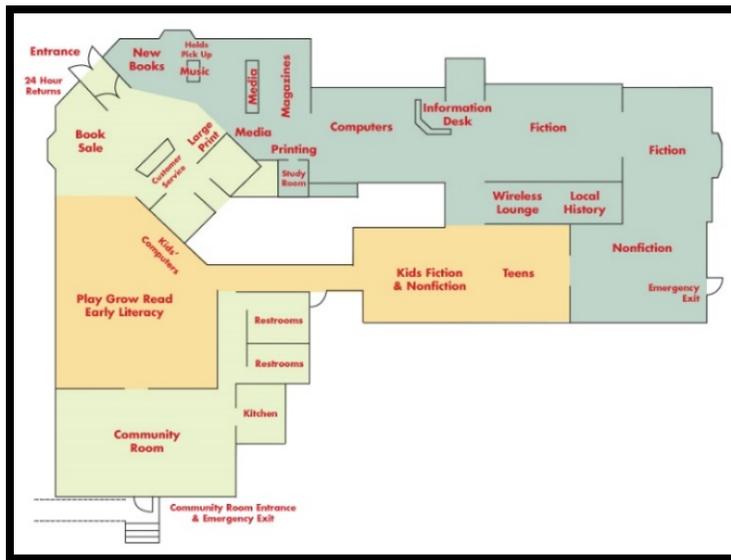


Needs Assessment for Rockford Service Area Population



Krause Memorial Branch Kent District Library

February 26, 2018

Prepared with the Assistance of
George Lawson, Library Planner

Table of Contents

Executive Summary	1
21st Century Libraries	2
Branch Profile	6
Branch Service Population	7
Branch Service Data.....	10
Peer Benchmark Data	11
Facility Effectiveness Evaluation	12
Public Forum / Comments	37
2040 Space Needs	44
2017 Space Needs Calculations	53
2040 Space Needs Calculations	54

Executive Summary

Advancements in library technology and services have changed dramatically since the Krause Memorial Library began service some 80 years ago. Developments in customer services and staff operational methods challenge the building's existing layout and functionality. Contemporary public libraries must support a host of changes such as mobile computing, library programs for life-long learning, collaborative spaces, the ongoing migration to digital publishing, and developments in emergent literacy for the very young. Rockford and the Kent District Library have embraced these changes and manipulated the existing building's limited space to implement these innovations to the extent currently possible. This study also reflects these developments in its space needs projections.

Krause Memorial Library is a community center, providing space for programs for children and adults, seniors, area businesses, students, social service providers – the entire community. Programs such as book discussion groups, lectures, story times, summer reading programs - all contribute to the texture of the community. Library spaces are also used for interest group meetings, community organizations, continuing education activities, and support for social service activities. The public library is a “third place”, not home or work, but a place where residents feel welcome, where they find a comfortable atmosphere for reflection, to come together to learn, to create information, and to participate in enriching diversion. The library is also an economic development agent, acting as a strong trip generator and anchor for its retail neighbors.

Krause Memorial Library is well loved and well used. The branch's 47.77 loans per square foot is significantly higher (double) than the System-wide average of 22.92 loans per square foot. Equally impressive is Krause Memorial's visits per capita rate of 31.77 (triple) compared to the system wide average of 10.93.

Based on these considerations and the empirical data documented in this study it is recommended that additional space is needed to support the community's foreseeable library needs. Its current gross area of 9,500 square feet should be expanded to 28,547 square feet.

This study reflects the generous contributions of the area residents who participated in the two public forums, the library staff who completed lengthy worksheets, Branch Manager Jennifer German, the Rockford Library Board, the Friends of the Krause Memorial Library, and members of the Kent District Library administrative team Lindsey Dorfman and Michelle Boisvenue-Fox. They all played a critical role in the creation of this study.

21st Century Libraries

The Library Planning Environment

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

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

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

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



Developments and Trends in the Library Planning Environment

Digital Publishing

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



Maker Spaces

These active work zones let patrons engage in active creation.



... and Media Labs

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



Mobile Computing

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

RFID and Automated Materials Handling

Technology options for efficiency are maturing.



The Library Gateway

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

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



Self-check

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

Emergent Literacy

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



Teens and Tweens

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



Outreach / Teaming



Libraries bring their services to where patrons live, learn, and work via home delivery, continuing education centers, on-site programming for preschools, and other outreach programs.

On-site teaming with educational, business, and service agencies

to leverage the strengths of all parties, stretch resources, and market the library's brand.

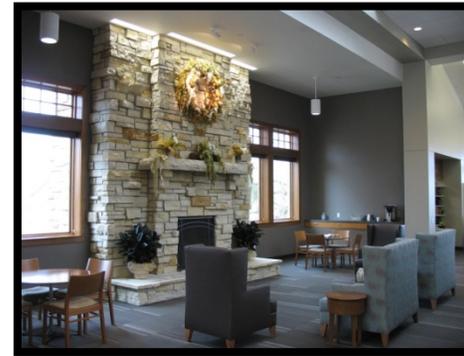
The Library as Community Center, Forum, and ...

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

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



... Informal Gathering Place



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

Program attendance has grown significantly in recent years.

Collaborative Space



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

Changing Service Models

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

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



Marketing and Display

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



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

Nourishment for Body and Spirit

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

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



Branch Profile

Krause Memorial Library is one of 18 branch libraries of the Kent District Library. Library service began for Rockford in the 1870s in a building on Courtland Street. An enabling gift by G. Adolph Krause established the Krause Memorial Library at its current location, 140 E. Bridge Street, in 1937. Mr. Krause and his descendants have continued to support the library through expansions and an Endowment Fund. The library has been expanded twice—in 1963 & 1989—and today is 9,500 square feet. The library is a single story building but has a small basement for mechanical equipment.

The Krause Memorial Library provides service to the residents of Rockford, residents of the Kent District Library, and others through reciprocal service agreements. The library is open for service Monday through Saturday for a total of 54.5 hours each week. Branch staff is currently comprised of 8.55 full time equivalents or FTEs.

At the time of this study the Branch's physical collections included about 30,085 books, 24,209 media items and games, 77 periodical titles, and 10 bicycles. Downloadable resources included 82,502 e-books, 23,949 audio titles, and access to many on-line databases. Loans of these materials through the Branch totaled 453,777 hard copy and digital items. The library currently has 10 public Internet computers and a children's AWE educational computer. Other digital services include 2 on-line catalog access, Wi-Fi Internet access, and general application software such as word processing.

The Krause Memorial Library provides a number of services directed to special populations and interests. A large print collection is available for those with vision concerns. Teens and Tweens are offered unique collections of reading targeted to their interests. A dynamic Children's department serves newborns, toddlers, elementary students, and their care-givers. Branch programs attracted 14,868 participants of all ages in 2015. The Krause Branch and many other Kent District Libraries offer a number of innovative services. The KDL Cruiser program offers bicycles for loan. KDL LAB Experience is a collaboration of programs and services for children that promote creativity, problem solving skills and unstructured time to explore. KDLville is an engaging early literacy space. IPADS are available for loan to patrons. The Kent District Library Mission: Information...Ideas....Excitement!

Rockford Library Board of Trustees

- Mary Blakeslee
- Lois Lamb
- Laura Weld
- Vacant (RPS rep.)
- Barbara Bunbury
- Ginny Martin
- Melissa Young
(City Council rep.)
- Andrew Erlewein
(KDL liaison)

Friends

The Friends of the Library organization encourages and supports library activities. Their book sales provide important funding for library projects. Friends Board officers are Jana Kim, Mike Martin, Patty Triick, and Mary Blakeslee.

Branch Service Population

The population the Branch can expect to serve in the future is an important element in developing a space needs assessment. Population data and projections through the year 2030 are available from the West Michigan Regional Planning Commission. Needs assessments want to look at least 20 years into the future so the Planning commissions projections have been extrapolated by the library consultant using the Commission's growth rate for 2030 over 2020.

Population History and Projections

Year and Source	Rockford Population	Kent County Population	Algoma Township	Cannon Township	Courtland Township	Plainfield Township
1980 Census	3,324	444,506	4,411	4,983	3,272	20,611
1990 Census	3,750	500,631	5,496	7,928	3,950	24,946
2000 Census	4,626	574,335	7,596	12,075	5,817	30,195
2010 Census	5,718	602,622	9,932	13,336	7,678	30,052
2015 American Community Survey	5,956	622,590	10,563	13,932	8,083	Not available
2020 Trend Projection West Michigan Regional Planning Commission	6,952	667,047	13,034	17,245	10,288	34,301
2025 Trend Projection West Michigan Regional Planning Commission	7,568	699,259	14,585	19,199	11,593	35,976
2030 Trend Projection West Michigan Regional Planning Commission	8,185	731,472	16,136	21,153	12,898	37,651
2040 Consultant's Straight-line Extrapolation (2030 over 2020 growth rate)	9,636	801,693	19,976	25,946	16,170	41,449

Total Service Population

The service population of Krause Memorial Library is more inclusive than Rockford's population. As a branch of the Kent District Library, Krause Memorial Library serves any resident of the District and reciprocal borrowers. In 2015 and preceding years, significant Branch use came from Library District residents from Algoma, Cannon, and Courtland Townships. Rockford residents account for 21.4% of branch loans, 78.6% of total loans are to other District residents. Similarly, Rockford residents make strong use of other Kent District Library locations convenient to where they work, shop, or attend school.

An estimate for the total number of borrowers to be served at the Krause Memorial Branch in 2040 can be based on the percentage of total circulation to Rockford borrowers. In FY 2015 Rockford resident borrowers accounted for 21.4% of the branch's total loans. Given the 2040 projected Rockford population of 9,636, this ratio of population to loans suggests a total service population of 45,028 borrowers.

Total Service Population

Service Population	2015 Service Population	2040 Service Population	% of Service Population
City of Rockford	5,956	9,636	21.4%
Nonresident Population	21,876	35,392	78.6%
Total Service Population	27,832	45,028	100.0%

Percentage of 2015 Total Loans At Krause Memorial Branch by Residence of Borrower

Residence of Borrower	Percentage of 2015 Total Loans At Krause Memorial Branch
Algoma Township	16.4%
Cannon Township	19.9%
Courtland Township	19.2%
Plainfield Township	9.8%
Rockford	21.4%
Other Locations (many)	13.3%

Area Population Projections Through 2030
Source: Western Michigan Planning Commission

Population Trends and Projections through 2030 for Kent County – DRAFT																	
	Trends					Projections											
	1970	1980	1990	2000	2010	2015			2020			2025			2030		
Cities						Low	Trend	High									
Cedar Springs	1,807	2,615	2,600	3,112	3,509	3,708	3,750	3,922	3,906	3,992	4,335	4,105	4,233	4,748	4,303	4,475	5,162
East Grand Rapids	12,565	10,914	10,807	10,764	10,694	10,659	10,615	10,495	10,624	10,536	10,296	10,589	10,457	10,097	10,554	10,378	9,898
Grand Rapids	197,649	181,843	189,126	197,800	188,040	183,160	186,752	186,897	178,280	185,464	185,755	173,400	184,176	184,612	168,520	182,888	183,469
Grandville	10,764	12,412	15,624	16,263	15,378	14,936	15,569	16,202	14,493	15,759	17,026	14,051	15,950	17,850	13,608	16,140	18,674
Kentwood	20,310	30,438	37,826	45,255	48,707	50,433	52,430	57,220	52,159	56,154	65,732	53,885	59,877	74,245	55,611	63,600	82,758
Lowell	3,068	3,707	3,983	4,013	3,783	3,668	3,771	3,893	3,553	3,759	4,003	3,438	3,747	4,114	3,323	3,735	4,224
Rockford	2,428	3,324	3,750	4,626	5,719	6,266	6,335	6,688	6,812	6,952	7,657	7,359	7,568	8,626	7,905	8,185	9,595
Walker	11,492	15,088	17,279	21,842	23,537	24,385	25,243	26,621	25,232	26,950	29,704	26,080	28,656	32,788	26,927	30,362	35,872
Wyoming	56,560	59,616	63,891	69,368	72,125	73,504	74,153	74,606	74,882	76,182	77,087	76,261	78,210	79,568	77,639	80,239	82,049
Villages																	
Caledonia	716	722	885	1,102	1,511	1,716	1,714	1,721	1,920	1,917	1,930	2,125	2,120	2,140	2,329	2,323	2,350
Casnovia (partial)	205	167	189	176	176	176	175	173	176	174	170	176	172	167	176	171	164
Kent City	686	860	899	1,061	1,057	1,055	1,091	1,128	1,053	1,125	1,200	1,051	1,159	1,271	1,049	1,193	1,343
Sand Lake	380	388	456	492	500	504	514	520	508	527	539	512	541	559	516	554	579
Sparta	3,094	3,373	3,698	4,159	4,140	4,131	4,241	4,315	4,121	4,341	4,490	4,112	4,442	4,665	4,102	4,543	4,840
Townships																	
Ada	4,479	6,472	7,578	9,882	13,142	14,772	15,046	16,319	16,402	16,950	19,497	18,032	18,853	22,674	19,662	20,757	25,851
Algoma	3,088	4,411	5,496	7,596	9,932	11,100	11,483	12,684	12,268	13,034	15,435	13,436	14,585	18,187	14,604	16,136	20,938
Alpine	8,163	8,934	9,863	13,976	13,336	13,016	13,955	14,392	12,696	14,573	15,449	12,376	15,192	16,505	12,056	15,810	17,562
Bowne	1,429	1,719	1,907	2,743	3,084	3,255	3,387	3,530	3,425	3,689	3,977	3,596	3,992	4,423	3,766	4,295	4,870
Byron	7,493	10,104	13,235	17,553	20,317	21,699	22,635	24,663	23,081	24,953	29,010	24,463	27,271	33,356	25,845	29,589	37,703
Caledonia	3,126	4,205	5,369	7,862	10,821	12,301	12,803	14,151	13,780	14,785	17,480	15,260	16,768	20,810	16,739	18,750	24,140
Cannon	3,690	4,983	7,928	12,075	13,336	13,967	15,290	17,694	14,597	17,245	22,051	15,228	19,199	26,409	15,858	21,153	30,767
Cascade	5,243	10,120	12,869	15,107	17,134	18,148	18,902	21,991	19,161	20,669	26,849	20,175	22,437	31,706	21,188	24,204	36,564
Courtland	2,196	3,272	3,950	5,817	7,678	8,609	8,983	10,074	9,539	10,288	12,470	10,470	11,593	14,866	11,400	12,898	17,262
Gaines	8,794	10,364	14,533	20,112	25,146	27,663	28,801	30,991	30,180	32,456	36,835	32,697	36,110	42,680	35,214	39,765	48,525
Grand Rapids	6,823	9,294	10,760	14,056	16,661	17,964	18,444	19,664	19,266	20,228	22,667	20,569	22,011	25,670	21,871	23,795	28,673
Grattan	1,893	2,575	2,876	3,551	3,621	3,656	3,814	4,034	3,691	4,006	4,447	3,726	4,199	4,861	3,761	4,391	5,274
Lowell	2,160	3,972	4,774	5,219	5,949	6,314	6,454	7,253	6,679	6,959	8,558	7,044	7,465	9,862	7,409	7,970	11,167
Nelson	1,558	2,253	2,950	3,700	4,264	4,546	4,719	5,190	4,828	5,175	6,115	5,110	5,630	7,041	5,392	6,086	7,967
Oakfield	2,159	2,983	3,842	5,058	5,782	6,144	6,410	6,995	6,506	7,039	8,208	6,868	7,667	9,421	7,230	8,296	10,633
Plainfield	16,935	20,611	24,946	30,195	30,952	31,331	32,627	34,154	31,709	34,301	37,357	32,088	35,976	40,559	32,466	37,651	43,761
Solon	2,114	2,809	3,648	4,662	5,974	6,630	6,790	7,338	7,286	7,605	8,701	7,942	8,421	10,065	8,598	9,237	11,428
Sparta	3,372	3,561	4,749	4,779	4,970	5,066	5,141	5,264	5,161	5,311	5,559	5,257	5,482	5,853	5,352	5,652	6,148
Spencer	1,458	2,385	3,184	3,681	3,960	4,100	4,283	4,809	4,239	4,606	5,659	4,379	4,930	6,508	4,518	5,253	7,358
Tyrone	1,747	2,193	2,669	3,067	3,498	3,714	3,768	3,936	3,929	4,038	4,375	4,145	4,309	4,813	4,360	4,579	5,251
Vergennes	1,400	1,819	2,492	3,611	4,189	4,478	4,746	5,232	4,767	5,304	6,275	5,056	5,861	7,318	5,345	6,418	8,362
Kent County	411,044	444,506	500,631	574,335	602,622	616,766	634,834	664,760	630,909	667,047	726,899	645,053	699,259	789,037	659,196	731,472	851,176

Source: West Michigan Regional Planning Commission; U.S. Census of Population

Notes: Projections are based on trends (10, 20, 30, & 40 year percent and numeric change) and may not be the best indicator of a community's future. Ideally, projections should incorporate planning and the established goals of a community

"High" projections are based on 40-year (1970-2010) percentage change. Trends and "low" projections are based on 10-year (2000-2010) numeric change trends

Krause Memorial Branch Service Data: FY 2013 – FY 2015

The library's fiscal year is January 1 thru December 31

Year	Estimated Municipal Population*	Staff as FTE's	Hours Open per Week	Visits (gate count)	Summer Reading Participants	Total Program Attendance
FY 2013	5,801	7.8	49	176,761	1,682	8,920
FY 2014	5,876	7.8	49	167,309	2,747	9,930
FY 2015	5,956	8.55	54.5	181,671	2,128	14,868

Year	Physical Book Volumes	Physical Video Items	Physical Audio Items	Physical Video Games	Physical Objects, Devices, Bikes	Physical Periodical Subscriptions	eBooks	eAudiobooks
March, 2017++	30,085	2,640	3,487	260	10	511	82,502	23,949

Year	Circulation Physical Items	Circulation eBooks / eAudiobooks	Wireless Computer Log-Ins	Public Desktop Computer Log-Ins	Public Computers
FY 2013	395,196	43,344	21,822	11,344	16
FY 2014	361,089	57,840	10,144	10,884	12
FY 2015	381,982	71,795	11,460	10,152	12

* Population estimate source: American Community Survey

** The Branch's collection holdings float based on the continuous movement of materials within the system

Peer Benchmark Data: FY 2015

The following information is provided as benchmarking data with all 17 other Kent District Library branches. The data are for FY 2015, the most recent year in which data is digitally published for the libraries.

It is important to note that Krause Memorial's 47.77 loans per square foot is significantly higher (double) than the System-wide average of 22.92 loans per square foot. Equally impressive is Krause Memorial's visits per capita rate of 31.77 (triple) compared to the system wide average of 10.93.

Branch	Jurisdiction Population	Hours Open per Week	Staff as FTE's	Square Feet	Sq. Ft. per Capita	Total Loans	Loans per Sq. Ft.	Loans per Capita	Library Visits	Visits per Capita
Alpine	13,336	40	3.00	4,862	0.36	70,560	14.51	5.29	45,360	3.40
Alto	2,793	37.5	2.75	5,795	2.07	39,615	6.84	14.18	2,793	1.00
Byron	20,317	54.5	7.95	13,600	0.67	394,867	29.03	19.44	147,530	7.26
Caledonia	12,294	49	6.50	15,464	1.26	229,203	14.82	18.64	87,545	7.12
Cascade	17,134	62	15.83	21,913	1.28	648,849	29.61	37.87	243,305	14.20
Comstock Park	30,952	45.5	4.68	4,095	0.13	147,357	35.98	4.76	88,014	2.84
E. Grand Rapids	10,694	62	13.65	26,950	2.52	429,132	15.92	40.13	353,923	33.10
Englehardt	3,783	46.5	5.33	8,771	2.32	194,895	22.22	51.52	101,845	26.92
Gaines	25,146	54	7.35	10,400	0.41	290,219	27.91	11.54	126,494	5.03
Grandville	15,378	60	14.83	18,672	1.21	573,882	30.73	37.32	264,425	17.20
Kentwood	48,707	62	15.10	45,489	0.93	567,173	12.47	11.64	238,132	4.89
Krause	5,719	54.5	8.55	9,500	1.66	453,777	47.77	79.35	181,671	31.77
Plainfield	30,952	62	15.90	26,420	0.85	624,772	23.65	20.19	252,486	8.16
Nelson Twp. / Sand Lake	4,764	42	4.08	8,736	1.83	100,600	11.52	21.12	48,280	10.13
Spencer	3,960	40	2.93	2,000	0.51	59,463	29.73	15.02	28,798	7.27
Tyrone	4,731	35.5	2.88	4,239	0.90	53,939	12.72	11.40	30,722	6.49
Walker	23,537	57	8.33	8,000	0.34	281,976	35.25	11.98	136,449	5.80
Wyoming	72,125	62	18.45	48,950	0.68	595,678	12.17	8.26	300,834	4.17
Average	19,240	51.44	8.78	15,770	1.11	319,775	22.94	23.31	148,811	10.93

Facility Effectiveness Evaluation

Introduction

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

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

Existing Conditions

- **On-Street Parking**
 - There are 49 on-street parking spaces available on Bridge and Monroe Streets immediately adjacent to the library.
- **Off-Street Parking**
 - There is a total of 8 parking spaces including 2 handicapped spaces on-site at the library. 50 parking spaces are available in the City lot directly across Monroe Street.
- **Site Features**
 - The library is sited on a grassy, relatively level parcel. On-site amenities include mature shade trees.
 - The walk-up book/media return is located adjacent to the main entry.
 - The library owns a grassy yard to the east of the building.



- **Accessibility Overview**

- A very thorough Facility Accessibility Report was conducted on February 26, 2015 by the Disability Advocates of Kent County in cooperation with the Kent District Library. That report is publicly available and should be considered the definitive accessibility analysis of the existing building.

- **Summary comments of the Consultant**

- **Entry Access**

- The public entry is too narrow and the threshold is too high to meet ADA guidelines.

- **Interior Access**

- Most of the primary and secondary pathways and aisles meet ADA requirements. However, access within many areas of the adult collection fails due to the placement of seating. Doorways to the study and local history rooms do not meet minimums.

- **Restrooms**

- The Women's and Men's restrooms do not completely meet important ADA requirements. A single occupant staff restroom is located off the staff breakroom.

- **Service Desks**

- Neither service desks meet ADA requirements



Ramped access to the front entry.

Public, Staff and Consultant Observations:

Parking

- Parking is needed that is safe for those bringing young children---in strollers or by the hand (i.e. not needing to cross the street).
- More handicapped parking is necessary that is (a) close to the main entrance and (b) doesn't require walking up the steps.
- A spot or two for 'drop off parking' would be nice.
- Parking areas need to be well-lit.
- The city parking lot is really our only parking lot and there are days that it is full due to other events in town. If the staff park in the lot behind the building, there are no spots for patrons.
- People perceive the parking to be inadequate. If the City were to vacate the street there would be more room for parking, more space for building, and the danger posed by crossing the street would be eliminated.
- We have patrons complain all the time that we need more parking. A lot of moms do not like having to cross the street with multiple kids because people park on the street and it makes it hard to see to cross. Also in the winter sometimes employees have to park across the road and have to walk by themselves in the dark to their car.
- Better lighting around building and in close parking lots.



The City parking lot.

Access

- The building project must address all accessibility issues.
- Service desks and self-checkouts must be made ADA accessible.
- Wider entrance/exit doors for wheelchairs, strollers, etc.
- Ability to reach ALL areas of the collection and study/meeting spaces by those in a wheelchair.

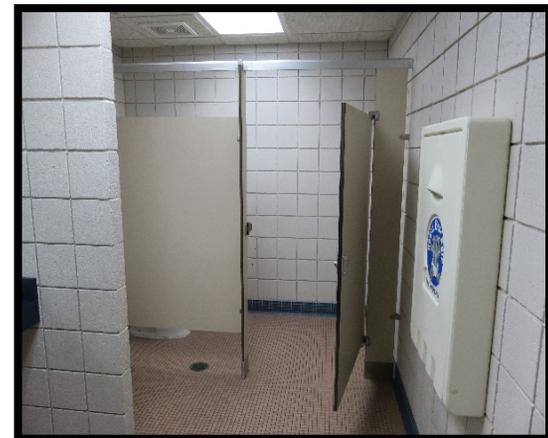


- Our handicapped access is awful. In many areas of the building, walking spaces are so narrow that it's difficult or impossible to move a wheelchair through them. Access is challenging for disabled and older people.
- The handicap parking on the street is closest to the stairs walking up to the front door. If you want to take the ramp you have to walk past the stairs. The stairs are very slippery in the winter and we've had many people fall (one person we had to call 911).
- The self-checks and aisles in Juvenile and teen are not wheelchair assessable. It is actually hard to get in the front door with a wheelchair because the doors are not very wide. Public restrooms are hard to navigate also with a wheelchair.
- Wheelchair users can't get into the magazine area.
- Patron Alice complained to me she had to come to the library 4 times to be able to park close enough to get in. She said people park in front of the ramp to the sidewalk and she could not get in. She walks with a cane. Her books were overdue and I waived her fines and checked her in. Our handicapped parking is around the back of the building and was too far away for her to walk. Our branch is not wheelchair friendly. Wheelchairs cannot get down our hallway with the book carts. They complain of difficulty getting into the bathrooms. We have a lady in a low wheelchair. She is self-sufficient but cannot reach books, nor can she check out herself because our self-checks are too high.
- Exit out to the parking lot without having to travel around the building.

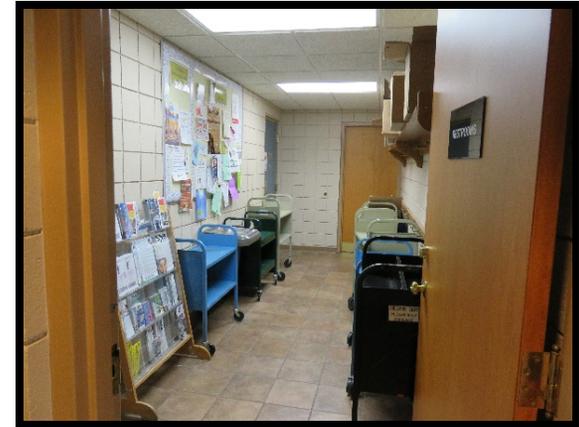


Restrooms

- Wheelchair users can't get to the bathrooms as the doors are too heavy and there is often chairs/carts in the hall.
- Restroom doors need to be automated---the doors are too heavy to be opened from a wheelchair.
- Need gender neutral restrooms and family restrooms---with large toilet and small toilet & changing stations in everything.
- Lactation room with activity area for other children.
- At least some restrooms close to the children's' area.



- Not enough restrooms and no family/gender neutral restroom, no handicap door opener on the restroom doors, diaper changer is in the worst spot possible since the door opens right onto the baby being changed.
- No sanitary supplies in the ladies' room.
- Restrooms could be bigger and cleaner with doors that don't hit the person going into the next public stall (women's).
- Updated toilets, fixtures, faucets, hand dryers instead of paper towels, paint, etc.
- Need better signage as people are always asking for directions to the bathrooms.
- We have our employee bathroom right in our eating area, it is not sound proof and is awkward.
- Larger restrooms and an easier path for patrons in wheelchairs.
- Two sinks in each restroom.
- Power hand blower.
- More stalls, a breast-feeding room, a handicap door opener.



Program Space

Existing Conditions

- The library's **general-purpose program room** seats 50 in rows of chairs, approximately half that number at tables. The room is entered through the children's department. A connecting doorway leads directly to the restrooms and water fountain.
 - There is a ceiling mounted retracting wall projection screen.
 - All other media equipment is cart based.
 - There is one power receptacle on each wall of the room.
 - There is no table and chair storage. Tables and chairs are stored in the room.
 - The adjacent kitchenette is used to support public program refreshments.
 - There is a children's craft and programming supply storage closet.

- The early childhood literacy activities and programs are essential. The library's efforts in this area are appreciated.



Public, Staff and Consultant Observations:

- Large meeting rooms are needed; one for library use only and one that can be rented by community groups---also with the latest & greatest technology capabilities.
- The program space has gotten too small for children's programming. The programs are well attended and have at times overflowed, and sitting outside the doors makes it hard to see and hear what's going on.
- More space is needed for children's programs. It would be really great if the walls were glass so that it would feel more open instead of closed in and if older children were playing outside the room parents could keep an eye on them without leaving the room. Closets and storage space is essential for children's programming toys, crafts, etc. Adequate storage lets the room look neater and less cluttered, feel more open, and items can be found quicker when there is sufficient storage room for supplies.
- Separate programming rooms for children's and adult programs. That way the kids program room can be set up for story time and can be left set up unless there is another kids program. With adult programs generally in the evening it is hard to take all the tables down and chairs put away before we close, so that it is ready for story time first thing the next morning.
- The program room needs the latest in media capabilities – digital projection, an audio system, Internet ports, more outlets, better lighting, wireless speakers, etc.
- Additional storage is needed for the program room - space for the youth program materials, table/chair storage, media equipment storage.
- There is a need for a smaller meeting room that is sized for smaller groups.
- The public needs at least 2 meeting rooms.
- A dishwasher would be nice in the kitchen. Sink available in the program room.
- Room for teens where they can be loud (Instruments? Just plain loudness?)



General Public Seating

Existing Conditions - Total Library Seating: 56 seats

Adult Seating

- 5 table / carrel seats
- 6 casual seats
- 12 loose table chairs
- 23 seats total

Children's Seating

- 8 table seats
- 2 bench seats
- 4 sofa seats
- 2 casual seats (adult)
- 2 loose table chairs
- 18 seats total

Teen and Tween Seating

- 8 table seats
- 2 loose table chairs
- 5 casual seats
- 15 seats total



Public, Staff and Consultant Observations:

- Our single, tiny study room is completely inadequate. It will hold up to 3 people but not comfortably. The air circulation is poor. The only technology is an electrical outlet. We regularly receive requests for one-on-one study or tutoring spaces as well as rooms to be used by moderate or large groups and we have no private, quiet spaces to offer them. I've seen tutors sitting with their students in the teen or juvenile areas trying to study while everyone wanders by, squeezing between their chairs and the shelves to reach a book. Reference staff have made improvements to both the teen and juvenile areas to make them more welcoming but they're still crowded and noisy. Homework space is non-existent.
- Need much more seating!
- More casual seating for adults in clusters that are conducive to small groups visiting/chatting.
- Seating for parent/child or larger adult (in non-absorbent fabric).



- 'Empty space' for customers in a wheelchair (or with a walker) to 'park' and interact with a group or read magazines/newspapers, etc.
- Whimsical seating for children's area.
- The library should have plenty of spaces to sit and read newspapers and magazines.
- Study/tutoring/small group meeting spaces (with the latest & greatest technology capabilities).
- I've seen patrons sitting on the floor browsing through a book. We have 2 old study kiosks in adult fiction but we could use more. As far as seating, we have 1 table with 4 chairs in periodicals, 2 in teens, and 1 in children's, 2 armchairs and a handful of Windsor backed chairs that patrons cart around the collection as needed.
- Teens needs a quiet study area to get away from the loud teens.
- More seating is needed throughout the building, including some group seating areas for moms meeting other moms, other adults and teens.
- Patrons request bigger study rooms and more than one. They want power cords and white boards.
- Additional seating is needed in the adult portion of the library.
- Shorter furniture for children.
- A nursing room with a comfy chair, a plug, and a few toys.



Collection Organization, Storage Capacity, and Display

Existing Conditions:

- Collections shelving for all collection formats and locations is at operational capacity. Shifting to allow reshelving is a time-consuming necessity.
- The building's limited space and its organization into a series of small rooms means that collections such as Media are strung-out in several locations. Other collections such as Large Print are shoe-horned into inconvenient, awkward locations on shelving that is too high.
- Collections such as the Teen and Tween collections over-fill the small room that is available for that purpose.

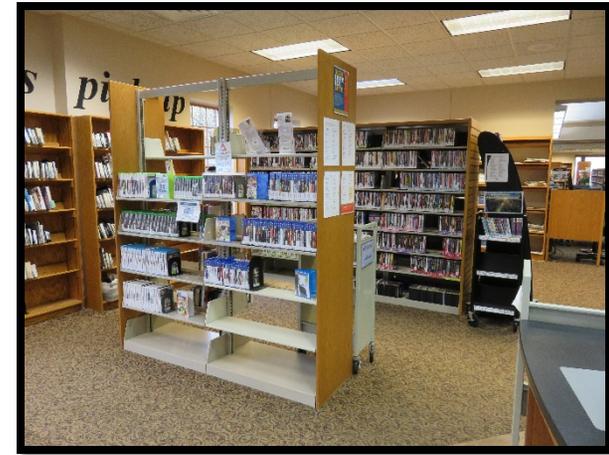


Public, Staff and Consultant Observations:

- Want plenty of room for face out displays on shelves and endcaps.
- I think our collection has a 'flow' that makes sense now---I'd like to have a layout that makes an equal amount of sense in a new/expanded facility.
- More space for local history.
- More space for all areas of the collection, but especially for teen and adult nonfiction.
- We need a larger KDLville.
- Expanded local history room.
- In some locations of the library the shelves are too high (our shelver even has a hard time shelving).



- There are many people to do not want things on the bottom shelf either because it is hard for them to bend down.
- We need a bigger DVD, Audiobook, Large Print and teen section.
- I think we should shelve all paperback books with the hardcover books. So, if you're looking for Janet Evanovich, for example, all her books would be together, whether paper back or hard covered. This is done at other KDL branches.
- Display area in Adult non-fiction.
- Business book collection is out-of-date.
- A 94 year old woman said she "has never been able to read the authors on the top shelf!". She is too fragile to use our step stools, so she had me bring books down for her to see if she would like them. She was a very nice lady, just finally worked up the energy to ask for things she couldn't reach.
- A larger adult nonfiction area is needed.
- Our shelf space is inadequate. Our reference staff is constantly having to balance or weed our collection because we have no room on the shelves. We seldom have space to display books. The built-in bookcases in the older areas of the building tend to be too high for some patrons to reach what's on the top shelf, and spines there are hard to read. Our shelves need to have boards set behind the books to keep them from falling off the back of the shelf or getting lost by being pushed behind the other books on overcrowded shelves.
- Our juvenile foreign language collection is crammed in a corner and blocked by one of the 2 chairs in that area.
- DVD's are right under lights, patrons complain of trying to read the titles of movies on the top shelf with the lights glaring into their eyes. They end up reading the titles with their hands over their eyes to shield them.
- More shelving space in the junior section (especially JNF), more space between bookshelves for wheelchair access.
- More shelving for more collection (and room to display books face out).



- Shorter shelving for Large Print collection.
- Could the ANF DVDS be housed with ANF books? Might help them circ more, and they'd be right with the area the patron is already browsing.
- Could the Laptop Lounge be used to hold our magazines? Perhaps have a coffee machine in there? At the present location of the magazines, people don't look very comfortable while sitting there, and there is a lot of traffic. Hard to read. If the magazines were moved, that could clear that area. Perhaps move the DVDs together?
- Shelving – many of our books are not shelved with their spines on display. I'd like to see the shelving revamped so that all books are vertical and their spines can be read easily. This helps with locating items.
- I like the idea of weeding the collection frequently, to keep things neat and clean.

Technology

Existing Conditions

Adult Public Technology

- 9 Internet computers
- 10 circulating Pads
- 1 catalog station
- 1 PC reservation
- 1 print / copy stations
- 1 microform R/P

Tween / Teen Public Technology

- None

Children's Public Technology

- 1 Internet computer
- 1 AWE computer
- 1 catalog station

Other Public Technology

- wireless access
 - theft detection system
 - Integrated Library System
 - RFID
- 2 self-check stations

Public, Staff and Consultant Observations:

- Additional self-check stations, some at handicap/child height, are needed.
- Cord management at public computing stations.
- Sufficient electric outlets for people's gadgets.
- Recharging station for public use.
- Technology for visually and hearing impaired.
- Better tables/chairs for public computers.
- Macs for public use.



- Circulating iPads for in-house use.
- Prominent location for copier/printer.
- Larger and more accessible IT closet.
- Mounted iPads for children/teen's use.
- Our public computers are frequently all occupied.
- Patrons complain of a lack of privacy between computer stations.
- For patrons with laptops, there is an inadequate number of outlets and seating available. Even our 2 study kiosks had no power outlets until it was supplied by dropping a cord from the ceiling.
- We have NO teleconferencing space.
- Our "computer lab" is a rolling cabinet with laptops inside that is taken out as needed.
- Our 2 self-check stations are at times inadequate for the demand and because of their location in the limited space up front, there is really nowhere for patrons to queue up. It would also be nice to have at least 1 lower height station for children and handicapped individuals.
- Having a single catalog computer on the east side of the building is an impediment to access.
- People want more kids' games computers.
- We need an amplification system and microphone for speakers.
- Fax service.
- We need more/better computers, more than one printer, a public phone, better lighting, and more outlets.



Public Service Desks, Staff Work Space, Storage

Existing Conditions

Workstations: Location / Type	# of Stations
Public Floor	
Circulation Desk	2
Reference Desk	2
Workroom and Offices	
Director's Office	1
Children's Services (shared)	1
Adult Services (shared)	1
Circulation Services (shared)	3
Work Counters (shared)	2
Total	12



Public, Staff and Consultant Observations:

- A larger workroom is needed with additional workstations for staff.
- Workspace (w/o) technology is also needed for projects not requiring a computer.
- Workspace in the staff area is needed for volunteers as well.
- Storage space for staff's personal items (purses, etc.) is needed.
- The staff workroom needs to be somehow connected to the circulation desk.
- Larger storage space for Friends' donations for book sales.
- Workspace for Friends and volunteers.



- While our staff workroom is much improved from its original state, it is still too small. We struggle to fit a walkway through when we are processing delivery, drop box, and holds. We have 3 work stations, and often need to share with reference as well as do our own work. We frequently have a need for another computer terminal. We struggle to fit a walkway through when we are processing delivery, drop box, and holds.
- There is no line of sight between the circ and reference desks. From the circ desk, the reference desk is hidden behind the public computers and I always say something like, "It's the desk with the plant on it just past the public computers." The circ desk is visible but lacks space. If taking payments, issuing cards, etc., our patron will often be blocking the drop box and we have to ask them to step aside.
- There is basically no storage. The closet in the community room is stuffed to the gills and the Friends closet is always overflowing into the hallway, which causes trouble with the fire marshal.
- Upon entering the building, people don't see nor are they automatically directed to the Information Services desk with signage. They just see the Circulation Desk.
- Adult and Youth offices need to be bigger with more than one work station or separate smaller offices for each person. The adult office is barely big enough for one person, 2 people cannot fit in it at the same time (let alone coats, bags, purses, etc.).
- Circulation workroom needs to be set up better so the RFID pads don't accidentally scan books that are too close because the desks are too small. Maybe it would be better to keep empty carts in a different location other than the work room because sometimes it feels like a maze walking through. We should have space to store our book trucks there rather than in the hallway or by the bathrooms.
- We have terrible line of sight. We had a "hold up" a couple of years ago and I was all alone at the front desk. I had no way of knowing if any other staff was calling police or getting help. I had patrons on both sides of me, but could not see any other employees.



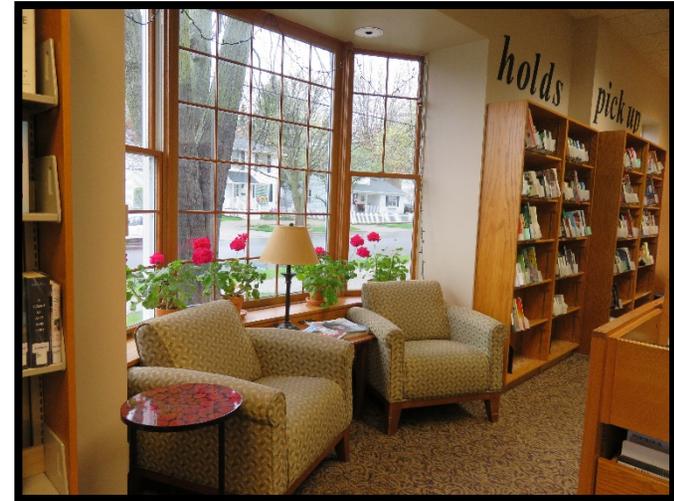
- Storage space is needed for:
 - early literacy activities
 - youth staff's supplies, props, etc.
 - mobile laptop lab
 - Friends' materials' storage
 - Reading festival tents, etc.
 - Materials to support our four area Little Free Libraries (located at Algoma, Cannon, and Courtland Townships)
- A librarian IN the kids' area.
- More space behind the desk to store games.
- Service desks in youth and in adult areas (maybe even in teen area? Since they need more supervision and often need help with homework related things?).
- Better employee breakroom. Our kitchen is divided up with the refrigerator in a separate space than the eating area.



Aesthetics, Finishes, and Wayfinding

Public, Staff and Consultant Observations:

- More storage for pamphlets, community info, etc. Improved storage for clutter at service desks.
- Patrons have a hard time finding anything in the library, unless they come in a lot. There should be more and bigger signage throughout the library to direct people. Need better restroom signage.
- The building is older and has been added on to repeatedly, making our layout a bit of a maze. Patrons are often not able to find many areas of the collection due to the odd layout of the building. Patrons sometimes need branch floor plans to find their way.
- The front area often seems crowded as it houses the self-check machines, new books, large print, holds, music, games, and DVDs in a small space. When patrons are browsing in any of these areas or checking out, it can be difficult for others to make their way towards the periodicals, public computers, printing, adult fiction, or even the front door.
- There are many worn, damaged, outdated, and superfluous articles of furniture around the building. Styles are often inconsistent with each other. Finishes are worn and surfaces are dirty. The initial impression walking in the door is of a cluttered circulation desk. The counters, service desks, study kiosks, and public seating are all showing wear.
- Community room chairs are worn, outdated, are difficult to stack. Chairs in kid's area have holes in them. Chairs are worn out and peeling in the bay window.
- There needs to be more quiet seating, more study rooms that are bigger and sound proof, and more group seating.
- The building is overcrowded. There are times staff can't get a cart through to reshelve materials due to the over-crowding.



- New carpeting is needed.
- Many people love the existing location for its convenience, what it contributes to downtown, and tradition.
- A bigger building by the river with outside seating,
- Carpet and the popcorn ceilings are outdated, chairs/seating is uncomfortable, old, or worn down.
- Most of the chairs and couches are fabric of some kind which cannot be easily wiped off or cleaned. It would look so much nicer and be so much cleaner germ-wise to have durable material, such as vinyl or leather that could be easily wiped off and cleaned.

Additional or Expanded Services & Features

Public, Staff and Consultant Observations:

- Would really like Sunday hours.
- Sand Lake's library loans wireless hotspots, Krause Memorial should too.
- Patrons would enjoy a dedicated library shop space and appreciate a coffee shop or vending area. Some other KDL branches sell coffee and one even has a café and all are doing well. During the last survey, the highest requested item was a coffee bar.
- Larger storage space for Friends' donations for book sales with a workspace for Friends and volunteers.
- Canoe/kayak checkouts (in location by river 😊).
- In-house checkout of tablet computers.
- Mac computers.
- Study/tutoring/small group meeting spaces with the latest & greatest technology capabilities. The single study room that we have fails to meet the needs of the community. The "quiet area" of the library is rarely quiet, and the two study carrels are inadequate.
- Self-check-in.
- Expanded local history room w/ available technology.
- A Maker Space would be very well received in Rockford.
- Investigate a joint-use project, consider teaming with retail, condos, senior center, or recreation center.
- Remember the cost of a building project is borne by local residents.



- The children’s KDLville space is very popular – and the addition of a Lego play table is the bomb!
- The children’s area is also short on floor space and when it’s being well utilized it’s difficult to switch out a full book truck because of the children/toys on the floor.
- It would be great to have a quiet room or lounge area, maybe with a fireplace, with tables for study and couches and chairs for reading. Many adults complain about not having a quiet library experience.
- The library is investigating the addition of an automated book return for the front of the building.
- A drive-up book return with an interior receiving closet is essential for the safety of the materials and the library. Over the weekends when there is a large volume of materials being returned, books can and have been damaged by heavier items falling on them or by rain coming in the book drop etc. Patrons explain that they find it difficult to return items when they are with small or busy children. Handicapped patrons have requested this as well.
- An awning over the entrance and book drop would be welcome so patrons wouldn’t have to stand in the elements to return items and end the problem of the book drop getting flooded.
- Teens love to hang out at the library after school, but the lack of space makes it difficult both for them and patrons. Teenagers have a tendency to behave like teenagers, which creates friction with older patrons and the extra noise and activity can be distracting to those seeking a quiet space.
- A homework center would be a great addition in the teen area for teens who want it quiet. There are complaints from teens that other teens are being too loud.
- A nursing / baby changing station that is NOT in the bathroom is needed.
- Home delivery service.
- More girls’ bikes please.
- Collection of necessities behind desk (diapers, safety pins, etc.)
- Language learning classes



Layout, Adjacencies, and Locations

Public, Staff and Consultant Observations:

- It is good to have the adult large print collection near the entrance, as many of those users also have physical limitations. However, its location behind the circulation desk causes problems with traffic flow.
- Public computers should not be in the same room as any part of our materials collection. Many of those using the computers are trying to concentrate and discussions/arguments regarding which item to checkout (i.e. DVD, etc.) can be very disruptive and distracting.
- The Children's area should be close to the program room, restrooms with changing stations, and a lactation room.
- The teen area should be separate from other areas though not isolated.
- More prominent location for copier/printer.
- We need a staff restroom that is NOT off the staff breakroom.
- A service desk situated for better sightlines, especially in the children's area.
- The well-used large print collection is limited by lack of shelf space. It's also located so that patrons have to go behind the service desk to access the collection, so it's difficult for more than one patron to browse at any given time.
- The public restrooms and community room are accessed by passing through our children's area and there is a bottle neck caused by the self-checkout machine, the public computer station, and the KDLville area as patrons head towards the exit. Yesterday an elderly lady using a walker had to wait several minutes to get to the restroom while a *large* school group (parents and students) exited the program room, because the people, walking 2 or 3 abreast, left no space for her to pass.
- Many areas of the library are not visible to staff, so it may be the case that a patron may be wandering about looking for a book and the staff might not be aware of the issue. There is also a safety issue with staff not being able to see certain areas of the building. The circulation desk is out of the line of sight of the information desk, and vice versa, which creates problems of communication and safety.
- The information desk is on the opposite side of the building from the children's area, creating a barrier between patrons and staff. Staff at



the Information Desk are intended to support use of all areas of the library.

- The New Release List is hard to find.
- Teen New books are hard to find and not well-used.
- KDL gives back is largely ignored due to poor placement of table and lack of signage.
- Many teens come after school and their area is so small it is overcrowded.
- Combining the circulation and reference staff at the front desk would help patrons right at the door, rather than them having to go through library to reference desk.

Safety / Security

Public, Staff and Consultant Observations:

- Eliminate 'hidden corners'.
- Establish better sightlines for all areas of the building---for customer and staff safety.
- Well-lighted parking areas.
- Install security cameras in various areas of the building.
- Make monitoring of building easy for staff.
- The numerous blind spots around the building are a safety concern.
- None of the staff work areas are secured with locking entrances.
- A lot of moms do not like having to cross the street with multiple kids because people park on the street and it makes it hard to see to cross. In the winter, sometimes employees have to park across the road and have to walk by themselves in the dark to their car.
- No cameras on front doors to deter threats.

- We have had many little kids walk out of the library by themselves. In one instance the child even crossed the road. We have one escape artist who is 3 years old, make it across 2 street and behind the bowling alley. We cannot keep track of what child goes with what parent/care giver. We have a busy front desk. Kids head out that door as soon as they can figure out the handicap button. Kids have been chased down the sidewalk by well-meaning patrons trying to corral them as well as staff. That means leaving our customers to chase them down and yell for them to “wait for mom!”.
- Parents can’t keep an eye on the children if they want to use any other portion of the library.
- Cameras/mirrors within collection areas (many areas are not easily seen from current desk arrangement).
- More lighting in the parking lot and around the building.
- Better tornado shelter (not gross basement).
- Installed baby-proof outlets, especially in KDLville and youth program room.

Structure and Mechanical Systems

Public, Staff and Consultant Observations:

- More consistent climate control (we often have a wide variety in temperature from one area of the building to another).
- LEED lighting & heating.
- Windows in staff areas that can be opened for fresh air.
- More electric outlets available for building technology, as well as customer gadgets.
- Charging station for customers.
- No more flat roofs! (speaking from experience, historically, this leads to leaking).
- Our old building has multiple boilers and air conditioners and no 2 areas of the building are ever the same temperature!
- I do love all the windows we have, but the decorative trim in half of them has fallen off so there’s no uniform look.

- We are always having problems with one of the bathrooms. It seems like once a month we have to call the city to come and fix one of the toilets.
- We need more outlets! People are always looking for outlets to charge their phones.
- Insulation is bad by the reference desk and is always cold in the winter time.
- The windows at the front of the building need to have nice shades for spring and fall so workers are not blinded while working at the front (circulation) desk. It would also be nice (and probably save money) to have screened windows that open on nice days.
- The skylights need shades or blocking.
- We need a canopy over the book drop especially if moms with kids are going to be standing out in the rain/snow feeding books in to the express check-in one at a time.
- A single thermostat would be better.
- Less fluorescent lighting, more natural (or simulated natural) light.

Public Forums / Public Comments

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

Community Forum

Wednesday, April 19, 2017, 10:30 A.M.

Attendance: 14 people

- Sunday hours. I go to Plainfield. I see several others from the Rockford Community there.
- Have the hours been sufficient since they expanded after the millage? Hours were added. One morning and one evening. In 2015.
- Reiterate - there is not enough materials. The materials I use are about 10% from MeLCat. 30% from Rockford and the rest from other KDL libraries. Nonfiction is where I notice a lack.
- Expanding on movies and TV shows. Games section could be bigger.
- More space for materials is needed. Nonfiction is not sufficient. If I need something specific then I have to order it.
- I do like the kid's section. The restrooms are nearby with a drinking fountain. There is a diversity of things for the kids to do. The young kids book selection is good (under 3 years). Not sure about the older kid's section (yet).
- Sand Lake has free wireless hot spots loaned by the library. My coverage is spotty. I want to see this too.
- More girl bikes please. (the branch loans bicycles)
- As the Rockford library grows it is more than just books. Meeting facilities. Places for events. Performances for children. This location is ideal in the city to get value out of those types of amenities.
- How much program / meeting space is enough? Multipurpose room that could be divided up or open. The current room is too small for multiple classrooms. The program room should seat a minimum 75 in chairs. There is the Community Cabin as a community option - you have to be a resident of Rockford to use it. It costs a lot to rent this space. It seats 100 and it isn't large enough for historical programs at times.

- Please offer a stage at the program for youth programs so everyone can see. Does it need to be permanent? Storage space for chairs and tables.
- Meeting / program spaces should offer all of the technology needed for presentations. A projector and smart board. I am visual. I want to see things. People have expectations that are more modern.
- Are there any options to expand or are we limited to this existing footprint? It's open back to the church. People want the library to stay here. I hate the Plainfield library. This library has a warm feeling. It's a comfortable building. Modern buildings lose the comfortable feeling. It's important to keep it in the center of the community. This contributes to the use it gets.
- I do like the location. I go to East Grand Rapids often with my kids. This has a homier feeling. The kids' area is accessible. EGR is a large space - too large. Sometimes people can't attend the program because there isn't space to get in the room. Programs are well run.
- The Krause Memorial Library is walking distance from the middle school.
- Does the location help local businesses?
- The size of the kids' area at PFD is an issue. I lose kids in the stacks.
- The children's area is separate from the teenagers (good).
- Some people may complain that the Children's area is too close to the door.
- The programs are awesome. My kids preferred going to the library than the Meijer Gardens.
- This library is home away from home.
- I like the fish tank and turtles at EGR. The kids love that.
- Do the Large Print books stay here at the Krause Branch? Yes, in theory unless they don't fit. Otherwise they have to send them to another library. We need more space. We are book people.
- People are okay losing the parking spaces. There is better parking across the street. More parking please. Especially during festivals.
- Add another story and go up. You need a bigger load for stacks - more than parking garages. It's doubtful that the original building can support a second story. An expansion could have a second story. Staffing is an issue with two story buildings.
- People want a cafe - coffee. Vending may be an option.

- More computers. You start to have to wait for them. No kids on the adult computers – give them more of their own.
- Private study areas aren't available. The one room is nice but tiny. Bigger is preferred. Two person or small groups (6-8). It's a bottomless need.
- The teen area could be bigger. There are usually teens using it. What do we do with tweens? Separate with chapter books and KDL Lab.
- Need much more space for storage for book donations and weeded materials. They could have a bigger sale with more room. They could sell more ongoing too.
- Locating a new library on the river would be beautiful.
- Not a lot of table seating when browsing. Husband has a walker and he can use a place to sit.
- City council member. Toured city. Had a lot of questions about the library. Heard the comment: Don't let them move it out of Rockford. It's wise to put up a plan and approach funding.
- KDL Board member talked to his mother-in-law. She wants a space for book discussion that doesn't have kids' materials pushed off to the side.

Rockford Library Board and Friends of the Library Forum
Wednesday, April 19, 2017, 6:00 P.M.
Attendance: 15 people

- Wants to keep the small town feel of the library while keeping it current.
- Love the current location and the building's aesthetics.
- Would appreciate a drive-thru book drop.
- More parking is needed.
- A workroom space is needed for the Friends' book sale activities.

- A larger program room is needed for library activities and book sales.
- Remember, the cost of a building project is borne by Rockford residents.
- There is good parking across the street in the City's lot.
- The building project must resolve all ADA issues.
- Early literacy activities are essential for young children, appreciate the library's efforts in this area.
- Natural light is important.
- Provide space for both teens and tweens and their programs.
- Wants more welcoming seating areas for adults, both casual seating and study seating.
- More study rooms should be a priority.
- Provide access to coffee, either via a Keurig station or vending.
- Provide both desk-top computers as well as tablets.
- A lactation station is an important feature for public buildings.
- How might a building project be funded?
- Investigate a joint-use project, consider teaming with retail, condos, senior center, or recreation center.
- The existing building presents security issues with its limited sight lines.
- The Friends are getting desperate for more book sale storage and sorting space.
- Traffic-flow is unpredictable at the library.

Community Forum
Thursday, April 20 7:00 P.M.
Attendance: 25 people

- How does this library help/detract from people's needs?
- Is it going to be a two-story? Is it allowed?
- Happy with service. Retired. They get whatever I need, whenever. They have bikes and classes. It's small. I tutor a student and use the study room. It's very small. There needs to be more quiet spaces. The building is so small you hear everywhere if you can find a chair to read. Sometimes the study room is full. I appreciate the programs for young kids.
- Is the foundation strong enough to hold two stories? Likely not. It would've been extra money at the time. Building floors need extra structure to support the book shelves.
- I want the library to remain on this location. What is being considered? This building is charming. There are issues. A lot of people share this sentiment.
- Its location in the downtown area is important. The library is one of the things that make this a home town. It will add to its charm. And keep it vital. The Library is a draw. How many people visit the library and then go to get ice cream or lunch downtown?
- Book Club needs an adult room to have the book club and not have children's things around. A small group with 10-15 people. We don't want to share with kids.
- There needs to be more room for all ages. I have been surprised that this library building hasn't grown. I can't believe it's taken this long to have this conversation.
- We need space to have presentations and auditoriums. GRPL has one and it's very nice. I don't want it big like a high school auditorium.
- If I you have children's programs, the parents sit outside and try and watch their kids. This happens even with regular story time. In the summer, it's too much.
- An outdoor space. A place to sit outside and read and for the kids have activities outdoors.
- Don't restrict yourself to just solving parking. Modes of transportation will be different in the future. We need multiple ways to enter/exit other than just for cars.

- The need for high speed bandwidth shouldn't be forgotten. And energy efficiency that can cut costs (aside from the environmental benefits) is important to consider.
- A computer lab that is accessible to the visually impaired - and not just one accessible computer.
- Staff could use some storage.
- I like this location because people can walk to the library. The side parking lot is useless; people can use the municipal parking across the street. Not sure of the parking requirements. There are 96 spots (50 are in the city lot) total with the parking lots, the side lot and the street.
- There is no reason that a new library couldn't continue to reflect the community's importance on history, culture and art. Look to ArtPrize. There are some interesting ways to use space. The outdoors could be a significant aspect of that.
- New bathrooms are needed. They need fresh air. The bulletin board is not really public by the bathrooms. Put it by the front door. Individual restrooms that aren't either gender that would accommodate families too.
- Need another microfilm reader.
- Is food and drink significant. Get a cup of coffee. Moms worried about food everywhere. Others may not appreciate having crumbs around. There may be bugs. If there was a designated space for food that would work. Coffee should be okay.
- Maybe we could incorporate spaces with the library building that include businesses. Joint use. If we had it on the water, we could lend out boats for the river. And have an outdoor amphitheater.
- Where would the money for a larger library come from? It's not unusual for it to come from many pockets. There will likely be some public funding. Then there's private giving.
- What about study carrels. It's more typical for 1-2 person room that includes technology.
- An area for teens that is separate with comfortable furniture. They take over the stacks. And they get loud. We want them to have a safe space.
- A quiet, welcoming space to read magazines/newspapers.
- Keep the library downtown for history's sake. We are a walking community. It's hard to imagine that it could fit in this space. As soon as you build a new library - more people will visit it. And more than half of the visitors are from outside the City.
- We go to other branches because they have study rooms.

- From other libraries - PFD, EGR and Spring Lake - those communities value their libraries. It's obvious from outside of them.
- Connect the White Pine Trail to the library. It's downtown. If we are a walking community then this makes sense.
- There are partners in this - KDL and municipality. Who are the partners 40 years from now? How do you build-in the opportunity for partnering? For example, the schools. How will the partnership look as education changes? Let's not shut anyone out because there wasn't flexibility in the building to allow for new relationships.
- Who is the audience for this study? The Library, the community, possible funders, a future design team, the city. It is a public document.
- Program space(s). Increase in collections. More flexible floor plan. Study rooms.
- What about cutting up the library and having the historical stuff and meeting space. Not seen it in 450 projects. Staff costs are an issue.
- Well then you have to move it to 10-mile because what we have been talking about won't fit. Response – the project will run out of money before we run out of space here.

Additional Comments via Postcard Suggestion Slips: “I would like to see _____ in my library”

- Provide a divider between each of the public computers and to limit distractions.
- Create a bigger on-site parking area.
- Free soda fountain & cookies
- Coffee & donuts
- A music room
- Magazine exchange (Cascade has one)
- A small meeting room should be made available to patron for meetings at times
- Phone message: “I love my library...I love that the librarians greet me and some remember my name...they seem to appreciate me being there. I adore my overdrive kindle app that lets me access ebooks anywhere I am, especially when I travel...and that I can email or call for help. I love landscaping and would volunteer my time to work on the library landscaping...”

2040 Space Needs for Library Services and Operations

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

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

The space requirements identified in the needs process will be re-evaluated and given more detail during the building program process. The building program is a comprehensive, detailed, written description of the proposed library facility; in effect the building's functional specifications. The building program document specifies the size, furnishings, electrical and mechanical needs, lighting, finishes, security, equipment, communications, and functional relationships required for every functional area of the new building. The building program document becomes the library's written instructions to the project architect.

Collection Space

As of March, 2017, the Krause Memorial Library's hard copy collections totaled 36,482 print and nonprint items with 77 periodical subscriptions. In addition, the library's digital collections included 82,502 e-books, and 23,949 downloadable audio books. Planning for the space needed for the library's hard copy collections needs to reflect many patrons' continued preference for hard copy as well as the growing preference of other patrons for digital formats. At public forums held in conjunction with this study many patrons voiced strong support for a larger on-site, hard copy collection.

Projected Collections Recommendation

Looking to 2040, the space needed for the library's physical collections must respond to trends in the relationship between hard copy and digital collections. By example, it is very likely that media holdings will move to entirely downloadable formats more quickly than print, probably in the next 5 to 10 years. This balance will shift with time but for our planning horizon hard copy items will remain a high demand format. Recent research by the Pew Trust documents that even millennials prefer hard copy for general reading. We have to plan for a mixture of both digital and hard copy materials.

A good method of sizing the 2040 hard copy collection is to maintain the library's current holdings per capita ratio by multiplying that rate by the projected population. In that instance, the current hard copy collection of 36,482 items would grow to 58,987 items, reflecting the projected population growth.



Per Capita Book and Nonprint Hard Copy Holdings

	Population	Hard Copy Items Per Capita	Total Hard Copy Items
2017	27,837 (2015 est.)	1.31	36,466 items
2040	58,987 (2040 proj.)	1.31	58,987 items

Periodicals

The recommended number of periodical subscriptions is somewhat subjective. A number of libraries have cut back the number of hard-copy periodical subscriptions they maintain, either due to cost or to a perceived decline in patron interest. Krause Memorial Library's current holdings is 77 titles. Absent other direction this is the number the study will use in projecting 2040 space needs. The periodical holdings break down by location as follows:

- 6 newspapers
- 60 adult magazines
- 5 children's magazines
- 6 teen magazines

General User Seating

Krause Memorial Library currently has 56 general use public seats.

Adult Seating

- 5 table / carrel seats
- 6 casual seats
- 12 loose table chairs
- 23 seats total

Children's Seating

- 8 table seats
- 2 bench seats
- 4 sofa seats
- 2 casual seats (adult)
- 2 loose table chairs
- 18 seats total

Teen and Tween Seating

- 8 table seats
- 2 loose table chairs
- 5 casual seats
- 15 seats total



Projected General Seating Requirement

The State of Wisconsin has established a general seating standard that is frequently utilized in other states. General seating includes table and casual seating but excludes seats at computers, other technology stations, study rooms, and meeting room seats. Using the Wisconsin sliding scale and the Krause Memorial Library's projected 2040 service population of 45,028 suggests that about 3.3 seats be allocated for every 1,000 persons in the total service population or **148 general use seats**.

Seating Standards - 2040 Projected Krause Branch Service Population 45,028

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

Public Computing

The library currently has 9 public desk top computers in the adult department. The Children's department has 1 Internet computer and 1 AWE computer for young children. The library also has 10 tablet computers that are available for patrons to check-out.

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



Recommendation

The existing 9 adult public floor computers are appropriate to the demand. At high usage times customers may occasionally need to wait to get on.

There is need, however, for 4 desktop computers in the teen / tween service area.

The children's department's 2 computers should be increased to 4, with at least 1 suitable for parents while accompanying their children.

The library should continue to loan tablets and/or laptops at the main service desk. The existing 10 tablets could be increased to reserve some tablets specifically for use by patrons within the building.

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

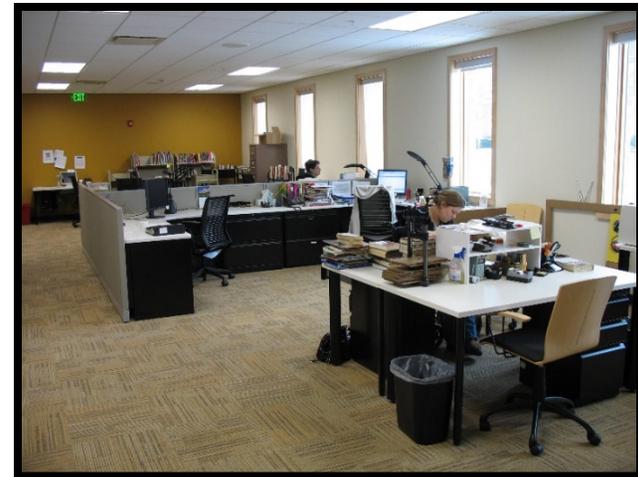
Staff Work Space

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

Recommendation

It is recommended that the library plan for 20 staff workstations, 8 more than currently are provided, to provide for increased patron activity at the library. The library can expect that even in the first year overall library use will permanently increase by between 35% and 45%. This is not a one-time spike in use but a permanent increase in the branch's base use.

Workstations: Location / Type	Existing Stations	Proposed Stations
Public Floor		
Circulation Desk	2	2
Reference Desk	2	2
Children's Desk	0	2
Workroom and Offices		
Director's Office	1	1
Circulation Manager	0	1
Children's Services (shared)	1	3
Adult Services (shared)	1	3
Circulation Services (shared)	3	4
Work Counters (shared)	2	2
Total	12	20



Program Spaces

Public libraries commonly provide spaces to support the Library's programming for children, adults, and other needs of the community. The library has an active and well attended schedule of programs with attendance of 14,868 participants in FY 2015. Community organizations also make use of the library's meeting space.

The library currently has one general purpose program room with a capacity of not more than 50 when seated in rows of chairs. Larger library and community programs often exceed the room's capacity. It is attractive but has no table/chair storage and very limited program supply storage. A kitchenette is available to program room users. Children's programs such as weekly story times and the summer reading program regularly occupy much of the one existing program room's availability.



Recommendation

A larger, more robust general program room is needed to support programming requirements. A divisible room to seat 150 would be an important asset for the community and the library.

A 60-seat program room dedicated for regular children's programming is essential to support the branch's important youth service activities.

A small group room with room for 25 in chairs with a presenter or 20 at tables would fill an important need for smaller groups of all ages.

Special Use Space

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

Three key examples of special use space are Maker Spaces and Collaborative Spaces.

- **Maker Space**

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

- **Collaborative Space**

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

- **Friends Work Space**

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

Examples of other special use space include:

- Community information centers
- Book shop
- Coffee shop
- Public copiers
- Microform equipment
- Networking equipment closet
- Staff break room
- Marketing and displays
- Storage space

Structure and Support Space

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

When considering the **expansion of an existing library** it is prudent to allocate **at least 30%** for structure and support space requirements. In expansion projects the joining together of new and old typically requires more general circulation space (hallways, aisles, stairs) and space for mechanical systems (plumbing, heating, cooling, ventilation equipment) and their chases (pathways for ducts and piping) than all new construction. Depending on the complexities of tying together the new and the old, a rate of up to **35% is sometimes necessary**. In **all new construction** rates of **25%** (single story buildings) to **30%** (for multi-floor buildings) are more common.

A rate of 30% of the gross building size is recommended for the structure and support spaces in this initial planning stage. This reflects expanding the existing library at its current site. This is not meant to preclude other possible building solutions.

The structure and support space may be reduced to 25% of the gross if all new construction on a single floor at a different site is pursued. In a 25% grossing scenario the 2017 Space Needs would be 13,920 and the 2040 Space Needs would be 19,830

2017 Existing Space Needs Calculation

This calculation of current space needs is based on the library's most recent estimated service population of 27,832, the current collection size, current computers, current staff stations, and a single larger program room needed to meet current demands. The branch's current building has 9,500 gross square feet. This analysis suggests a building nearly twice the size is needed to meet existing space needs.

Space Use Category	Space Requirement
Collection Space 36,482 media and book items x .10 = 3,648 sf 77 periodicals x 1.3 = 100 sf	3,748 sf
General User Seating 125 seats x 30 sf/seat (this increase over the existing 56 seats reflects the estimated service population)	3,750 sf
Public Computer Desktop Workstations 11 x 50 sf/workstation (plus 12 mobile computing devices)	550 sf
Staff Work Space 12 workstations x 125 sf	1,500 sf
Program Room: 1,600 sf 100 seats in rows = 1,200 sf+ Presenter, service area, storage = 400 sf	1,600 sf
Special Use Space subtotal of above 11,148 x .15	1,672 sf
Net Subtotal	12,820 nsf
Structure/Support Space At 30% of gross space requirement	5,494 nsf
Total Gross Space Requirement	18,314 gsf

NSF: net square feet
 GSF: gross square feet

2040 Space Needs Calculation

This calculation of space needs is based on the library's 2040 projected service population, the comments and suggestions of community members at public forums and via comment cards, and the recommendations of the library staff.

Space Use Category	Space Requirement			
Collection Space 58,987 media and book items x .10 = 5,897 sf 77 periodicals x 1.3 = 100 sf	5,997 sf			
General User Seating 148 seats x 30 sf/seat	4,440 sf			
Public Computer Desktop Workstations 17 x 50 sf/workstation (plus circulating mobile computing devices)	850 sf			
Staff Work Space 20 workstations x 125 sf	2,500 sf			
Program Spaces <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; border: none;">Meeting Room: 2,200 sf 125 seats in rows = 1,800 sf+ Presenter, service area, storage = 400 sf</td> <td style="width: 33%; border: none;">Small Group Room: 420 sf Seating for 25 in chairs + presenter space or 20 at tables</td> <td style="width: 33%; border: none;">Children's Program Room: 970 SF Seating for 60 + presenter space or 30 at tables</td> </tr> </table>	Meeting Room: 2,200 sf 125 seats in rows = 1,800 sf+ Presenter, service area, storage = 400 sf	Small Group Room: 420 sf Seating for 25 in chairs + presenter space or 20 at tables	Children's Program Room: 970 SF Seating for 60 + presenter space or 30 at tables	3,590 sf
Meeting Room: 2,200 sf 125 seats in rows = 1,800 sf+ Presenter, service area, storage = 400 sf	Small Group Room: 420 sf Seating for 25 in chairs + presenter space or 20 at tables	Children's Program Room: 970 SF Seating for 60 + presenter space or 30 at tables		
Special Use Space subtotal of above 17,377 x .15	2,606 sf			
Net Subtotal	19,983 nsf			
Structure/Support Space At 30% of gross space requirement	8,564 nsf			
Total Gross Space Requirement	28,547 gsf			

nsf: net square feet

gsf: gross square feet

The branch's current building has 9,500 gross square feet