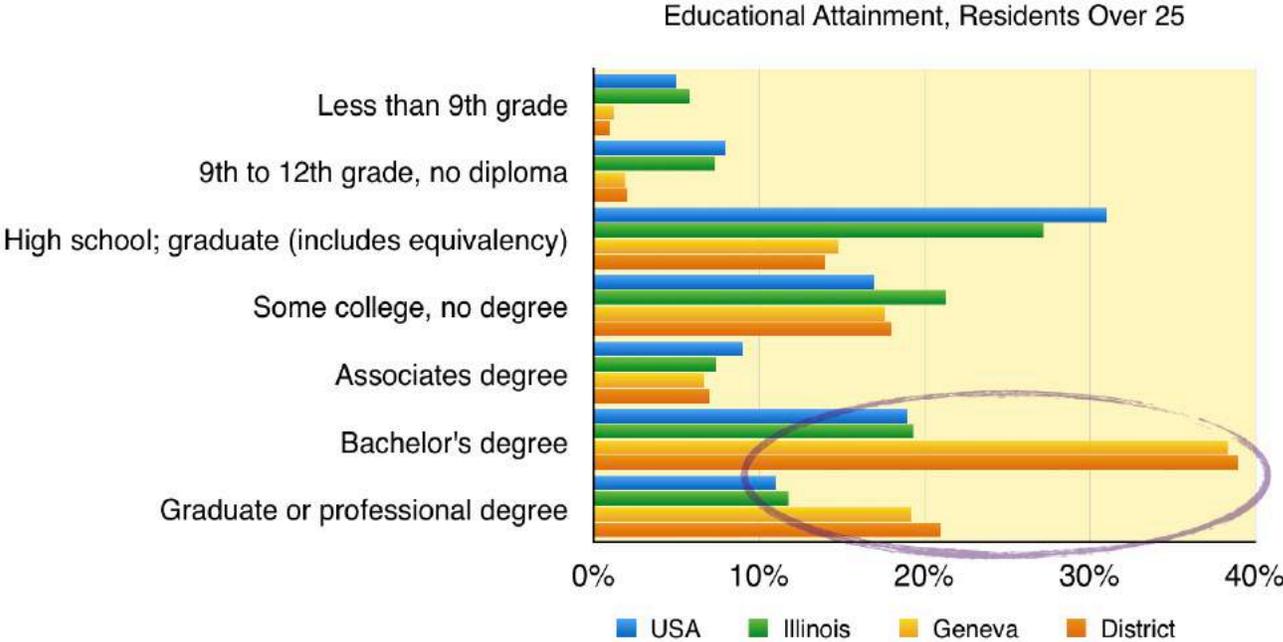
Distance from the library does not appear to be a large factor in the decision whether or not to utilize library services, however the need for accessible parking directly impacts the frequency of visits to the library. This indicates that GPLD has done an exemplary job at informing patrons of the need for their services and that has translated into a diverse patron base.

City and District Demographics:

We looked at demographic breakdowns for both Geneva Township as well as the library district as a whole.

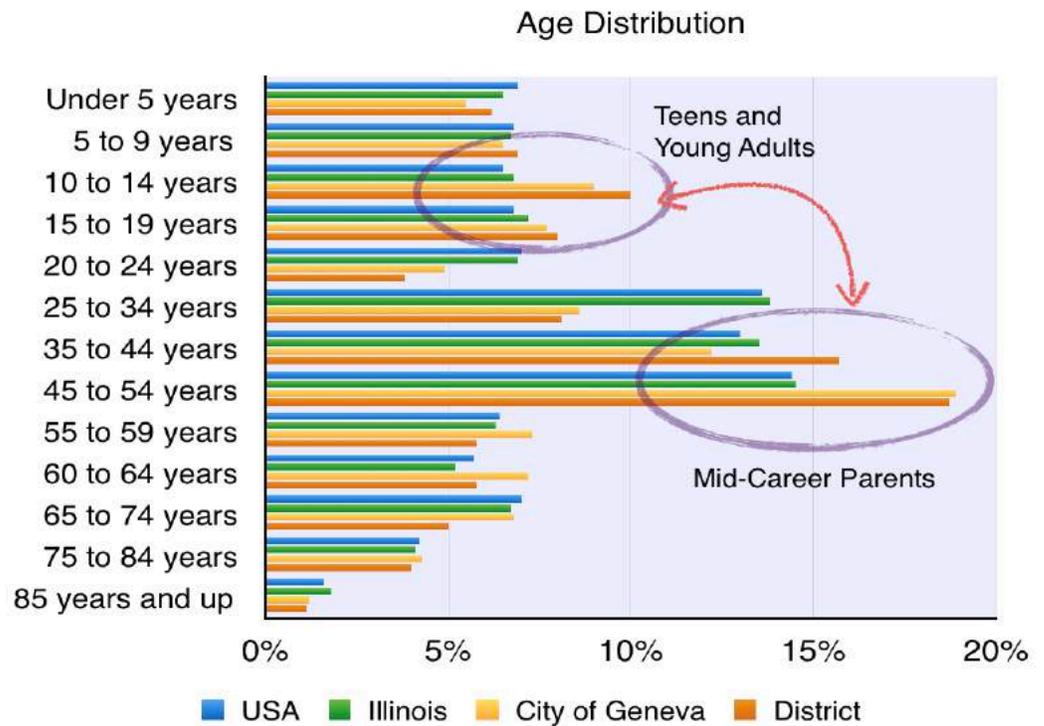
Educational Profile:

District residents are generally very highly educated, which is unique to this area. Nearly 60% of adult residents have obtained a bachelor's or post-graduate degree compared to 31% for Illinois as a whole. It is then reasonable to assume the majority of residents of the service area do not rely on the library for basic or remedial education. GPLD can best serve this population by concentrating on specific offerings that promote leisure reading, social connections and technological literacy.



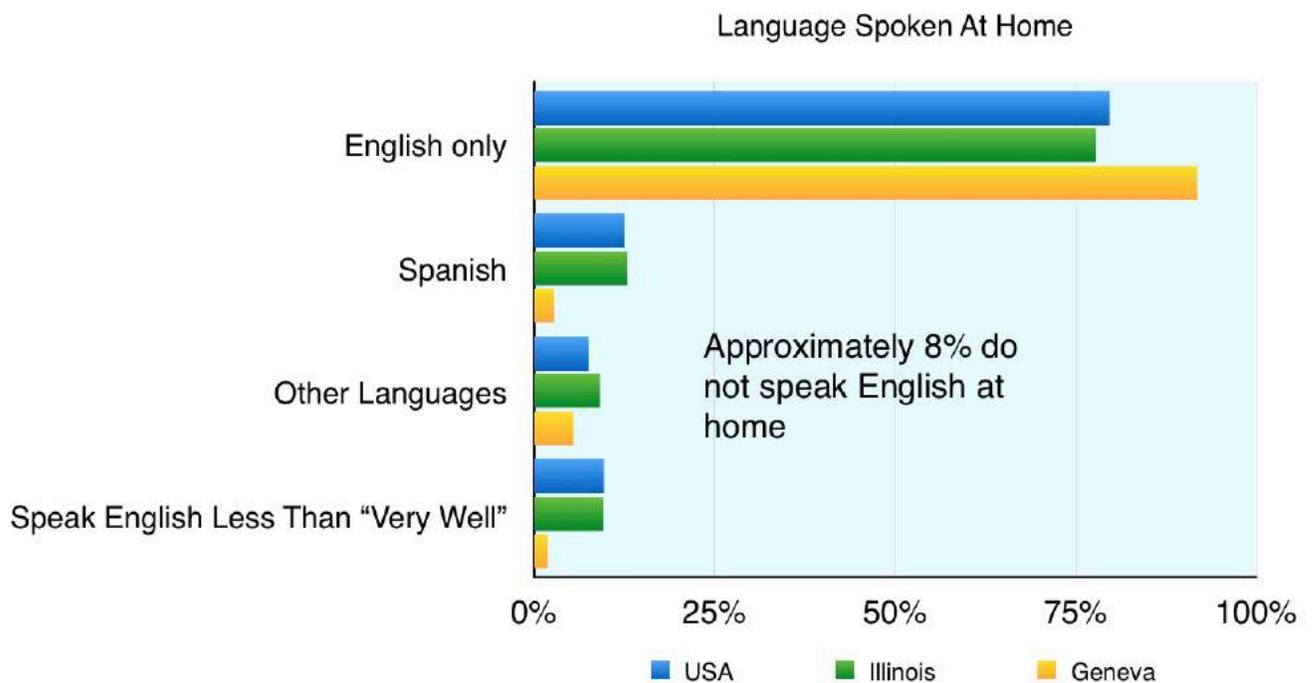
Age Profile:

The predominant age group within the District is from 45 to 54 with a corresponding spike for their children in the Teens and Young Adults group. Overall, approximately 12% of the population falls within the group that utilizes children’s library services, and nearly 20% are in the “Aging-in-Place” demographic.



Language Profile:

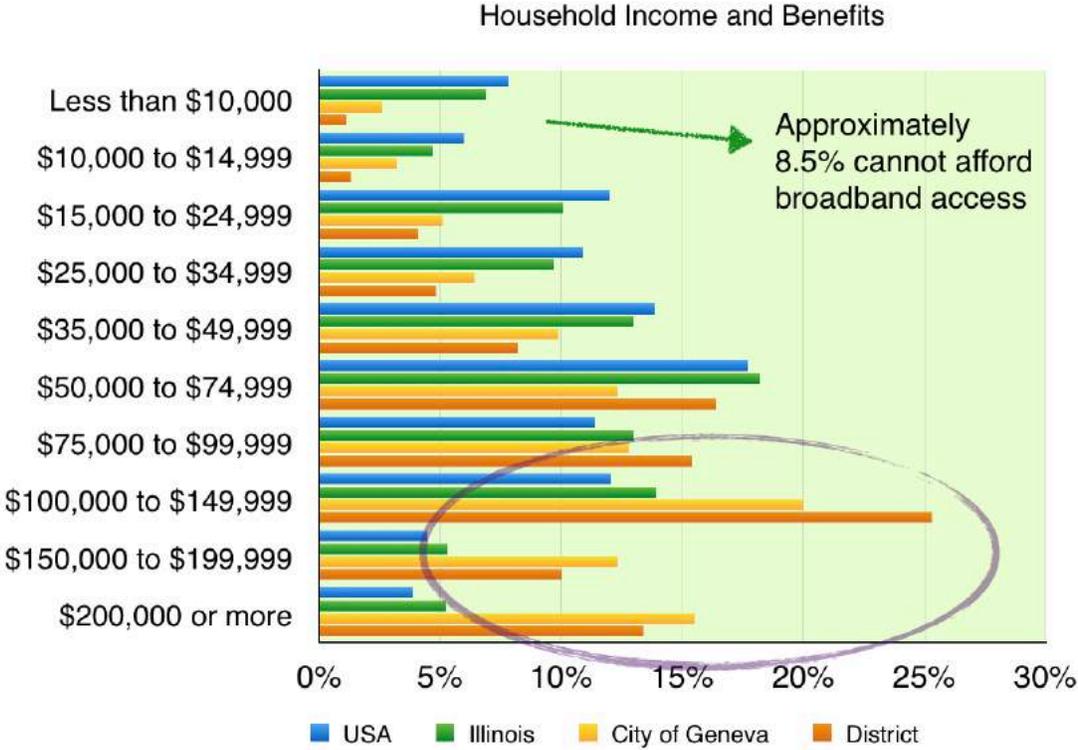
The census data describing “Language Spoken at Home” speaks of a relatively homogenous community as the predominate language is English. This is compared to other peer agencies where the community culture is more ethnically diverse. Most of the new arrivals in this community speak Indo-European languages other than Spanish, a very different profile than is seen in some of the communities that surround Geneva. In terms of library design, most of the 8.5% that do not typically speak English at home can speak English well and will benefit from library facilities that promote opportunities for social integration, as well as continued education opportunities, rather than needing services aimed at English as a Second Language.



Income Profile:

In 2010, approximately 17% of the City of Geneva reported that they came from households whose annual income was below \$35,000. According to the Pew Research Center, approximately half of this group cannot afford home broadband access and rely on the library not only for printed materials but also computing, Internet, electronic media, and digitally based cultural offerings. The digital divide may be closing somewhat due to the increased availability and affordability of computers but there are still many who depend upon the library for their connection to the online world.

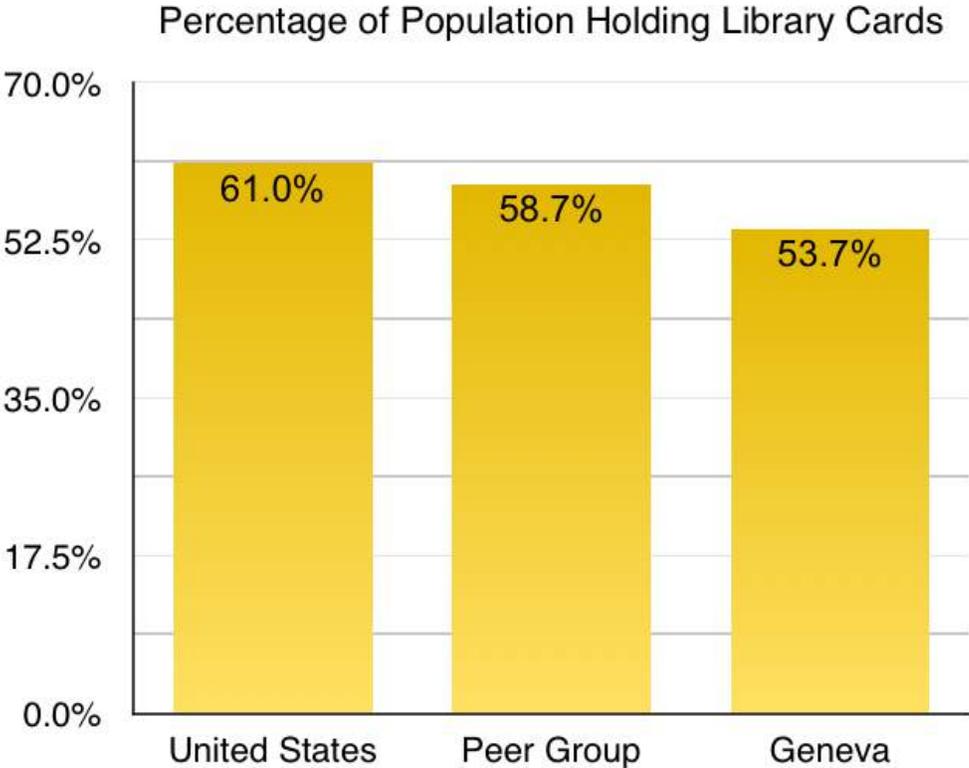
Geneva’s income data places it firmly in the upper middle class and the mean household income is approximately \$103,401; most of these residents can afford computers and expect the library to provide personal computing support, books and electronic entertainment. While most residents can afford personal computing, planning for the future of GPLD must ensure that everybody in the community has access to these essential services and that the library is physically able to provide the space, technology, and infrastructure to support it.



Library Usage

How Many of Our Residents Have Cards?

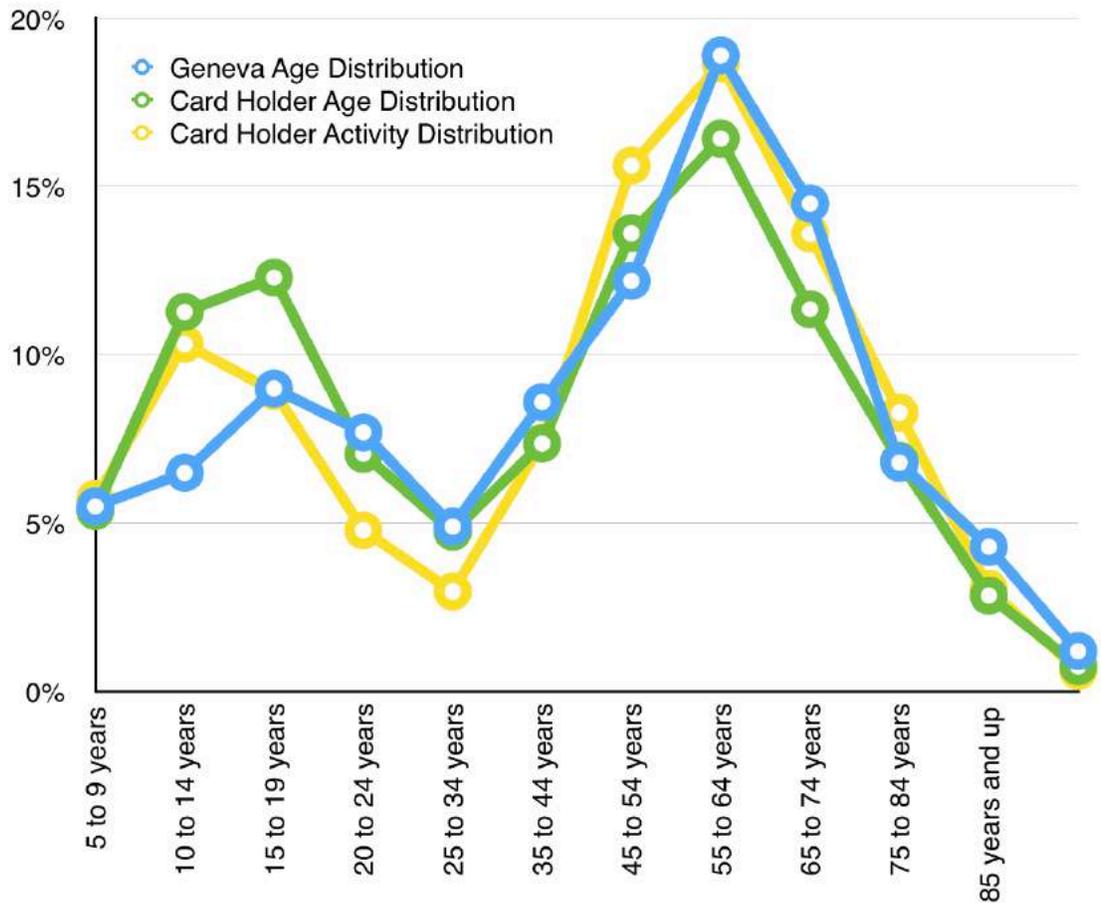
Nationwide, approximately 61% of the public hold library cards; within our selected peer group an average of 58.7% of the service population hold library cards. 53.7% of the residents of GPLD hold cards, 7.3% below the national average. GPLD should strive to exceed the national average; this illustrates that GPLD needs to be providing more relevant services to attract new card holders.



Who Has and Uses Library Cards?

The age distribution of Geneva's Library cardholders (Green) and the rate at which they are using their cards (Yellow) closely parallel the age distribution of the community as a whole (Blue). This is one of the closest correlations that we have seen in libraries we have assessed. Those in the District who have library cards tend to use the library equally across all age groups.

The relatively low number of cardholders between 19 and 25 can be partially accounted for by residents leaving Geneva for higher education as well as aggressive work schedules for people in this age range. This group also includes those who fall into the 'young parents' age range; a group that we feel is critical for the library to engage. This suggests that GPLD must explore options to appeal to this group.



Establishing Library Goals

Incorporating Demographics and Library Trends

Around 29% of the service population falls within the older children and young adult age groups. Users in this group are digital natives and have grown up with access to the Internet and have expectations of constant connectivity and social media. This will have a significant impact on planning for GPLD and as time goes on will appreciably reduce the relative importance of printed media when compared to digital media.



This will manifest itself in a print collection that will not grow at the rate of once considered ancillary library services and will likely shrink over time.

In library planning, GPLD is facing the fact that the nature of library service must evolve if GPLD is to remain relevant – meeting the needs and expectations of older children and young adult users will place GPLD in a good position to meet the needs of the general public as these groups move into adulthood. In library planning, we typically look at a 20-year time horizon. In a time of such rapid change, we cannot use “traditional” standards if GPLD is to be of significance 20 years hence.



An ongoing evaluation that GPLD should question is: What impact will it have on the traditional library planning if we fold in an increased emphasis on local demographics and incorporate the most recent changes in library use into the mix?

Serving Our Public Standards:

Most planning for the libraries in Illinois has traditionally relied on “Serving Our Public” which was produced by the Illinois Library Association. This standard has been used for many years in Illinois and is similar to those used by other states to set standards for library collection sizes, staffing levels, etc. “Serving Our Public” has four levels for library service:

Serving Our Public Standards - Geneva Public Library District					
Service Population	30,505				
BOOK COLLECTION TABLE					
	Base	Minimum	Growing	Established	Advanced
	70,000	85,253	131,010	153,889	230,151
PERIODICALS COLLECTION TABLE					
Population	Core	Minimum	Growing	Established	Advanced
49,000	180	383	424	485	729
A/V COLLECTION TABLE					
	Base	Minimum	Growing	Established	Advanced
	8,500	10,025	19,177	26,803	51,207
COMPUTER WORKSTATIONS					
Population		Minimum	Growing	Established	Advanced
< 50,000		41	87	122	153
> 50,000					
READER SEATING					
		# Seats Recommended	Actual # Seats	Seats at Computer Stations	
		119	145	26	

“Minimum,” “Growing,” “Established” and “Advanced.” GPLD currently serves approximately 30,500 users. This service population yields the indicated goals when plugged into “Serving Our Public” formulas. GPLD’s placement is indicated with a ★. In terms of collection sizes, the world has changed significantly since these standards were established and the relevancy of these goals is increasingly uncertain. Therefore, we are left without convenient road maps for establishing clear-cut goals for appropriate collection sizing.

Commentary on Serving Our Public Comparisons

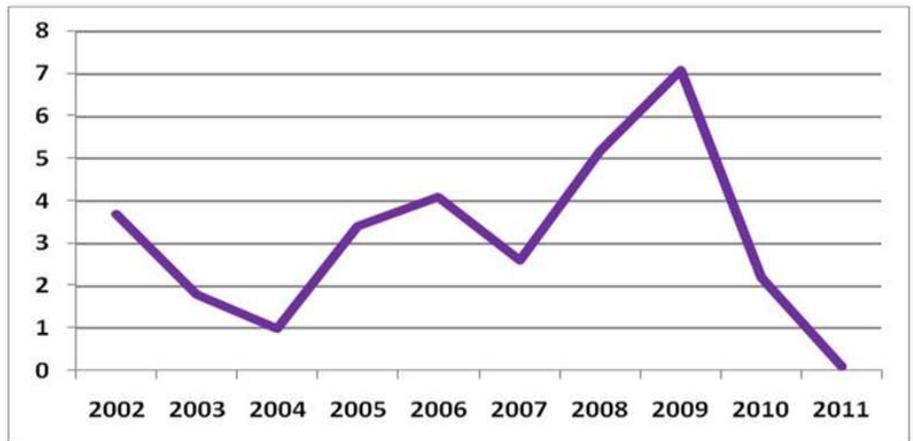
GPLD fares well for book collection and AV collection numbers when measured against “Serving Our Public” Library Standards. Periodicals are at the “Serving Our Public” minimum and computer workstations are well below the minimum recommendations. However, seating is above the “Serving Our Public” targets.

In terms of overall performance, there are several considerations that still need to be weighed; the first is that the “Serving Our Public” measures fall primarily within the

traditional “consume” portion of the consume-connect-create spectrum and do not address many new services that fall within the “connect” and “create” areas. As such it is necessary to reconsider those standards in order to provide adequate space for “create and connect” services. Another is the question of what represents appropriate goals for collection sizes in a contemporary library.

Collection sizes – where are they going?

The use of “traditional” library materials has already peaked. The adjacent graph is based on 2012 survey data compiled by *Library Journal*. The graph illustrates the percentage



increase in Adult Book

2012 Survey Data, *Library Journal*

Circulation sizes by year. The graph does not show that book use is down, only that the demand for more books is decreasing. Although many libraries are busier than ever, the demand for printed materials has diminished.

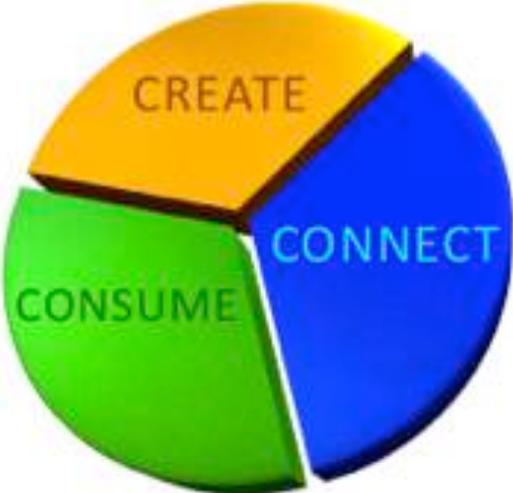
At a recent meeting of the “Library Design Institute,” a yearly event where library architects meet with library professionals to address design challenges proposed by libraries from all over North America, we took an informal, and admittedly unscientific, poll of the library professionals asking for their predictions of where they thought library collection sizes would be 10 years from now. There was a near consensus that in 10 years, overall collection sizes will shrink, perhaps winding up 30% to 40% smaller than they are now. The predicted reductions in collection size are expected to be of different magnitudes depending on what part of the collection is being considered. Current thinking regarding the 10-year horizon is as follows:

Collection Predictions	
Children's Collections	Collection sizes to remain steady, increase in non-print offerings
Young Adult and Teen Collections	Collection sizes increased beyond current levels as libraries target these groups for improved service
Fiction and Leisure Reading	Some reductions in collection size
Non Fiction	Significant reductions in collection sizes
Reference	Collection substantially replaced by electronic resources
Periodicals	Substantial reduction in collection sizes as periodicals go online
A/V	Ongoing reduction in collection size as materials become downloadable
Local History & Genealogy	Case by case depending upon local circumstances
Non-Collection standards	
Computer Workstations	Substantial reduction in desktop computer stations as computing becomes increasingly mobile
Reader Seating	Increased number of seats as libraries expand their offerings to include more social, cultural, entertainment and creative activities

These collection predictions put the “Serving Our Public” standards in a different light; while the number of periodical titles may appear to be insufficient, GPLD is actually ahead of the curve in transitioning to electronic media for its collection. The remainder of the print collections and the number of fixed computers are also larger than they will need to be in coming years. GPLD has recently adjusted the fixed computing stations to a new location and adjusted its footprint to take up less valuable floor space. Conventional standards indicate a larger set of stations is required but due to Geneva’s high educational and income status a smaller set of fixed stations will be adequate.

As we look at planning goals, the above assumptions have been incorporated into the analysis. We assume that there will be eventual reductions in the size of selected physical (as opposed to electronic) collections compared to existing collection sizes and the collections proposed by the current “Serving Our Public” standards.

In our proposed **Consume/Connect/Create** organizational scheme, the size of the collection is only one of several criteria given equal importance in the planning and design of the library. Our approach balances meeting collection targets with facilitating learning and collaborative interaction. In this context, we regard “Serving Our Public” as a convenient point of departure rather than a destination.



Peer Library Comparisons

Are Peer Comparisons Relevant?

We perform peer analyses to show how the subject library compares with similar libraries. Because of the to the rapidly changing nature of libraries, this approach has become less meaningful due to the fact that we are likely comparing ourselves to other libraries that may use outdated library service models. There also may be inconsistencies with the way electronic media circulation is reported. Despite these shortcomings valuable information can be gleaned with respect to how the community is using its library compared to similar communities. We selected peer libraries with similar service areas and ranges of economic and social demographics. These include:

- ✚ Addison Public Library
- ✚ Algonquin Area Public Library District
- ✚ Barrington Public Library District
- ✚ Batavia Public Library
- ✚ Carol Stream Public Library
- ✚ Crystal Lake Public Library
- ✚ Deerfield Public Library
- ✚ Des Plaines Public Library
- ✚ Ela Area Public Library District
- ✚ Elmhurst Public Library
- ✚ Indian Trails Public Library District
- ✚ Lake Villa Public Library District
- ✚ St. Charles Public Library District
- ✚ Vernon Area Public Library District
- ✚ Warren Newport Public Library District



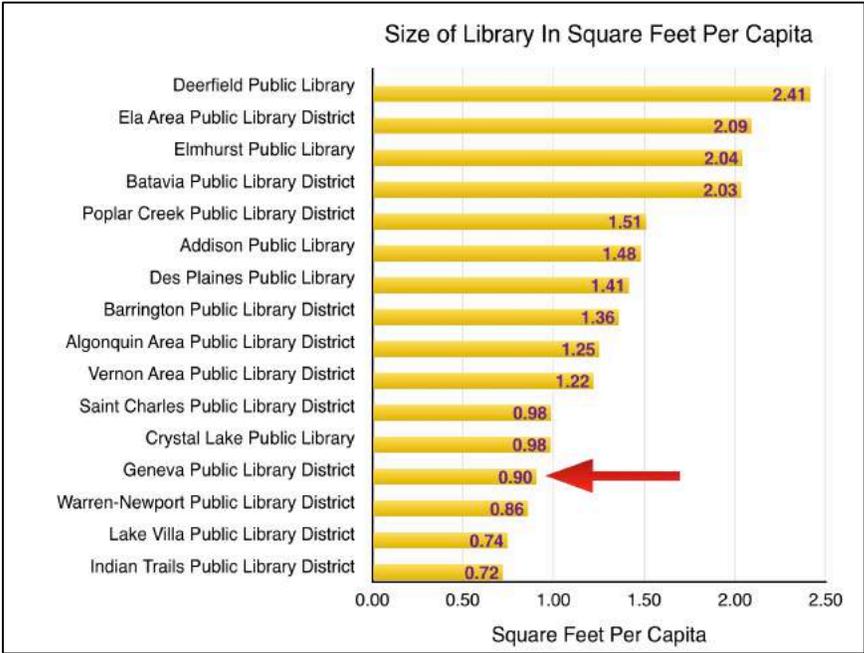
Comparative Metrics

Comparative Costs and Facility Metrics

We examined a number of key metrics relating to how GPLD compares with its peer group. These include facility-related data as well as operational costs and service data. This information will help Trustees and Library Administration make an informed decision regarding the ultimate choice regarding the suitability of the existing facility as the long-term home of the Geneva Public Library District.

Overall Size of the Facility

Previous conceptions regarding facility sizes must be evaluated in the context of the rapidly changing library environment and in relation to the space required for new services, and activities, as well as housing collections. In this regard, there is no defined standard regarding ascertaining the optimal size of a library.

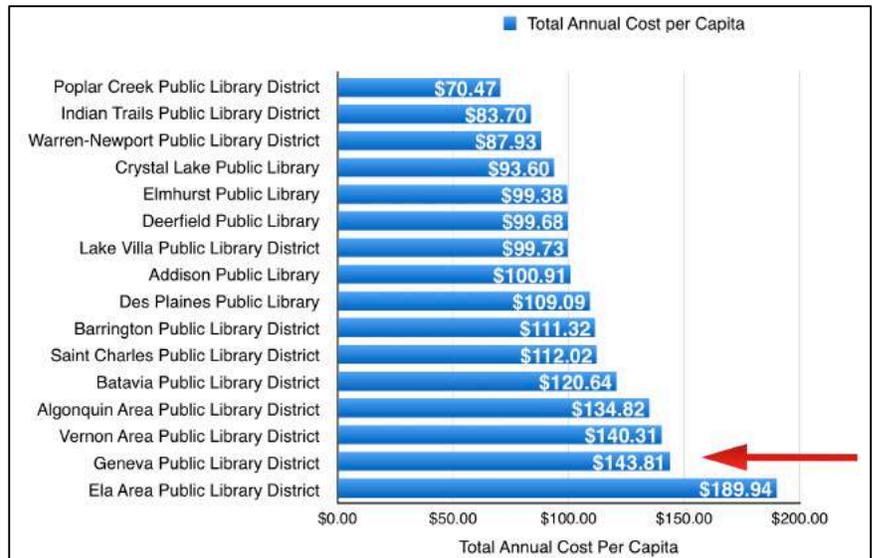


GPLD has one of the least square feet per capita at 0.90 sf/person. Within the peer group, the average library size is approximately 1.4 square feet per capita – meaning that GPLD’s facility is approximately half the accepted size for providing a standard level of services and has much less space than would be required for a new array of services. We are not advocating that size is the only measure of the capabilities of a library. It is a tenant of “Lean Library Design” to maximize flexible spaces to minimize the size necessary to provide a maximum number of effective and efficient services. The severe limitation in space for the library is hampering its ability to provide expanded services to maintain its relevancy in modern culture.



Cost of Operations:

The cost of operating a library is directly related to the physical facility; its age, layout and infrastructure. These factors have an impact on the efficiency of operating the library in terms of staff costs as well as energy and other building related costs. This data tells



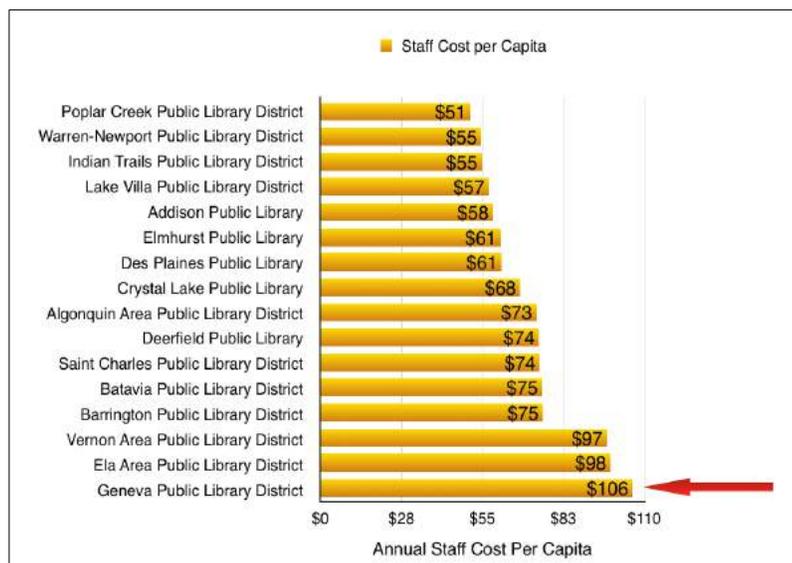
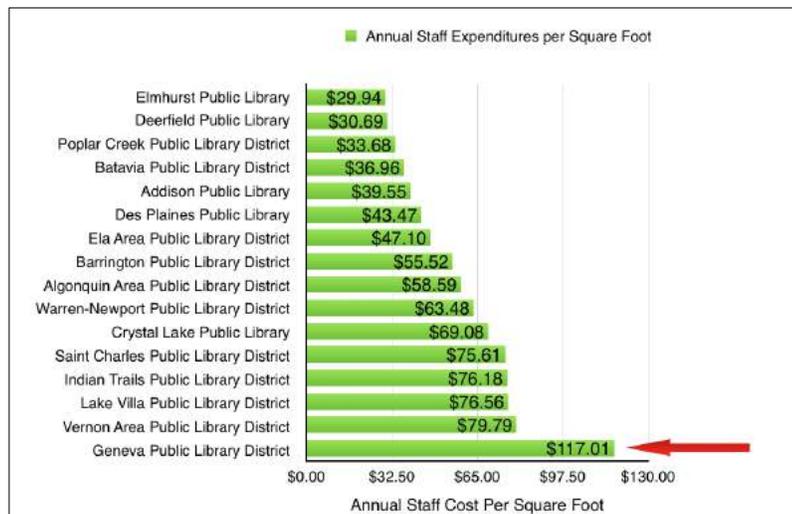
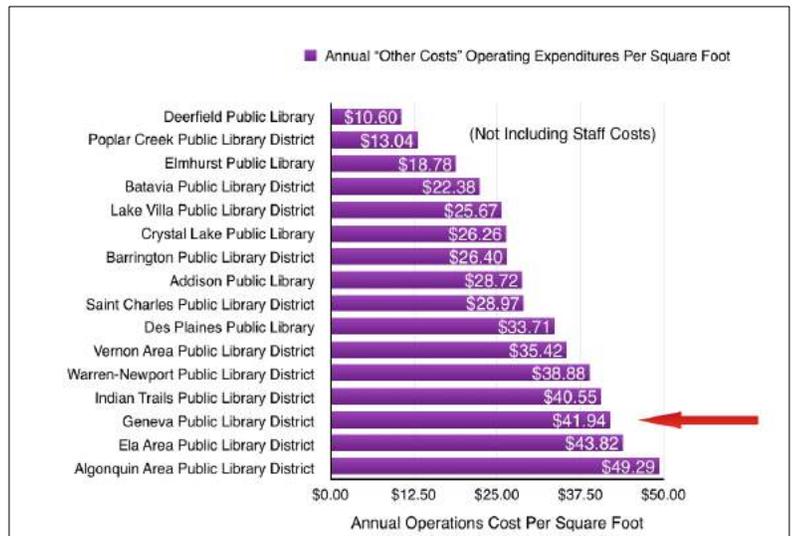
a fairly dramatic story; the average library in the peer group costs \$113 per square foot per year to operate; GPLD comes in at \$143 per square foot per year. There are several libraries in the peer group that are accumulating funds for future capital projects, where we have identified this we have deducted the amounts from their annual operational cost numbers to eliminate artificial inflation of apparent operational costs.

Staff Costs and “Other”

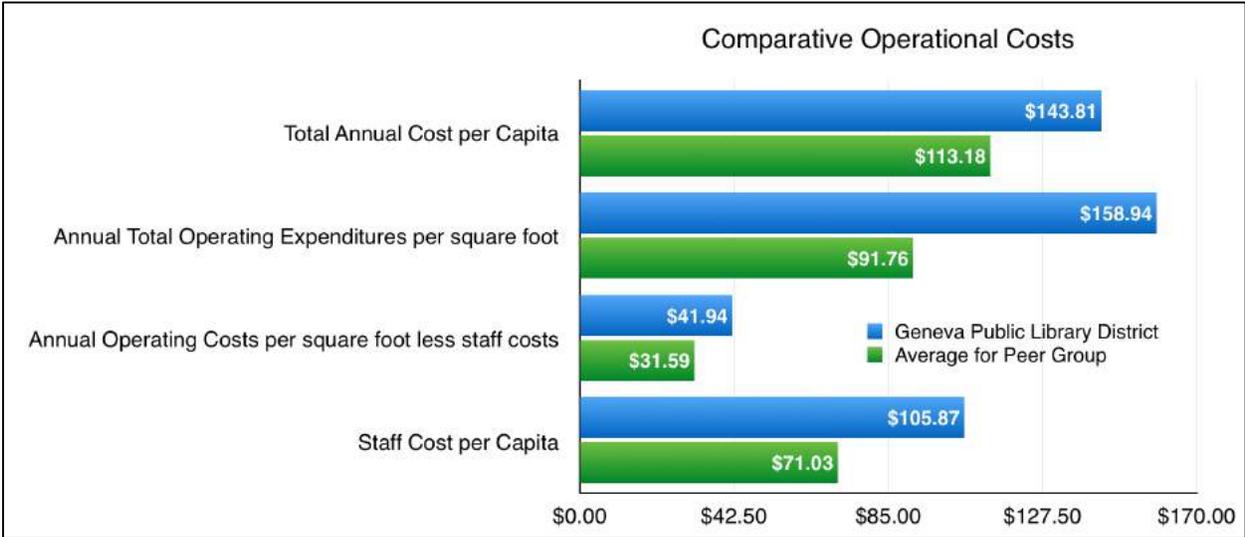
Costs:

Annual operating costs can be broken down into two primary categories; staff costs and other costs. Staff related costs are the largest single line item in library budgets, typically comprising 60% to 70% of total costs. The graphs at right show staff costs and “other” costs. As a comparison we provided a table to illustrate this information in terms of staff costs per capita. GPLD is still at a high level when assessed on a per capita basis.

There are many architectural aspects to staff efficiency. In GPLD’s case poor sight lines require more staff to operate the library; an inefficient building layout can increase the number of staff it takes to run a library; and outdated, or inefficient, equipment may not be taking advantage of labor saving technology. Regardless of the cause(s), it is readily apparent that the existing facility is expensive to operate.



Operational Cost Summary



The operating expenses also incorporate relatively high utility costs that are in part caused by an inefficient building envelope. Two examples are insufficient wall insulation and a poorly insulated attic space. Later in this report as well in the companion facility analysis we will examine the existing library to evaluate the potential for upgrades that might increase its efficiency while providing some of the newer services that libraries are now providing.

New Building Annual Cost Scenarios

We evaluated two scenarios utilizing our library cost database to determine the likely annual costs were Geneva Public Library District to move into a new facility. Several years ago, StudioGC library team designers designed a new library for the Addison Public Library. We assumed that were we to design a new facility for Geneva Public Library District we could match the operational and facility efficiencies that we achieved at the Addison Library. We also looked at the yearly operating costs for the Batavia Public Library as a nearby example. Of the two, we regard the Addison Public Library as the better model for a future library with its abundant natural light and flexible spaces although this analysis does not presume any specific architectural style.



We based the analyses on a new library of approximately 60,000 square feet. Both scenarios point to a similar conclusion. The following is based on 2105 dollars;

Predicted Annual Operating Costs If Geneva Public Library District Is Housed In A New Facility

Size of Library	Predicted Annual Staff Cost Using Addison Model	Predicted Annual Operations Cost Using Addison Model	Predicted Total Annual Cost Using Addison Model
60,000	\$2,373,286	\$1,723,052	\$4,096,337
	Predicted Annual Staff Cost Using Batavia Model	Predicted Annual Operations Cost Using Batavia Model	Predicted Total Annual Cost Using Batavia Model
60,000	\$2,217,848	\$1,342,667	\$3,560,514

Geneva Public Library District currently operates on annual receipts of approximately \$4.2M. The analyses indicates that there is a reasonable probability that a new and more efficient 60,000 square foot library for Geneva Public Library District could operate within the existing tax rate while maintaining a degree of cushion for contributions to an ongoing capital improvements fund. Geneva Public Library District currently budgets \$2.3M for staff expenses – almost exactly what we predict will be required to operate a new, larger library.

Comparative Service Metrics

The following page is a “heat chart” comparing traditional library service metrics for GPLD against its peer libraries. Note that these traditional measures do not include many of the new services that libraries now provide. Those areas indicated in green show GPLD exceeding the standards set by its peer libraries. Shades of red indicate where GPLD is below the peer averages.



Peer Library Comparison Chart

Key:

Green – Ahead of your Peer Libraries

Yellow – Meeting Peer Standards

Red – Behind your Peers

	Service Metrics Dashboard							Events Dashboard						
	Registration Per Capita	Square footage per capita	Print Materials per capita	Circulation Turnover (Adult + Children's Books)	Adult Materials per Capita	Children's Holdings per Capita	Disk Holdings Per Capita	Public Computers per 1000 Capita	Adult Materials Circulation per Capita	Children's Materials Circulation Per Capita	Annual Library Visits per Capita	Adult Program Attendance Per Capita	Young Adult Program Attendance Per Capita	Children's Program Attendance Per Capita
Addison Public Library	0.63	1.48	3.88	2.64	2.05	1.82	4.66	2.46	5.57	4.66	7.41	0.10	0.1	0.32
Algonquin Area Public Library District	0.59	1.25	4.01	5.76	1.08	2.75	8.02	2.7	9.54	12.52	8	0.06	0.06	0.35
Barrington Public Library District	0.55	1.36	3.09	7.1	1.54	1.54	9.11	1.95	14.51	7.38	6.32	0.20	0.2	0.6
Batavia Public Library District	0.5	2.03	6.88	3.72	3.94	2.93	9.6	1.58	15.38	10.2	11.28	0.10	0.1	0.52
Crystal Lake Public Library	0.67	0.98	4.24	5.63	2.06	2.18	9.99	1.18	14.78	9.03	8	0.15	0.15	0.57
Deerfield Public Library	0.83	2.41	6.17	2.72	2.6	3.55	6.82	2.09	8.83	7.89	6.34	0.05	0.05	0.28
Des Plaines Public Library	0.59	1.41	4.38	4.44	2.45	1.92	9.73	1.54	12.11	7.3	9.67	0.30	0.3	0.42
Ela Area Public Library District	0.63	2.09	4.61	6.14	1.96	2.49	10.35	2.47	15.74	11.63	10.52	0.20	0.2	0.59
Elmhurst Public Library	0.67	2.04	6.49	3.27	3.51	2.97	6.48	2.36	11.58	9.59	8.58	0.05	0.05	0.41
Indian Trails Public Library District	0.69	0.72	2.5	7.82	0.98	1.44	8.94	1.34	13.13	5.78	5.6	0.22	0.22	0.42
Lake Villa Public Library District	0.63	0.74	4.25	5.28	2.28	1.96	8.95	0.79	14.32	8.11	7.45	0.08	0.08	0.44
Poplar Creek Public Library District	0.52	1.51	5.23	1.3	4.24	0.7	1.74	1.43	3.75	2.66	2.35	0.02	0.02	0.56
Saint Charles Public Library District	0.5	0.98	5.59	4.69	3.24	2.34	11.45	1.45	16.28	9.9	7.53	0.06	0.06	0.4
Vernon Area Public Library District	1.08	1.22	4.26	5.15	1.79	2.38	6.84	2.19	10.67	10.86	7.97	0.28	0.28	1.17
Warren-Newport Public Library District	0.81	0.86	3.08	6.04	1.26	1.74	7.31	1.29	10.37	7.75	7.03	0.08	0.08	0.18
Geneva Public Library District	0.54	0.90	4.97	3.96	2.19	2.78	5.76	1.61	9.92	9.79	8.86	0.10	0.01	0.47
Geneva Public Library District	0.54	0.9	4.97	3.96	2.19	2.78	5.76	1.61	9.92	9.79	8.86	0.10	0.01	0.47
Average for Peer Group	0.65	1.37	4.60	4.73	2.32	2.22	7.86	1.78	11.66	8.44	7.68	0.13	0.12	0.48
Percent Score Compared to Average	83%	65%	108%	84%	94%	125%	73%	91%	85%	116%	115%	74%	8%	98%



Conclusions on the Peer Library Comparisons.

Registration per Capita:

At 54% the percentage of GPLD’s service population that hold library cards is nearly 10% below the average of the peer group libraries. For a successful library, the participation rate should be closer to 70%. This relatively low number indicates there are many people that feel the library is not offering services that meet their



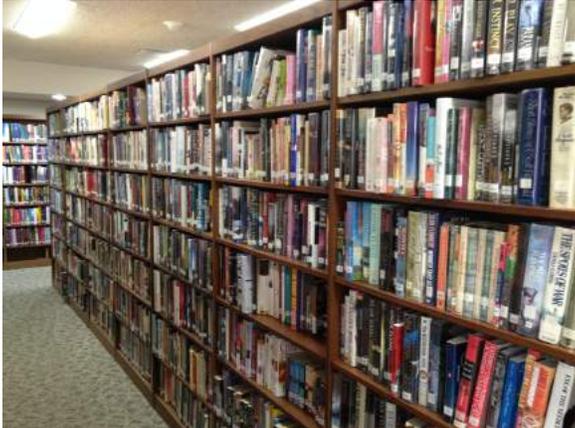
needs or that those services offered are inconvenient to access or use because of parking or building restrictions.

Square Footage per Capita

As previously discussed, the average library in the peer group is nearly one and a half times larger than GPLD on a per capita basis. It is our opinion that some of these libraries are oversized for their service area. However, this indicates that GPLD has a space issue that is limiting services and the community does not have the square footage to be in alignment with the peer group. This is reinforced by the roughly 15% of GPLD checkouts occurring at adjacent libraries by GPLD patrons.

Print Collections:

The print collection sizes are generally at or slightly above average. For future planning traditional standards regarding collection sizes have to be re-evaluated. Goals for collection sizes should be reduced based on information previously presented.



Circulation Turnover:

The average item in the library's collection circulates 16% less often than those in the peer libraries. There are many potential reasons for this:



✚ **Collection space is difficult to use.**

Books displayed spine-out circulate at a lower rate than those that are placed face-out on the shelving. Increasing the percentage of books that are displayed face out will improve the circulation rates. Face-out shelving is less efficient in terms of the floor area required per volume than spine-out shelving, and requires either more shelving or a smaller collection to fit within a given building size. GPLD is forced to display a significant percentage of its collection spine-out. This is complicated by the tall stacks and narrow aisles. Individually these would explain the lower level of turnover, together they indicate either a bloated collection or a severe lack of space for proper display to encourage browsing.

✚ **Insufficient weeding.** Collections that have not been thoroughly weeded will have a greater percentage of books that do not get regularly checked out. Weeding will focus the collection on books that have a greater likelihood of being used. It is of import to note that data driven analysis, from check-out records, be used to determine what should be removed from the collection. It is important for GPLD staff to ascertain a standard for large scale weeding or on an ongoing basis. It is also worth noting, if GPLD moves to a new location a significant cost will be born in relocating collection materials that have no future use or can easily be obtained online.

✚ **Collection Relevance:** The collection may not be relevant to the needs of the library users. Like the above, this is a collection development issue rather than a

planning or programming issue. GPLD should regularly analyze collection data to be sure that material of popular interest to patrons are being purchased in sufficient quantity. Libraries are continually battling the popular notion that they do not have “new” or “popular” books. GPLD should continue their current strategies to combat that notion.

One method of increasing circulation turnover is to utilize BISAC subject headings in place of the traditional Dewey Decimal system. “BISAC” is an acronym for Book Industry Standards and Communications and is a way of organizing a library collection to make it resemble the way bookstores are organized. This is also called “Subject Matter Heading” and offers a more intuitive way for customers to find books, especially in the context of public libraries that are typically not research-driven. When collections or parts of library collections are reorganized to use BISAC headings we typically see an increase in usage. BISAC organization may be one strategy to increase usage of the library’s collections.



Materials Circulation per Capita

Adult circulation per capita is approximately 15% lower than the average of the peer libraries while the children’s circulation is about 16% better than average. This indicates that the adult collection may need to be displayed in a format that is easier to use (see above) and/or weeded with future acquisitions being targeted to better reflect the needs of the community. The children’s circulation is bolstered by a very active young parent community with regular visitors, and face out displays with subject matter display organization.



Annual Library Visits Per Capita

The number of visits to the library building are about 15% above average. Taking this in context with the registration per capita indicates that while the library has fewer users than desired, those that do use the Library are loyal customers that use the library often. If the Library can broaden its customer base the number of people that visit has the potential to be significantly higher. This is an indication of untapped potential that is readily obtainable with an expansion of services or corrections of obstacles to service.

Programs

Children's programs are attended at a rate that is about average for the peer libraries. Adult programs bring about 25% fewer people in than the average. Young adults also are an important service group that deserves programming space within the facility, something that is not currently provided in a meaningful way. Programming is becoming an increasingly important part of library services and the limited facilities severely limit the programs that the existing facility can offer the community.

Service / Cost Dashboard

Averaging the service metrics on the peer library comparison chart, GPLD is providing approximately 87% of the level of library services than its peers. Note that this primarily includes the “traditional” service metrics that are part of the “Consume” segment of our “Consume / Connect / Create” triad. Important services that are not being provided like maker spaces, young adult facilities, social spaces, etc. are not represented in this data. Were they included, they would lower the overall level of service score even further. This approach is admittedly a simplified way to examine services but it does provide a quick overview of how GPLD’s “traditional” library services compare to peer libraries.

The cost of running GPLD is approximately 130% of the cost of running an average library within our peer group. Taken over the life of the institution, there is significant additional cost associated with the existing service model and the current facility. Equally important is the fact that there are many services that GPLD is not providing that are considered to be the norm for contemporary libraries. **GPLD is providing 87% of the services to its patrons at 130% of the cost when compared to its peer libraries.**



The Existing Library Building

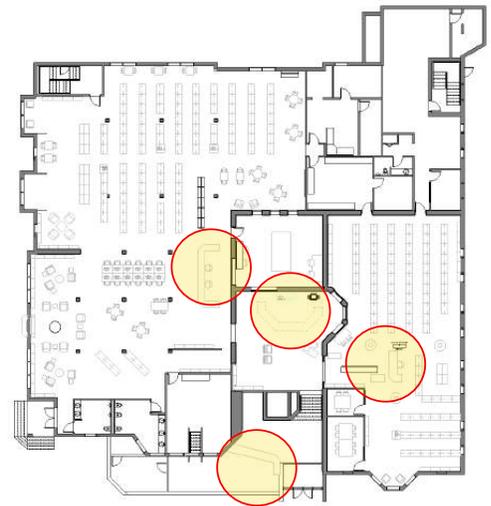
Efficiency, Cost and Flexibility

The cost of staffing GPLD's facility is 154% of the staffing cost of the average peer group library. This is driven by both architectural and operational factors. We will briefly look at several factors regarding library building efficiency.

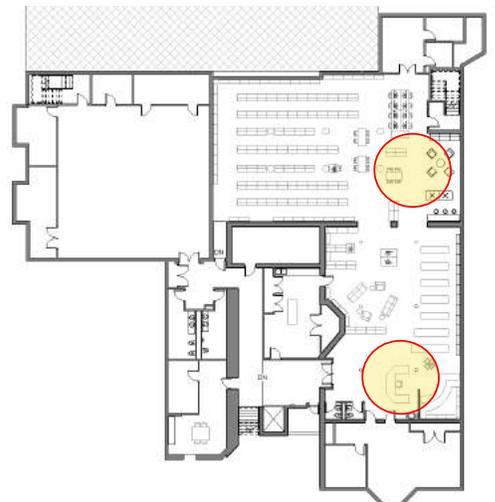
Staffing Density and Service Points

One factor we evaluate is staffing density of the library, this is the number of staff on a square foot basis compared to the peer libraries. The average library in our group runs with 0.98 FTE (Full Time Equivalent) staff per 1,000 square feet of library space. GPLD currently has 1.9 FTE's per 1,000 square feet of library – almost exactly twice the average. We shall later see that the facility should be at least 125% its current size in order to normalize the staffing density. Even if the facility was sized appropriately, at current levels, there is still a higher level of staff density than one would predict was required to operate a library appropriately sized for the population served. **The current staff could support a significantly larger library.**

The floor plans illustrate the staffed service points in the existing library. There are currently six staff stations; nearly double as many as one would expect



Upper Level Service Points



Lower Level Service Points

for a library of this size. Together, they take up a significant amount of floor space that could otherwise be devoted to other services.

The large number of service points is at least partly due to the desire to have direct visual control of as much of each floor as possible while responding to poor sight lines in the building caused by many traversing interior walls. A contemporary, open space library lends itself to a better staffing density than one such as the GPLD building.

Absent significant renovations or building a new building, service points could be currently reduced by employing alternate service models that rely less on fixed desks and more on mobile staff and continued promotion of self-service options.

Interior Sight Lines

Visibility, a security necessity, remains a concern despite the many service points within the building. The shaded areas on the plans below indicate areas within the Library where visibility is reduced and staff control is limited. Areas with limited visibility result in a less secure library that requires more staff to maintain control and provide efficient service over a given space. This again results in a high staffing density.



Upper Level Plan



Lower Level Plan

Staff Work Areas

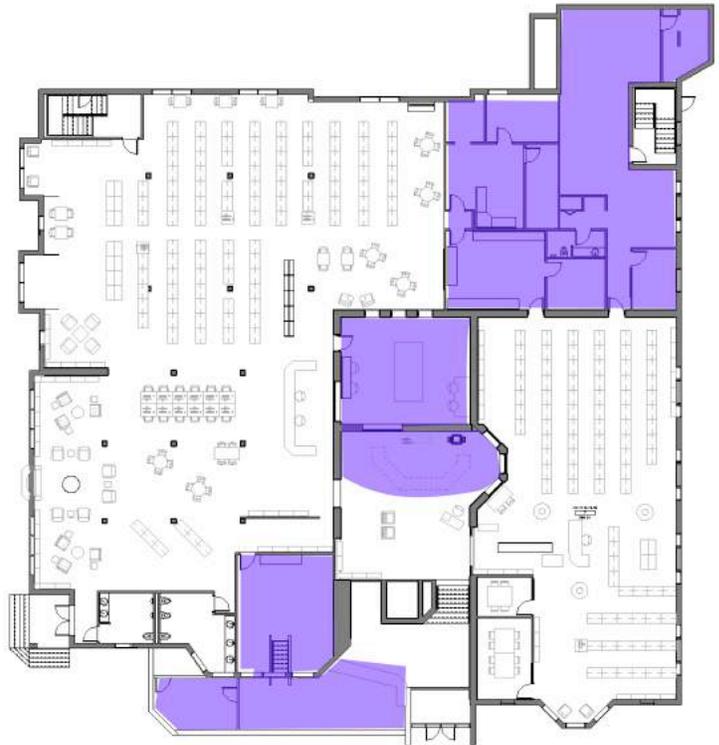
Staff work areas are split into many disparate discrete work spaces; an excessive number for a library of this size. As with the areas of limited visibility, this contributes to inefficient operations and requires both staff and materials to move through the library more often than would be the case if work areas were consolidated.

Consolidating staff work areas in the existing library would be difficult due to the many immovable bearing walls and vertical circulation.

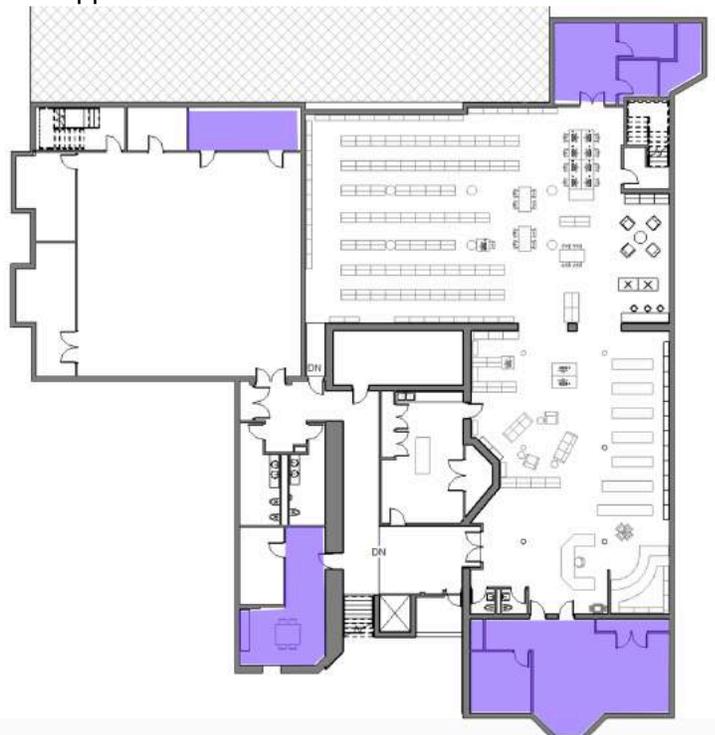
Technical Services:

GPLD is currently outsourcing many of its technical services tasks and the Technical Services room has un-utilized workstations albeit in a crowded and non ADA-accessible environment. This space has limited potential for repurposing for other uses, due to its remote location and being bound in by surrounding departments.

Technical Services
And Delivery Dock



Upper Level Staff Work Areas



Lower Level Staff Work Areas

Deliveries:

The delivery dock is awkwardly located at the far end of Technical Services. Large delivery trucks are required to utilize property that the library does not own to access the dock. Additionally, it is sized for semi-sized vehicles. This size of delivery vehicle is rare. The majority of deliveries come to the front door, disrupting library operations and often tying up the elevator and forcing patrons to work around the staging of boxes and carts. During this time access to the facility is limited during deliveries through the building to other departments.

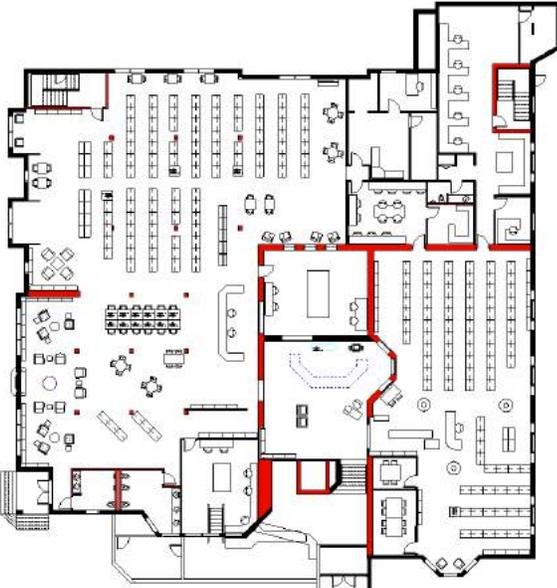


General Building Assessment:

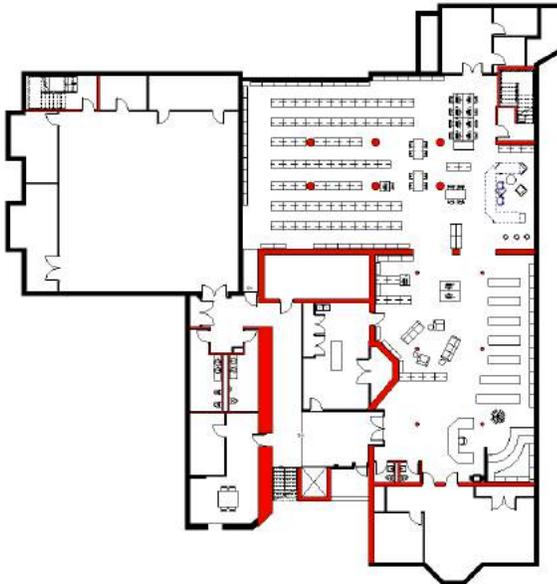
GPLD’s current building is highly regarded by its community however it is also well understood that it is limiting the capabilities of GPLD to provide exceptional services. As is often the case with libraries inhabiting their original long-standing buildings, there are building conditions that limit the utility of the structure with respect to library use and ability to provide some of the newly expected services.

Structural Elements

As the library has expanded over time, bearing walls that were originally on the building exterior are now within the interior of the library. Bearing walls carry the weight of either overhead floor or roof structure; modifying them can be expensive and invasive. These interior bearing walls, the relatively large number of columns, stairways, elevator enclosure and washroom walls interrupt the building sight lines and fragment the floor plates into smaller areas that limit the flexibility of the space within. The inefficiencies caused by these conditions are partly to blame for the library’s high operational costs.



Main Level Floor Plan Showing Intrusive Building Elements in Red.



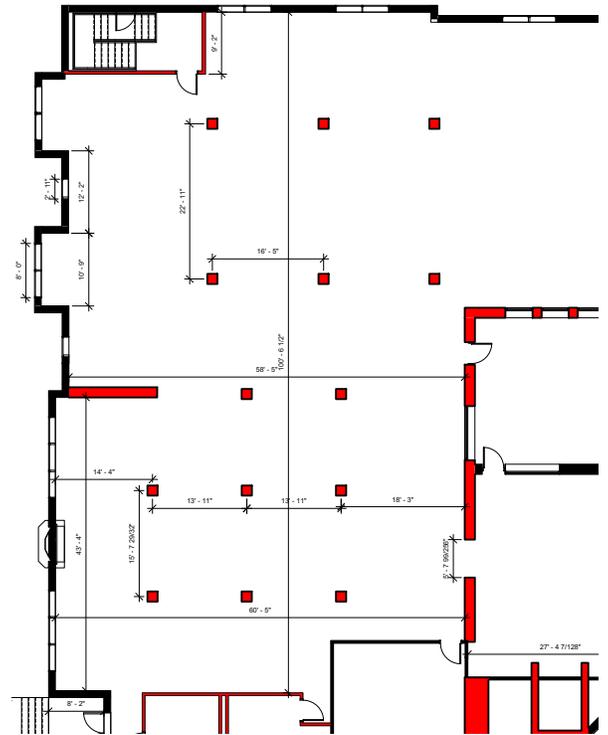
Lower Level Floor Plan Showing Intrusive Building Elements in Red



Structural Bay Size

Column bay spacing for libraries is typically done at increments of 5'-6" in order to align with the spacing requirements of book stacks. The adjacent plan detail shows several of the column bay spacing on the main level of the library with several of the bay spacing indicated on the plan.

Due to the odd spacing of many of the building columns, much of the library will never be an efficient environment in which to house a shelved book collection. This, with the height of the stacks contribute to the closed cramped feeling of the space and limits circulation turn over.



Partial First Floor Plan

Electrical Systems and Lighting:

As with many older buildings, there are far too few electrical outlets in the library. Data outlets are sporadic and the power quality is lower than would be desired for today's digital environment. The lack of electrical outlets further reduces the flexibility of the library, restricting power outlets to specific points that may not align with customer's desires. It should be noted that the layout of the building and the "split-level" nature has resulted in a large portion of the library that is inaccessible from below. This means providing much needed floor outlets are prohibitively expensive.



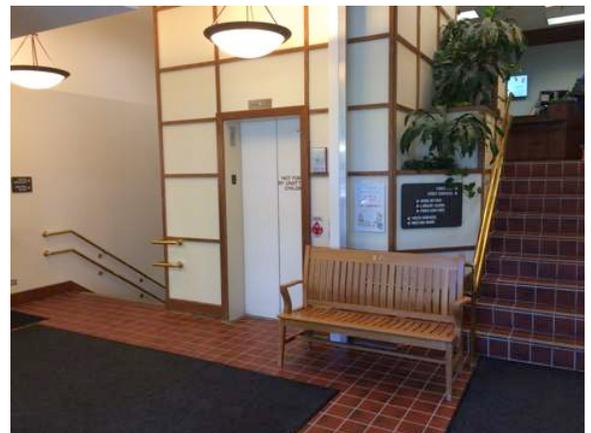
Lighting levels are generally adequate but are provided by systems that are inefficient by today's standards. For example, the green glass banker's lamp fixtures featured on

the main level do not produce a light quality appropriate for a public building, they are difficult to maintain and potentially hazardous.

Accessibility

Upon entering the building, customers are immediately confronted with a stairway, a remnant of the traditional and outdated Carnegie Library model; up for the adult collection, down for children's services and meeting rooms. In a contemporary library, this would not be considered an appropriate solution. The entry space includes an elevator for customers that cannot use the stairway; the elevator is undersized by contemporary standards that require adequate room for a stretcher.

Wheelchair users face an untenable situation; there is only one wheelchair-accessible table in the library. Staff areas are crowded and are not accessible to those in wheelchairs. Both of these situations must be addressed with any significant renovation.



The Elevator Does Not Comply With Current Accessibility Standards

Another significant accessibility shortcoming is the lack of on-site parking. There is no exact industry standard for the number of parking spaces required for a library but we would

typically expect to find one parking space for every 400 to 500 square feet of library space; this works out to somewhere between 55 and 92 parking spaces for the current facility. Although there are currently approximately 108 parking spots within a 5-minute walk of the library, these spaces are typically limited to 2 and 3 hours and are shared with the downtown business district. It is often difficult to find a parking spot near the library. This lack of dedicated parking is a serious liability and is a reason cited by the patrons as to why they limit their library visits. There are only ten parking spaces dedicated to staff. This results in operational inefficiencies, as most staff must take breaks to move their cars every 2-3 hours, as they must use the public street parking.

Additionally, these spaces are rented from adjacent businesses which contribute to higher operational costs.

Book Returns

The existing book return requires customers to exit their cars and walk to the face of the library, again penalizing those with mobility limitations. For a library of this size, we typically provide a drive-up return and a full-service drive-up where customers can return items and retrieve materials. This cannot be accomplished at this site due to drive and size restrictions.



Washrooms

The washrooms do not comply with ADA and the number of fixtures provided does not meet current plumbing code requirements. This is covered in more detail in a companion facility assessment report.



Energy

The average library within our peer group costs approximately \$30 per square foot per year to operate. GPLD's facility costs \$42 per square foot per year; nearly 40% higher than the cost of an average peer library. One significant contributor is the lack of energy efficiency. The current mechanical system must be continuously tuned and oversized to make up for continual losses through a leaky building envelope. Space heaters are used in the upper level washrooms to prevent pipes from freezing during the winter months. The ductwork is



located in an unconditioned attic space, the windows are a mix of original single pane windows or aged thermally broken windows, which in a large majority of them the seals are broken, invalidating the thermal efficiency of the window. A large portion of the main library floor is also over an uninsulated crawlspace with an uninsulated floor. The mechanical system must be oversized and overworked to maintain an adequate level of comfort. All these items contribute to inefficiency and increase the cost of running the existing library.

Detail Architectural Facility Analysis Highlights

StudioGC was engaged to perform a detailed building assessment for GPLD that is provided as a separate report. The intent of the study is to provide GPLD a complete understanding of the current building. This includes current challenges, potential resolutions and budget impacts to resolve those issues. The report includes:



- ✚ Detailed Building Description
- ✚ Physical Review of Property
- ✚ Basic ADA survey
- ✚ Code Review
- ✚ Recommendations and Budgets
- ✚ Initial Maintenance Budgeting Matrix

The following is a summary of the Detailed Building Assessment. .

The general findings are that the building is in good aesthetic condition considering its age. A number of building additions (1938, 1986, and 1998), as well as some smaller scale interior renovations, generally responded to subsequent building code changes. The smaller interior renovations have been of such a scale that no ADA related improvements were required, except in those renovated areas, since 1998. In the last 17 years the building code and ADA laws have changed significantly and any



significant renovation will require a complete compliance to ADA for the entire facility. This comes at a significant expense.

Summary of Major Outstanding Issues

- ✚ The building elevator does not meet current accessibility code and is noncompliant to current building code requirements. It would require a significant renovation to create a newer larger elevator; renovation that would take up more scarce square footage and require a reworking of the lobby space and mechanical room as well as the entrance progression to the children's area.
- ✚ Due to the age and construction of the building there are a number of voids in the exterior of the building. This allows pests to infest the building during the winter months. Evidence has been seen of mice in the children's area and box elder infestations in the washrooms during the fall. There is no feasible way of sealing up a building of this age to prevent this from occurring.
- ✚ The restrooms fixtures and finishes have outlived their useful lives. They also do not meet current accessibility requirements. Full renovations are required and would likely take space from adjacent program spaces.
- ✚ The mechanical, electrical, and plumbing systems are at the end of their useful lives. Boilers and the roof top equipment are in imminent need of replacement. Careful maintenance can extend the life of these systems for a limited period of time but the costs of maintenance will escalate over the coming years.
- ✚ The building shell does not meet the current energy code requirements and the windows and doors have exceeded their useful life. The older windows are leaking air from the exterior and impacting the comfort of patrons within the facility. These shortcomings contribute to escalating energy costs, freezing of pipes in the washrooms and use of inefficient portable space heaters.
- ✚ There is no compliant ADA parking for the building. It is anticipated that if parking were added, at an additional property, the City would require that the building come into full zoning compliance. This would require a minimum of 22 parking spaces

with 3 additional ADA compliant parking spaces to meet City codes although library design standards suggest up to 92 spaces would be an appropriate target. We suggest that additional ADA accessible spaces beyond the 3 required by code be dedicated to those with mobility issues.

- ✚ The kitchen in the basement does not meet current building code requirements, including ADA code requirements. A full-scale renovation is necessary to bring it into compliance.

Within the full report is a summary of opinions of probable costs associated with of the recommended resolutions. Those have been summarized as follows to provide an order of magnitude for potential work. These costs do not include routine maintenance items and other lifecycle costs; they represent the cost of continuing to run the existing library “as-is” with no increase in building size, services or the functional and cosmetic improvements that are required for a structure of this age.

Order of Magnitude Cost Estimates:



This is a summary of estimated costs for ADA upgrades and other code-driven building modifications. These are covered in more detail in the companion facility analysis report. These cost do not provide any additional program space. These are solely costs associated with bringing the building up to code, ADA, and energy code compliance for existing buildings; which has a lesser standard than new buildings. It should also be noted that this does not replace elements that will continue to be an ongoing maintenance expense.



Public Outreach

Focus Groups

In the first week of July 2015, GPLD and StudioGC hosted a series of six focus group meetings, each aimed at a particular user segment. These segments included: Other Governmental Units, Small Business Owners, Seniors, Teens, Users Living West of Randall Road and Customers in their 20's to 30's.

Each meeting started with a presentation covering many of the new library service concepts discussed in this report followed by an open discussion of what resonated with each group and why as well as any ideas they felt were of importance to consider.

Community	The Library is the heart of the community.
People	The Library is as much about people as it is about materials.
Updates	The concept of an updated or new library was embraced by nearly all of the participants.
Opportunities	The Library needs to offer more facilities that provide opportunities for everybody in the community and more potential for intergovernmental cooperation.
Important	The Library is perceived as being an important part of the community.
New Building	Many expressed the opinion that a new library would be required to provide an appropriate level of service to the community.
Events	The Library needs more space that is dedicated to community events.
Information	The Library must remain a place where everybody has access to information, whatever form it takes.
Businesses	The Library could better serve small businesses without duplicating services that are already offered by the small business community.
Meetings	The community needs a greater number of flexible meeting spaces for meetings ranging from one-on-one tutoring to public performances.
Downtown	The Library is an important part of Downtown and must be somewhere in the downtown area. The West-of-Randall Road group also agreed with this; they are accustomed to driving to access services and don't see driving to the Library as an imposition. However this is invalidated in the current building as the lack of parking dissuades patrons from using the facility.

Comments by Focus Group

The following are some observations organized by focus group.

Intergovernmental Group

Positive feelings about non-traditional services, culinary classes 3-D printing etc.

“We need a new word for to describe what a library is because the work ‘library’ has to much traditional baggage.”

“Need more outreach via bookmobile or some other venue.”

“The library was never all about books; it is about community access to information.”

“I am intrigued by the creative aspects of new kinds of library services”

“More Bring Your Own Device rather than library computers”

Universal point of connection to information

“The Geneva History Center has thought out of the box, the library could do so as well” in order to reinvigorate itself.

“The library needs to guarantee itself an option to expand in the future”

The library must examine intergovernmental relationships and the opportunities they offer.

There are potential synergies with downtown business development.

The library can act as a teacher for small businesses.

The community needs more meeting spaces; the library could provide meeting venues.

Many see the library as a space for community engagement.

The library is a provider of life-long learning opportunities.

“Must provide caffeine!”

Intergovernmental activities are important and must be promoted.

Preschool events are important.

Tutoring is an important part of library services.

The Library needs to be nimble to keep up with technological developments.

It will be important that the voters really understand what we are talking about when we say “Library.”

Need to develop synergies with schools; the library must be an extension of the school day for students.

The library needs to have sufficient events spaces.

The library must be a destination in of itself.

Make the library more of an extension of the school day.

Are there innovative ways to transport people in the western part of the district to the main facility?

People think of the library as quiet and sedate when it is really moving more towards opportunities for social interaction.

NEED MORE PARKING!!!!



Small Business Group

“The new vision for the library completely resonates with me”

“It’s about much more than books. My business has a new event every month, why can’t the library do the same?”

Many see the library as a destination, particularly during Geneva downtown events.

“NEED PARKING!”

The library must host events that promote social connection.

The library mustn’t lose its focus as an information hub.

There are still many people who use the library for “old-fashioned” services.

“Don’t duplicate efforts provided by other local services and businesses.”

Like the thought of social connectivity.

Don't try to be all things to all people.

Lifelong learning is important.

“I’d like to see a satellite location in western part of district.”

The Library is the community center.

The Library has done a great job working with local businesses and must continue that effort.

There are lots of untapped resources in the teen community that the library could energize.

Don't lose sight of the baby-boomers and their needs.

Look for events that involve many different age groups.

Don’t alienate local businesses.

“We need meeting spaces.”... of varying sizes.

Rent space to profit making organizations?

“NEED PARKING!”

There is co-working space in the community but it is expensive, the library could provide a lower cost version of it for occasional co-working groups.

Seniors

Inspired by the breadth of what libraries are becoming.

Heavy users of traditional library services.

PARKING A HUGE ISSUE.

Distance to parking during inclement weather is a bigger portion of concern due to safety



issues.

“The library is one of the last real institutions in the downtown”

“If people live west of Randall that was their choice” i.e. no western library presence required.

“I want a walkable library.”

“The library is the only reason I come downtown.”

The 6th St Site is considered to be “downtown.”

“Build a quality building.”

“I enjoy interactions with the staff.”

Don't separate users completely by age.

Can the library host the History Center?

“I enjoy coming to the library but I do want remote services.”

The Library needs more room for programming spaces.

The existing library is inflexible and can't accommodate things like video conferencing.

Teens

“I use the library to study.”

“I'd be more likely to come if the facility has a contemporary look.”

Use it as a place for study groups to meet.

“I like that the library is changing to more electronic delivery of materials.”

“I like that the library may have maker spaces where we could test out new technology, learn manual arts etc.”



“We need more gathering spaces for young people.”

“I like places like Panera because there is enough going on that I don’t feel like everybody is listening to me.”

Would like access to tools for projects like robotics design.

“The idea of a maker space is the concept that resonates the most with me.”

“Most of our library activities take place in a group setting.”

Add food to the library experience.

Soft background noise can be helpful and conducive to study and group work.



West-of-Randall Group

Like the concept of multiple uses for every square foot of the library.

“I primarily come to the library for meetings.”

“We need more meeting spaces at the library.”

Need more tutoring spaces in the library.

“The library is not a particularly comfortable building to be in.”

“I need more natural light.”

Intrigued by the concept of the library re-inventing itself.

The design could facilitate partnerships with the park district and other organizations.

West of Randall shouldn’t necessarily be a separate focus group.



“I already drive everywhere else and driving to the library as well is not an imposition.”

Need more charging opportunities for mobile devices.

“I love the old building but know that it has big limitations.”

“It doesn’t bother me that the library is downtown.”

“I come here to meet neighbors.”

“The social aspects of the library are important to me.”

“I haven’t been to the library in a decade. The library is already far too slow for me in terms of accessing information, I don’t know why we are trying to modernize, there is no guarantee that a downtown library will ultimately be necessary”

Libraries must be purveyors of accurate information.

“The concept of cooking-related activities is very exciting to me.”

NEED MORE PARKING!

The library could be the heart of the community.

20’s and 30’s Group

“The library needs to offer more services to reach people that aren’t currently coming to it.”

“I like everything that at you showed us, this is the direction that the library needs to go.”

The library can offer much more in terms of things like digital literacy and financial literacy.

The library needs to offer more opportunities for young people and provide the services they are looking for.

“Maker spaces resonate with me.”



There is a lot of feeling that the library needs to be updated.

“We should add services that are similar to those provided by coffee shops and allow customers to have coffee throughout the library.”

“We need a greater variety of spaces including ones that allow more noise and activity.”

“There needs to be more play in the library!”

“I like the parents time concept with parents in the middle.”

“I like the craft table idea.”

“Can the library host events that feature beer and wine; like craft beer events?”

The library can make use of an outdoor space for learning opportunities and events.

Moving into a new building would allow you to re-brand the library.

“As the library currently stands, I don’t know that I would have a reason to come to it.”

Young professionals need networking opportunities that the library can provide.

There is no ground swell of people asking for services west of Randall Road

I often have to park some distance from the library.

“I like the concept of Parent’s Time.”

“Look at more non-traditional services like scanning, movie transfer etc.”

Our Conclusions on the Focus Groups:

Focus groups admittedly tend to draw people that are library users and that are more likely to be library supporters than a random group. In spite of this, there is still much to be learned during focus group sessions. Some of our observations were in line with what we expected to hear; others were unexpected. The following are the conclusions that we arrived at after two days of focus groups;

- ✚ Every group, with the exception of teens, stated that more parking must be a priority.
- ✚ Many people were surprised by the new directions libraries are moving toward. Once the groups were made aware of what 21st-century libraries are doing, nearly all were accepting of and excited by the potential for new and expanded services.
- ✚ Surprisingly, books were seldom mentioned. People assume (correctly, we believe), that books will continue to be a key part of the foreseeable future of the library.
- ✚ Although residents appreciate the historic aspects of the existing library building, they were less attached to it than expected; there was no groundswell of opinion that the library needs to remain in its current home.
- ✚ Most participants, even the majority of the West-of-Randall group, believed that the library must remain somewhere downtown. The potential 6th Street site is perceived as being a downtown site.
- ✚ The potential that building a new library is one of the options up for consideration was not alarming and was accepted by many as the best long term solution.

Discussion and Recommendations

Where does GPLD go from here?

There are several basic courses of action open to the library;

- ✚ Do nothing and maintain the status quo at escalating maintenance costs and declining patron usage.
- ✚ Remain in the current facility, improving the efficiency of operations and providing minimal new services within the limitations imposed by the space.
- ✚ Plan to move to a new facility and upgrade current operations in the interim while investing the minimum amount possible in capital expenditures that cannot be relocated to a new facility.



Recommendations aimed at the second two options are not mutually exclusive. We will principally examine options that work with either of the last two scenarios assuming that even if GPLD elects to eventually move into a new facility, the existing building will need to serve the community for a number of years in the interim. Previous studies have indicated that the 6th Street property will hold a facility of any reasonable size with parking. Commentary regarding the existing facility renovations or expansion is stated to provide context for feasibility.

How Many People Will We Need To Serve?

We typically look 15 to 20 years ahead when planning a library. The service area for GPLD is roughly the same as that for Geneva Township. Looking at the 2040 populations for Geneva Township we can get a rough idea of how many people the library will need to serve in 2040. The District currently has a service population of approximately 30,505. The 2010 census population of Geneva Township was shown as 26,194. Chicago Metropolitan Agency for Planning indicates that the township population will be approximately 36,377 by 2040; an increase of 39%. If we adjust

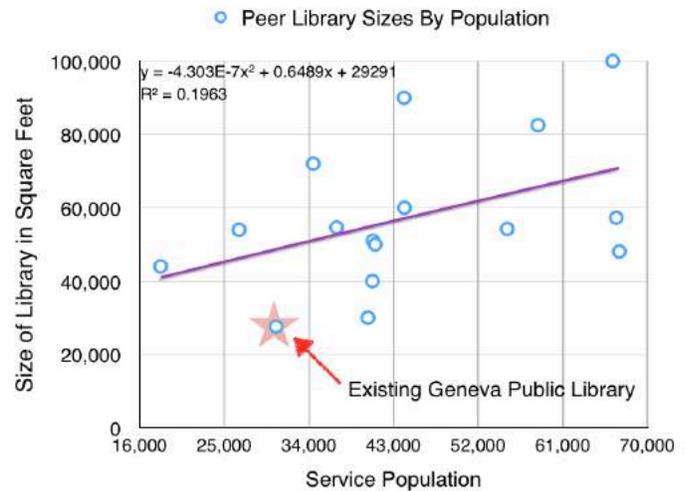


GPLD service population by the same factor, we arrive at a 2040 Library District service population of approximately 42,364.

Source: <https://datahub.cmap.illinois.gov/dataset/2040-forecast-of-population-households-and-employment>

How Much Space Do We Need?

There is no set standard for library square footage per capita; each library must respond to its unique circumstances. To know the size of a library we need to prepare a building program that outlines everything within the planned library. We can however, make some initial predictions based upon the relative sizes of libraries in the peer library group. We studied the peer group and eliminated several outliers and those libraries that we know are already planning to expand their facilities and plotted the results.



Population	Library Size In Square Feet	
42,300	55,970	Predicted size based on 2040 projections
30,505	48,685	Predicted area for current population

As a point of reference, the existing library has an area of approximately 27,600 square feet. Looking at peer libraries, we can predict that GPLD might ultimately require an area of at least 56,000 square feet. Based on the data, the library could reasonably be expected to be approximately 49,000 square feet to serve its current service population; well over the existing 27,600 square feet.

StudioGC is pioneering “Lean Design” in library planning. In Lean Design we identify spaces that can be utilized for multiple uses and design in such a way that no space sits unused for any length of time. By employing Lean Design principles in a new facility it is possible to provide an appropriate level of service in a library with less than

56,000 square feet. These synergies will be identified during the space programming process for a potential new facility should that be the preferred option.

As noted in our previous analysis, the current library provides traditional library services at a service level of approximately 87% of what would be required to keep up with its peer libraries. If the Library is to remain at least temporarily in its existing location, modernizing library services to provide the social and creative activities that are key aspects of 21st century library services will force some difficult decisions regarding library priorities. We believe that expanding current services is a key factor in increasing the library card registration rate to serve the 46% of the community that do not have cards and are not utilizing library services.

Existing Site Limitations

In the Detailed Building Assessment document, an analysis of the condition and restrictions with the current building and its location, current zoning code restrictions limit the size of the building on the James Street property to no more than approximately 60,000 square feet; 3 floors at 20,000 each. At the same time, the code restricts the building height meaning that the floor to floor height would have to be no more than 13' feet which is untenably low for a library – libraries typically require a floor to floor height of at least 15'-4" for adequate lighting, mechanical systems and building flexibility. The existing site is not viable even if the existing library building were to be demolished.

Planning Principles

We believe that there are two overriding planning principles in contemporary library design: design for social interaction and flexibility.

The Value of Open Space

The model for a successful library has changed. Success is no longer measured only by what is housed within the library but what happens within the library. The existing library will never have room for a 2-story dinosaur exhibit like Gail Borden Library as illustrated in the adjacent photograph but the library building must be a place for things to happen; things like exhibits, programs, rotating collections and special events.



The library in its current layout tends to give a dated and static first impression. We propose that customers see something interesting and new upon entering the library to make an opening statement that this is a dynamic place. The existing library, as undersized as it is, has at an attractive architectural feature that could be better used as a focus for events and social interaction; the fireplace reading room. We believe that the more open this space is the better it will serve the library as a place for things to happen and people to meet.

Library as a “Social Hub:”

Libraries are becoming destination places where people meet, visit and enjoy coffee with conversation. This is supported by the comments from the patrons during the focus groups. Where space is tight, social spaces can be combined with leisure and periodicals reading areas. GPLD would benefit from flexible space that would allow customers to enjoy refreshments and that could also be



easily re-purposed for displays and exhibits; such a space will enhance the library's role as a center of community. Making the library a destination point in the city will assist in reaching the missing 46% not served. A current example would be to continue to capitalize on the unique feature of the library, the fireplace, as a social gathering space by adjusting furniture layouts or allowing conversations in that area. Even in a new facility a comparable feature should be incorporated.

The most successful contemporary public libraries are embracing their evolving role that places equal emphasis on learning-based services, social interaction and creative activities; the **Consume/Connect/Create** of our LibraryVision approach.

Specific recommendations in the following analysis are tagged with the **Consume/Connect/Create** Icon.

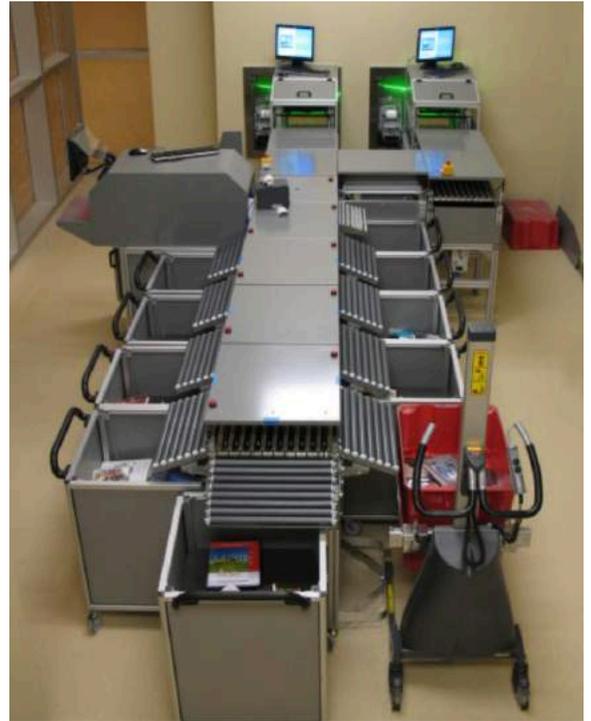
Oversized Service Points:

One method that GPLD has already instituted to combat staff inefficiencies is to expand self-service options. We recommend that GPLD evaluates the interior layouts to make self-service materials checkout the preferred option. One suggestion is to remove the 2nd floor check out desk altogether and replace it with a small concierge/greeter position and a self-services suite with additional self-service checkouts, self-service printing and self-service holds retrieval. This is already partially instituted with the location of self-holds in this area with a self-check out location.

A well-designed self-services suite is easy for customers to locate and use with a minimum of library staff intervention. Self-service checkout of books will become much more convenient if the library adopts RFID (**R**adio **F**requency



Identification) collection management. RFID saves staff time in processing materials, allows books to get back on the shelves more quickly and is compatible with automated sorting machines. Adopting RFID must be a library priority but prior to adopting this strategy a final resolution on whether to undergo a significant renovation or move to a new location will need to be made. Depending on the intent the timing and implementation of the RFID process will vary. For example, there is no space available for the RFID based sorters within the current facility. As such, one of the easiest returns on investment will not be achievable in the current building, or likely in any configuration in the future. Additionally, if the library is to move to a new facility the perfect time to tag the books is during the move process.



For those that want personal interaction the existing mid-level check-in counter will be retained and can be used for both check-in and check-out. Recently the staff relocated the AV media to the mid level counter, which minimizes the importance of the upper level desk.



As reference materials become increasingly available online, libraries are eliminating the traditional reference collections discarding materials that are available online and interweaving the remainder with non-fiction. GPLD has already eliminated its print reference collection and as such is well on its way. Technology is quickly changing the ways in which reference librarians work. We promote a reference desk model where the reference librarian and patron share a screen so the patron can collaborate with the reference librarian. In our digital age, learning how the search is performed can be as important as the results of the search. This model of reference service does not require

a large single-purpose desk. Because of the challenges of the floor plan and lines of sight, we propose several smaller touchdown point desks that can function as generic service points that might handle reader's advisory at one time, reference services at other times, allow new customers to be registered and to provide floor supervision as needed.

The service desk must be small and inviting to encourage interaction between customers and the reference professional. Variable height will allow the desk to be modified on the fly to accommodate the nature of the current transaction; whether informational or instructional. Alternatively, the existing desk could be modified and re-purposed for public use. This is not our preferred option as any built-in service point reduces the flexibility of the space. We recommend removal of the large reference desk and place a wheel-based variable-height service desk in a location that provides best line-of-sight supervision to portions of the ground floor that are the most remote from the entry point. Other service point recommendations for short term benefit are as follows:

- 🌍 Remove the Check Out Desk and replace with self-check to return approximately 350 square feet to usable public space. Replace with self-service suite and provide a staff touchdown point for greeter style service. Cost depends on the the level of renovation.
- 🌍 Remove the Reference Desk and replace to return approximately 300 square feet to usable public space. Approximate cost \$12,000.
- 🌍 Provide a touchdown service point in the nonfiction area for reader's advisory, reference use and cardholder registration. Size desk for one staff member and one customer. Provide variable height desk to accommodate a number of different service options.
- 🌍 Provide a touchdown service point as above in the fiction area in the location currently held by the reader's advisory desk.

- Adopt RFID materials management and RFID check in / check out with the understanding that automated sorting will only likely be an option in a new building.

Universal Staff Touch-Down Point

StudioGC recommends that the library establish a standard look for staff touch-down points that can serve as greeting desks or help points. At right is the Herman Miller Co/Struc systems desk that has the features that we recommend for this application; wheeled base, wire management, variable height for sitting or standing height and a small storage/reference storage shelf. These units can be easily relocated for pop-up events or for impromptu customer training.



Leisure Reading and Social Space

Provide an open, flexible social area near the entry that features 2-person tables, good wireless internet access and self-service refreshments. This space can also serve as a periodicals and leisure reading area in addition to the current fireplace reading space.

- Provide 2-person tables with access to power
- Provide several floor-mount power outlets
- Provide a movable cart for self-service coffee
- Provide wheeled 42" shelving for new books and special/seasonal book displays.



Everything in the leisure reading area should be wheeled to allow quick reconfiguration of this space. Further study would be necessary to determine a viable design solution in the current building and would require incorporation of reduction of some current staff areas or stack space to accommodate this services.



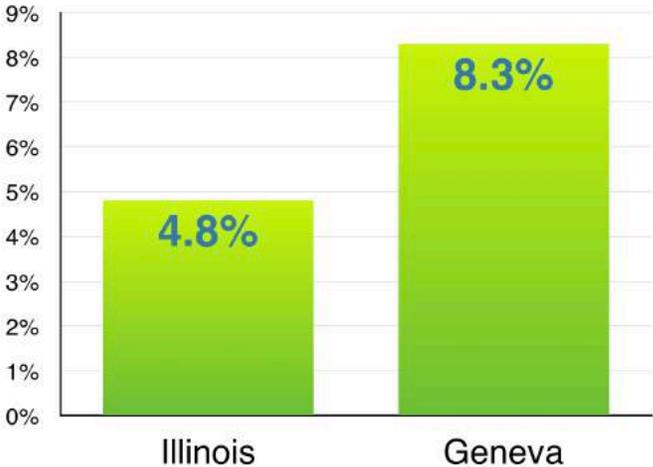
Flexible Collaboration Spaces

One of the main tenants of Lean Design is that every square foot should be able to fulfill more than one function, ensuring that no space sits unused for any length of time.

There are two groups in Geneva that are not currently well served by the library and importantly, do not tend to use the library at the same time; self-employed business people and teens/young adults. Both of these groups are technologically literate and can benefit from collaborative working environments.

Census data shows us that Geneva has nearly twice the percentage of self-employed residents as we find in the State as a whole, also that nearly 17% of the District's population is in the 10 to 19 age group. Although these are not groups that we tend to associate, the needs that they share and the fact that they tend to use the library at different times presents us with an opportunity.

Percentage of Population That Is Self-employed



Time Shifting

StudioGC proposes a flexible swing space that serves primarily business users during the day and teens after school hours. This space must offer high technology and facilities for collaborative activities such as video conferencing or after school study groups. Business and teen users will tend to sort themselves out by time of day but this changeover could be encouraged by other cues such as changes in lighting or digital signage.



One way to signal which group the Collaboration Space may be targeting at any particular time would be to install a cluster of wall-mounted flat screen TV/monitors. During the day these could display investing and news sources, in late afternoon the content might shift to material more aimed at young adult. The monitors could be wired to function as a collaborative media center where either business or young adult customers can share screens – much like Steelcase’s MediaScape system. One advantage to this approach is that the equipment can be easily relocated should the library move to a new location. Along with collaborative technology, collaboration space must be fitted with noise control measures to limit disruption to other areas in the library.

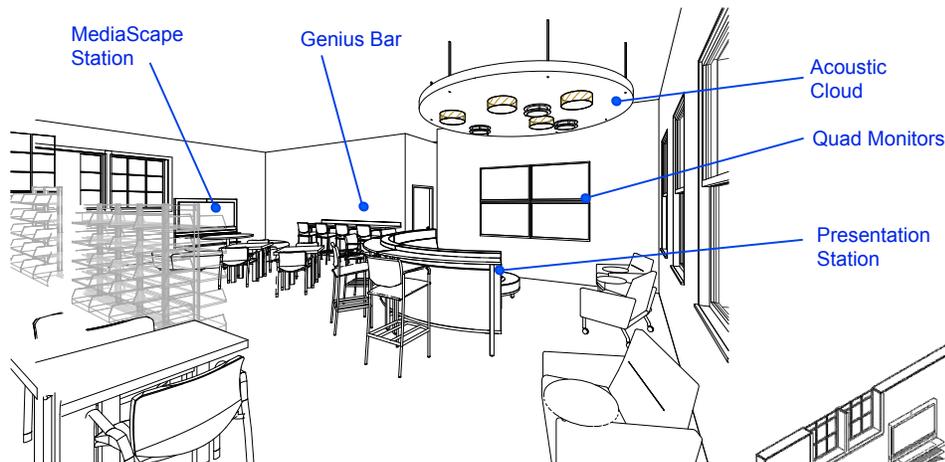


Wall-mount Quad Monitor in business mode; CNN, Dow & News Services



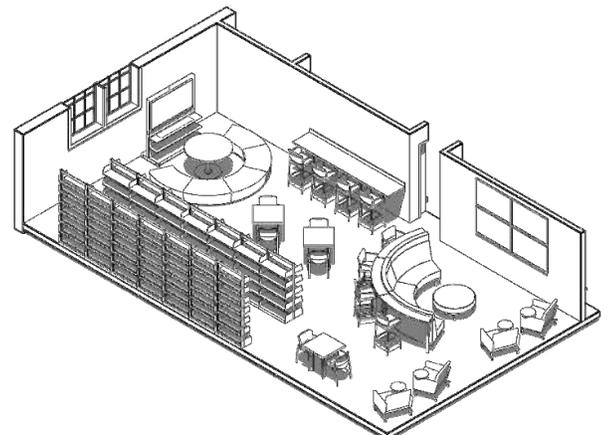
Wall-Mount Quad Monitor in YA mode; BuzzFeed, Indie Music and YA interest programming

If specialized software such as video and graphic editing programs are provided for this space it can also take on the function of a “digital maker space.”



Collaboration Space:

An overhead “Acoustic Cloud” could provide controlled lighting and focused sound for quad monitor presentations and programming.



Collaboration Space; Conceptual Furniture Selections



Presentation Space furniture provide seating for collaborative or solo activities



MediaScape style unit provides collaborative workspace with a shared monitor

The conceptual furniture selections above illustrate furniture selections that will appeal to both business users and young adults. The Presentation Space unit will accommodate either a number of users working alone or small presentations for a small audience. The Acoustic Cloud in the preceding rendering will provide sound for the presentation space that is focused on the seating unit and is relatively inaudible at other spaces in the library. We envision the wall-mounted genius bar as similar to those found in Apple retail stores; simple, connected countertop space for solo or group projects.

(Please note that these are not intended to be color or material suggestions.)

- Provide a Collaborative Space with technology that supports small group activities.
- A consideration for a future building is to provide wheel-based shelving in this area to enable it to be easily re-configured to support different modes of collaborative activities.



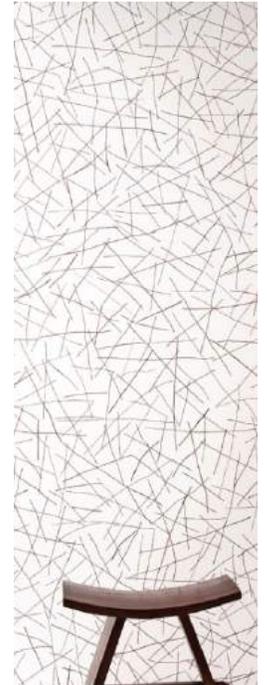
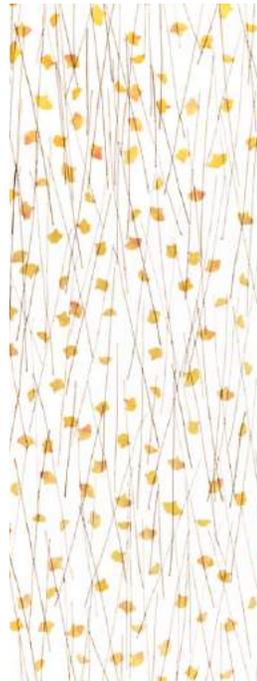
Apple Store "Genius Bar"

- Provide a staff touchdown point for part-time tech support during peak times.
- Provide large format wall-mounted screens for collaborative work and targeted programming.
- Install an overhead “cloud” with distinctive, controllable lighting and focused sound to lend this high-tech corner a unique identity.

Tutoring and One-On-One Meeting Space

Small group meeting spaces are one of the most highly utilized features in contemporary libraries. Currently with the limited floor space available, there is not space to dedicate to a bank of enclosed small group study rooms. One possible method is to create “private” nooks by utilizing removable panels. This will allow the nooks to continue to be used for quiet reading but will also provide a degree of privacy for one-on-one meetings and tutoring.

Laminated acrylic panels like those shown at right could provide a neutral yet interesting choice for the panels affording some privacy but sufficient translucency to preserve sight lines.



Laminated resin panels are available in many attractive options. These panels are manufactured by “3Form” and feature natural materials laminated between durable resin sheets.

- Provide privacy panels at existing reading nooks.
- Provide a “white noise” speaker system to mask conversations in the reading nooks and from the collaboration space.



Migrate to Mobile Computing

Worldwide, sales of desktop computers are falling compared to laptops, tablet computers and smart phones. GPLD has already made the right moves in recapturing scarce building square footage by relocating the computer desks to a more central and compact location. Staff should



monitor ongoing usage to note if it is becoming oversized. Younger library user view desktop machines as older technology and not the format of choice so it is expected that the needs for that will decline. One method is to revise those from general purpose computers to specialized computers with specific software for task based projects as you currently have done by converting 3 PC's to iMacs.

- Make the transition insofar as possible, to mobile computing. Eliminate most fixed, desktop computers and computer carrels and replace with powered work surfaces that can function as reading desks and mobile computer touch down points.
- Expand current seating options, both soft seating and 2-person tables spread throughout the library for distributed, small format computing. Utilize furniture options with integrated power.
- Provide additional strategically placed floor-mounted power outlets to serve selected mobile computing locations. Please note in the current building the structural system prohibits much of this as a viable opportunity.

“Serving Our Public” suggests that a minimum number of public computers for a community the size of Geneva should be a base number of 41 increasing to nearly 3 times that number for an “established” library. The “Serving Our Public” recommendations lose meaning in a relatively affluent community like Geneva where access to hardware is personally available and already mobile.

BBC news has reported just how ubiquitous and inexpensive computing is becoming; in a world that is heading towards \$9 computers, devoting scarce, expensive floor space to a significant number of fixed computer stations is not a good investment.

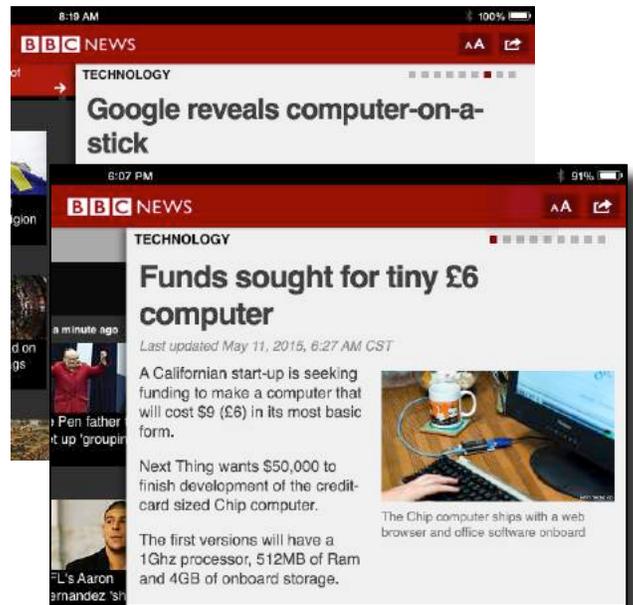
The Physical Collection

At just over half the size that we estimate would be required to provide a level of service comparable to its peer libraries, GPLD will, for the foreseeable future, have space challenges. It will always be too small to provide services

and materials that are in line with “Serving Our Public” standards. This makes GPLD the perfect place to explore alternative service models. In terms of “Serving Our Public” standards, the collection is somewhere between “base” and “minimum” levels.

The previous discussion in the peer comparisons regarding the collection turnover rate can be viewed through a [Consume/Connect/Create](#) lens. The relatively low turnover rate indicates that there is need to make the collection easier to use. At the same time, we need to reduce the percentage of square footage devoted to the physical collection to provide more space for “connect” and “create” activities while the collection is refined to address

the needs of the community. We recommend that the library reduce its collection size as required to improve interior sightlines, provide better flow and to allow for better display of the materials. In the case of a library – like Geneva, that has insufficient floor area to support a robust full-service collection we recommend that the library not attempt to be all things to all people but focus more on a popular/leisure reading



The Nature Of Computing Is Rapidly Changing And Is Becoming Ever More Mobile



collection and providing exceptional service for all, especially children and young adults.

Getting the Most from Every Square Foot

What can be done to increase flexibility and get the most use of every square foot of library space?

In 2012 the Pew Internet Organization released a study about electronic-book usage. According to the study “the population of e-book readers is growing. In the past year, the number of those who read e-books increased from 16% of all Americans ages 16 and older to 23%. At the same time, the number of those who read printed books in the previous 12 months fell from 72% of the population ages 16 and older to 67%.” The trend is clear; it also represents an opportunity for space challenged libraries like GPLD to provide better service to their users.

- 🌍 Continue to increase the relative size of the e-book collection to conserve square footage. GPLD currently spends more on e-resources than print for adult patrons. This is a commendable trend staff should maintain.
- 🌍 Weed and focus the physical collection to allow it to become smaller and, where possible, reduce the height of the shelving to provide more access to daylight and views as well as better sightlines across the main floors.
- 🌍 As stated in the strategic plan implement a collection rental system for greater portions of the collection to allow them to be changed out on a regular basis. This will give customers access to a larger collection than the library has floor space to accommodate and still allow users to get the instant gratification of browsing and checking out books rather than having to utilize Interlibrary Loan. This could be applied to popular fiction, large print and children’s books in particular. Among others, Brodart and Baker & Taylor provide this service.
- 🌍 An average fiction spine out shelf can hold 8 volumes per foot. A face out stack holds an average of 1 volume per foot (multiple copies can be stacked in the shelf

to increase the average). Despite this, it is highly suggested that a larger percentage of collection space be dedicated to face out display.

- 🌍 Relocate new books to be adjacent to a leisure reading area and shelve as many new, and popular, books as possible face-out.

Weeding

Overall, the library's collection is 9% larger than that of the average library in its peer group, while those materials are being used only 83% as often as those in our peer library group. Most of the "excess" of materials are concentrated in the children's collection that is 28% larger than the average peer library. That collection however is well utilized and circulates 16% more often than the average peer's children's collection. The adult collection is slightly smaller than the peer average but circulates 16% less often than then that of the District's peer libraries. The adult collection needs to be better-displayed and/or more focused on customer's needs. Additionally, the main level of the library that houses the adult collection is the best place for incorporating more social aspects into the library and could benefit from additional square footage for other activities.

Recommendations:

- 🌍 Reduce the size of the adult collection, weed to provide better focus and concentrate on leisure reading materials.
- 🌍 Implement BISAC (book store style) shelving for fiction and new books. This will mean finding additional square footage via weeding and purchase of new shelving systems to implement, as the current systems are not set up for this system. For planning purposes library shelving costs an average of \$200 per linear foot (material only). The library has approximately 1100 linear feet of shelving.

The Audio Visual Collection

With floor space at such a premium, study is warranted to determine if automated AV dispensing is a feasible option. Audio/Visual collections have been trending towards downloadable materials rather than physical items housed in the library. While a significant portion of the A/V collection is still offered in tangible media formats, there are options that can save space as well as staff time. At right is an example of self-service vending machines that check out and check in A/V materials without direct staff intervention. These vending machines house A/V materials in less floor space that they would otherwise occupy and reduce turnover time; making material available to the next customer more quickly.



One strategy is to store 3,000 to 4,000 items in one automated dispenser. While this represents less than 20% of the A/V collection most of the high-turnover and potentially theft prone like video game discs, could be distributed in this manner; thus reducing staff time required to manage this collection.

As the physical A/V collection disappears, removing a vending unit will be much less disruptive to the building plan than removing an entire collection. In the event that the Library moves to new quarters, this equipment is also easily relocated to a new building. However, a full cost benefit study is recommended to determine the operational benefit to GPLD.

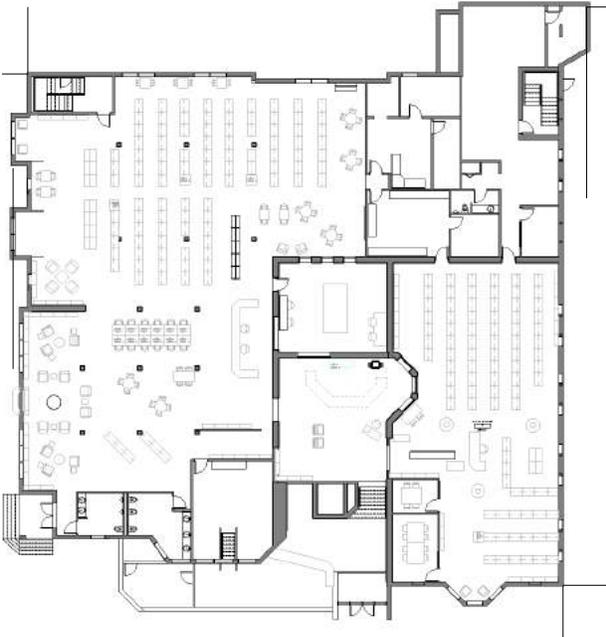


Storage

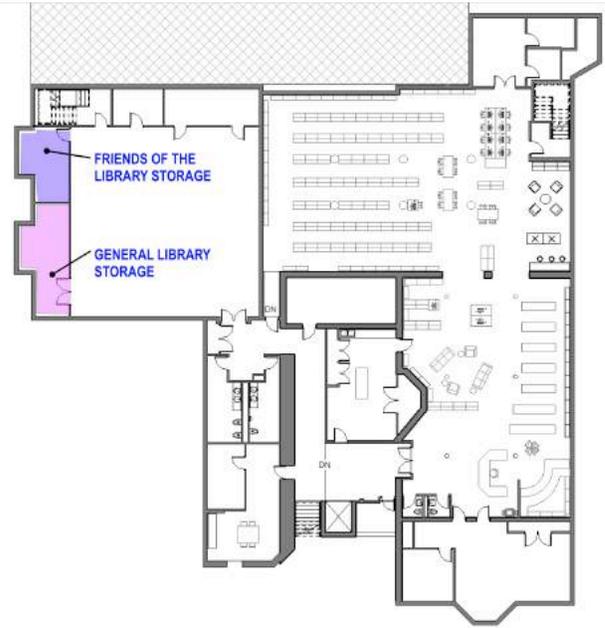
The shaded areas on the plans below indicate storage areas within the library. The grade floor has no dedicated storage space and the lower level has only two small storage spaces – one of which is used by the Friends of the Library.



The lack of storage space has forced the Library to utilize several off-site storage sites. Storing offsite is a time consuming stopgap that contributes to the inefficiency of library operations.



Main Level Plan



Lower Level Plan

The Technical Services space has some potential for use as additional storage space though its use is limited by its geometry and the fact that items from the receiving dock sometimes need to traverse this space.

- Provide additional shelving space for storage of library materials by eliminating unused work stations in Technical Services, consolidating those that remain and

replacing with library shelving units that are made redundant by decreases in collection size.

Note that the above does not come close to meeting the library's need for additional storage space, off-site storage will still be required.

Children's Trends

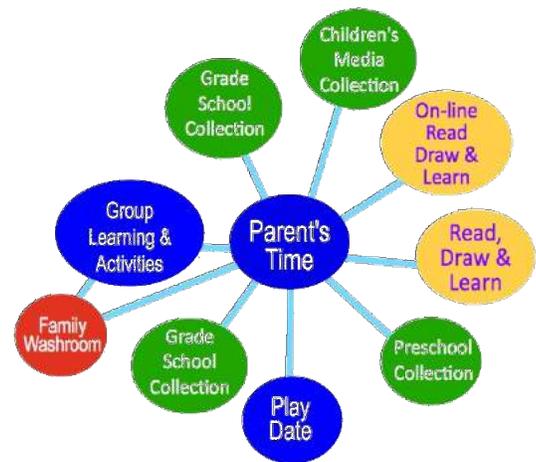
Except for the existence of two staff points in close proximity and the many bearing walls that subdivide the space, the lower level is much more functional than the main floor. Children's areas need to be monitored from one staff location. Additional staff should be dedicated to roaming the area providing assistance.

Circulation statistics indicate that the children's collection is well-utilized; we do not recommend any wholesale changes to this collection.



We believe that children's libraries are about parents as well as about children; the better the experience is for parents, the more often they will take their children to the library. The opportunity to increase the number of users in the young parents demographic implies that the library can do more to improve their library experience. Some suggestions follow;

- Create a central parent's area that allows parents to supervise several children of different ages simultaneously. The parent's area should provide an opportunity for 3 to 4 parents to enjoy socializing, mobile computing, reading and coffee while their children enjoy the library while under parental supervision. Provide a low table surface with child-



size chairs near the books related to parenting and children’s subjects so children can enjoy snacks provided by their parents. Parent’s Time area should have a direct line of sight to the children’s Play Date area and Children’s Activity Room. This area should be coffee-friendly and optimized for mobile computing as well as conversation

- Provide a “play date” area for toddlers to play in a safe, protected environment. Provide around 100 square feet of soft surface flooring. There is a current story area/play area in the existing building. Some minor reconfiguration would be necessary but increasing the size is not recommended due to loss of adjacent service space.

The space limitations of the existing library do not allow meaningful expansion of children’s services, for example creation of the parent time spaces. Should the library move to a new or larger home we have some general recommendations that will help keep children’s in line with 21st-century library services:



General Children’s Recommendations

- Provide better opportunities for parent-child electronic collaboration, either with several dual tablet armchairs and/or two-place computer workstations.
- Place some children’s shelving on wheeled bases to allow easy reconfiguration of the children’s space for impromptu activities and events.
- Continue to provide colors, shapes and textures that appeal to children, create child-scale architectural elements that make a statement that this is a place for children.
- Increase the area devoted to children’s services to allow more of the collection to be displayed on face-out to facilitate browsing by children and their parents.

- Provide several flexible work surfaces in the Children’s Library that permit use of customer’s personal computing devices. Work surfaces to be wired for power.
- Provide a number of work stations and tables for collaborative work: child/child collaboration and parent/child collaboration.

Public Meeting Spaces:

According to our peer survey, GPLD’s adult program attendance is about 25% less of that of the average peer library. This is likely due to a lack of quality space with quality audiovisual equipment, as well as the limited parking. Because of the room’s inherent limitations StudioGC does not recommend that GPLD make significant architectural investments in this space. Meaningful improvement to the meeting room will depend upon the magnitude of capital investments that the library wishes to make on a facility that it could well be leaving.

Meeting Room Comments and Recommendations

- Replace existing finish ceiling and lighting utilizing suspended, LED lighting fixtures with a multitude of switching options.
- Install an updated sound system for live and projected presentations.
- Add a ceiling-mounted projector and/or a large format flat screen monitor.
- Replace meeting room tables with more flexible, movable selections like KI’s “Pirouette” table shown at right. These tables fold vertically, stack against one another and are a very space-efficient solution for meeting and training rooms. Some tables in this category have built-in power options for easy connection to floor and wall outlets.



- Augment meeting room chairs with more efficient, lighter stacking chairs. The KI “Opt4” chair at right weighs only 7 ½ lb, is ergonomic, light weight and features high-density stacking, allowing more chairs to be stored in a limited space.
- In a new facility design meeting rooms to be divisible and scalable to the attendance.
- Meeting rooms, of varying size should be located throughout the library. These sizes need to range from one-on-one private tutoring spaces to meetings of 100 or more. Current capacity of all meeting spaces is significantly under recommendations but given the space requirements for increasing there are no options for improvement available within the existing facility.

Meeting room improvements that focus on furnishings and A/V equipment offer improvement to service with the potential of relocating most of the investment to a new library should that become an option. However, storage of new furniture becomes an issue as the previous storage analysis attests.

Key Points And Conclusions

14 Key Points

1. The mission and role of public libraries have changed dramatically since GPLD was planned and built; contemporary libraries are as much about connecting with other people and providing a venue for creative activities as they are about housing a collection of materials.
2. Offering access to books and A/V materials will remain a key part of the library's service for the foreseeable future.
3. Space limitations prevent Geneva Public Library District from providing many of the new services that 21st century libraries offer.
4. The library offers more books than the average library of its size but they circulate less often than those of the average library due to insufficient space for proper display and easy browsing.
5. Many people in the District cannot, or choose not to, access the library due to a critical lack of dedicated library parking.
6. The building is relatively inaccessible for people with limited mobility.
7. The building cannot offer drive-up services that libraries find are essential to their operations.
8. The library building is too small to adequately serve its community. It should be approximately 150% current size to meet an anticipated minimum program. There is no room for meaningful expansion of the existing building on the existing site.
9. Many interior bearing walls make the building very inflexible. Interior updates will be difficult and expensive, and cause a significant impact on library operations during the modifications.

- 10. The poor sight lines due to the many interior walls require additional staff to properly operate the library. Taken with the inefficiencies of the building itself, the library requires a staffing level that is 50% greater than that of an average library.
- 11. A serious lack of storage space within the building forces the library to maintain several off-site storage spaces that drive up expenses and reduce the level of service.
- 12. Due to space limitations, building construction, and the awkward geometry of the building, the library is very expensive to operate; it costs around 30% more to run than an average library of its size.
- 13. In the mid-term, several million dollars of upgrades will be required to maintain the building and meet current codes without offering any increase in library service.
- 14. A new library of a size that is more appropriate to the needs of the District could operate within the existing tax rate.



Conclusions

Library Administration and a dedicated staff have done an excellent job wringing the maximum potential from the library's dated and undersized facility. GPLD's current home has reached the limit of its potential and will be unable to provide many of the new services that are part of a 21st-century library.

The wisdom of investing additional capital in the structure is at best, questionable. Given the fundamental shortcomings of the facility, additional investments in its infrastructure will not meaningfully increase the level of library service and will instead perpetuate an inefficient and expensive service model. If this process were undertaken a rough budget cost of approximately \$275 / square foot should be assumed.

This would result in an anticipated project budget of approximately \$7,900,000 with almost no increase in space to dedicate to new services. These costs assume that the the historic review board would require retention of many of the historic building elements and do not include any additional parking or additional square footage. As a basis of comparison a new building would likely cost approximately \$300/square foot less furniture and equipment

StudioGC recommends that GPLD explore the potential of relocating to a new facility on a site that can accommodate a library of approximately 56,000 square feet with ample parking spaces. If the Library District elects to do so and is successful, it will remain at its current location for the next several years while that project takes shape.

Implementing some of the concepts presented in this report could help Geneva Public Library District provide some services that it does not currently offer. Many of the proposed concepts require a degree of investment in new furniture and equipment, most of which could be relocated to a potential new facility. These interim measures



could then be properly viewed as the first step in the process of investing in a new library.

If a new library is properly designed and if new technologies are implemented it will be, on a square foot basis, significantly less expensive to operate while offering the District a range of services that the existing library cannot hope to provide.

GPLD has tremendous potential to offer the community a whole new level of library service: to really become a true destination point and a hub of civic activity.

This report outlined trends in library service and how these trends can have an impact on the planning for a reimagined Geneva Public Library. Becoming that destination place cannot be achieved by increasing the size of the collection or the number of seats in the library. It will require reexamining some of basic precepts of what a library is and what services it offers its community.

Some of the recent changes in the library industry may stretch our understanding of what libraries are, how people might use them and what services they must provide. The fundamental idea of “library” however, has not changed: a library is an institution that is devoted to sharing resources. The real change is that in the 21st-century library users are sharing CPU time, virtual tools, physical tools, events and social interaction as well as books and other tangible materials. These changes make possible the remarkable potential of a 21st-century library.

We at StudioGC look forward to working with you to bring your project to reality and giving the residents of Geneva Public Library District the best possible library.

We remain, as always, at your service.



Rick McCarthy

Rick McCarthy AIA NCARB LEED AP

Library Studio Director, StudioGC INC