

EVERGREEN LIBRARY REDESIGN COMMUNITY ENGAGEMENT REPORT



Jefferson County
PUBLIC LIBRARY

21 APRIL 2022



ENGAGEMENT OVERVIEW

326 COMMUNITY
SURVEY RESPONSES

+

9 TEEN SURVEY RESPONSES

+

~27 MEETING ATTENDEES

=

**362 TOTAL
PARTICIPANTS**

OPPORTUNITIES FOR INPUT

- 3 Community Meetings
- 2 Meetings with Library Staff
- Community Surveys
- Teen Surveys



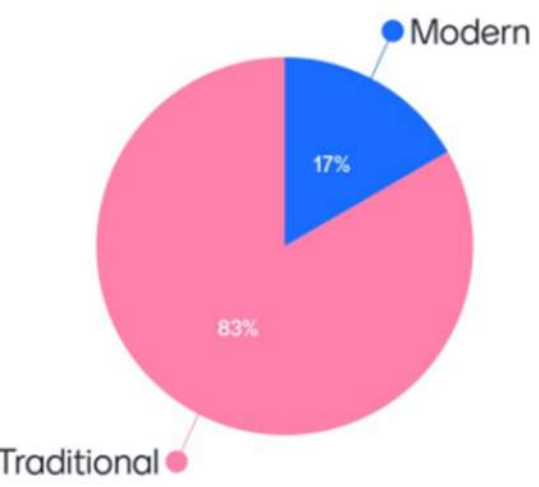
COMMUNITY MEETING PROCESS

- Language Justice
- Visioning
- Topics of Discussion
 - Style
 - Entry
 - Service Point
 - Children's Area
 - Teen Area
 - Reading / Study Spaces
 - Meeting / Community Room
 - Signage / Wayfinding
 - Computers / Technology
 - Outdoor Space
 - Your Library



COMMUNITY MEETING PROCESS

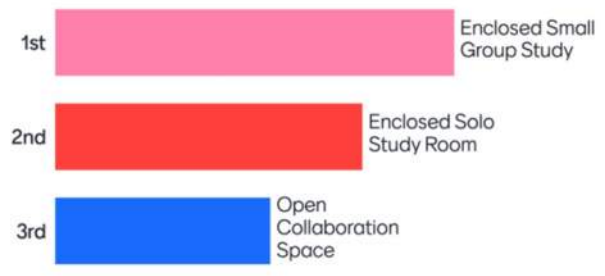
Mentimeter polls for input



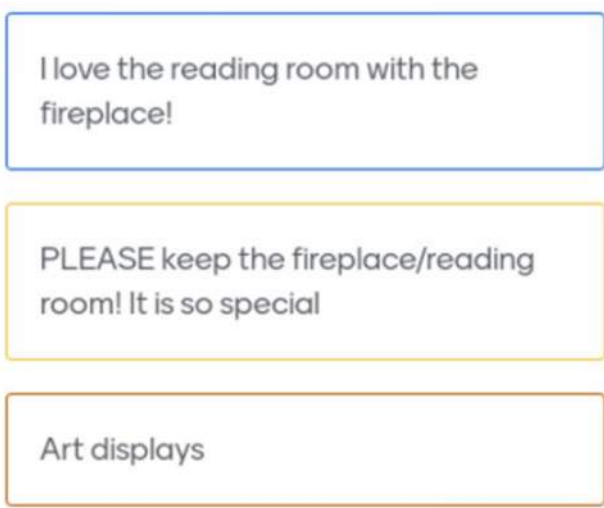
Multiple Choice



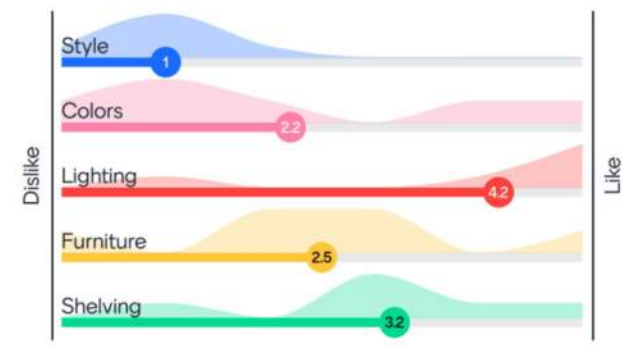
Word Cloud



Rate Choices



Short Answer



Rank Attributes



SURVEYS

- Online v. Hard Copy
- General Community Survey
- Teen Survey
- Questions regarding:
 - What do you do at the library?
 - Rate existing services
 - What would encourage you to visit a library?
 - Values
 - How should the library feel?



KEY THEMES



KEY THEMES

- Warm
- Cozy
- Welcoming
- Comfortable
- Light
- Natural
- Rustic



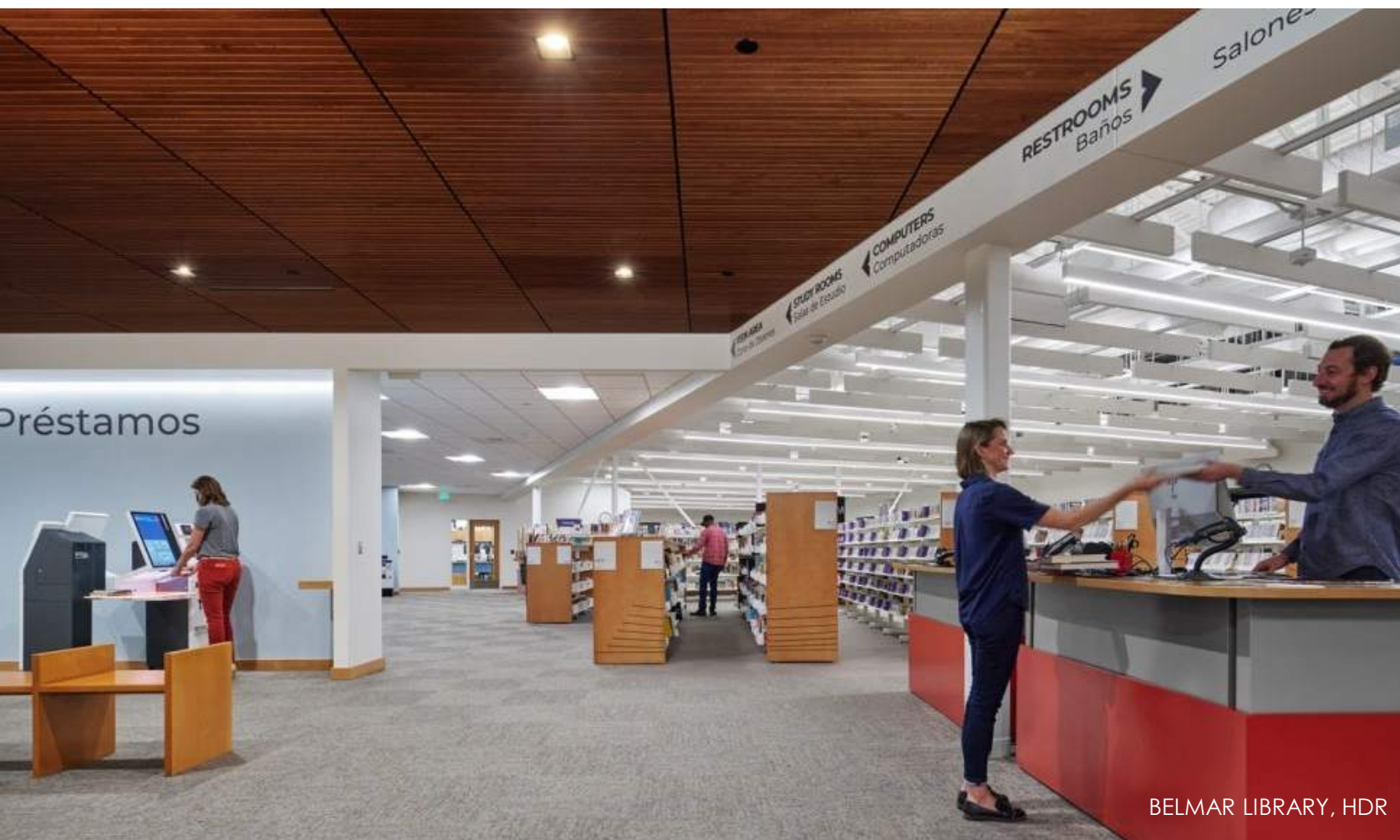
THE COMMUNITY LIBRARY, RATIO ARCHITECTS

STYLE | Keep natural, traditional feeling while modernizing



BELMAR LIBRARY, HDR

USE NATURAL MATERIALS & EMPHASIZE VIEWS



IMPROVE LEVEL OF SERVICE

- Self-service model
 - Self-Check Outs are used most
- Interaction with staff still important
 - Service Desk & Kiosks





RETAIN THE READING ROOM / FIREPLACE

CHILDREN'S AREA

- Enclosed
- Reading nooks
- Flexible space / fun movable seating
- Move Storytime into Children's
- Interactive / sensory play
- Art everywhere



EUA



EUA



TEEN AREA

- Mixed feedback on enclosed v. open
- Mixed feelings on providing gaming
- Art display
- Study booths



ENCLOSED SMALL GROUP STUDY ROOMS

- Less need for open collaboration space
- Variety of seating types
- Glass for transparency/security

LOWER SHELVING

- Line of sight
- Accessibility of materials
- Brings in more light
- Improve signage
- Usable end panels





BELMAR LIBRARY, HDR

MEETING ROOM / MAKER SPACE

- Flexible space
- Need for more room
- More windows / daylight
- Double as Maker Space
 - Recording / Music
 - 3D printer
 - Crafts
 - Sewing
- Questions about whether a maker space could be in the basement



OUTDOOR SPACE

- Maintain views to the outdoors
- Separate Children's / Family Space
 - Outdoor learning & activities
- Good Wi-Fi coverage



STAFF NEEDS

Smaller service desk

- Face the entry
- Concealed storage

Kiosks on the floor

- Sit / stand desks





STAFF NEEDS

Work Room

- More space
- Noise control
- Privacy / offices
- Open / flexible
- Improve systems



STAFF NEEDS

Break Room

- Comfortable Furniture
- Flexible
- Individual rest
- Not a meeting space
- Natural light
- More space

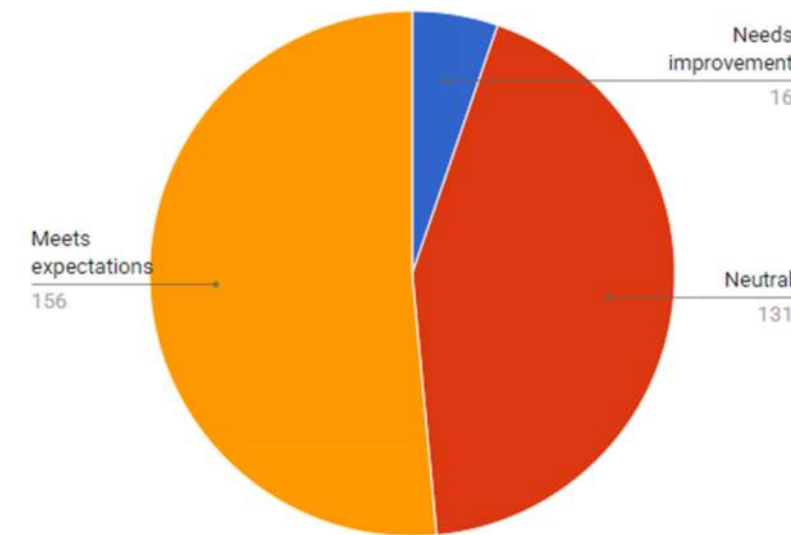


Wellness Room

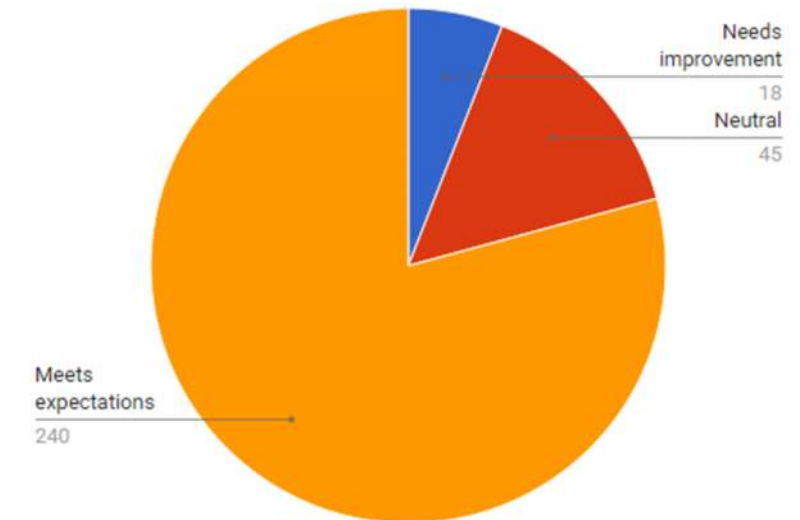
- Mother's room
- Private calls

EXISTING SERVICES

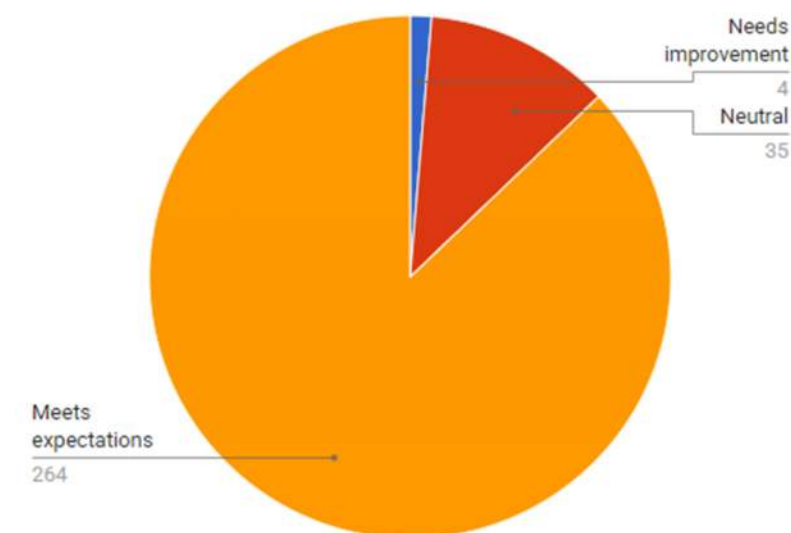
- Results show JCPL is meeting the Community's expectations for services
- Area's requiring the most improvement:
 - Comfortable Furniture
 - Meeting Room
 - Teen Area



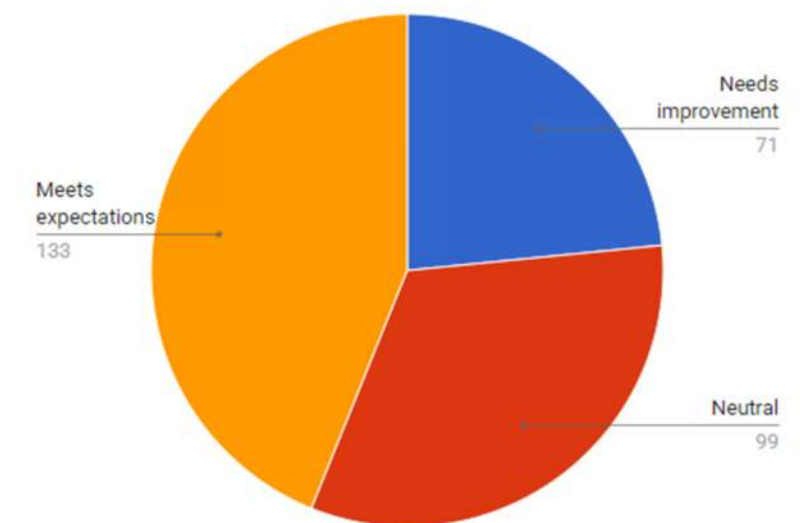
COMPUTER ACCESS & PERFORMANCE



WELCOMING ENVIRONMENT



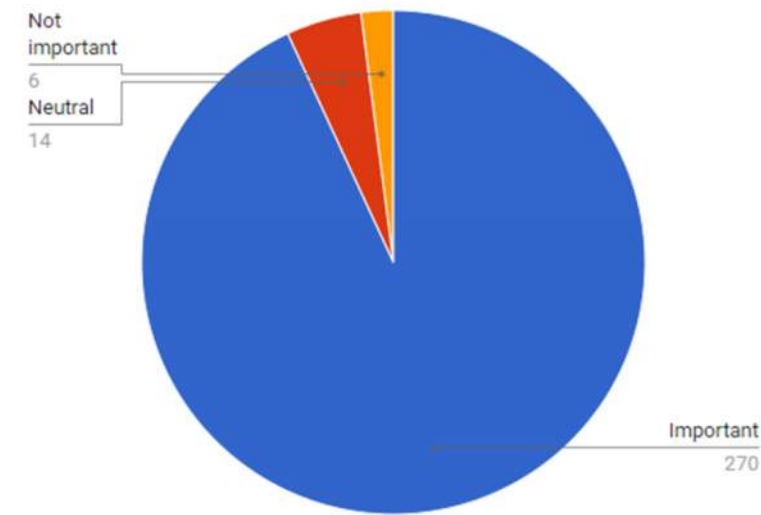
STAFF HELPFULNESS



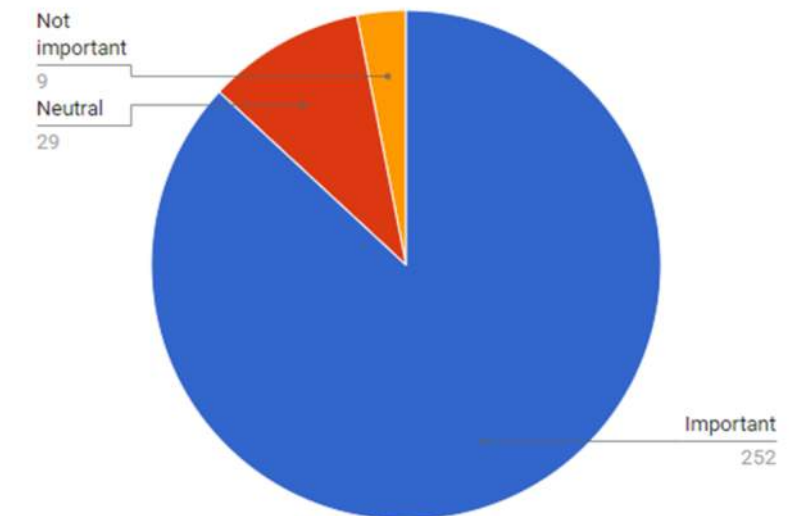
COMFORTABLE FURNITURE

WHAT'S IMPORTANT TO THE COMMUNITY?

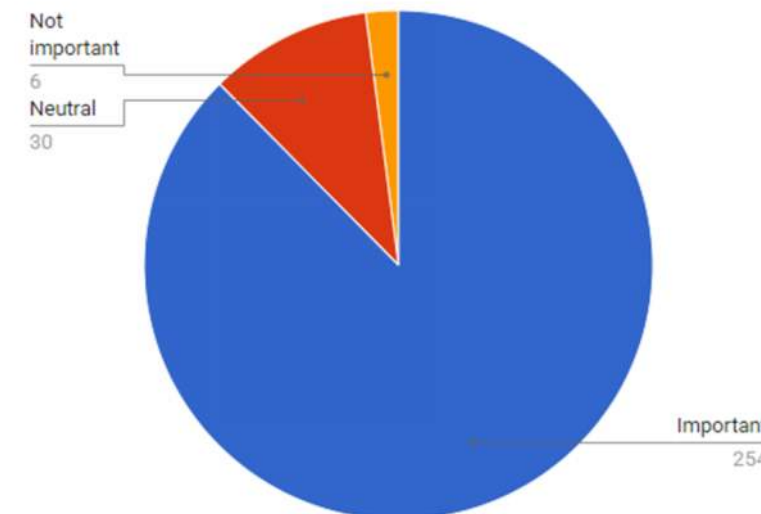
- Results show most services are important to the Community
- Most important services:
 - Materials
 - Staff Helpfulness
 - Welcoming Environment
- Teen Area results show it needs improvement, but is less important to the Community



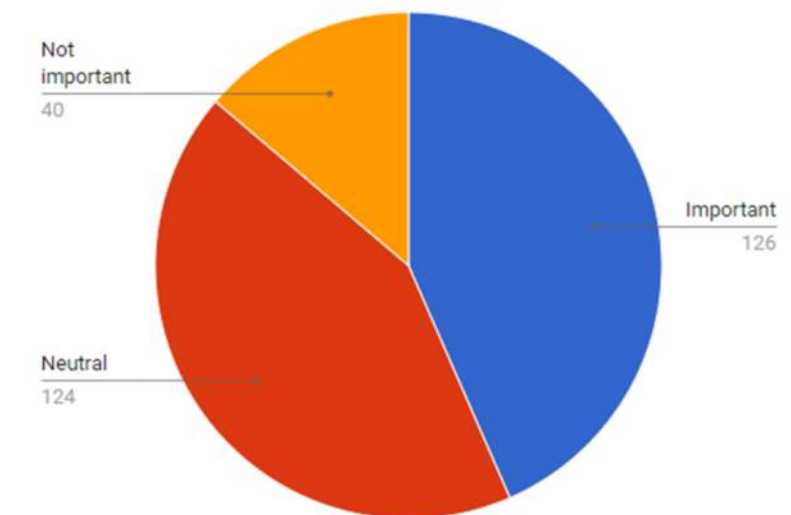
MATERIALS



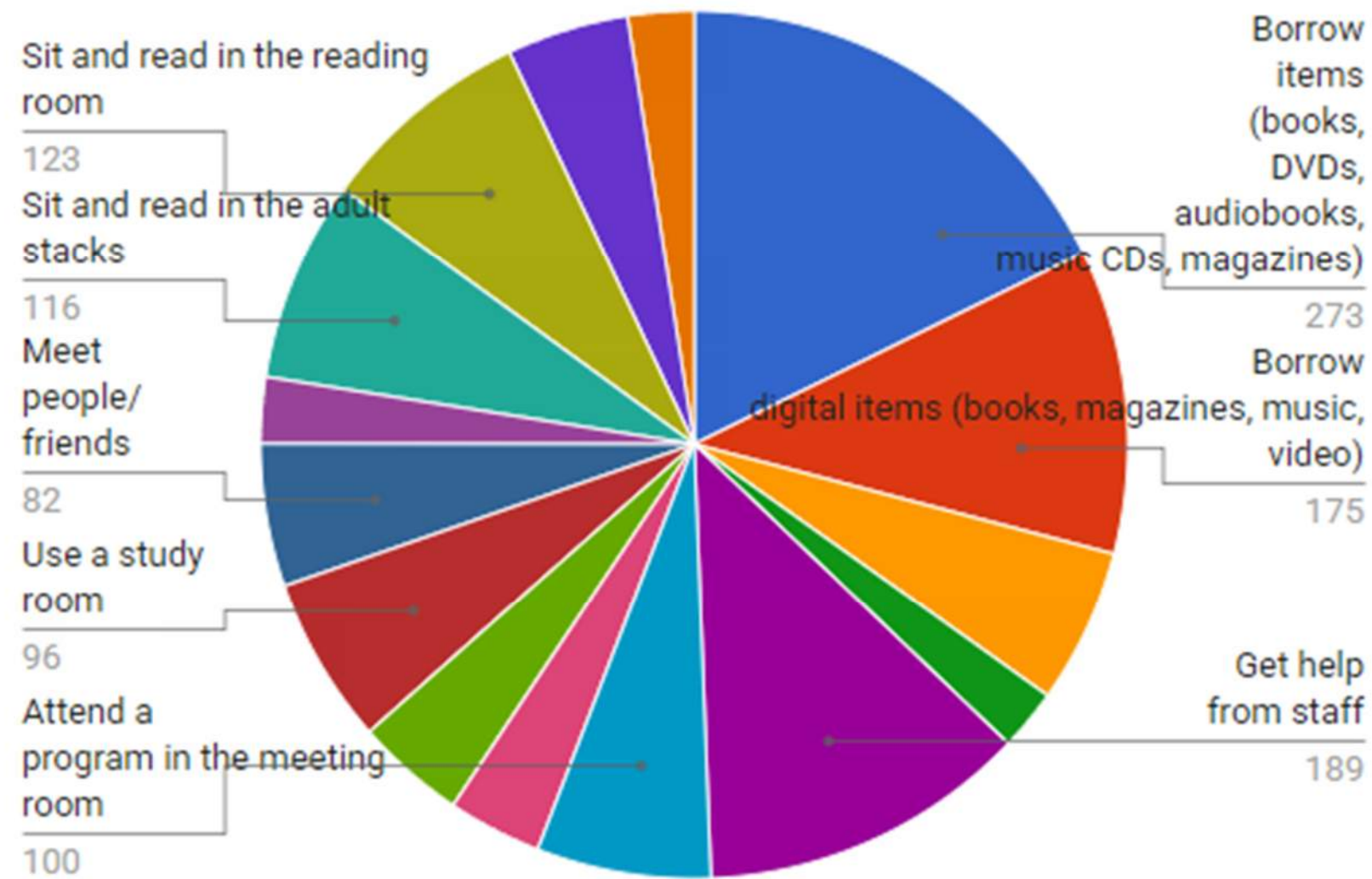
WELCOMING ENVIRONMENT



STAFF HELPFULNESS



TEEN AREA



WHAT PATRONS DO AT THE LIBRARY

1. Borrow items
2. Get help from staff
3. Borrow digital items
4. Sit & read in reading room
5. Sit & read in adult stacks
6. Attend a program in meeting room
7. Use a study room
8. Meet people/friends



QUESTIONS?



Jefferson County
PUBLIC LIBRARY



THANK YOU!!