Page 1: Planning Questions:

Q1 How did patron input inform library design; more specifically, can you point to a specific design concept as it relates to space, signage, furniture, equipment, etc. that was directly shaped by patron input?

The library solicits patron feedback annually via a student survey.

Q2 What research tools/methods did you find most effective when it came to gathering patron input?

Surveys and anecdotal feedback at service desks.

Q3 Did a steering committee convene throughout the planning and construction process? If yes, who participated in the group? And how influential was the group in terms of visioning and planning the new or renovated building? If multiple advisory groups were involved, pls describe their relationship and contribution to the project:

No, the former dean of the division designed the building, with feedback from various stakeholders.

Q4 Were new library-related resources, programs or services considered and/or developed in conjunction with the new or renovated library building? If yes, pls describe:

Yes, different areas were designed to support library functions, such as Friends of the Library, Tech Processing, and Circulation.

Q5 What role did library technical paraprofessional staff, student employees, or volunteers play in the visioning and planning of the new or renovated library building?

Faculty were consulted; staff and volunteers were minimally consulted.

Q6 What major design concept(s) was/were the driving force in the visioning and planning of the new or renovated building? How was/were such concept(s) developed?

The building has classrooms (learning), tutoring/labs, and studying (rooms/library) on each of the three floors. So students would learn (classroom), apply (tutoring) and study (library).

Q7 What major challenges did you encounter along the planning process? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

I was not a part of the planning process, since I am a new dean in the area.
Q8 What role did the architects play in shaping the new building design? Put differently, how did the architects help articulate the stakeholders’ vision of a new or renovated library?

I was not a part of the planning process, since I am a new dean in the area.

Q9 Did you face any form of major opposition from any of the stakeholders involved? Put simply, did you face any naysayers along the process? And if so, how did you resolve the situation?

I was not a part of the planning process, since I am a new dean in the area.

Page 2: Building Design Questions:

Q10 Has the design of the new or renovated library building influenced or changed the layout and/or delivery of reference services? If so, pls describe:

I think reference services are less utilized because the service desk is behind a glass wall, and makes the area less accessible.

Q11 Similarly, has the design of the new or renovated library building influenced or changed the layout and or delivery of other access services (i.e., Circulation Desk)? If so, pls describe:

The Circulation Desk is more utilized because of its central location; students see the desk, and approach it for support/help/services more readily.

Q12 Has the new building design influenced and/or changed the library’s service philosophy? If so, pls describe:

None that I can think of.

Q13 How has the new building design influenced and/or changed space allocations as it relates to collections and/or services in the library? What was expanded and what was reduced? Pls explain:

The areas for the library was reduced. Stacks and books are now 1/3 of what they were before the renovation.

Q14 Has the new building design brought any new and/or unexpected maintenance operations along with the corresponding expenses? If so, pls describe:

Most of the glass windows in offices needed blinds. This was an unanticipated expense.

Q15 What major challenges did you encounter in the construction phase of the project? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

I was not a part of the planning process, since I am a new dean in the area.
Q16 In the design of the new or renovated library building, was signage updated or changed to reflect changes in library nomenclature (i.e., Circulation Desk to Check Out Desk). If so, pls describe:

The signage was all renewed with college colors and themes.

Q17 What design concept(s) and/or layout(s) carried over from the previous library building? More specifically, what furniture, equipment, signage, etc., made it to the new or renovated building?

I was not a part of the planning process, since I am a new dean in the area.

Q18 How have patrons responded to the new or renovated library building? What have they liked the most about the new or renovated library building? What have they liked the least about the new or renovated library building? In other words, have you assessed patrons’ satisfaction with the new or renovated library building? If so, how have you gathered their input? Moreover, has their input brought changes and/or modifications to the new or renovated library building?

The general feedback has been that patrons like the new building, and enjoy the seats and chairs available for them. The modern look has also garnered positive feedback.

Q19 If we consider the library a learning environment, how does the new or renovated library building contribute to student learning; more specifically, how does the new building design support patrons’ learning behaviors, which have become more technology-rich; and thus, more participatory and collaborative in nature. Pls describe your experience:

It is designed one floor up from the tutoring center, and it also has a computer lab for students. Both of these things encourage learning.

Q20 How does the new building design accommodate patrons’ diverse information seeking behavior and study habits? For example, you’ll always have patrons who thrive in active, collaborative spaces, while others will seek a quiet place to study? How does the new or renovated building reflect such varied preferences? For example, how did space layout and furniture options help support such needs?

The new building has all of these features, including group study rooms, quiet study areas, and support desks.

Q21 How do we design a building that will remain relevant for the foreseeable future? Stated differently, what will continue to attract patrons to visit the brick-and-mortar library of the future? More specifically, how can we deepen the experiences of today’s and tomorrow’s patron?

I think we can include food options locally, such as coffee or snacks. Our college is geographically apart from the main city, so there are fewer options for students.

Q22 What is the one thing (ok, two things) you’re most proud of or excited about the new or renovated building?

The look is modern, clean and has beautiful views from the top floor.
Q23 Upon completion of a new or renovated library building, how soon do you begin planning for growth and the eventual renovation and/or expansion of the existing building? Moreover, how do you gain support for a renovation and/or expansion from top level administrators?

I was not a part of the planning process, since I am a new dean in the area.

Q24 I realize every new building or renovation project is different, but if you could distill a handful of lessons learned from your experience, what do’s and don’ts would you share with someone who is about to embark in a new building project?

I was not a part of the planning process, since I am a new dean in the area.

Q25 Lastly, has the new or renovated library created opportunities to partner with the community at large; for example, local schools and community organizations? If so, pls describe new and/or future partnerships:

I was not a part of the planning process, since I am a new dean in the area.
Q1 How did patron input inform library design; more specifically, can you point to a specific design concept as it relates to space, signage, furniture, equipment, etc. that was directly shaped by patron input?

surveys and focus groups.

Q2 What research tools/methods did you find most effective when it came to gathering patron input?

focus groups prompted participants to be more forthcoming.

Q3 Did a steering committee convene throughout the planning and construction process? If yes, who participated in the group? And how influential was the group in terms of visioning and planning the new or renovated building? If multiple advisory groups were involved, pls describe their relationship and contribution to the project:

minimal advisory groups were created.

Q4 Were new library-related resources, programs or services considered and/or developed in conjunction with the new or renovated library building? If yes, pls describe:

enhance study rooms with 21st century technology.

Q5 What role did library technical paraprofessional staff, student employees, or volunteers play in the visioning and planning of the new or renovated library building?

minimal besides being part of a focus group.

Q6 What major design concept(s) was/were the driving force in the visioning and planning of the new or renovated building? How was/were such concept(s) developed?

enjoying the natural landscape.

Q7 What major challenges did you encounter along the planning process? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

Architects and planners creating their own vision without librarian input.
Q8 What role did the architects play in shaping the new building design? Put differently, how did the architects help articulate the stakeholders' vision of a new or renovated library?

If I were to grade them, I would award them a C-

Q9 Did you face any form of major opposition from any of the stakeholders involved? Put simply, did you face any naysayers along the process? And if so, how did you resolve the situation?

Not necessarily, some of the opposition still believes they are working at a university.

Q10 Has the design of the new or renovated library building influenced or changed the layout and/or delivery of reference services? If so, pls describe:

It has created confusion at times. Folks are not sure if librarians work at the ref desk.

Q11 Similarly, has the design of the new or renovated library building influenced or changed the layout and or delivery of other access services (i.e., Circulation Desk)? If so, pls describe:

it has streamlined the process with just one desk.

Q12 Has the new building design influenced and/or changed the library’s service philosophy? If so, pls describe:

not necessarily. New library leadership may introduce new visionary discussions.

Q13 How has the new building design influenced and/or changed space allocations as it relates to collections and/or services in the library? What was expanded and what was reduced? Pls explain:

The number of study rooms is not sufficient based on usage and need of current student population.

Q14 Has the new building design brought any new and/or unexpected maintenance operations along with the corresponding expenses? If so, pls describe:

Overall design and construction of building is not user-friendly to users or janitorial staff. For example, some light bulbs can not be replaced because they exceed the height of the cherry picker.

Q15 What major challenges did you encounter in the construction phase of the project? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

not being a participant during the planning stages.
Q16 In the design of the new or renovated library building, was signage updated or changed to reflect changes in library nomenclature (i.e., Circulation Desk to Check Out Desk). If so, pls describe:

signage was fine in 2009, but revised signage is needed. Using the KISS principle.

Q17 What design concept(s) and/or layout(s) carried over from the previous library building? More specifically, what furniture, equipment, signage, etc., made it to the new or renovated building?

n/a

Page 3: Patron Experience in New or Renovated Library:

Q18 How have patrons responded to the new or renovated library building? What have they liked the most about the new or renovated library building? What have they liked the least about the new or renovated library building? In other words, have you assessed patrons’ satisfaction with the new or renovated library building? If so, how have you gathered their input? Moreover, has their input brought changes and/or modifications to the new or renovated library building?

Students like the new space, but sound carries in some sections, which becomes an issue during some parts of the semester.

Q19 If we consider the library a learning environment, how does the new or renovated library building contribute to student learning; more specifically, how does the new building design support patrons’ learning behaviors, which have become more technology-rich; and thus, more participatory and collaborative in nature. Pls describe your experience:

providing sufficient lighting, adequate computers, comfortable furniture and even considering to have quiet study areas are vital components in creating a productive learning environment.

Q20 How does the new building design accommodate patrons’ diverse information seeking behavior and study habits? For example, you’ll always have patrons who thrive in active, collaborative spaces, while others will seek a quiet place to study? How does the new or renovated building reflect such varied preferences? For example, how did space layout and furniture options help support such needs?

We have partially succeeded but much work is needed to get to a fully satisfactory environment.

Page 4: Closing Questions:

Q21 How do we design a building that will remain relevant for the foreseeable future? Stated differently, what will continue to attract patrons to visit the brick-and-mortar library of the future? More specifically, how can we deepen the experiences of today’s and tomorrow’s patron?

Have adaptable space which can be easily converted for future uses.

Q22 What is the one thing (ok, two things) you’re most proud of or excited about the new or renovated building?

opportunity to experiment.
**Q23** Upon completion of a new or renovated library building, how soon do you begin planning for growth and the eventual renovation and/or expansion of the existing building? Moreover, how do you gain support for a renovation and/or expansion from top level administrators?

This is an on-going campaign with internal and external stakeholders. Learning at conferences and visiting future locations will assist in such endeavor.

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**Q24** I realize every new building or renovation project is different, but if you could distill a handful of lessons learned from your experience, what do’s and don’ts would you share with someone who is about to embark in a new building project?

Become the change agent and convince architects/planners that we need user-friendly facilities.

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**Q25** Lastly, has the new or renovated library created opportunities to partner with the community at large; for example, local schools and community organizations? If so, pls describe new and/or future partnerships:

Most recently, we held an evening event with the college’s music/photography/writing departments. Lots of good comments were shared about holding this event in the library.
Q1 How did patron input inform library design; more specifically, can you point to a specific design concept as it relates to space, signage, furniture, equipment, etc. that was directly shaped by patron input?

Study rooms - definitely. In student surveys, study rooms were one of the things mentioned repeatedly.

Q2 What research tools/methods did you find most effective when it came to gathering patron input?

Pen and paper surveys. An overall college credit student survey was also helpful but a pen and paper survey conducted only in the library helped us find out what students were interested in.

Q3 Did a steering committee convene throughout the planning and construction process? If yes, who participated in the group? And how influential was the group in terms of visioning and planning the new or renovated building? If multiple advisory groups were involved, pls describe their relationship and contribution to the project:

The library personnel (Dean, Dept. Chair, Library Operations Manager) were on a committee along with facilities management, construction consultant and architect and all met to design the scope of the study room construction project. The library was influential in telling the college and the outside vendors what we needed and felt could fit in the space we allocated and they followed through with our plans.

Q4 Were new library-related resources, programs or services considered and/or developed in conjunction with the new or renovated library building? If yes, pls describe:

We had previously moved to an online room reservation system and expanded that upon completion of the study rooms; we also added laptops and HDMI cables for checkout to enhance the features of our new tech-friendly study rooms.

Q5 What role did library technical paraprofessional staff, student employees, or volunteers play in the visioning and planning of the new or renovated library building?

Not at all but the library operations manager is a classified employee.

Q6 What major design concept(s) was/were the driving force in the visioning and planning of the new or renovated building? How was/were such concept(s) developed?

Accommodating 21st century learners and that many instructors assign group work. Providing space to fill a student need. Incorporating flexibility into the design for tech friendly features but also things like ample whiteboards.
Q7 What major challenges did you encounter along the planning process? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

This particular project was easy and we were fortunate to not see too many obstacles. Perhaps the construction itself, while we were open for summer session, was a challenge, but students and staff were understanding.

Q8 What role did the architects play in shaping the new building design? Put differently, how did the architects help articulate the stakeholders' vision of a new or renovated library?

The architect in our project was the original architect for the building itself; he was instrumental in fitting in the space we deemed necessary into the area of the floor we designated.

Q9 Did you face any form of major opposition from any of the stakeholders involved? Put simply, did you face any naysayers along the process? And if so, how did you resolve the situation?

We did not.

Page 2: Building Design Questions:

Q10 Has the design of the new or renovated library building influenced or changed the layout and/or delivery of reference services? If so, pls describe:

I don't believe so.

Q11 Similarly, has the design of the new or renovated library building influenced or changed the layout and or delivery of other access services (i.e., Circulation Desk)? If so, pls describe:

It has made the circulation desk much busier as we are checking in reservations for the rooms and checking out equipment.

Q12 Has the new building design influenced and/or changed the library’s service philosophy? If so, pls describe:

I think it has influenced our service philosophy in that we have become more creative with meeting student needs, but our overall philosophy has always been to meet student needs in as many ways possible.

Q13 How has the new building design influenced and/or changed space allocations as it relates to collections and/or services in the library? What was expanded and what was reduced? Pls explain:

Collections needed to be moved and some routine weeding took place so a small amount of stacks could be removed. The rooms took up space occupied by study carrels and most were relocated.

Q14 Has the new building design brought any new and/or unexpected maintenance operations along with the corresponding expenses? If so, pls describe:

No.
Q15 What major challenges did you encounter in the construction phase of the project? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

Mostly noise but the contractors did the noisiest work during our closed weeks. We made sure we had plenty of earplugs to hand out after we opened. Students were very understanding when we told them what they’d be getting later that year!

Q16 In the design of the new or renovated library building, was signage updated or changed to reflect changes in library nomenclature (i.e., Circulation Desk to Check Out Desk). If so, pls describe:

None.

Q17 What design concept(s) and/or layout(s) carried over from the previous library building? More specifically, what furniture, equipment, signage, etc., made it to the new or renovated building?

We kept the same design theme for the rooms so they would coordinate with existing design.

Q18 How have patrons responded to the new or renovated library building? What have they liked the most about the new or renovated library building? What have they liked the least about the new or renovated library building? In other words, have you assessed patrons’ satisfaction with the new or renovated library building? If so, how have you gathered their input? Moreover, has their input brought changes and/or modifications to the new or renovated library building?

The love the rooms and they are heavily used. We've surveyed them and upon their response adjusted things in our reservation system. The one thing that students would like more of is smaller two-person rooms; the rooms we built are for larger groups.

Q19 If we consider the library a learning environment, how does the new or renovated library building contribute to student learning; more specifically, how does the new building design support patrons’ learning behaviors, which have become more technology-rich; and thus, more participatory and collaborative in nature. Pls describe your experience:

We are trying to cater to 21st century learners and learners who work on group projects. We provide technology options, but we knew that students liked have a lot of whiteboard space to write on, so we incorporated two whiteboards in each room where we could.

Q20 How does the new building design accommodate patrons’ diverse information seeking behavior and study habits? For example, you’ll always have patrons who thrive in active, collaborative spaces, while others will seek a quiet place to study? How does the new or renovated building reflect such varied preferences? For example, how did space layout and furniture options help support such needs?

Outside of this study room construction room project, we’ve begun to purchase furniture such as Agati Nooks, Pods and Gee chairs, which students love for their power options and design.
Q21 How do we design a building that will remain relevant for the foreseeable future? Stated differently, what will continue to attract patrons to visit the brick-and-mortar library of the future? More specifically, how can we deepen the experiences of today’s and tomorrow’s patron?

Flexibility is definitely key; furniture that can be configured in different ways, technology options, room for both collaborative and individual work and quiet areas for concentration. Flexibility will keep students coming, as well as adding services that they need, such as charging cables and equipment.

Q22 What is the one thing (ok, two things) you’re most proud of or excited about the new or renovated building?

The technology-friendly tables (HDMI, USB, A/C) and how the rooms look as if they were always there!

Q23 Upon completion of a new or renovated library building, how soon do you begin planning for growth and the eventual renovation and/or expansion of the existing building? Moreover, how do you gain support for a renovation and/or expansion from top level administrators?

We are lucky that there will be some bond money forthcoming for a remodel of the building and we are hoping at that time to consider the future growth; we can bolster those arguments with traffic numbers (security gate counts) and other data.

Q24 I realize every new building or renovation project is different, but if you could distill a handful of lessons learned from your experience, what do’s and don’ts would you share with someone who is about to embark in a new building project?

Absolutely get some student input, make sure library staff are adamant about it meeting staff and student need; so many library renovations move forward with little input from actual library people and the end results are bad.

Q25 Lastly, has the new or renovated library created opportunities to partner with the community at large; for example, local schools and community organizations? If so, pls describe new and/or future partnerships:

Nothing outside, but I’ve forged a great relationship with the construction folks who worked on our project.
Q1 How did patron input inform library design; more specifically, can you point to a specific design concept as it relates to space, signage, furniture, equipment, etc. that was directly shaped by patron input?

N/A

Q2 What research tools/methods did you find most effective when it came to gathering patron input?

N/A

Q3 Did a steering committee convene throughout the planning and construction process? If yes, who participated in the group? And how influential was the group in terms of visioning and planning the new or renovated building? If multiple advisory groups were involved, pls describe their relationship and contribution to the project:

Selected committee members heard final proposals/plans and voted per LACCD protocols followed per district monitors who were present but did not vote.

Q4 Were new library-related resources, programs or services considered and/or developed in conjunction with the new or renovated library building? If yes, pls describe:

General feedback was solicited by prospective clients throughout the process.

Q5 What role did library technical paraprofessional staff, student employees, or volunteers play in the visioning and planning of the new or renovated library building?

Committee responded to calls for input on design needs/plans

Q6 What major design concept(s) was/were the driving force in the visioning and planning of the new or renovated building? How was/were such concept(s) developed?

Security, noise reduction, lighting, computer access, circulation area, work room, restrooms. Each prospective client attempted to address issues in areas of concern within their final presentations.
Q7 What major challenges did you encounter along the planning process? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

Style (client focus) vs Pragmatism/functionality (committee focus). Generally some of the functionality concerns were not addressed.

Q8 What role did the architects play in shaping the new building design? Put differently, how did the architects help articulate the stakeholders’ vision of a new or renovated library?

Once chosen, architects adhered to the design plan as submitted. Throughout construction library staff (not committee members) were consulted to address any potential functionality concerns.

Q9 Did you face any form of major opposition from any of the stakeholders involved? Put simply, did you face any naysayers along the process? And if so, how did you resolve the situation?

Naysayers throughout the vetting process proved correct in regards to concerns about security and functionality.

Page 2: Building Design Questions:

Q10 Has the design of the new or renovated library building influenced or changed the layout and/or delivery of reference services? If so, pls describe:

Reference desk is adjacent to student computer stations. The result is an increase in computer/technology related questions.

Q11 Similarly, has the design of the new or renovated library building influenced or changed the layout and or delivery of other access services (i.e., Circulation Desk)? If so, pls describe:

The circulation is further from the front door, making it harder to respond to alarms and or other security concerns.

Q12 Has the new building design influenced and/or changed the library’s service philosophy? If so, pls describe:

Security remains an issue that the design failed address. There are too many access/entry points that are unmonitored (stairwells, doors, elevators)

Q13 How has the new building design influenced and/or changed space allocations as it relates to collections and/or services in the library? What was expanded and what was reduced? Pls explain:

The Student Services department has taken up residence in the library. Furniture and equipment were relocated to accommodate the move.

Q14 Has the new building design brought any new and/or unexpected maintenance operations along with the corresponding expenses? If so, pls describe:

Additional study rooms have brought up issues related to food/drink. More food trash is left in study rooms requiring additional work for maintenance staff, and Staff trying to enforce policies.
Q15 What major challenges did you encounter in the construction phase of the project? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

The time frame for completion was longer than expected. Library’s stay in inadequate temporary facilities was extended.

Q16 In the design of the new or renovated library building, was signage updated or changed to reflect changes in library nomenclature (i.e., Circulation Desk to Check Out Desk). If so, pls describe:

Signage is more prominently displayed.

Q17 What design concept(s) and/or layout(s) carried over from the previous library building? More specifically, what furniture, equipment, signage, etc., made it to the new or renovated building?

Open spaces of library kept intact. Some open spaces have been glassed in to limit noise. Additional offices, classrooms, and meeting rooms have been added.

Page 3: Patron Experience in New or Renovated Library:

Q18 How have patrons responded to the new or renovated library building? What have they liked the most about the new or renovated library building? What have they liked the least about the new or renovated library building? In other words, have you assessed patrons’ satisfaction with the new or renovated library building? If so, how have you gathered their input? Moreover, has their input brought changes and/or modifications to the new or renovated library building?

General feedback from students has been positive. Formal input from students has not been solicited.

Q19 If we consider the library a learning environment, how does the new or renovated library building contribute to student learning; more specifically, how does the new building design support patrons’ learning behaviors, which have become more technology-rich; and thus, more participatory and collaborative in nature. Pls describe your experience:

More computers equal more access to library resources. Proximity of computers to reference desk facilitates more interaction with reference librarian. Additional study rooms give students more opportunity to work on group projects.

Q20 How does the new building design accommodate patrons’ diverse information seeking behavior and study habits? For example, you’ll always have patrons who thrive in active, collaborative spaces, while others will seek a quiet place to study? How does the new or renovated building reflect such varied preferences? For example, how did space layout and furniture options help support such needs?

Library is busy place noise remains an ongoing concern. In addition to formal study rooms, upper floors have tables and study cubicles available that provide a more quiet place to study.

Page 4: Closing Questions:
Q21 How do we design a building that will remain relevant for the foreseeable future? Stated differently, what will continue to attract patrons to visit the brick-and-mortar library of the future? More specifically, how can we deepen the experiences of today’s and tomorrow’s patron?

Beautiful grand designs are fine, but keep eye on basics, security, functionality, (location of restrooms, workspaces etc.), exit doors if there are multiple floors involved, staffing of multiple floors for security reasons, study rooms, etc.

Q22 What is the one thing (ok, two things) you’re most proud of or excited about the new or renovated building?

New building is significantly nicer, more modern and attractive.

Q23 Upon completion of a new or renovated library building, how soon do you begin planning for growth and the eventual renovation and/or expansion of the existing building? Moreover, how do you gain support for a renovation and/or expansion from top level administrators?

N/A

Q24 I realize every new building or renovation project is different, but if you could distill a handful of lessons learned from your experience, what do’s and don’ts would you share with someone who is about to embark in a new building project?

Design focus should be on ability to do basic tasks related to the job. Functionality over aesthetics.

Q25 Lastly, has the new or renovated library created opportunities to partner with the community at large; for example, local schools and community organizations? If so, pls describe new and/or future partnerships:

N/A
#5

**Q1** How did patron input inform library design; more specifically, can you point to a specific design concept as it relates to space, signage, furniture, equipment, etc. that was directly shaped by patron input?

Minimal patron input

**Q2** What research tools/methods did you find most effective when it came to gathering patron input?

n/a

**Q3** Did a steering committee convene throughout the planning and construction process? If yes, who participated in the group? And how influential was the group in terms of visioning and planning the new or renovated building? If multiple advisory groups were involved, pls describe their relationship and contribution to the project:

Steering committee was the Building User Group (Library staff, LRC staff, Project manager, Move manager, Chairs of math and English) Very influential

**Q4** Were new library-related resources, programs or services considered and/or developed in conjunction with the new or renovated library building? If yes, pls describe:

No new resources or programs were programmed into the building.

**Q5** What role did library technical paraprofessional staff, student employees, or volunteers play in the visioning and planning of the new or renovated library building?

Paraprofessional staff had major input. Volunteers and student employees didn’t.

**Q6** What major design concept(s) was/were the driving force in the visioning and planning of the new or renovated building? How was/were such concept(s) developed?

Seamless boundary between library and learning resources (thus, open tutoring areas), so as to remove perceived stigma of entering through different doors (one for the more “academically independent” library users, one for those needing more assistance).
Q7 What major challenges did you encounter along the planning process? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

Delays in final construction. 3 different contractors.

Q8 What role did the architects play in shaping the new building design? Put differently, how did the architects help articulate the stakeholders’ vision of a new or renovated library?

Architects played a major role. They were very active in seeking direct, ongoing, and substantial input from us users, and I commend them for that.

Q9 Did you face any form of major opposition from any of the stakeholders involved? Put simply, did you face any naysayers along the process? And if so, how did you resolve the situation?

None.

Q10 Has the design of the new or renovated library building influenced or changed the layout and/or delivery of reference services? If so, pls describe:

In a minor way, yes. There is less space at the reference desk to sit and consult with students. We tend to leave the reference desk more now, to use the stand alone workstations and to do roving reference.

Q11 Similarly, has the design of the new or renovated library building influenced or changed the layout and or delivery of other access services (i.e., Circulation Desk)? If so, pls describe:

No changes.

Q12 Has the new building design influenced and/or changed the library’s service philosophy? If so, pls describe:

Now that we are merged (physically/seamlessly) with tutoring services and computer lab, we all assist students more holistically – helping with computer/tech problems, guiding them to the right tutoring services, etc.

Q13 How has the new building design influenced and/or changed space allocations as it relates to collections and/or services in the library? What was expanded and what was reduced? Pls explain:

n/a

Q14 Has the new building design brought any new and/or unexpected maintenance operations along with the corresponding expenses? If so, pls describe:

Large windows have popped, shattered. High ceilings provide cleaning and electrical access challenges (some light bulbs don’t get replaced)
Q15 What major challenges did you encounter in the construction phase of the project? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

First contractor went bankrupt. Second was removed from job. Third came in, left, and second was brought back. We overcame by biding our time. Fortunately, we were able to remain in our existing facility until the building was ready.

Q16 In the design of the new or renovated library building, was signage updated or changed to reflect changes in library nomenclature (i.e., Circulation Desk to Check Out Desk). If so, pls describe:

No change

Q17 What design concept(s) and/or layout(s) carried over from the previous library building? More specifically, what furniture, equipment, signage, etc., made it to the new or renovated building?

Nothing was carried over.

Q18 How have patrons responded to the new or renovated library building? What have they liked the most about the new or renovated library building? What have they liked the least about the new or renovated library building? In other words, have you assessed patrons’ satisfaction with the new or renovated library building? If so, how have you gathered their input? Moreover, has their input brought changes and/or modifications to the new or renovated library building?

Patrons report positive responses in surveys. They appreciate the expanded study space and study rooms. They appreciate the monitoring of quiet zones. They expressed a wish to have a coffee/soda consumption area, which we have designated to the lobby area. We have designated 2 study rooms as available for either group or individual use.

Q19 If we consider the library a learning environment, how does the new or renovated library building contribute to student learning; more specifically, how does the new building design support patrons’ learning behaviors, which have become more technology-rich; and thus, more participatory and collaborative in nature. Pls describe your experience:

Reliable wifi extending throughout the building allows collaboration in study rooms and all areas of building. Wireless printing has freed up the need to login to a desktop computer. The booth/banquettes on the 2nd floor (quiet zone) encourage collaboration, which leads to the tension of maintaining a quiet zone while not discouraging collaboration and group work. We have responded by trying to make study room reservation and checkout more seamless and less restrictive.

Q20 How does the new building design accommodate patrons’ diverse information seeking behavior and study habits? For example, you’ll always have patrons who thrive in active, collaborative spaces, while others will seek a quiet place to study? How does the new or renovated building reflect such varied preferences? For example, how did space layout and furniture options help support such needs?

I would have preferred moveable partitions to create flexible spaces alternating between individual and collaborative study.
Q21 How do we design a building that will remain relevant for the foreseeable future? Stated differently, what will continue to attract patrons to visit the brick-and-mortar library of the future? More specifically, how can we deepen the experiences of today’s and tomorrow’s patron?

Community room, meeting rooms, conference rooms
Rooms should be equipped technologically
The space should be inviting space (even coffee and baked goods in certain designated areas), Flexibility in how spaces are reserved -- enable modular spaces, so group and individual study spaces aren’t fixed.

Q22 What is the one thing (ok, two things) you’re most proud of or excited about the new or renovated building?

Aesthetics, seamless space on 1st floor, study rooms.

Q23 Upon completion of a new or renovated library building, how soon do you begin planning for growth and the eventual renovation and/or expansion of the existing building? Moreover, how do you gain support for a renovation and/or expansion from top level administrators?

Don’t know, as the current facility is more than sufficient for our current and growth needs.

Q24 I realize every new building or renovation project is different, but if you could distill a handful of lessons learned from your experience, what do’s and don’ts would you share with someone who is about to embark in a new building project?

Do: Insist on full participation from the beginning; unite with your other stakeholders/user group members -- they may be from within the library or from other departments, but you need to be united when dealing with project managers and architects.
Explore a lot of newer buildings and interview the users extensively (as you’ve been doing).
I can’t think of any “don’ts” right now.

Q25 Lastly, has the new or renovated library created opportunities to partner with the community at large; for example, local schools and community organizations? If so, pls describe new and/or future partnerships:

None
Q1 How did patron input inform library design; more specifically, can you point to a specific design concept as it relates to space, signage, furniture, equipment, etc. that was directly shaped by patron input?

furniture was directly shaped by students.

Q2 What research tools/methods did you find most effective when it came to gathering patron input?

survey and sitting in the chairs.

Q3 Did a steering committee convene throughout the planning and construction process? If yes, who participated in the group? And how influential was the group in terms of visioning and planning the new or renovated building? If multiple advisory groups were involved, pls describe their relationship and contribution to the project:

Yes, students, library faculty and staff, dean, project manager, architects. The group was very influential in the design of the renovated library.

Q4 Were new library-related resources, programs or services considered and/or developed in conjunction with the new or renovated library building? If yes, pls describe:

Respondent skipped this question

Q5 What role did library technical paraprofessional staff, student employees, or volunteers play in the visioning and planning of the new or renovated library building?

they participated in the steering committee (see 3 above)

Q6 What major design concept(s) was/were the driving force in the visioning and planning of the new or renovated building? How was/were such concept(s) developed?

Respondent skipped this question

Q7 What major challenges did you encounter along the planning process? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

None.
Q8 What role did the architects play in shaping the new building design? Put differently, how did the architects help articulate the stakeholders' vision of a new or renovated library?

The architects designed the renovated building with feedback from the steering committee.

Q9 Did you face any form of major opposition from any of the stakeholders involved? Put simply, did you face any naysayers along the process? And if so, how did you resolve the situation?

No.

Page 2: Building Design Questions:

Q10 Has the design of the new or renovated library building influenced or changed the layout and/or delivery of reference services? If so, pls describe:

Yes, the reference desk is closer to the circulation desk.

Q11 Similarly, has the design of the new or renovated library building influenced or changed the layout and or delivery of other access services (i.e., Circulation Desk)? If so, pls describe:

no

Q12 Has the new building design influenced and/or changed the library’s service philosophy? If so, pls describe:

no

Q13 How has the new building design influenced and/or changed space allocations as it relates to collections and/or services in the library? What was expanded and what was reduced? Pls explain:

expanded: circulating books and DVDs/CDS. more study rooms

Q14 Has the new building design brought any new and/or unexpected maintenance operations along with the corresponding expenses? If so, pls describe:

no

Q15 What major challenges did you encounter in the construction phase of the project? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

time delays, time for construction was extended

Q16 In the design of the new or renovated library building, was signage updated or changed to reflect changes in library nomenclature (i.e., Circulation Desk to Check Out Desk). If so, pls describe:

yes, new signage was added.
Q17 What design concept(s) and/or layout(s) carried over from the previous library building? More specifically, what furniture, equipment, signage, etc., made it to the new or renovated building?

The stacks are the only part of the library that remained the same.

Page 3: Patron Experience in New or Renovated Library:

Q18 How have patrons responded to the new or renovated library building? What have they liked the most about the new or renovated library building? What have they liked the least about the new or renovated library building? In other words, have you assessed patrons’ satisfaction with the new or renovated library building? If so, how have you gathered their input? Moreover, has their input brought changes and/or modifications to the new or renovated library building?

Everyone loves the renovated library. Patrons’ overall satisfaction is high according to a survey. No changes have been made to the renovated library.

Q19 If we consider the library a learning environment, how does the new or renovated library building contribute to student learning; more specifically, how does the new building design support patrons’ learning behaviors, which have become more technology-rich; and thus, more participatory and collaborative in nature. Please describe your experience:

The renovated library supports a large number of learning behaviors.

Q20 How does the new building design accommodate patrons’ diverse information seeking behavior and study habits? For example, you’ll always have patrons who thrive in active, collaborative spaces, while others will seek a quiet place to study? How does the new or renovated building reflect such varied preferences? For example, how did space layout and furniture options help support such needs?

The majority of types of spaces described above are in the library.

Page 4: Closing Questions:

Q21 How do we design a building that will remain relevant for the foreseeable future? Stated differently, what will continue to attract patrons to visit the brick-and-mortar library of the future? More specifically, how can we deepen the experiences of today’s and tomorrow’s patron?

Rely on the architects to put forward a design that your library faculty and staff like. Explain the needs of your library clearly to the architects.

Q22 What is the one thing (ok, two things) you’re most proud of or excited about the new or renovated building?

There is a student in almost every seat of the library from opening to closing, Monday through Thursday, Fridays is more crowded than before the remodel.
Q23 Upon completion of a new or renovated library building, how soon do you begin planning for growth and the eventual renovation and/or expansion of the existing building? Moreover, how do you gain support for a renovation and/or expansion from top level administrators?

Whenever money is available to support the expansion. You have to communicate to the administrators and the facilities committee your needs for an expansion.

Q24 I realize every new building or renovation project is different, but if you could distill a handful of lessons learned from your experience, what do’s and don’ts would you share with someone who is about to embark in a new building project?

communication is key to a successful project.

Q25 Lastly, has the new or renovated library created opportunities to partner with the community at large; for example, local schools and community organizations? If so, pls describe new and/or future partnerships:

no.
Q1 How did patron input inform library design; more specifically, can you point to a specific design concept as it relates to space, signage, furniture, equipment, etc. that was directly shaped by patron input?

Patron input helped inform every aspect of the library design from the very beginning of the project up through the final plans and specifications. Space doesn’t allow every patron input activity to be listed here, but the first major effort to collect and interpret patron input was in 2007-08 with the development of the Community Needs Analysis. Link to source file: http://bit.ly/21CL_2008_Community-Needs-Analysis

One specific example of a significant design concept that was directly shaped by patron input is the project's rainwater catchment, storage, and recycling system. What follows is a summary of how it transpired:

The 21st Century Library and Heritage Plaza is the most environmentally sustainable public building ever to begin construction in Hayward. The new library will be 100% solar powered, and the new plaza will feature a significant rainwater recycling system, an important consideration in drought-prone California.

The Heritage Plaza renovation plan includes an innovative underground rainwater catchment and recycling system that will save and recycle 400,000 gallons of rainwater per year. The water will be filtered and treated then used to flush toilets in the new library and irrigate the trees and landscaping in the plaza.

One particularly challenging aspect of rainwater recycling is the need to store a large enough quantity of captured rainwater to offset water consumption needs during the dry summer months.

When this challenge was presented during a community stakeholder meeting in April 2014, a community member suggested that the basement of the old Main Library, being already excavated, could potentially house a large enough water storage system to resolve this problem.

Upon further analysis, this suggestion proved to be not only feasible, but preliminary estimates show it could potentially save up to 400,000 gallons of water each year. Furthermore, it would produce enough additional "points" to achieve LEED Platinum status for the overall project.

After construction of the new library is complete in late 2017, the deteriorating old library building will be torn down to make way for installation of the underground rainwater reservoir followed by the complete restoration of Heritage Plaza.

Q2 What research tools/methods did you find most effective when it came to gathering patron input?

Scientific survey methods such as those used during the compilation of the Community Needs Analysis were the most effective means for gathering and interpreting patron input.
Q3 Did a steering committee convene throughout the planning and construction process? If yes, who participated in the group? And how influential was the group in terms of visioning and planning the new or renovated building? If multiple advisory groups were involved, pls describe their relationship and contribution to the project:

Yes, a steering committee has been in place throughout the entire design process from 2007 to present. The core group consisted of senior representatives from library, public works, and the architectural firm designing the project. In turn there were several advisory groups including various city staff teams, formal advisory bodies like the Library Commission and Hayward Youth Commission, and various user groups such as parent-child user groups, teen user groups, and so on. In addition, the City Council was consulted at several key junctures throughout the design process to receive their guidance and direction.

Q4 Were new library-related resources, programs or services considered and/or developed in conjunction with the new or renovated library building? If yes, pls describe:

When it came to exploring and assessing potential new features like services, resources, and programs, virtually no stone was left unturned. Most of the new features that were actually integrated into the design were selected due to strong and consistent interest on the part of patrons and other stakeholders. Among the new features included in the final design are: Makerspace, Digital Media Creation Lab, Technology Classroom, Local History Center, Bookstore, Cafe.

Q5 What role did library technical paraprofessional staff, student employees, or volunteers play in the visioning and planning of the new or renovated library building?

Library technical/paraprofessional staff and volunteers like Friends of Hayward Library and Literacy Plus (adult literacy tutors and learners) played major roles in the visioning and planning of the new or renovated library building, beginning with the 2007-08 Community Needs Analysis. Their engagement and input was sought during every phase of the design development.

Q6 What major design concept(s) was/were the driving force in the visioning and planning of the new or renovated building? How was/were such concept(s) developed?

The major design concepts were initially formed by the Community Needs Analysis and the physical parameters of the chosen building site. These elements dictated that the new building would be a three-level facility of approximately 58,000 total square feet built on an approximately 22,000 square foot site in the downtown urban core at the intersection of two major thoroughfares and across from an historic plaza. From there, the architects developed nine initial design concepts that met these basic criteria, but which each emphasized one or more desirable concepts like "Park Connection," "Heart of the City," "Common Ground," and so on. These nine concepts were reviewed by various stakeholders including library users, the Library Commission, and City Council, and three of the concepts were selected for some additional development. The stakeholder review process was repeated resulting in selection of one design concept. All of this work was conceptual and thematic in nature, very preliminary, but it established a shared vision that was carried all the way through to the final design.
Q7 What major challenges did you encounter along the planning process? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

The biggest challenges were related to managing and responding to stakeholder input, specifically when conflicting input was received. For example, early in the process, most stakeholders were strongly in favor of the central atrium design element, however a vocal minority expressed opposition to the atrium concept on the grounds that it was a waste of floor space. This necessitated a significant additional amount of public outreach and education to inform stakeholders about the atrium's primary purpose which is to allow natural light to illuminate the building's interior and save energy costs. Additional stakeholder engagement efforts were undertaken to describe the process used to determine the needed amount of floor space in the building and outline how those spaces were allocated in the design while still leaving room for the atrium. There are numerous other examples along these lines, all about various design elements about which stakeholders disagreed which the steering committee was charged with resolving in the design.

Q8 What role did the architects play in shaping the new building design? Put differently, how did the architects help articulate the stakeholders' vision of a new or renovated library?

The most important thing we did for this project was hiring the very best and most talented library architectural firm in the state, Noll+Tam Architects, at the very beginning of the process. The importance and value of their role in helping to shape and articulate the design based on the survey data, site parameters, building requirements, community meetings and stakeholder input, cannot be overstated.

Q9 Did you face any form of major opposition from any of the stakeholders involved? Put simply, did you face any naysayers along the process? And if so, how did you resolve the situation?

There were various voices opposed to various elements of the project at various times. These were mostly addressed in context of those elements at those times, and mentioned in some of the above responses. In regard to "naysaying" about the project itself, i.e. people who were opposed to the entire idea of building a new library, that was resolved in 2014 when Hayward voters passed the Measure C sales tax to fund the new library construction by a 2-to-1 margin.

Q10 Has the design of the new or renovated library building influenced or changed the layout and/or delivery of reference services? If so, pls describe:

Only superficially. The "reference" or information desk will be located on the third floor of the new facility, whereas in the old facility, that service point is located on the first floor.

Q11 Similarly, has the design of the new or renovated library building influenced or changed the layout and or delivery of other access services (i.e., Circulation Desk)? If so, pls describe:

The new building is designed to increase the convenience and user experience of our self-service and automation technologies, most notably self-checkout, self-service payment of fines and fees, and an expanded automated materials handling system. These systems improve efficiencies which frees up staff time from menial tasks to focus on other customer-oriented tasks.
Q12 Has the new building design influenced and/or changed the library’s service philosophy? If so, pls describe:

The new building presents new opportunities for service improvements, primarily by creating room for additional needed services as described in several of the above responses. This has influenced our service philosophy somewhat, however it would be perhaps more accurate to say that it has facilitated our existing service philosophy to be put into practice to a greater degree and in more areas than before.

Q13 How has the new building design influenced and/or changed space allocations as it relates to collections and/or services in the library? What was expanded and what was reduced? Pls explain:

The current old main library has room to house approximately 100,000 volumes of books, periodicals, media items, etc. The new library will have room to house over 250,000 volumes. So that is one significant expansion. Another significant expansion is in the availability of meeting and study rooms. The current old library has one meeting room of approximately 900 square feet. The new library will have multiple meeting rooms and study booths, approximately 4,000 square feet total.

Q14 Has the new building design brought any new and/or unexpected maintenance operations along with the corresponding expenses? If so, pls describe:

The new building actually will eliminate or reduce maintenance in several areas. First among them is the energy savings. The new library will be Net Zero Energy, which means that 100% of the energy consumed by the building will be offset by solar energy produced onsite with rooftop solar panels. This will essentially eliminate energy bills, saving over $100,000 per year. The old library uses a gas-fired boiler and freon air conditioning combined with a forced air system for heating and cooling. These systems are aging and require frequent and costly maintenance. The new building will feature a radiant heating and cooling system that will be vastly more efficient to operate and maintain. One area of maintenance where we expect cost to increase is in janitorial services because the new library will be more than twice as large as the old one.

Q15 What major challenges did you encounter in the construction phase of the project? Can you provide a specific example; plus, how did you overcome or not overcome this challenge?

So far we have not had any major construction challenges like structural failures, major accidents, labor strife, or financial or legal challenges. As with any construction project, there have been many unforeseen smaller challenges to overcome, such as finding some contaminated soils during excavation that required remediation, work delays caused by the extraordinarily wet winter of 2016-17, and the typical tensions and back-and-forth that take place between contractor, architects, engineers, and project owners during the long and complex construction phase. None of these challenges have proven insurmountable.

Q16 In the design of the new or renovated library building, was signage updated or changed to reflect changes in library nomenclature (i.e., Circulation Desk to Check Out Desk). If so, pls describe:

We are making no additional changes to the nomenclature we use for service points, in part because we updated our nomenclature some years ago to align with current and contemporary uses.
Q17 What design concept(s) and/or layout(s) carried over from the previous library building? More specifically, what furniture, equipment, signage, etc., made it to the new or renovated building?

Not a whole lot. We are moving the Automated Materials Handling system and self-checks from the old library to the new one, although even in that case we are trading in the old equipment in exchange for the newest model. We are saving and re-using various components of the staff workstations (cubicles) because they were purchased new in 2013 and are still in good condition, however we are adding new components to update and upgrade those workstations. Our staff desktop PCs and VOIP phones are relatively new and will be moved into the new building. We are saving and moving a few small pieces of vintage or specialty library furniture, for example a card catalog we use to house our seed lending library. However most of the furniture and equipment in the old library will be sent to surplus (public auction), recycled and/or discarded.

Page 3: Patron Experience in New or Renovated Library:

Q18 How have patrons responded to the new or renovated library building? What have they liked the most about the new or renovated library building? What have they liked the least about the new or renovated library building? In other words, have you assessed patrons' satisfaction with the new or renovated library building? If so, how have you gathered their input? Moreover, has their input brought changes and/or modifications to the new or renovated library building?

The project is not complete so we do not have this information yet.

Q19 If we consider the library a learning environment, how does the new or renovated library building contribute to student learning; more specifically, how does the new building design support patrons' learning behaviors, which have become more technology-rich; and thus, more participatory and collaborative in nature. Pls describe your experience:

The project is not complete so we do not have this information yet.

Q20 How does the new building design accommodate patrons' diverse information seeking behavior and study habits? For example, you'll always have patrons who thrive in active, collaborative spaces, while others will seek a quiet place to study? How does the new or renovated building reflect such varied preferences? For example, how did space layout and furniture options help support such needs?

The new library is intentionally designed to have multiple zones that each are tailored to the different needs of various library user groups: families with small children, students in need of quiet and supportive study spaces, technology users, community gatherings, "makers", and so on. Including these zones while retaining flexibility for these spaces to adapt to changing needs over time, was an integral part of the design process.

Page 4: Closing Questions:
Q21 How do we design a building that will remain relevant for the foreseeable future? Stated differently, what will continue to attract patrons to visit the brick-and-mortar library of the future? More specifically, how can we deepen the experiences of today’s and tomorrow’s patron?

The answer to this question is simple: people. Regardless of changes in technology and society over time, people will always inhabit the physical world, and so they will always need physical spaces, especially community spaces, to inhabit in order to thrive. As an institution, the library fills that need as effectively as any other community space, and better than most, because it is open and welcoming to every member of the community, and its function in that regard is well established and understood. It is probably a mistake to place too intense a focus on "attracting" visitors to a library. It is probably better to instead focus on providing and sustaining a quality experience for all visitors who do enter the library's physical space, and meeting people's needs as they evolve and change over time. In that regard, designing the physical space of the library to provide that flexibility is essential to being able to remain relevant over time.

Q22 What is the one thing (ok, two things) you’re most proud of or excited about the new or renovated building?

The thing I’m most proud of is how much the community of Hayward was involved with, contributed to, and supported the new library from its early development, through all the design phases, by funding its construction, and soon, by celebrating the grand opening.

Q23 Upon completion of a new or renovated library building, how soon do you begin planning for growth and the eventual renovation and/or expansion of the existing building? Moreover, how do you gain support for a renovation and/or expansion from top level administrators?

The new library is designed to serve the Hayward community for the next 100 years. There are no plans to expand or renovate the new building after it is completed. In the near-term after the new main library is completed, the next highest priority growth and renovation needs are expanding and/or renovating the existing Weekes Branch library in south Hayward, and creating a new neighborhood branch to serve the neighborhoods west of Interstate 880.

Q24 I realize every new building or renovation project is different, but if you could distill a handful of lessons learned from your experience, what do’s and don’ts would you share with someone who is about to embark in a new building project?

Do hire the very best architectural firm you can afford as early as it makes sense to do so, and engage fully with them to get their very best work.
Do engage your stakeholders early and often, and do not ever stop engaging them in the process.
Do make the effort to gather and listen and respond to the specific needs and opinions of your stakeholder community, especially library users and policy makers but also the library staff community.
Do tailor your design to the specific needs of your community in every possible way, now and into the future.
Do embrace a team approach to every aspect of the project.
Do plan and act for the long term, many decades into the future.

Be realistic, but don’t cut corners with your design unless you have no other choice.
Don’t fail to listen to what your stakeholders tell you, or fail take it into account.
Don’t base your decisions exclusively on prevailing wisdom or trends in the library professional realm, some of which may or may not be relevant or a good fit for your specific community.
Don’t fail to celebrate successes, or fail to tackle challenges head on.

Do create a project that you can believe in, and that your community can believe in, then don't stop believing in it, ever.
Lastly, has the new or renovated library created opportunities to partner with the community at large; for example, local schools and community organizations? If so, pls describe new and/or future partnerships:

Yes, absolutely. Far too many to list here, but it is easy to imagine the kinds of partnerships that are made possible with a new, state-of-the-art public facility equipped with multiple community gathering spaces, technology classrooms, study and learning spaces, children and family oriented services, robust education programs like after school tutoring and adult literacy education, and community-oriented services and seminars on a wide range of topics including health, law, housing, diversity, literature, lifelong learning, and much more.