

LIBRARY BUILDING PROGRAM

SAN BENITO COUNTY FREE LIBRARY

July 8, 1991

Prepared with the input of the
Library Staff, Ad Hoc New Library
Building Committee and
Community Representatives

by

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- * This symbol denotes item included in the Outline Requirements for a Library Building Program for applicants for California Library Construction and Renovation Bond Act Funds.

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OVERVIEW AND INTRODUCTION - NEED FOR THE PROJECT

San Benito County Free Library Building Program

During the past 11 years of her tenure, the San Benito County Librarian, while introducing newer concepts of library service, has observed many changes in library use as well as in the county's service area. Most dramatically, this has been the library's expanding clientele of non-traditional users and the rapid population growth and development of the county at large. This has led to a demand for evermore sophisticated library service which staff is unable to fully provide in the current 31 year old library facility which, due to site location limitations, is unable to be further expanded. Additionally, the library's on-going participation in the Partnerships for Change program has served to reinforce the county librarian's views that the current facility is inadequate to meet the needs of the area's large Hispanic population as well. To test these hypotheses, a community survey was conducted to ascertain current and projected community development and library needs through the vehicle of one-to-one telephone interviews with the following community representatives: Ruth Erickson, Friends of the Library; Efren R. Gomez, M.D.; Gilbert Solis, Jr., Migrant Education; Irma E. Rodriguez, MAPA; Mickie Luna, LULAC and MACE; Father Juan R. Leon, Franciscan priest; Herman Wrede, newspaper editor; Larry Elrod, County Office of Education; Greg Light, Hollister Major; and Mike Graves, County Supervisor. The data thus collected was then compared to the available demographic information and statewide norms. In addition, an inventory of the library's ability to provide and support the community needs thus revealed was conducted.

Analysis of the collected data reveals a largely rural county dominated by agricultural activities with one major center of population (the county seat) fast becoming a bedroom community for the industries of Silicon Valley. Fifty percent of the population consists of persons of Hispanic origin, many of whom are undereducated and economically disadvantaged. They, along with the influx of seasonal migrant workers, are tied mostly to the unskilled labor force of the agricultural industry. The remaining population, predominantly white, is now beginning to reflect other racial and ethnic backgrounds, all of whom with their families are attracted by the relatively affordable housing offered by the county. Greater numbers of these upwardly mobile middle class, young families have resulted in a high demand for library service at all levels. The change in the character of the county seat to that of a suburban bedroom community has made this area one of California's fastest growing regions.

The present library facility consisting of just 11,230 square feet is located in an earthquake prone and declining downtown area of the county seat adjacent to the courthouse/jail complex and lacking off-street parking. To many of the Hispanic community, the library presents an institutional image, thereby mitigating its use by this group. The library also suffers from relative inaccessibility to the primary population of the new emerging residential and commercial districts to the southeast. In spite of these factors, the current facility is often overcrowded with adults seeking recreational materials, children pursuing educational topics after school and a mixture of adults and teenagers in the evening seeking

information at all levels. The collection capacity, now at maximum, is inadequate to meet these needs. User demands for non-print resources and other non-traditional services, such as literacy training, are increasing. The current meeting room with a capacity of only 49 is often overcrowded and frequently booked several months in advance by community organizations and art groups. Staff facilities are minimal without adequate storage or work areas. The building further suffers from inadequate electrical, ventilation and noise reduction capabilities.

In sum, a new library facility centrally located in the growth path of the county's burgeoning population, with dedicated off-street parking, situated in a park-like setting designed to appeal to Hispanic families and fronting on a major artery served by public transportation is needed.

PROJECT TIME SCHEDULE

It has been estimated by the architect, county librarian and planning team members that from the approval of the requested grant that the completion of this project will take 38 months.

Initial planning, programming, design grant application and local funding	Completed by July 2, 1991
Approval of Grant Application	Completed by October, 1991
Schematic Design	Completed by December, 1991
Design Development	Completed by March, 1992
Construction Drawings/Specifications	Completed by July, 1992
Bid Process/Award of Contract	Completed by October, 1992
Bid for Shelving/Furniture/Equipment	Completed by March, 1993
Construction	Completed by March, 1994
Installation of Shelving/Furniture/ Equipment	Completed by March, 1994
Moving	Completed by April, 1994
Open for Service	Completed by May, 1994
Dedication	Completed by July, 1994

BUILDING PLANNING, PROGRAMMING AND DESIGN PROCESS

LIBRARY BUILDING TEAM

This library building program was prepared after an extensive needs assessment with the county librarian, architect and the library staff. Individuals in the county were interviewed and an open to the public library needs assessment forum was held. Substantial oversight has been given to both the program and design by the New Library Building Ad Hoc Committee. (See Page 4 for more detail).

The roles and responsibilities of the immediate library building team are:

Library

Josephine Barrios Wahdan, County Librarian, provides overall direction and responsibility for the project, as well as coordination of the grant application process.

Craig Conover, Librarian II (Public and Automated Services Manager), has previous library building planning experience. He provides input on the range of public services and the use of automated new technology in the library being planned, review of all program and design documents and is responsible for major sections of the grant application.

Architect

Mel Blevens of HBFL Architects of Salinas has responsibility for the site plan, schematic designs, elevation drawings, cost estimates and the final assembly of the grant application package.

Consulting Librarian

David Smith of Hopkins, Minnesota, with substantial experience planning library buildings across the country and in California is responsible for the assessment of library space needs, writing the library building program and related sections of the grant application and design review.

The day-to-day detailed planning and review is done by this team. Periodic meetings are held with the New Library Building Ad Hoc Committee which provides oversight and coordination through all of the necessary steps which involve the special or technical participation by county and city planners, engineers, attorney and ultimately the administrators and the County Board of Supervisors and Hollister City Council for final approval.

The building planning and programming process is totally integrated with the design process so that library building space needs are accurately represented in the design and layout drawings prepared. The architect has been involved in the evolution of the library building program which resulted in a very accurate response to the program in early design efforts. Weekly meetings have been held between the architect, county librarian and the Librarian II (Public and Automated Services Manager) with the results of the meetings communicated to the consulting librarian for review and response.

There is broad and constant participation and information on the part of the San Benito County Librarian, the library staff, architect and consulting librarian in the initial assessment of library space needs, preparation of the library building program, development of site and schematic designs and the grant application. The top administrators and planning staff from both San Benito County, the City of Hollister and key community representatives such as Guillermo Padilla, who is a Coalition member of the Library's LSCA program Partnerships for Change. He has been very involved in developing, and in his capacity as a broadcaster given tremendous publicity, to the Library's successful efforts to bring well-used services to the Hispanic community. These participants and the combined funding of the initial planning and preparation of the grant application by both the County and City give evidence to wide support and input to this process.

NEW LIBRARY BUILDING AD HOC COMMITTEE MEMBERS:

HBFL Architects	BLEVENS, Melvin
City Council Member	CAMACHO-LIGHT, Greg
Deputy County Planner	CHAMBERLAIN, Peter
County Administrative Officer	EDGE, David
President, Friends of the Library	ERICKSON, Ruth
Literacy Volunteer and Co-founder of County Library Literacy Program	GIBBS, Lorraine
City Planner	HEATHERINGTON, Ray
County Supervisor	KESLER, Ruth
City Recreation Director	LEE, Clay
County Library Coalition Member & KMPG 1520 Spanish Radio News Director & Announcer	PADILLA, Guillermo
Director, Redevelopment Agency	REYES, Chris
County Counsel	SANDERS, Steve
Director, San Benito County Arts Commission	SHERIDAN, Kathy
Library Building Consultant	SMITH, David
County Parks Manager	TODD, Jim
Veterans Memorial Park Commissioner	TURPIN, Calvin C.
County Librarian	WAHDAN, Josephine Barrios

SUMMARY - SAN BENITO COUNTY FREE LIBRARY BUILDING PROGRAM - 1991

The library building program is divided into five major sections:

1. Overview, summary and general instructions to the architect and description of the program's content.
2. Summary of spaces, seating, collection, staff work stations and meeting areas.
3. Adjacency matrix and space "bubble" diagram which identify the functional and important relationships of space within the building.
4. Descriptions of the individual building areas cover the space allocated, capacities and design requirements.
5. General building design requirements which provide information on lighting, shelving, finishes and many other building design elements.

Summary of Space Seating, and Shelving Allocations:

- Square foot area - 28,650 gross square feet
- Public seats - 178 study, leisure, children's small group
- Collection capacity - print and non-print - 100,000+ volumes
- Meeting room seating - 100 seats

PROGRAM AND DESIGN PROCESS - COMMUNICATION AND POINTS OF APPROVAL

The county librarian and New Library Building Ad Hoc Committee, library and county staff and consulting librarian with appropriate response from the architect will review and act on the following chronological steps in the completion of the building project:

1. Preliminary drafts of the Library Building Program
2. Final Library Building Program
3. Initial schematic design, site plan, building elevations, model and project cost estimates

4. Secure project funding - County, City and/or California Library Construction and Renovation Bond Act Funds.
5. Schematic building design and interior layouts.
6. Completed design development drawings, preliminary cost estimate and specific shelving, furniture, telephone, electrical lighting and switching layouts.
7. Final building bid documents, drawings, specifications and cost estimates.
8. Preliminary specifications and cost estimate for equipment, furnishings, carpet and shelving (including finishes and colors)
9. Construction bid awards
10. Construction change orders - major, if necessary
11. Bid awards for equipment, furnishings, carpet and shelving
12. Final inspection and acceptance of building
13. Revision of plans and specifications to "as built"
14. Occupancy/moving plan
15. Building dedication ceremonies
16. One year inspection prior to end of warrantee period

The Architect is requested to:

1. Review the library building program at the very beginning of the design process and suggest any desirable changes or additions in writing. Once the design process has started, it is assumed that the plans and specifications will meet all building program requirements and conditions.
2. Provide specific minutes of all design, construction and inspection meetings as a record for all involved as to the progress of the design/construction project.
3. Provide copies of all drawings and documents for discussion to all participants at least three working days prior to the review meetings.

4. All major schematic and design development drawings will include complete layout of programmed quantities of shelving, furniture and equipment and include a legend or summary indicating quantities provided and any variation from the library building program.
5. Route all documents and communications with library project participants through the county librarian. All request approvals will come from the county librarian.
6. Provide necessary expertise in the development of acoustic, lighting and interior design specifications.
7. Collect, certify as accurate, and turn over to the library "as built" drawings for all project work.
8. Collection from contractor(s), general, electrical and mechanical warrantee materials specification sheets and operating manuals or written instructions on all equipment installed in the building. This material is to be organized, indexed in a binder and turned over to the library with written verification that it is complete.

Library Building Program Dynamics

It should be recognized that the preparation of the library building program has been and will continue to be a dynamic, evolving planning process. Continued "discovery" through detailed program analysis and discussion and through the parallel architectural design process will further modify the capacities projected and the requirements of the program. This will continue right through the working drawing phase.

David R. Smith
Consulting Librarian

COMMUNITY ANALYSIS

This section provides an in-depth analysis of all relevant factors influencing the library's role and plan of service.

GOVERNMENTAL AGENCIES

A. Agencies having influence on the planning of the new facility:

1. San Benito County Board of Supervisors and Hollister City Council
2. County of San Benito Agencies

- Planning Department
- Public Works Department
- Veterans Memorial Park Commission
- Office of the County Counsel
- Office of the County Administrator
- County Library

3. City of Hollister Agencies

- Planning Department
- Public Service Department
- Water Department
- Redevelopment Agency
- Parks and Recreation
- Office of the City Attorney
- Office of the City Manager

B. Nature of the relationship between the governmental agencies and the planning of a new library facility:

The Board of Supervisors, representing all the residents of San Benito County, has responsibility for the provision of library service county-wide. Together with the Hollister City Council, the Board approves new and expanded county public facilities to be located in Hollister, the county seat, while serving as the responsible local jurisdiction in the process of applying for California Library of Construction and Renovation Bond Act Funds. The County Board of Supervisors, through the Inter-governmental Committee, is working closely with the Hollister City Council to secure agreement on building plans and funding arrangements. Since 71% of the library's current user base consists of city residents, the Hollister City Council shares responsibility for the successful implementation of the project. This was

demonstrated most clearly by equal monetary contributions of each governmental body toward the costs of initial planning and application preparation. Further, members of the Hollister City Council have discussed creation of a Mello-Roos District for future funding support of library operations.

Many agencies of the county have contributed in various ways to the project. County planning has provided demographic data and projections and assumed responsibility for the Environmental Impact and Geotechnical studies. Public Works has assisted in evaluating the deficiencies of the existing building and in providing for their remedy in the new facility, as well as coordinating with the architect on site development matters. The Veterans Memorial Park Commission has contributed advice, comments and reactions to the use and placement of the new library facility on a portion of the county owned 39 acre, Veterans Memorial Park. The Office of the County Counsel has prepared and reviewed formal contract documents and provided general legal advice to the County Librarian throughout the planning process. The Office of the County Administrator has provided oversight of the entire planning process and served as formal liaison to the County Board of Supervisors and City of Hollister officials. The County Library has provided data regarding demographics, existing and projected library use, technical expertise and coordination of the entire planning process.

The City of Hollister Planning Department has reviewed the site development proposal, provided data relating to its location and accessibility and coordinated with the county planning agency. The City Public Services and Water Department provided advice and direction to the architect relative to existing structures and underground utilities on the proposed site. The City Redevelopment Agency has performed a key function by including the library project in its ongoing capital development plan. The City Parks and Recreation Department likewise has served as a key element by including the project in its ongoing study of the future use and development of the entire Veterans Memorial Park. The Office of the City Attorney has provided advice and counsel to the Hollister City Council. The Office of the Hollister City Manager has provided advice on the project, direction to city staff and served as liaison to the City Council and county officials.

C. Key governmental individuals and their roles in the project:

1. County

- Arnold Fontes, County Assessor
- Max Bridges, Public Works Director
- Manuel Teves, Maintenance Supervisor
- Rob Mendiola, County Planning
- Peter Chamberlain, Deputy County Planning
- Ruth Kesler, County Supervisor
- Jim Todd, County Parks Manager

- Steve Sanders, County Council
- David Edge, County Administration Officer
- Jo Barrios Wahdan, County Librarian

2. City

- Dean Hallberg, City Councilman
- Hugh Riley, City Manager
- Ray Heatherington, City Planner
- Clay Lee, Parks & Recreation Director
- Chris Reyes, Redevelopment Agency Director

Mr. Arnold Fontes, County Assessor, has provided advice and technical documents relating to the site's boundaries and appraisal. Mr. Max Bridges, Public Works Director, has served as liaison to the architect and surveyors. Mr. Manuel Teves, Maintenance Supervisor, has been instrumental in providing technical expertise relating to current operations and project needs in the proposed project. Mr. Rob Mendiola, County Planning, has reviewed and provided direction to the work of planning department staff.

However, the primary responsibility for the project's planning efforts has resided in the New Library Building Ad Hoc Committee. This group, appointed by the County Administrator with Board approval, has, through its frequent and intensive meetings, served to identify, develop and coordinate the many disparate parts of the project. Participation by representatives of the major city and county agencies has led to the group's substantial influence on the building planning project. Ms. Ruth Kesler, County Supervisor, provided advice, comments and reactions to the site and building plans and has served as a conduit to the other members of the Board. Mr. Jim Todd, County Parks Manager, has advised the committee on current and future use elements of the site and its topographical features. Mr. Steve Sanders, County Counsel, has reviewed all documents and suggested strategies of action relative to the planning process. Mr. David Edge, County Administrative Officer, has provided guidance to the committee, as well as to the County Librarian individually on the steps and measures necessary in the planning process. He has exercised a leadership role in securing the cooperation of city and county officials to insure the success of the project. Ms. Jo Barrios Wahdan, County Librarian, while serving as the chair of the committee, has provided technical expertise in all areas of library operations and coordinated the work of the committee as a whole.

Mr. Dean Hallberg, City Councilman, as a member of the City/County Inter-governmental Committee has provided leadership and support in the pursuit of this project. He has served as a conduit on project activities to other members of the City Council. Mr. Hugh Riley, Hollister City Manager, has successfully spearheaded the joint city/county funding effort necessary for the project's planning process. He has also provided direction to city staff relative to project activities. Other city

representatives have served diligently on the New Library Building Ad Hoc Committee as well. Mr. Ray Heatherington, City Planning, has actively participated with advice pertinent to site development. Mr. Clay Lee, Parks and Recreation Director, has led the committee in a review of the potential uses of the entire park site and the library's role in future development. Mr. Chris Reyes, Redevelopment Agency Director, has provided a major stimulant for the project through its inclusion in the city's unfolding redevelopment plan.

The New Library Building Ad Hoc Committee, as a whole, has served in the key capacity of marshaling the wide variety of resources indicated above to insure a successful planning process. Committee members representing diverse constituencies have come together during the planning process to project a vision of modern library services, truly responsive to the community. It is a certainty that the synergy that has developed within the group will carry forward to the project's successful conclusion.

Public Planning Input

On April 29, 1991, a public meeting was held at the San Benito County Free Library to review the planning process, the draft library building program provisions and the initial schematic drawings, site plan and building elevations. Thirty-five library users and community leaders representing a wide spectrum of local interests attended.

In replacing the present 11,230 square foot library with a new building of 28,650 square feet will generally increase available space by 2½ times to serve the anticipated 2010 library service area population of 57,300 which is based on the most recent State of California projections for the area.

The audience reacted favorably to the planning and design accomplished to date and made the following comments regarding the new library:

1. Lighting is very important to users, particularly to the growing number of older users.
2. Adequate accessible parking was mentioned as a must by a number of persons.
3. A magazine collection with accessible back issues is important.
4. The library must have the ability to provide access to database searching.
5. The new library should provide an automated circulation system and on-line public access catalog.
6. Access by parents to the children's area is very desirable for supervision.

7. A commitment must be made by San Benito County to increase library hours of service and operating funds. This was expressed by a number of attendees.
8. The Veterans Memorial Park site was favorably regarded by most, including those who like the present location.

Support for the new library was very strong from this group of citizens, ethnic group leaders and county and city officials.

LOCATION OF THE NEW LIBRARY

The present San Benito County Free Library is located in a 31 year old building, shared with the county Office of Education, adjacent to the county courthouse and jail in the older central business district of Hollister. There is insufficient public parking, street only, and no room to expand the library which is 11,230 square feet. There is no available land at an affordable cost for a new library and parking in this area.

The new library site is located on two principal streets, Hillcrest and Memorial Drive, about one and one-third miles southeast of the present library. The streets are being upgraded as major E/W and N/S arterials into the adjacent county. Identification of and access to the library site from outlying areas of the county is very good. The six acre site at the north end of Memorial Park is in the major area of growth in the city and county. A number of other community activities -- recreational and cultural -- will be prominent and adjacent to the library.

The location of the new library is central to an ethnically, economically and socially diverse population. The children of the area attend school several blocks to the south at the other end of Memorial Park. There is heavy pedestrian and vehicular traffic past the site which will continue to grow.

There are several factors which will influence the size of the library site. The proposed 28,650 sq. ft. building is justified to meet the library service area's estimated population of 57,300 at year 2010. Not included in this projection, however, are two major residential developments which, if and when approved, could severely affect the need for a much larger facility. Consequently, the library is master planned for an ultimate size of 48,650 sq. ft. and sufficient site area should be reserved for a 20,000 sq. ft. building expansion and 107 additional parking spaces.

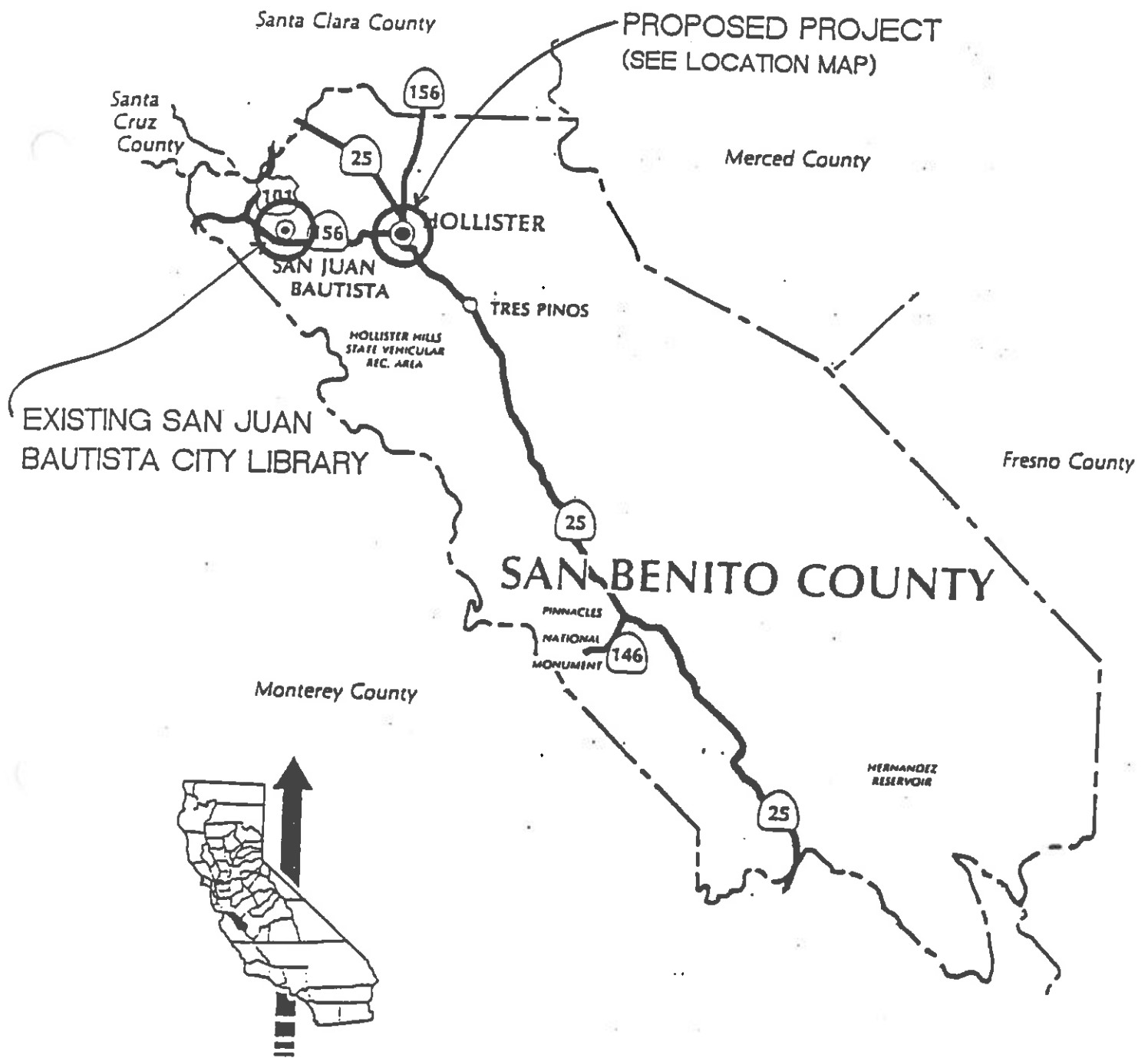
The library should also be sensitive to the proximity of the site to the surrounding residential neighborhoods. To reduce the impact of large paving areas, landscape buffers should be placed between rows of automobiles to mitigate the appearance of the parking areas. The increase of parking area per automobile from the state's suggested minimum of 350 sq. ft. to 400 sq. ft. (exclusive of circulation) should be considered for the project to better fit within the residential nature of the surrounding development.

As the library serves a largely rural population for which there is little or no public transportation available, there will be a greater than normal demand for automobile parking. Therefore, parking should be provided at the ratio of one stall for each employee and for every two seats programmed for the library and multipurpose room. This ratio generates a need for parking spaces which is approximately one-third greater than that generated by the state formula. As no off-site parking will be allowed on the contiguous arterial streets, the acreage of the site should provide space for the off-street parking required, as well as for adequate future expansion in proportion to the building's expansion.

As there is an existing water system booster-pump building on site, the area for the building and maintenance clearances must be incorporated into the design so as to provide for the necessary continued operation of this facility.

Finally, as the library expects large numbers of children walking from surrounding schools and being dropped off and being picked up by bus, additional sidewalk paving areas should be provided to allow sufficient space for safe separation of vehicle circulation and young pedestrians.

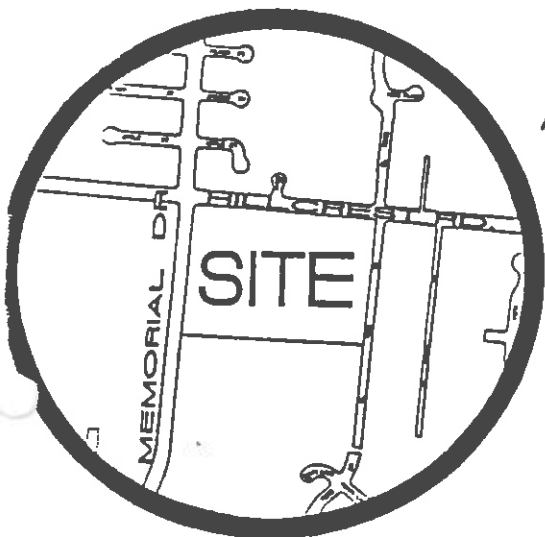
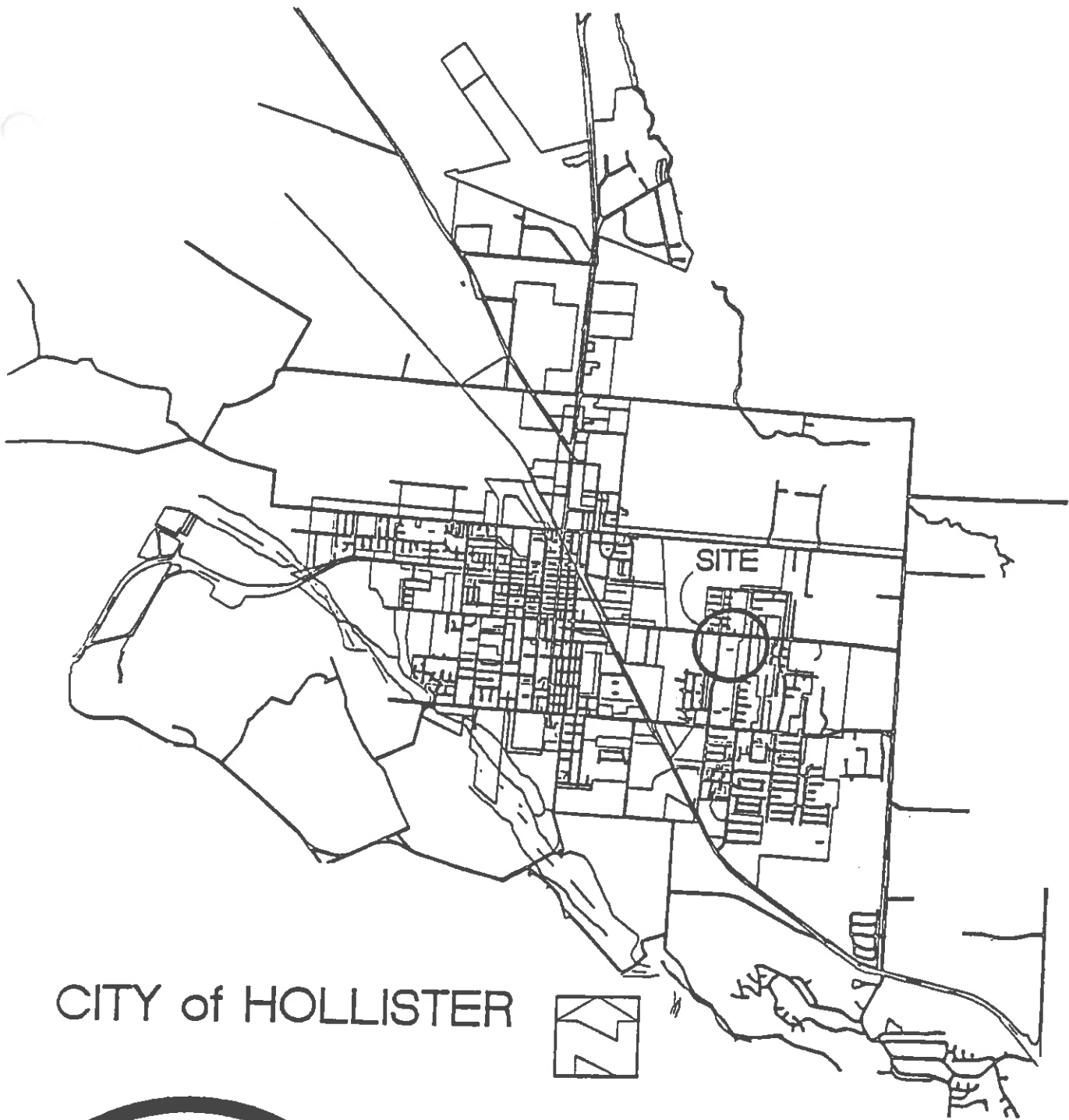
See the county and city maps on the following pages for specific information on the library's location.



APPLICANT: COUNTY of SAN BENITO

PROJECT: SAN BENITO COUNTY
NEW FREE LIBRARY
CONSTRUCTION PROJECT

LIBRARY SERVICE AREA MAP



APPLICANT: COUNTY of SAN BENITO

PROJECT: SAN BENITO COUNTY
NEW FREE LIBRARY
CONSTRUCTION PROJECT

LOCATION MAP

DEMOGRAPHY

- San Benito County is a rural county dominated by agricultural activities. The current population served by the library is 35,000.
- Hollister, the county seat and principal city, has a population of approximately 18,700 and is the commercial center of the county.
- The rural south county settlements are served by a bookmobile and there is a small independent city library in San Juan Bautista serving the next largest community, 1,650, 8.2 miles northwest of Hollister.
- The vast majority of the San Benito County Free Library service area population is and will be dependent on the single main library facility located in Hollister.
- Current racial mix is 70% white and 30% non-white. The Hispanic ethnic group is 46% of the population.

Interim Projected Total Population of California - 1990 - 2005

California Demographic Unit - Department of Finance, April 16, 1991. Report 91 - P-1.

	<u>1991</u>	<u>1995</u>	<u>2000</u>	<u>2005</u>
San Benito County	37,000	43,700	49,600	55,100

Based on library planning projections made to 2010, using existing rate of growth, the population of San Benito County will grow to 60,300. During this time, the State of California will increase in population by 30% and San Benito County by 49%. This almost 20% difference in the rates of growth should maintain San Benito County's present position as one of California's fastest growing areas.

DISTRIBUTION OF GROWTH OF THE POPULATION

Distribution and Growth of the Population

A majority of the population lives in the north part of the county in the Hollister area. By year 2010, it is anticipated that approximately 60% of the population will live in Hollister. The rural areas of 1,396 square miles will continue to be served by bookmobile and other extension services.

Library Service Area Population

	<u>1990</u>	<u>2010</u>
Total County Population (based on California State Projections) less San Juan Bautista	37,000	60,300
	<u>1,650</u>	<u>3,000</u>
San Benito County Free Library Service Area	35,350	57,300

The City of San Juan Bautista operates an independent public library serving a current population of 1,650. The Council of San Benito County Governments estimates the 2010 population of San Juan Bautista at approximately 3,000.

Age

San Benito County has a young population. 26.5% of the 1990 population is fourteen years of age or under, as compared to the state or national, which is 20.8%. Many children use the library, particularly in family groups.

Race and Ethnicity

Of the San Benito County's total population of 39,697, the following represents the current racial breakdown based on preliminary 1990 census figures:

<u>White</u>	<u>Black</u>	<u>Native American</u>	<u>Asian</u>	<u>Other</u>
25,617	204	353	804	9,719

Overall, whites represent 70% of the population (25,617) and non-whites 30% (11,080). Hispanics, which include both whites and non-whites, represent 46% of the county's total population (16,800). Hispanics are by far the largest minority group within the county and greatly exceed the proportions found at the state (25.8%) and national (8.26%) levels.

Education

The median number of years of formal education for county residents over 25 is 12.2 years, which is slightly lower than the state and national median years, 12.7 years and 12.5 years, respectively. There is an even greater difference in the percentage who have completed high school. Nationally, 34.6% have diplomas, 31.4% have graduated in California, but only 26.7% of San Benito County residents have finished high school.

Socio-Economic Factors

Based on the 1990 San Benito County - Overall Economic Development Program, sustained retail spending, plus a profitable agricultural sector, are the twin underpinnings of future economic development in the county. History, recreation and tourism continue to be a growing force in the county economy. Small business development is expanding. Nearly 60% of the businesses employ less than four workers.

Many members of the local labor force must seek work outside of the County. Unemployment remains over 20%. Expansion in employment opportunities in retail trade, service industries, construction, mining, manufacturing and government are expected to grow in the coming years. It is noteworthy that many workers have low English language competency skills which are being addressed by local agencies, including the library.

Household Income - The 1990 median per household income for San Benito County is \$28,429, which is slightly lower than the United States median figure of \$28,924. It is 14% less than the California median household income of \$32,539.

Socio-Economic Diversity - There is a wide diversity between the largely Hispanic population which constitutes a major portion of the agricultural and semi-skilled work force and the relatively affluent, well-educated, largely white population. Many of this latter group are employed in the metropolitan areas to the north.

Summary and Analysis

San Benito County is a predominantly rural area rapidly becoming suburbanized while the whole county is growing faster than the state at large. The county has a higher proportion of Hispanics as a percentage of total population than the state or nation with children of all backgrounds present in greater numbers proportionately than state or national norms. County residents are on the average undereducated when compared to national achievement level. Unemployment is very high with jobs within the county largely dependent on agriculture and small commercial enterprises. This has resulted in a significantly lower household median income for county residents when compared to the state as a whole.

This data indicates the strong need for a public library responsive to ethnic diversity, particularly Hispanics, and families with children while offering a variety of materials on current topics and practical educational opportunities for all age levels.

LIBRARY INSTITUTIONAL ANALYSIS

HISTORY OF THE SAN BENITO COUNTY FREE LIBRARY

San Benito County Free Library came into existence with the decision in August 1959 to consolidate two existing local libraries, the Hollister Public Library and the San Benito County Library. The actual consolidation took place the following year, on September 12, 1960, when the two libraries moved into the newly-completed library and county education building at 470 Fifth Street, the present site of the San Benito County Free Library.

Prior to consolidation, the Hollister Public Library was located in a "Carnegie" library building (now Hollister City Hall) at 375 Fifth Street. That building, funded through a \$10,000 grant from the Andrew Carnegie Library Foundation, was erected in 1911. During that same period, the San Benito County Library was housed in a section of Veterans Memorial Building on San Benito Street in Hollister. Both libraries consisted essentially of collections of light reading materials with services characterized by a reliance upon user self-help in a reading room environment.

With the appointment of the county's first professional librarian in the late 70's, a gradual but steady expansion of library services began. The collection was weeded and modernized with emphasis on current non-fiction. A children's story hour, adult reference services and a Spanish language collection were begun. With the formation of a Friends of the Library support group, came jointly sponsored library programming for a variety of age levels. A major accomplishment occurred in 1982, when through the award of a federal grant, the library acquired a custom designed bookmobile enabling it to extend its services to the county's scattered residents in the rural country-side.

With these expanded services came greatly increased use by the public. Feeling the strain, the present facility was expanded in 1986 to provide for handicapped access, a small meeting room and much needed public restrooms. This addition, limited though it was, has allowed greatly increased use of the library by local residents and groups and was made possible by funds provided from the County of San Benito, City of Hollister Redevelopment Agency, private donations and a federal Library Services and Construction Act, Title II grant. Donations were received from individuals, companies and organizations throughout the local service area.

LIBRARY PLAN OF SERVICE

Description of Existing Service Patterns

The county library is located in the City of Hollister (the county seat) which is an expanding suburban community to Silicon Valley, situated in the midst of a large rural agricultural area. Bookmobile service is provided to rural population clusters, usually at a community

school or a general store, in the remote areas of the county on a regular basis. Free access is provided for all citizens at the County Library to a wide variety of materials, many in languages other than English, including books, magazines, newspapers, pamphlets, audio cassettes and video cassettes.

Emphasis is placed on several special collections, including local history, large print materials and job skills information. Integral to the library's service program is a growing Spanish language collection which occupies a position of prominence in the library. Residents are encouraged to borrow the majority of these materials from the library or the bookmobile.

Specialized resources are available to users through the library's participation in a consortium of libraries in the region which, through its 15 members, facilitates communications, inter-library loan and delivery of materials. The county library fosters access to the resources outside its walls by utilizing the consortium's union catalog of materials and the California Statewide Data Base through a local OCLC linkup.

Primary to the library's service philosophy is its reliance on bilingual/biliterate staff, which fully comprise 50% of the library's work force, to actively service the information needs of the county's large Hispanic population. Staff members assist users of all ages with the greatest demands in the areas of popular adult materials, elementary grade curricular activities and the provision of current information on community services and resources. With the county's rapidly growing population, increasing emphasis is also being placed on information services to all age levels relying upon the library's reference and non-fiction collections, as well as specialized information formats such as microforms and government publications.

Active in the library's service program is a community based, locally funded, literacy training program staffed by approximately 20 volunteers. This program, which has been characterized by a waiting list of learners since its inception in 1986, teaches English speaking adults how to read and write.

The library's meeting room with its limited capacity of less than 50 persons serves as the center for the County's many emerging community groups and cultural organizations. Meetings of community groups are often in competition for this precious space. A special relationship exists with the San Benito County Arts Commission whose activities have grown over the years, in tandem with the library. This group's artistic endeavors have been nurtured by the library for many years through the sponsorship of display space both in the library and the meeting room. Changing monthly exhibits of original fine art are often connotated by well-publicized and well-attended opening receptions. Space limitations constrain the library's programming activities but with the support of the Friends group and other volunteers, seasonal children's programs such as story hours and summer reading programs are offered.

SERVICE ROLES OF THE SAN BENITO COUNTY FREE LIBRARY

The public library of today has become a far more complex and costly service than it was even several decades ago. Many librarians have realized that it is not feasible to attempt to be "all things to all people" and that the provision of small, inadequate services and related collection materials in a wide variety of areas was, in fact, diluting and diminishing the ability of many public libraries to provide adequate basic services focused on the real needs of the community.

The Public Library Association has developed a means by which individual libraries can analyze and evaluate their service roles and prepare appropriate plans. A recent release in this Public Library Development Program was the publication of Roles Setting and Planning for Public Libraries, a Manual of Options and Procedures, 1987, American Library Association.

Since the primary roles of a public library affect the type of library facilities needed in addition to collection, staff and other resources, it was decided in the course of this study to incorporate this planning exercise as part of the planning process with the library staff.

The one primary role and two secondary roles were identified by the Library staff and Director as the desired commitment for the future. They are in order of priority:

- Popular Materials Library - Primary Role
- Community Information Center - Secondary Role
- Formal Education Support Center - Secondary Role

The impact of the three roles selected on the library plan of service and building are as follows:

Popular Materials Library - Primary Role

A library serving as a Popular Materials Library has a highly visible and accessible site. Space and collections are arranged to encourage browsing and borrowing by all ages. Display shelving attracts the user's attention. Prominent and easily read signs guide the user. Staff work space may emphasize the circulation function. Casual seating is provided though, because users are encouraged to borrow material and use it at home or at work, less seating may be required. More parking around the library may be designed "short-term parking".

Community Information Center - Secondary Role

A library serving as a Community Information Center provides a variety of current information on community organizations, issues and services. The building may be organized around an information desk, with the circulation desk serving as a secondary public service point. Displays and literature distribution areas are prominent. Adequate

income telephone lines are needed. Ample meeting room space and convenient parking support the library's programming activities.

Formal Education Support Center - Secondary Role

In a library serving as a Formal Education Support Center, the catalog, the reference collection and the non-fiction collection are conveniently close to each other and to reader seating. Public service desks in the reference area are highlighted. Seating emphasizes individual carrel seating and seating in small groups at tables. The library may provide separate small group study rooms or quiet study areas. Typing facilities, public access, microcomputers, photocopiers and CATV capability should be provided.

MISSION

The San Benito County Free Library, in order to perform its vital role in the community, provides materials and services to help county residents obtain information, meeting their personal, educational, professional and recreational needs and enrich their lives with an appreciation for cultural diversity. Special emphasis is placed on featuring current high demand, high interest materials in a variety of languages and formats for persons of all ages. The library also serves as a clearinghouse for current information on community services, agencies and organizations and assists students in meeting the educational objectives of their formal courses of study.

SERVICE GOALS

County residents of all ages and ethnic backgrounds are provided:

1. Current, high demand, high interest materials in a variety of languages and formats.
2. Current information on community services, agencies and organizations.
3. Materials, services and appropriate study space to meet the educational objectives of their formal courses of study.
4. Accurate and timely reference information assistance and reading, listening and viewing guidance.
5. Meeting room space for both large assemblies and small group purposes.
6. Exhibit and fundraising/promotional assistance and space.
7. Specialized materials on the history, culture and traditions of California and the local area.

8. Opportunities for educational and cultural enrichment through a variety of programs and special events.

Analyzed from the point of view of each service goal, a description of the types of services to be offered and how they will be implemented in the proposed facility follows.

1. Current high demand, high interest materials will be emphasized in almost all areas of the library in order to carry out the library's primary role, serving a largely rural population which tends to use the library intensively during each visit due to the distance and travel time involved than their more urban counterparts. To accommodate this, an extensive area just inside the main entrance to the library proper, a popular browsing and paperback collection will be featured. This collection will be housed primarily on low (42") and medium (60") height face out bookstore style shelving to enhance the appeal of their colorful jackets. Works in this collection will entice the visitor to take them home. This will be a high interest, high turnover area with replenishment of stock occurring several times a day. Casual lounge seating will be provided throughout the collection to enable visitors to browse and examine their selections. Topical displays of books, photographs and other materials will greet clients upon entrance to this area and be coordinated with themes and issues of current interest. Special promotional materials such as topical booklists will be prominently displayed here as well to encourage the circulation of materials for out of building use. This prime space just within the main entrance of the library is deliberately devoted to these current popular materials as both the library's own experience and the findings of Bernard Vavrek in his study, Assessing the Information Needs of Rural Americans 1990 led to the conclusion that the most frequent reason for library use was to obtain best sellers.

Occupying a prominent place in the library will be the large multilingual area. In concert with the findings of a community needs analysis conducted by the library and the consequent multilingual collection development policy, a wide variety of popular materials in print and audio-visual formats for all age levels in languages other than English will be found here. Some materials such as new acquisition compact discs and audio and video cassettes will be displayed on open face shelving or racks, especially designed to maximize their attractive packaging. Responding to the county's large Hispanic population, this area is attractively decorated with colorful ethnic cultural items such as wall murals, Mexican pottery, zarapes, papel picado and other related items. In accord with the norms of Hispanic culture and based upon the library's experience in serving this target group, seating will accommodate parents with their children and family groups and, therefore, consist of a mix of flat top tables and lounge furniture. Bilingual signage, which will be used throughout the library, will be prominent in this area. While colorful and inviting so that Hispanics and other ethnic minorities in the county will feel welcome, the arrangement of this area will emphasize casualness, informality and engender the feeling of being at home. Bilingual informational brochures, new acquisitions lists and topical booklists will be distributed here and community notices and other literature pertaining to the ethnic community will be displayed on bulletin boards and kiosks here as well. Located adjacent to this section is the children's services area, allowing easy movement of family members between these two service areas.

The magazine and newspaper collection continues the library's emphasis on popular materials by displaying current issues face out for maximum visibility and housing hard copy back issues in open stacks for easy client access. This is also where the library's soft reading area is located and will be furnished with upholstered lounge chairs, ottomans and end tables which should all contribute to the warm atmosphere, inviting readers to sit, relax and enjoy their stay. This section will ideally be located next to expansive glass areas with appealing exterior views and buffered by the bulk of the general collection from the library's more active areas. Separate study table seating will also be provided.

The library's general collection will be primarily housed on 84" high double face stacks which, in order not to obstruct the spacious open feeling in clear line of sight maintained in the other areas, is located toward the perimeter of the building. To support the high circulation objective, the fiction will emphasize popular works and the non-fiction section will feature practical guides on a variety of popular and consumer oriented topics. Interspersed throughout the open collection will be a variety of seating types for adult clients. Flat top tables for study and research will be combined with individual lounge seating for leisure reading. Clients needing the privacy of a quiet study area with which to use their materials will be able to use either a glassed in room designated for this purpose or one of a number of small tutoring rooms when not in use by the library's adult literacy program.

Again, supporting the library's role of providing popular materials to county residents, compact discs, audio and video cassettes and paperback books will be attractively displayed in various locations throughout the main collection area. Emphasizing the self-help approach, the actual materials themselves will be housed on special racks from which clients can make their own selections. As with the book collection, each item of audio-visual software will be tagged to coincide with the library's electronic theft detection system. This should promote direct access to materials while efficiently utilizing staff resources for other services.

Age level services will also emphasize high demand, high interest materials in a variety of formats. Seniors and others with visual and physical impairments will have access to a large print book collection and talking books, as well as to compact discs and audio cassettes from the general collection.

Service to young adults represents a service need presently unmet in the current library facility. The demography of the county shows the library's youth audience will expand with the influx of new families into the area. Young adults will have their own section which reflects the current pop culture. This section will be separate from both the children's and general adult area. The materials will highlight the interest of this age group and consist largely of popular paperbacks and music recordings displayed on large spinner racks. Furnishings will emphasize comfortable single lounge sitting and be grouped around a display area containing posters, notices of teen events and materials of topical interest.

Children's services will provide collections and activities for children, their parents and others needing juvenile level materials, including audio-visual items. It will contain easy-to-read, picture and fiction and non-fiction books and magazines, as well as a selection of games and educational toys. This section will be brightly decorated with colorful mobiles, banners and a variety of stuffed animals and puppets of all sizes, engendering high use by often times very active children. Since noise levels are bound to be higher, this area will be somewhat separated from the rest of the library's service areas. Seating will consist of individual and group study tables and casual moveable floor furniture scaled in size to accommodate pre-schoolers to elementary age. Also, a moveable, bi-level service counter will be designed to accommodate children, as well as their parents. The multilingual area, as well as the audio-visual listening and viewing stations, are both located adjacent to the children's services area to provide ease of access and convenient use among these areas.

2. Providing current information on community services, agencies and organizations is a high priority for the library. The assessment of the information needs of the Hispanic community performed as part of the library's participation in the statewide Partnerships for Change program, combined with the county's demographics showing a high proportion of undereducated and unemployed residents, compels the library to actively involve itself in the creation and use of community based information files. Attempting to serve as a clearinghouse for current information on community organizations and services, the library will respond to community problems with specialized services such as local directories, files of local organizations and news media. The primary mode of service delivery will take the form of an automated bilingual information and referral (I & R) file integrated with the library's CD-ROM based automated public access catalog. Begun under the auspices of the library's participation in Partnerships for Change, this 200 plus item database provides clients with a one stop center to obtain current information about community organizations, issues and services. Linkages with community service providers will be nurtured and either information meeting a client's needs itself or a referral to a community agency will be provided. The service will be available to clients on a walk-in basis (with or without staff assistance), by telephone or on the bookmobile. Upon entering the library, clients will be able to discern in the near distance the information/reference services area where I & R assistance will be located. The custom designed furniture in this area (expanded and reused from the existing facility) will offer both counter height, ready reference assistance and desk height assistance on the side to seated clients requiring more extensive interviewing and counseling innate in information and referral situations. Public access terminals will be located just beyond for those clients wishing to query the I & R system by themselves.*

3. In order to implement the role of an information support center, the library will provide facilities for community based literacy programs, children's curricular resources materials and area for quiet study. The locally funded literacy program, which started in 1986, has expanded to fifty learners and fifteen volunteer tutors, will be provided with three two-person tutoring rooms in the new building with partially glassed walled walls, which will have adjustable blinds to insure privacy. When not used in support of the literacy program, these rooms will be made available to individuals needing a quiet place to study but still be observable by staff. Elementary school age children working on class assignments will be

able to access through both automated catalogs and direct shelf browsing a variety of bilingual materials selected specifically by library staff to support the curriculum of the local schools. A separate and spacious glassed in room for these individuals needing quiet study space will be provided in response to a major need in the busy and active library. Up to twelve individuals will be able to utilize this special enclave equipped with individual study carrels and small flat top tables.

4. To support the library's community information role, accurate and timely reference information assistance and reading, listening and viewing guidance will be provided through the library's reference service, its magazine and newspaper collection, the multi-media materials, the children's collection and access to these items with automated and electronic information delivery units. In addition to traditional reference service, bilingual staff will assist non-traditional users with bilingual reference materials, automated catalog, audio-visuals and electronic information delivery units.

5. Meeting room space for both large assemblies and small group purposes to support the library's role as a community information center will be provided. As described above, these will include a large multipurpose room with a food service area, a quiet study room, individual tutoring study rooms and a children's activities area in a corner of the children's services section.

6. To further support the library's community center role, exhibits and fundraising promotional assistance and space will be provided to library users through timely displays and literature giveaways in the lobby and separately accessible art gallery and Friends Sales Area. The art gallery will feature rotating multi-cultural fine arts exhibits while the Friends Sales Area will carry bilingual promotional materials to both raise public consciousness and much needed supplemental funds for library operations.

7. For local history and genealogy buffs, as well as student researchers, specialized materials on the history, culture and traditions of California and the local area will be housed in a glass enclosed room adjacent to the reference/information services area. Locating staff assistance nearby this area, along with a self-service photocopier, should promote the use of these normally closed stack materials to a wider range of users and further implement the library's role as a community information center.

8. The new library will provide many opportunities for educational and cultural enrichment through a variety of programs and special events to further implement its role as an educational support center. Primarily implemented in the large 100 seat multipurpose room, adults in the community will be able to attend and participate in a wide range of educational, cultural and ethnic events. These programs will be co-sponsored with local organizations and run the gamut from lectures to films, book discussion groups to participatory craft activities. Children's activities will also utilize the large meeting room when program size dictates but will mainly be served from a special area reserved in a portion of the children's services wing of the building. This space, which can be enclosed with an accordion partition, is designed for maximum flexibility with moveable furniture to

accommodate the many activities planned for this vital section of the library, including bilingual story hours, puppet shows, crafts, films, etc. In addition to these services which are aimed primarily at age groups, activities appealing to the entire family will also take place and be centered in the large multipurpose room which provides a food service area. Ethnic festivals such as Cinco de Mayo, El 16th De Septiembre are just two examples of this.

Short range objectives which describe the results to be achieved within a specific time period to help the San Benito County Free Library fulfill its goals, roles and mission will be developed by the County Librarian and library staff as part of the library's annual planning/budgeting process.

Planned for Resources and Services of the San Benito County Free Library Will Include:

Resources

- Multilingual collection in all formats for all ages
- Fiction - hard cover and paperbacks - children/adults
- Non-fiction - LARGE PRINT, hard cover, paperbacks
- Reference, including atlases, maps, pamphlets and electronic databases
- Historical material - California and San Benito/Hollister Area
- Magazines

- Broad general collection, children/adults
- Microfilm/microfiche, including back issues
- Newspapers, including back issues

- CD-ROM - Compact discs - read only memory - indexes and information storage
- Compact discs
- Audio cassettes - music and books
- Video cassettes - VHS
- A-V equipment/computers, possibly software
- A-V kits, combined print/non-print, combination of non-print cassette, filmstrip
- Picture books/easy readers - children
- Puppets

Services

- Bilingual staff
- Literacy tutoring
- Readers' assistance
- Leisure time and family activity area
- Homework assistance
- Reference services
- Database searching
- Inter-library loan
- Story hour
- Programs - children's and adults
- Meeting and conference rooms
- Study and research areas

Projected Use Statistics - 1990 - 2010

	<u>Actual</u> <u>1990</u>	<u>2000</u>	<u>2010</u>
Circulation	109,362	164,000 + 50%	230,000 + 50%
Hispanic Circulation	9,765	29,000 + 200%	88,000 + 200%
Reference Questions Answered	10,620	21,000 + 100%	42,000 + 100%
Visits to Library - Weekly	1,400	3,500 + 150%	5,250 + 50%
Registered Borrowers	11,000	22,000 + 100%	33,000 + 50%

Summary

The San Benito County Free Library has a challenging opportunity through its adopted primary roles, established success with the current Partnerships for Change program and anticipated improvements in both the library facility and materials collection to become a "model" California public library of the 1990's and beyond. The ability to operate efficiently and effectively with a limited budget and to become an increasingly more important and essential community service as local needs are quickly responded to, have been a hallmark of this library's operation. The plan of library services presented focuses on special needs of special populations, support of formal education and exposure to a wide array of popular materials for users of all ages, interests and backgrounds. It is an achievable plan for an area which encompasses the broadest of rural and suburban public library needs.

SUMMARY OF LIBRARY MATERIALS COLLECTION NEEDS

SAN BENITO COUNTY FREE LIBRARY

The attached table shows the current collection and desirable collection capacity for 2010. In developing this table, certain assumptions were made.

1. The maximum collection size for the entire library 2010 would be 108,400 items exclusive of microfilm, magazines and newspapers. This represents an increase of 100%.
2. This collection will be a minimum of 8% non-print and 92% print. The proportion of non-print will most likely increase.
3. The distribution of the collection will be 34% children's and young adult materials and 66% adult materials, including non-print.
4. Anticipated levels of circulation, i.e., proportion of collection checked out at any given time:

Children's - Picture books/Easy readers	25%
Fiction/Non-fiction	
Young Adult	20%
Adult, Paperbacks	30%
Adult, Non-fiction/Fiction/Multilingual	20%
Non-print	20 - 25%
5. Areas for emphasis and immediate development include:
 - o Hispanic and other ethnic language materials - See Appendix B
 - o Materials for the new adult reader
 - o Popular materials - paperbacks
 - o Video cassettes, audio cassettes and compact discs
 - o Reference and curriculum support materials
6. Depending on use/circulation and budget, this collection could grow well beyond 108,400 items.

An actively used library collection could grow to 140,000 within the confines of this building.

LIBRARY MATERIALS COLLECTION PROJECTIONS

SAN BENITO COUNTY FREE LIBRARY

<u>Category</u>	<u>Current</u>	Program - <u>Total</u> <u>Capacity</u>	Program - <u>On-Shelf</u> <u>Capacity</u>
<u>Adult</u> (20% in circulation)			
Fiction	12,000	17,300	13,840
Non-Fiction	13,300	23,600	18,880
New Books	450	1,000	1,400*
Paperbacks (30% in circulation)	<u>4,800</u>	<u>6,000</u>	<u>8,400*</u>
	30,550	47,900	42,520
<u>Young Adult</u> (20% in circulation)			
Hard Cover	300	4,000	3,200
Paperbacks	<u>500</u>	<u>2,000</u>	<u>1,600</u>
	800	6,000	4,800
<u>Children</u> (25% in circulation)			
Picture/Easy	2,900	5,000	3,750
Fiction & Non-Fiction	15,000	23,000	17,750
Paperbacks	<u>800</u>	<u>2,000</u>	<u>1,500</u>
	18,700	30,000	23,000
<u>Non-Print</u> (20 - 25% in circulation)			
Records - Adult	375		-0-
Records - Children	125	500	375
Compact Discs	-0-	1,200	1,000
Video Cassettes	700	3,000	2,400
Audio Cassettes - Adult	230	3,000	2,400
Audio Cassettes - <u>Children</u>	<u>40</u>	<u>1,000</u>	<u>750</u>
	1,470	8,700	6,925
Total Circulating Collection	<u>51,520</u>	<u>92,600</u>	<u>77,245</u>
Multilingual (15% in circulation)	[1,000]	[18,350]	[15,600]
[Items in this collection are included in Adult, Young Adult, Children's and Non-Print collections above.]			

Reference

Adult	2,900	7,300	7,300
Children	<u>340</u>	<u>1,500</u>	<u>1,500</u>
	3,240	8,800	8,800
Total Materials Collection	54,700	101,400	86,045

Magazines

Adult	155 titles	250 titles
Children	13 titles	50 titles

Newspapers

18	20
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The initial collection planned for the new building while based on the realities of available funds is anticipated to develop and grow in keeping with the demographics of the area and the library's plan of service. For specific information on the important multilingual collection, please refer to Appendix B.

READERS' SEATS

Summary - The variety of seating available focuses on the diversity of library user needs and services. Allocation of quiet study/tutoring rooms to special equipment seating to lounge and children's seats respond to this diversity. The allocation of seating within the library is directly related to the collections and the activities occurring in these areas. Seating capacity is expanded from 76 general seats and 6 special use seats - total of 82 to 178. Meeting room seating goes from 40 to 100.

The new San Benito County Free Library has a total of 278 public seats:

Table seating	135
Lounge seating	21
Special equipment seating	22
Group seating	<u>100</u>
	278

PUBLIC - GROUP SEATING

<u>Location</u>	<u>Number of Seats</u>
13.1 Meeting Room	100

PUBLIC - INDIVIDUAL SEATING

<u>Location</u>	<u>Number of Seats</u>
3.0 Audio-Visual Listening and Viewing Stations	10
4.3 Index Table/Counter	3
4.4 Microforms/CD-ROM/Computers	
Readers/Printers	1
CD-ROM Units	2
Public Use Computers	2
	5
4.5 Public Access Catalogs - Adult (sit down)	2
4.6 Study Tables	20
5.0 California and Local History Collection	4
6.0 Multilingual Area	16

7.0	Magazines/Newspapers		12
9.0	Popular Browsing/Paperback Collection		4
10.0	Young Adult Area		4
11.0	Public Seating - Adult		52
	(26) Table seats @ 30 sq.ft.	26	
	(6) Lounge seats @ 40 sq.ft.	6	
	(2) 1 person typing cubicles @ 50 sq.ft.	2	
	(3) 2-person tutoring rooms @ 50 sq.ft.	6	
	(12) Quiet study room	12	
12.2	Public Seating - Children's		44
	(1) Low 4-place table @ 80 sq.ft.	4	
	(9) 1-place table @ 30 sq.ft.	9	
	(2) 4-place tables @ 30 sq.ft.	8	
	(1) Adult lounge seat @ 40 sq.ft.	1	
	(22) Story Hour/Casual Seating Area	22	
12.3	Public Access Catalogs - Children's (sit down)		<u>2</u>
	TOTAL INDIVIDUAL SEATS		178
	GROUP SEATING		<u>100</u>
	TOTAL OF ALL PUBLIC SEATING		278

Conversion Factors - Factors utilized are based on national library practices and the consulting librarian's experience with similar public libraries which have been constructed and placed in service.

Table/study seating	30 square feet per seat
Lounge seating	40 square feet per seat
Special equipment, A-V, computer stations	35 - 50 square feet per seat

NEW TECHNOLOGY

During the late 1980's and early 1990's, new technology and automation has had a substantial impact on library services and buildings. Contrary to a popular misconception that the application of technology will reduce the space and building needs of public libraries, the reverse is true. Not only has the amount of print material (books, magazines and other documents) increased dramatically, but the diversity of audio-visual and computer based information formats has expanded and enhanced library services and requires more building area for collections equipment, users and staff.

The new San Benito County Free Library will take advantage of the following technological opportunities:

- Computer based circulation and materials inventory management systems.
- Public Access Catalog - The microcomputer based PAC is user friendly with bilingual English/Spanish help screens.
- Database information systems - The library will create specialized and unique information and referral databases to local community resources and services.
- CD-ROM indexes and information access - Public access to indexes and databases on compact disc - read only memory.
- Microfilm/fiche storage and display of documents.
- Non-print collection of compact discs, video and audio cassettes and computer diskettes.
- Word processors for public use.
- FAX - facsimile transmission of documents between libraries, residences, schools and businesses.

The San Benito County Free Library, in its efforts to constantly improve its services to the public, searches continuously for more efficient and effective work processes. A major element in increasing staff productivity is the incorporation of modern technology into library procedures and services.

Currently, the county library utilizes an off-line CD-ROM microcomputer. based bibliographic utility to catalog and classify its book and audio-visual materials. This technology provides rapid access to nationally accepted cataloging standards and creates machine readable records for inclusion in the library's automated data base of holdings, which represents 100% of the library's monographic and audio-visual collections.

The library also utilizes CD-ROM microcomputer based technology as a public access catalog to its collection. Members of the public may search by author, title, subject or keyword on one of several terminals, the library's collection or expand the search to include the holdings of fourteen other cooperating libraries in the region. The public access catalog system is user friendly and includes context sensitive help screens to guide the user in his/her search. Sophisticated search arguments may be employed by library staff or more advanced users utilizing Boolean search strategies.

Future plans include automating the library's circulation control system to better track inventory, speed up check-in and checkout, generate overdue notices, calculate fines and generate usage reports for management analysis and collection development. Additional modules of this stand alone microcomputer based system are slated for investigation and possible future installation to automate the library's serials and acquisition functions.

An automated system currently in the procurement stage is an electronic materials theft detection system. This device is designed to protect the library's print and audio-visual collections from unauthorized removal from the building by unobtrusively scanning library users as they enter and exit the facility. It is anticipated that by reducing losses by up to 90%, users will be better served by having access to materials when they need them.

In addition to automating library routines, the San Benito County Free Library plans to provide two other applications of new technology for the benefit of library users. The first will be a series of automated databases, both bibliographic and textual, located in the Reference/Information Services Area. These will allow staff and user access to a wealth of citations, abstracts and full text items through rapid automated search and retrieval technology. An off-line system will most probably be installed to achieve the relative economy and ease of use needed for unrestricted search access during all of the library's public service hours.

The second application of technology will be in direct user interface with various personal software systems through the provision of at least two public access microcomputers for personal user. It is envisioned that users will either bring their own software to the library or borrow from a core software collection housed at the library. This open access to personal computing technology should allow library users of all ages to develop computer literacy and personal work productivity.

This three level implementation of automated systems at the San Benito County Free Library (library routines, databases and personal use microcomputers) should maximize staff productivity while offering library users the greatest range and depth of resources and services.

It is anticipated that new technology will continue to have a substantial influence on the services and collection of the San Benito County Free Library. The design of the new library must facilitate the accommodation of many new services in the years to come.

Summary - The modern public library is not only a community's repository of information, data and content to enlighten, enhance and entertain its users. The modern public library must also possess the technology which will provide for access to and dissemination of the contents of, not only the local collection, but more distant collections in the county, state and nation. Through the use of public access catalogs, CD-ROM stations, listening and viewing stations, facsimile transmission, TDD unit and public copy machines, the new San Benito County Free Library will bring a new level of access to its users with 34 electronic information delivery units in the initial building equipment.

Conversion Factors - The conversion factors used are based on current national guidelines and the consulting librarian's experience with other projects of this scale. Allocations of space take into account the need to provide adequate space for the equipment being used, additional items, such as printers and the fact that several persons may be using the equipment.

The allocations of space range from 35 square feet to 50 square feet per item of equipment depending on size of equipment and type of access/location in the library.

SPECIAL PURPOSE UNITS/SPACES	Total Number of <u>Units</u>	Staff Use <u>Units</u>
Computer terminals - Public Access Catalog	12	2
CD-ROM Readers	2	(plus 2 future) 1
Microcomputers	2	2
Computer Printers	2	2
Microform Readers and Reader/Printers	1	2
Photocopy Machines	2	1
A-V Listening/Viewing Stations		
Audio Cassette	4	-
Video Cassette	4	-
Work Stations for the Disabled - TDD	1	
Other Electronic typewriters	2	
CATV monitor/tuners	2	
Electronic Information Delivery Systems	34 Units	

STAFF WORK STATIONS

Summary

The San Benito County Free Library currently employs a full-time equivalent staff of 6.83 - 9 individuals. Use is also made of volunteer time .7 FTE per week.

It is anticipated that use of collection and services will increase substantially in the new library. To make satisfactory use of the new facility, hours of service should increase from present hours of 28 per week to at least 50 and eventually to 60 - 65 per week.

To operate the new library, the staff must be increased to the following recommended minimums:

	<u>1993</u>	<u>2000</u>
Librarians, including county librarian	2	3
Library assistants/paraprofessionals	4	5
Clerical staff	3	6
Shelvers	<u>3</u>	<u>6</u>
	12	20

These minimum projections are based on current budget realities. Given an adequate future base of funding, the staff FTE should increase to 29, one per every 2,000 residents of the library service area.

The new library will have three public service points: the circulation desk, information desk and during appropriate open hours, a children's service desk.

The layout of the library must facilitate user self-service and allow for efficient staff operations.

Conversion Factors

Permanent public service points such as circulation, check out stations and enclosed office areas may require 150 square feet per full-time equivalent staff member.

		Number of Public <u>Work Stations</u>	Number of Desk Office/Workroom <u>Work Stations</u>	
*	2.1	Circulation Desk/Work Area	5	**
*	4.1	Information	3	**
*	12.4	Children's Service Desk	2	**
	14.1	Staff Workroom (Open Office Work Stations)		12
		- Circulation Desk/Work Area (3)		3**
		- Information/User Assistance Desk (2)		2**
		- Technical Services (2)		2
		- ILL (1)		1
		- Extension Service Supervisor (1)		1
		- Literacy Coordinator (1)		1
		- Children's Services (2)		2**
	15.0	Offices - Administration		
		- Reception/Secretarial		1
		- County Librarian		1
		- Assistant Director		1
	18.0	Custodial Areas		<u>1</u>
				26
*	Denotes Public Service Point			
**	Located in staff workroom			

MEETING ROOM REQUIREMENTS

Summary - The new San Benito County Free Library will provide space for library programs, as well as community group meetings and programs. Enclosed space for quiet study and tutoring for literacy training will be provided as will segregated areas in the public service floor area for the use by the public of personal computers and audio-visual listening and viewing equipment.

Gatherings of Hispanic and other bilingual groups in the community will create a higher level of awareness of library services and the library's role as the community information center. Special programs and regular story hours will be provided in the children's area.

Conversion Factors

Meeting Room Area

Per Seat

10 square feet

Study Tutoring Rooms

25 - 30 square feet

Quiet Room

· 30+ square feet

Meeting Room CapacityNumber of Seats

Community Meeting Space - 1 room - divisible into 2

100

Conference Space - included in community meeting space
with dividable meeting room

Quiet Study Space - 1 room

12

Tutoring Space (combined with Study Space) - 3 - 2-person rooms

6

Administrative Conference Room

12

Staff Training Space

See above spaces

Children's Story Hour Area in children's area

20

Multipurpose Space

0

Theaters

0

Other

0

FACILITY SPACE ANALYSIS

LIBRARY BUILDING PROGRAM OVERVIEW

This building program represents the library the architect is requested to design for the new San Benito County Free Library. In addition to using known statistical information regarding the library and future population projections, input from the library staff, county librarian, Ad Hoc New Library Building Advisory Committee and community representatives at public hearings has been solicited in the development of this document and it has been reviewed in draft by these groups. The written building program is specific in terms of measurements and directions so that the schematic designs and working drawings which the architect prepares will meet the library's functional requirements.

The building program has been developed to this point with preliminary input and contributions of the architect. Prior to commencement of the schematic design, a building program review meeting will be held with the architect to discuss the program and to incorporate any changes and additions proposed by the architect. It is important that there is consensus on the initial building program and that an open two-way communication process be used during the entire project to deal with changes which will inevitably occur.

The building program statement is prepared with the following information included:

1. Basic functional design criteria.
2. Summaries of space, shelving, seating and work station allocations.
3. Basic information on each functional space including:
 - a. Area in square feet.
 - b. The aesthetics and general environment which should be created, special considerations and relationships with other areas of the building.
 - c. The number and type of occupants that each space is designed to accommodate.
 - d. Type of collection materials and how they will be used and housed.
 - e. Specific description of equipment and furniture to be used.
4. General architectural requirements.

The building program statement makes no attempt to determine the design of the building from an architectural point of view, but it does focus directly on the functional aspects of the building and the architect will be held responsible for following these directions. In the event that the architect determines desirable alternatives to the program, he or she must follow project procedures in seeking to change it.

This library building program reflects the minimum space requirements needed by the San Benito County Free Library for the next 20 years. These requirements are based on formulas developed through study of libraries of comparable size and use across the United States. From experience in other locales, it should be noted that construction of a building of this sort is an instant generator of traffic and new activities so that the use of this library will increase immediately after it opens and continue to increase at a greater rate than would be expected with the existing facility. Therefore, there will be substantial increases in staff work load and a need to accommodate a higher level of use. This increase will also be felt in the need for additional operating funds for materials. From experience an increase in volume of service in the first year might go as high as 50% or more over present use particularly if the library's collection is substantially improved and increased in its quantity and quality.

ENVIRONMENT, ATMOSPHERE AND AESTHETICS

The opportunity to construct a new public library facility in the community generates a great deal of enthusiasm on the part of the citizens, staff, local officials and the architect selected to design the structure. It should be kept in mind that the building which they are responsible for producing is not a monument to the past but, instead, a creation of space which must serve the community well for many years to come. The role of the public library in the community should be kept foremost with all concerned concentrating on the present and future objectives of the library. The new library as a community information center, a popular materials library, a supplemental curricular resource center for elementary school age children and as a center for leisure time activities for a wide and diverse range of users, must therefore provide a variety of space to satisfy these needs and uses.

The building should present a warm, attractive and friendly atmosphere which invites a person to enter and make use of the services and resources available. The building should be designed to be as open as possible with a minimum of interior walls. To this end, elements within the building requiring partitioning should be grouped together. It is necessary in the later schematic design phase to actually produce a layout of shelving and furnishings to determine how the new building will best function. While the aesthetics of the building are the responsibility of the designing architect, the actual function of the building must be kept in mind at all times and where the function and aesthetics are in conflict, the function must take precedence so that an architectural detail does not become a point around which service or use in a specific area of the building must revolve for the life of the building.

It is a fact that the modern public library is no longer the silent institution of past days and there is a variety of noise and activity generated in the normal use of the library. Since an open design does increase the potential for sound problems, special attention must be given to the acoustical treatment. Within this building, adult lounge and some seating areas should be buffered from these distractions.

The following three sections constitute the planning requirements which the architect, interior designer, and engineers are to follow.

I. SUMMARY OF FACILITY SPACE REQUIREMENTS

This table provides the square foot areas, seating, work station and shelving capacities for all programmed areas of the building. The allocations are net, usable square foot figures. An unassigned space allowance of up to 20% for structural, mechanical, and other architectural requirements is provided. A space diagram and matrix chart follows.

II. SPACE DESCRIPTIONS

The sequence of this section follows that of the preceding summary table. The narrative describes the activities and requirements of each area, provides specific detail on the shelving, furniture and equipment and notes important functional relationships and unique conditions.

III. GENERAL BUILDING DESIGN REQUIREMENTS

This section provides detail on the general requirements for design fixtures and equipment such as lighting, shelving and parking.

APPENDICES

This final section will contain any necessary supplementary or illustrative material related to the building program contents.

SUMMARY OF FACILITY SPACE REQUIREMENTS

SAN BENITO COUNTY FREE LIBRARY

		Net Square <u>Feet</u>	Public Seating or <u>(Work Stations)</u>	Collection <u>Capacity</u>
<u>PUBLIC SERVICE AREAS</u>				
1.0	PUBLIC ENTRANCE/LOBBY Covered Portico	<u>700</u>		
	1.1 Entrance/Vestibule/Display Atrium/Courtyard	Unassigned		
	1.2 Public Restrooms	Unassigned		
	1.3 Art Gallery/Exhibits	400		
	1.4 Friends Sales Area	300		
	1.5 Materials/Book Return(s) Drive-up - exterior	Unassigned		
2.0	CIRCULATION SERVICES	<u>1,100</u>	<u>(8)</u>	<u>6,250</u>
	2.1 Circulation Desk/Work Area Shelving - A-V and Reserves	1,000	(8)	6,250
	2.2 Copy Machines - 2 Bill Changer	100		4,250 A-V/ 2,000 Gen.
	2.3 Queuing/Security System	Unassigned		
3.0	AUDIO-VISUAL LISTENING AND VIEWING STATIONS	<u>300</u>	<u>10</u>	
	Viewing Stations @ 50+ sq.ft. - 2	120	4	
	Listening Stations @ 50+ sq.ft. - 3	180	6	
4.0	INFORMATION/REFERENCE SERVICES	<u>2,600</u>	<u>30(3)</u>	<u>7,300</u>
	4.1 Information Service Desk Ready Reference/Telephone Books	500	(3)	1,500
	4.2 Reference Book Shelving/Files	700		5,600
	4.3 Index Counter	100	3	200
	4.4 Microforms/CD-ROM/Computers	300	5	

SUMMARY OF FACILITY SPACE REQUIREMENTS

		Net Square <u>Feet</u>	Public Seating or <u>(Work Stations)</u>	Collection <u>Capacity</u>
	Reader/Printers	1		
	CD-ROM Units	2		
	Public Use Computers	2		
	Copy Machine - no seats			
	4.5 Public Access Catalogs - 8 of 12 (Minimum of 2 as sit-down stations)	400	2	
	4.6 Study Tables - 20 @ 30 sq.ft.	600	20	
5.0	CALIFORNIA AND LOCAL HISTORY AREA (Glassed-in)	<u>300</u>	<u>4</u>	<u>1,500</u>
	Collection	150		1,500
	Table Seating	150	4	
6.0	MULTILINGUAL AREA	<u>2,100</u>	<u>16</u>	<u>18,350</u>
	Collection - 15% in circulation	1,580		18,350
	Lounge/Table Seating	520	16	
	(4) Lounge seats @ 40 sq. ft. - 160 (3) 4-place tables @ 120 sq. ft. - 360			
7.0	MAGAZINES/NEWSPAPERS	<u>1,460</u>	<u>12</u>	
	Display shelving and current year	200		250 titles
	Public stack shelving for up to 10 years of back issues	800		20 newspapers
	10 Lounge/2 Table Seating	460	12	
8.0	OPEN COLLECTION SHELVING Includes adult fiction and non-fiction, large print, audio-visual, LARGE PRINT collections; 20% in circulation	<u>3,200</u>		38,000
9.0	POPULAR BROWSING/PAPERBACK COLLECTION	<u>750</u>	<u>4</u>	<u>7,000</u>
9.1	Public Collection Shelving 30% in circulation	590		6,000 Paperbacks 1,000 Bound
9.2	Lounge Seating - 4 @ 40 sq. ft.	160	4	

SUMMARY OF FACILITY SPACE REQUIREMENTS

		Net Square Feet	Public Seating or (Work Stations)	Collection Capacity
10.0	YOUNG ADULT COLLECTION AREA	<u>340</u>	<u>4</u>	<u>2,300</u>
	10.1 Public Collection	180		2,300
	10.2 Lounge Seating - 4 @ 40 sq.ft.	160	4	
11.0	PUBLIC SEATING - ADULT Distributed in Open Collection Shelving (8.0)	<u>1,670</u>	<u>52</u>	
	(26) Table seats @ 30 sq.ft.	780	26	
	(6) Lounge seats @ 40 sq.ft.	240	6	
	(2) 1 person typing cubicles @ 50 sq.ft.	100	2	
	(3) 2-person tutoring rooms @ 50 sq.ft.	150	6	
	(1) Quiet study room @ 400 sq.ft.	400	12	
12.0	CHILDREN'S SERVICES	<u>2,950</u>	<u>46(1)</u>	<u>33,000</u>
	12.1 Collection/Shelving	1,650		33,000
	Includes picture books, easy readers, non-fiction, juvenile reference, paperbacks, magazines: 25% in circulation			
	12.2 Public Seating - Children	<u>900</u>	<u>44</u>	
	(1) Low 4-place table @ 100 sq.ft.	100	4	
	(9) 1-place table @ 30 sq.ft.	270	9	
	(2) 4-place tables @ 30 sq.ft.	240	8	
	(1) Adult lounge seat @ 40 sq.ft.	40	1	
	(22) Story Hour/Casual Seating Area @ 10 sq.ft. (casual/lounge area)	250	22	
	12.3 Public Access Catalogs - 4 of 12 (Minimum of 2 as sit-down stations)	150	2	
	12.4 Children's Service Desk	150	(1)	
	12.5 Storage	100		
13.0	MEETING ROOM AREA	<u>1,550</u>	<u>100</u>	
	13.1 Multipurpose Rooms 100 @ 10 sq.ft. plus Performance Area	1,250	100	
	13.2 Food Service Area	150		

SUMMARY OF FACILITY SPACE REQUIREMENTS

	Net Square <u>Feet</u>	Public Seating or <u>(Work Stations)</u>	Collection <u>Capacity</u>
13.3 Storage (Chairs, tables, podium, children's program materials)	150		
 TOTALS	 19,020	 178(12)	 114,100
		+ 100 meeting room seats Total - 278 seats	

NON-PUBLIC AREAS

14.0	STAFF WORKROOM/OFFICES	<u>2,150</u>	<u>(10)</u>	<u>6,000</u>
14.1	Open Office/Work Stations Cataloging (1) Processing (1) ILL (1) Literacy (1) Extension Services (1) Circulation (2) Children Services (2) Information/Reference (2)	1,500	(10)	
14.2	Collection Shelving Technical Services - 4,000 Extension/Outreach - 2,000	400		6,000
14.3	Storage Room (for supplies/equipment)	250		
15.0	ADMINISTRATION OFFICE AREA	<u>950</u>	<u>(3)</u>	
15.1	Reception/Secretarial Area	<u>250</u>		
	15.11 Computer Work Station	150	(1)	
	15.12 Files/Copier	100		
15.2	County Librarian's Office (1)	250	(1)	
15.3	Assistant Director's Office (1)	150	(1)	
15.4	Conference Room - (12 seats)	300		

SUMMARY OF FACILITY SPACE REQUIREMENTS

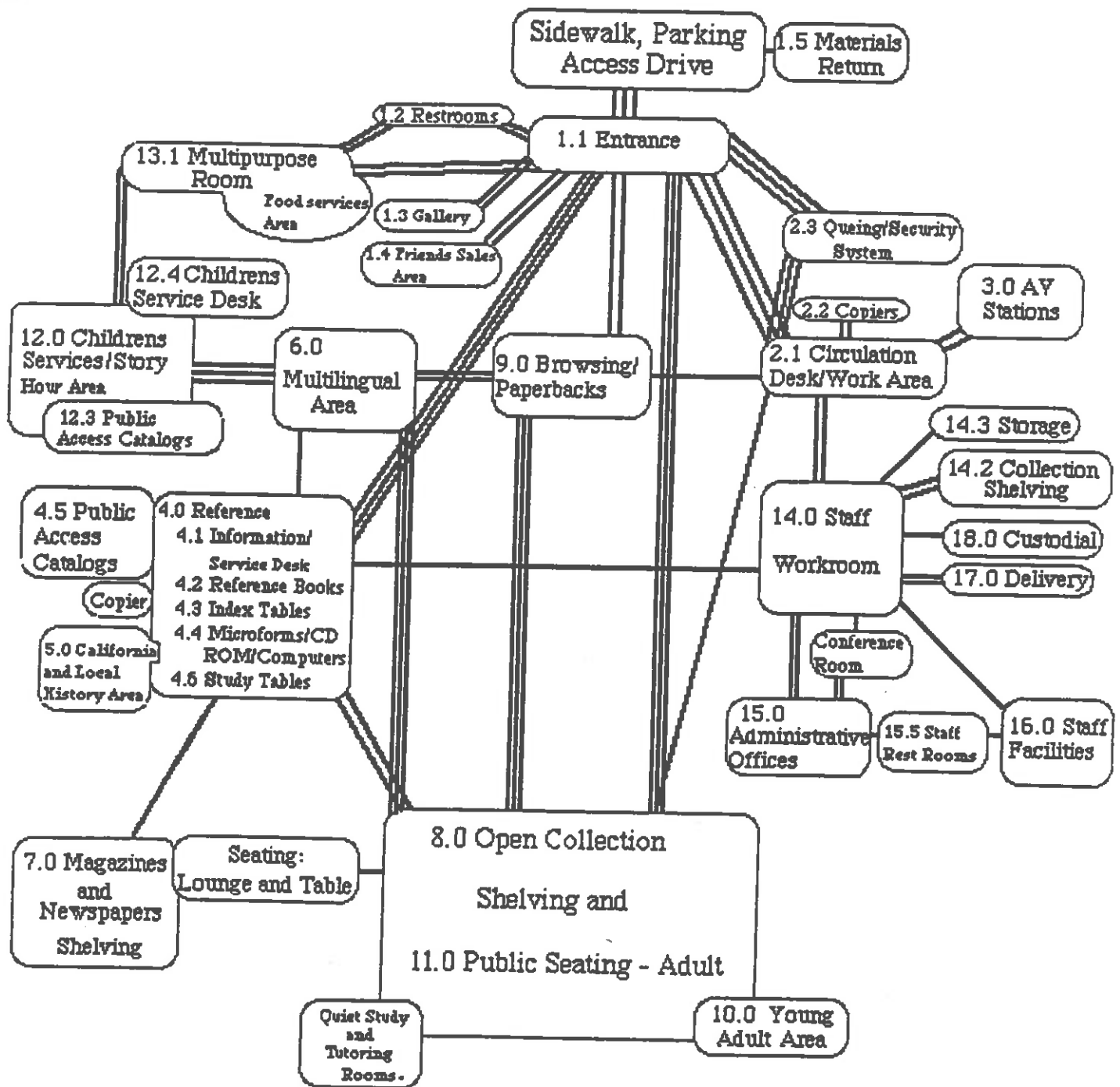
		Net Square Feet	Public Seating or (Work Stations)	Collection Capacity
16.0	STAFF FACILITIES	<u>300</u>		
	16.1 Closets/Lockers/Restroom	Unassigned		
	16.2 Meal/Break Area	300		
	16.3 Restrooms	Unassigned		
17.0	DELIVERY/LOADING DOCK	<u>300</u>		
	17.1 Dock	Unassigned		
	Exterior/Covered			
	17.2 Bookmobile Port -			
	Exterior/Covered	Unassigned		
	17.3 Delivery/Receiving/Storage Room	300		
18.0	CUSTODIAL AREAS	<u>200</u>	<u>(1)</u>	
	18.1 Work Area/Supplies	150	(1)	
	18.2 Yard Room	50		
	Total Non-Public Areas	3,900	(14)	6,000
	Total Public Service Areas	<u>19,020</u>	<u>178(12)</u>	<u>114,100</u>
	TOTAL OF ALL FUNCTIONAL SPACES	22,920	178(26)	120,100
	Plus 20% unassigned area for mechanical and architectural requirements - mechanical equipment, restrooms, structure and people circulation.	5,730		
	Gross Building Area	<u>28,650</u>	<u>178(26)</u>	<u>120,100</u>
			+ 100 meeting room seats	
			Total - 278 seats	
19.0	<u>Parking</u>	<u>Public</u>	<u>Staff</u>	
	Cars - 123	110	13	

● = Essential Relationship
▲ = Important Relationship

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San Benito Free County Library

Spatial Relationships Chart



Not to Scale
 of program space
 allocations

== Double and === Triple lines indicate a strong relationship

Revised
 5/15/91

SPACE DESCRIPTIONS

1.0 - 13.0 PUBLIC AND RELATED SERVICE AREAS

1.0 PUBLIC ENTRANCE/LOBBY

700 Square Feet

1.1 ENTRANCE/VESTIBULE/DISPLAY/ATRIUM/COURTYARD Unassigned

Description:

This is the only public entrance to the library, allowing the most economical use of staff and providing the best possible control/security for the public service spaces. As such it is a high traffic area with noise level high at times. This is a good location for introductory or informative displays and seasonal distribution of state and federal tax materials with adjacent access to a self-service photocopier. Access to restrooms and meeting rooms occurs here.

A display area must be located near the entrance. The display area will contain cases for exhibiting items of interest to the public.

Function:

1. Entry point to library by public
2. Gathering/waiting area for public
3. Access point to public restrooms
4. Access point to meeting rooms
5. Access point to art gallery
6. Access point to Friends sales area
7. Exhibit area

Relationships with other building areas:

- | | |
|-----------------------------------|------------------|
| 1. Parking | 5. Restrooms |
| 2. Sidewalks - on-site and public | 6. Meeting Rooms |
| 3. Drive-up materials returns | 7. Display Areas |
| 4. Circulation Desk | |

Public Requirements: Occupancy - 0 - 4, bench seating for 4 - outside, not in lobby

Staff Requirements: None

Equipment:

1. Benches (seating 4)
2. Two public telephones - outside on public plaza
3. Hours of service sign - easily changed

4. Foot cleaning mats
5. Sand urn and waste paper container
6. Bill changer
7. Plexiglass kiosks
8. Tax forms display racks
9. Map directory
10. Coin-operated photocopier
11. Community/Library Activities Directory Board

Shelving/Files/Storage Required:

1. Two exhibit cases of different size and shape, with glass tops and sides, and lockable

Design Requirements:

1. The entrance should be highly visible and well identified from the inside and the outside of the library.
2. Patrons waiting outside the lobby for the building to be opened or for an automobile ride are to be protected from precipitation and wind.
3. The entrance must be inviting, utilizing a generous amount of glass to provide visibility to the interior of the library and activity within the building. It is very desirable that part or all of this area be glazed so that it is visually supervisable from the circulation desk. Displays/kiosks should be under staff supervision/view.
4. A double door vestibule forming an "air-lock" should be utilized to prevent drafts and to reduce cooling and heating loss. Center mullion should be removable.
5. No barriers should be present for the handicapped or elderly; flush thresholds and doors which open easily are necessary.
6. Use of automatic doors is desirable and should be studied by the architect with recommendations as to initial and operating costs. If used, sliding, not swinging, doors should be specified and should prevent persons from exiting at the entrance.
7. Floor should be made of serviceable hard-wearing material such as quarry tile.

8. This area will serve as the lobby to the meeting room, art gallery and Friends sales area. It must be possible to secure this area from the rest of the building to permit after hours use. Access to the meeting room should be clearly identified.
9. This is a moderately noisy area; normal lighting level is required.
10. Provide for minimum clear space of 4'6" around exhibit cases.

1.2 PUBLIC RESTROOMS

Unassigned

Description:

Situated in a public building with extended open hours, library restrooms receive extensive use by library users of all ages and may receive use by non-library users. Location and interior design must be planned for such use and to minimize potential public problems in this area.

Function:

1. To provide convenient and necessary toilet, washing and drinking facilities to the public.

Relationships with other building areas:

1. Lobby
2. Circulation Desk Area
3. Meeting Room

Public Requirements: By code

Equipment:

Male Room: By code

Female Room: By code

A drinking fountain should be provided in the immediate area of the restrooms.

Shelving/Files/Storage Required:

Each restroom should have a single shelf, reachable by youngsters as well as adults, for temporary storage of books, packages, etc.

Design Requirements:

1. The entrance to the restrooms should be easily visible from the circulation desk.
2. Keyed locks will be provided for the restroom doors so that the library staff may control use, if necessary.
3. Restroom lights are to be operated by a keyed switch.
4. Access to restrooms will be from lobby area.
5. Floors will be ceramic tile with drain; walls will be ceramic tile; ceiling will be epoxy-painted gypsum board.
6. The emphasis in restroom design should be on the utility, durability of materials used, ease of maintenance and ventilation. (SEE General Building Requirements section for more information.)
7. The water closet and urinal screens are to be constructed of graffiti-resistant materials.
8. These rooms are to be sized in accordance with building code requirements.

1.3 ART GALLERY/EXHIBITS

400 Square Feet

Description:

This will be a special area, near the entrance, for the display of original art work and touring exhibits co-sponsored with local community art organizations.

Function:

1. Display of art

Relationships with other building areas:

1. Entrance/Vestibule
2. Restrooms

Shelving/Files/Storage Required:

1. Variety of display panels/cases - to be specified
2. Picture hanging track with a tack strip installed at 6' height

Design Requirements:

1. Variable and spot lighting is required.
2. Light refreshments service center may be required.

1.4 FRIENDS SALES AREA

300 Square Feet

Description:

This is a sales and storage area for Friends of the Library activities to enrich library resources and make its services better known to the community.

Function:

1. Storage
2. Display and sale of library materials and promotional items

Relationships with other building areas:

1. Entrance/Vestibule

Equipment:

1. Sign for hours open and prices
2. Cash register
3. Telephone
4. Two work tables
5. Service desk

Shelving/Files/Storage Required:

1. Four book trucks
2. Display shelving for selected items and paperbacks
3. 120 - 3' L - 9" D - 10 double-face sections, 12 shelves each, 84"H - 3,000 volume capacity

Design Requirements:

1. Highly visible to the public upon approach to the building.
2. Friends and volunteers will operate this area.
3. Separate outside entrance is desired.
4. Entrance must be inviting, using a generous amount of glass to provide visibility to the interior.

1.5 MATERIALS/BOOK RETURN(S) - EXTERIORUnassigned**Description:**

This will be the drive-up materials return access point for the public. Walk-up access will be possible also. A second return for pedestrians may also be considered.

Function:

1. Temporary receipt and storage of library materials.

Relationships with other building areas:

1. Street
2. Entrance
3. Circulation Desk/work area

Equipment:

1. One or two metal book/materials return receptacles - library to specify.

Shelving/Files/Storage Required:

1. Materials to be returned into special cart. [SEE: General Design Requirements - Material Return(s)]

Design Considerations:

1. Driveway access to materials return must not complicate pedestrian access to entrance.
2. Return box must be fire-rated or retardant - 24 hour usage.

2.0 CIRCULATION SERVICES

1,100 Square Feet

2.1 CIRCULATION DESK/WORK AREA

1,000 Square Feet

Description:

This area accommodates the single point in the library which all users upon leaving will pass. All materials will be checked out and returned here. Contact with borrowers on circulation matters will be centered here. Staff here will provide the central point of control for the immediate public service areas and users exiting the building. Related work area will be behind service desk.

At the circulation desk, books, audio-visuals and other library materials are checked out and returned, library fines are paid, and library cards are issued. The circulation desk must be as close to the main library entrance and exit as is practical.

Lost and found items, miscellaneous materials and reserve books and videocassette tapes will be stored within and immediately behind the circulation desk.

A queue control system and shelves where patrons may place books and other items while waiting in the queue will be located near the circulation desk.

Function:

1. Supervision of circulation/shelving activities
2. Circulation, checkout, check-in of library materials
3. Overdues - fine collection
4. User information - directional, circulating practices/policies, library regulation complaints
5. Registration of users
6. Temporary storage/pickup of user reserved materials
7. Security of library materials collection

Relationships with other building areas:

- | | |
|--|---|
| 1. Entrance/Vestibule | 4. Self-service coin-operated photocopier |
| 2. Circulating Collections | |
| 3. Audio-visual listening and viewing stations | |

Public Requirements: 5 service points

Staff Requirements:

Work stations at public service circulation desk:

Work stations in non-public work area

Occupancy - 3 maximum,
2 on average

Occupancy - 2 on average

3 - checkout stations
1 - check-in station
1 - registration station

1 - typing
2 - sorting, check-in
1 - supervisor of area

Equipment:

1. Checkpoint Security System
2. Two telephones
3. Four computer terminals for circulation system
(Terminal footprints: 20" W x 26" D)
4. One clock
5. Three high stools with seat back, castors, and foot rings and two secretarial posture chairs for public service work stations
6. Built-in Circulation Desk
7. Card registration table, 60" L x 36" W x 29" H with two chairs
9. Queue control system

Shelving/Files/Storage Required:

1. Three book trucks
2. Shelving for reserved items awaiting pickup and for storage of audio-visual material: 6,250 items.
3. Shelving. Storage styles to be specified for returned items in related work area.

84 - 3' L, 9" D - 6 double-face sections, 14 shelves each, 90"H - 2,000 volume capacity

4. Storage for public use A-V equipment used at audio-visual listening and viewing stations

Design Requirements:

1. While the desk must be located near the entrance, it is not desirable to immediately confront the user with its presence. Adequate space should be provided around the desk to allow for both the traffic entering and exiting the building as well as those standing at the desk or in line for services required.

Staff should be able to move from behind the desk into the public service area without traveling a long distance around the desk.

2. The return and registration stations should be convenient to patrons within the library and the charging stations to those leaving the library. Persons queuing at the desk should not conflict with traffic through this area. Materials return drop off slots into the circulation work area must be located near the entrance. New borrower registration and check in-check out for children and the handicapped must be designed with their special needs in mind.
3. A queue control system must be installed in front of the check-out stations so that patrons approach the desk in single file. Patrons returning books and materials to the library are not to enter this queue. Package shelves should be installed within the system for temporary use by patrons checking materials out. Shelves should be open-sided and approximately 3' in height.
4. The circulation desk must be conveniently accessible from the work area and planned for minimal staffing. The desk should be located adjacent to the enclosed workroom and should be placed eight to ten feet from any wall.
5. A built-in circulation desk must be designed.

Six - 84" high shelving sections must be installed behind the circulation desk and against the work room wall. Reserve A-V items and books will be temporarily stored here. A passageway approximately 6' - 8' in width is to be provided between the shelving sections and the circulation desk.

The approximate footprints of the terminals will be 20" W x 26" D.

6. Care must be taken to provide for present and future electrical and computer requirement with adequate conduits/raceways serving the desk.
7. Staff and public at the desk must be protected against excessive heat and glare from lights.
8. Good sight lines into adjacent public collection and seating areas must be provided for.
9. Special acoustic treatment for high levels of noise in this area should be provided.

10. An electronic book/materials security system will be in use and will require installation of directional barriers and gates with mechanical counters at the point of exit from the building. Security systems can affect terminal performance and may require specified separation from terminals. Consult with manufacturers as to distances required.
11. Since this area is of prime importance substantial discussion and detailed layout will be required during the design process.
12. Materials return drop off slots and sorting will occur in the non-public work area. Explore concept of persons entering building and returning materials into this area.

2.2 COPY MACHINES

100 Square Feet

Description:

Coin-operated photocopying service for the public will be provided in the general vicinity of the circulation and information desks and in the lobby.

Function:

1. Provision of convenient photocopy services to the public.

Relationships with other building areas:

1. Circulation Desk
2. Information Service Desk
3. Lobby

Public Requirements:

Equipment:

1. Two copy machines
2. Bill changer (in lobby)

Shelving/Files/Storage Required:

1. Two shelves or small tables for sorting or temporary storage of other items.

Design Requirements:

1. For photocopying library materials in the library, this activity is best located near the circulation desk and information service desk.
2. For patron convenience in copying other items, a coin-operated photocopy machine should be located in the lobby with an adjacent bill changer.
3. There must be a good line of sight from the circulation and information desks to each of these areas.

2.3 QUEUING/SECURITY SYSTEMUnassigned**Description:**

These spaces assist with people movement at and around the Circulation Desk.

Relationships with other building areas:

1. Circulation Desk
2. Exit

Equipment:

1. Checkpoint Security System
2. Queuing system - to be determined - See Space 2.1

Design Requirements:

1. Entry into the building must be designed to prevent patrons from exiting once inside the building.
2. Traffic patterns must be designed so that patrons exit the library only after passing the circulation desk and through the security system.
3. The use of electric sliding doors with foot activated opening are recommended to provide for separate one-way entrance and exit ways.

3.0 AUDIO-VISUAL LISTENING AND VIEWING STATIONS

300 Square Feet

Description:

This area is designed for public in-house use of audio-visual materials.

Relationships with other building areas:

1. Circulation Desk

Public Requirements: Occupancy - 5 to 10 - 5 actual stations

Equipment:

1. 2 viewing units - VCR - seating up to 4
2. 4 listening units - cassette and CD - seating up to 6

Shelving/Files/Storage Required:

1. A-V collections are to be interspersed throughout print collections.

Videos	3,000
Compact discs	1,200
Audio-cassettes	3,000

Design Requirements:

1. Five stations will make use of portable equipment and headphones obtained at Circulation Desk.
 - 2 - audio cassette players
 - 2 - compact disc playback units
 - 2 - video playback units
(all units with headphones)
2. Adequate and flexible electrical floor grid required.

4.0 INFORMATION/REFERENCE SERVICES

2,600 Square Feet

Description:

For many individuals using the library, the public service information area is the most important service point. The service desk itself and the associated materials collection should be highly visible and accessible. Staff working at this service desk provide assistance in person and over the telephone as to the location and use of not only the non-circulating reference materials found in this immediate area, but of all the adult materials and often children's materials in the entire circulating collection of the library and also resources available through other libraries and community resources. Since the San Benito County Free Library emphasizes providing information about community resources and services, the referral of patrons directly to appropriate service providers in the community will also occur at this point.

4.1 INFORMATION SERVICE DESK

500 Square Feet

Description:

This will be the primary point of information and reading assistance to library users either in person or by phone.

Function:

1. Reference assistance in person and by telephone
2. Readers' advisory assistance in the use of the general circulating collection
3. Assistance in use of nearby reference collection, microform resources, CD-ROM and information and referral databases and computerized materials catalogs.

Relationships with other building areas:

- | | |
|---------------------------------|--|
| 1. General Materials Collection | 5. Microform Reader/Printers |
| 2. Magazines | 6. California and Local History Collection |
| 3. Public Copy Machines | 7. Young Adult Area |
| 4. Personal Computers | |

Public Requirements: 2 service points at three grouped desks or bi-level counter.
Nearby general user seating for use of reference materials.

Staff Requirements:

Occupancy - 3

- 1 - General purpose station for assisting the public
- 1 - Information and referral and materials catalog station for assisting the public
- 1 - Work station for clerical support

Equipment:

- 1. Two information and referral and materials catalog terminals (mounted on tilt swivel bases)
- 2. One microform reader
- 3. Two telephones
- 4. Two wastebaskets
- 5. One database terminal for searches

Shelving/Files/Storage Required:

- 1. Two 4-drawer legal file for unbound reference materials to be placed within the information desk(s) design.
- 2. Shelving for 1,500 items for ready reference and telephone materials.
80 - 3' L, 10" D - 4 single-face or 8 double-face sections, 10 shelves each, 72" H
- 3. Lockable storage cabinet(s), not to exceed 54" H, with a volume of 125-150 cu.ft.

Should contain drawers of various sizes and adjustable shelves. Will contain a variety of supplies and non-standard size print materials.

Design Requirements:

- 1. Reference desk and related area should be inviting but layout should permit good supervision and discourage theft or mutilation of materials.
- 2. Users should have easy access to some nearby seating for use of needed reference materials.
- 3. Reference desk will require conduit raceway for current or future terminal location(s), future cable television connection and an adequate number of electrical outlets.
- 4. Light level in area should be of reading quality.

5. Desk arrangement should allow shared use of two information and referral and materials catalog computer terminals. To best carry out the I & R function, one terminal should be at desk height to better serve a seated patron.
6. A clerical work station must be included to provide back-up I & R and reference support.
7. Storage cabinets/shelves must be under control of and only accessible to library staff.
8. Desk layout, storage and shelving must be arranged to provide easy movement by staff and book trucks.
9. Current bi-level service desk is to be enlarged and re-used.

4.2 REFERENCE BOOK SHELVING

700 Square Feet

Description:

This area is the main reference collection of the library accessible by the public.

Function:

1. Materials storage

Relationships with other building areas:

1. Information Service Desk

Shelving/Files/Storage Required:

1. 5,600 volume capacity
240 - 3' shelves, 11" D - 24 double-face sections, 10 shelves each, 72" H
2. 12 - 3 drawer file cabinets for pamphlets (12,000 items)
3. 1 atlas stand - up to 30 items
4. 1 map case - 500 items
5. 1 dictionary stand

4.3 INDEX COUNTER

100 Square Feet

Relationship with other building areas:

1. Information Service Desk

Public Requirements: Occupancy - 3

Shelving/Files/Storage Required:

1. Reference indices are to be stored on one index counter. The counter should be approximately 9' L x 30" W x 38" H and are to have a bi-level, elevated shelf, running the length of the counter, upon which the indices are actually to be shelved. Collection capacity - 200 volumes.

Design Requirements:

1. Provide electrical power for possible use of CD-ROM readers for additional indexing resources.

4.4 MICROFORMS/CD-ROM/COMPUTERS

300 Square Feet

Description:

This area provides microform, computer services and CD-ROM services to the public with storage, seating and duplication activities.

Function:

1. Microform storage and usage area
2. Microform duplication

Relationship with other building areas:

1. Index Tables
2. Information Service Desk

Public Requirements: Occupancy - 6

Six at machine seats

Equipment:

1. One microform reader/printer, coin-operated
2. Two CD-ROM units in typing carrels, approximately 49" L x 25" W (six in future)
3. Two public use microcomputers in typing carrels, approximately 49" L x 35" W - with printers
4. Chairs for all stations
5. One copy machine with adjacent sorting table/shelf

Shelving/Files/Storage Required:

1. One storage cabinet for microform

Design Requirements:

1. Each public use computer station is to be equipped with terminal and printer. Both computer and CD-ROM stations are to have a minimum of three feet of clear desk space. Personal computers and all printers are to be secured to work stations.

4.5 PUBLIC ACCESS CATALOGS - 11 of 15

550 Square Feet

Description:

Eleven public access catalogs are located in this area, convenient to the user assistance desk area.

Function:

1. Provide bibliographic access to the collections of the library.

Relationships with other building areas:

1. Materials Collections
2. Information Service Desk

Public Requirements: Occupancy - 0 - 11

Catalogs require counter for writing.

Staff Requirements:

Good view and access for staff at information desk.

Equipment:

Eleven public access terminals (minimum of two at sit down level, handicapped accessible).

Shelving/Files/Storage:

None

Design Requirements:

1. Counter or tables for equipment should be 42" H and should be of a design that minimizes the amount of wire and cable exposed to view.

4.6 STUDY TABLES

600 Square Feet

Description:

This public seating area provides convenient study space for users of the reference collection.

Function:

1. Seating for reference/information area users

Relationships with other building areas:

1. Reference Book Shelving
2. Information Service Desk

Public Requirements: Occupancy - 20

Seating must be provided near the reference book collection. The seating is to consist of the following:

Three - 4-person tables	(12)
Eight - 1-person carrels	(8)

Design Requirements:

1. Lighting levels for close work required.

5.0 CALIFORNIA AND LOCAL HISTORY AREA

300 Square Feet

Description:

This is a specialized collection and usage area for California and local history information.

Function:

1. Storage and use of specialized materials.

Relationships with other building areas:

1. Information Service Desk
2. Copy Machine
3. Public Access Catalogs

Public Requirements: Occupancy - 4

Four - 1-person tables - 150 square feet

Equipment:

1. Public copy machine

Shelving/Files/Storage Requires:

1. Collection capacity - 1,500 volumes - 150 square feet
72 - 3' L, 9" D - 6 double-face sections, 12 shelves each, 84" H

Design Requirements:

1. This area needs to be in visual contact with Information Service Desk.
2. Glassed-in area is required.

6.0 MULTILINGUAL AREA

2,100 Square Feet

Description:

This is a large area for the shelving and use of multilingual materials and will attract users of all ages.

Function:

1. Shelving and use of specialized multilanguage materials.

Relationships with other building areas:

- | | |
|-----------------------------|---------------------------|
| 1. Children's Services | 3. Public Access Catalogs |
| 2. Information Service Desk | |

Public Requirements: Occupancy - 16 (520 square feet)

- | | |
|---------------------|-------------------|
| 4 - Lounge seats | (160 square feet) |
| 3 - 4-person tables | (360 square feet) |

Shelving/Files/Storage Required: 1,580 square feet

1. Collection capacity - 18,350 volumes. With 15% in circulation, 15,600 on-shelf volumes. See Appendix B - Outline Plan for Multilingual Collection and Services.

648 shelves - 3' L, 9" D - 54 double-face sections, 12 shelves each, 84" H

Design Requirements:

1. This area must be colorful and inviting so that ethnic minorities will feel welcome. Proximity to the children's area is important.
2. Seating must accommodate parents with their children in family groups.
3. Bilingual signage used throughout the library should be prominent in this area.
4. Arrangement must emphasize casualness and informality. Some acoustic control is needed.

5. Interior decoration/design emphasis including wall murals, Mexican pottery, paper maché, zarapes, papel picado and other related items should be included to reflect the culture of the local Hispanic community.
6. Layout and design considerations should be given to other local ethnic groups.

7.0 MAGAZINES/NEWSPAPERS

1,460 Square Feet

Description:

This area provides space for display, use and nearby storage of magazines and newspapers.

Functions:

1. Storage and use of magazines and newspapers

Relationships with other building areas:

1. Information Service Desk
2. Index Tables
3. Microform Area
4. Copy Machines

Design Requirements:

1. This area should project an atmosphere of comfort and informality.
2. This area should be viewable by staff at the Information Service Desk.
3. There must be convenient access to the lounge area.
4. Back issue storage should be provided in a nearby area.

Magazine Shelving

1,000 Square Feet

Description:

Shelving will be supplied for both display of current magazines (250) and newspapers (20) and for storage of back issues.

Function:

1. Display and storage of magazines and newspapers.

Relationships with other building areas:

1. Lounge Seating
2. Information Service Desk

Shelving/Files/Storage Required:

1. Magazine titles, circulating (75): Current issues will be displayed on sloping magazine shelving 25 shelves - 84" high by 16" deep units. Each section can accommodate five shelves with immediate 6 to 12 months issues stored on low bracket shelving underneath the lift up display shelf.

A single-face, 36" wide and 84" high, section of this type of shelving can accommodate 15 - 18 magazines on five shelves.

This is the equivalent to a range of five single-face sections.

2. Magazine titles, reference (175). Same shelving style as above but without low bracket back issue storage shelves - total of 50 shelves.

This is equivalent to ten single-face sections.

3. Newspapers (20). Newspapers will be stored on two 84" high single-face sections, each of which is to contain five shelves, 16" deep.

Magazine back issues (250 titles): Back issues of magazines (up to 10 years) and newspapers (3 months) will be stored on double-face units which will accommodate 250 titles. Provide a minimum of 20 double-face, 12 shelves each, 84" H sections, 12" shelves in this public area.

Magazine Seating

460 Square Feet

Description:

This area will constitute the primary lounge and soft reading area for the library and also includes some study seating, separated from the lounge seating.

Function:

1. Provide lounge area for current magazine reading.
2. Provide study area for magazine use.

Relationships with other building areas:

1. Magazine Shelving
2. Microform Area

Public Requirements: Occupancy - 12