EVERGREEN LIBRARY REDESIGN
COMMUNITY ENGAGEMENT REPORT

21 APRIL 2022
ENGAGEMENT OVERVIEW
OPPORTUNITIES FOR INPUT

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

326 Community Survey Responses

9 Teen Survey Responses

~27 Meeting Attendees

= 362 Total Participants
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
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• Warm
• Cozy
• Welcoming
• Comfortable

• Light
• Natural
• Rustic
STYLE | Keep natural, traditional feeling while modernizing
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
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
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
• 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
- Areas requiring the most improvement:
  - Comfortable Furniture
  - Meeting Room
  - Teen Area
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
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?
THANK YOU!!