# Library as Center of Community

## Setting a New Tone; Proposed Main Level Reorganization

As libraries become community centers, they are evolving into places where people meet, visit and enjoy refreshments and conversation. The most successful contemporary public libraries are active, vibrant places. It is important to make an immediate statement upon entering that the library that it is now an active place that encourages social interaction.

The Wheaton Public Library will benefit from a destination convenient to the main entry that will provide a coffee and conversation spot, be a hub for mobile computing and that could also be used for displays and exhibits. As of this writing, this process in underway with the redevelopment of the cafe space to make it the dynamic place that it was originally intended to be.

This community is comparatively young, relatively affluent and well-educated. We see the cafe as a library counterpart to the role that places like Starbucks already play in many of their lives; a place the brings people together while providing an essential service.

We propose that the cafe be made even more integral to the library and that the interior planning naturally lead people through the library and towards this amenity, we want to make a strong first impression and let customers know that we are reinventing the Wheaton Public Library.

The AudioVisual section is one of the busiest parts of a contemporary library and are often placed near the front entry. We propose that in this case, the A/V collection be located slightly farther back, guaranteeing that more customers are exposed to the new and exciting things that the library will offer.

"The Social Network"

*Provide a furniture plan that draws people into the library, exposing them to new library features and services*

The Axis of Discovery

We envision the library entry sequence as an "Axis of Discovery" where customers are greeted and immediately encounter a changing landscape of new materials, teasers for upcoming library events and special exhibits.

To make this a dynamic space that invites change, we recommend that all of the furnishings be either easily relocatable or on wheels - even the greeter's desk. This is a space that should be able to be completely redesigned on the fly to facilitate special events.
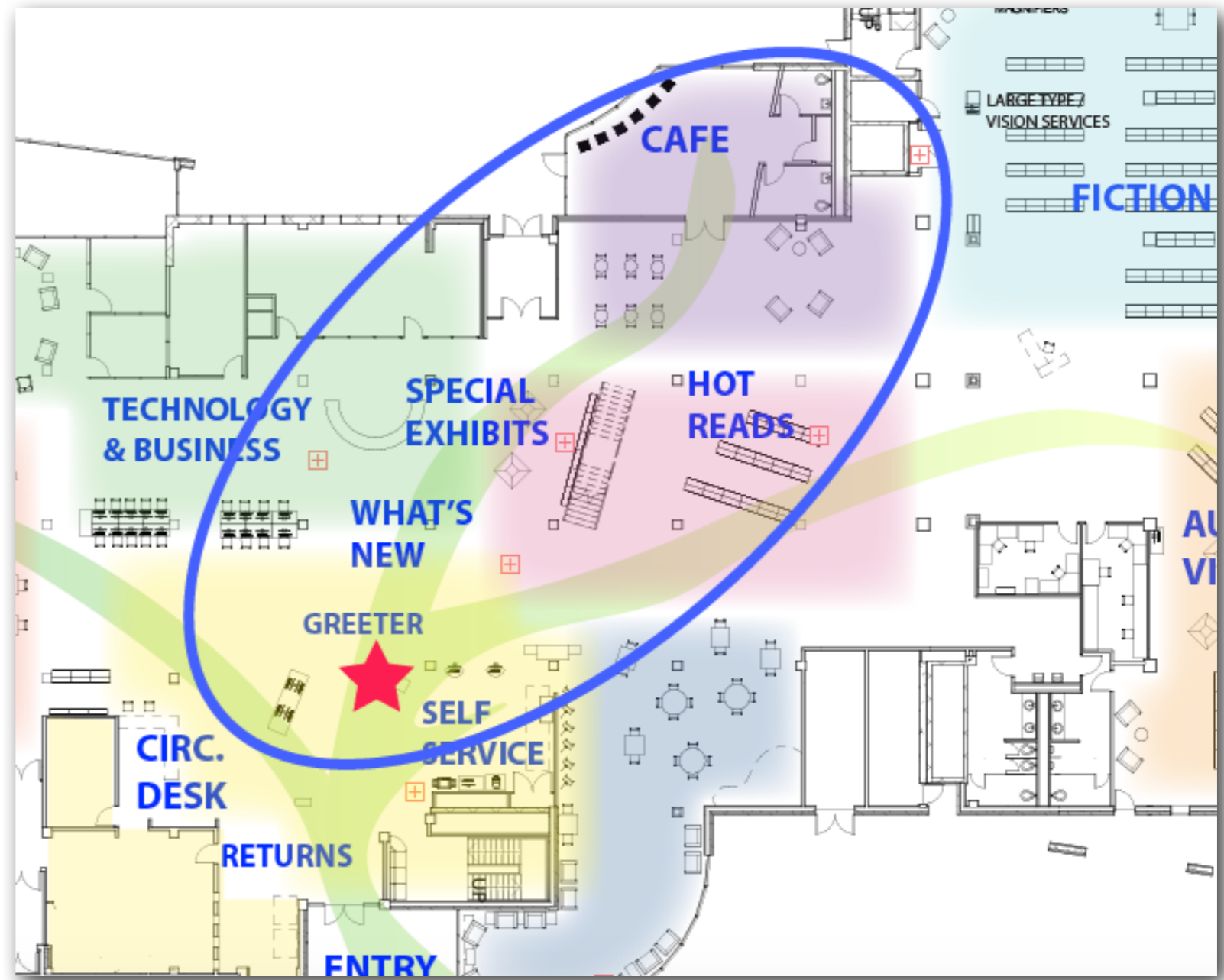
## Special Events and Exhibits



There is a two-story volume adjacent to the stairway that could be utilized for library events and displays that require additional ceiling height or special lighting. We can look towards a nearby example for what can be done in such a space:

A nearby example is the entry foyer of Elgin's Gail Borden Public Library was designed to be able to house a wide variety of exhibits and events, it has received national attention for the things that happen there: space exhibits, string quartets, dinosaur events, book cart drill teams, flash mobs dancing up the grand staircase. This space sets the tone for the entire library, we want to achieve this level of impact for the Wheaton Public Library

🔵 *Provide additional separately controlled lighting for the 2-story library volume to optimize it for special exhibits and events*
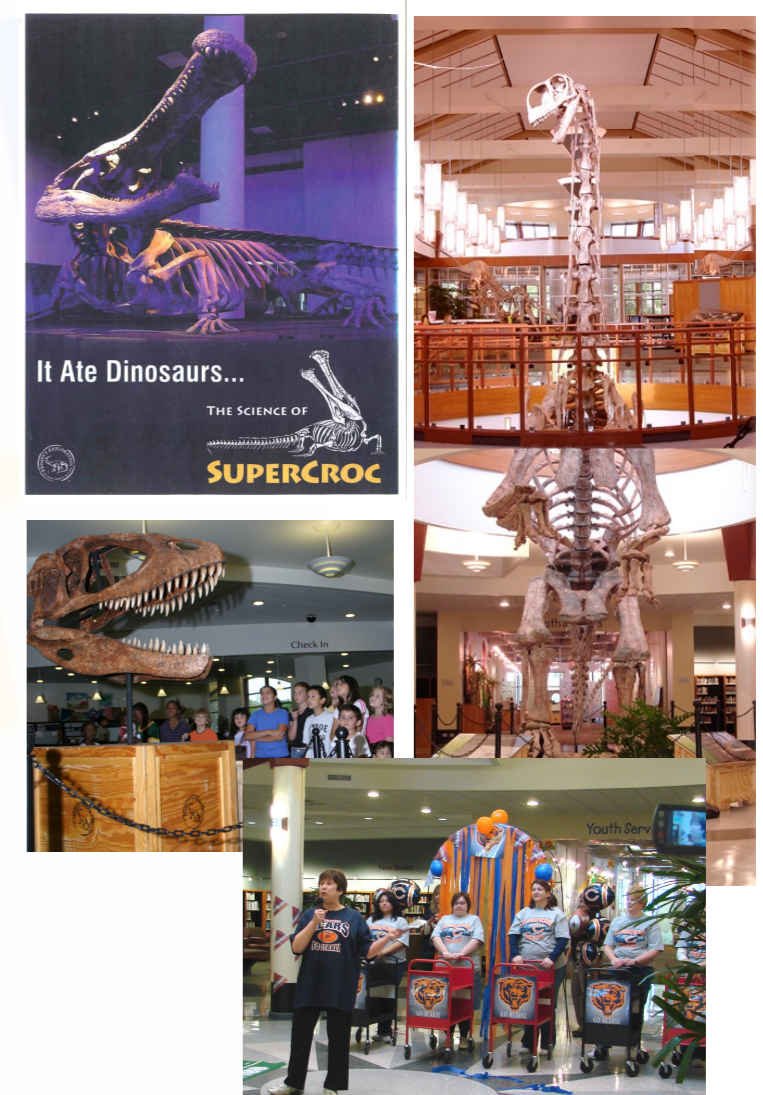


A two-story volume can offer opportunities for a number of different kinds of exhibits and events. These photos illustrate some of the events that the two-story volume in Elgin's Gail Borden Public Library make possible.

*"...space exhibits, string quartets, dinosaur events, book cart drill teams, flash mobs..."*

CAFE

LARGE TYPE /
VISION SERVICES

FICTION

TECHNOLOGY
& BUSINESS

SPECIAL
EXHIBITS

HOT
READS

WHAT'S
NEW

AU
VI

GREETER

SELF
SERVICE

CIRC.
DESK

RETURNS

ENTRY

Wheeled shelving and easily-movable displays will help to make this a dynamic space

## The Personal Touch and the Bottom Line

The Wheaton Public Library administration has the stated aim of ensuring that library users receive the personal touch. We see this as an admirable goal that can be a cornerstone of the library's brand.

The Library has already embraced the concept of having a greeter as the first point of customer contact. This was enthusiastically accepted by library customers and has been a great success. We propose that the Wheaton Public Library not provide the personal touch indirectly by perpetuating dated service models that require high levels of staff time for basic library operations but directly by providing staffed positions expressly aimed at flexible client interaction.

As less staff time is required to perform routine library operations, more energy can be devoted to high-level client service.



Staffed Circulation Service Point  Self-Check

Seated Height Circulation Desk

ADA Compliant Registration Station

Entry

Self Services Suite

Greeter "Guide"

Seated Height Greeter's Desk

*"As less staff time is required to perform routine library operations, more energy can be devoted to high-level client service."*
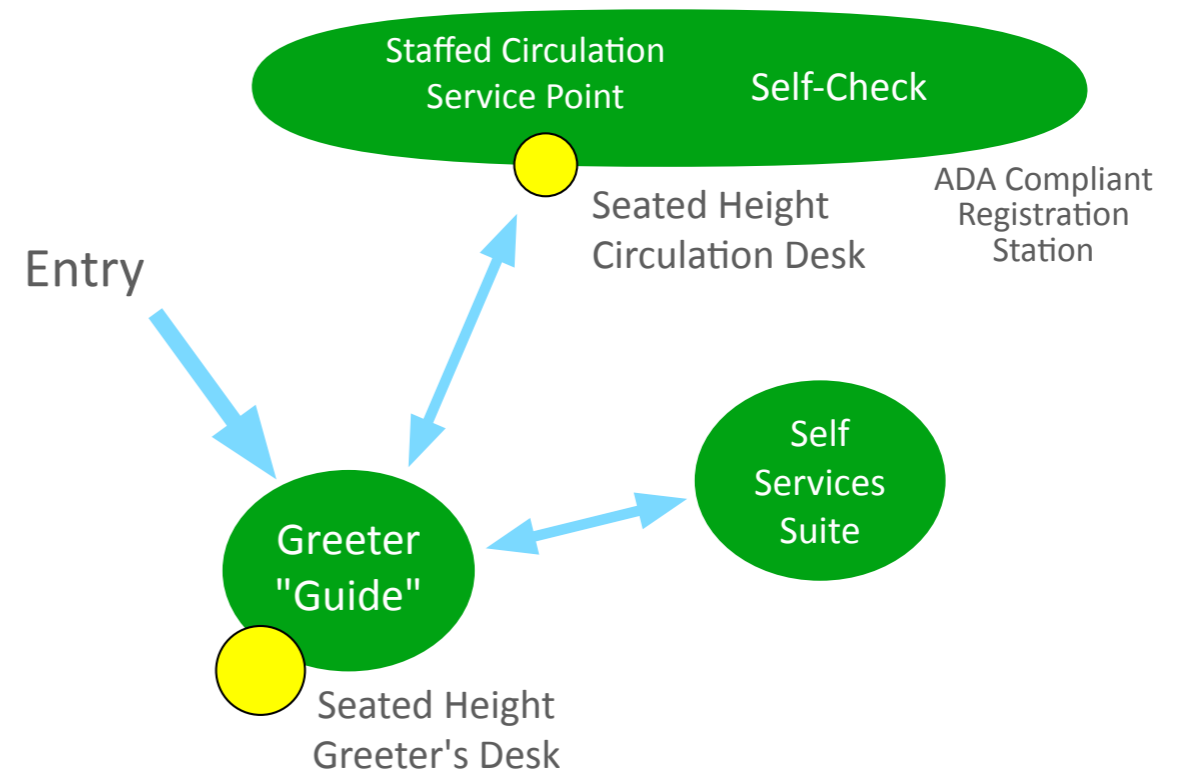


Two great examples of Greeter's desks; wheeled, adjustable height and designed for laptops and wireless data so they can be relocated on the fly.

# Redefining Service Points

## The Circulation Desk

Libraries are increasingly providing customers options for self-service; utilizing technology to free staff time for other forms of customer service. As personnel costs are the most expensive line item in a library's budget, we believe that staff time should be utilized for high value customer service activities rather than for processing tasks that can be efficiently performed by automation or self-service.

As of this writing, the current rate of self-checking at the Wheaton Public Library is just over 12%. There are nearby peer libraries where this number is over 90%.

A well-designed self-service system is not viewed as an imposition but as an opportunity for express service that allows users to quickly check out materials. Many customers also value the level of privacy that self-service affords. We will propose a number of self-check positions spread throughout the library that will enable customers to avoid potential congestion at the circulation area during periods of high usage.

Following on the above, our library designs target a pared-down, seated-height desk with one or two staff positions. Self-service options should be located on or in close proximity to the desk to enable customers to ask library staff for assistance. We always provide a nearby staffed position to assist customers, provide a traditional check out experience if desired and to provide the personal touch.

With this concept the greeter's desk assumes an even greater importance, greeting patrons and directing them toward the circulation desk and self-service options. As a greater percentage of checkouts are self-checked, the greeter can evolve to become a position that guides the customer through the various self-service options and directs them to the appropriate place within the library to meet his or her needs. This position needs to have a prominent visual cue to enable customers to immediately identify it as a point of initial service.



This large, suburban library circulation desk operates with 2 staffed positions and 3 self-check stations. Customers are offered the choice between self-check and staff assisted checkout.

*Provide self-check units throughout the library to encourage patrons to choose self service.*

*"...the current rate of self-checking at the Wheaton Public Library is just over 12%. There are nearby peer libraries where this number is over 90%"*

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StudioGC is working with a number of library clients to help them to remove dated, inflexible staff-intensive circulation desks and replace them with flexible service points that can take on a variety of functions.  As the circulation of printed materials becomes a smaller portion of overall library services and technology allows for easy and pleasant self-check options, investing in large circulation desks is no longer warranted.

**An Exception to the Rule**

To consolidate library service points, the Wheaton Public Library is eliminating a circulation desk at the lower level children's library. This will increase the workload at the main circulation desk until more customers become accustomed to self-checking. There are also a number of other tasks that are currently performed behind the main circulation desk. In light of this, we are not recommending that the primary circulation desk be downsized at this time.  We do recommend that the library promote self-check options with the ultimate goal of reducing the workload at the main circulation desk.

*"...investing in large circulation desks is no longer warranted."*

Library staff instructing a first time user in self-check.  Customer choose self-check 97% of the time at this busy suburban library.

Circ. Desk & Registrations

Self Service Suite

Reserves

Copying

Self-Check & Fines

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# The Self-Service Suite

A self-service suite should be easy for customers to locate and use with a minimum of library staff intervention. A self serve suite might include self check, self-service copying, self-service fax and other offerings depending upon the technology available.

With proper design and marketing, self service will be perceived as an "express service" option and will be viewed as a convenience

- *Place a self-service suite that is near to the main entry and the Greeter's desk*

- *Provide a number of self-service options throughout the library; self-check machines in every major section of the library and a self-service printer on every floor*

Bibliotheca Self-check kiosks
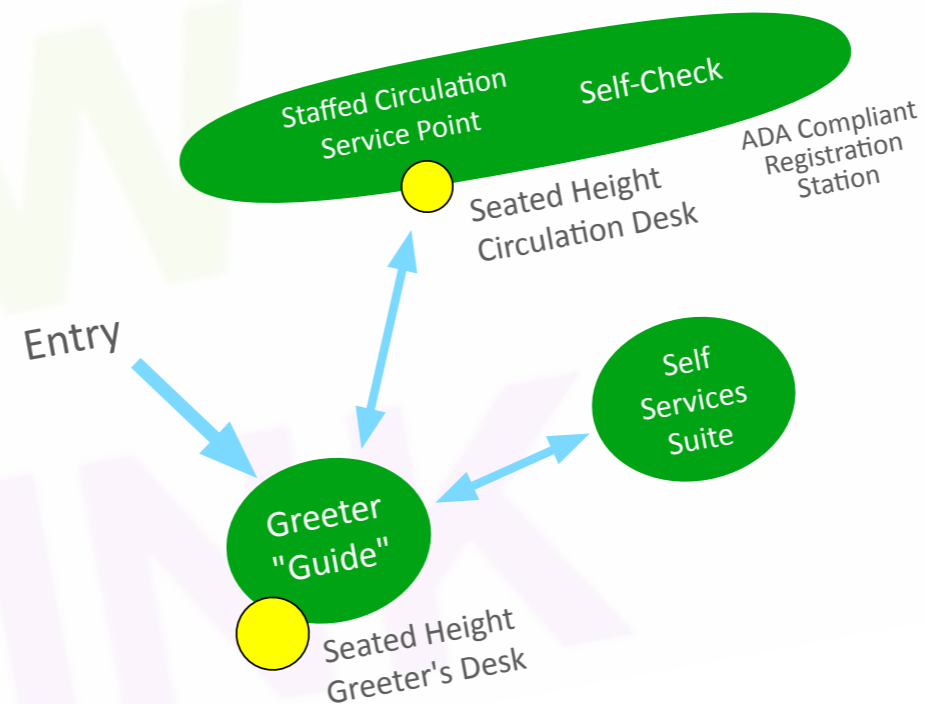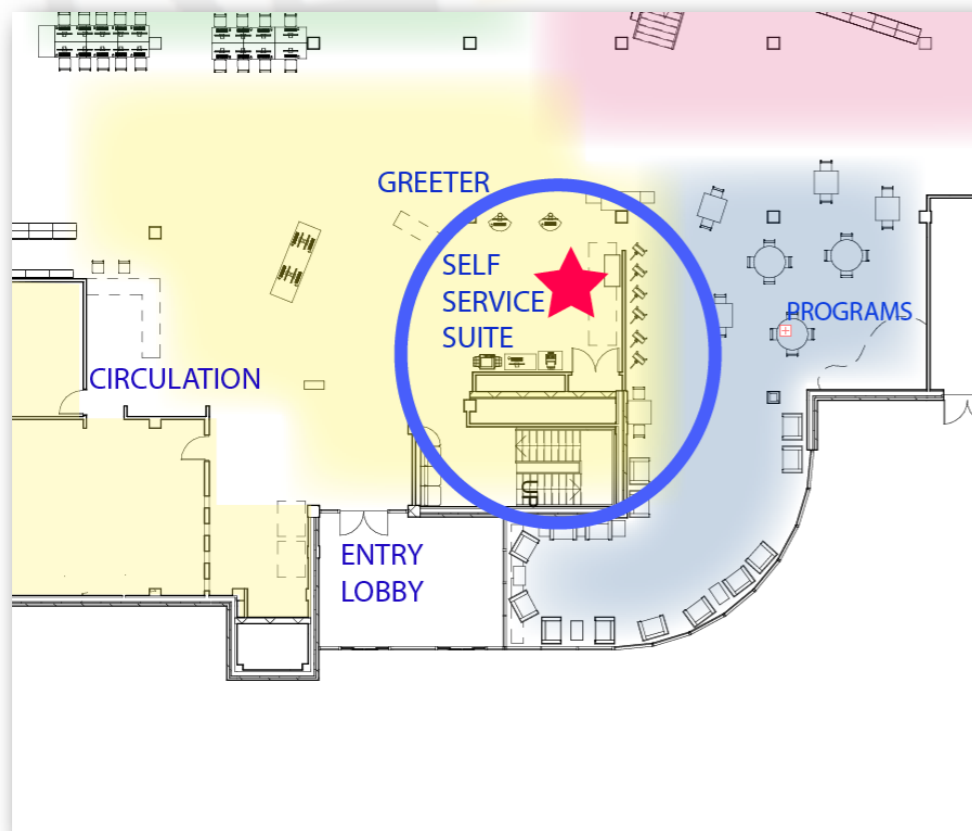
## The Reference Desk

Most libraries are minimizing or eliminating stand-alone reference collections; weeding reference books as they become out of date and intershelving the remainder with nonfiction. This approach recognizes fact that much reference material is available on-line; especially with the guidance of an experienced reference librarian.

Reference services have been transformed from collection-centered services to on-line, patron-driven activities. We believe that this new service model offers the opportunity for increased collaboration between the customer and the reference librarian. If we provide a smaller desk where the customer can observe the reference librarian's screen, the customer not only gets the answer

*Remove the reference desk and replace it with a smaller information services desk that is designed for collaborative activity and is more inviting than a large desk. Locate the desk to serve as an observation/help point for portions of the floor not in the line-of-sight of the circulation desk.*

*Provide a training desk in close proximity to the reference desk The training desk will feature a collaborative computer station where library staff can assist library users with current technology as well as time consuming reference and training tasks.*

*Provide a secondary roving reference desk to enable reference staff to be able to bring the answers to the customer, operating anywhere in the library.*



Prototype reference desk with shared screen for collaborative work.
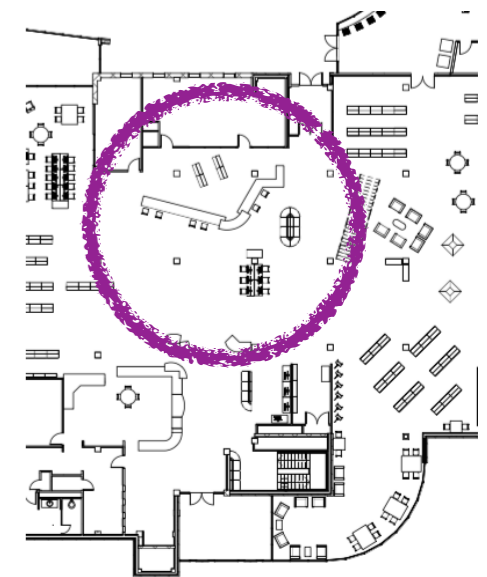




Roving reference points with wireless connectivity and ready reference books.

## Business Tech and Teen Services

The Teen Library should offer one of the most high-tech environments in the library. We propose that elements of the Teen area be shared with high-tech business applications and that to maximize efficiency, these elements swing between business uses during the day and teen uses during the evening. This approach has two benefits; it concentrates much of the high technology near the proposed Tech Desk and puts the technology front and center on the main floor, visible to all as they enter the library and helping to set a high-tech tone .

The Tech Meeting rooms can be designed to serve as collaborative shared-screen work spaces (see the mediascape example below) and wired for GoToMeeting style software and video conferencing. These would provide local entrepreneurs and start-up business with technology that they might otherwise be unable to afford.
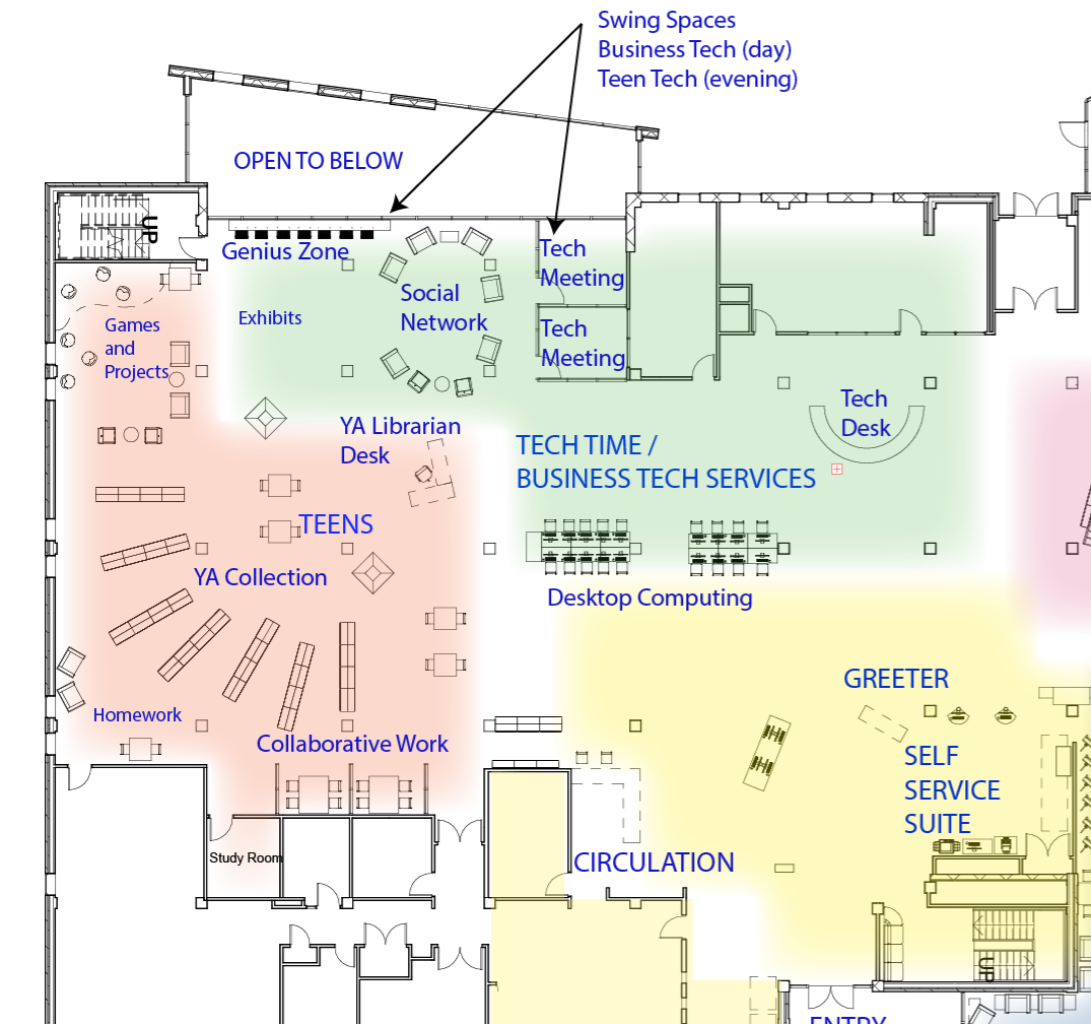
Teen Services

The layout illustrated at left shows a number of different environments for Teen customers each of which is in clear line-of-sight of the Youth Librarian's desk.



MediaScape style computing where several users share common screens for collaborative work.

# Rethinking Computing



The Wheaton Public Library currently features a computer lab and a computer training room. In our library planning work, we are re-evaluating the appropriate mix of desktop computing and mobile computing. The graphics on the next page show worldwide sales of tablets vs. desktop computers and mobile computing in general vs. Fixed computer workstations. The message is clear; mobile computing has already changed the way that most of us experience digital life. We recommend that laptop computers be substituted for many of the library's computer workstations that the library provide checked-out laptop and tablets.

Beyond keeping up with computing trends there is a more compelling reason to make the transition to mobile computing; mobile computing increases flexibility. A traditional desktop computer station is only one thing; a computer workstation. With mobile computing any seat in the library can double as a computer station - or not, as dictated by the need.

Mobile computing also addresses an issue regarding the number of computers that a library should provide. There is a wide variation in the number of computers proposed by different library standards, this variation suggests that determining the appropriate number of computers in a library is more art than science and we find ourselves with no real standards to fall back on. Due to this uncertainty, StudioGC recommends that we follow a course of action that offers the greatest degree of flexibility and that desktop computing should be replaced whenever possible by mobile computing. An advantage to this approach is that since the library is purchasing less furniture that is devoted solely to computing, modifying the number of computers offered does not have an impact on either the furniture inventory or on interior space planning.

*"...when it comes to computing options StudioGC recommends that we follow a course of action that offers the greatest degree of flexibility..."*

## Desktop Sales vs. Tablet Sales
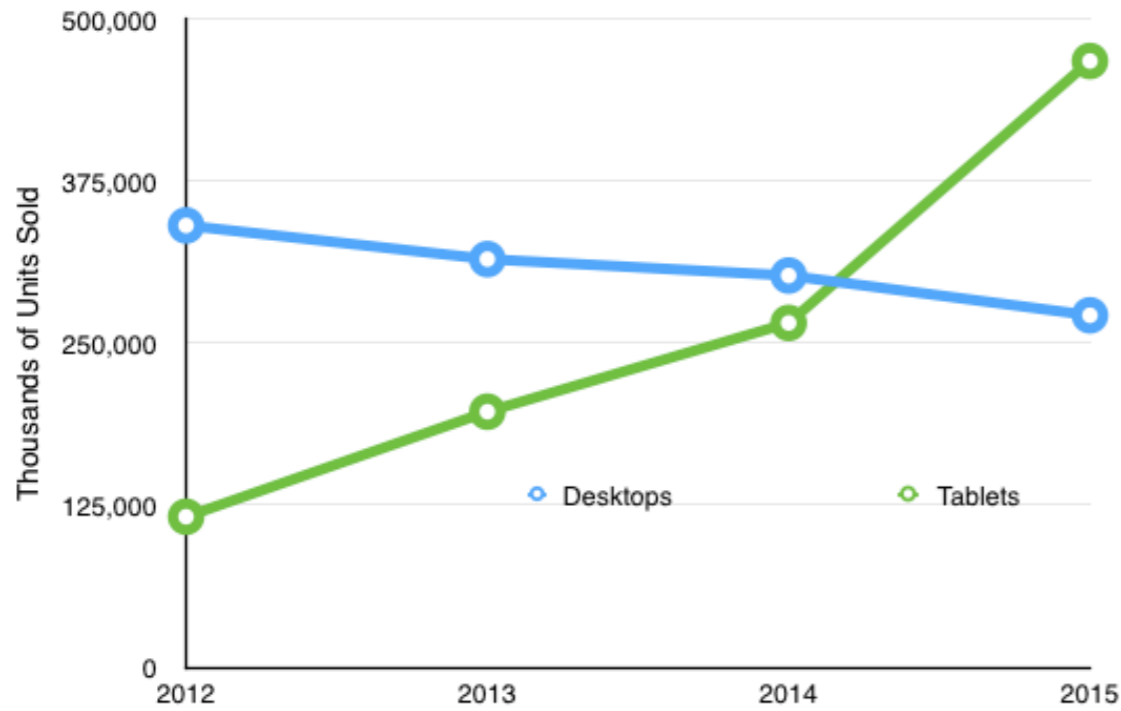


## Desktop Computer Sales vs. Mobile Computing Sales
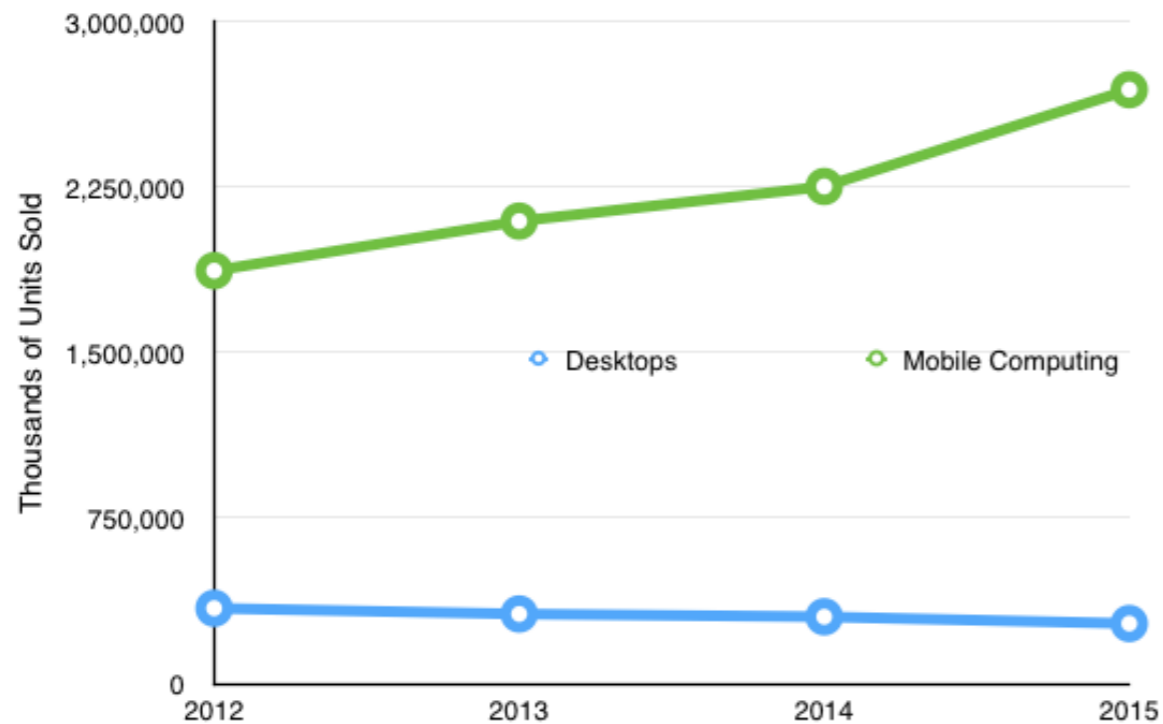




Desktop computing will continue to be the best choice for digital media projects and collaborative work. Most other tasks can be performed equally well on mobile devices.

*"If the world is moving toward mobile computing, why should libraries do otherwise?"*

*Between 2012 and 2013 desktop computers'
portion of the total market share declined by*

### Public Internet Uses per Capita
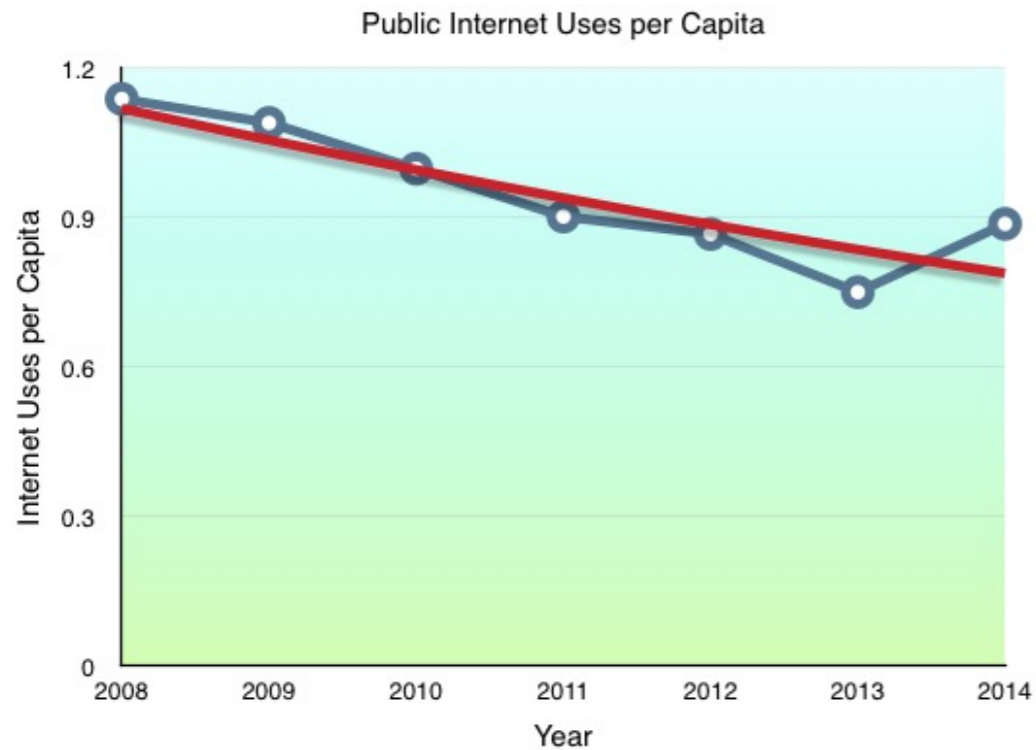


Wheaton's in-library per capita computer use has fallen nearly 30% since 2008. Devoting significant library square footage to single-purpose computing stations is not a good investment.



## Mobile Computing - Continued

### Recommendations

- *Make the transition to mobile computing and phase out most fixed desktop computer workstations and replace with work surfaces that can function both as 1 and 2-person reading desks and desktop computer stations.*

- *Provide a number of flexible work surfaces in the Adult Library that have access to power for checked out tablets or customer's personal computing devices.*

- *Provide a secure, centralized charging facility for library-owned laptops and tablets to enable equipment to be charged when not in use.*

- *Provide a centralized printing station for customers to securely print electronic documents.*

- *Provide library-owned tablet and laptop computers for checkout. Phase these in as the existing laptops become obsolete. Base the number of units on demand and modify as required.*

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## MakerSpace / Technology

Library Maker spaces have become mainstream and offer a perfect example of the evolving role of public libraries affording the opportunity for hands-on learning and creative activities that promote critical thinking and problem solving skills. Maker spaces can provide access to technologies and hardware that many customers would not otherwise be able to access.

Trends in library maker space features are shown below.



MakerSpace Trends

Click to Enlarge

We have reserved space near the Tech Desk for a Media Lab / Maker Lab. Thee room was formerly an office, being existing space it lacks special noise separation and dedicated ventilation it is thus best suited for digital projects and 3-D printing. The nearby desktop computing stations could be used for editing and polishing up projects initiated in the Lab.

- *Create a Maker Lab in the former Head of Reference office. Provide desktop work space, wired Internet connections, a green screen and several large format monitors for solo and collaborative work.*

- *Assess the sound attenuation properties of the this room and if suitable, leave space for an electronic keyboard, electronic drum pads and a mixing board.*

# Makerspace / Technology Continued

Sample Equipment List for a Digital Media Lab

| Item Hardware | Quantity | Description |
|---|---|---|
| Mac Pro | 1 | Mac Pro tower with dual monitors, warranty plan, and upgraded memory |
| iMac | 1 | Computer for tech worker |
| Macbook Pro | 1 | Apple laptop for staff training |
| Mouse | 3 | Two button computer mouse |
| External Hard drive | 3 | 1 TB hard drive |
| Wacom Create Bamboo Tablet | 1 | Tablet to aid in image editing and creation |
| Headphones | 2 | Noise Cancelling Headphones |
| Headphone splitter | 1 | Allows both headphones to receive the same audio feed |
| Card Reader/USB Hub | 1 | USB device to read memory cards from cameras |
| Magnavox VCR/DVD | 1 | VHS to DVD converter |
| Roxie Analog to Digital Converter | 1 | Converts analog VHS output to digital input for Mac |
| Flat Screen Wall-Mount Monitor(s) | 1 | One per station, as large as budget and space allows |
| Epson Scanner V600 | 1 | Scanner with mounts for slides |
| **Software** | | |
| Office for Mac (home/student edition) | 2 | Word, Excel, Powerpoint for Mac |
| iWork | 2 | Mac's version of Office |
| Screenflow 4 | 1 | Screen recording software |
| Final Cut Pro X | 2 | Video editing software |
| Aperature | 2 | Photo editing software (more focused than Photoshop) |
| Sketchbook | 2 | Drawing software |
| Quicktime Pro | 2 | Video playing and conversion |
| Pro Tools | 1 | Sound/music editing software |
| Comic Life 2 | 1 | Create and export comics |
| **Subscriptions** | **#** | **Description** |
| Adobe Creative Cloud | 2 | Full Adobe suite |
| Lynda | 2 | Online training software for staff and lab computer (**annual subscription**) |
| Deep Freeze | 2 | Software to clear cluttered files (**annually licensed**) |

# Audio Visual

Audio Visual collections are one of the busiest areas of contemporary libraries and for that reason are often placed near the front entry. We propose that for the Wheaton Library, the A/V collection be located slightly farther back, guaranteeing that more customers are exposed to the new and exciting things that the library will offer.

# Technology and A/V Media

## Trends

While the A/V section is the busiest part of the library it is also utilizes media formats that are rapidly disappearing. In 2012 streaming video overtook DVD's , in 2014 streaming music surpassed those from CD's.. In this environment, there is little reason to plan for large, tangible media collections in the long term.

## Security

Despite the fact that disks are on their way out, disk format games, new movies and new audio releases remain the most theft-prone items in a library's collection. These materials can be placed in a Redbox-style "MediaBank" vending unit that allows customers to reserve and retrieve the materials in a self-service environment with no staff intervention. Theft is nearly eliminated as materials are automatically checked out to the customer before they are delivered to the customer.

The media bank also houses the collection in a more efficient
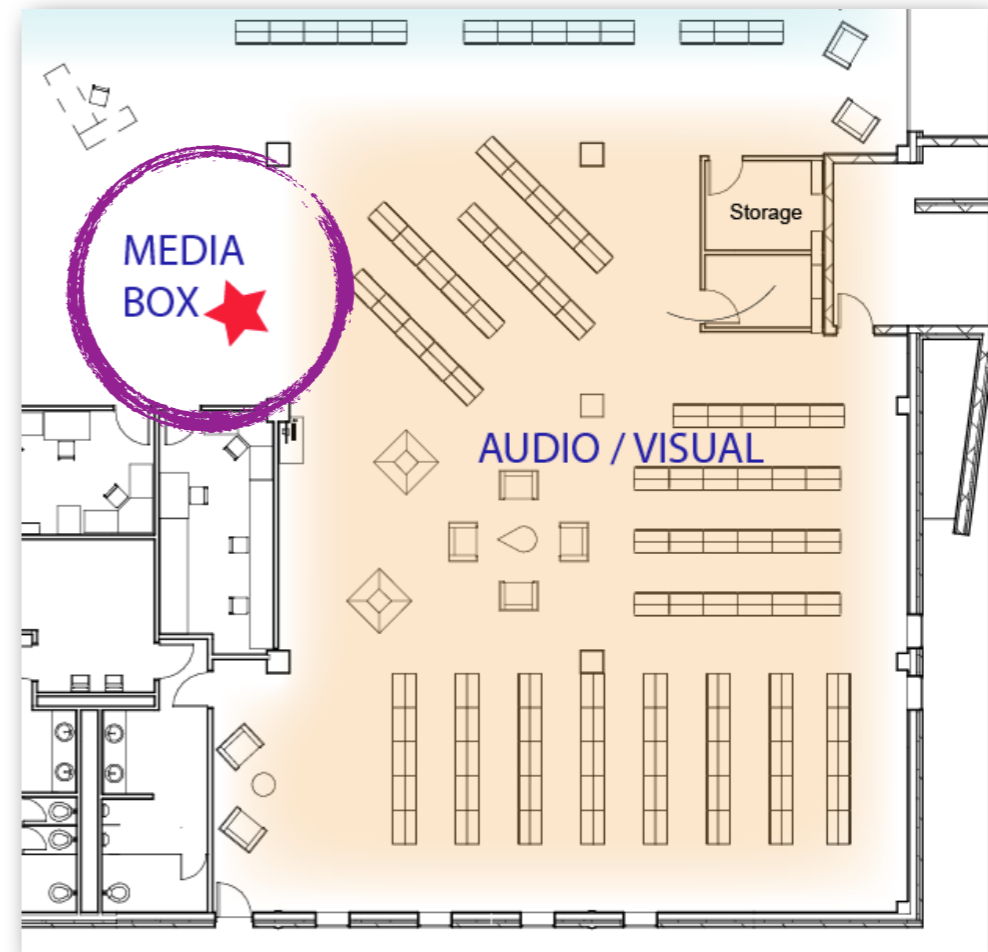
- *Place the Audio/Visual collection away from the front entry to expose customers to new library offerings.*

- *House high theft and high turnover media in a "MediaBank" located in the audiovisual section. Maintain older pop music, classical and other less theft-prone genres on the floor.*
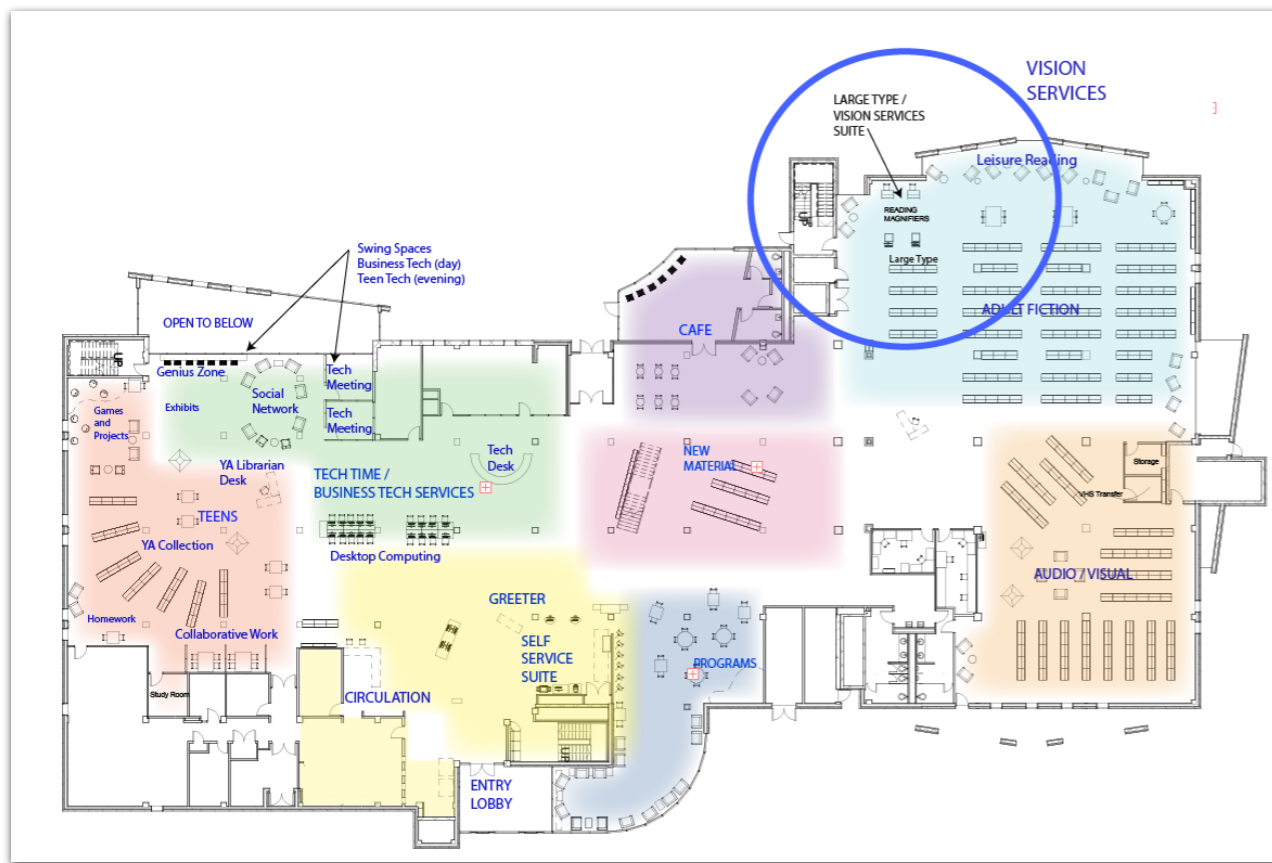
# Vision Services Suite

Library customers that have vision limitations require magnification equipment to provide access to materials that are not available in large-type formats. These materials are not limited to library materials and may include personal materials such as tax forms and government documents.

The library already owns several magnification machines that are currently placed on the public floor.

*Place text magnification equipment in a vision services suite offering magnification equipment for printed materials that are not available in large format text. Locate the units to afford users discrete, independent access. The vision services suite should be near a staffed service point.*
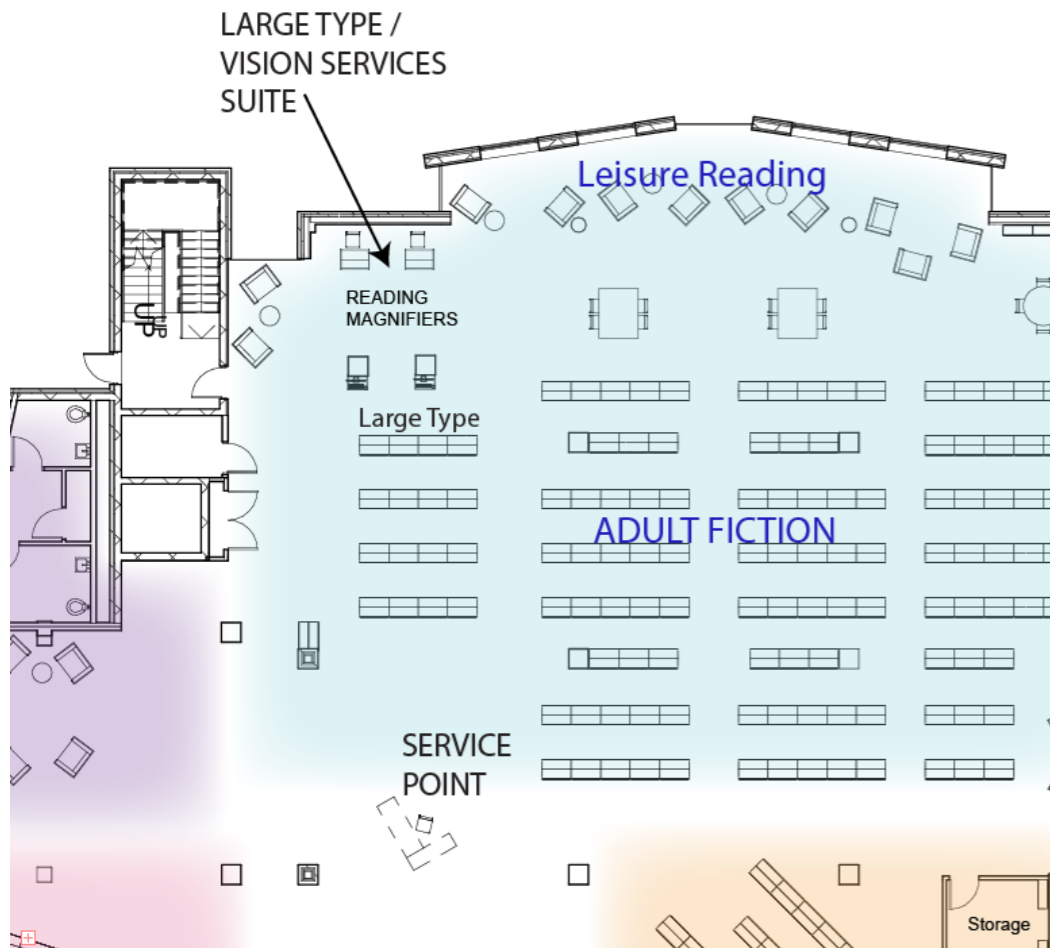
# Youth Services

Although we are suggesting that the Wheaton Public Library generally reduce its print holdings, sustained investment in children's books is merited to ensure that parents have the resources to provide their children with a solid grounding in readinging as well as opportunities for parent-child interaction. The graph at right is adapted from the Pew Research Center's Internet & American Life Reading Habits Survey, 2011. It shows us that while customers are increasingly drawn toward the convenience of electronic books, they still overwhelmingly prefer printed books for reading with children.

We are particularly interested the parent - child library experience and are exploring something that is more fundamental than designing a youth library around a collection of children's books and child-themed furnishings.

*We are exploring something that is more fundamental than a collection of children's books and child-themed furnishings.*
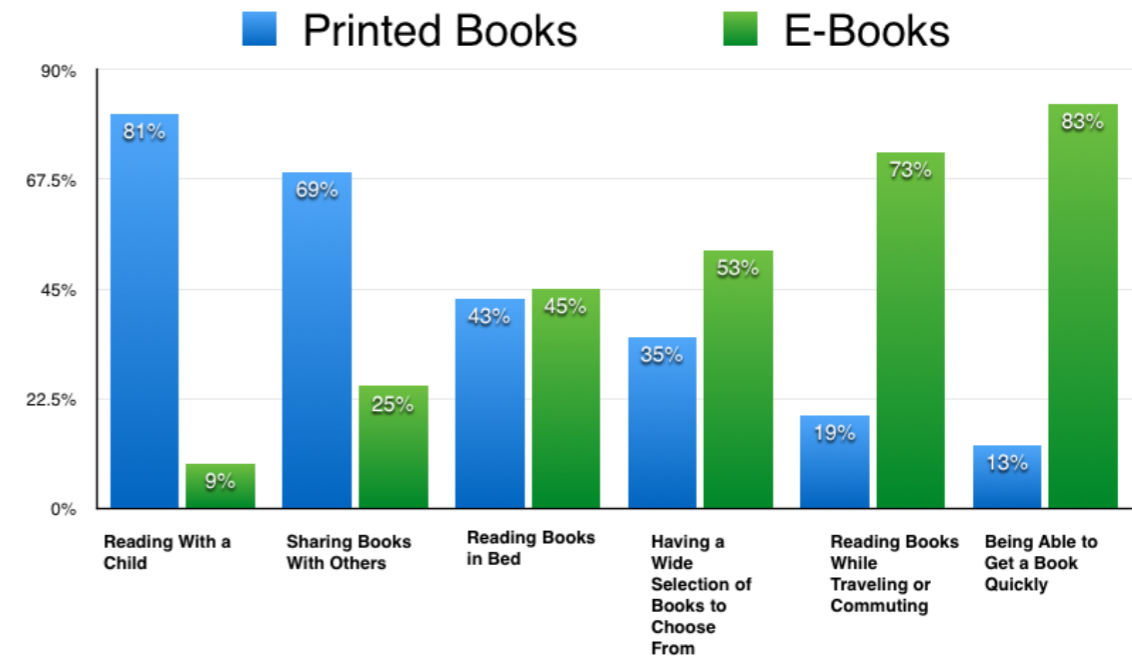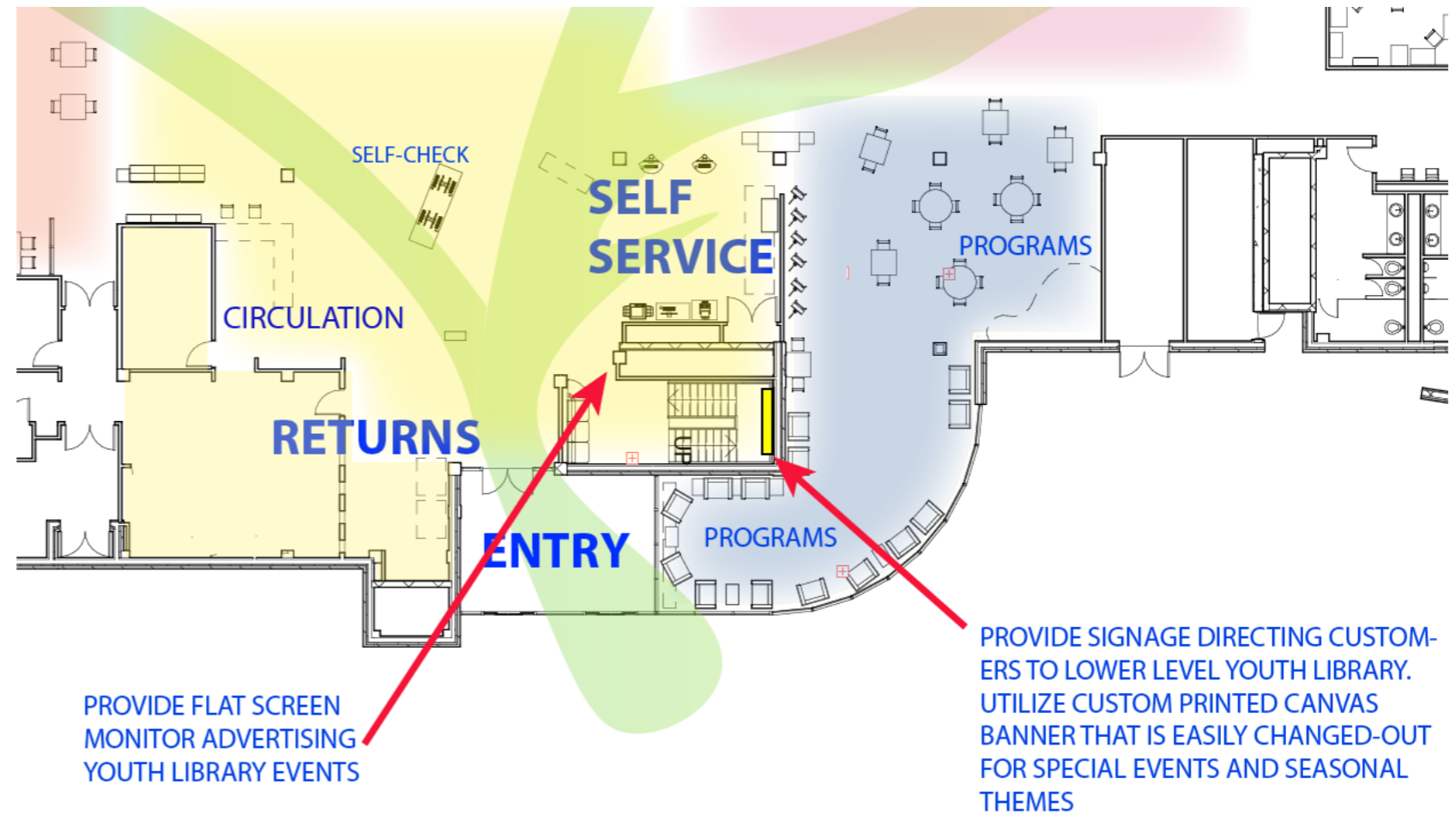


Library User Preferences: Printed Books vs. Electronic Formats. (Click to enlarge)

# Way-Finding

The Youth Library is on the lower level and most access by stairs that are adjacent to the main library entry. Directional signage for this space is inadequate. We propose that dynamic signage be added to advertise the location of the library as well as youth library events. Access to the lower level public meeting rooms is also via the stairs, electronic signage at the top of the stairway could double as advertising for events in the meeting room.

SELF-CHECK

SELF SERVICE

PROGRAMS

CIRCULATION

RETURNS

ENTRY

PROGRAMS

PROVIDE FLAT SCREEN MONITOR ADVERTISING YOUTH LIBRARY EVENTS

PROVIDE SIGNAGE DIRECTING CUSTOMERS TO LOWER LEVEL YOUTH LIBRARY. UTILIZE CUSTOM PRINTED CANVAS BANNER THAT IS EASILY CHANGED-OUT FOR SPECIAL EVENTS AND SEASONAL THEMES

*Provide electronic directional signage advertising events in the Youth Library and lower level meeting rooms.*

*Provide hanging cloth signs at the north wall of the stairway that can be changed periodically to advertise the Youth Library and Youth Library events.*

Custom-printed banners are an inexpensive way to achieve high impact messaging

# Way-Finding
## A Sense of Entry

The Youth Library lacks a clearly defined entrance. An entry feature could provide a sense of arrival that would let young library users know that this is a place for them.
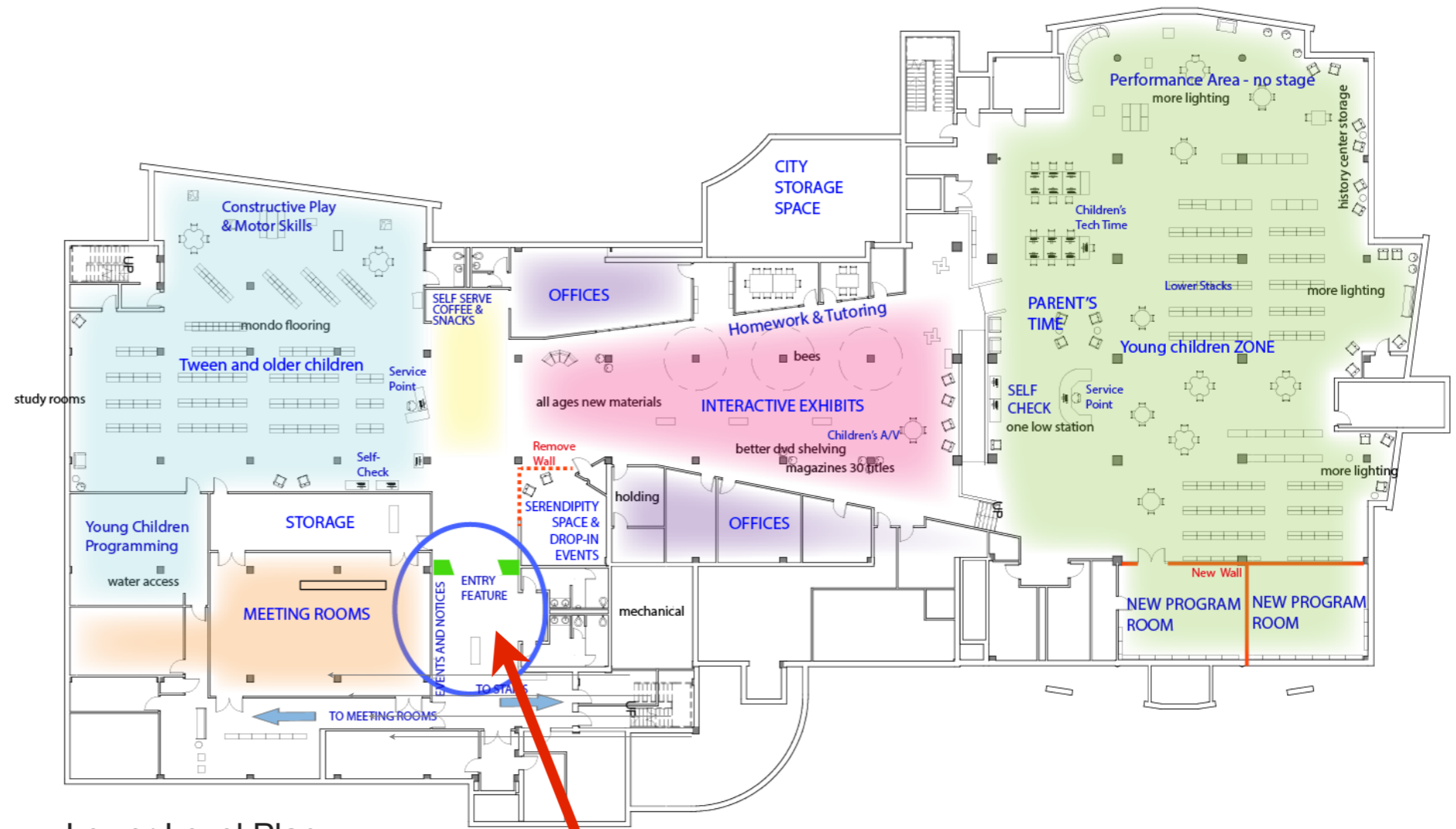




Lower Level Plan

🔵 *Provide an entry feature to define the entry to the Youth Library*

# Way-Finding
## Bargain Branding

Carpet squares can be custom cut to provide an inexpensive way to provide theming and way-finding. Each part of the Youth Library could have its own signature shape or color.



CITY STORAGE SPACE

ELEMENTARY ZONE

OFFICES

PARENT'S TIME

TWEEN AND OLDER CHILDREN

INTERACTIVE EXHIBITS

YOUNGER CHILDREN ZONE

STORAGE

SERENDIPITY SPACE & DROP-IN EVENTS

OFFICES

# Entry Experience
## Reclaiming Space

Upon entering the Youth Library there is a small program room, The "StoryHouse Marsh Reading Room" with well-executed mural, a projection room and an internal raised platform stage.

The small size of this space makes it unsuitable for any but the smallest of programs and the stage limits the flexibility of the space. Many of those entering the Youth Library never see the mural or are even aware of this space.

We propose that the stage, doors and projection room be removed to open this room up to all who enter the Youth Library and that this space be re-purposed as an informal meeting area and a venue for pop-up events. Removing selected portions of the walls as indicated on the adjacent plan preserves nearly all of the mural within the room and exposes it to all Youth Library users.
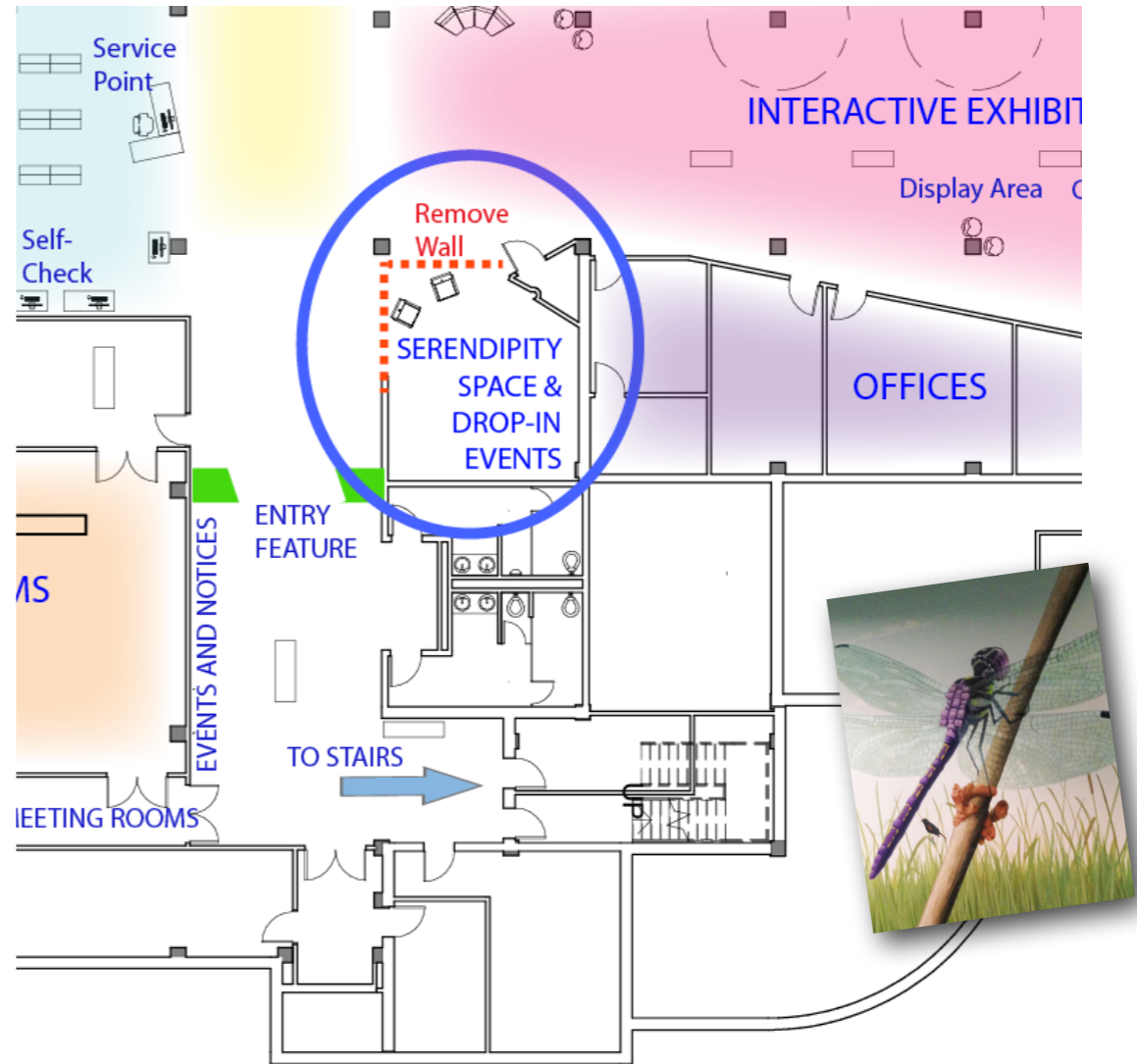
*Rework the meeting room to open it up to customers entering the Youth Library*

# Lower Level Organization

Turn Left Left for Tweens, Right for Children

Performance Area - no stage

CITY STORAGE SPACE

Children's Tech Time

OFFICES

SELF SERVE COFFEE & SNACKS

Homework & Tutoring

PARENT'S TIME

Lower Stacks

Constructive Play & Motor Skills

TWEEN AND OLDER CHILDREN

Birds    Insects    Fish

YOUNGER CHILDREN ZONE

Service Point

INTERACTIVE EXHIBITS

SELF CHECK

Service Point

Self-Check

Display Area    Children's A/V

Remove Wall

Young Children Programming

STORAGE

SERENDIPITY SPACE & DROP-IN EVENTS

OFFICES

New Wall

ENTRY FEATURE

NEW PROGRAM ROOM

NEW PROGRAM ROOM

MEETING ROOMS

EVENTS AND NOTICES

TO STAIRS

TO MEETING ROOMS

*Organize the lower level so that there is a separate Tween and Older Children's Library space on one side and a Younger Children's Library on the other.*

Partial Lower Level Plan -

# Interactive Exhibits - Engaging the Senses

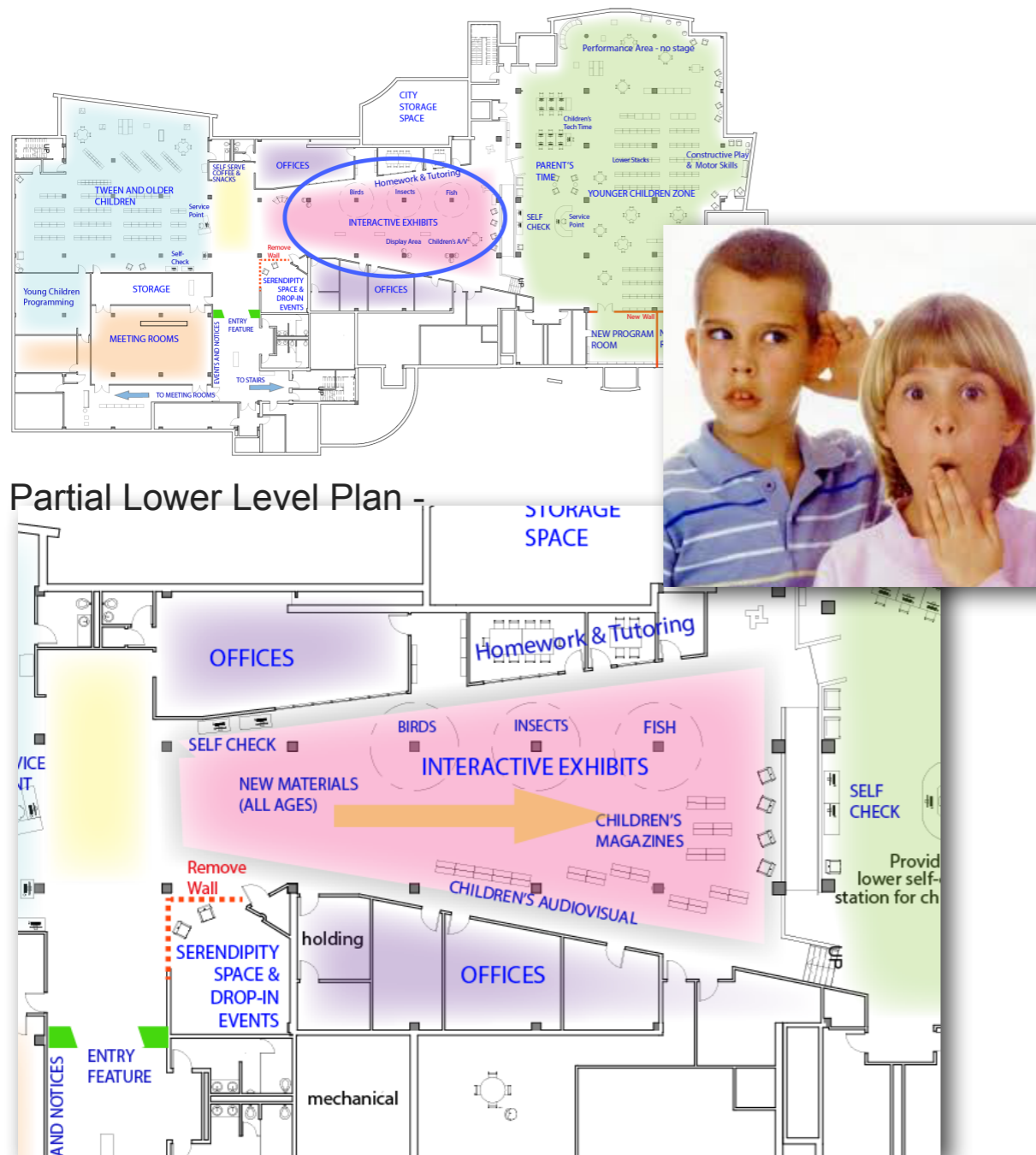The link between the Tween's Library and the Younger Children's Library can be much more than a corridor. In our conversations with library staff we learned that children tend to use this area as a runway. We propose locating new materials and interactive exhibits along this axis to provide points of interest to young library users that will not only slow them down but engage them.

In this example we are taking the nature theme from the mural as an example and propose several points along the journey that could provide interactive learning experiences.

We suggest that each one of these stations feature an overhead, hyper-directional speaker that focuses sound on a precise spot that corresponds to that exhibit; birds chirping, insects buzzing, water running etc. These sound experiences could be easily changed out as exhibits change.

This experience would be guaranteed to capture the interest of young library users and allow the Youth Library staff to come up with imaginative ideas.

# A New Concept For Children's Libraries; *Parent's Time*

Whether they are 2 years old, 8 years old or 12 years old, most young library users have one thing in common; it is likely that each was brought to the library by a parent or caregiver. The StudioGC library design team is proposing a new children's library planning model that recognizes this fact and places increased emphasis on giving parents the best-possible library experience.

Our concept rests on a simple premise; the better the parent's library experience, the more often they will bring their children to the library.
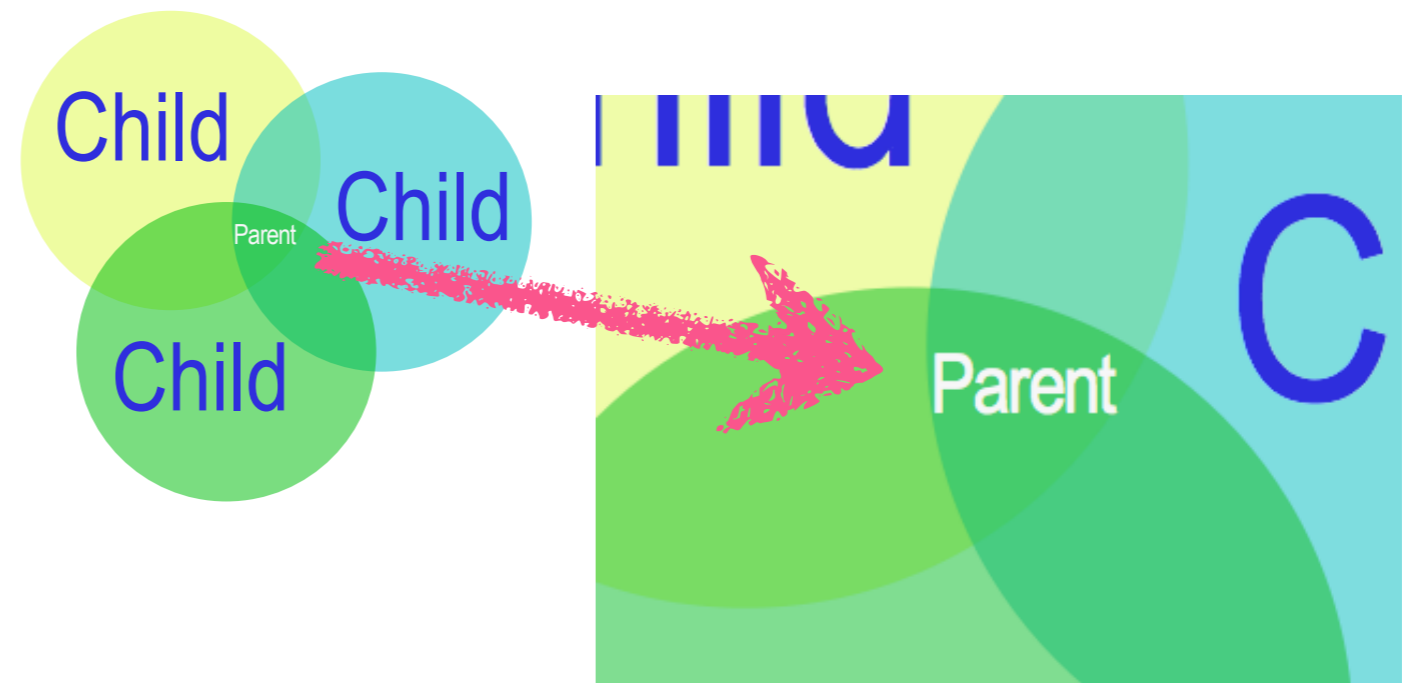


*"…most young library users have one thing in common: it is likely that each was brought to the library by a parent or caregiver".*

Elementary Zone

Children's Media Collection

Grade School Collection

On-line Read Draw & Learn

Group Learning & Activities

Parent's Time

Read, Draw & Learn

Family Washroom

Motor Skills

Play Date

Preschool Collection

Young Child Zone

Performance Area - no stage
Improve Lighting

CITY STORAGE SPACE

OFFICES

Homework & Tutoring

Children's

history center storage

PARENT'S TIME

Constructive Play & Motor Skills
Improve Lighting

Lower Stacks

mondo flooring
TWEEN AND OLDER CHILDREN

BIRDS    INSECTS    FISH
INTERACTIVE EXHIBITS

NEW MATERIALS (ALL AGES)

CHILDREN'S MAGAZINES

SELF CHECK

Service Point

Service Point

YOUNGER CHILDREN ZONE

one low station

Study rooms

CHILDREN'S AUDIOVISUAL

SELF CHECK

BOARD BOOKS
Improve Lighting

Young Children Programming

water access

STORAGE

Remove Wall

SERENDIPITY SPACE & DROP-IN EVENTS

holding

OFFICES

New Wall

NEW PROGRAM ROOM

NEW PROGRAM ROOM

MEETING ROOMS

EVENTS AND NOTICES

ENTRY FEATURE

mechanical

TO MEETING ROOMS

TO STAIRS

Elementary Zone

Young Child Zone

Children's Media Collection
Grade School Collection
On-line Read Draw & Learn
Group Learning & Activities
Parent's Time
Read, Draw & Learn
Family Washroom
Motor Skills
Play Date
Preschool Collection
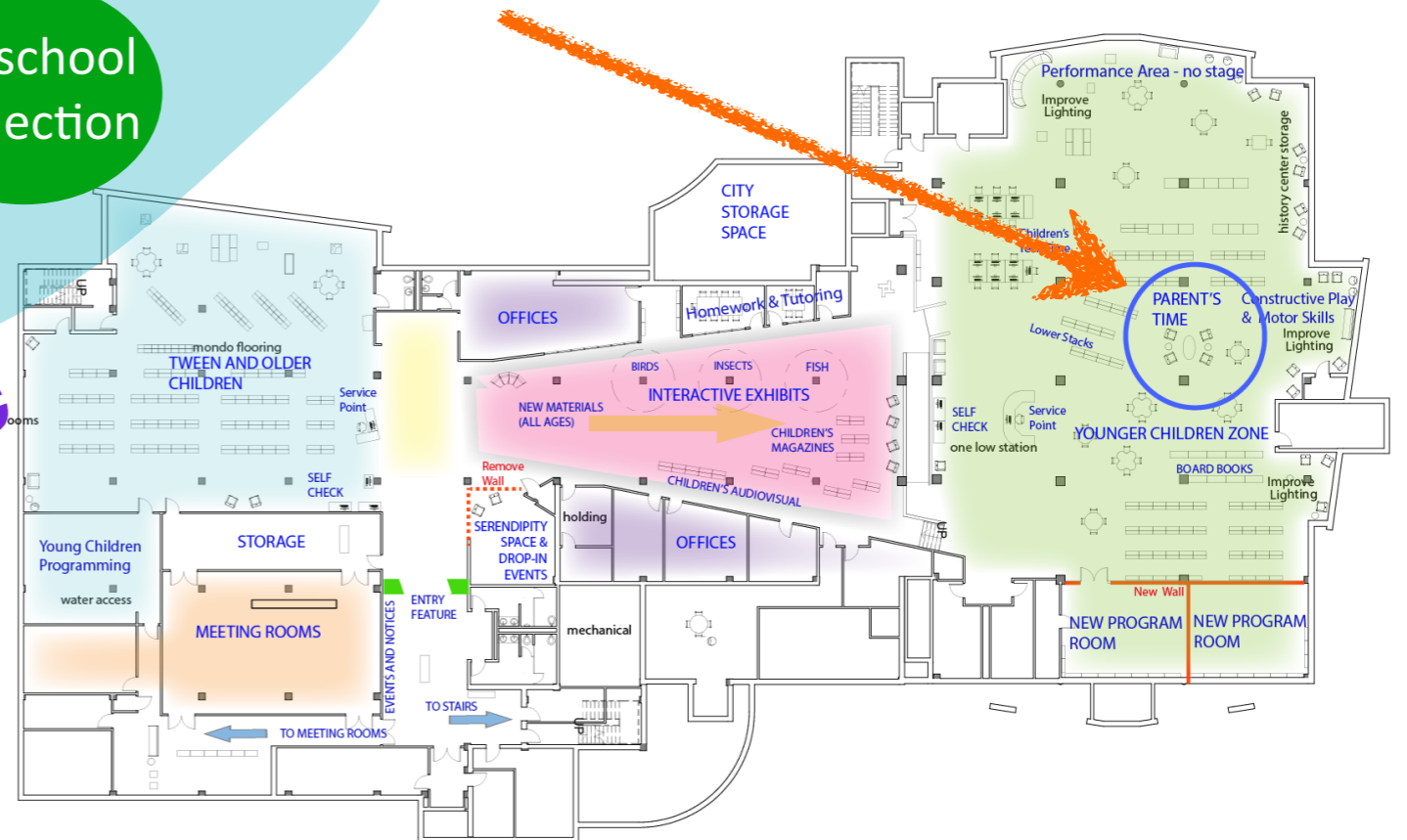
# Parent's Time

Parent's time can be an anchor for Youth Services. We want a space where parents meet to socialize while their children have play dates, a place where a parent can bring 2 or 3 children of different ages who will simultaneously be able to have an age appropriate library experience while their parents interact with them - and with other parents.

*Orient the younger children portion of Youth Services around a central parent's time area that allows parents to supervise several children of different ages simultaneously. Parent's Time should provide an opportunity for several parents to enjoy socializing, mobile computing, reading and coffee while maintaining visual control over their children.*
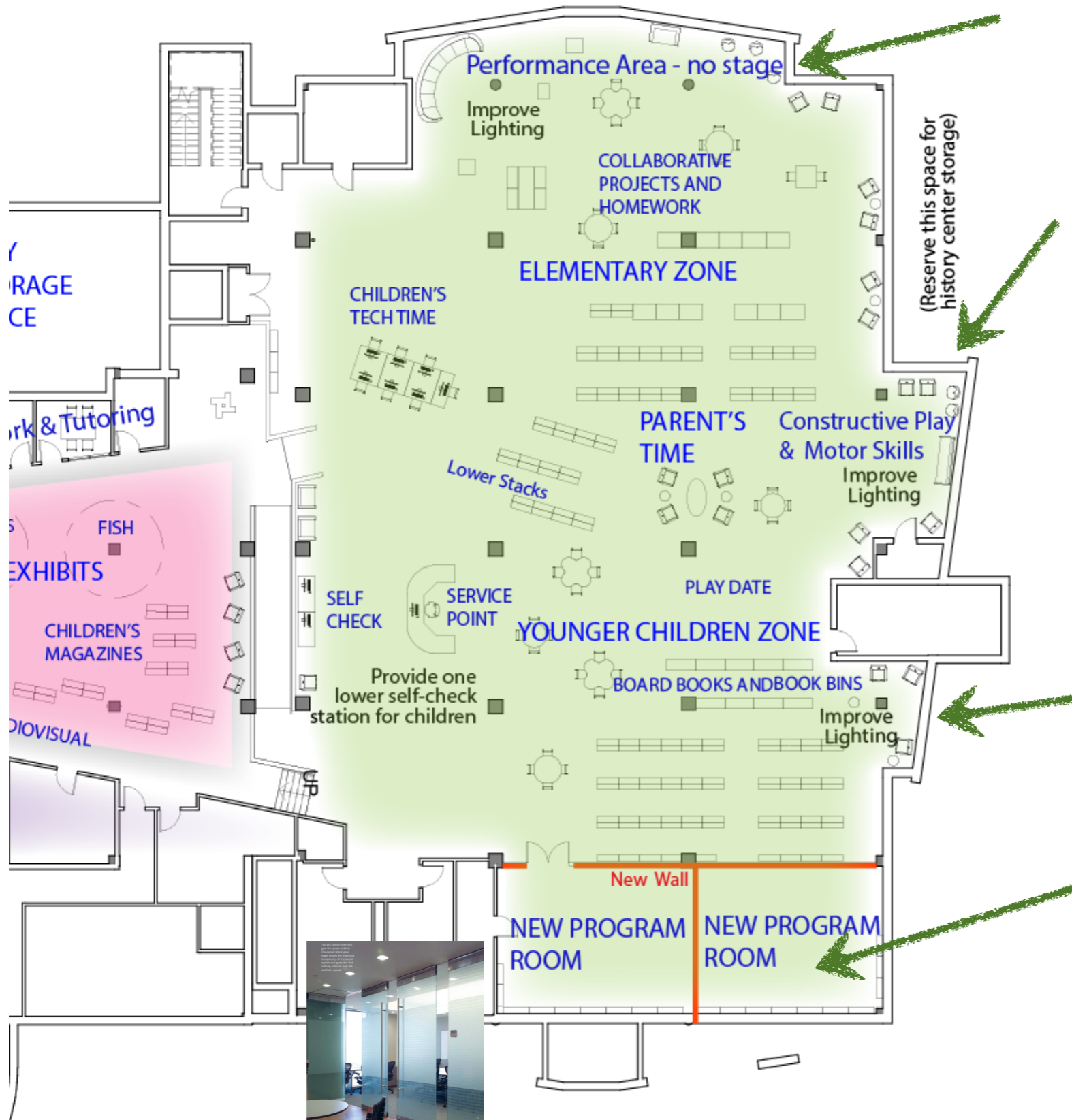
*Provide a shelving unit with books related to parenting and children's subjects and a low table surface with child-size chairs so children can enjoy snacks provided by their parents. Parent's Time area shall have a direct line of sight to the children's Play Date area and Story Time Room. This area will be food and coffee friendly and optimized for mobile computing and conversation.*

# Younger Children's Library - General

- Provide a "play date" area for toddlers to play in a protected environment. Provide around 100 square feet of soft surface flooring and motor skills toys.

- Provide opportunities for parent-child electronic collaboration, either with several dual tablet armchairs and/or two-place computer workstations.

- Increase the relative square footage devoted to children's collection as required to allow a greater portion of the collection to be displayed on face-out to encourage browsing.

- Replace a portion of the Juvenile shelving with book bins to allow children to comfortably flip through the picture book collection.

- Place a portion children's shelving on wheeled bases to allow easy reconfiguration of the space for activities and events. Arrange the furniture to create several activity nodes that can easily be defined by moving one or two shelving units.

- Provide colors, shapes and textures that appeal to children with a minimum of built-in features that limit the flexibility of the space. Use an architectural feature to set a scale that defines the space as uniquely meant for children. See photo at right; the door to the Children's Activity Room is 4 1/2 feet tall and makes an unmistakable statement that this is a children's space.

# Younger Children's Library - General



Performance Area - no stage

Improve Lighting

COLLABORATIVE PROJECTS AND HOMEWORK

ELEMENTARY ZONE

(Reserve this space for history center storage)

CHILDREN'S TECH TIME

PARENT'S TIME

Constructive Play & Motor Skills

Improve Lighting

Lower Stacks

FISH

EXHIBITS

CHILDREN'S MAGAZINES

AUDIOVISUAL

SELF CHECK

SERVICE POINT

PLAY DATE

YOUNGER CHILDREN ZONE

Provide one lower self-check station for children

BOARD BOOKS AND BOOK BINS

Improve Lighting

New Wall

NEW PROGRAM ROOM

NEW PROGRAM ROOM

Work & Tutoring

STORAGE SPACE

- Improve lighting and provide easily-movable furnishings to allow this area to be utilized for performances.

- Improve lighting in this area

- Low stacks to be on wheels to allow spaces to be easily re-configured

- Provide Self-Check with one lower station for children

- Improve lighting in this area

- Repurpose this space for a pair of children's activity rooms. Utilize glass partitions so parents can stay in visual touch with their children

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# Tweens and Older Children's Library - General

This is a group that is already digitally fluent and is making the transition to collaborative work. We can meet their needs by providing a combination of virtual and tangible opportunities for creativity and group projects.

*Provide a craft table for creative projects*

*Add 2 glass-fronted small group study rooms*

*Provide a MediaScape style digital collaboration point*

CRAFT AREA WITH RUBBER FLOOR

DIGITAL SERVICES

OFFICES

UP

STUDY ROOMS

TWEEN AND OLDER CHILDREN

SELF CHECK

NEW MATERIALS (ALL AGES)

SERVICE POINT

DIGITAL COLLABORATION

SELF CHECK

Remove Wall

SERENDIPITY SPACE & DROP-IN EVENTS

holding

Programming

STORAGE

EVENTS AND NOTICES

ENTRY FEATURE

mechanic

EXISTING MEETING ROOMS

TO STAIRS

TO MEETING ROOMS

# Adult Services

*"... the trend towards smaller physical collections is one of the more emotionally-charged aspects of current library planning."*

The Wheaton Public Library has one of the largest per capita book collections of its peer group.  The reference and nonfiction collections are particularly large. These are areas in which we are seeing the greatest change in contemporary libraries; reference collections are disappearing, often in their entirety.  As reference materials become available on-line they are being weeded from the collection and those that remain are  often combined with the nonfiction collection. Nonfiction collections are shrinking as well as more of that material also becomes available on-line.

More than ever, a collection's value is proportional to the extent that the collection is being used. With interlibrary loan and the availability of on-line resources more is not necessarily better. Predictably, the trend towards smaller physical collections is one of the more emotionally-charged aspects of current library planning.

As the adult nonfiction and reference collections shrink a significant amount of room on the second floor of the library will become available for new services.

Nonfiction

Nonfiction

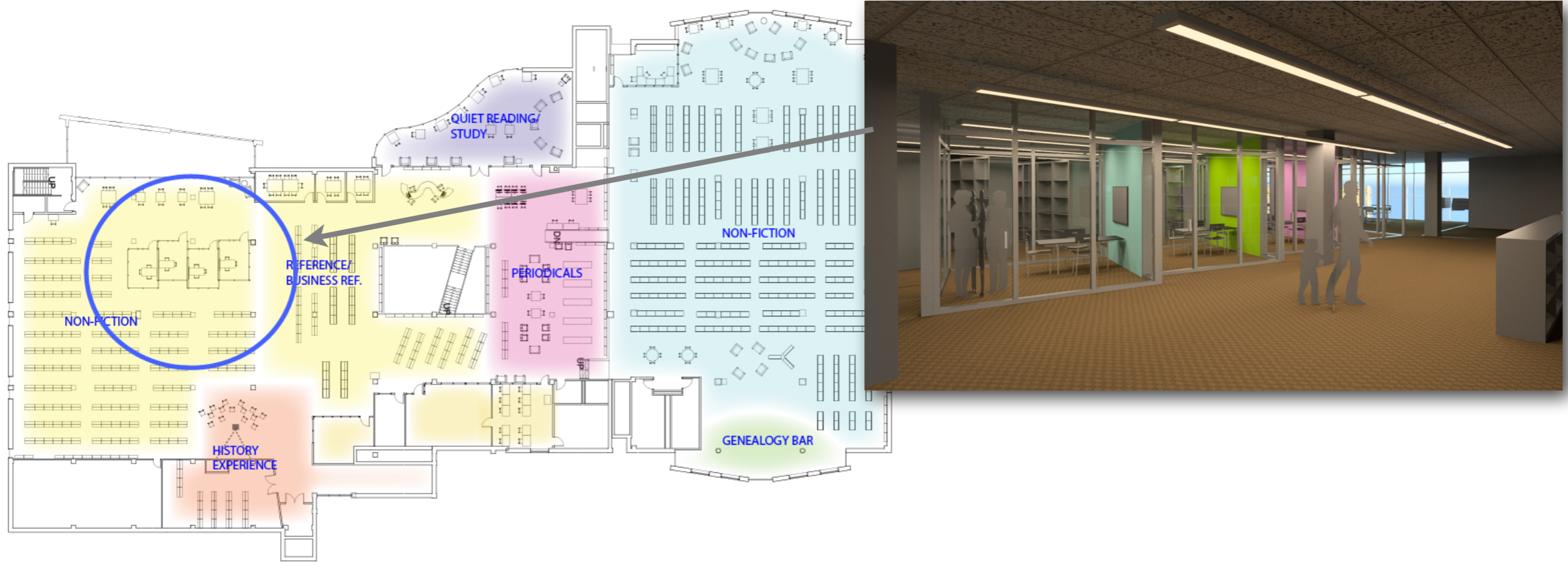**Existing 2nd Floor Plan**

*As nonfiction and reference collections shrink, the 2nd floor will offer space for many new opportunities.*

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## Small Group Meeting Rooms

Without exception, every library we are working with has expressed the need for more venues for small group meetings. These spaces are being used for tutoring, homework groups, small business meetings, hangout zones, game rooms, English as a second language, and a host of other uses.  The Library District's census data on education attainment and average income suggests that there could be a greater than average need for spaces dedicated to lifelong learning and startup business services. These small meeting rooms can meet these needs by providing pleasant, high-tech environments conducive to creative work and collaborative activities.

As the nature of our workforce changes, more people are telecommuting or working from their homes than ever before.  Libraries can help to support local home-based businesses by providing places for entrepreneurs to get access to service that might be unaffordable to home and start-up businesses.

🔵 *Add several small group study/tutoring rooms in the adult library that are wired for fast Internet connectivity and high-tech business application. These rooms shall be as transparent as possible for both security and transmission of light.*

🔵 *Utilize at least one of the small group study rooms as a small business hub with a wall-mount flat screen monitor that is capable of videoconferencing and "Go-To-Meeting" style work sessions. As with the other small group study rooms, the room should be substantially transparent for security. Portions of the transparent partition in this room should be fitted with semi-obscure glass to facilitate business-sensitive presentations.*

# Genealogy and Local History
## We Are Living History

Genealogy and Local History are often quiet backwaters in terms of library planning. Local History can be brought to life with displays and interactive exhibits that advertise the collection and invite participation. These could be displayed in the Local History Area or as an dynamic exhibit on the main floor.

- *Add a pole-mounted flat screen monitor for the Genealogy / Local History collection to display evocative images to capture the interest of library customers;*
  - *Scanned year book images*
  - *"50 years ago this week" newspaper front pages*
  - *"StoryCorps" style spoken and pictorial local history*
  - *Miscellaneous local history photographs scanned by library users (see below)*

- *Provide a scanner for customer's use and invite them to share scanned images with the library*

*"Local History should be brought to life with displays and interactive exhibits that advertise the collection and invite participation."*

Provide a pop-up program area near the local history collection for informal programs

Add a pole-mounted flat screen monitor for the Genealogy / Local History
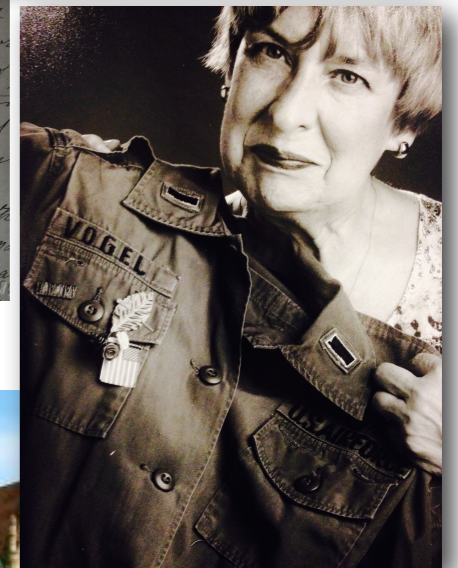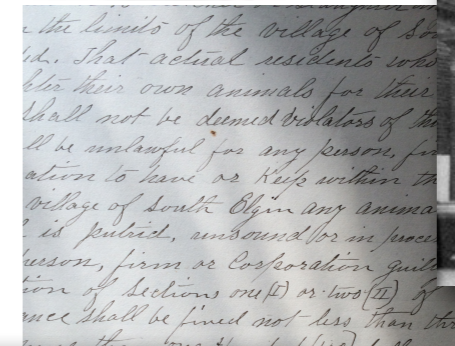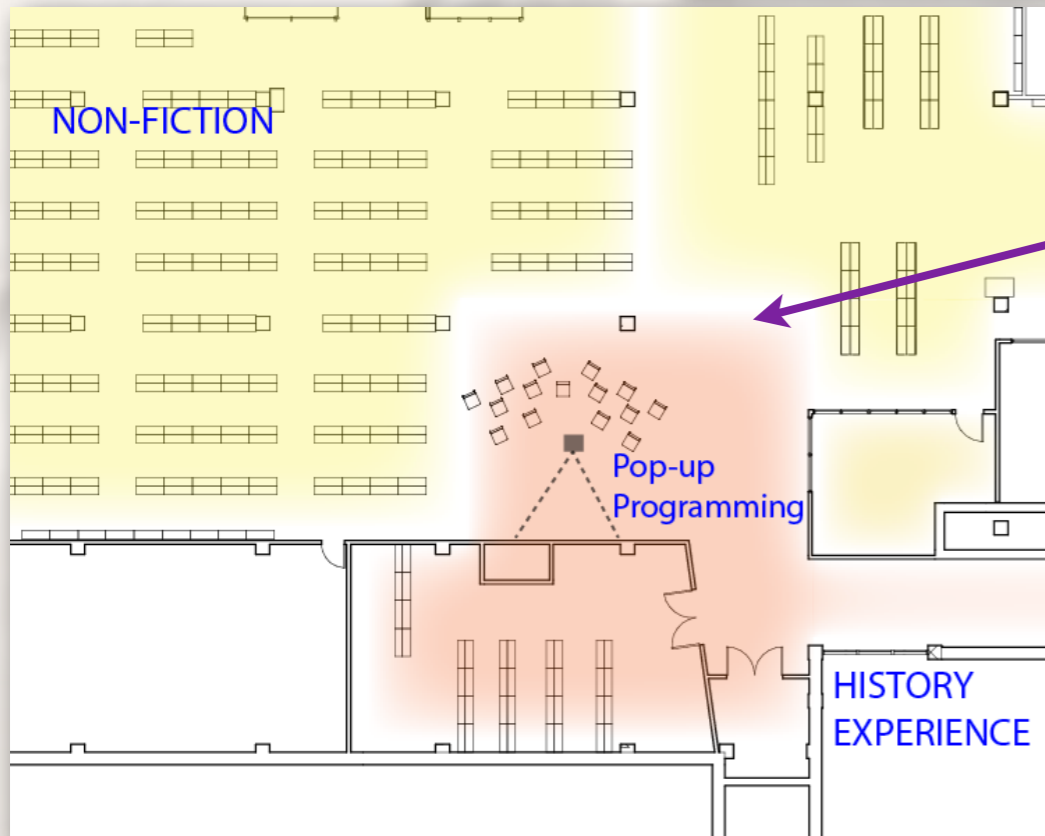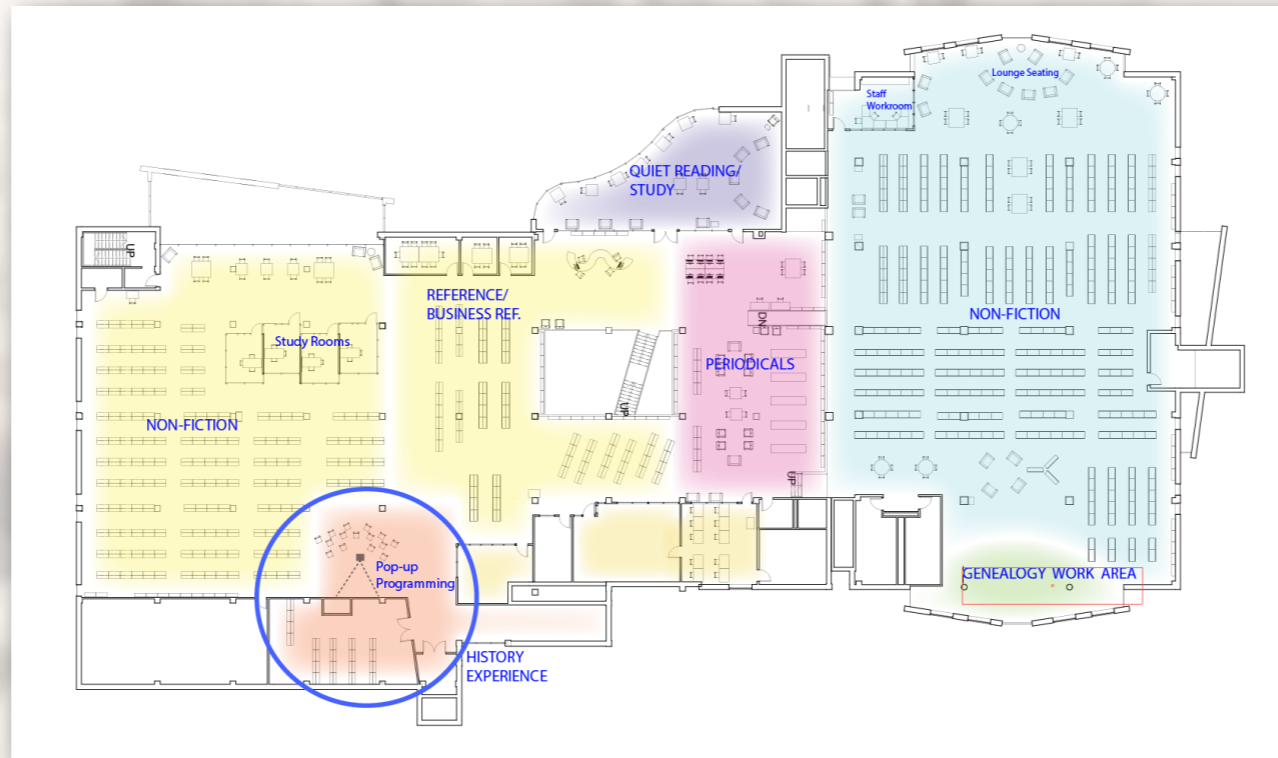
A presentation hub on the second floor to support could support small gatherings for local history and genealogy programs. These sorts of events are no longer confined to meeting rooms and are increasingly taking place in the open.

As the library becomes a more active place, the quiet reading room will remain as a retreat for customers that prefer a traditional, noise-free library environment.

*Provide a pop-up program area near the local history collection for informal programs and presentations. Provide facility for overhead projection and space for around 20 stacking chairs.*

# Periodicals
## Leisure Reading



Like nonfiction and reference, the periodical collections are rapidly shrinking as many periodicals move to on-line formats. The library will continue to house a smaller periodicals collection for the foreseeable future. We are showing the periodicals collection in the center of the second floor and propose that it form the core of a comfortable leisure reading and browsing area.

*Create a comfortable periodicals browsing area with a variety of seating options and good wireless connectivity.*
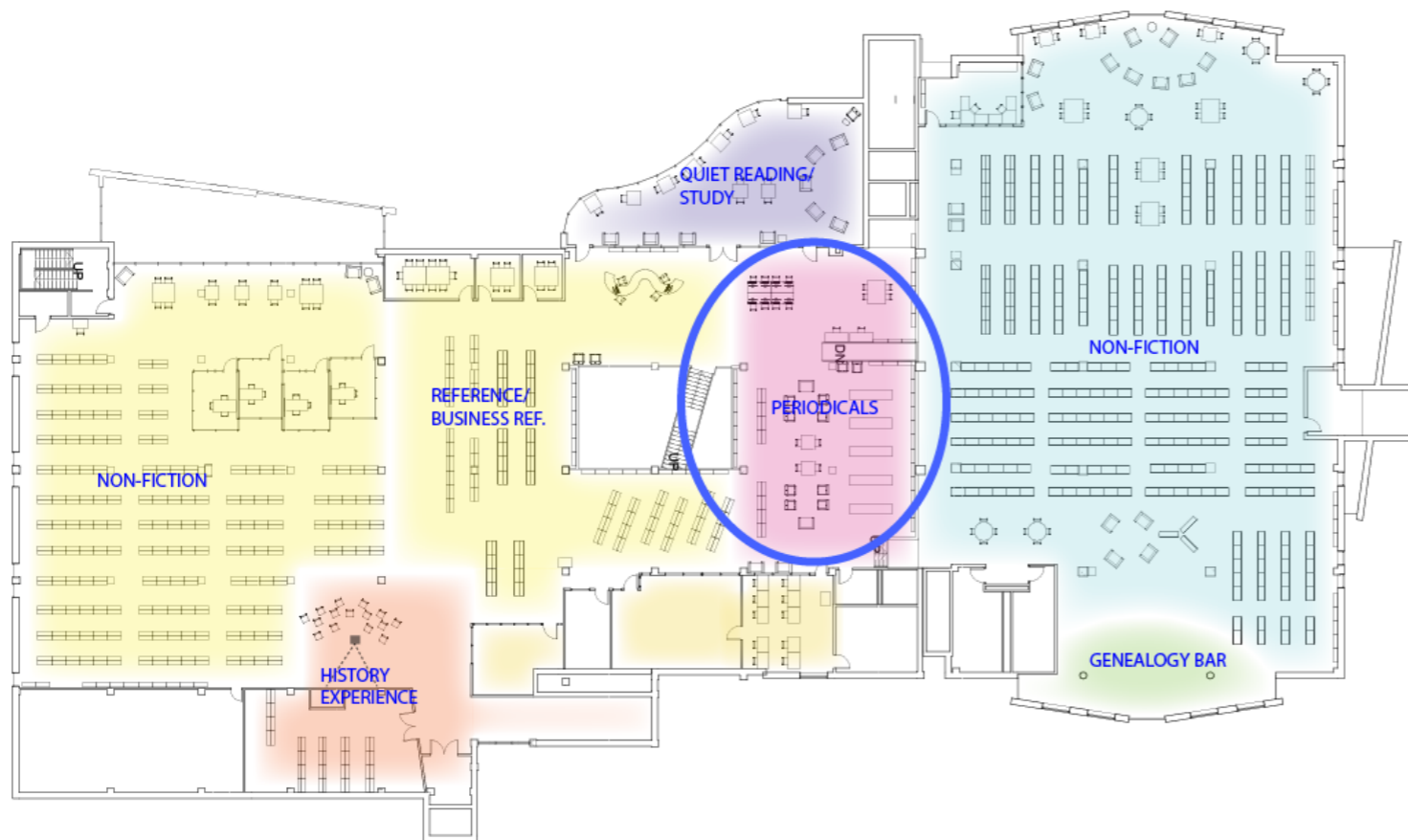
# Genealogy

The Wheaton Public Library is justly proud of its Genealogy collection and the amount of use it gets. The library has a full time genealogy librarian as well as a volunteer position. We propose that the area devoted to the genealogy collection be expanded and that a genealogy work area be provided with ample layout space. While there will be locking cabinets provided for valuable materials, we propose the the collection be given a higher degree of visibility and that open space is provided for discussions and mini-events.

*Create a genealogy work area with space for a genealogy librarian and a volunteer. Provide layout space and additional task lighting.*
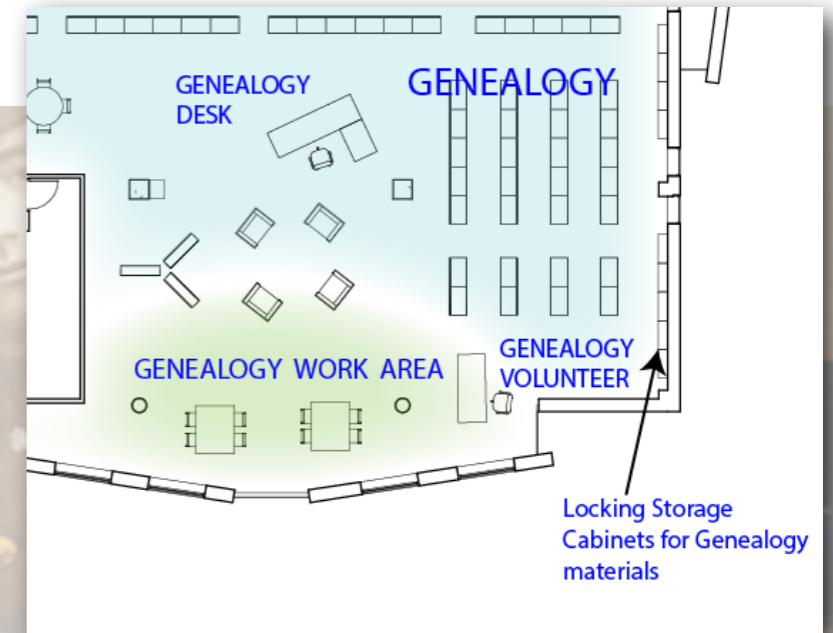
# The Last Word:
# Flexibility-What more can this be?

To the greatest extent possible, every thing and every place in the library should be designed and planned to be able to do, and to be, more than one thing. Our goal is to have every square foot of the library in use as often as possible.   For

- *Provide wheeled shelving as possible to allow spaces to be quickly reconfigured for pop-up events*

- *Design Staff work stations should be as universal as possible to facilitate hoteling and space-sharing*

- *To the greatest extent possible, we should select plugged-in over built-in. Everything we do must allow the Wheaton Public Library to embrace change*

*"...every thing and every place in the library should be designed and planned to be able to do, and to be, more than one thing."*


Wheeled Shelving


Universal customer touchdown points in place of dedicated desktop computing


Universal staff work stations to maximize flexibility

# A Brave New World
## Embracing Change

Libraries are at a critical juncture; keeping pace with changes in society and technology is more difficult - and more necessary, than ever before. The Wheaton Public Library is presented with a tremendous opportunity to think out of the box and create a forward-looking institution that will address future needs and provide services that haven't yet been imagined.

We believe that the library of the future will not be created by staying within our comfort zones. If we are to fashion an institution that will remain relevant, we must define our vision and pursue it. In the world of libraries, relevance will require leadership. We will work with you to take advantage of this opportunity to define and achieve outcomes that will surprise, delight and serve the community.

We at StudioGC look forward to working with you to create just such an institution and are honored that you have chosen us as your architects.

*Rick McCarthy*

Library Team Leader

StudioGC INC

*"... we have the opportunity to define and achieve outcomes that will surprise and delight..."*

RE**IMAGINE**
RE**INVENT**
RE**NEW**
RE**THINK**

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