Astoria Public Library
Renovation Planning
Preliminary Needs Assessment

Ruth Metz Associates
August 6, 2013
Liberty Theater and McTavish Room
Project Goals

1. Assess the needs concerning the library
   - Facility, services, space, technology

1. Produce a building program
   - Set of instructions for an architect that articulates the vision, services, and functions of the library

1. Provide cost estimate for renovated Astoria Public Library
   - Demolition, Site Work, Building Construction, Indirect Construction Costs

2. Identify possible additional funding sources for a future restoration with the Library Advisory Board
Timeline

- July - September - Needs Assessment
  - Facility assessment, interviews, focus groups, Sunday Market, survey

- August 6, 2013 - Public Meeting #1
  - Needs Assessment Report, Library of the Future Presentation
    - Liberty Theatre 5:30 - 7:30 pm

- August 18 - Sunday Market

- September 10, 2013 - Public Meeting #2
  - Final Needs Assessment Report, Building Program, Cost Estimate

- October 2013
  - Project wrap-up
  - Discuss possible funding sources with the Library Advisory Board
8/6 Meeting Agenda

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

- The facility
- Service capacity
- Community vision
- Service priorities
The Astor Library Building

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

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

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

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

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

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

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

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

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

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

- More electronic content available
  - less shelving needed for some collections
  - need for more electronic devices to “read” econtent
  - new space needed to publicize ebooks
Collections / Shelving
Collections / Shelving
Library As Place / Seating

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

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

- Civic space – art exhibits, courtyards, indoor/outdoor connections
- Amenities for extended stay – food + drink, book stores + other retail, waiting areas + space for casual encounters
Seating / Space for People
Seating / Space for People
Seating / Space for People
Programming / Meeting Spaces
Programming / Meeting Spaces
Digital Services

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

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

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

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

- Flexible, reconfigurable staff work spaces
- Designated work space for volunteers
Service Desks
Self Service
Expedited Check-in
Library Automation

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

- Desktops, laptops, tablets, smartphones
- Ubiquitous WiFi and power
- A variety of devices to meet all needs
- Mobile interfaces, services, communications
comScore mobiLens survey, February 2013
### The demographics of smartphone ownership

**% of US adults within each group who own a smartphone**

<table>
<thead>
<tr>
<th>All adults</th>
<th>35%</th>
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<tbody>
<tr>
<td><strong>Gender</strong></td>
<td></td>
</tr>
<tr>
<td>Men (n=973)</td>
<td>39</td>
</tr>
<tr>
<td>Women (n=1304)</td>
<td>31</td>
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<tr>
<td><strong>Age</strong></td>
<td></td>
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<tr>
<td>18-29 (n=337)</td>
<td>52</td>
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<tr>
<td>30-49 (n=581)</td>
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<td>50-64 (n=659)</td>
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<td>65+ (n=637)</td>
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<tr>
<td><strong>Race/Ethnicity</strong></td>
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<td>White, non-Hispanic (n=1637)</td>
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<tr>
<td>Black, non-Hispanic (n=261)</td>
<td>44</td>
</tr>
<tr>
<td>Hispanic (n=223)</td>
<td>44</td>
</tr>
</tbody>
</table>
# Demographic differences in smartphone internet use

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

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

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

• Growing interest in creating our own “works”
• Libraries’ traditional role as a place for learning
• Libraries’ new role in curating, cataloging, and publishing patron content
7,254,345,356 words published

YouTube Traffic

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

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

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

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

- Facebook: 88.8% (476)
- Twitter: 45.8% (251)
- Blogging: 44.2% (237)
- YouTube: 38.2% (205)
- Flickr: 35.4% (190)
- Google Docs: 33.0% (177)
- Wikis: 20.1% (108)
Questions + Discussion
More Ideas for Service?
Timeline Review

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Building Program

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