

**GossenLivingston**

Meeting Minutes

Date: September 23, 2009

Project: Newton Public Library  
Newton, Kansas

Subject: Library Staff Interviews

Attendance: See group listings within this document  
Dan Meehan, Holzheimer Bolek & Meehan  
Kirk Jurgensen, Gossen Livingston Associates, Inc.

Copies to: All in attendance, via e-mail  
1222/1.6/2.1

General Comments Made to All Groups:

1. Dan Meehan provided a quick overview of the process that the Architects will be using.
  - a. Dan and Kirk will be back in the future for focus groups, and greater detail will be reviewed at those times.
  - b. Dan will be sending a questionnaire for staff to complete.
  - c. The staff needs to think of this as a chance to think outside of the box.
2. The outcome of 2007 discussions ("hot key items") was as follows: Young adult area, meeting space, Spanish collection, book truck parking, computer training, Friends book sale area, seating (lounge and studying), etc.
  - a. Are these "hot key items" still valid?
  - b. Does anything come to mind that might be new to add comments about?

Group 1 (11:30 a.m.):

Attendees: Marilyn Schmidt, Adult Services Supervisor  
Amy Bayes, Youth Services Supervisor

1. ENLITE:
  - a. Needs a large area to prepare and store items in one area for this program.
  - b. A very labor intensive process to prepare this material.
  - c. This collection is kept separate from the remainder of the library collection, but both collections are used to provide this service.
2. The reference area needs many more computers and tables with power.
3. The print area of the reference collection needs a better display area. It needs to be attractive and more conducive to browsing.
4. Genealogy needs to be closer to reference. (It may actually be okay to keep the NE collection totally separate from the rest of the collection.) This is becoming a bigger activity with users.
5. Reference needs to be close to the circulation desk.
6. Inter-library Loan Services needs a work area of its own.
7. The children's area was recently remodeled, and seems to be good at this point. Maybe more display for audio/visual.
8. Young Adult: Should they be close to the children area or kept totally separate?
9. Amy tends to "kick out" older children to the Young Adult area, usually because of language and loudness around the young children.
10. There are over 1,000 kids in the reading program in the summer.
11. Lots of work with very little staff in comparison to the number of staff in Adult.
12. The children's area in the basement is structured for up to age 12.
13. More meeting rooms, both large and small, depending on the outcome of the program.
14. Do not out out the toy area, as it is very popular. The shelving area could be reconfigured. Many of the toys were removed because of the warnings about the foreign-made products containing contaminants.

Group 2 (12:00 p.m.):

Attendees: Tiffany Friesen, Library Aide  
Kari Fischer, Library Aide  
Gerre Brown, Library Aide  
Valerie Kliewer, Library Aide

1. Increased visibility for sightlines while maintaining sightline to the front door.
2. More and better lighting.
3. Young Adult area to include a gaming room/space.

4. Computers to be better supervised within a computer lab in lieu of spread out over the entire library (not necessarily spread across library).
  - a. This could be within a glass-enclosed room. This would not be a lab situation, as this would need to be a separate space.
  - b. Grouping within a good spot would be acceptable. Trying to keep noise to a minimum and provide better supervision.
  - c. Some patrons will refuse to work based upon teens occupying adjacent computer; others have left because of adjacent teen noise.
5. Larger toilet rooms upstairs.
6. There is not much leg room under the Children's circulation desk, which makes working there for extended periods uncomfortable.
7. The Friends of the Library needs much more area for the collection, potentially a separate space dedicated to the Friends.
8. Which way are we looking at expanding, up and/or out? We will cover this when we are back covering concepts.

Group 3 (12:15 p.m.):

Attendees: Janice Arnold, Library Aide  
Jon Duerksen, Shelver and Library Aide  
Jean Kasper, Clerk (Technical Services)

1. It would be better for Technical Services (TS) to be closer to the delivery door.
2. Windows would be great for TS.
3. Sorting: Would consider sorting to truck in lieu of shelf then to cart (had not thought of this).
4. Providing a PA system. How would this be used? Paging other staff, page next person to use a computer, announcing closing.
5. Voice mail on the phone system.
6. Outdoor program area for music and other presentations.
7. Friends of the Library dedicated area/bookstore.
8. Coffee shop and/or designated food area.
9. Young Adult needs a bigger area with dedicated computers so as not to tie up public access computers.
10. Provide a separate computer lab for public access.
11. Locate Young Adult supervisor and collection next to each other.
12. The train is moving to the train yard behind the old mill.
13. Genealogy should have a nicer room; current is very bland.
14. Inter-Library loan needs more space to complete their tasks.
15. Large print and ENLITE need a dedicated work area.
  - a. This collection is growing due to large concentration of seniors within the community.
  - b. Does not have room to currently expand collection and/or services.

Group 4 (12:30 p.m.):

Attendees: Ruth Harzler, Collection Development and Technical Services Supervisor  
Angie Vogelman, Youth Services Assistant Supervisor

1. A year ago some diagrams were completed. Are they still in play, or is this process a complete start-over? Yes to both.
2. Technology Services should be more interconnected with all service providers and without walls.
3. The Young Adult office is located in the basement, while their collection is located upstairs.
  - a. Would like to be located next to the Young Adult area.
  - b. Would like to have teen computer stations separate from the general public.
4. Provide computers throughout the library that would be single and/or groups.
5. Possibly have a separate room for both kids and adult computer usage. A compromise would be the best situation.
6. Young Adults would ideally be located upstairs or downstairs? Would need to think about this a little bit, as this question has never been pondered.
7. Provide more and better sense of openness throughout the entire library.

Group 5 (1:00 p.m.):

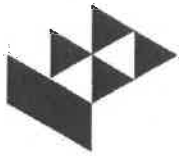
Attendees: Andrea Unruh, Circulation Supervisor  
Susan Bartel, Public Relations, Special Services and Assistant Automation Consultant

1. Setup and breakdown of computer classroom setting.
  - a. Would like a dedicated area and/or room with a pull-down screen with a mounted projector for a maximum of ten users.
  - b. They have approximately six classes that are offered every month.
  - c. Video conference classes are offered at least twice a month. The host is typically offered out of Salina. These are offered to the public; the library is the location that it is shown.
2. Browsing collections should be located nearer to the entrance (AV, magazines, new books, fiction). Provide a different magazine display with the face of magazine exposed and comfortable seating.
3. Provide a food/drink area attached to the library, not located in the library proper. Drinks are okay within the library as long as they have a lid, but not food.
4. Drive-up book drop located within the building.
5. Genealogy would be preferred to be upstairs and within a pleasant space, i.e., not what it is in currently.
6. Young Adults should have their own area with items that are permanently set up. Want to see the Young Adults, but not hear them.
7. The emphasis should shift to more fiction in lieu of non-fiction (move toward  $\frac{1}{2}$  and  $\frac{1}{2}$ ), and reduce the reference section. Four years without circulating is method used to weed collections.

8. More computers and more spread out.
  - a. Each computer should have an independent computer desk. This desk needs to be large enough to have room for notebooks on the side. (Desk may or may not have a divider between users.)
  - b. Self-check-in for use and items to print.
9. General computer locations should be grouped for monitoring and security as well as helping with varied user tasks. It should be near a staffed area, and may require its own staff person.
10. Not enough space within the current facility to provide for individual reading space or a group setting.
11. Have a desk or work space dedicated to each staff person.
12. Inter-Library, ENLITE and Friends of the Library need dedicated spaces.
13. Digital signage and/or flat screens for display.

Reported by Kirk Jurgensen

KMJ/bb



**GossenLivingston**

Meeting Minutes

Date and Time: September 23, 2009, 1:00 p.m.

Project: Newton Public Library  
Newton, Kansas

Subject: Kick-off Meeting

In Attendance: Marianne Eichelberger, Library Director  
Monty Fey, Library Board President and Bessmer Board Representative  
Richard Sadowski, Library Board Treasurer and Second Century Endowment Board Representative  
Jan Hoberecht, Library Board Member and SCKLS Representative  
Jim Nickel, City Commissioner  
Suzanne Loomis, City Engineer/Director Public Works  
Byron Warta, Former Library Board Member  
Karen Farrell, Library Board Vice President  
Bob Grant, Library Board Member  
Stacy Barnett, Library Board Member  
Dan Meehan, Holzheimer Bolek & Meehan  
Kirk Jurgensen, Gossen Livingston Associates, Inc.

Absent: Harold Schorn II, Library Board Member  
Willis Heck, City Commissioner

Copies to: All in attendance, via e-mail  
1222/1.6/2.1

General:

1. The Contract between Owner and Architect needs to be revised to include a not to exceed price.
2. Dan Meehan did a quick overview of the proposed Project Schedule dated September 18, 2009.
  - a. This schedule was acceptable to those present.
  - b. The schedule will be further reviewed and refined with the Building Committee.

Questions by Dan Meehan:

1. Dan inquired as to how they arrived at the size noted in documents. The additional 5,000 square feet was actually what was felt to be needed to accommodate current activities. It was not an actual addition and/or remodel to the building.
2. What type of budget and/or funding sources for the Project are in mind for now? The Board does not at this time have a budget, but they have a "ballpark estimate" of about \$5 to \$6 million based on earlier building assessment and brainstorming schematics.
3. How will they raise the money?
  - a. Not sure, but will explore multiple sources of funding including to approach the City, look for grants, and individual donations.
  - b. They want to present a real anchor for the community.
  - c. The existing traffic pattern is one that any department store would love to have.
  - d. Needs to be presentable to community and have flexible space.
  - e. The City does not have any money set aside for this Project.
  - f. It should be a library of the future with flexible space.
  - g. Make the City of Newton proud.
4. Discuss the site with us.
  - a. People traffic is great at this point. This should increase with expansion of the library.
  - b. The park is looked upon with fond memories by many citizens.
  - c. Try to save as many trees as possible, and provide as much green space as possible.
  - d. The center of the City is an important location; they do not want to be on the outskirts of town. They feel they belong here.
  - e. Libraries are activity generators (comment by Dan Meehan).
  - f. Historic pieces in the park can be moved if they need to be.
  - g. Nothing is a sacred cow.
  - h. The traffic pattern will change based upon a new business. (Dan M. and/or Kirk J. will review these patterns with Suzanne at a later date.)
5. Any other connections to keep in mind?
  - a. Schools and meeting spaces.
  - b. Keep in mind that other projects are being done in the City. There will be a new conference center that will provide large meeting spaces. Do not duplicate services that are provided at other functions/facilities.
6. The school across the street to the north is expanding. They are an Early Childhood Education Center which includes child literacy and Spanish as second language.
7. Schools to the north and south cover all age groups.
8. The current children's area is not scheduled to expand. The Board feels it is good size now to meet future needs. Story time is done in the area. (This area was the most recently completed project.)

9. Do you see the Library with one or two front doors?
  - a. It may depend on parking.
  - b. Marianne E. would prefer to have one, not two entries.
  - c. Most people will drive to the library.
  - d. A front door should address the west elevation to relate to downtown.
  
10. What are the areas of growth for the library?
  - a. Technology.
  - b. Computers.
  - c. Non-print materials.
  - d. Meeting space.
  - e. Parking interfacing with other multiple locations (beyond teleconferencing).
  - f. Self-service (have implemented the barcode, but have no place to locate the security gate).
  - g. Architects would like to create space with stacks and/or furniture, not walls, as this adds flexibility to the space.
  
11. Desperately need to have more seating for users and a variety for the different areas within the space.
12. Vandalism is surprising within the library. Mostly occurs in the restrooms, stuffing toilets and the like.
13. Any areas in the library that can shrink?
  - a. Reference.
  - b. Any old format of video, VHS.
  - c. Painting/art prints.
  - d. General books.
  - e. Toys (mentioned during tour).
  - f. Magazines.
  
14. Do you have a weeding policy? Working on it; the staff is trying to accomplish weeding project.
15. Very few display areas—provide more.
  - a. Bulletin boards.
  - b. Posters.
  - c. TVs.
  - d. Electronic signs.
  - e. The entryway is junked up with all the display material that is put there. It needs a different look, but should project what we are.
  
16. The coffee shop should be a casual area.
  - a. Handled by vendor, machine.
  - b. It should not compete with other functions downtown.
  - c. Friends of the Library want space and would maybe want to take this on.



17. Storage area is needed everywhere.
18. Genealogy is becoming more active.
  - a. The Library has not put any of the current material on electronic media.
  - b. Staff thinks that NE historical collection might need to be relocated to some other facility and/or department within the library. Is there a monetary value to it? Yes, if it is digitized.
19. Staff work space needs to be configured better.
20. Technical Services backs up to the Children's area.
21. To think about the future library, people need to think about what they currently have. It is very difficult to break out of the box.

Reported by Kirk Jurgensen

KMJ/bb

Newton Public Library  
Focus Group – October 20, 2009  
6:30 pm – 7:30 pm  
Facilitator: Dan Meehan, AIA

Mr. Meehan visited with the audience about what he hopes to draw from the Focus Groups in regards to what patrons of the Newton Public Library envision for the future of the Library and what they feel is most important for the citizens of Newton.

1. The use for Genealogy Research was the first item discussed by the group. The materials that individuals use doing research is not all in one place. Some is upstairs and some is downstairs. It needs to be in one location and close to a photo copier as many materials are copied. Individuals do not want the room to be near the children's area. More computers would be nice.
2. Individuals want the Library to be handicap accessible with carts to go from here to there and they would like baskets on the carts to carry books and materials.
3. Computers need to be monitored better so small children do not see any pornography on the screens. Software is needed to guard against pornography. It was apparent to some individuals that children are watching bad things on the computer screens and the computers need to be monitored better in the library even if it close to the Police Station. There are gangs, pedophiles, etc. in town and in the area. We need to be aware of this for our children's sake.
4. We need better lighting and more evening things for individuals to attend. We don't want to ignore the older folks with complaints. We need to be meeting their needs too.
5. More water fountains are needed for children (ones that they can use) and also some that are handicap accessible. Children need to be better managed while they are in the library. Some have been seen peeing on equipment, etc. in the basement.
6. In regards to parking at the Library and the placement of the front door, it was mentioned not to have it face the Homeless Shelter. Many favored parking to the east and south and the handicap accessible to the south. The handicap spaces need to be near the building and the front door.
7. It was mentioned that drive-up services or call ahead to pickup materials could be taken care of by the installation of a drive-up service window.

Focus Group – October 20, 2009  
6:30 pm – 7:30 pm

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8. The first item to see when entering the Library many said was a Directory of where things are and the Information Desk/Checkout Counter easily seen when you enter through the doors of the Library.
9. Book displays, information displays, seating for individuals who want to read should be easily seen as one enters the Library. Places for people to sit and look at books throughout the Library would be nice with more tables (round or square). As far as noise in the Library – give up on that. It is not going to be quiet anymore, we just have to accept that.
10. At the entrance to the Library, it would be nice to show off artworks in nice display cases and change the cases often. There also could be shoulder-high displays and on top of these displays could be books, art, or other display items.
11. A brochure case would be nice and keep it nice and cleaned up. That makes for a less junky display. There should be some control for the staff as to what goes in this case. Have a bulletin board behind glass – so that an individual has to ask for something to be posted on the board. Don't allow for individuals to post items on the bulletin boards themselves.
12. In regards to meeting rooms, more are needed as there is only one and a smaller one is needed (for 15 people or so).
13. It might be a good idea to have a large multipurpose room and would possibly divide into two rooms. The divider could be off set so that one side of the room could seat 100 and the other side 50. The divider needs to be a portable one and not a permanent one.
14. When VITA uses the big room now, many individuals have to sit in the Library to wait their turn with a representative because of how the room is being used and it is not big enough for those waiting. VITA needs a waiting room.
15. Saturday meetings could be set up in the big room. There should be an outside entrance – where individuals can unload their food and materials without having to walk through the library. Also, if this room can be closed off from the main Library, then an individual could pick up a key and set up before the Library opens. At the end of the meeting, materials could be loaded back into their car which would make everything easier and it was felt more people would use the room.

16. A mini kitchen would be nice so when food is brought in, if it needs to be refrigerated, a refrigerator is available.
17. If there was a café located within the library, it may be a good or bad idea. It needs to be separated from the general stack areas and not jeopardizing any materials. It needs to be a setup that provides good service but not free. Might need another employee and it may not be feasible depending on the costs.
18. It needs to be decided the best way to arrange the computers. They need to be monitored and being able to do that is very important. A decision would need to be made whether to group them as a lab, individually, etc. It may be that the best way is to place them in clusters in 6, 8, or 10 and have them in a classroom.
19. The computer classes are good and during the next 10 years many things are going to change.
20. Some discussion was given to circulating art prints, magazines, and references.
21. More space is needed for the Children's area. There needs to be more public and private storage.
22. Have staff working wear their name tags.
23. Large print area – don't have to look up three or more feet to find them, have seating in that area. Find and access this area easily – we will always have old people.
24. At this point in time, we don't know what the 40 year old individuals of today are going to need in the future.
25. E-Books – encourage the use of electronics to supplement this area.
26. Large Print Books for nursing homes in the area each week. This may require taking on another staff person.
27. Think about how things are set up in the Library? Soft seating around the library would be nice but not too relaxed.
28. Display space does not need to be floor to ceiling. Shoulder high stacks could have displays above them such as books, art, etc.

29. Could use a sound-proof room for the playing of wii's, music lessons and a proof room.
30. What does the Library need to do to get you here to use it more!!
  1. Have it open Sunday afternoons.
  2. Card catalog is not user friendly
  3. Browse at books and set up like Barnes & Noble atmosphere.  
We would want to spend more time there and others too.
  4. Display more Art too.
  5. Denver displays on top of book displays and it looks very nice.
  6. Popular media area will bring children in.
  7. Need to talk with people to see what would attract them to the library.
  8. Needs security cameras – inside and outside (maybe someone would donate them or a grant could be written).
31. Parking is going to be a problem. May need to carve up the park for parking. Suggested purchasing a couple of houses (on the north side of the Library) and make a parking lot for employees. Possibly put parking under the building – someone said we didn't need a high rise.
32. Need to make Library accessible 24/7. Don't need to have staff here to check out books – use Internet, drive-up access, etc.
33. Think outside of the box – YMCA's have libraries in them. Audio books can be read while on the treadmill.
34. Would be nice to have Rec Center and Library in the same area. Could cater meetings - need to think outside of the box.
35. There is now a treadmill manufactured that you can place a keyboard on and type as you walk on the treadmill. – Could use as Wellness at the Library.
36. The Library may need to be open more hours – can't go 24 hours a day but some how work it in to be open more hours and use the Library more!!
37. Homeless Shelter individuals need computers and we need to help people know how to use these computers.

38. The Library is a Free Library and open to everyone. The does not need to be barriers – need protection for children and adults.
39. Need a section for Audio Books.
40. May need a section for Blind people – they may need to use the library.

Mr. Meehan summed up the meeting by saying his company has ideas but wants to hear from the citizens of Newton and then he will share his ideas. He stated that we need to get a feel for what Newton wants now and into the future!!

Some of the ideas are good, some won't work. We will share more thoughts about these later.

Lots of things happening with the Library. Some may not change. It all depends on what the needs are of the community.

It was also noted it would be nice to have an outdoor gathering space – power for the patio and might need some bushes for safety. Things will work well with the trees.

Tuesday, October 21, 2009

Focus Group meeting 4:00-5:00 (prepared by Karen Farrell, NPL Board)

Q: What are the key things you'd like to see included in a library?

- Meeting space and parking for large and small groups
- Bessmer Room is good size for groups of 30-35 people, but small spaces are needed also for break-out sessions
- Smaller meeting rooms could have glass fronts
- A store/gift shop for Friends of the Library
- Nice attractive area for young adult/teens
  - \*should facilitate social networking, i.e. face book, tweet-up, etc.
  - \*maybe lockers or secure place for their property
  - \*space for Wii, games
  - \*bicycle/skateboard friendly
- Noise free area for those wishing to work/read where it is quiet
- Library should be the most inviting place in the community
  - \*restaurant
  - \*gift shop
  - \*lots going on - the "hub" of the community
- Front entrance should be attractive, with an atrium//rotunda, capitalizing on the artwork of our wonderful artists in the community
- How many levels? Two max with easy access
- Where should the front door be?
  - \*Close to parking lot
  - \*maybe consider south entrance off large parking lot?
- Green space around the library is very important (not all building/concrete)
- Outdoor reading area and/or concert space
- Walking path for appeal
- Drive up services?
- Lots and lots of windows/good lighting
- A "Green" building is very important

Q: When you first walk into the library, what should you see from the main entrance?

- Inviting displays
- Signage telling what's happening in the library/schedule of activities
- Seating area for those waiting on rides
- Reception area – focal point should emphasize reading
- Entryway canopy
- Atrium that is open and spacious and bright
- Café/coffee shop (maybe a sidewalk cart could be utilized). A full service café would be attractive to lure groups meeting over lunch, etc. because of the lack of meeting spaces in the town
- Separate soft drink/coffee/snack cart especially for teens

Q: What should a library look like from the outside?

- Lots of glass windows
- Lots of artwork
- Should have an element of the unexpected – breathtaking appeal
- "green" design

Q: What should the library look like from the inside?

- Not all florescent lighting
- Inviting technology area – openness
- Less magazine area
- Less reference shelf space
- Automated self check-out
- Rotating books in front

Q: What are areas that need more space?

- Teen area
- Children's area
- And space for middle school age kids

Other comments:

- Library might be a link to city government
- West side Y near Maize has a senior center type area with large print books, quiet seating area, etc.



- Emphasis on meeting rooms with flexible walls for various sized groups
- Library should be “the” place in town that provides a full, rich multi-media experience for groups
- After hours access to meeting rooms with exterior entrances would be very beneficial in the community
- Library should be language friendly
- PROGRAMS drive traffic
- Host events outside regular library hours for different age groups

Q: What should be the computer arrangement?

- Clusters of carols at different places in the library
- Consider laptops for checkout

Q: What have you seen in other libraries that you liked?

- Great lighting
- Moveable displays
- A Water fountain or some water element
- Gas fireplace inside for coziness
- Gift shop area displaying seasonal items, reading devices/aides, etc

Q: Any last thoughts we haven't covered?

- Security is a very important element inside areas as well as outside areas.
- Library should be a safe, friendly, place to go

NPL Staff Focus Group, 10/22/09 10 a.m.

Bob, Andrea, Valerie, Tiffany, Kari, Ruth, Janice, Jean, Susan, Gerre, Amy, Marilyn, Angie, Jon, Marianne, Dan

- Circulation desk? Think what you would want in a new building for circ desk if one main stair, one elevator so you walk past circ desk before getting to other level
- Amy - get main interaction while helping people at circulation desk; Angie agreed 90% of interaction is at circ desk
- What if new and children on first floor - Amy still sees having circ desk as important, can also see what is being checked out/popular and offers readers assistance at same time
- Andrea agreed with Amy & Angie - there are people who only want to be in the children's area; agree with good place to do reader's advisory and selection of future items; even if have self-checkout, currently have a number of people who ask for help in finding books on the shelf, concern if the book requested is asked for at circ desk in Adult area but book is in children's area, then patron would have to go to a further area; if staffing is an issue, the circ desk would still need at least two at the circ desk
- Dan noted libraries much larger have successfully had one circ station and then have information desk
- Susan said having one circ desk and having staff instructed to interact with patrons; Dan noted having staff out from behind desks and roving around
- Ruth imagined a circular circ desk with a station near children's and another by other areas
- Valerie said thinks having children's area on another level may make parents more comfortable/secure with it being on another area; Andrea noted youth wanting books in back YA area and she went to get it and noticed "creepy" people sitting by the stacks which may have intimidated them
- How about children's on same level with sound proof divider/wall: AU response
- YA with Children's or Adult: Amy thinks should be in children's with separate space; Amy talked about staffing as issue since Angie serves both children's and YA; Andrea envisioned having books, computers, wii all in the area and noted staffing is not needed at certain times of the day; Susan mentioned sight line from circ area could help cover it; need to keep adults off computers in YA area; Marilyn noted also need for study area/quiet area for YAs; Dan mentioned having shared Adult/YA study room with separate doors; Valerie finds current children's more comfortable compared to current YA/adult area - more room, lighting, colors; Dan said imagine new area with creative, inspiring spaces - Valerie didn't know as she reads from all but most probably want YA area not in children's; Ruth, Jon said as long as YA separate area; noted need for YA staffing to interact; Marilyn noted during school year day, YA is not used
- Susan disagreed with YA with Children's; YAs don't want to be in Children's - they see themselves not as children and don't want to be there; Angie sees a good argument for both - in/by Children's or Adult areas
- Angie says a lot of YAs come because it's a place to hang out, do things with others; use computers - library being a community center, not just a place to read and not just a quiet place; noted kids love

- to cluster together around computer, etc so need space for that; some want facebook time others with computer games; Gerre noted complaints by patrons about teens being too loud, language;
- In ideal world: depends on staffing - teens should be by adult area if staffing available; Dan noted having teen area near adult area so they become comfortable using adult area;
  - Circ self check: Angie could care less if we have it or not - people who are comfortable with it will use it; noted having self-service hold (Dan mentioned wrap NPL newsletter around book with patron name on it so people can't see what the person is checking out); question from Tiffany about desensitizing items with self-check. Dan said self-checks are part of the circ desk so there is face-to-face contact/assistance
  - Self-service holds - question about privacy and ILL paper work in holds - can try it; self-check - okay; noted kids love to do it themselves
  - Staff workroom areas - imagine a new library, how many work rooms & how many staff stations: space for ILL - needs own counter/area with one workstation with scanner, printer, phone, mailing/delivery area with window so they can see circ area; Jon thinks TS should be upstairs due to delivery issues; noted children's circ staff also do processing so if continues needs to be near TS; need desk in Children's area for processing items; Children's workroom - puppet, craft, posters, processing of new books, for 2-3 people: need more shelving area/carts for returned items to be reshelved; Dan said sorting area becomes a big cart room; need craft area with craft supply area; noted staff behind windows often have heads down and don't see what's happening at circ/info area; have open area with workroom space within it; Andrea (circ) does mail check-in; selection of items, check in of returned items; everyone should have own little space
  - Should circ & info be together - yes, info desk serves as backup for circ stations; Dan one idea have one circ desk with self-check stations on both sides and info desk near
  - Genealogy should be by other genealogy info, near copies
  - Susan - more storage; space for large computer screen; counter layout space; Gerre noted ILL staff only work 3 -4 hours a day; current genealogy is a claustrophobic space; genealogy needs to be seen, maybe glass so people can see it with study area, need to have it a locked area; microfilm close by but doesn't have to be in the room; Question about security for genealogy materials; Susan needs to be close to circ/info desk as backup
  - TS needs three work stations, want windows; would like to be in close proximity with other staff and near delivery area
  - Bigger workroom or a couple of work rooms: could be one space but need separate areas within
  - ENLITE needs own work space by large print collection - need counter top to work on and storage for books in transit and near delivery area
  - Computers: Amy: "what about evil internet computers"; two current issues - need computer lab for classes; need more computers and space for individual computer use and staff work space for assisting computer users; need YA computer stations; some think all computer should be within one space with work space around computer; consider sound issues by computers; others have computer stations at various places; Dan suggested stand up stations for catalog - yes, quick reference station; talked about sign in for computer use
  - Bob noted hard to think outside the current building and noted public focus groups had other ideas;

NPL Staff Focus Group, 10/22/09 10 a.m.

- Don't take toy area away and need for Storytime area
-

NEWTON PUBLIC LIBRARY    OCTOBER 23, 2009    6:00 P.M.

FOCUS GROUP – FRIENDS OF THE LIBRARY – VOLUNTEERS  
CHAMBER OF COMMERCE    34 in attendance.

Ideas to consider for a new library facility.

Friends store

By the front door in case there is no volunteer.

Coffee shop – convenient for clean up

Computer area needed

Specific room

Quieter

More convenient parking            Top priority

Where?

East side of building with east entrance

Parents struggle with little children

South entrance with south or east parking

Everybody in the area needs parking

Close access to entrance to drop off patrons and then park

Every area needs space

Space that can be counted on for specific programs.

Library and park work together.

Book drop to return books

Window to check out books from car.

More storage space for children's supplies

More quiet reading places – easy chairs or Quiet reading room

Non rectangular structure – some curved walls

Windows for natural lighting

Perhaps ceiling to floor

Consider views of the park

Incorporate the park – wow factor

Work in outdoor programming

Old time train station theme to the building

Cannon inside the building

Ramps to move books

Food – incorporate a canteen – coffee shop

Local business could operate it

Green/solar system

More stimulating colors – brighter

Will there be other forums to give suggestions?      Yes

How many preliminary designs?

Historical preservation

    Building blends into the community

    Building blends into the park

Space for book signings      lunch with authors

Meeting space      Bessmer Room is OK    Sometimes a little small

    Large space that could be divided into smaller rooms

Easy to maintain kitchen spaces

Building from wood – stone- glass

Meeting spaces outside of the interior of the library

Genealogy department space

    All materials in one place

Fire places

Coat room

Display spaces

Bulletin board area      Pamphlet area

Research materials kept cleaner

Parking

    Consider spaces for staff

What do you want to see and feel when you enter the library?

    Quiet

    Books

    Pleasant – nice welcome atmosphere

    Organized

    Warm

    Art piece

    Less clutter

    Diagram of the library      Directory

    Better face on the library

Wow factor

How to attract people that do not use the library

Start young

More visual

Movie night

Gaming nights for teens

Exercise class

Expand current services

Rooms for special occasions such as family reunions, bridal showers, other nice events.

Large print section

Greatly expanded shelving space in whole library

ENLITE program – space to assemble traveling collection

Space for all elements of the program

Outdoor areas for reading

Area to show movies

Children on lower level not pleasant

However, they are not a hazard to handicapped

Estimate final completion

Hard to do until the funding component is in place

A time line is currently in place

Modular concept for adding onto the new building.

- Computers so they can talk (little stations or cubicles) –like what we have during gaming
- Really good art area—art station where they can paint, stamp, or draw. Just be creative
- My (Angie’s) office upstairs or in Young Adult department
- Big, comfortable chairs -- couches
- Big clocks
- Lots of games and computers
- Would like an area where they are able talk—for quiet are they said they would just go into adult area
- They would like YA area easy to get to
- Definitely separate children’s area for little kids
- Puzzle table
- Tv and movie showings!!!
- Murals, bright comfortable---cool and exciting (possible like chalkboard paint that they could create then erase)
- Library open on Sunday
- Would like to be able to eat or drink in specific area of YA department but not around computers or electronics (video games)
- Would like to have Wii (video games) set-up and available to play all the time in Young Adult area
- No homeless people or little kids allowed in young adult space—they get creeped out easily!!  
Definite age limits or restrictions
- Would like their space to be roomy
- Self/Express checkouts
- Easy for kids to find books—I think google type search engines that are not so spelling and punctuation specific (like “did you mean?”) Often teens can’t remember exact title or have trouble with spelling or word order
- Music—jukebox???—dancing area
- More water fountains—possible vending machines (healthy ones?)
- More computers with just games that you don’t need a library card to get on
- Listening station
- Write a story station
- Cell phones must be on vibrate so as not to disturb others with music ringtones
- Pay phone or courtesy phone for calling parents etc...
- Air freshener for restrooms
- New toys for children’s area
- People who get in trouble more than twice have to be kicked out
- Laptops you can check out
- Football/ basketball area



Newton Public Library  
Focus Group – October 22, 2009  
5:00 pm – 6:00 pm  
Facilitator: Dan Meehan, AIA

Mr. Meehan visited with the audience about what he hopes to draw from the Focus Groups in regards to what patrons of the Newton Public Library envision for the future of the Library and what they feel is most important for the citizens of Newton.

- What are the priorities we want and what are the important things that we need as we are looking at the future of the Newton Public Library?
  1. Parking – this is the BIG one!! We want an onsite parking lot. We want parents to be able to drop off their children and they can walk right into the building from the drop off point (right at the door). We need a book drop in the parking lot and window service where patrons can pick up things at the window and this would be especially good for the handicapped individuals. The problem with window service is it may require adding staff and then it becomes a financial issue. The parking lot should be well lighted and it has to be handicap accessible.
  2. The group agreed with a parking lot on the east side of the building but then would we need an East Entrance to the building? Due to management of the Library and the Administrative Center (this is all in the center of the building at this time) would we need to relocate these areas? They agreed there would need to be a change in arrangement of staff.
  3. They felt it would be good for the traffic pattern to be on the West side for the way the offices are set up now.
  4. All felt the parking on the East side is ideal as there is banking and schools on other sides. Maybe should look at the south side.
  5. Don't close the West Entrance. It would be a disaster to do that.
  6. The Service Desk may need to be somewhere else.
  7. There is quite a bit of walk-in traffic. Bikes and skateboards - need a place for them to be parked with racks.
  8. We need to greet everyone as they come into the building – usually only one entrance when this is done correctly.
  9. Possibility of having all people come in from the South side of building – parking on East and West sides but entrance to building on the south side. Depends on number of parking spaces – more parking – more use of library. Might have covered area to walk under to get to the entrance of the building.
  10. Many wish the Library was open on Sunday afternoons.
  11. If the entrance is on the south side, front yard is parking and could be made into a focal point.
- The group would like the Library to be hub of everything that happens in town. It should be the focal point of Newton. Also, a gathering point for all.
- We need lots of computers. Like it or not, computers are here to stay. There will be many more new developments in the next few years regarding the computer.

- We need to provide staff with adequate room to work and have excellent technology for them.
- Remove the computers from where they are now so that when you walk in the front door, you don't see them. Have some flower arrangements. Make it more people friendly. Don't have all the kids working in a group at the computers as you walk in. Need to be monitored.
- Have the new materials and comfortable seating for patrons to use as they read or look through the books.
- We may need to hire more staff to carry out all the changes we are dreaming of this evening.
- We need a place for teenagers. We need more for their interests. We need tables, round tables with bar stools, display racks of books for them which spark an interest to read. We need lounge chairs for them.
- Parts of the Library that we could give up so that there would be more space for future things:

1. Little area now used for checking out pictures to place on your walls at home.

*(Marianne note - below points were responses on need for more space although the comments came up immediately following above question and response #1.)*

2. Some of the space depends on technology.
  3. Storage area where there are just chairs and tables – this area could be used and furniture moved to a more feasible space.
  4. In the Genealogy Department, need to locate all of the materials together in one spot and better use could be made of the department. It might spike an interest in patrons to come and use the department more.
- For Groups – do we have meeting rooms for large and small groups to meet in the Library? The room we are using this evening – are we OK with it. Do we need to make changes?
  - This room (big room) is large enough for school kids (at times maybe could be bigger but for the most part is good). For what it is used for now like speakers, staff meetings, dinners, etc. it is fine.
  - There is a small board meeting room in the basement but if there are extra people at the meeting, it gets real crowded.
  - What would be nice is a large meeting room with kitchen facilities and moveable walls so that the room could be divided into a large room and a small room. The movable wall would not be in the center of the room so that the room would change into two different sizes of meeting space, such as one large and one small room.

What we need is a board room, conference room, and small study rooms for 4-6-8 people. We need more ways to get people into the Library. Meeting or small study groups – the more we have to offer people, the more we will use the library.

It is a good idea to have after-hours access to meeting rooms. They will be used much more by patrons of the Library.

- What are the areas in the Library right now that need room for growth?
  1. Technology
  2. Teens
  3. Seating
- We need space for tables and chairs – so that patrons can read and enjoy themselves and study where it is quiet. Need more floor space with tables and chairs.
- We need a quiet zone verses a noisy zone. We need areas for the young where there can be noise and then quiet areas for the adults that are in the Library to read and enjoy themselves. The older patrons like to read in the Library.
- When those at the computer are noisy, it covers all of the room with noise.
- The Teen Area needs a special space for their computers, gaming, and their kind of stuff.
- The little children also need their space to do what they like with coming to the Library.
- Adults need computers and most likely in a lab setup. Or they may want them out on the floor or have both types of setup.
- If the labs are monitored, then labs might be the best way to go for better use of computers.
- The card catalog needs a computer by the books.
- Computers in the lab could be used for research and genealogy – this type of setup works well for those patrons interested in research of ancestry.
- What do you want the new Library in Newton to look like?
  1. Traditional
  2. Futuristic
  3. Combination of above two
  4. Has a come and visit look, lots of glass, looks inviting from the outside, etc.
  5. Exciting place – looks and feels exciting
  6. Inviting place to go
  7. Neat structure and also makes you want to go inside
  8. Good landscaping and looks good
  9. Bronze figure
  10. Materials used – different types, not all brick – ones that would invite you to go inside, lots of glass so you could see out
  11. Outdoor programs and a patio for patrons to go out on and read
  12. A feel that you are in a park with a coffee shop leading out onto the patio – have a fountain and waterfall of rock or limestone.

13. Use stone and rock – better than brick or combination – gives an attractive look (use limestone for accent is very good).
  14. Need to connect with Neighboring Activities:
    1. Schools
    2. Downtown
    3. Architecture
    4. Programming with HCC
    5. Increase Library use with college on south side and Preschool on North side.
    6. Maybe include prisoners in jail with Community Service
    7. Include the Homeless Shelter which is not open during the day and there is a need for the people to go somewhere
    8. We could offer programs for shelter individuals and others – such as, job search, budgeting, taking care of their needs, etc.
- Features in the building
    1. There are a variety of users
    2. Use the patio
    3. Have a coffee shop
    4. College and Shelter near the Library
    5. Preschool and also for Home Schoolers
    6. Have a used book store
    7. Have Cart Sales every week
    8. Friends and Library book sales on the patio, etc.
    9. Include a coffee shop
    10. Friends of the Library work with the coffee shop
    11. Local stores to help with food items for the coffee shop
    12. Mentioned Prairie Harvest and Karen's Kitchen and others to help provide food for the coffee shop.
    13. Friends of the Library staff the coffee shop but not make the items to eat.
  - Sleeping area at the front of the building needs to be moved. Sleep somewhere else where people coming into the Library don't see them (mostly Homeless Shelter individuals) as shelter is not open during the day.
  - Get books as donations but there is no storage for them – need space. Some books in the Dragon's Den (furnace room) and some on shelves in the big room. If there was storage by the bookstore that would be great.
  - Nice bookstores – Tattered Cover (*ME note- downtown Denver in an older building is the store layout they were referring to; first location at Cherry Creek was closed*) in Cherry Creek Shopping Center in Denver, CO – very nice and very inviting
  - Have a lighted marquee so that all could see programs and hours of operation – let them know what we are having when we plan special events.
  - Our Library sometimes feels cold, we want it to be cozy and homey – so that we would have it all here in Newton.
  - We might look at the Blue Sky Theme – local artist – we could use some of

the artists' drawings for the walls.

- Have a room or area where artists in Newton can show off their work and others can come to the Library and see it.
- Work with the Gallery just down the street as a partner for artistic items and displays.
- Barnes & Noble is a very inviting place and we would like to have that here.
- Shelves should be higher – not so low where we can't see what is on the shelf. This is an area where there is wasted space.
- Leave the bottom shelf open and plan for growth.
- (*ME note - Dan commented:*) Sometimes bottom two shelves have slopping shelves – these have to be custom made.
- Rotating Shelves – not done at this time, no plans to make this happen. Books are heavy and this is not good with heavy books.

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