

## Library Leadership Visioning & Community Stakeholder Input

January - February 2015 | Facilitated by Rebekkah Smith Aldrich, Sustainable Libraries, LLC

### Introduction:

To make the most of the opportunity that lies before the DeWitt Community Library the Design Team assisted the library to engage in conversations amongst themselves and with their community to draw on their collective wisdom. It is a critical time in the history of libraries, as libraries are facing much disruption in the publishing and technology worlds, the only true way forward it to focus energy on the hopes and aspirations of the local community. By keeping our focus on how the library can best assist community members achieve their goals for the future, we will have the best chance of building a facility and crafting services and programs that the community will invest in.

To engage stakeholders in designing the future library the design team began by facilitating a Library Leadership Visioning session. Library trustees and staff were invited together to participate in crafting their vision for the new library.

The visioning session was run as an opening facilitated discussion. Questions were posed to the entire group to encourage dialogue. The facilitator recorded responses in writing on flip charts visible to the entire group and worked to confirm with participants that their input was being accurately captured.

### Library Leader Visioning session questions:

- What are **your hopes for the community** in the future?
- What key words would you use to **describe this institution**?
- What **impact** do you want the project to have?
- **What is good** about the current library and should be retained?
- What components or space uses are needed in the new library? / **What should the new library offer to the community?** / What technology innovations would be most useful in the new library? / What is important to you for the overall library aesthetic? What materials should be utilized?
- How do you define **sustainability**?

To balance the library's internal thinking with the realities of what the community is currently dealing with and where their hopes lie for the future of DeWitt two community focus groups were held. Each session was attended by a mix of residents: both library users and non-users; those who have lived in the community for quite some time and those relatively new to the community; a wide range of ages were represented; those who are very civically engaged, and others that are fairly unaware of the inner workings of the town. To solicit a broad range of input the focus groups were run as openly facilitated discussions. Questions were posed to the entire group to encourage dialogue. The facilitator recorded responses in writing on flip charts visible to the entire group and worked to confirm with participants that their input was being accurately captured.

The following three questions were posed to each group:

- ***Looking to the future, what kind of community do you want to live in?***

Participants were asked to identify existing conditions they hope continue, what it will take to ensure what they want happens, and what things they hope are even better in the future. This question helps to identify a community's hopes, dreams and aspirations which in turn, helps the library craft their programs, services and physical space to respond to community priorities.

- ***What is good about the library?***

Participants were asked to identify why they find the library valuable and which programs and services provide the largest positive impact on the community. This question helps the library identify what is currently working and gives perspective on the emphasis particular programs, services and characteristics should be given when considering the design of new library spaces.

- ***At the intersection of your vision for the future of our community and the strengths of the library what opportunities do you see as we design the new library facility?***

This question asks the participants to combine the input they have provided thus far and craft a vision for the major characteristics of new library space. Input is grounded in the goals and objectives of the community's vision for itself which should result in a new library building that is relevant, viable and visible to the community.

*Transcriptions of both the Library Leaders Visioning session and the two community focus groups are attached to this report.*

### **Summary of Findings:**

Participants fully engaged in the sessions and embraced the opportunity to provide input. Conversations ran the gamut from discussing what it will take to create a town center in DeWitt to the importance of the library

respecting and responding to the community's shared value of creating a sustainable community to visionary ideas for library programs and spaces - both indoors and out-of-doors.

The Library Leaders session and the community focus groups reveal that the library leadership has a very good feel for what is going on in the community - what challenges residents are facing and where the community would like to go in the future. The input received from both internal and external stakeholders matched up nicely to provide key touchstones for the library and the Design Team to focus on during the design and construction of the new library.

### **Common Themes:**

- **Create Community - Lead the Way Forward**

There is a strong desire amongst all participants for the library to be a **catalyst for creating a more cohesive sense of community** in DeWitt. Because of its position in the community, the deployment of resources such as meeting spaces, staff time, programming and library communications are viewed as excellent opportunities to bring people together not just to access library services but to connect with each other for the betterment of personal lives and the town as a whole.

The community focus groups, in particular, see the library as a **community leader**. They expect to see the library continue to lead in the areas it currently excels at, most notably in connecting residents with emerging technologies and quality early literacy programming, as well as take a leadership role in creating a sustainable community through the built environment of the library and through community partnerships and connections. The library should consider its role as a "community hub" and seek opportunities to **build a sense of community and foster civic engagement**.

- **Be Accessible & Convenient**

Accessibility was a repeated value on a number of fronts: physical accessibility, technological accessibility, inclusiveness and ease-of-use. To dovetail with the top theme of creating community, accessibility was reported as key to a sustainable community. An accessible community is one in which everyone can participate, regardless of their physical wherewithal or technological literacy. Convenience was also cited as essential to accessibility - ease of use of a space or service.

- **Customer Service Focus**

The top strength of the library was identified as the library's commitment to excellent customer service. All sides agree that this is key to retain as the new space is designed . The space should facilitate good customer service, conveying a warm, welcoming atmosphere that is intuitive to navigate - echoing the standard set by the library's staff.

- **Sustainability**

Sustainability is defined as "the capacity to endure." Residents identified goals within the "three Es" that define sustainability:

- Environment: Each group discussed the importance of being good stewards of the town and of natural resources. They highly respect the natural environment and appreciate efforts made to address issues of concern to all residents. There is an expectation that the facility will be "green," employing green technology that results in energy efficiencies and good indoor air quality. There was a particular focus on utilizing the facility and surrounding grounds as an educational device.
- Economy: Each group discussed the importance of a vital and viable economy in town. From the health of the town's business community to the creation of jobs - participants clearly understand the elements of the "ecosystem" that produce a place where people want to live and raise children. The library is encouraged to develop an incubator space where people can access new tools and ideas, this was alternately referred to as a "makerspace," "fab lab," "repair shop," and "experimental space."
- Social Equity: Equal access to a healthy place to live, to information, and to opportunity was identified as a high ranking value of the participants.

The library has a phenomenal opportunity in this facility project to address these themes - through the physical plant, the outdoor area, library programs and services. By focusing on these community values the library can increase its vitality, visibility and viability for the future.

As the groups began to find the intersection between their hopes for the future, their vision for the town and the value of the library their vision for the new space became vibrant and specific. Both groups identified opportunities in the new facility to bring their dreams for the town to life. In particular the groups focused on:

- Plenty of room for programs
- Interactive spaces, particularly for children
- Up-to-date technology and staff capable of assisting residents with that technology
- Attention to sustainable design: energy efficient features; the harnessing of natural resources such as solar power and day light; storm water mitigation; connection to the outdoors; celebration of nature
- Flexible design to allow for reconfiguration as technology impacts library collections and program needs evolve
- Retention of the current, welcoming atmosphere
- Connections to the town's history, artistic community and opportunities for civic engagement.

By respecting the participants' input the library and design team can help align the community's vision for their library with a bright future for all.

*The attached transcriptions paint a fuller picture of how the community's values manifest in the built environment and provide a plethora of ideas for services, programs and deployment of outreach efforts.*

# DeWitt Community Library Leader Visioning Session | January 16, 2015

## What are your hopes for the community in the future?

- A **desirable** place to live
- **Community identity**; "currently "there is no there there"; a "defined and deliberate" community
- That **the library is a focal point** in the definition of this community
- **Livable/walkable/bikeable** community
- That there is a **gathering place** for people to come together; a place to facilitate "togetherness"
- That people are talking to one another; that there is room for **community conversations**; places to meet up and socialize
- **Access to technology** if you want it/need it; access to information literacy help; "no one feels left out or out of the loop"
- Residents have a **strong sense of the town's history**; "know thyself"; respect and understanding of the community that has been to build something better
- **Respect for the demographic diversity** (economic, social, cultural)
- That the community is "**enriched**"

## What key words would you use to describe this institution?

### Top descriptive terms:

- Dynamic
- Welcoming
- Helpful
- Adaptable
- Diverse/Diversified
- Convenient
- Accessible



- Personal
- Cozy
- Customer service; custom service
- Innovative [discussion: culture of continuous learning amongst the staff]
- Current
- Electronic books
- Learning
- Educational
- Educated staff
- Retail library
- Creative
- Visible [discussion: we take the library to where people are, including online]
- Stretched; crowded
- Under-developed
- Small, out grown space
- Great selections
- Collections: books; videos
- Safe [discussion: current located within the mall; mall security]
- Traditional [discussion: access to information and books; recreational reading]
- Program-based; excellent programs
- Strong [discussion: good teamwork; we work well together]

## What impact do you want the project to have?

- That we **change people's lives for the better**
- That we **meet the community's needs**
- **Contributes to the livability and sustainability of DeWitt**
- We help people succeed; **"your success is our success"**
- That it is an interesting place; **a place that satisfies curiosity**
- That it **inspires** people
- That we **"take people places" outside of the everyday**
- Provides a **culturally enriching** experience
- **Produces community pride**
- "It should be an **activity**" - a place to go
- "That there is a there there"; **library as rallying point**
- **First place people think of for help/information**
- **Responsive**
- Provide **community connections**: [*discussion: "community advisory" - connecting residents with other agencies, services, businesses, events - not just library services/programs*]
- **A place for lifelong learning**

## What is good about the current library and should be retained?

### 1. Customer Focused

- Welcoming
- Personal service; personal attention
- Convenient
- Staff
  - helpful, friendly welcoming
  - Institutional attitude: adaptive (3), always improving
  - knowledgeable / informative
  - commitment to the organization and their sense of teamwork; employee spirit

### 2. Programs (4); program diversity; progressive programming



3. **Community Connections:** outreach (2); technology outreach; community outreach; community partner/collaborator; connected: "technology"; "referrals"; "supporting community organizations"
  4. **Uniqueness** [*discussion: "signature" programs and services; different from other libraries; set our own standard for excellence and responsiveness*]
  5. **Openness to diversity;** diversity; diversification [*discussion: open to all cultures; treating all people the same, regardless of background*]
- Open to All: "Free"; "no hidden agendas"; non-commercial
  - Access to information
  - Computer area
  - Meeting rooms
  - Collections
  - Providing e-books - digital readers and updating as technology changes

**What components or space uses are needed in the new library? / What should the new library offer to the community? / What technology innovations would be most useful in the new library? / What is important to you for the overall library aesthetic? What materials should be utilized?**

- Overall
  - Flexible and customizable - we want to be able to change our minds as needs of the community change over the years
  - We want to provide "the best experience"
  - Be "unexpected"
  - Transparency / visibility - the building is a learning opportunity itself
  - Attractive
  - "Cozy" without being cramped
  - Intuitive to use/navigate the space
  - Good sightlines
  - Conveniently located restrooms
  - Adequate storage
  - Sound - design for a range of sound needs - from quiet reading/study areas to spaces that allow kids to be themselves
  - "This should be a place people want to come to, a destination"

- Distinctive feature that signifies the importance of what goes on at the library (a door or spire); uniquely recognizable - a marker or signifier
- Accessibility
  - ADA
  - inside and out
  - for strollers and wheelchairs
  - drop off zone; overhang to protect those being dropped off from the elements
- Entrance
  - "The approach": good visibility from the road - building, signage and parking
  - We want people to walk in and say "WOW!"
  - "Concierge service model"; moveable desk; greeter and providing information and directional services; ability for staff to communicate with each other remotely; radio/buzz them to come help a patron
- Service Points
  - Modular service desks that can be reconfigured
  - Mobile reference desks
- Signage & Marketing
  - Display space
  - Digital collection connected to physical collection - integrated promotion
  - Digital signage throughout the space
    - meeting room schedules
    - upcoming programs
    - service promotion
    - general announcements
    - interactive signage/kiosks
- Seating: more & variety of types
  - individual seating
  - small group seating
  - quiet reading area
- Technology
  - Dedicated tech (dedicated by age group) infused throughout the building not isolated or only accessible in one area
  - Loan laptops, allow people to set up/plug in with mobile tech throughout the building
  -
- Children's area: more room
  - room to play; "play centers" that provide interactive experiences to build early literacy skills
  - family restroom embedded near children's area
  - do not locate children's area near an exit

- more programming space
- Teens
  - space to spread out; stretch out on the floor
  - a place of their own
  - room for group work (booths; study spot with smart board they can connect to and collaborate)
- A place for parents and children to read/work together
- Meeting & Program Spaces
  - Big and bigger programming space - accessible directly to the outside (for performer access/loading/unloading)
  - Small group rooms for discussion; studying; tutoring; sliding doors to address acoustical issues
  - Meeting space/community space with a relative stable set-up configuration to minimize staff set up time [discussion was particular to setting up for board meetings]; possibly dividable space; lightweight, moveable tables and chairs
  - Possible dedicated Board Room
  - Kitchen adjacent to meeting space; not just a galley kitchen but one that programming for the public could take place in
- Creation Space/Media Lab/Makerspace
  - flexible furniture to allow reconfiguration by users
  - collaborative tech
  - audio-visual equipment - podcasting, presentations, collaborative creation/editing/production; conversion of VHS-DVD and 35mm to digital
  - digital display from their laptops; smartboard
  - support of small businesses: conference class; printers/fax/scan/self-publishing
  - scientific/math equipment, for example, telescope, etc.
  - gallery space for things created in this space
- Staff/Operational Spaces
  - Staff space/offices: adequate shelving, work surfaces, windows to the outdoors, room for cart storage
  - Maintenance closet and storage
  - Delivery/loading area near staff space
- Collection Spaces
  - Browseable collection; room to have books facing out; merchandized collection/retail displays - not just books, all areas of the collection
  - Local history collection and archived collection - space to access/display
- Safety concerns
  - media security
  - cameras - visible to provide deterrent; digital; view accessible at various service points
  - lighting

- lines of sight - particularly in kids' areas; location of service points
- indoor and outdoor
- Gallery/exhibit space
- Food/refreshments; cafe; "coffee shop"; vending
- Single level building is ideal
  - sightlines
  - accessibility (not thrilled about having an elevator)
  - staffing
  - cost

## How do you define sustainability?

- Green technology and materials
- Flexibility [*discussion: so that the building is usable as long as possible*]
- Natural light
- Long-term desirability - longevity of design, materials, furniture, finishes, layout; "timeless"; "classic"
- Outdoor spaces:
  - "bring the outdoors in (visibility and connections) and in the indoors out (programming spaces; seating)"
  - community gardens
- Green technology balanced with practical operability - "be able to change a light bulb ourselves"
- Good return on investment through green tech and materials
- Serve as a model to others

# DeWitt Community Stakeholder Sessions (2) | February 12, 2015

## Key words/ideas that describe what kind of community you want to live in:

1. **A place to connect** with others (2); a place that brings people together
  - Connecting to a wide geographic area to define ourselves as a "community"
  - Places to engage/meet/connect/chat; a place where you can find YOUR Community - this is a diverse place - economically, culturally, attitudes
  - Experiences that are attractive to multi-generations; opportunities for people of all ages to come together
  - Give people a reason to come together to meet and learn
  - "Hometown feel" - a good place to raise children
  - Active civic engagement: people serve on boards; plenty of opportunities to volunteer to improve the town; earn buy-in from residents to improve things for all
  - High level of awareness and communication amongst residents about what is going on, where help is needed, how to get involved
2. **Accessible** (2): inclusive for people of all abilities; people of all walks of life can participate physically and technologically; parking; awareness and sensitivity to issues surrounding aging in this community; families and seniors can get around; bus routes; safe to walk around; bike to community institutions; senior mobility after they no longer drive themselves
3. **For there to be a "center"** of town (2); a place to gather; variety of outlets at the center (shopping, town hall, recreation, businesses, library, etc.); walkable community center; walkable/bikeable; "CENTER" - that there is one
4. **A "sustainable community"** (2); outdoor activities/connections to nature - this is "non-negotiable"; good stewardship of the natural resources we have; a very "green" community; green defined: environmentally sustainable
  - energy efficient
  - recycling
  - LEED (Leadership in Energy & Environmental Design)
  - more greenspace

- aesthetically pleasing
5. **Deliberate, thoughtful urban planning (2); "Intentional Success" [discussion: when citing Fayetteville as an example of a town that is doing well it was noted that this didn't "just happen," that it took foresight, planning and a concerted effort to get where they are today]**
- Currently have to "do more with less"; it is hard for the local government/agencies to keep up - would like the community to recognize this and work towards a different future where people pull together more to make good things happen
- Expanding; growing; more opportunities: jobs, resources
  - User-friendly community
  - A place that people/families want to be; A place that has less stress than other parts of the country; a place that multiple generations of families want to be
  - Prime retail areas are vibrant; Do not want to see the mall become "an empty shell"; would like to see it thrive
  - Attractive to teens/young people (ages 14-18): "unstructured but safe" activities and places; "like Wegmans" (this is described a place where people care about your experience, where "it is an experience," eat and shop, coffee and music)
  - Collaborations within town, agencies, organizations; partnerships: "we are one community"
  - Affordable
  - "A certain degree of sophistication": shops, places to eat, cultural resources; vibrant local shops/small businesses
  - Good public transportation
  - Outdoor seating
  - Safe: low level of crime; people "feel" safe
  - People feel secure: in their jobs, neighborhoods and homes
  - Child friendly
    - places to play, learn, grow
    - access to education/tutoring

- ways to get to know their community
- outdoor experiences; places to interact with others their age; playgrounds
- Educational lectures for kids (tweens, teens): topics like technology, the paranormal
- Healthy "tax base"
- Adequate parking

### **Strengths of the Library:**

- A place
  - for the community to come together
  - of learning
  - to satiate curiosity; nurture curiosity
  - for children
  - that encourages development of thoughtful, considerate neighbors
  - to find "sanity"; stress relief
  - that feels "at home"; quiet; calm
  - that stays current (2) [*with books and technology*]
  - that is clean
- Staff:
  - caring
  - ready to help; go out of their way to be helpful
  - "on top of things" like technology
  - approachable
  - knowledgeable
  - actively care; "they make you feel like you belong here"

- willing to try new things
- Collection
  - Popular collection with high circulation, "you've got what people want"
  - Variety of mediums - computers, books, magazines, online resources
  - Collection is "findable"; easy to access
  - Ability to borrow non-traditional items (for example: cake pans)
  - Diverse collection
  - Board games and toys
- Technology
  - Access to new technology (example: 3D printer); and equipment
  - Keeps an eye on how the younger generation interacts with technology
  - Tablets and Roku lending
  - Love the library's online calendar
- Economical
  - Borrow rather than buy (2)
  - Taxpayers pass the library's budget routinely; tied to reasonable requests for increase to the library's budget
  - Volunteers play a key role and are appreciated by the library
- Access
  - Convenient
  - Access to what you want and what you need
  - Part of the larger library system which broadens what is available to local residents
  - Free meeting space
  - Access to information



- Programs
  - wide range of programs for all ages
  - informational workshops
  - summer reading program
  - staff interaction with patrons through programming
- Administration & Governance
  - good leadership
  - active board of trustees
- Location
  - adjacency to other "stops"; library is not a singular destination, it is located near other stops when people are running errands/out and about
  - accessible location: good parking; high traffic area (meaning near other locations people want to stop at)
  - current library: it is good that it is the landlord's responsibility for maintenance
- Outreach
  - Senior residences and to young kids through the recreation program
  - Services to not need to be tied to the physical facility

**Opportunities for the future - combining your vision for a great community + the strengths of the library what opportunities do you see for the community through the new building project?**

- Overall
  - Make the library a "destination" for families
  - Make it our "hometown" library not institutional - respect and reflect our local history/heritage; connect with local history through interior design
  - A library is a "NOW experience" - people should want to be present for it

- "Limitless Learning"; "Spark curiosity"
- Sustainability
  - It is "assumed" that the library will "green" the construction of the building with a particular eye towards environmental conservation and energy efficiency; "smart design to keep operating costs reasonable"
  - Teach through the structure of the facility itself - building as part of the "collection" for people to learn from (learn about energy efficiency, natural lighting, recycling, environmental stewardship)
  - Views to the outside; natural light
  - Energy efficient
  - Grey water systems for flushing toilets
  - "Eco-friendly" features in the restroom - hand dryers, motion activation - sinks, lights, dryers
  - Outdoor space
    - Outdoor programming area/ pavilion; year-round access
      - Outside programming ideas: telescopes; summer movies outside; educational sessions outside
    - Community garden (2) --> farmer's market at the library and raw materials for the "library kitchen"
    - Comfortable seating for reading
    - Playground, a gathering place
    - Bike rack that looks like books
    - Picnic tables
    - Dog park
    - Rain gardens
    - mud room to help parents transition kids to inside the library
  - Vibe of the library should be "warm, fuzzy, your home away from home"

- Flexibility of interior space - don't lock in design too much
- Barnes & Noble environment (2): comfortable seating, coffee, nice book displays
- Space should be "engaging," encouraging people to interact with the library's resources and one another
- Lots of windows; ability to see outside; bring in natural light
- Balance of quiet areas with active areas
- Comfortable furniture - indoors and outside
- Clearly marked, easily accessible restrooms
- Smells good
- Acoustically comfortable
- People say: "let's go hang out at the library"
- Murals that "bring the outside in"
- Security of collections; design to minimize loss
- Better lighting and HVAC systems
- Accessible
  - Hours should match lifestyle patterns of families (be open on Sundays in the summer; be open on school holidays); make it easier for working families to come to the library when everyone is available
  - Accessible transportation options - will there be a bus stop at the new library location? If you don't drive, how will you get to the library? Will the library be "co-located" with other places people need to/want to stop at?
  - Bike lane to get to the library
  - Accessible parking and entryways
  - Accessible bathrooms: strollers and wheelchairs, clean, plentiful; family restroom in the children's area;
  - Drive-up window for drop off and hold pick up

- Food in the library (2)
  - Coffee and food in the library, a place where you can say: "let's meet for coffee"
  - Cafe vendor - local business
- Technology
  - Lots of outlets for patron devices
  - Love self-checkout (2); self-serve hold pick-up
  - Computer access to search for books
  - Do not like typing in full barcode
- Children's space
  - More room
  - Exclusive area for kids separate from a teen area
  - Room for children to be children, to play, be noisy, to learn with others their age
  - Balance noisy/active areas with quiet
  - Embedded family restroom
  - Safe space
  - Child-friendly height (counter and shelving) (2)
  - tech / computers in children's area
  - "Media Cafe": technology, space to do presentations/performance on a "mini-stage"
  - Do not like "fishbowl" feel of glass wall in mall setting
- Meeting Spaces
  - Private/secluded/quiet areas for study/tutoring; smaller study room/tutoring space
- Collection
  - Magazine display - plentiful, current issues on the shelf, not lent out
- Meeting Rooms

- external door for loading equipment and for easy exit in case of emergency
- technology: smart board; ceiling mounted projector
- various sizes: one large room, possibly dividable; sound proofing; smaller rooms for tutoring/small group work
- Programming
  - Respect educational role the library can play in the community
  - Bring people in - use programming to appeal to new people who are not currently using the library
  - Connect with local authors, crafters, scientists, academics - let's learn from our neighbors
  - Art - to check out and on exhibit in the library; feature and encourage local artists of all types; "meet the artists"; learn from the artists; enhance aesthetics of the library; "artists should be encouraged in their art at the library"
  - Program ideas: "cheesy horror movies," cosplay, anime club; robotics; gamer space: card games like MTG; D&D; Coffee House: open mic
  - Mini-movie theater
  - Let kids be teachers
  - Connect with higher education institutions for programs and access to expertise for the community
- Makerspace; Fab Lab
  - community members as experts; let's learn from each other
  - technology and creation space
  - tools to make art with
  - 3D printers
  - music production
  - "science room" for experiments
  - Repair/tinker shop

- Self-publishing at the library: e-zines, newspaper, books
- Kitchen
  - part of the makerspace; programming; job preparation for young people
  - prepare food/storage for refreshments for events
  - for staff
  - should be located near meeting space
- Community Connections
  - Be a community information hub (2): connect to what is going on in town; connect to other services in the community; advertise what is going on in town, not just what is going on in the library
  - Specific services/programs for seniors (Manlius' partnership with the senior center was mentioned as an example); people like the idea of seniors as active volunteers at the library
  - Multi-points of service in the community; go to where people already are
  - Community Center model
    - connections to other community services and information
    - meeting space
    - classes/lectures
    - gathering spot
    - "active space" ("like a YMCA with books") inside and outdoors; gym
- Security
  - Easy to evacuate the building
  - Parking lot close to the building for emergency vehicles
  - Quality security cameras/recording
  - Well-lit parking (balanced with avoidance of too much light pollution)

- Finances
  - Balance of cost conscientious decisions without "skimping"; this is a great opportunity, build a "world class library"; board is encouraged to pursue fundraising to make this building special; "Think big now"; we don't want to be out of space right away
  - Ensure there are enough operating funds to run an expanded facility; consider replacement and maintenance costs
  - Plan (now) for future expansion
  - Gift shop - mugs, tote bags, bookmarks, stationary; possibly a platform for other community organizations to sell items as well; locate near exit like in a museum; volunteer-run
  - Entrepreneurial opportunities?: rent out space that library can later expand into; partner with local business
- Storage: for staff, for collection, for the Friends; secure storage for technology
- Fireplace with seating nearby