

Needs Assessment

Jefferson Public Library



**As Received
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**Prepared with the assistance of
George Lawson, Library Planner**

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Executive Summary

The Jefferson Public Library's building of 8,000 square feet is significantly too small to meet the community's existing and future library service needs. Further, its layout and organization are obstacles to ease of use by residents and to efficient operation by staff. These needs were expressed by the public in community forums held as part of this study, have been confirmed by the library staff and trustees, and have been documented by the library consultant.

The library's existing services and operations, without any enhancement, require at least 12,382 square feet. This lack of space is why the current 8,000 square feet is crowded, fails to meet many Americans with Disabilities standards, lacks adequate meeting space, does not permit important improvements, and lacks the space for staff to efficiently complete their work.

It is important to note that when compared to the average of its two peer groups the Jefferson Public Library loans 50% more items, provides twice as many programs, and its book collection is 17% to 28% larger than either peer group. This in a building that is smaller than either peer group (see pages 8 and 9).

The Jefferson Public Library should plan for between 16,692 and 19,260 gross square feet to provide for the services expected of 21st Century libraries. The range in size reflects the range of possible solutions: new construction, expansion renovation, or adaptive re-use.

Recommendations

- The library may resolve only a very limited number of the service and operational concerns in the immediate future by a reconfiguration of space and activities within the existing shell.
- A larger, more effective library either at the existing site or at another location should be actively and immediately pursued. Coordination of this effort by the Library Board of Trustees and Library Administration with the City Council, City Administration, and Friends of the Library is essential.
- Identifying the best solution will require securing the service of an architectural firm to conduct a feasibility study.

21st Century Libraries

The Library Planning Environment

There are a number of key developments and trends in library use, service, and operations that will influence and modify space planning in the library. These trends affect both short and long-term planning components. Changes to existing collection formats and service models are certain. Our work together will reflect these developments.

The library has always been a place where people come together for information, learning, and enriching diversion. In the future that will still be the case but the form of the information, the way in which we learn, and the variety of enriching diversion that people seek will change.

In the coming years the library will remain the community's vibrant forum for learning for both individuals and groups. People will still be curious and desire to come together with others to share common interests. Children will still welcome the joy of a well told story. The library will still need to provide spaces for each of those essential endeavors. The library will still be the community's conduit for information whether it is hard copy and media on site or as a digital portal to world-wide resources.

The library we are planning will be an agile agent of the community for all these needs and its building will need to be able to respond to the changes in form and function as they emerge. This means a structure and infrastructure that can be reimagined without undue cost or disruption. The library and its planning team will help create a library environment that can be re-tasked and re-invented to respond to whatever the future will bring.



Developments and Trends in the Library Planning Environment

Digital Publishing

Much of intellectual content, whether prose, sound, or image will likely be primarily “published” or distributed in digital form within our planning horizon. While a hard copy collection will continue to be part of the library, its size will be affected by the digital publishing trend throughout our planning horizon.



Maker Spaces

These active work zones let patrons engage in active creation.



... and Media Labs

Media creation and editing, 3D printing, art opportunities, and even music studios are a few of the possibilities.



Mobile Computing

The provision of mobile devices for loan, easily accessible power outlets, and Wi-Fi connections throughout the building to support users' mobile devices is essential.



The Library Gateway

Library customers will be able to obtain an ever-widening body of information or entire works via the library's digital gateway.

The library has provided this opportunity for years and demand for this resource will only continue to grow in importance.



RFID and Automated Materials Handling

Technology options for efficiency are maturing.



Self-check

Self-check provides convenience for customers while aiding staff efficiency.



Emergent Literacy

Early childhood learning environments for our youngest patrons with rich learning opportunities that encourage children to learn through play and discovery.



Teens and Tweens

A special place for teens with programs, technologies, and materials that teens help create is a critical step in enhancing service to this dynamic user group.



Outreach / Teaming



Libraries bring their services to where patrons live, learn, and work via home delivery, continuing education centers, on-site programming for preschools, and other outreach programs to leverage the strengths of all parties, stretch resources, and market the library's brand.

The Library as Community Center, Forum, and ...

Library meeting spaces provide for a wide variety of library and community sponsored events that bring residents information and enriching diversion.

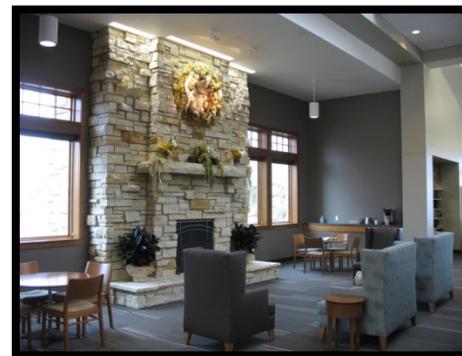
Most include digital projection, audio systems, smart boards, video-conferencing, and controlled lighting.



... Informal Gathering Place

Other less formal, relaxed spaces for conversation and discussion also support this role.

Program attendance has grown significantly in recent years.



Collaborative Space



Collaborative spaces support a wide range of activities such as committees for community service organizations, tutoring, a sole proprietor who works from home meeting with a client, or students working on a team assignment.

Changing Service Models

In some libraries staffed service stations have evolved into freestanding kiosks or touchdown locations for more agile service.

This style creates an emphasis on a service dynamic less “us and them” and more “we”. Mobile staff stations can be relocated or reconfigured to reflect changing use patterns.



Marketing and Display

Libraries have taken a page from the retail sector in creating eye-catching displays and “point-of-sale” positioning of high-demand items.



Marketing is all about helping the customer find that right book or recording - making the most of the community's investment in the inventory.

Nourishment for Body and Spirit

Cafés offer a casual environment where patrons may engage in quiet conversation and reading or seek a break from on-going study or research.

Cafés are commonly operated by a private sector vendor. Some libraries are finding a lounge area with up-scale vending units are easier to manage than a staffed café.



Library Profile

The Jefferson Public Library is located at 200 West Lincoln Way. The library provides service to the residents of Jefferson, Greene County by contract, and to other lowans through reciprocal borrowing agreement. The library is an administrative agency of the City of Jefferson. The Library Director is Jane Millard. Library governance is provided by a five-member Board of Trustees:

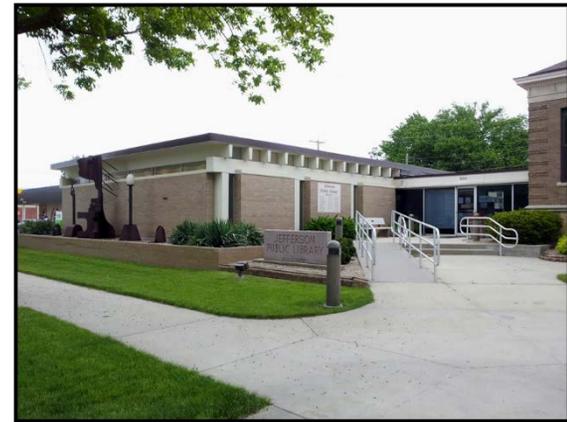
- | | | | |
|--------------------------------------|--------------------------|--------------------------|----------------|
| Library Board
of Trustees | ○ Dave Bohnet, President | ○ Shirley Stapleton | ○ Jane Martino |
| | ○ Rose Olhhausen | ○ Mike Piepel, Secretary | |

The library is a single-story building of 8,000 square feet. The library is essentially two buildings joined by a shared entry. The original Carnegie building portion of the library is on two floors and began service in 1904. The other building and shared entry began service in 1967.

The library is open for service Monday through Saturday for a total of 41.5 hours each week. Staff is currently comprised of 4.23 full time equivalents or FTEs. Library expenditures in FY 2016 totaled \$273,933. At the end of Fiscal Year 2016 the library's physical collections included 34,702 books, 3,870 media items, and 67 periodical titles. Downloadable resources included 20,212 e-books, 9,899 audio titles, and access to many on-line databases. Loans of these materials totaled 77,831 hard copy and digital items. The library currently has 11 public computers. Other digital services include 2 on-line catalogs, Wi-Fi Internet access, and general application software such as word processing.

The Jefferson Public Library provides a number of services directed to special populations and interests. A large print collection is available for those with vision concerns. Teens and Tweens are offered unique collections of reading targeted to their interests. The Children's department serves newborns, toddlers, elementary students, and their care-givers. 612 library programs attracted 12,401 participants of all ages in FY 2016. The Friends of the Jefferson Public Library encourage and support library activities.

Mission Statement: The Jefferson Public Library is the life-long learning center of our community and the place people turn to for the discovery of ideas, the joy of reading, the exercise of imagination, and the power of information. (February 9, 2009)



Jefferson Public Library Service Trend Data

The data is taken from the library's annual report to the State Library of Iowa which is available at the State Library's website. Class D libraries are the 133 libraries serving Iowa communities serving populations of 2,500 through 4,999. The average Class D library serves a population of 3,508 as compared to Jefferson's population of 4,345.

Year	Hours per Week	Expenditures	Registered Borrowers	Staff Total FTE	Total Circulation	Public Internet Computers	Internet Uses
FY 2012	41.5	266,541	6,179	5.18	86,756	10	8,319
FY 2013	41.5	278,829	4,742	5.18	84,831	10	5,837
FY 2014	41.5	261,197	5,064	4.53	80,609	10	4,638
FY 2015	41.5	251,352	5,329	4.78	75,897	12	5,618
FY 2016	41.5	273,933	4,414	4.23	77,831	12	5,137
D Class Libraries Average	47	188,416	3,573	3.5	46,658	10	6,133
FY 2017	41.5	270,146	4,731	5.3	73,078	12	5,664

Year	Book Holdings	Audio / Video Items	Magazine Titles	Down-Loadable Audio	Down-Loadable E Books	Visits	# of Programs	Program Attendance
FY 2012	39,723	3,535	60	4,563	4,998	69,119	Not reported	13,140
FY 2013	39,219	3,762	66	6,620	10,042	60,627	Not reported	11,409
FY 2014	35,413	3,804	59	8,189	15,552	58,999	610	11,871
FY 2015	34,944	3,768	65	8,490	20,429	58,104	502	11,493
FY 2016	34,702	3,870	67	9,899	20,112	59,882	612	12,401
D Class Libraries Average	26,994	3,031	61	9,997	19,891	34,708	211	3,830
FY 2017	33,510	3,946	42	9,899	20,112	59,439	483	12,168

Peer Service Data, FY 2016: Cities of Similar Size + Class D Averages

This peer group includes seven Iowa public libraries serving cities with populations 10% above (4,740) and 10% below (3,910) Jefferson's population of 4,345. The data is from the State Library of Iowa website. Class D Libraries are all Iowa libraries serving communities with populations of 2,500 through 4,999 residents. Two other cities, Evansdale and Mount Vernon also fall in this population range but their service data contains too many outliers to be included in this peer grouping.

City	Population	Expenditures Per Capita	Square Feet	Staff Total FTE	Total Circulation	Public Internet Computers	Internet Uses
Emmetsburg	3,904	61.63	6,209	3.73	40,747	20	5,543
Dyersville	4,058	99.78	11,660	6.43	148,644	13	5,048
Forest City	4,151	44.54	4,400	3.13	29,088	6	3,054
Chariton	4,321	37.75	9,127	3.25	42,283	15	10,248
Camanche	4,448	33.41	5,900	2.45	38,561	6	3,924
Hampton	4,461	54.75	10,000	4.45	31,764	10	2,459
Humboldt	4,690	61.24	7,348	4.17	67,665	11	3,738
Peer Group Avg.	4,290	56.16	7,806	3.94	56,965	11.6	4,859
Class D Avg.	3,508	53.79	8,928	3.50	46,658	10	6,133
Jefferson	4,345	63.05	7,800	4.23	77,831	12	5,137

City	Book Holdings	Audio & Video Items	Down Loadable Audio	Down Loadable E Books	Visits	# of Programs	Program Attendance
Emmetsburg	36,551	4,882	10,218	20,112	44,638	430	6,337
Dyersville	57,364	7,992	16,340	20,112	81,791	639	11,611
Forest City	19,017	3,480	9,899	20,112	21,767	55	725
Chariton	21,727	5,312	9,899	20,112	39,560	31	402
Camanche	21,042	4,221	9,899	20,112	18,252	247	2,321
Hampton	27,342	1,072	9,899	20,112	26,336	193	4,487
Humboldt	25,157	3,231	9,899	20,112	42,848	532	9,840
Peer Group Avg.	29,743	4,313	10,865	20,112	39,313	304	5,103
Class D Avg.	26,994	3,031	9,997	19,891	34,708	211	3,830
Jefferson	34,702	3,870	9,899	20,112	59,882	612	12,401

Peer Service Data, FY 2016: Area Cities

This peer group includes four area public libraries serving cities frequently compared to Jefferson. The data is from the State Library of Iowa website.

City	Population	Expenditures Per Capita	Sq. Feet Per Capita	Staff Total FTE Per 1,000 Residents	Total Circulation Per Capita	Public Internet Computers Per 1,000 Residents	Internet Uses Per 1,000 Residents
Boone	12,661	50.63	2.61	0.71	11.75	2.29	1.98
Carrol	10,103	41.27	0.95	0.59	12.86	1.09	1.03
Perry	7,702	63.09	1.67	0.78	9.62	2.86	4.42
Winterset	5,190	100.73	3.35	1.34	18.35	2.31	2.87
Peer Group Avg.	8,914	63.93	2.07	0.88	14.10	2.26	2.30
Jefferson	4,345	63.05	1.80	0.97	17.91	2.76	1.18

City	Book Holdings Per Capita	Audio & Video Items Per Capita	Down Loadable Audio Per Capita	Down Loadable E Books Per Capita	Visits Per Capita	# of Programs Per 1,000 Residents	Program Attendance Per Capita
Boone	4.80	0.61	0.78	1.59	8.71	38.15	1.04
Carrol	6.20	0.66	0.98	1.99	7.83	76.61	1.51
Perry	5.00	0.62	1.29	2.61	9.87	54.53	1.68
Winterset	8.65	1.43	1.91	3.88	18.70	107.13	1.75
Peer Group Avg.	6.53	0.84	1.45	2.94	11.78	83.45	1.77
Jefferson	7.99	0.89	2.28	4.63	13.78	140.85	2.85

Facility Effectiveness Evaluation

Introduction

The purpose of the facility effectiveness evaluation is to identify needed improvements for patron service and operation by staff. The notes are organized by major building and service issues. It is understood that the comments may appear to emphasize problems and focus on criticism because of the investigative nature of this portion of the needs assessment. These descriptions and observations of existing conditions are based on comments gathered from the public in community forums, library staff, the Jefferson Public Library Board, Friends of the Library, and the consultant's own notes.

Parking, Exterior Features, Physical Access, the Americans with Disabilities Act (ADA), Restrooms, Safety

Existing Conditions Overview

- **Site Features**
 - The library is sited on a grassy, relatively level parcel. On-site amenities include mature shade trees.
 - The drive-up book/media return is located on the west side of the library.
 - A reading garden amenity is planned for the front of the library.
- **Off-Street Parking**
 - There is a total of 8 parking spaces on-site at the library accessed from the alley. This is frequently inadequate, especially when the library offers programs.
- **On-Street Parking**
 - There are 36 on-street parking spaces available on Vine Street adjacent to the library.
- **Entry**
 - There is accessible entry to the library both from the south and north via a connecting link that joins the 1904 building and the 1966 addition. Walks leading to the entries are accessible.



- **Interior Access**

- A lift provides access to all three floor levels.

- **Restrooms**

- There are three public restrooms in the library, one on each level. A staff restroom is located in the 1966 addition.
- None of the restrooms meet accessibility standards.

Public, Staff and Consultant Observations:

Entry

- An attractive and well identified entry that is integral to the design of the library building is important

Parking and Access

- On-site access to reach either library entry is excellent.
- If programs are increased more parking will be needed.
- The building project must address all accessibility issues.
- Both the adult and children's service desks must be made ADA accessible.
- Ability to reach ALL areas of the collection and study/meeting spaces by those in a wheelchair is difficult.
- Handicapped access is difficult within the building. In many areas walking spaces are narrow and it's difficult or impossible to move a wheelchair through them. Access is challenging for disabled and older people.

Restrooms

- Larger restrooms and an easier path for patrons in wheelchairs.
- Need diaper changing tables, a lactation room, a handicap door opener.
- Restrooms that fully comply with accessibility requirements.



American With Disabilities Accessibility Evaluation

As part of this study the consultant completed the ADA Checklist for Readily Achievable Barrier Removal. This very detailed process considers ADA compliance in four major areas of concern:

- Accessible approach and entrance
- Access to goods and services
- Access to public toilet rooms
- Access to other items

The building meets some important accessibility standards but falls short in many others. The building can be made to comply but at a significant cost in both space and expense. The single biggest obstacle to compliance is the need to provide the needed collections and service in a building that is simply too small. The complete 84-page checklist evaluation is available through the library.

The following is a summary of the more significant findings of the ADA evaluation of the Jefferson Public Library.

- The approach and entry to the library foyer is in compliance with accessibility guidelines from both the north and the south.
- Access to the adult wing of the library is accessible.
- Access to the Carnegie building is not compliant. The door hardware does not allow for closed-fist operability and the pull on the door to the lift and to the basement is too heavy. The best solution is adding on-demand powered door openers.
- The lift meets ADA requirements.
- Within the adult wing many of the pathways on the public floor and all of the book stack aisles are too narrow to meet important circulation requirements. Circulation within the children's department and the program room are compliant.
- None of the public restrooms meet important ADA requirements. Period. There are thoughtful features of accessibility in the restroom in the adult wing but the room is simply too small to permit compliance with critical maneuverability standards.
- There is an appropriate number of compliant general seating in both the adult and children's departments. Two of the seven adult computers comply with accessibility guidelines. None of children's pc's completely comply but come close.
- The adult public service desk does not comply with any of the accessibility standards.

Program Space

Existing Conditions

- **Main Program Room**

- The library's program room seats perhaps 25 in rows of chairs or at tables. The room is located in the basement of the 1904 building.
- There are no integrated media capabilities located in the room due to the building's limitations. All media equipment is cart based.
- There are no data ports in the room, the building's Wi-Fi is the only link to the Web from the program room. There are three wall power receptacles and 5 more ceiling-mounted receptacles in the room.
- Table and chair storage is limited. There is a craft, programming, and general supply storage area located behind a drywall partition at the east end of the room.
- A sink, refrigerator, and microwave are located in the adjacent store room.
- Book sale storage shelves line two walls of the program room.
- Unused shelving and other library equipment are stored in the program room.
- Access to the genealogy room is through the program room.
- When children's programs are held upstairs in the Children's Department the noise heard below in the main program room is often problematic.



- **Children’s Room Program Space**

- Story times and other programs for young children are held in the children’s room. The staff must push furnishings aside to create the space for these activities.
- Seating is limited and patrons not participating in the program may have limited access to the children’s collections during the event.

- **Programs in the Adult and Teen Areas**

- Programs held in these areas allow only limited seating and require moving furniture.
- Patrons not participating in the program may have limited access to the collections in those areas during the event.

Public, Staff and Consultant Observations:

- A large meeting room is needed; one that can be use by both the library and community groups. It should provide the latest technology capabilities.
- A second, smaller program room is needed for when then are competing requests for program space.
- Program space in the children’s department is often too small for the young child programs held in the department. The programs are well attended it is sometimes hard to see and hear what’s going on.
- Closets and storage space is essential for children’s programming equipment, supplies, crafts, etc. Adequate storage lets the room look neater and less cluttered, feel more open, and items can be found quicker when there is sufficient storage room for supplies.
- Separate programming rooms for children’s, teen, and adult programs. That way the kids’ program room can be set up for story time and can be left set up unless there is another kids’ program. With adult programs generally in the evening it is hard to take all the tables down and chairs put away so that it is ready for story time first thing the next morning.
- The program room needs the latest in media capabilities – digital projection, an audio system, Internet ports, more outlets, better lighting, wireless speakers, etc.



- Additional storage is needed for the program room - space for the youth program materials, table/chair storage, media equipment storage.
- There is a need for a smaller meeting room that is sized for smaller groups.
- The public needs at least 2 meeting rooms.

General Public Seating

Existing Conditions - Total Library Seating: 54 seats

Adult Seating

20 table seats
4 carrel seats
6 casual seats
30 seats total

Children's Seating

19 table seats
1 casual adult seat
2 bench seats
22 seats total

Teen and Tween Seating

0 table seats
2 casual seats
2 seats total



Public, Staff and Consultant Observations:

- More casual seating for adults that are conducive to quiet reading.
- 'Empty space' for customers in a wheelchair (or with a walker) to 'park' and interact with a group or read magazines/newspapers, etc.
- Whimsical seating for children's area.
- The library should have plenty of spaces to sit and read newspapers and magazines.
- Study/tutoring/small group meeting spaces (with the latest technology capabilities).
- Teens need study seating as well as casual seating in their area.
- Seating is needed for moms / dads during children's programs.
- Patrons request study rooms with power, data capabilities, and white boards.
- A nursing room with a comfy chair, side table, a power receptacle, and a few toys.

Collection Organization, Storage Capacity, and Display

Existing Conditions:

- Collection shelving for all collection formats and locations is at or near operational capacity. Shifting to allow reshelving is a time-consuming necessity.
- The building's limited space and organization means that some collections such as media and large print are in several locations rather than a single, identifiable location.

Public, Staff and Consultant Observations:

- There are many people who do not want things on the bottom shelf either because it is hard for them to bend down or it is difficult to see those items.
- There is a need for larger DVD, Audiobook, Large Print and teen sections.
- It would be good if all the media formats could be located together.
- A more dynamic display for new books would be useful.
- The adult fiction and nonfiction collection area could be reduced to create space for other needs.
- Shorter shelving for Large Print collection.



Technology

Existing Conditions

Adult Public Technology

- 7 public computers
- 2 catalog stations
- 1 print / copy station
- 1 microform R/P

Other Public Technology

- WIFI service
- Integrated Library System
- Webpage gateway

Tween / Teen Public Technology

- 1 game console and flat panel monitor

Children's Public Technology

- 2 Internet computers
- 2 young child educational computers
- 1 catalog station
- 1 game console and flat panel monitor



Public, Staff and Consultant Observations:

- Additional electric outlets and charging stations are needed for people's digital devices.
- Better tables/chairs for public computers.
- Circulating tablet computers for in-house use.
- A Maker Space with technologies and equipment to support customer creations and learning.
- An IT closet for the library's network equipment.
- There is a lack of privacy between computer stations.
- For patrons with laptops, there is an inadequate number of outlets and seating available.
- Self-check stations would offer patrons convenience and free-up staff for other tasks.
- Program spaces and study rooms should offer an array of media capabilities.



Public Service Desks, Staff Work Space, Storage

Existing Conditions

Workstations: Location / Type	Stations
Adult Service Desk	4
Adult Workroom / Office Director's desk	1
Children's Service Desk	1
Children's Workroom and Office Staff Stations	1
Total	7



Public, Staff and Consultant Observations:

- The adult service desk is overpoweringly large.
- A single circulation desk for all library departments may be desired in a new or expanded library.
- Larger adult and children's workrooms are needed with additional workstations for staff and volunteers. The adult office is barely big enough for one person, two people can hardly work in it at the same time. The children's office is similarly cramped.
- Larger work space and storage is needed for the Friends' book sale sorting and inventory.
- There is no line of sight between the adult and children's desks.



- Storage is limited and crowded. There is limited storage in the workrooms. A storage room has been carved out of the program space in the 1904 building and it is overfull. Storage in the city hall basement is a help but cumbersome to access.
- A staff room where employees can take meals or a break in the course of a day is needed.



Aesthetics, Finishes, and Wayfinding

Public, Staff and Consultant Observations:

- The building is overcrowded.
- Finishes need updating - new carpeting, paint, furniture, and the like.
- Many people love the existing location for its convenience, what it contributes to downtown, and tradition.
- A comprehensive signage review and plan is needed.

Additional or Expanded Services & Features

Public, Staff and Consultant Observations:

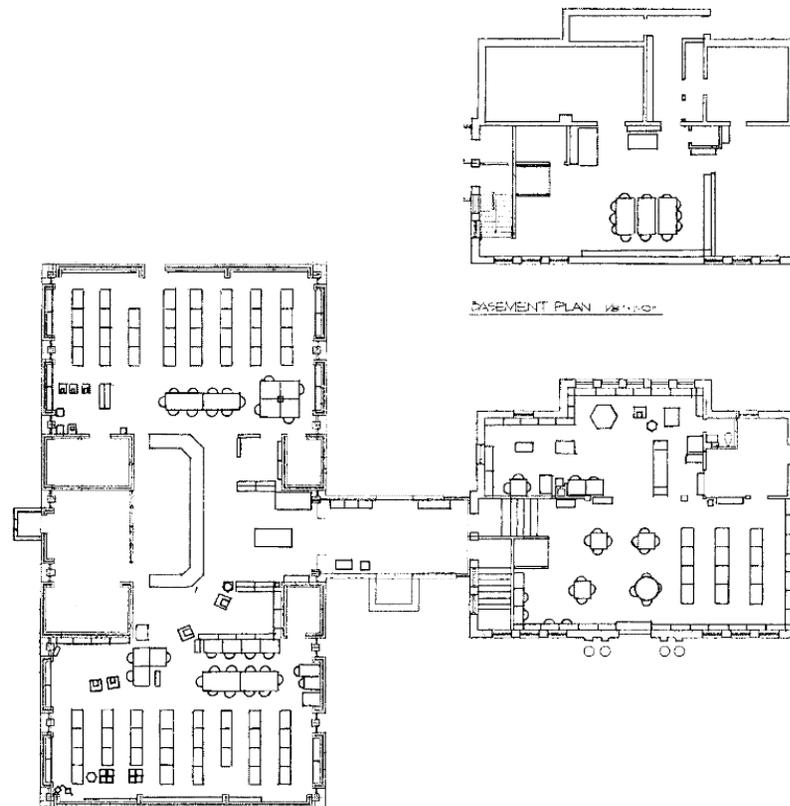
- Would really like Sunday hours.
- Larger storage space for Friends' donations for book sales and workspace for Friends and volunteers.
- In-house checkout of tablet computers.
- A coffee / refreshment station for patrons could be enjoyable.
- Study/tutoring/small group meeting spaces with technology capabilities. The "quiet area" of the library is rarely quiet, and the study carrels are inadequate.
- Self-check.
- Expanded local history room with available technology.
- A Maker Space would be very well received.
- It would be great to have a quiet room or lounge area (maybe with a fireplace) with tables for study and couches and chairs for reading. Many adults complain about not having a quiet library experience.
- Investigate a joint-use project, consider teaming with other service providers.
- An enhanced teen/tween area would benefit the teens.
- A nursing / baby changing station that is NOT in the bathroom is needed.



Layout, Adjacencies, and Locations

Public, Staff and Consultant Observations:

- The Children's area should be close to the program room, restrooms with changing stations, and a lactation room.
- The teen area should be separate from other areas though not isolated.
- The well-used large print collection is limited by lack of shelf space and multiple locations.
- The public restrooms are uncomfortably located adjacent to other patron seating and technology locations.
- Many areas of the library are not visible to staff, so it may be the case that a patron may be wandering about looking for a book and the staff might not be aware of the issue.
- The teen / tween area is small and unimaginative.



Structure and Mechanical Systems

Public, Staff and Consultant Observations:

- More consistent climate control (there is often a wide variety in temperature from one area of the building to another).
- More electric outlets available for building technology, as well as customer digital devices.
- Charging station for customers.
- No more flat roofs.
- Our buildings have multiple furnaces and air conditioners and no 2 areas of the building are ever the same temperature!
- The buildings were both built before modern insulation and energy techniques.
- More natural light.

2040 Space Needs for Library Services and Operations

Space Needs Methodology

The space needs process identifies a community's library space requirements for a planning horizon, often 20 or 25 years out. This study will identify Jefferson's library space needs through the year 2040. Space requirements are developed using population projections, tested service standards, and nationally accepted space calculation formulas. The methodology is based on a space needs assessment process developed, revised, and published by the Wisconsin Division for Library Services. It is slightly modified as applied by the consultant. This methodology focuses on seven types of space utilization commonly found in public libraries:

- Collection Space
- User Seating
- Work Space
- Program Space
- Public Computing Space
- Special Use Space
- Structure/Support Space

Municipal and County Population Projections

The library's space needs relate, in part, on the library's projected primary service population. Only one source is available that project's the Greene County population through 2040, Woods and Poole Economics, a national market research firm. Woods and Poole suggest that the total Greene County population in 2040 will be 8,325, continuing an overall decline seen in the prior 40-year history.

There are no population projections available for Jefferson in 2040. Over the last 40 years Jefferson's population has moved marginally up and down but has remained fairly stable in the low to upper 4,000's as contrasted with the overall county population. This study will work on the premise that Jefferson's population in 2040 will remain at the 2010 population of 4,345.

Year	Jefferson Population	Greene County Population	Source
1970	4,735	12,716	U. S. Census Bureau
1980	4,854	12,119	U. S. Census Bureau
1990	4,292	10,045	U. S. Census Bureau
2000	4,626	10,366	U. S. Census Bureau
2010	4,345	9,336	U. S. Census Bureau
2040	Not available	8,325	Woods and Poole Economics

Total Service Population

The service population of the Jefferson Public Library is more inclusive than the municipal population. The Library also provides service to nonresident borrowers from rural Greene County and visitors with cards from other Iowa libraries. The library receives payment for serving these nonresident borrowers. The library is also glad to serve out-of-state visitors.

An estimate for the number of nonresident borrowers to be served in 2040 can be based on the percentage of total circulation to those borrowers. In FY 2017 non-municipal borrowers accounted for 22% of the library's total loans (68,777 items). Given the 2040 projected municipal population of 4,345 this level of nonresident loans would result in a total service population of 5,570, including 1,225 nonresident borrowers who will consider the Jefferson Public Library their library.

Percentage of Hard Copy Circulation

	FY 2017 Circulation	% of Circulation
Municipal Circulation*	53,711	78%
Nonresident Circulation	15,066	22%
Total Circulation	68,777	100%

Total Service Population

Service Population	FY 2040 Service Population	% of Service Population
Municipal population	4,345	78%
Nonresident population	1,225	22%
Total Service Population	5,570	100%

Collection Space

The Jefferson Public Library's hard copy collections at the end of FY 2017 totaled 38,572 print and nonprint items with 42 periodical subscriptions. In addition, the library's digital collections included 33,725 e-books, and 15,607 downloadable audio books.

Planning for the space required for the library's hard copy collections needs to reflect many patrons' continued preference for hard copy as well as the growing preference of other patrons for digital formats. This balance will shift with time but for our planning horizon hard copy items will remain a high demand format.

It is recommended that the library plan for a modest net annual growth of 300 items of its hard copy collections. This is based on several factors:

- The library's collections are larger than the control group libraries, both in raw number and on a per capita basis.
- The library staff and consultant both believe the collection should continue to be culled or "weeded" continuously.
- A new or expanded library will **permanently** increase library use by between 35% and 50%.



	Book, Audio, and Video Hard Copy Items	Per Capita Rate
Class D Avg.	30,025	8.56
Peer Group Avg.	34,056	7.94
Jefferson	38,572	8.88

Planning for a collection growth of 300 net items per year through the year 2040 results in a total hard copy collection of 45,472 items. This study will plan for that collection.

Periodicals

The recommended number of periodical subscriptions is somewhat subjective. A number of libraries have cut back the number of hard-copy periodical subscriptions they maintain, either due to cost or to a perceived decline in patron interest. Jefferson Public Library's current holdings are 42 titles. This is the number of titles the study will use in projecting 2040 space needs. The library may consider in the future subscribing to a digital service that would provide on-line access for patrons to additional periodical titles.

General User Seating

The Jefferson Public Library currently has 54 general use public seats.

Adult Seating

- 20 table seats
- 4 carrel seats
- 6 casual seats
- 30 seats total

Children's Seating

- 19 table seats
- 1 casual adult seat
- 2 bench seats
- 22 seats total

Teen and Tween Seating

- 0 table seats
- 2 casual seats
- 2 seats total

Projected General Seating Requirement

General seating includes table and casual seating but excludes seats at computers, other technology stations, study rooms, and meeting room seats. Using the Wisconsin sliding scale and the Jefferson Public Library's projected 2040 service population of 5,570 suggests that about 9.4 seats be allocated for every 1,000 persons in the total service population or 52 general use seats. **It is the consultant's experience that the Wisconsin scale consistently under-estimates the seating requirement so an additional 10 seats should be added to the formula-based estimate of 52-seats for a total of 62 seats. This should be considered an absolute minimum.**

Seating Standards 2040 Projected Jefferson Service Population 5,570

Population	Seats per 1,000 Population
1,000	22.50
2,500	14.25
5,000	10.00
10,000	7.00
25,000	4.50
50,000	3.00



Jefferson Public Library



Williamsburg Public Library

Public Computing

The library currently has 7 public desk top computers in the adult department. The children's department has 4 computers for young children. There are three public catalog computer stations. Flat panel monitors with digital consoles are located in both the young adult area and the children's department.

The number of residents with their own mobile computing devices (laptops, tablets, phones) is certainly a factor in discussing how many computing devices the library should provide. However, a number of other library customers are unable to afford their own mobile computer. Others will continue to prefer desktops for their ergonomically larger keyboards and displays. Desktop computers will also continue to be appropriate for young children because of the larger key board and display as well as the more stable design of desktop units. A mix of devices is a reasoned approach.



Jefferson Public Library



Grimes Public Library

Recommendation

The existing 7 adult public floor computers are appropriate to the demand. At high usage times customers may occasionally need to wait to get on.

The children's department's existing 4 computers are also appropriate.

The library should consider loaning tablets and/or laptops at service desks for use by patrons within the building.

Power should be located adjacent to public seating to support patron's use of their own portable computing.

Staff Work Space

Staff work space is critical to an effective and efficient public library. Work space is a productivity issue, not a luxury. Staff work space includes both public service areas such as the check-out desk, welcome desk, and workroom spaces where staff completes its on-going responsibilities such as preparing programs, cataloging materials, physically processing the items for the shelf, and processing interlibrary loans. The number of workstations is not in a one to one relationship to the number of staff. The number of workstations represents how many places where work takes place, not the number of staff.

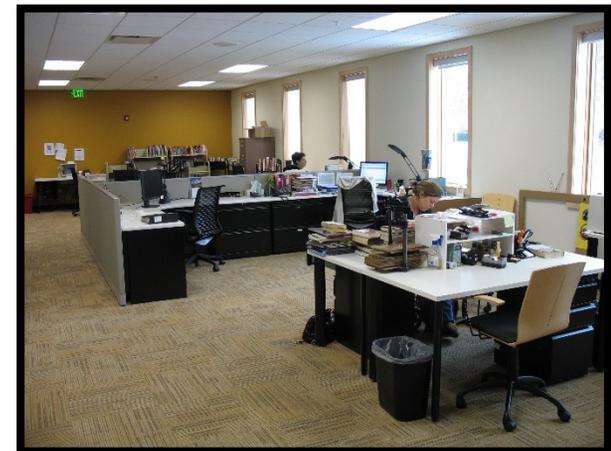
Recommendation

It is recommended that the library plan for 11 staff workstations, 4 more than currently are provided.

Workstations: Location / Type	Existing Stations	Proposed Stations
Adult Service Desk	4	3
Adult Workroom / Office		
Director's Office	0	1
Staff Stations	1	2
Project Tables	0	1
Children's Service Desk	1	1
Children's Workroom / Office		
Staff Stations	1	2
Project Tables	0	1
Total	7	11



Jefferson Public Library Workroom



Grinnell Public Library Workroom

Program Spaces

Public libraries commonly provide spaces to support the Library's programming for children, teens, adults, and other needs of the community. The library has an active and well attended schedule of programs with attendance of 12,168 participants at 483 programs in FY 2017. Community organizations also make use of the library's meeting space with 53 programs in FY 2017.

The library currently has one general purpose program room located in the basement of the 1904 building with a capacity of not more than 35 when seated in rows of chairs or 24 at tables.

Larger library and community programs often exceed the room's capacity and must be held off-site. Children's programs such as weekly story times and the summer reading program regularly occupy much of the one existing program room's availability. There is often a need for concurrent program rooms to satisfy the demand for program space.



Jefferson's Program Room



Marshalltown Program Room

Recommendation

A larger, more robust general program room is needed to support programming requirements. A divisible room to seat 125 would be an important asset for the community and the library. Provide approved after-hours secure access to the room and restrooms to allow for broader community use.

A second, smaller room with space for 40 in chairs with a presenter or 20 at tables would be the right size for other programming needs.

Special Use Space

Special use space is an umbrella term that encompasses a variety of public and staff spaces not covered by the preceding broad categories. The specific space requirements for these uses will be detailed in the building program document. However, for the purpose of the needs assessment, special use space may be expressed as 15% of the preceding spatial needs. Examples of special use space include:

- **Maker Space**

The Maker Space offers members of the community an opportunity to learn, create, and engage with others. The Maker Space is a flexible workroom that houses a changing array of equipment and furnishings to support a wide range of disciplines and activities. One month the space may be given over to technical creations with circuits, displays, and software. The next month a ceramics studio may inhabit the space. The Maker Space must provide a robust infrastructure – lots of power, data, telecom, plumbing, venting, controlled lighting, media presentation. The furnishings must be adaptable, moveable, and storable. The room should be heavily glazed and the entry should be able to open widely to invite in the curious.

- **Collaborative Space**

Customers seek spaces that allow them to work in pairs or small groups. Collaborative spaces support a wide range of teamed activities such as committees for community service organizations, tutoring, a sole proprietor who works from home meeting with a client, or students working on a team assignment. Collaborative space comes in a variety of forms including traditional study rooms, small conference rooms, or a larger space with re-configurable furnishings and dividers.

- **Friends Work Space**

The Friends needs a better work and storage space for their book sale activities that is adequate to that purpose.

Examples of other special use space include:

- Community information centers
- Book shop
- Coffee shop
- Public copiers
- Microform equipment
- Book/media return
- Custodial spaces
- Piano
- Networking equipment closet
- Staff break room
- Marketing and displays
- Storage space
- Washer/dryer

Structure and Support Space

Structure and support space includes areas of the building that are of common utility and do not serve a specific library purpose. Structure and support space is sometimes referred to as architectural or unassigned space. Examples of structure and support space include the entry and foyer, restrooms, general aisle space throughout the building, stairs, elevators, mechanical systems, and all of the walls and partitions (both interior and exterior). The percentage of structure/support space can be considered a measure of a building's spatial efficiency.

A rate of 25% of the gross building size is recommended for all new construction of a single-story building.

When considering the expansion of an existing library or for a two-story new construction building it is customary to allocate 30% for structure and support space requirements. In expansion projects the joining together of new and old typically requires more general circulation space (hallways, aisles, stairs) and space for mechanical systems (plumbing, heating, cooling, ventilation equipment) and their chases (pathways for ducts and piping) than all new construction. Two-story buildings have additional egress, chase, and structure requirements.

When planning for an addition to a complicated Carnegie or an adaptive re-use building even 35% can be required for structure and support space.

Current 2018 Space Needs Calculations

This calculation reflects the space needed to appropriately deliver the library's existing service and operational requirements. It reflects only the current collection size, seating, public technology, staff stations, and program room. The existing building is 8,000 gross square feet.

Space Use Category	Space Requirement
Collection Space 38,572 media and book items x .10 = 3,857 sf 42 periodicals x 1.3 = 55 sf	3,912 nsf
General User Seating 54 seats x 30 sf/seat	1,620 nsf
Public Computer Desktop Workstations 11 x 50 sf/workstation	550 nsf
Staff Work Space 7 workstations x 125 sf	875 nsf
Meeting Room: 580 sf 35 seats in rows and presenter	580 nsf
Special Use Space subtotal of above 7,537 x .15	1,130 nsf
Net Subtotal	8,667 nsf
Structure/Support Space At 30% of gross space requirement	3,715 nsf
Total Gross Space Requirement	12,382 gsf

NSF: net square feet

GSF: gross square feet

2040 Space Needs Calculations

This calculation of space needs is based on the library's 2040 projected service population of 5,570, the public's recommendations at community planning forums, staff and Trustee recommendations, and the service requirements determined using the Wisconsin Space Needs Assessment process. The existing building is 8,000 gross square feet.

Space Use Category	Space Requirement		
Collection Space 45,472 and book items x .10 = 4,548 sf 42 periodicals x 1.3 = 55 sf 42 back issue periodicals x 1year avg. x .66 = 28 sf	4,631 nsf		
General User Seating 62 seats x 30 sf/seat	1,860 nsf		
Public Computer Desktop Workstations 11 x 40 sf/workstation	440 nsf		
Staff Work Space 11 workstations x 125 sf	1,375 nsf		
Program Spaces <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> Main Meeting Room: 1,900 sf 125 seats in rows = 1,500 sf+ Presenter, service area, storage = 400 sf </td> <td style="width: 50%; border: none;"> Small Group Room: 680 sf Seating for 40 in chairs = 480 + presenter space, service area, storage = 200 sf </td> </tr> </table>	Main Meeting Room: 1,900 sf 125 seats in rows = 1,500 sf+ Presenter, service area, storage = 400 sf	Small Group Room: 680 sf Seating for 40 in chairs = 480 + presenter space, service area, storage = 200 sf	2,580 nsf
Main Meeting Room: 1,900 sf 125 seats in rows = 1,500 sf+ Presenter, service area, storage = 400 sf	Small Group Room: 680 sf Seating for 40 in chairs = 480 + presenter space, service area, storage = 200 sf		
Special Use Space subtotal of above 10,886 x .15	1,633 nsf		
Net Subtotal	12,519 nsf		
Structure/Support Space	At 25% of gross space requirement 4,173 nsf At 30% of gross space requirement 5,365 nsf At 35% of gross space requirement 6,741 nsf		
Gross Space Requirement	At 25% of gross space requirement 16,692 gsf At 30% of gross space requirement 17,884 gsf At 35% of gross space requirement 19,260 gsf		

Space Options

Feasibility Study

There are several options the library may pursue to provide the function and space needed to serve the Jefferson community now and in the coming years. Those options are discussed in broad terms in this section of the study.

A definitive solution will require a detailed feasibility study by an architectural team that structural, site, layout, cost, and other issues for each option can be fully evaluated. Such a feasibility study should test each reasonable option so that they may be compared on an issue-by-issue basis.

The four primary options that might address the community's library service are:

- Adaptive re-use of another existing building**
- All-new construction or expansion on the existing site**
- All-new construction at another site**
- Space utilization – reallocating space use within the existing building**

Existing Site - Expansion or All-New Construction

The existing site offers limited opportunities for a building expansion. The current library is actually two buildings joined by an entry element. The original two-story Carnegie building is joined by the entry element to a 1967 single-story, at-grade addition. The sum of the building's parts totals some 8,000 gross square feet. The lot is 140.25 feet by 132 feet for a total of 18,513 square feet.

All New Construction

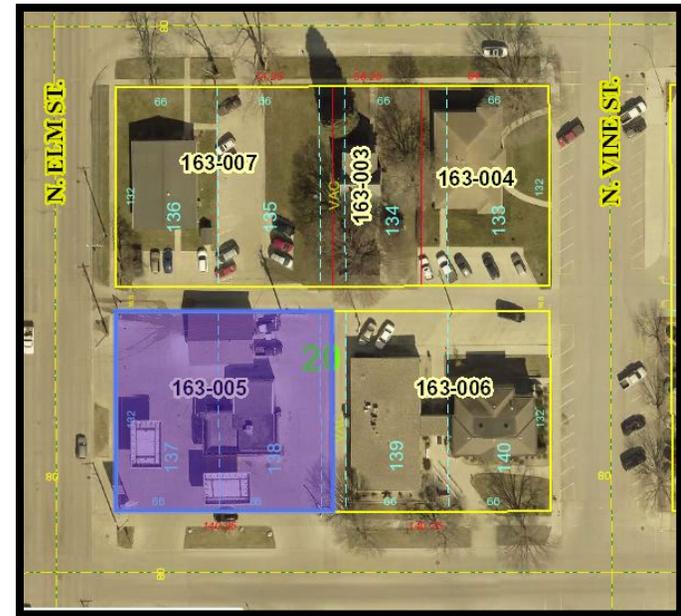
The site will not accommodate a single-story building after allowing for setbacks, landscaping, parking, utilities, and other site requirements. A single-story building will require 16,692 gross square feet based on a 25% net-to-gross unassigned space ratio (page 34).

The site will allow the construction of an all new two-story building including site issues if the all of the existing library is demolished. A two-story building will require 17,884 gross square feet based on a 30% net-to-gross unassigned space ratio (page 34). A new two-story building's footprint might be something like 8,600 square feet. The ultimate footprint will reflect site and design priorities yet to be determined.

Expansion

If the Carnegie building were retained, the 1967 addition removed, and the 1967 footprint (including entry piece) rebuilt as a two-story addition the resulting building would have approximately 16,200 gross square feet. This falls short of the needed gross square feet, between 17,884 and 19,260 gsf when applying a 30% to 35% net-to-gross space ratio (page 34).

Acquiring adjacent property would likely require either building across or bridging the alley. A skywalk over the alley creates another separate building to staff and maintain which is undesirable from both a construction and operational cost perspective. Building atop the alley isn't a promising option as many utilities are likely located there.



All New Construction at a New Site

On an appropriately sized all new site, a single-story building of 16,692 gross square feet or a two-story building of 17,884 gross square feet will meet the service and operational library needs of the community now through the year 2040. As noted, a new two-story building could be accommodated on the current site if all of the existing library were demolished. The selection of a new site will require a detailed analysis of the attributes of the various sites under consideration. That would be an essential part of an architectural feasibility study.

Adaptive Reuse of an Existing Building

Re-purposing an existing building can be a successful option for the library's space needs. There are many considerations to examine in evaluating such an option: floor loading capacity, the openness of the floor plan, the existing utility service at the building, the building's systems and skin, its location, adjacent property uses, and many more. Nearby communities that have taken this approach include Winterset, Adel, and Iowa Falls. Adaptive re-use often costs as much or nearly as much as all new construction but may satisfy some other community sentiment.

Operate a Portion of the Library from Another Location

Occasionally it is suggested that a portion of the library, typically the children's department or program rooms, could be operated in a separate building at another location. This is problematic for a number of reasons and absolutely not recommended.

- Parents, caregivers, and children of different ages often come to the library together. Each member of the party often has distinct interests they want to pursue at the library. Families will not enjoy having to drive to two different locations to accomplish their library business. It would be as if Fareway had its produce at one store, the grocery items at another, and the meat/dairy at yet a third location. It is easy to see the inconvenience multiple locations imposes.
- Separating programs for the library's collections and services breaks the connection between the library's resources and the programs that build on that foundation.
- Adding a second location means staffing, operating, and maintaining two distinct locations. Staffing is more than incrementally increased because of the need to cover the public space during programs, breaks, lunches, and the like.
- Library services change over time. Within a single location there is usually the opportunity to reassign space between functions to reflect changing priorities. Two separate buildings limit this flexibility.

Space Utilization

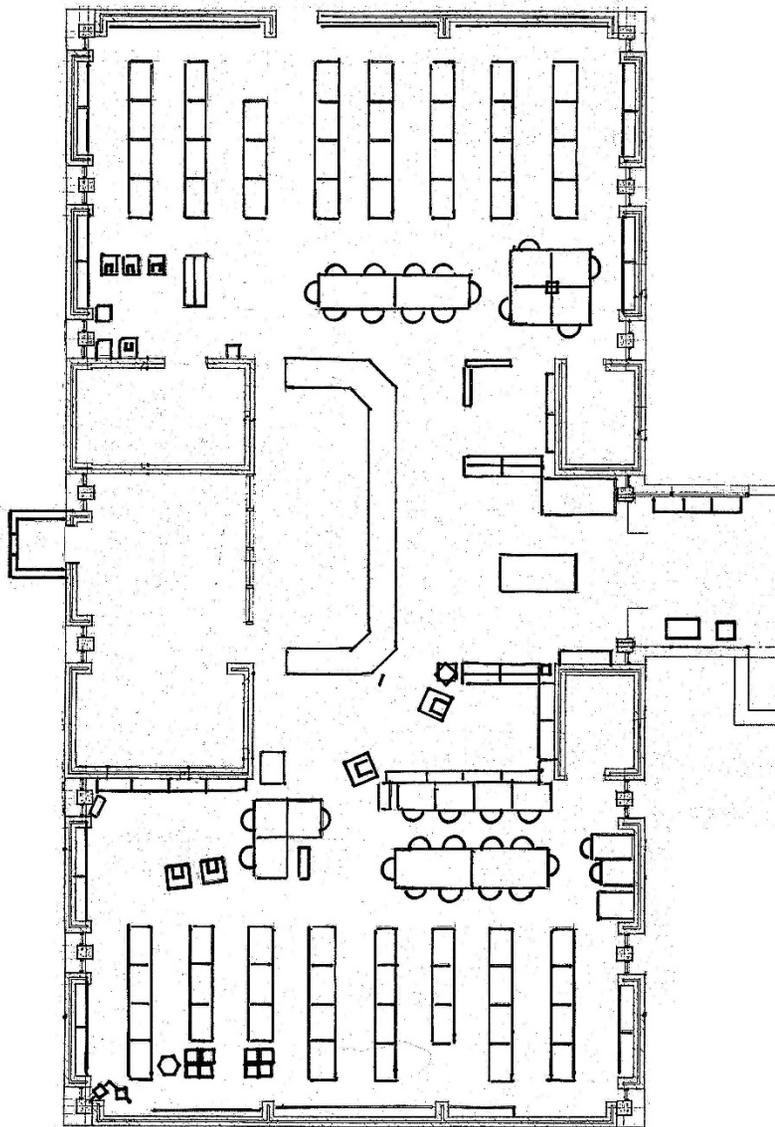
Making the best use of Jefferson Public Library's existing space has long been an on-going endeavor of the library's staff. The recent re-organization of the children's department is just the latest example. While there are many recommendations regarding the adult and lower Carnegie building spaces, there is only one specific improvement to recommend for the children's department at this time.

There is disappointingly little that can be done to improve space utilization. Because of the building's limited size, the space utilization option becomes a question of capitalizing on limited opportunities. A larger building is the key to resolving most of the issues faced by the library. Providing for priority issues may cause reductions of some other important space uses in some instances. By example, resolving ADA spacing issues results in reductions in the adult collections' shelving capacity. **The following are recommended improvements for near-term implementation. See the revised floor plan for a more complete understanding.**

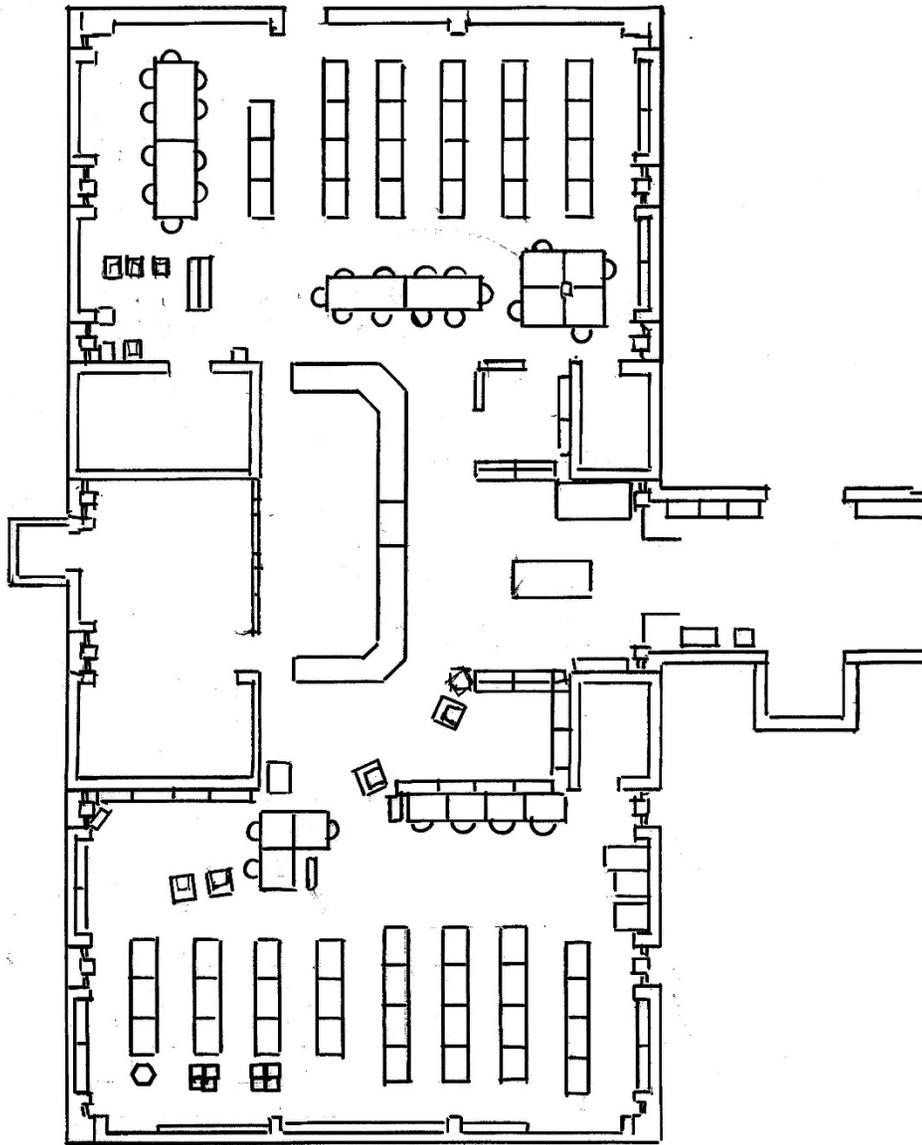
- Resolve the accessibility issues regarding entry into the Carnegie building from the foyer (the doors to the children's floor and the program room).
- Re-set all of the adult shelving aisles to provide a clear aisle width of 36 inches the ADA minimum.
 - Remove the western-most nonfiction shelving ranges to meet the ADA shelving aisle width requirement. Relocate the table seating from the fiction area to this new space to allow for proper space at the adult computers and to improve access to the restroom.
 - Relocate one of the paperback spinner racks now blocking circulation through the fiction shelving ranges and get rid of the other.
 - Move three of the fiction ranges a foot to the north to create a 36-inch ADA path between them and the audio book shelving. Add a section to each of the three sections.
 - Remove a section from each of two fiction shelving ranges to resolve ADA aisle width issues.
- Modify the public service desk to provide a 36-inch section of the desk that is 36 inches above the finished floor surface. Provide a clear floor space in front of that location. Allow for no less than 17 and no more than 25 inches of clear floor space that extends under the service desk at the ADA location for wheelchair patron knee space.
- Replace the over-bearing blue signage with a more informative and pleasing solution.
- Move to the off-site storage location the shelving and other large pieces now stored in the program room.

There are many changes that are desirable and important but can't or shouldn't be considered simply because the building just isn't big enough to support the change and/or the cost and disruption is inappropriate while the library may be expanded, reconstructed, or relocated. Here are a few of the needed changes.

- All three floors should provide a fully ADA compliant restroom.
- Enlarging the staff workroom and reducing the size of the public service desk to a more human scale.
- Pulling all of the adult media materials together into a single location.
- Having enough space to bring all the large print books together and to have shelving that isn't so low.
- Provide power at many more customer seating locations.
- Creating a better display format for new and topical books and media.
- Creating a space for public computing with room enough so that patrons using the computers don't back into the study table and block access to the public restroom.
- Provide a more engaging young adult area.
- Provide more visible and larger quarters for the local history / genealogy materials.
- Provide a larger and more accessible space for the Friends' book sale project.



**Existing Layout
Jefferson Public Library**



**Space Utilization Layout
Jefferson Public Library**

Community Forums / Public Comments

Two public forums were held to gather ideas and comments for use in planning library service and space needs. The meetings were intended to elicit resident suggestions for specific improvements in the library building and services. Each session lasted for a little over one hour. After brief introductory remarks, the meetings were open forums for resident comments. The following notes were made by the library building consultant in the course of the meetings. The comments are not literal transcriptions because of the pace of discussions.

That same day a meeting was held to gather library staff comments and suggestions.

First Community Forum

Tuesday, January 16, 2018, 2:00 P.M.

Attendance: 27 residents

- The library is friendly, welcoming. Don't lose those values,
- The children's department is small but charming. It should be enlarged.
- Seems like there are twice as many children who use the library compared to adults. The children's department is very busy, often "packed". Could a loft space or mezzanine be created in the children's department to create more space?
- Good design is critical in creating a welcoming environment.
- Wants places in the library that offer quiet, comfortable environment.
- There should be areas in the library for social conversation, quiet reading, active programs, and more – a space for every type of user.
- Study rooms are needed for individuals, pairs, and small groups. Lots of glass is needed for supervision as well as a welcoming environment.
- Leave space for social interaction such as the puzzle table.
- The library offers so many different programs and activities – could really use more than one program room or venue.

- The genealogy library is very full. More space is needed for a growing collection and storage.
- Would compact shelving be helpful?
- No flat roof.
- Is the Carnegie building on the National Register? (No)
- The mezzanine or loft mentioned earlier worries another participant – danger to young children.
- Can a second floor be added to the 1966 building? (No)
- Question from the meeting moderator – How do you feel about the Carnegie building?
 - The interior must be kept modern to support the patrons' needs.
 - Like the building's looks – it has character.
 - It's a key part of Jefferson's history.
 - The building is well maintained but the space could be re-purposed.
- Storage space is at a premium, its lack is a real problem.
- Staff work rooms are too small, making work difficult and hampering efficiency.
- Will we still have hard copy collections or significantly reduced collections in the future?
- Are there projections for Jefferson's population? The school has some near-term data that suggests a stable population. There are no long-term projections. Projections that are available for all of Greene County suggest a falling population. County seats like Jefferson typically fare better than their surrounding county.
- Are more computers needed?
- The library has a wonderful children's staff.

Second Community Forum
Tuesday, January 16, 2018, 7:00 P.M.
Attendance: 21 residents

- More program space is needed both for regular library programs and for community meetings/programs. Perhaps a larger program room could be divisible.
- Small group study rooms would be helpful.
- The library needs places where patrons can have power at seating to support their digital devices.
- A separate program space is needed for children's programs.
- Wants a quiet reading space, perhaps with a fireplace.
- Better library program space could be helpful to other community organizations such as Greene County Conservation.
- Do libraries often have Sunday hours?
- Having two buildings means parts of the library are too separated. Things should be pulled closer together with a combined circulation desk.
- There have been roof leaks in the 1966 building.
- The library often has to use church meeting spaces for its larger programs.
- Appreciates the library's collections and the support the library provides for the community's schools.
- Could the library move? It would be nice to be by the Rec Center.
- Could the library be in two entirely separate buildings?
- Could the library be part of a joint facility combined with some other community service provider?

- The restrooms must be updated and enlarged.
- Move the computers away from the restrooms – not pleasant.
- How about closing Vine Street and expanding to the east?
- Are more computers needed?
- Need a place to park baby strollers.
- Need a “hitching post” to tie-up my dog while I run into the library.
- Is parking an issue at the library? Not usually.
- The power pole in the library’s parking area is a hazard!
- Really really really want a conference sized meeting room.
- Would really enjoy a reading room or area with the periodicals and a fireplace.
- Want a place to go to use the WIFI. Now people park outside the library to use the WIFI both when the library is open and when it is closed.
- Would like to see the audio book collection grow.
- Would like to see a place for parents to gather while their children are in story time programs.
- Get the book sale storage out of the program room – it detracts from the ambiance of the space.
- Maybe there could be programs for parents while their children are in story time programs.
- Would like to have a Maker Space area at the library.

Library Staff Forum

Tuesday, January 16, 2018, 4:00 P.M.

Attendance: 8 staff

- The children's restroom is too small. Should at least be large enough to change diapers
- Provide a space for breast feeding.
- Would like to see additional shelving for the Large Print collection. It is also poorly organized, found in 3 locations.
- More DVD shelving is needed.
- Need at least 2 program venues because two story times are regularly offered at the same time – the toddler program upstairs, the older children in the basement.
- Some children are scared of the basement, they think it's a dungeon.
- Need better lighting (the lighting has been updated over the last 15 – 20 years).
- Staff workrooms need to be enlarged. They are too small and limit staff productivity.
- The main circulation desk is too large and imposing.
- A small group study room to seat 6 or 8 would be heavily used.
- The children's room is too small. There are often 25 children in the space for programs and it is not good.
- When people at the computers, puzzle table, and the study tables it is impossible to get through that part of the library.
- There is no ADA pathway to the adult restroom.
- The restrooms are in an inappropriate location – sounds and smells are all too evident to other users of the library.
- Heating and cooling is very uneven in the buildings. There are 5 furnaces and 4 AC units. The entry, staff workroom, and restrooms are too cold. When there is a meeting in the basement and the heat is on, the children's room upstairs sometimes reaches 78 degrees and the AC has to be turned on.

- The emergency exit in the children's area is located in the staff workroom. The door leaks cold and rain. A path to the exit has to be kept clear, limiting the usefulness of the workroom.
- The consultant asks – What can we get rid of?
 - The big blue signage
 - The circulating framed art prints
 - The dictionary stand
- The adult and children's nonfiction collections could be reduced.
- Implement a Maker Space for Media Production. Include a 3D printer, copier, laminator, photo kiosk, video to DVD conversion station, shredder, work table.
- The teen/tween area needs to be larger and have a better identity and more creative treatment.
- A custodian's closet is needed on each floor.
- Customers like having a separate space for their children.
- There is no quiet space in the adult area. The library does have a small reading area but even this space isn't always quiet.
- JPL is not a hushing type of library but there needs to be quiet spaces in both the adult and children's areas.
- Stroller parking.
- Need better storage for library supplies.
- The storage area in City Hall's basement is helpful but not convenient.
- Need a better location for the Friends book sale. Now it detracts from the program space.