

Library Needs Assessment for the San Benito County Free Library and TEL Center



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Executive Summary

As San Benito County leadership looks to the future, it wants to ensure a high quality of life for all of its citizens. A pathway to this outcome is for residents to have learning, recreation, employment and other opportunities available, so the group commissioned a library needs assessment. During this process Library Systems & Services identified gaps between San Benito's current state of library operations and its aspirations.

Key findings include:

- Residents want to improve overall quality of life and have a sense of connectivity to their community
- A cost-effective refresh of the current library is feasible, even while planning construction of the upcoming facility
- Current library services are not reaching a broad audience
- Stronger information technology controls are needed for security and privacy
- San Benito has an opportunity to improve efficiency measures such as the staffing levels, the number of hours open, and collection management processes.

While there are challenges to address, San Benito County is well positioned to make adjustments and achieve its vision of a vibrant, opportunity-rich community with the library as a pillar. The population's characteristics of diversity, education levels, wealth, and age range can complement each other, and the community's focus on youth, education, growing families and young professional, points to a positive future. There is also evidence of a spirit of support for those in need and that is reflected in the number of nonprofit agencies and assistance groups.

Library Systems & Services extends our sincere appreciation to library staff and community members who provided thoughtful insight during this project. We know that your commitment to pursuing community excellence will be successful.



Methodology

We assessed on demographic and trend data for San Benito County, conducted surveys of county citizens and held meetings with staff members, Friends members. We also interviewed local community leaders and other citizens in focus groups. Then we combined the data from this research with an examination of library usage, and general community information.

Takeaways

- High resident involvement. They are engaged, committed to finding inventive approaches to improving the quality of life and neighborhoods, and have a strong sense of a connected community; they want more collaboration and cooperation among jurisdictions and agencies to create a brighter and more cohesive future for all.

Recommendation: Look for new ways to enhance the spirit of community.

- Limited library usage. Based on the county population of 59,267 and the patron circulation records provided by the library director, there are 10,383 cardholders, or 17% of the population, with active library cards. This accounts for 6,287 households.

Recommendation: Consider changes in resource allocation and additional marketing to grow community engagement and usage. More operating hours sought. A survey found that residents would like to see more in the way of hours, especially Saturday and weeknight evening hours. Other preferences were for more inviting facilities, a vibrant collection of materials, meeting space, and comfortable furnishings. Several even indicated they turn to Santa Clara County libraries for better facilities and services.

- Improve technology. Our IT review found deficient systems and processes for ensuring the confidentiality, accuracy and integrity of information.

Recommendation: Update systems and use patron-related technologies for printing, scanning and wireless. Also consider modernizing patron and staff hardware and cabling infrastructure. Looking-forward technologies like Virtual Desktop and cloud enabled library management, as well as preparing the space to address multi-purpose activities also will help achieve the long-term vision.

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- Pursue new facility. An analysis of the community trend and growth pattern suggests that a reasonable target for a Technology Education Library (TEL) facility is 60,000 square feet. This will help to bridge education and income gaps, provide learning and career growth opportunities, leverage new technologies, and connect people with each other and vital resources.

Recommendation: Simultaneously plan for TEL will updating current library. Our research showed interest in a refresh of existing facilities that would lead patrons to say “wow” and feel they have been given a gift, that they are valued and appreciated.

- Learning islands added to the children’s area
- New lounge chairs
- Open space created by removing some shelving
- A smaller customer service desk
- Vibrant paint schemes
- A more clearly defined/furnished teen area that would create excitement and a welcoming atmosphere
- New carpeting for the community room
- Water-wise landscaping
- Replacement of existing bench with one made from durable composite

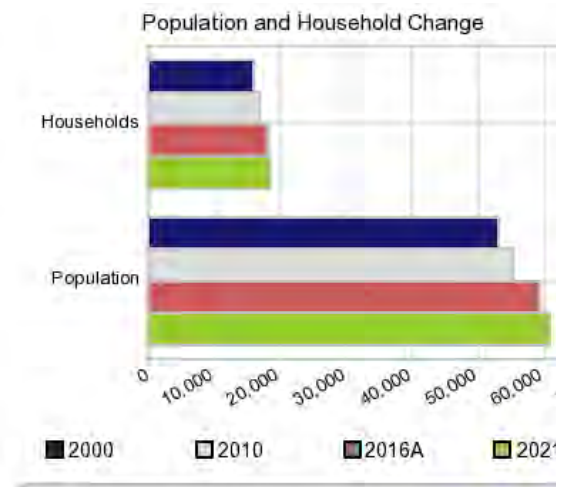
Environmental Scan / Trend Analysis

San Benito County is a gracious mix of small-town warmth, small business development and vibrant agriculture combined with a growing and very diverse demographic base. Close proximity to Monterey and Silicon Valley also contribute to a high desirability for commuting convenience. The community is on a dynamic growth curve with a strong commitment to improving the quality of life and neighborhoods. Community Conversation feedback indicated a strong pride and sense of connection. Recent voter approval of the Hollister and San Benito High School Districts' bond measures demonstrate the priority placed on education.

Population Demographics:

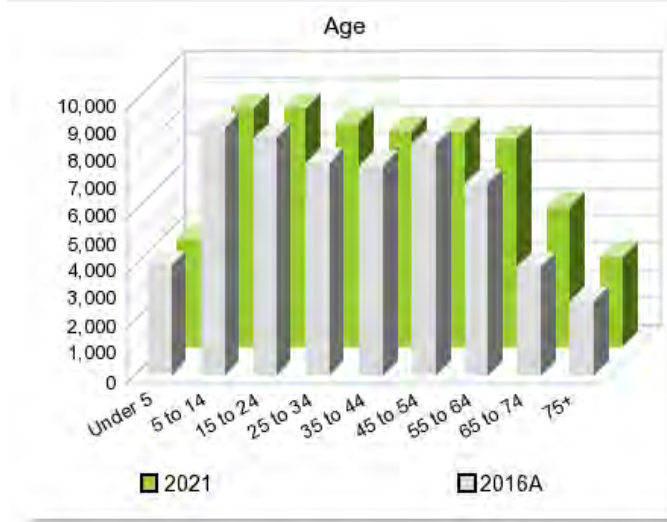
The number of households in the study area in 2000 was **15,883** and changed to **16,805** in 2010, representing a change of **5.8 %**. The household count in 2016A was **18,009** and the household projection for 2021 is **18,588**, a change of **3.2 %**.

The population in the study area in 2000 was **53,218** and in 2010 it was **55,270**, roughly a **3.9 %** change. The population in 2016A was **59,267** and the projection for 2021 is **60,911** representing a change of **2.8 %**.



					Percent Change	
	2000 Census	2010 Census	2016A Estimate	2021 Projection	2000 to 2010	2016 to 2021
Total Population	53,218	55,270	59,267	60,911	3.9%	2.8%
Total Households	15,883	16,805	18,009	18,588	5.8%	3.2%

Population by Age

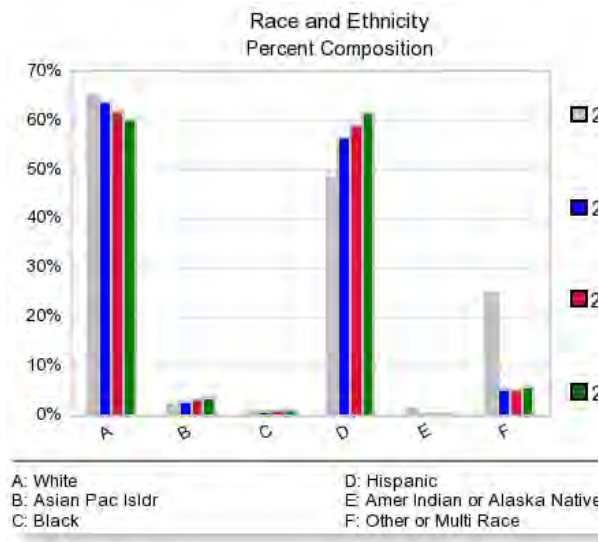


In 2000, the median age of the total population in the study area was **31.7**, and in 2010, it was **34.4**. The median age in 2016A is **35.2** and it is predicted to change in five years to **36.3**. In 2016A, females represented **49.8%** of the population with a median age of **36.1** and males represented **50.2%** of the population with a median age of **34.5** years. In 2016A, the most prominent age group in this geography is **Age 5 to 14** years. The age group least represented in this geography is **Age 75 +** years.

Age Groups

	2000 Census		2010 Census		2016A Estimate		2021 Projection		Percent Change	
		%		%		%		%	2000 to 2010	2016 to 2021
0 to 4	4,595	8.6%	4,092	7.4%	4,008	6.8%	3,926	6.5%	-10.9%	-2.0%
5 to 14	10,046	18.9%	9,035	16.3%	9,056	15.3%	8,672	14.2%	-10.1%	-4.2%
15 to 19	3,704	7.0%	4,534	8.2%	4,563	7.7%	4,421	7.3%	22.4%	-3.1%
20 to 24	3,434	6.5%	3,507	6.3%	4,087	6.9%	4,222	6.9%	2.1%	3.3%
25 to 34	7,641	14.4%	6,931	12.5%	7,736	13.1%	8,129	13.3%	-9.3%	5.1%
35 to 44	9,331	17.5%	7,621	13.8%	7,664	12.9%	7,872	12.9%	-18.3%	2.7%
45 to 54	6,627	12.5%	8,249	14.9%	8,429	14.2%	7,794	12.8%	24.5%	-7.5%
55 to 64	3,624	6.8%	5,940	10.7%	7,020	11.8%	7,529	12.4%	63.9%	7.3%
65 to 74	2,434	4.6%	2,978	5.4%	3,965	6.7%	5,099	8.4%	22.4%	28.6%
75 +	1,781	3.3%	2,382	4.3%	2,738	4.6%	3,246	5.3%	33.7%	18.6%

Population by Race/Ethnicity



In 2016A, the predominant race/ethnicity category in this study area is **White**. The race & ethnicity category least represented in this geography is **Black**.

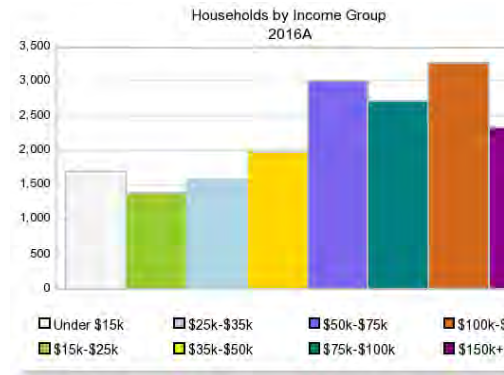
Race & Ethnicity

Percent Change

	2000 Census	%	2010 Census	%	2016A Estimate	%	2021 Projection	%	2000 to 2010	2016 to 2021
White	34,714	65.2%	35,182	63.7%	36,554	61.7%	36,522	60.0%	1.3%	-0.1%
Black	585	1.1%	483	0.9%	628	1.1%	651	1.1%	-17.4%	3.7%
American Indian or Alaska Native	665	1.3%	895	1.6%	961	1.6%	994	1.6%	34.6%	3.4%
Asian/Hawaiian/PI	1,135	2.1%	1,537	2.8%	1,915	3.2%	2,062	3.4%	35.4%	7.7%
Some Other Race	13,275	24.9%	14,471	26.2%	16,263	27.4%	17,450	28.6%	9.0%	7.3%
Two or More Races	2,844	5.3%	2,702	4.9%	2,946	5.0%	3,232	5.3%	-5.0%	9.7%
<i>Hispanic Ethnicity</i>	25,573	48.1%	31,186	56.4%	34,974	59.0%	37,316	61.3%	21.9%	6.7%
<i>Not Hispanic or Latino</i>	27,645	52.0%	24,084	43.6%	24,293	41.0%	23,595	38.7%	-12.9%	-2.9%

Households by Income

In 2016A the predominant household Current Year income category in this study area is **\$100K - \$150K**, and the income group that is least represented in this geography is **\$15K - \$25K**.

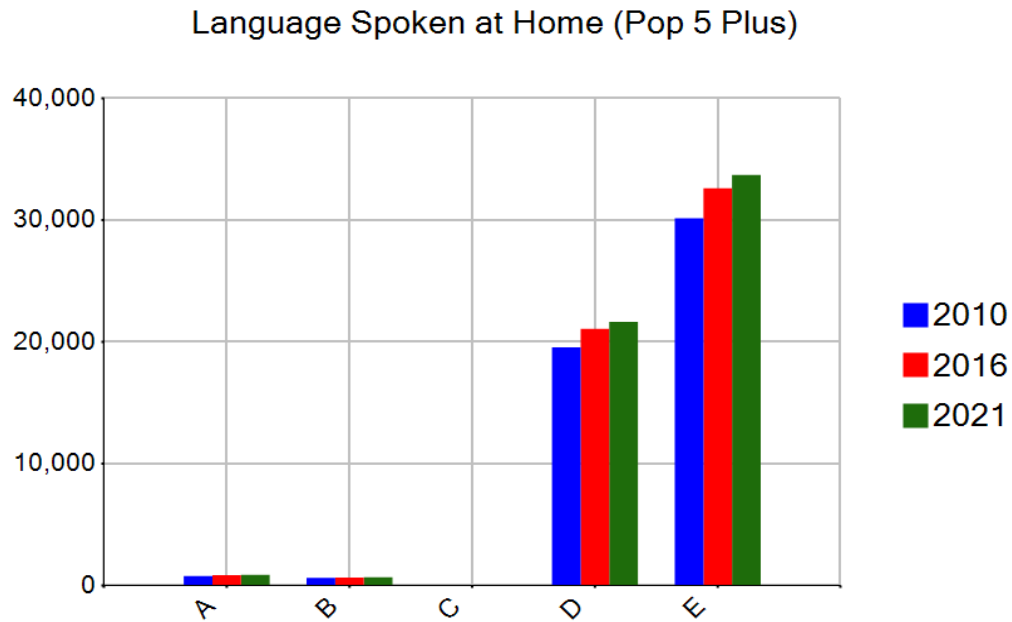


HH Income Categories

Percent Change

	2000 Census	%	2010 Census	%	2016A Estimate	%	2021 Projection	%	2000 to 2010	2016 to 2021
\$0 - \$15,000	1,333	8.4%	1,567	9.3%	1,715	9.5%	1,435	7.7%	17.6%	-16.3%
\$15,000 - \$24,999	1,537	9.7%	1,444	8.6%	1,388	7.7%	1,247	6.7%	-6.1%	-10.2%
\$25,000 - \$34,999	1,602	10.1%	1,476	8.8%	1,570	8.7%	1,430	7.7%	-7.9%	-8.9%
\$35,000 - \$49,999	2,267	14.3%	2,104	12.5%	1,983	11.0%	1,833	9.9%	-7.2%	-7.6%
\$50,000 - \$74,999	3,427	21.6%	3,002	17.9%	3,008	16.7%	2,555	13.7%	-12.4%	-15.1%
\$75,000 - \$99,999	2,599	16.4%	2,383	14.2%	2,729	15.2%	2,796	15.0%	-8.3%	2.5%
\$100,000 - \$149,999	2,242	14.1%	3,106	18.5%	3,272	18.2%	4,236	22.8%	38.5%	29.5%
\$150,000 +	907	5.7%	1,723	10.3%	2,344	13.0%	3,056	16.4%	90.0%	30.4%
Average Hhld Income	\$68,946		\$83,380		\$88,548		\$102,168		20.9%	15.4%
Median Hhld Income	\$58,271		\$63,422		\$68,977		\$82,313		8.8%	19.3%
Per Capita Income	\$20,577		\$25,448		\$27,029		\$31,303		23.7%	15.8%

Language Spoken at Home (Pop 5 Plus)



A: Speak Asian/Pacific Island Language at Home

D: Speak Spanish or Spanish Creole at Home

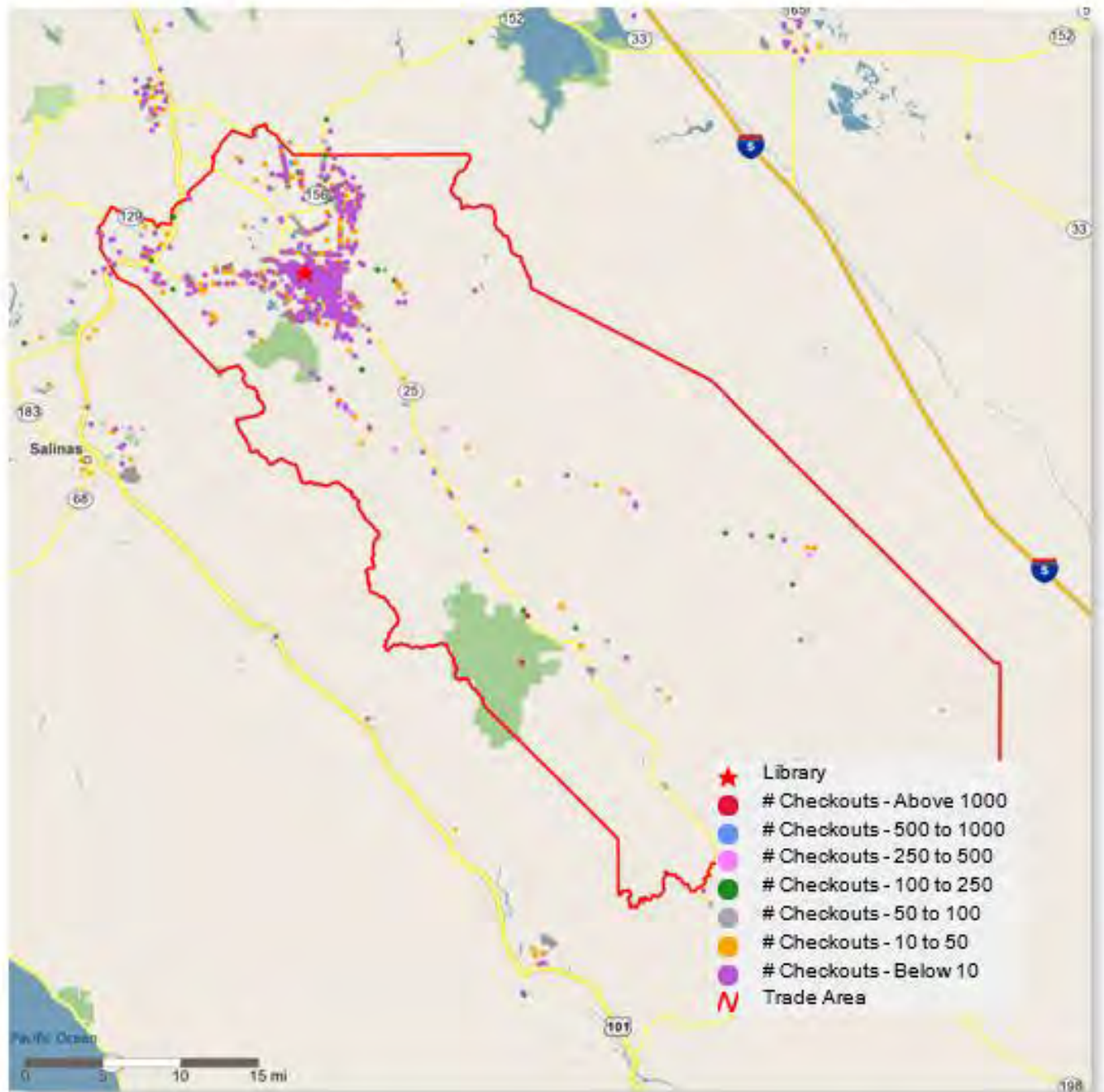
B: Speak Other Indo-European Language at Home

E: Speak only English at Home

C: Speak Other Language at Home

Language Spoken at Home (Pop 5 Plus)	2010 Census	%	2016 Estimate	%	2021 Projection	%	Percent Change 2016 to 2021
Speak Asian/Pacific Island Lang. at Home	790	1.54%	856	1.55%	887	1.56%	3.62%
Speak Other Indo-Europ Language at Home	636	1.24%	654	1.18%	676	1.19%	3.36%
Speak Other Language at Home	23	0.04%	48	0.09%	53	0.09%	10.42%
Speak Spanish or Spanish Creole at Home	19,570	38.24%	21,075	38.14%	21,650	37.99%	2.73%
Speak only English at Home	30,159	58.93%	32,626	59.04%	33,719	59.17%	3.35%

Library Patron Households by Checkout Volume



The map above shows the library location (red star), the library trade area (red outline), and geocoded patron households as blue dots.

Patron Household Proximity

(Number of patron households by travel time from their residence to the library.)

Drive Time	Households
0-5	2,662
5-10	2,454
10-15	681
15-20	123
20-25	53
25-30	40
30+	274
Total	6,287

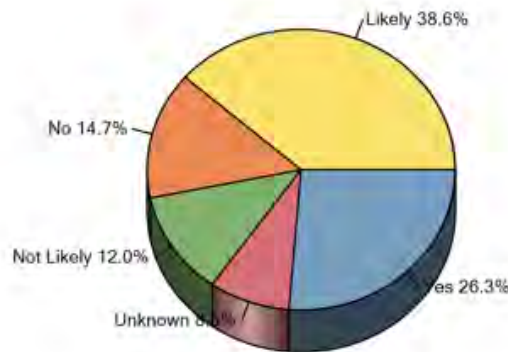
Patron Household Checkout Volume

(Number of patron households by total checkouts.)

Checkouts	Households
0	0
1-10	2,460
10-50	2,048
50-100	742
100-250	603
250-500	268
500-1000	122
1000+	44

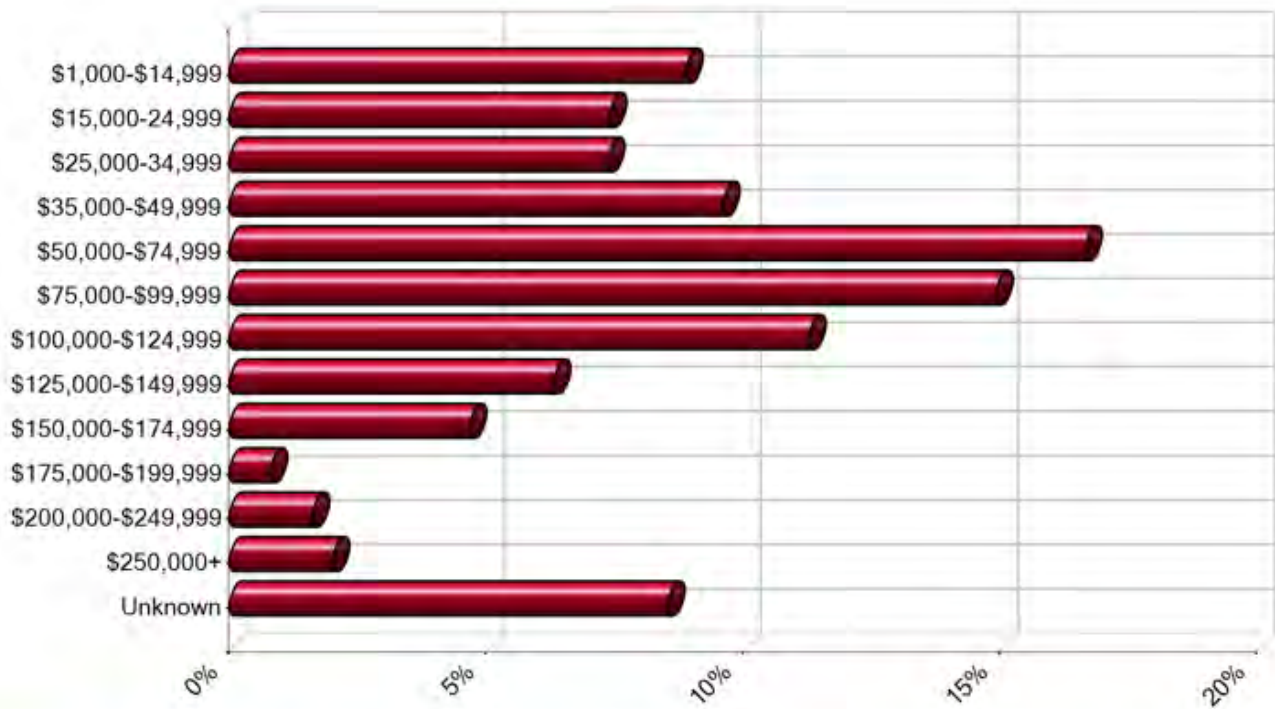
Presence of Children

(Proportion of patron households likely to have children.)



Description	Patron Household Count	Patron Household Percent	Base Household Count	Base Household Percent
Unknown	438	8.5%	1,660	8.4%
Yes	1,349	26.3%	3,420	17.2%
Likely	1,980	38.6%	8,338	42.0%
Not Likely	615	12.0%	2,904	14.1%
No	754	14.7%	3,631	18.3%
Total	5,136	100.0%	18,854	100.0%

Geographic Comparison



Description	Patron Household Count	Patron Household Percent	Base Household Count	Base Household Percent	Index
\$1,000-\$14,999	456	8.9%	1,706	8.6%	103
\$15,000-\$24,999	380	7.4%	1,692	8.5%	87
\$25,000-\$34,999	378	7.4%	1,602	8.1%	91
\$35,000-\$49,999	493	9.6%	2,114	10.6%	90
\$50,000-\$74,999	855	16.6%	3,081	15.5%	107
\$75,000-\$99,999	766	14.9%	2,723	13.7%	109
\$100,000-\$124,999	579	11.3%	2,127	10.7%	105
\$125,000-\$149,999	324	6.3%	1,068	5.4%	117
\$150,000-\$174,999	240	4.7%	1,098	5.5%	84
\$175,000-\$199,999	41	0.8%	182	0.9%	87
\$200,000-\$249,999	83	1.6%	370	1.9%	87
\$250,000+	103	2.0%	431	2.2%	92
Unknown	438	8.5%	1,660	8.4%	102
Total	5,136	100.0%	19,854	100.0%	

HOUSEHOLD COMPOSITION



These demographic and current usage patterns present a number of implications and opportunities for growth for public library services in San Benito County.

- San Benito County currently has a population of 59,267. Based on library patron circulation records provided by the Library Director, activity was noted by 6287 library card holders last year. Of those card holders, 4508 accounted for 71% of the circulation activity. Library resource management does not appear to maximize the public benefit and reach a broad audience. Changes in resource allocation may be considered to grow community engagement and usage.
- The current population reflects 5-14 age range combined with the 0-4 population accounts for over 22% of the residents. The growing young population in San Benito County supports the continuing need for strong children's programs and collections in the San Benito County libraries. Public libraries have an important role to play in helping young children build the skills needed to succeed in school. Common themes in the Community Conversation sessions were concerns related to ensuring digital equality, access to information, parent comprehension of Common Core initiative, and a strong partnership with the library and education system including integration with programs such as Footsteps2Brilliance, 1000 Books Before Kindergarten and others.
- The percentage of the population age group of 25 – 55 is also growing. This population has the potential to be strong users of library services in general and of traditional, book-oriented library services in particular. Many respondents in the Community Conversations indicated they were regularly purchasing on average 14 books each year but indicated they would utilize the library if it had the materials to meet their needs. Community Conversations and survey responses also reflected: "Offer something for adults to do. Not just kids."
- Diverse languages spoken at home is also a trend that could impact material selection and programming needs. These populations may need more personalized outreach and customized collections to become engaged library users. Without this, demand for library services is likely to be weak and that is currently reflected in circulation trends.
- 49% of current active patrons fall in the \$50,000 – \$149,999 household income range. Community Conversations reflected concerns about ensuring residents in the lower income bracket have resources and opportunities to enhance learning and education so additional focus on outreach to that audience could lead to greater outreach, ability to target youth and teens, a better collections mix to address book readers that buy, and diversity in language.

Current Library Collection & Services Review

Industry Rating

For a national perspective, we started with Library Journal's annual ranking of all U.S. libraries based on the level of service they provide their communities. It groups libraries into budget categories and measures them on a per capita basis in four key areas: circulation, visits, computer use, and program attendance. The publication awards 3-5 stars to the 30 top-ranking libraries in each budget category.



A		B	C	E	F	G	H	I	T
1	Budget \$400k-999.9k	Number of libraries in this category =	1446	Libraries sorted by LJ Index score, highest first					
2									
3									
4	Library	City	State	Total Operating Expenditures	Score	Stars	Circulation per Capita	Visits per Capita	P
5									p
64	SAUSALITO PUBLIC LIBRARY	SAUSALITO	CA	\$789,334	900	0	18.54	15.31	
65	SAN ANSELMO PUBLIC LIBRARY	SAN ANSELMO	CA	\$765,130	744	0	13.25	9.05	
66	PACIFIC GROVE PUBLIC LIBRARY	PACIFIC GROVE	CA	\$842,640	688	0	16.43	7.98	
67	MARIPOSA COUNTY LIBRARY	MARIPOSA	CA	\$496,517	652	0	6.69	8.07	
68	SIERRA MADRE PUBLIC LIBRARY	SIERRA MADRE	CA	\$966,842	567	0	7.88	7.52	
69	PORTERVILLE PUBLIC LIBRARY	PORTERVILLE	CA	\$990,305	460	0	5.20	4.00	
70	PLUMAS COUNTY LIBRARY	QUINCY	CA	\$473,884	389	0	2.63	3.62	
71	HEMET PUBLIC LIBRARY	HEMET	CA	\$988,003	382	0	4.71	3.56	
72	TUOLUMNE COUNTY LIBRARY	SONORA	CA	\$924,503	368	0	3.23	3.26	
73	MOORPARK CITY LIBRARY	MOORPARK	CA	\$637,110	360	0	3.24	3.28	
74	COLUSA COUNTY FREE LIBRARY	COLUSA	CA	\$859,391	348	0	4.27	1.74	
75	TULARE PUBLIC LIBRARY	TULARE	CA	\$927,967	347	0	4.31	2.62	
76	CAMARENA MEMORIAL PUBLIC LIBRARY	CALEXICO	CA	\$674,734	339	0	1.05	2.43	
77	BANNING LIBRARY DISTRICT	BANNING	CA	\$527,559	335	0	2.24	2.48	
78	COALINGA-HURON UNIFIED SCHOOL DISTRICT LIBR	COALINGA	CA	\$862,621	334	0	2.35	2.46	
79	DIXON PUBLIC LIBRARY DISTRICT	DIXON	CA	\$827,489	332	0	1.93	3.06	
80	BLANCHARD/SANTA PAULA PUBLIC LIBRARY DISTRICT	SANTA PAULA	CA	\$785,087	319	0	2.32	2.94	
81	AMADOR COUNTY LIBRARY	JACKSON	CA	\$723,373	300	0	2.46	2.31	
82	BRAWLEY PUBLIC LIBRARY	BRAWLEY	CA	\$548,780	281	0	2.57	2.36	
83	VICTORVILLE CITY LIBRARY	VICTORVILLE	CA	\$602,998	275	0	1.56	1.63	
84	TEHAMA COUNTY LIBRARY	RED BLUFF	CA	\$494,316	275	0	2.21	1.32	
85	SAN BENITO COUNTY FREE LIBRARY	HOLLISTER	CA	\$747,897	263	0	1.88	1.70	
86	MADERA COUNTY LIBRARY	MADERA	CA	\$903,140	253	0	1.53	1.38	
87	IMPERIAL COUNTY LIBRARY	EL CENTRO	CA	\$445,320	238	0	0.67	0.84	
88	EL CENTRO PUBLIC LIBRARY	EL CENTRO	CA	\$600,236	234	0	0.81	0.90	
89	POMONA PUBLIC LIBRARY	POMONA	CA	\$982,846	212	0	0.59	0.58	

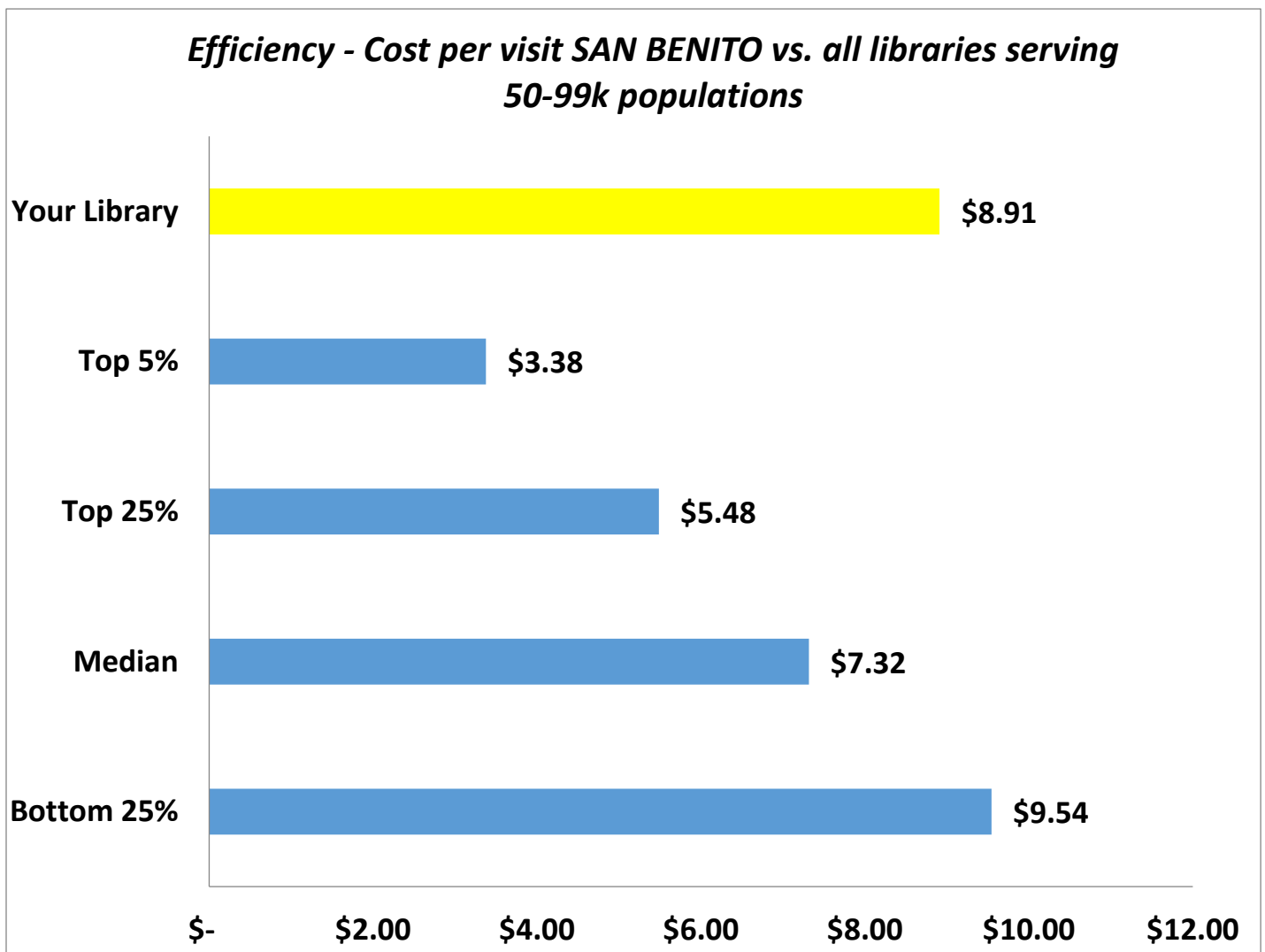
In its budget category:

- San Benito County Library has an LJ Score of 263 is ranked #21 out of 25 libraries in California with budgets of \$400k-999.9k.
- Nationally San Benito ranks near the bottom at #1419 out of 1443 libraries in this budget category.
- San Benito County Library was not awarded any Stars. To get into Star Ranking San Benito County would need to increase its LJ Index Score by 1276 points to a minimum of 1539.

Efficiency Rating

Efficiency of a library is based on dividing the library budget by the total number of visits reported to IMLS. We use the number of visits because they effectively represent all other areas of library activity, since users must generally visit the library to check out a book, use a computer or attend a program.

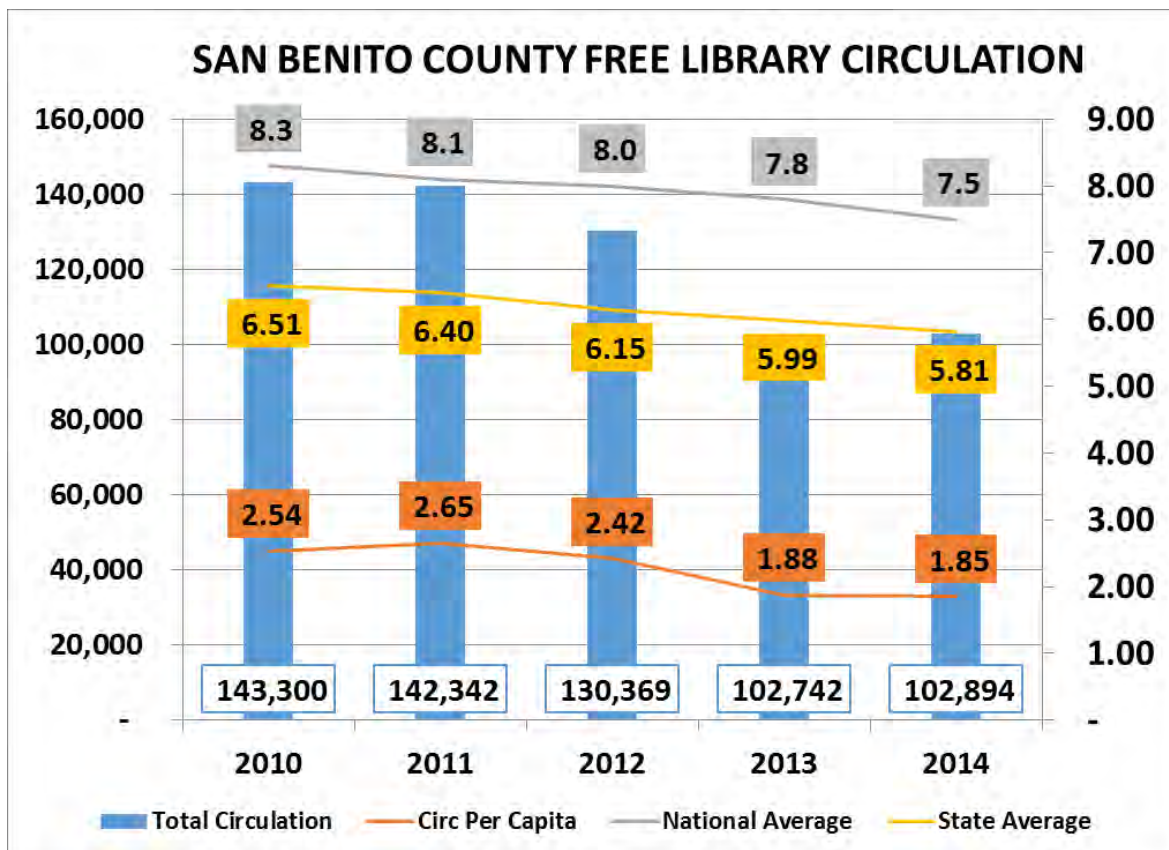
Based on State Report data, it costs San Benito County \$8.91 each time a patron walks through the door. This is considerably more than the \$7.32 the average library serving a population of 50 – 99k spends per visit and it is much more than the \$3.38 the Top 5% of the most efficient libraries spend per visit.



Service Trends

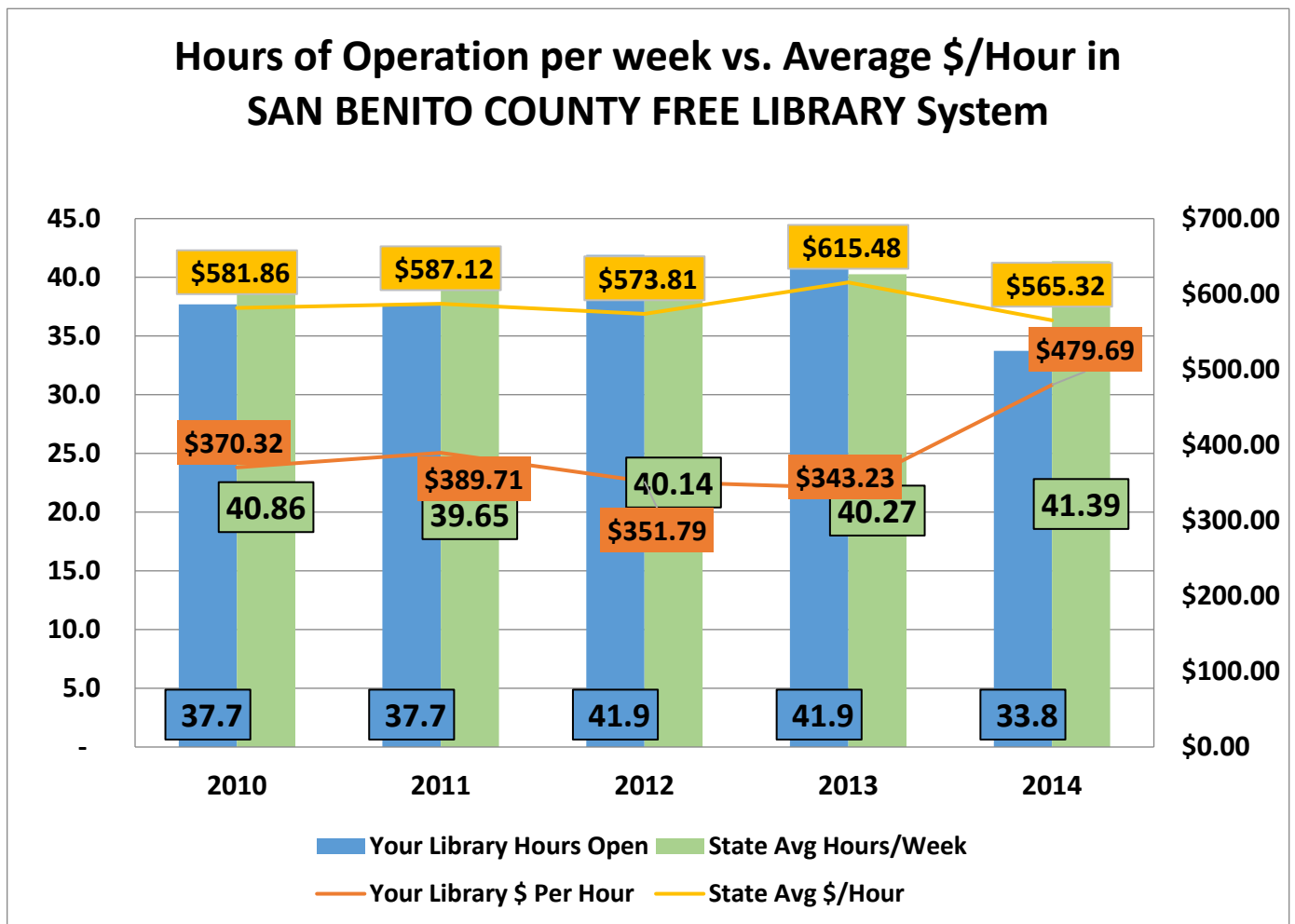
The following charts track usage of core library services over the past five years, compiled from data your library submits annually to the State Library and to the Institute of Museum and Library Services. All figures are for 2014, the most recent year for which national data is available.

The figures in the chart below indicate that the national average number of checkouts per library patron in 2014 was 7.5 and the state average was 5.81. San Benito is significantly lower with 1.85 circulation per capita. The trend also shows that San Benito County's circulation decreased 72% between 2010 and 2014.

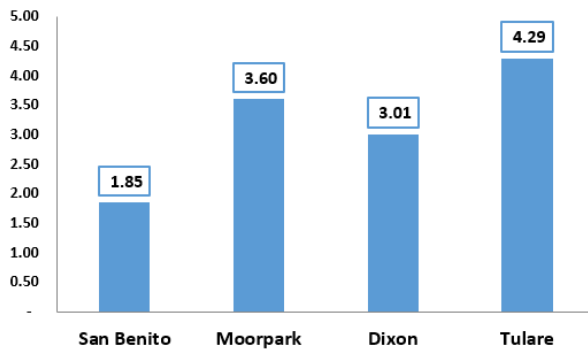


Hours & Operation Expenses

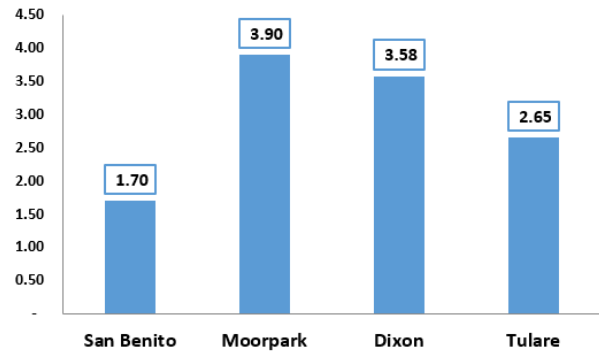
The figures in the chart below indicate that in 2014, San Benito had significantly fewer open hours than the state average. Funding per operating hour also appears to have increased from 2013 to 2014 while the library's open hours have decreased.



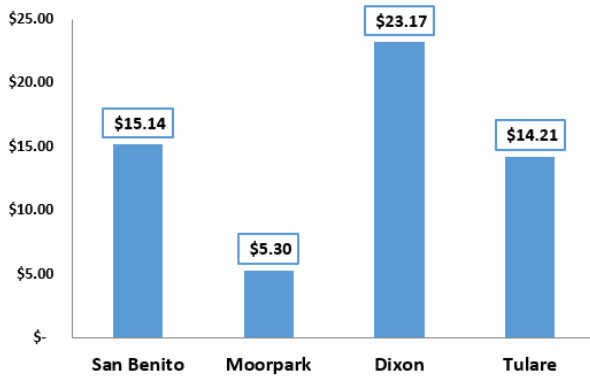
Peer circ / capita



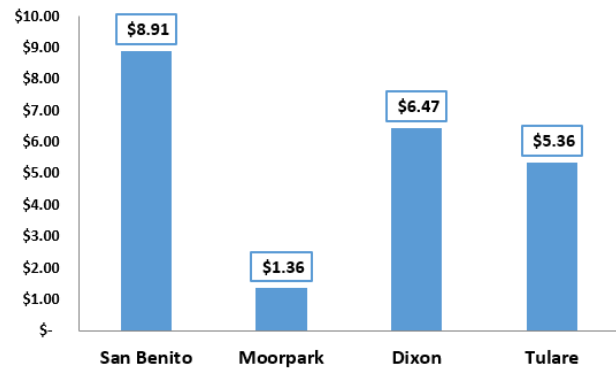
Peer visits / capita



Peer \$ / capita



Peer \$ / visit



Mosaic Lifestyle Segmentation Chart

This household-based consumer lifestyle segmentation provides insights needed to anticipate the customer behavior, attitudes and preferences in order to better match services and reach your customers in the most effective communication channels. Complete Mosaic Descriptions are included in the Patron/Community Profile Report in Exhibit 2. Key segments include Steadfast Conventionalists, Balance & Harmony, Progressive Potpourri, Expanding Horizons, and Striving Forward.

Link	Description	Patron Household Count	Patron Household Percent	Base Household Count	Base Household Percent	Index	Opportunity
A01	American Royalty	2	0.0%	1	0%	773	200.0%
A02	Platinum Prosperity	9	0.2%	47	0%	74	19.1%
A03	Kids and Cabernet	6	0.1%	9	0%	258	66.7%
A04	Picture Perfect Families	36	0.7%	105	1%	133	34.3%
A05	Couples with Clout	17	0.3%	79	0%	83	21.5%
A06	Jet Set Urbanites	1	0.0%	0	0%	100	
B07	Generational Soup	52	1.0%	143	1%	141	36.4%
B08	Babies and Bliss	100	1.9%	204	1%	189	49.0%
B09	Family Fun- est ia	4	0.1%	13	0%	119	30.8%
B10	Cosmopolitan Achievers	15	0.3%	13	0%	446	115.4%
C11	Aging of Aquarius	91	1.8%	521	3%	88	17.5%
C12	Golf Carts and Gourmets	20	0.4%	89	0%	112	29.0%
C13	Silver Sophisticates	32	0.6%	126	1%	98	25.4%
C14	Boomers and Boomerangs	249	4.8%	775	4%	124	32.1%
D15	Sports Utility Families	80	1.6%	231	1%	134	34.6%
D16	Settled in Suburbia	85	1.7%	220	1%	149	38.6%
D17	Cul de Sac Diversity	184	3.6%	515	3%	138	35.7%
D18	Suburban Attainment	3	0.1%	5	0%	232	60.0%
E19	Full Pockets Empty Nests	2	0.0%	2	0%	387	100.0%
E20	No place like Home	64	1.2%	261	1%	95	24.5%
E21	Unspoiled Splendor	99	1.9%	569	3%	87	17.4%
F22	Fast Track Couples	185	3.6%	892	4%	80	20.7%
F23	Families Matter Most	104	2.0%	222	1%	181	46.8%
G24	Status Seeking Singles	4	0.1%	15	0%	103	26.7%
H26	Progressive Potpourri	348	6.7%	2,209	11%	81	15.7%
H27	Birkenstocks and Seamless	62	1.2%	588	3%	41	10.5%
H28	Everyday Moderates	51	1.0%	151	1%	131	33.8%
H29	Destination Recreation	16	0.3%	136	1%	45	11.8%
I30	Stockings and State Parks	43	0.8%	150	1%	111	28.7%
I31	Blue Collar Comfort	4	0.1%	16	0%	97	25.0%
I32	Steadfast Conventionalists	509	9.9%	1,169	6%	168	43.5%
I33	Balance and Harmony	571	11.1%	2,391	12%	92	23.9%
J34	Aging in Place	68	1.3%	357	2%	74	19.0%
J35	Rural Escape	27	0.5%	186	1%	56	14.5%
J36	Settled and Sensible	12	0.2%	38	0%	122	31.6%
K37	Wired for Success	27	0.5%	124	1%	84	21.8%
K38	Gotham Blend	11	0.2%	39	0%	109	28.2%
K39	Metro Fusion	7	0.1%	15	0%	180	46.7%
K40	Bohemian Groove	21	0.4%	92	0%	88	22.8%
L41	Booming and Consuming	31	0.6%	150	1%	92	23.8%
L42	Rooted Flower Power	69	1.3%	367	2%	73	18.8%
L43	Homemade Happiness	11	0.2%	104	1%	41	10.6%
M44	Red White and Bluegrass	9	0.2%	56	0%	62	16.1%
M45	Diapers and Debit Cards	9	0.2%	16	0%	217	56.3%
N46	True Grit Americans	0	0.0%	5	0%	0	0.0%
N47	Countified Pragmatics	12	0.2%	93	0%	50	12.9%
N48	Rural Southern Bliss	0	0.0%	6	0%	0	0.0%
N49	Touch of Tradition	1	0.0%	20	0%	19	5.0%
O50	Full Steam Ahead	12	0.2%	69	0%	87	17.4%
O51	Digital Dependents	125	2.4%	895	5%	54	14.0%
O52	Urban Ambition	2	0.0%	6	0%	129	33.3%
O53	Colleges and Cafes	1	0.0%	0	0%	100	
O54	Striving Single Scene	13	0.3%	45	0%	112	28.9%
O55	Family Troopers	205	4.0%	661	3%	120	31.0%
P56	Expanding Horizons	409	8.0%	1,013	5%	156	40.4%
P60	Striving Forward	251	4.9%	638	3%	152	39.3%
P61	Humble Beginnings	49	1.0%	134	1%	141	36.6%
Q62	Reaping Rewards	61	1.2%	320	2%	74	19.1%
Q64	Town Eilers	82	1.6%	474	2%	67	17.3%
Q65	Senior Discounts	22	0.4%	109	1%	78	20.2%
R66	Dare to Dream	64	1.2%	195	1%	127	32.8%
R67	Hope for Tomorrow	0	0.0%	3	0%	0	0.0%
S68	Small Town Shallow Pockets	5	0.1%	18	0%	107	27.8%
S69	Urban Survivors	0	0.0%	1	0%	0	0.0%
S70	Tight Money	8	0.2%	29	0%	107	27.6%
S71	Tough Times	5	0.1%	17	0%	114	29.4%
U00	Unassigned	438	8.5%	1,680	8%	102	26.4%
	Total	5,136	100.0%	19,354	100%		

Library Usage Patterns / Resource Allocations

- How patrons are using the library based on data library submitted annually by the Director to the Institute of Museum and Library Services: For every 100 people entering your library doors:

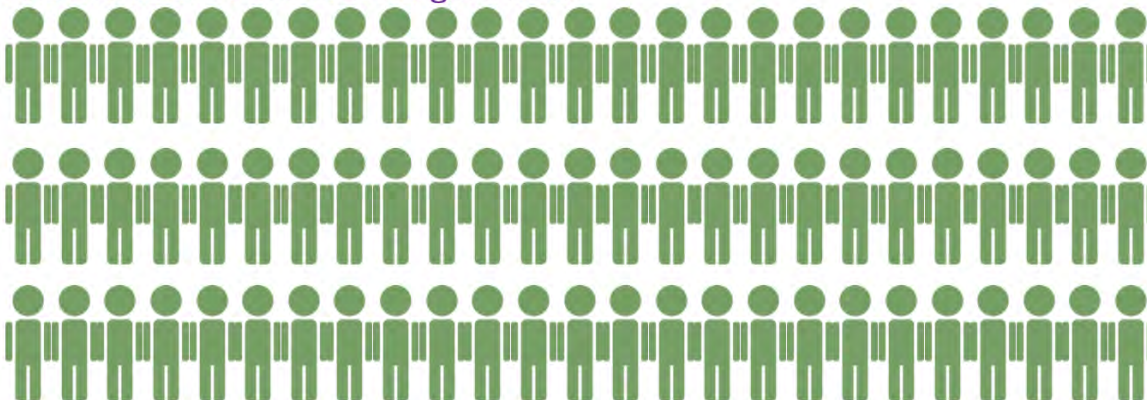
5 will go to a program (and 5 of those-97%- will be children)



18 will come to use a computer



And the other 77 will come to get a book



PS: Some of the people coming for programs and to use the computers check out books, too.

Library Collections / Resource Allocations



Staffing

Spending on staff is above the state average of 65%. There could be opportunities for reprioritization of resources or opportunities to increase efficiency in staffing

Materials

Circulation per capita, one of the key measures of collection health, stands at 1.85 (less than one-third of the California average of 5.81). This has steadily been declining and is down nearly 30% since 2010. Improving this would help meet the community's stated preference for fresh and relevant materials.

Most materials are ordered uncatalogued and unprocessed from Ingram as well as some ordering from Amazon, which means a large amount of local staffing resources are spent on back-of-house functions. One option for improvement is volume purchasing of shelf-ready materials via a strategic partnership.

Collection maintenance and grooming is an area that could benefit from a more robust and cyclical approach. Staff have indicated disposing of materials is primarily done based on visual inspection and physical condition. However, based on a general review, there may be a reluctance to withdraw items. Best collection management practices suggest that the percentage of items in your collection that have not circulated in 24 months should not exceed 10%.

A comprehensive list of recommendations is included in Exhibit 3 Recommendation Guide.



Current Library Technology Review

High-Level Summary

- The results of our review are a mixed bag of concerns, some showing high risk. Of the areas reviewed, many stand out for immediate attention
 - Security vulnerabilities in the network, on patron and staff computers, in the library management system, and infrastructure
 - Default passwords are still in place, as are stored passwords, or in many cases no passwords. This allows access to the patron and staff personal computers and the Koha Library Management System. With this vulnerability it would be easy to create accounts, provide admin or super-user privileges and perform acts to cripple the system
- Network vulnerabilities exist in the library. Best practices would indicate a separation of patron and staff network access, yet the staff, patron, and wireless all exist on the same network. Access to a staff PC is relatively easy via a Patron computer or wirelessly
- Default configurations and passwords are frequent. Updates are not set up and we observed many personal computers with security modifications, patches, or maintenance left unapplied. Many 3rd party products (like Envisionware) need further configuration to complete the setup (for security)
- The library management system Koha contains staff accounts with individuals no longer employed by the library. Most accounts are super-user (all privileges) with no implementation of role-based security
- The library must update the security and environmental issues and begin updating patron-related technologies like printing, scanning, and wireless. Another Best Practice is to update the patron and staff hardware (consistency or standardization) and cabling infrastructure. Looking-forward technologies like Virtual Desktop and cloud enabled library management, as well as preparing the space to address multi-purpose activities are recommended.

Investing in Technology and IT Positioning

The impact of the changing role of libraries and their associated infrastructure and technology plays a great role in investment decisions. Libraries need to consider



where the trends are and plan appropriately. The macro trends have the world moving from the information superhighway to the intelligent age. Intelligence is being built into all levels of technology and it is pulling in information from multiple sources and combining data in new ways. This is characterized in the following ways:

- Proliferation of high-speed Internet
- Massive computing power
- Centralized, federated data sources
- Cloud databases
- Access to multiple data sources
- Neural networking
- Server- vs. client-based computing
- Phone and tablet power and innovation

Examples of this are seen in mainstream services like Apple's Siri, Microsoft's Cortana, and Google's Now. Amazon's Alexa and IBM's Watson are also examples of this intelligent layer drawing on multiple data sources. Technology sensations like Pokémon Go are innovations that combine virtual reality and federated data technologies. For Libraries to remain relevant and in touch with the community, they need to stay current with these trends. The lines between patron and library technology will become blurred as mobile devices and personalized services are combined.

In our opinion, libraries are increasingly challenged by these trends:

- Multi-use facilities. Increasing the community role, and increasing the education role, blurring the lines between these service and community providers. We see libraries with larger education roles (after school programs, tech labs, tech training, homework help), and increased community roles like job training, ESL, certifications, simulators, and business services
- Technology oriented facilities. Larger Tech labs that include a variety of desktop and mobile device architectures. Technology development and training functions like programming, web development, and network certifications require PC and desktop options that are modern and up to date. This brings in considerations for Virtual Desktop or Desktop as a Service (DaaS) to deal with the larger and more volatile tech environment
- Security standards and responsibilities. Libraries, as they increase their interaction with mobile and patron activities, need to also consider their security posture. Access to patron data and risks are low, the loss of credibility, reputation, and time loss are necessary justification for considering enterprise security preventions and active monitoring for threats. Improvement include:

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- o Enterprise standards, and implementation of firewall and zone (DMZ) architectures that allow for threat awareness and real time response. Updates to security profiles need to be timely and comprehensive
 - o IT data protection strategies end to end. These prevent issues or threats (like ransomware) but also allow you to recover from issues. Consider backup capabilities, too
 - o System and server updates. Modern systems have greater resiliency to threats. Another reason to consider cloud resources is their greater likelihood of environments that are appropriately managed
 - Evolving software models. Libraries (and enterprises) are challenged to remain stable and current in technology. Stability can often mean stale and current can often mean disruptions, so it's important to find the. A balance between the two. This requires investments in testing and planning. Operating Systems like Windows 10 now provide an evolving software model that takes much of the decision out of the hands of the patrons or libraries unless they take steps to deal with the continual change process. "App Stores" will play a larger role in software acquisition and installation, departing from traditional deployment models
 - Bandwidth. Almost everything modern is built around internet bandwidth. Wired and wireless facilities need to be capable of adding capacity and performance without major changes. This means investments in network infrastructure, switching, wired and wireless. Desktops and mobile devices, gamers, teleworkers, etc., consume internet bandwidth
 - Wireless. Wireless is evolving to support bandwidth and capabilities that are on a par with wired, and in some respects (security) exceed wired environments. Wireless architectures have greater ability to track activity, monitoring threats, and control quality of service. Additionally, as beacon technology evolves, the ability to provide location awareness is a tool for libraries to consider for new applications and greater interaction with patrons and vendors
 - Migration to the cloud or off-site locations. Libraries rarely have the facilities to provide reliable and stable infrastructure. Other than PCs, Printers, and networking, all other systems should be moved to a secure location. Libraries need to consider bandwidth, security, physical limitations (space, power, heat/cooling), and scalability

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- Server Side Computing. Related to the migration to the cloud is the trend to server side computing. As services move away from the desktop or PC, they are increasingly consolidated and perform on servers of greater power and capabilities. This allows for greater value (cost per cycle or cpc) and centralization of services
 - Consideration of subscription-based implementation alternatives. Given the choice of large capital purchases or evolving subscription models, libraries have flexibility to implement technology refreshes. Pay as you go or similar models allow for capacity to be installed as you need it, providing for lower up-front costs and lower cost of ownership over time
 - Investments in mobile computing and mobility. Patrons' phones often exceed the capabilities of desktop computing. Investments in access technology, mobile applications, location awareness, and beacon technologies bring greater sophistication and capabilities
 - Bring your own Device (BYOD). Proliferation of this can mean users' phones and tablets play a larger role and represent a larger percentage of technology in the library
 - Role of library management systems. Library management systems must evolve to help libraries address the larger and changing role. Social and mobile integration must increase, including ecommerce integration, greater physical and technical security, and a move to open APIs and open standards

Implementation Considerations

Many of the items related to technology require time, planning, and money. The best approach is to start with a 3-5 year Technology Plan that mirrors the Library Ops Plan. Technology often has to be addressed over several years due to the cost and the pre-requisites. A plan that addresses each technology layer (PC, Server, Networking, etc.) and how it evolves over the course of time is essential to having a well-designed and practical strategy. The nature of library budgets often doesn't afford the wholesale purchase of technical equipment so the purchasing strategy must be considered as well.

A comprehensive list of recommendations is included in Exhibit 4 Recommendation Guide.

Technology Education and Library Center (TEL) Facility Plan

Population Growth and Facility Size

Population growth projections for San Benito County are projected towards 61,000 by 2021. Recommendations in this report are based on current trends. Although the State of California does not offer library size standards and American Library Association no longer sets quantitative standards for public libraries, library building projects, such as Montana's Imagine! Libraries, assert that the general rule of thumb for new library construction for the past 15 years has been 1.0 square foot per capita. The tendency has been to make them ever larger to accommodate additional technology and meeting spaces required by the community. Therefore, 60,000 square feet is the minimum size we recommend for a new TEL facility in San Benito County.

Estimated Construction Costs

Final construction costs will vary depending on the site selected, local construction codes, labor costs, furniture, fixtures and equipment, and many other factors. A sample of library construction projects* completed between July 1, 2014, and June 30, 2015 in California, reported their total Cost per SF as \$482.14 (Palo Alto) for a 56,000 sq. foot library:

*<http://lj.libraryjournal.com/2015/11/buildings/year-in-architecture-2015-public-library-data>

Standard construction projects cost breakdowns may include:

Cost Estimate	% of Total	Cost Per SF	Cost
Basic Construction		\$550.00	\$33,000,000
Contractor Fees (GC, Overhead, Profit)	30%	\$165.00	\$ 9,900,000
Architectural Fees	14%	\$ 77.00	\$ 4,620,000
Total Building Construction		\$792.00	\$47,520,000

Note that current construction estimates may be higher depending on local resource availability. Cost per SF in the table above includes only basic construction, and does not include Furniture, Fixture & Equipment (FF&E), which can add between \$100-\$125 per square foot in costs. Additional costs will include technology, cabling, signage, and interior design.



A two-story building has some important disadvantages, including higher:

- Initial building costs due to stairways, elevators, load-bearing, live-weight flooring and support requirements
- Overall staffing costs
- Maintenance, HVAC and utilities costs. Unless space is a consideration, one-story facilities are preferred.

To estimate floor loading*, the weight of a single tier bookstack filled with books to typical working capacity, may be figured at 35 lbs. per cubic foot of range. Normally, the floor load for bookstacks and books can be safely figured at 150 lbs. per square foot. Additional allowances for live loads may be required, depending on local building codes.

*http://www.borroughs.com/portals/0/PDFs/Industrial_Storage_Catalog-Complete.pdf

The square footage planning below also takes into account unassigned space like lobby/foyer, restrooms, storage areas and corridors. If the library is located in the downtown area, which would group municipal and other community services in close proximity, in addition to shared services, there could be additional sharing of space such as conference and meeting rooms.

An opening day collection (ODC) should also be taken into account. A general estimate is 2.5 items per capita and an ODC of half of that, or $1.25 \times 57,000 = 71,250$. Using an average cost of \$20 per item, a general budget would be 1.45M. However, a number of items from the existing library may be retained as well as any special collections, such as local history, which should all be taken into consideration.

Services

Through Community Conversations and interviews with key leadership – a number of service themes emerged. These were then included in a survey asking community members what they would like to see in a library:

Answer Choices	Responses
Books / Movies / Materials	58.44%
Laptop Bars / Bring Your Own Device zones	48.48%
Coffee Bar / Food Services	43.72%
Community Meeting Spaces	43.29%
Formal/Informal Education and classroom spaces	41.99%
Job Help Center	34.20%
Other community and citizen services	32.47%
Technology Maker Lab / Creative Spaces	30.74%
Cultural Exhibit Space	29.44%
Craftsman Maker Space with tools, industrial sewing machines etc.	21.65%
Digital Content Creation Space- such as recording studios, graphic design space, etc.	20.78%
Teleworking Space	19.05%
Entrepreneurial Lab	12.99%

The space plan below allows for flexibility in services depending on final community priorities. Other emerging themes from Community Conversations included a desire to:

- Integrate a TEL space with the education community in areas such as innovative classroom space, a technology focused magnet program or dynamic after-school programming. There could also be the possibility of hosting community college classes and other continuing education programs. The plan below includes classrooms
- Ensure the needs of low-income families are met and bridging the word and technology gap. The plan below includes a focus on early literacy and a creative learning environment

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- Serve the career development needs of teens and adults. The plan below includes business development space and resources.
 - Foster strong community involvement and engagement with the Library Friends and other support groups. The plan below includes a work and retail space.
 - Meet the needs of teleworkers, independent study, and small meetings. The plan below includes a number of rooms to accommodate an assortment of group sizes.
 - Ensure the community can connect through content creation, arts, performances, conversation and other interactive activities. The plan below does designate general lab and community space, and this may include areas such as:
 - Design lab area with resources for 3D printing, electronics, basic engineering, computer programming, and robotics. This could also include non-tech focused creation items such as commercial grade sewing machines, specialized tools, etc.
 - Video/studio production space with professional-grade equipment, chromakey backgrounds for filming, and sound booths as well as editing bays
 - Performance and exhibit friendly space for group events, such as discussions, art displays, cultural exhibits, banquets, readings, presentations, and live music performances. Performing arts auditorium and lecture hall. The furniture planned should be easy to rearrange or store for the various types of uses

Technology Education and Library Center (TEL) Facility Plan

Library Space Sq. Ft. Summary

<u>LIBRARY DIVISION</u>	SPACE	DIVISION
Space Name		SQ. FT.
<u>Business Reference Services</u>		<u>1,962</u>
Business Reference Collection & Seating	340	
Chambers of Commerce Office	442	
Conference Room	340	
Telephone / Internet Business Reference Center	840	
<u>Children's Library</u>		<u>4,285</u>
Children's Collection & Seating	702	
Children's Desk	216	
Children's Entrance (Interior)	N/A	
Children's Program Area	586	
Children's Reference Collection & Seating	597	
Children's Rest Room	N/A	
Children's Story Time Room	448	
Homework Center	448	
Juvenile Collection & Seating	1,288	
<u>Circulation Services</u>		<u>3,574</u>
Book Return Room	312	
Circulation Desk	569	
Circulation Office	320	
Computer / Telecommunications Room	224	
Copy Center	193	
Self-Service Reserved Book Bay	80	
Staff Entrance & Lobby	N/A	
Staff Lounge	571	
Staff Rest Rooms	N/A	
Staff Workroom	1,305	
<u>Classrooms</u>		<u>3,726</u>
Class Workroom	1,196	
Classroom A	470	
Classroom B	470	
Classroom C	470	
Classroom D	470	

470 enito to 60000 sf

<u>LIBRARY DIVISION</u>	SPACE	DIVISION	SQ. FT.
Space Name			
<u>Classrooms</u>			<u>3,726</u>
Classroom E	470		
Instructor office spaces	180		
<u>Fiction Collection</u>			<u>1,154</u>
Fiction Collection & Seating	1,154		
<u>Genealogy Collection</u>			<u>401</u>
Genealogy Collection & Seating	401		
<u>General Building Services</u>			<u>1,065</u>
Custodial Workroom	257		
Friends' Book Storage & Workroom	321		
General Library Storage Room	374		
Loading Dock	N/A		
Mechanical Equipment Room	N/A		
Shipping & Receiving	113		
<u>Homework Center</u>			<u>1,000</u>
Homework Collection & Seating	1,000		
<u>International Language Collections</u>			<u>784</u>
International Language Collection & Seating	784		
<u>Library Administration</u>			<u>1,618</u>
Administrative Staff Office	138		
Business Office	340		
Conference Room	227		
Foundation Development Office	402		
Library Director's Office	440		
Storage/Supply Room	71		
<u>Library Entrance</u>			<u>1,747</u>
Friends' Book Storage & Workroom	378		
Friends' Bookstore, Café, Coffee Shop & Gift Shop	1,369		
Public Entrance & Lobby	N/A		
Public Rest Rooms	N/A		

San Benito to 60000 sf

<u>LIBRARY DIVISION</u>	SPACE	DIVISION	SQ. FT.
Space Name			
<u>Literacy Center</u>			<u>3,451</u>
Computer Lab/Training Room	1,136		
Conference Room	225		
Literacy Office	184		
Literacy Reception & Waiting Area	783		
Literacy Staff Offices	618		
Literacy Study/Tutoring Room A	155		
Literacy Study/Tutoring Room B	175		
Literacy Study/Tutoring Room C	175		
<u>Local History Collection</u>			<u>475</u>
Local History Collection & Seating	475		
<u>Marketplace</u>			<u>1,040</u>
Marketplace	1,040		
<u>Media Area</u>			<u>544</u>
Media Collection	544		
<u>Media Lab</u>			<u>682</u>
Media Production Room	682		
<u>Non-Fiction Collection</u>			<u>2,428</u>
Non-Fiction Collection & Seating	2,428		
<u>Periodicals Collection</u>			<u>652</u>
Current Magazine & Newspaper Display & Seating	652		
<u>Public Meeting Rooms</u>			<u>6,552</u>
Auditorium	4,666		
AV, Chair & Table Storage Room	107		
Conference Room	217		
Conference Room B	195		
Custodial Sink & Supply Closet	N/A		
Kitchenette	91		
Meeting Room	1,276		
Public Rest Rooms	N/A		

San Benito to 60000 sf

<u>LIBRARY DIVISION</u>	SPACE	DIVISION	SQ. FT.
Space Name			

<u>Reference Services</u>			<u>3,381</u>
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Computer Lab/Training Room	516	
On-line Public Access Catalog (OPAC)	88	
Quiet Room	968	
Reference Collection & Seating	1,215	
Reference Desk	255	
Study/Tutoring Room	179	
Study/Tutoring Room B	160	

<u>Young Adult Services</u>			<u>759</u>
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Study/Tutoring Room	139	
Young Adult Collection & Seating	620	

Net Assignable Square Footage:	<u>41,280</u>
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Non-Assignable Square Footage (@ of Gross): 25%

Gross Square Footage: 60,000

TEL Technical Supplement to the Library Space Analysis

As any library considers space or infrastructure changes, it is appropriate to consider the role of technology in the new or modified space. This section provides additional guidance for architects and space planners as they consider changes.

General

Modern and forward thinking libraries need to understand the changes in technology and their impact on the technical infrastructure. Items in this section apply to all areas and libraries in general and to a specific area.

- Wireless – as more libraries consider wireless infrastructure it is appropriate to specify wireless standards that are capable of dealing with larger workloads and more stringent security. This is generally analogous to enterprise security standards. Wireless equipment should be capable of supporting multiple spatial streams, VLANs, and 802.11ag standards.
- Internet Bandwidth – modern technology environments require greater bandwidth demands. New Operating environments, storefronts, and greater video capabilities all drive bandwidth higher. As you consider bandwidth, make sure the technical infrastructure has a roadmap to 1 GB/per second to 10 GB/per second to the internet.
- Cable Infrastructure – Current standards for cabling for technical infrastructure are Category 6 (or Cat 6) for data and VOIP systems. Lower bandwidths and shorter cable distances can be supported by Cat 5, but larger libraries should consider the investment for the current cable standards.
- Telephone Systems – VOIP Systems are appropriate for new installations. VOIP can provide a number of infrastructure benefits (VOIP utilizes many of the same technical elements like network switching) and communications benefits.
- Network Switching – Consider switching elements that provide POE (Power over Ethernet) capabilities to allow for the data and VOIP usage over the same cable infrastructure. Consider equipment that provides bandwidth ranges within those identified above (10 GB for servers, 1 to 10 for edge stations).
- Servers – Libraries should consider Cloud based servers for most of their data processing needs. This allows for improved power, bandwidth, security, and consolidation that is not usually an option at a Library. If Cloud is not an option, then libraries need to consider power conditioning and reliability. Trends in library futures indicate the hours of operations are increasing (or service options are increasing) and server availability and reliability are key considerations. Servers



in the cloud are heavily dependent on reliable bandwidth and reasonable performance.

- Lockdowns – devices deployed generally utilize cable lockdowns for security. Consider furniture that takes into account lockdown or deploy equipment in secure rooms or out of reach of patrons.
- Security Cameras – Library should consider monitoring all entrances and exits and other areas of patron interaction. Cameras should be mounted out of reach and have security screening over the lenses. Camera video should be captured on a dedicated video system. Motion activation will improve the storage needs. IPTV or other compressed video standard that is compatible with most video / pc systems should be considered.
- Audio-Visual – Libraries with common areas, Business Services, meeting rooms, and conferencing facilities should review AV requirements. Today's AV systems are much more capable at a lower price point.
 - o Projection systems – need to consider room brightness, distance to screen, and pixel density. Brighter systems (5000 Lumens and above) are appropriate for brightly lit rooms. WGA and HD are appropriate for displaying PC oriented material (presentations, skype). High Definition (720 dpi and above) are also appropriate for better viewing of text and image data. HDMI is an appropriate wired interface and many projection systems can support common wireless connectivity to lower the cost of wiring and implementation.
 - o Switching systems are still appropriate for multiple input devices like Blue Ray players.
 - o Conferencing systems (Mic, Speakers) are low cost on the very low end of capability. They get expensive in multiple zones, with multiple microphones, and complicated conferencing systems.
 - o Conference Room management and control can also drive costs higher but significantly improve ease of use and flexibility.
 - o Flat Displays – Large LCD or LED TVs have dropped in price and are now reasonable alternatives for projection systems. The same requirements for brightness, contrast, HD support, etc. are appropriate. Consider systems that deal with burn-in (TV tuned to the same image continuously), and are equipped with both Ethernet (1GB) and Wireless (802.11g). Consider power and cable at or near wall or ceiling mounts.
- Technical Accessibility Considerations – Considerations should be made for each area of Personal Computer usage and activity. This includes:
 - o Filtering – Internet Protection of Children Act requires the installation and configuration of filters restricting access to age appropriate materials.

- o Touch Screen or Children's PCs – PCs that utilize touch screens or specialize keyboards and applications are appropriate for libraries and children's activities.
- o Limited Internet – Children's section and PCs may restrict or remove internet capabilities.
- o Separate Sections out of visibility of Adult PCs – It is appropriate to place Adult PCs (generally unrestricted) out of the vision of Children's sections.
- o PCs with Accessibility Capabilities – Many libraries provide tools or PCs with capabilities to address certain accessibility concerns including:
 - Large Screen fonts
 - Drill Down or Microscope features
 - Larger Mouse or Keyboards
 - Voice Capabilities

Specific Areas within Library

Administrative – The technology requirements associated with Admin areas are the following:

- Staff PCs – Devices capable of supporting a number of different tasks and providing secure access to library resources. This also includes a number USB oriented back office devices like barcode readers/scanners, receipt printers, and other desktop devices. Consider Virtual Desktop Devices as an alternative for greater flexibility (but at a higher technical support requirement). Consider higher power requirements.
- Conference Rooms should be covered by Wi-Fi. Conference Rooms should have audio visual capabilities.
- Furniture – access to power, USB ports, and cable management are key considerations for library furniture.
- Security Displays – consider power and mounting for security displays that allow for critical areas to be monitored while staff are "off the floor." This also provides a level of backup and security for limited staffing situations.
- Server/Network/Telephone – Admin areas that include technical hardware elements should have the following considerations:
 - o Security – some means to restrict access to sensitive equipment.
 - o Power Conditioning – Power conditioning (Spike, under-voltage, and power interruptions should be considered to both safeguard the equipment investment and improve reliability). Poorly conditioned power will significantly lower the life span of most IT equipment.

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- o Power Delivery – Consult the manufacturers’ guides for the appropriate power. While modern technical equipment utilizes less power than previous generations, it is appropriate to understand the voltage (110/120 VAC – 208/220 VAC) and the amperage required to power the sum of the equipment. Some IT equipment requires 20 to 30 Amps of power which is not typical of an office environment.
 - o UPS – While most libraries can get by with power conditioning supplied by a standalone battery system (i.e. APC UPS), it is appropriate to factor the size, weight, and heat associated with a UPS system.
 - o Air Conditioning – depending on the amount of IT resources and the size of the room, temperature, humidity, and air volume must be considered. Heat should be vented outside of the room. Conditioned air should be allowed to reach the equipment at an appropriate volume. Consult the manufacturers’ specifications for the appropriate operating conditions.
 - o Temperature Monitoring – Heat buildup can be a big concern, especially in buildings that shut A/C systems off outside of normal hours. Libraries should consider low cost temperature monitoring to alert staff when the appropriate temperature is exceeded.

Audio-Visual Collection

It is appropriate to consider the mechanism for securing the AV collection. Many libraries deploy either an electronic tag or RFID system to prevent loss of materials. Both require entrance and exit gates. Gates also require power and usually Ethernet or a similar control mechanism.

Children’s Library

Libraries with Children’s sections must consider the following:

- Deploying Children’s PCs with capabilities as noted above.

Circulation Services

Libraries with sufficient volumes should consider the use of a number of automated systems to improve the productivity and patron services to include:

- Self-Check Stations – one or more stations to provide patrons with an unstaffed system used for check in / out. These systems are based on either barcode or



RFID (or both) inventory systems. Self-Check Stations can be PC based (and the typical footprint) or integrated hardware that includes monitors, barcode and RFID readers, and printers. The integrated hardware may require additional space or location considerations due to the size and shape of the devices. All require power and Ethernet cable considerations.

- Bin Sorter and Return Stations – Considerable planning is required to support automated check-in/bin sorter functionality. Also available in barcode and RFID, these systems require significant space and facilities planning. Libraries with a high volume of circulation should consider sorters. This improves shelving accuracy, staff productivity, and better book access for Patrons.

Classrooms

Classrooms should include the following technical elements:

- PCs deployed should include the standard elements in addition to integrated cameras.
- PC reservation systems should be included to manage access to PCs with authorized patrons.
- Appropriate controls or software should be deployed to prevent unauthorized changes or software additions.
- Considerations should be made for presenter stations, audio/visual controls, and audio visual elements identified above.
- Sufficient space for whiteboard space or electronic whiteboard.
- Considerations on layout and space for the ability to partner or group work.
- Sufficient bandwidth (both wired and wireless) for the higher density of activity.
- Higher power considerations due to the density of equipment.
- Cable and furniture considerations to prevent hazards and equipment maintenance issues.
- Lockdown and security items as noted in general section.

General Building Services

Items to consider for general building spaces include:

- Cameras covering loading dock or shipping areas.
- Secured Shelving to allow for the use of vertical space (and not just the floor)
- Appropriate warning signage for mechanical spaces.
- Emergency first aid, eye wash, and first aid documentation.



Library Entrance

Technical items to consider for building entrances include:

- Security Cameras as noted above.
- Secure book return.

Marketplace

The Marketplace may have unique requirements depending on the nature of the services, but considerations should include:

- Cash management
- Video entertainment.
- Food and Beverage considerations.

Media Lab

Audio and Video requirements must be determined based on anticipated use. The mix of audio/video/PC capabilities vary by usage (Skype, A/V creation, music authorship, etc.) The use of presentation facilities will include items noted above, but adjusted for the activity. Business services may be enhanced with conferencing capabilities or Telecommuter capabilities.

- Telecommuter – Most business that allows telecommuting requires a minimum of computer requirements that include access to VPN services or HTTPS. Many libraries restrict access to VPN clients (many are proprietary). Integrated camera capabilities and access to printers are usually required.
- Skype and / or WebEx or similar – in addition to bandwidth, an integrated camera and ability to access remote services and software are required.

Public Meeting Spaces

Audio Visual Library Spaces

In addition to the AV considerations noted above, it is appropriate to consider a number of other factors in designing AV Spaces:

- Room Size and Shape – Room size can have a dramatic impact on the selection of equipment and capabilities. Speaker placement and microphone placement have limited areas of effectiveness.

Reference Services

Computer requirements as identified above are appropriate for computer labs and online Public Access Catalog (OPAC) computers. Reference areas require the same furniture considerations noted above. Study and Tutoring Rooms should have similar computer requirements as noted above.

END OF REPORT