

PUBLIC LIBRARY BUILDINGS

The Librarian's Go-To Guide for Construction, Expansion, and Renovation Projects

Lisa Charbonnet





An Imprint of ABC-CLIO, LLC Santa Barbara, California • Denver, Colorado

Copyright © 2015 by Lisa Charbonnet

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, except for the inclusion of brief quotations in a review, without prior permission in writing from the publisher.

Library of Congress Cataloging-in-Publication Data

Charbonnet, Lisa.

Public library buildings: the librarian's go-to guide for construction, expansion, and renovation projects / Lisa Charbonnet.

pages cm

Includes bibliographical references and index.

ISBN 978-1-4408-3858-3 (paperback) — ISBN 978-1-4408-3859-0 (ebook) 1. Library buildings—United States—Design and construction. 2. Library buildings—Remodeling—United States. 3. Public libraries—United States—Planning. 1. Title.

Z679.2.U54C48 2015

022'.3140973-dc23 2015022150

ISBN: 978-1-4408-3858-3 EISBN: 978-1-4408-3859-0

19 18 17 16 15 1 2 3 4 5

This book is also available on the World Wide Web as an e-Book.

Visit www.abc-clio.com for details.

Libraries Unlimited

An Imprint of ABC-CLIO, LLC

ABC-CLIO, LLC

130 Cremona Drive, P.O. Box 1911

Santa Barbara, California 93116-1911

Manufactured in the United States of America

Public Library Buildings



Acknowledgments

I am grateful to have had the benefit of the expertise, eagle-eyes, and good-will of my three readers, Beth Fox, the retired director of the Westbank Libraries in Austin, Texas; Barry Sturrock, principal architect of Piwon-ka-Sturrock Architects in San Antonio, Texas; and Scott Swiderski, PE, of H.R. Gray, a construction management company. They have offered excellent insights, additions, and a helping hand as I stumbled through the fog, trying to clarify some of these complex concepts. Of course any remaining mistakes are absolutely mine.

I have also been so very fortunate to have librarians from all over the country, weigh in on the ups and downs of their library construction experiences. These wonderful people have been in the trenches and have taken the time to add their voices to this conversation about building public libraries. I am happily indebted to Becky Baker, Lois Bannister, Karen Ellis, Morgan McMillian, Daniel Schwartz, Gail Sheldon, Joyce Trent, and Betty Yarborough.

I've had the good luck to work on two recent library construction projects, the Laura Bush Community Library of Austin, Texas, and the renovation and expansion of the Pflugerville Public Library in Pflugerville, Texas. These are two beautiful libraries brought into existence by teams of dedicated, inspired, and committed people, including but not limited to construction companies and crews from Lee Lewis and Zapalac-Reed, architects Piwonka-Sturrock and Studio 8, project managers and owner's representatives Scott Swiderski and Jeff Musgrove, Library Board members and city officials, the Friends of the Libraries, and literally hundreds of volunteers. Let me extend a special thank you to my friends and colleagues, the marvelously resilient and consistently creative staff of both libraries. I'd also like to recognize the helping hands and thoughtful suggestions of my wonderful editor, Barbara Ittner, and the team at ABC-Clio, particularly production editor Nicole Azze.

The outpouring of love and support from my family has been immense and so much appreciated.

Thank you all more than I can say!

Contents

Acknowledgments	XV
1. Getting Started	1
Dream	2
Developing Your Vision	2
Who Are You?	3
Community Statistics	3
Library Reports	4
Surveys	4
Looking Around	4
Who Do You Want to Become?	5
Project Scope	6
Necessities	7
Asset and Constraint Analysis	8
Site	8
Phasing	- 8
Budget	9
Inspections	9
Governing Authorities	9
Measuring Success	10
Project Goals	10
Measurement Statistics	10

2.	The Site: Renovation or Expansion?	13
	Renovations New Buildings	13 15
	How Much Land?	15
	Finding the Right Site	16
	Securing the Site	17
	The Gifted Site	18
	LEED	19
3.	Funding	21
	Making the Case	21
	Broader Library Trends	21
	Recruiting Support	2.2
	Budgeting	23
	The Rough Budget: Chicken or the Egg?	23
	Your Kind of Building	24
	Rough Budget Composition	24
	Operating Costs	24
	Maintenance and Utilities	24
	Staffing	25
	Collection	2.5
	Finding the Money	25
	Saving	2.5
	Borrowing	26
	Bank Loans	26
	Municipal Bonds	26
	Fundraising	27
	Fundraising Goals	28
	Define Success	30
	Fundraising Seed Money	30
	Tax Exemptions	31
	Staff Time	31
	Organizing Your Fundraising	31
	Master Timeline	33
	Marketing Campaigns	34
	In-Kind Donations	36
	Corporate Donations	36
	Grants	37

CONTENTS	ix

4. Selecting the Team	41
Core Team Members	41
The Librarian	41
The Architect	44
The Contractor	44
The Funding Authority Representative	45
The Project Manager or Owner's Representative	45
Auxiliary Team Members	46
The Commissioning Authority	46
The Interior Designer	47
The Furniture Vendor	48
IT	49
Your Staff	49
Choosing the Team	50
Volunteers	51
Who's First?	51
Choosing Qualified Construction Professionals	52
Contracts	55
Community Buy-in	56
5. Programming and Space Planning	59
Policies	60
Building-wide Systems	60
Flooring	60
HVAC	61
Light Management	61
Security	62
Service Desks	65
Wi-Fi	66
Calculating Space Needs	66
Circulation	67
Catalogs and Self-Checks	67
Check-in	67
Check-out	69
Library Cards and Member Registration	70
Collections—Electronic	70
In-Library Access	70
E-Resource Devices	70

x CONTENTS

Collections—Physical	70
Locations	70
Shelving	70
Type	70
Number Required	71
Shelving Regulations	72
Shelf Height	72
New Books	73
Reserves	74
Specialty Items	74
Meeting Rooms	75
Larger Rooms	75
Anticipated Activities	75
Audio Visual (AV) Equipment	75
Catering	76
Flexibility	76
Security	77
Signage	77
Size	77
Conference Rooms	78
Study and Collaboration Areas	78
Meeting Room Management	79
Outside Areas	80
Comfort	80
Maintenance	80
Safety	81
Utility	81
Program Spaces	84
Children	84
Teens	85
Adults	85
Prep Space	86
Public Comfort	86
Parking	86
Ambiance	87
Wayfinding	87
Bathrooms and Drinking Fountains	88
Food and Drink	89

CONTENTS xi

Public Notices and Notifications	90
Outside Signage	90
Notice Boards	90
Screens	91
Public Technology	91
Public Computers	91
Public Printers	93
Plugs	94
Staff Spaces	94
Desks and Work Space	94
Personal Item Space	95
Break Areas	95
Staff Bathrooms	96
Private Spaces	96
Specialty Spaces and Emerging Technologies	96
Art Gallery	96
Computer Lab	98
Digital Archives	98
Displays	98
Friends, Book Sale, and Donation Areas	98
Genealogy and Local History	99
IT Room	99
Maker Space	100
Collection Vending Machines	100
Quiet Reading Room	101
Volunteers	101
Storage	102
Building Material Stock	102
Carts	102
Collection	103
Decorations and Displays	103
Donations	103
Equipment	103
Janitorial Supplies	104
Landscaping Supplies	104
Maker Space	104
Meeting Rooms	104
Office Supplies	103

xii CONTENTS

Program Supplies	106
Tech Services	106
Processing Work Flow	106
Billing and Collections	107
Equipment	107
Shipping and Receiving	108
Propinquity	108
6. Preparing for Construction	111
Preparing the Library	111
Renovations and Expansions: Transitions	111
Furnishings	112
Retain	112
Renew	113
Replace	113
Remove	113
Collection	114
Weeding	114
Storage	115
Preparing the Staff	115
Staff Support	115
Staff and Construction Closures	116
Staff Work Space	118
Preparing the Community	118
Pictures	119
Daily Shots	119
Construction Shots	119
Groundbreaking	120
7. Construction: What's a Library Director to Do?	123
Meetings	123
Construction	123
Interior Design	125
Furniture	126
Planning	127
Procedures, Processes, and Policies	127
Staff	129
Scheduling	129

ONTENTS	xiii
Hiring	131
Support	131
Community Updates	132
Volunteer Program	133
Odds and Ends	134
Wrapping Up	137
The Move(s)	137
Planning	138
Organizing	139
Schematics	139
Timing	141
Tools and Equipment	141
Shelving	142
Furniture	143
Collection	143
Volunteers	143
Openings	144
Soft Opening	144
Grand Opening	145
Post-Construction	147
Post-Construction Period	147
Substantial Completion	147
Punch Lists	147
Finishing Touches	148
As-Builts	148
Warranties	148
One Year Walk-Through	149
Further Adjustments	149
Space Adjustments	150
Operating Expense Forecasts	150
Staffing Forecasts	150
Ongoing Maintenance	150
	Support Community Updates Volunteer Program Odds and Ends Wrapping Up The Move(s) Planning Organizing Schematics Timing Tools and Equipment Shelving Furniture Collection Volunteers Openings Soft Opening Grand Opening Post-Construction Post-Construction Post-Construction Period Substantial Completion Punch Lists Finishing Touches As-Builts Warranties One Year Walk-Through Further Adjustments Space Adjustments Operating Expense Forecasts Staffing Forecasts

151

152

152

153

Whose Responsibility Is It?

Scheduling Regular Maintenance

Maintenance Contracts

Staff

riv		0	11	II	E	N	Π	5	į
-----	--	---	----	----	---	---	---	---	---

Measuring Success	153
ROI	153
What Next?	154
Appendix A: Westbank Library Strategic Communications Planning, 2006–2009	163
Appendix B: Further Fundraising Ideas from the Westbank Library, 2009	165
Appendix C: Request for Qualifications: Owner's Representative Services, 2010	171
Appendix D: A Sample Program for a 15,000 Square Foot Library, 2007	177
Appendix E: Scott Thornton Commons Policy for Private Events, Westbank Library, 2014	191
Appendix F: Pflugerville Public Library Policies, 2014	195
Appendix G: Timeline for the Grand Opening at the Laura Bush Community Library, 2009	205
Glossary	209
Notes	215
Index	219

Getting Started

So, there's a library building project in your future!

You feel pulled in lots of ways, excited about the possibilities, anxious to get it right, wondering about the budget, the team, and the time it will take. Some people will tell you to *think like an architect*, and others will start in on paint colors and furniture. You don't need to think like an architect, your architect does. You need to think like a librarian and your input is essential.

Public libraries are enormously diverse. They represent the full mosaic of American communities. Accordingly, no one can prescribe exactly what each public library building should look like. To further complicate the issue, public library construction projects can happen at wide intervals of both time and space. Few professionals, including architects, contractors, and city officials, have experience with a library's unique and complex requirements.

Before we began the process of finding a new location for our library, I took some on-line university short classes on library design, etc. Plus, I read professional magazines, toured other libraries, and talked to librarians. I learned a lot, but, of course, I learned more by experience."

Lois Bannister Director, Garland Smith Public Library Marlow, Oklahoma This book is addressed to you, the librarian, whatever is your title and however big is your library or its project. Its object is not to tell you how to build your library, but to lead you in a series of questions that will help you identify your needs and translate them effectively to stakeholders, funders, and the construction team.

It will bring up topics, in sequence, you will need to consider for a successful building project. If your project is relatively small and well-funded, you will be able to skip some chapters; if you're undertaking a complex renovation and expansion, you'll need everything. Each chapter contains tips and tricks for you to accept or reject. The chapters are peppered with examples of issues faced by other librarians.

The best use of this book is to become interactive with it. Scribble in the margins, stuff it in a pocket or on an iPad, talk back to it, pass the checklists around, and answer the questions in your own way.

Library construction is an iterative process, full of team meetings, discussions, and compromises with a wide range of participants. It is exciting, frustrating, and generative. Start in with flexibility and good humor and remember the goal is to provide everyone with a better, more efficient, more comfortable library.

DREAM

Go ahead! You have permission to dream: room for seating areas, lots of natural light, a complete technology upgrade, lower shelving and plenty of it, plumbing that works, space in the parking lot, a children's area, a teen room, a good roof, new carpet or even rubber flooring. Close your eyes and imagine how fantastic your library could be.

This is the stage for rosy pictures without constraints. This is the one stage where it costs you nothing, so let your imagination soar—from the prosaic to your fondest fantasies.

Doodle while you dream. Start small or start big, mix it all up on the back of an envelope or a scratch pad, this is for you. Take as long as you like, revisit it often; throw it all in a file for reference.

DEVELOPING YOUR VISION

Now open your eyes.

- Vision is developing a deep understanding of what your library is and where it can go to best serve the patrons of your community.
- Vision is a developed skill, one you can learn.
- · Vision is the underpinning of every successful building project.

Vision is the recognition and development of your library's core identity. There are lots of models to choose from; some public libraries are so

GETTING STARTED 3

closely identified with education that they call staff *instructors* and library programs *curricula*, others focus on the building itself and become icons of their cities, and still others are the *heart of the community* or the *third place*. Some libraries are *job training centers*, and some are *bridges* to information and entrepreneurship.

It is up to you, your staff, and the members of your community to determine who you are and who you want to become.

WHO ARE YOU?

Take the time you need to gather the answers to the questions below. Be comprehensive and honest; these data will give you the back-up data to convince others of the validity of your vision for your library. This is arguably the most important part of the book as all future decisions about the project will ultimately flow back to this section.

Community Statistics

Statistics are a good place to start. Go to the latest census,¹ www.cen sus.gov, and drill down to your state, county, city, and community. If you straddle important boundaries, go down as far as block data to understand your whole community. You're looking for factors such as the percentage of families, children, and elderly. What languages are spoken in the home? How many ethnic groups are represented and in what numbers? Do people live and work in your community? Do they generally commute somewhere else? Are there many unemployed adults? What are community education levels? How about local incomes?

Check in with your local school district. You can often get good statistics online through your state or county education associations. Is education a major focus in your community? What are graduation rates? Are graduates heading for college or the job market? What percent of local children are eligible for free lunch programs?

Visit your municipal administration and take advantage of the City Planning Department, if you've got one. Is your area growing? Are there significant developments planned? If new roads are being built, where will they be? What are tax rates in your area? Is there a healthy commercial sector? Is the local tax rate relatively high or low?

Your State Highway Department is next. Traffic counts, at least for major roads and intersections, are largely available online and are usually collected at regular intervals. How do people move through your community? Are these patterns changing over time?

Finish up with a perusal of your county or parish Appraisal District. With a bit of data massaging, this should give you some comparative data on housing prices in your area. Are they growing? Stable? Are there pockets of real affluence or need? The Appraisal District can give you data over time,