

Meeting Minutes

Library Futurist Meeting

Recorded by Lake|Flato/Shepley Bulfinch, A Joint Venture

From: Sarah Kendrigan, Shepley, L|F / Shepley Joint Venture

Subject: Library Futurist Meeting

Project No: 3860.00

Date: November 3, 2010

Attendees: Bert Lumbreras, Assistant City manager
Howard Lazarus, Acting Asst. City Manager
Joan Frye Williams, Consultant joan@jfwilliams.com
Andrew Dillon, UT School of Information adillon@ischool.utexas.edu
Dr. Julie Todaro, Dean of Library Services, Austin Community College
Leslie Browder, CFO, CoA Finance Department
Greg Canally, Deputy CFO, CoA Finance Department
Kevin Johns, Director, EGRSO (Economic Growth and Redevelopment Services Department)
David Lake, FAIA, Principal, Lake | Flato
Carole Wedge, FAIA, LEED AP, Library Principal
Sid Bowen, AIA Managing Principal, Shepley Bulfinch
Fred Evins, Redevelopment Project Manager, ERGSO
Keri Juarez, Asst. Director, Capital Programs, Public Works Department
Shelley Kilday, Bond Program manager, CoA Finance Department
Cindy Jordan, Project manager, Public Works Department
Brenda Branch, Director of Austin Public Library
Mike Hockmuller, Manager, Organizational Development Division, CoA Human Resources Dept.
John Gillum, Facilities Planning Manager, Austin Public Library
Heidi Ruiz, Library Building Improvement Coordinator

I. Welcome

- a. The new library is an exciting project, vitally important to the community
- b. The bottom line is that the team wants to do it and do it right.
- c. These meetings meant to have earnest discussion about library's future, focusing on key issues like funding and cost effectiveness.
- d. At end of meeting, goal is to have uniform decision/strategy.

II. Joan Frye Williams

- a. Technology – We are moving forward
 1. Access mechanisms – we are no longer/this is on the way out.
 2. Access is in our pocket
 3. Changes notions about lighting; changes seating
 4. Move away from fixed seating/tables
 5. Digital divide – more people in this country have cell phones than have homes.
 6. Much more demand in future for printers & chargers; re-charge stations should be in floor plans
 7. Collaborative and innovative spaces
 8. Groups of learners vs. the individual; new & different style of learning
 9. Microsoft Office – Surface – everyone getting hands in



10. More “commons” than classrooms; no more labs
 11. Gathering places with sound management; purposeful spaces
 12. Re-conceptualize what happens in library space
 13. Accommodate work in progress
 14. Not designing for subjects (i.e. science room, math section) but more for collaborative space, solo space, etc.
- b. Collections
1. Trend toward styles of learning that break away from uniform
 2. Filing systems for people are different. Some people are alphabetical; others are special, shapes – how do you file that?
 3. If the library is supporting learning, needs to understand this.
 4. Post-print culture on the horizon; we need to accommodate
 5. User-generated content
 6. Libraries have been concerned w/ users
 7. Print exists for readers; print not for researchers
 8. Book not as storage, but as portal experience – makes for reading experience; there for readability
 9. Readers vs. non-readers is not the divide.
 10. Apple store – cardboard cards explain product;
 11. Books = informative tool; need browsing experience, shopping experience
 12. Book = experience – not just container of info
 13. California elementary school – cheaper to give reading device than to buy book.
 14. Early reading children's' materials will be last to go
 15. Music and video are on way out the door – cheaper to download, buy online.
 16. Shelves will be for discovery and not for storage. Spine out, 84” high, dark corners = not the future
- c. Staffing
1. Expertise as much on designing service as providing service
 2. Iconic relationship is Central Library's relationship w/ branches
 3. Going forward, iconic relationship will be w/ first time visitors.
 4. Libraries in future are more about engaging visitor – I'm exciting about being here; about researching; about bringing my friends here.
- d. Central
1. Very few unaccompanied children & teens
 2. Neighborhood and destination library roles
 3. Neighborhood (within .5-1 mile) = people who live, work near by.
 4. Destination = get in car, go visit.
 5. Future libraries will emphasize destination
 6. Children & teen “event” spaces
 7. Teens congregation areas for when parents are in another area
 8. Separation btw. Little kids & teens is only separation necessary to make teen section work.
 9. Need grocery store set up – all books & materials in one place – then separate areas for people to go to w/in branch.
- e. Service
1. Mind and Body
 2. Bike path nearby
 3. Need to acknowledge that people move around
 4. Actively engage in subjects of interest
 5. Changing the way services are rolled out:

6. New job, loss of parent, recently moved to Austin
7. Space will encourage conversation and learning.
8. Community gatherings; community convener role
9. Should have accessible parking and be within close proximity to other family oriented sites (children's museums, etc.)

III. Julie Todaro

- a. Clearly the center of Austin is the destination; this library should be it and is part of the future of Austin.
- b. Almost impossible to find this building; needs to be accessible to everyone
- c. The use of this library is by diverse group of Austinites with median income of \$51K.
- d. Eternal ergonomics of lighting
- e. Lighting plays important role – if you can't see, you can't get in.
- f. More laptops than workstations so people can work together
- g. Spaces that are flexible; Individuals creating own spaces; everything on wheels – moveable chairs, tables, etc.
- h. Do not want a lot of walls
- i. Functional & operational – core of building, location of staff; staff need to be in library and accessible.
- j. Historic preservation – part of library design guide.
- k. Productivity – for public even more so than staff.
- l. Secure & Safe
- m. Line of site – not possible in this library as of now.
- n. Sustainability – very important; libraries have been in that business for a long time; needs to carry through to each building/branch.
- o. Central Library
 1. Parking
 2. Loading Docks – backend business; 400,000 books
 3. Line of site –
 4. Library service – simple & social & flexible
 - 4.1 – simple/easy access
 - 4.2 – social benefits of visiting library
 - 4.3 – flexible seating, spaces

IV. Q&A

A. JFW:

1. Peoples' perception of quality is quantity; we need to address this
2. Right now we have way too many single-option services
3. Staff working on-call and not at desk – this should be addressed

A. JT

1. The use of space is critical
2. As a voting public, the reality is that Austinites know we build what we can and build smart on the site; new library will be better use of space than it is now.

Q: Access – Practical Space – what is a public library; we're in a moment of changing infrastructure; historically we educate; best economic studies show study of Florida – Libraries are huge economic drivers; access to information are necessity.

A: JT – One floor of library – new immigrant center. New library should have 5 accessible areas. Keep redefining libraries based on needs, natural events (hurricanes, tornadoes, recession (Carole))

Q: Re: Storage

A: How to manage libraries in a way that materials are kept in places that are accessible.

The above is the authors' best relating of the discussions and decisions made at this meeting, as based on an audio recording. Any questions or comments should be addressed to the writer.



A New Central Library

Meeting Minutes

Programming Kick-Off Meeting

Recorded by Lake|Flato/Shepley Bulfinch, A Joint Venture

Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Programming Kick-Off Meeting

Project No: 3860.00

Date: September 25, 2009

Attendees: Cynthia Jordan, COA
Brenda Branch, Director of Libraries
Carole Wedge, Shepley Bulfinch
Sid Bowen, Shepley Bulfinch
Hilary Mattison, Shepley Bulfinch
Kelly Brubaker, Shepley Bulfinch
John Gillum, Library Facilities
Heidi Ruiz, Library Facilities
David Lake, Lake|Flato
Greg Papay, Lake|Flato
Steve Raike, Lake|Flato

Part I: JV Team introduced team and gave an overview of the design process

Part II: Overview of programming process and open discussion

New Central Public Library – Program Considerations

- Original vision was to accommodate a much larger program than what is feasible today
- Team will determine how to prioritize program for Phase I vs. future phases
 - Phase I to accommodate necessities
 - Additional phases for enhancement
 - Provide shell space for future fit out
- Adaptability
 - How receive and deliver materials and information is constantly changing
 - Patrons needs are change as technology changes

Program Spaces

- Auditorium
 - Needs to seat 350 and should not be compromised
 - Team to investigate how to program the vestibule, exterior space, etc.
 - Austin is considered the Music Capital and the space will provide an additional venue for events
 - Look at Salt Lake City Auditorium – space used for graduation, plays, events – driver for excellent facility
- Parking
 - underground or above grade – both being investigated
 - Services/ Parking – what is the back door
 - Critical that have enough parking
 - Work with developers during large events
 - Children and youth services need onsite parking because otherwise providing a space for 'stroller parking'
 - Bike storage/ garage – think about different ways to store bikes



A New Central Library

- Outdoor Space
 - Building part of the landscape
 - Program inside and out (terraces)
 - Consider Japanese gardens, borrowed views
 - Need flexibility for programming
 - Connections to Hike and Bike Trail
 - Views out are important
 - Program the roof – example is Chicago rooftop restaurant
- Bookstore, Gift shop and restaurant are givens – helps with operations, not construction budget

Library for the future

- Library is a place where people come to gather information
- 'lots of books' not a reality
- Want spaces to connect with own devices
- Provide an inviting environment away from home
- Need flexibility – not static
- Need to focus on community – make it a place for people
- Allow for books, technology, etc. in the same space
- Needs to be approachable – comfortable scale for humans
- Public Libraries
 - Responsive
 - Provides resources on current events – constantly changing to accommodate the community

Seattle Public Library

- How do you get insides?
- Built for ideas not people
- It is a landmark
- Can't see in but can see out!

Other Points of Interest

- New transportation node will add to the success of the building
- To serve the 'entire' Austin community and not just the downtown culture
- Bring people through the library space on street level, through views, etc.
- Position of south is to library's advantage - Access to views and daylighting

Part III

PR Consultant

- Need to meet with Cindy Jordan and John Gillum as soon as possible
- Role – advertise dates, locations, get information out to the public
- Web Interface/ Survey

Library Commission

- Wants to be integral part of the process
- Monday, September 28, 2009 – first meeting with Library Commission – Need representation from JV team
- Active role as lobbyist

Library Foundation

- Committed to raising money
- Need to provide foundation with images, etc. for fundraising

Public Meetings

- Topics to discuss at Public Meetings
 - Technology
 - Youth Services
 - Programming
- Provide comment cards – one side to write thoughts, provide website for comments
- Panel Component – Cross section of the team
 - Provide History – quick overview
 - Describe the process
 - What we have heard
 - Themes/ Building Blocks
 - Input
 - Confirm if Library component will be apart of process
- City Hall is confirmed for Oct. 29 at 6pm

Integrated Design Charrette

- Kick-off with consultants
- Sustainability
- Vision
- Goals for the building
- Climate Protection Plan – City of Austin – Need to include Leader who oversees this

Next Steps

1. Library to forward survey 'Libraries for the Future' comments to JV Team
2. Library to forward website comments to JV Team
3. Library to forward Interview times and groups to JV Team
4. Library to think about what the top five attributes for a library are in terms of events, experience, programs, etc.
5. City to forward information on surrounding site including, Site Boundary, Seaholm Redevelopment, Wastewater Design and Substation Site
6. Interviews to be held on October 7 and 8
7. Community Meeting to be held on October 27, 28, 29 and November 10 and 12
8. Greg Papay to follow up with Texas Monthly on how to best expose the creative process
9. JV Team to confirm Integrated Design Charrette Dates
10. The City and Library to provide monthly updates to the Library Commission and to the Public

The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.



Programming Interviews

Recorded by Lake|Flato/Shepley Bulfinch, A Joint Venture

Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Deliveries/ Materials Handling

Project No: 3860.00

Date: October 07, 2009

Attendees: Cynthia Jordan, COA
Heidi Ruiz, Library Facilities
Mike Dworaczyk, ACL
Kelly Brubaker, Shepley Bulfinch
John Gillum, Library Facilities
Carole Wedge, Shepley Bulfinch
Steve Raike, Lake|Flato

I. General Comments

- a. Float Collection – Last location of book to be checked out is where it stays
 - i. Float components of collection
 - ii. Flexible in how float collection – case studies
 - iii. If float collection sorting room square footage can be reduced in half
 - iv. Floating adds a different level of collection management
- b. Currently all collection goes to warehouse where collection, extra furniture, shelving, etc. is stored
- c. Circulation Statistics show circulating materials is increasing
 - i. Patrons using 'Hold' System
- d. Mail is incoming and outgoing - pick up from post office (15-20 totes per day)

II. Security System

- a. Goal is to convert all branches to RFID
 - i. Twin Oaks and North Village currently in system
- b. Card system to access deliveries
- c. Security cameras positioned in/out loading dock

III. Material and Handling

- a. Data driven engineering – helps team think about range and flexibility
- b. Seattle uses Tech Logic System – not ideal
- c. Minneapolis uses a Hybrid Approach – ideal
- d. If incorporate into system will need to have additional staff
 - i. Increase in maintenance
 - ii. Round the clock shifts
- e. Basic sorting by branches only

IV. Staff

- a. Projection of 8 staff members
- b. One office and seven workstations
- c. Office to have windows/ visibility to loading dock and sorting room
- d. Typically staff is on the move
- e. Provide staff lockers
- f. Add additional 5 staff member if go to automatic retrieval

V. Program Recommendations

- a. Loading Dock
 - i. Ideally need 5 bays
 - ii. If unable to accommodate 5 bays, minimum of 3 bays needed
 - 1. Need space to accommodate other vehicles
- b. Central Storage
 - i. To hold paper, equipment, etc.
 - ii. Needs to be mild tempered to control mold
 - iii. Concrete floors
- c. Book Store needs own service entry – but able to share loading dock
- d. Food Service will need access to loading dock – JV to work with Food Service Consultant to provide needs

VI. Two Big Questions

- a. Floating Material
- b. RFID to be system wide
 - i. Need to tag all branch libraries by the time Central library opens in 2014

VII. Next Steps

- a. ACL to provide JV team with information on data flow including # of requests, back log, etc.
- b. Team to look at other models of manufacturing flow of material – ex. UPS – JV team to work with vendors to identify

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MATERIALS MOVEMENT DESIGN CONSIDERATIONS

Loading Dock

There should be at least 5 bays for the Library, one of which has an adjustable scissors lift for large trucks (e.g. Autoquip PLT 6070, 72" X 100", 7000 lb.)

Loading dock height should be between 30 and 36 inches, to accommodate the height of Library delivery vehicles.

Barriers to the movement of materials should be minimized as follows:

- loading dock must be level with connecting areas
- circulation paths should minimize right angle turns

Loading dock should have direct access:

- to and from Shipping/Receiving area
- to and from Sorting Room for movement of materials
- to and from Central Storage for movement of materials

All areas with direct access to loading dock should accommodate moving pallet loads of material and have floor conducive to using a pallet jack, and supporting such loads, i.e. concrete.

All of the loading dock should be covered to protect from the elements, as materials will constantly be in the state of being loaded and unloaded.

Should be enough room in loading dock area to move vehicles from bays and park safely when receiving multiple simultaneous outside deliveries.

Will we be sharing space with leased space? Should have separate service entrances/loading docks for each.

The entrance to the loading dock should be located to be easily accessed by the Library Department's fleet of step vans and other service vehicles. It should also have a minimum of 15' high clearance and be situated as to easily accommodate the backing of semi-trailer trucks and not interfere with city traffic.

Sorting Room/Outgoing Branch Delivery Staging Area

There will need to be a space large enough to house an automated material handling (AMH) system. An example of a room that was not big enough for their equipment was Seattle's new central library.

Need to be sure exterior and interior book returns are all integrated and are able to route all material to the AMH. Minimize right angles on the conveyors to speed up sorting, and avoid bottlenecks.

Need to be sure and have entry point on AMH for inside manual feeding (i.e. material picked up from branch deliveries).

Materials returned from the branches will arrive at the Loading Dock, and be taken to Sorting Room, to be fed into AMH. Material will be sorted into bins (branch material) or onto book trucks (JHF material) to be taken to appropriate area in library and re-shelved. Once branch material is sorted, it will be taken to the staging area for delivery back to the branches..

Staging Area: where outgoing branch material will be placed for daily deliveries to all library locations. There will need to be at least 26 sections (and room for expansion) for the 20 branches in the APL system (some branches will need more than one section due to the voluminous amount of material delivered daily, hence 26 sections.) Each section will need to accommodate a 24" x 48" platform-style dolly, on which delivery containers will be placed. These dollies will be used to transport outgoing material onto delivery vans.

Include space for sorting priority material that requires sorting by hand.

There will need to be a computer station for processing of priority material, checking unknown items, damaged material, etc...

Important design consideration: whether or not APL decides on floating the entire collection (currently being considered.) With a floating collection, it may not even be necessary to have an AMH, which would greatly reduce the size of the sorting room.



Shipping/Receiving

The Shipping/Receiving area will need to be large enough to handle large incoming freight shipments for sorting/processing/delivery to various divisions throughout the main library.

There is a need for a computer station for the processing of incoming and outgoing freight near where incoming freight is placed.

Doors to all storage and processing areas should be double swinging to accommodate pallet jacks, and a minimum of 6' wide. All corridors should be a minimum of 8' wide.

There needs to be a mail sorting station to sort and process incoming/outgoing interoffice and USPS mail.

Once sorted, this mail will then be delivered to each division/branch within the library system.

Visual access to the loading dock from this area is preferred.

There will need to be a dedicated freight elevator separate from staff elevators. It should be easily accessible from the loading dock. It might need to be a double-entrance car, depending on the layout of the rest of the building.

Freight elevator should have convenient access to the following:

- Auditorium and meeting rooms for movement of equipment and materials
- Bookstore for movement of materials
- Art Gallery (if there is one) for movement of exhibits, etc...

Central Storage

Ideally, this should be housed as close to the loading dock as possible.

This space does not need to be conditioned, nor finished out.

Ceiling should be at least 12 feet tall to accommodate pallet racks for efficiency of material storage.

Aisles will need to be wide enough to accommodate a fork-lift or pallet stacker for loading/unloading pallets of material onto pallet racks.

With the 12 ft. tall ceilings and a minimum square footage of 3382, this space would be able to accommodate 24 sections of pallet racks (12 feet tall x 4 feet deep, by 8 feet wide), which could house 144 pallets, which should be enough for storing most, if not all supplies, equipment, records, etc... for the building.

Office

Should have easy access to the loading dock, as well as Sorting Room

Sufficient windows to be able to see entire loading dock for monitoring incoming/outgoing deliveries.

Windows for monitoring into the Sorting Room, is preferred, as well.

Should be large enough to conduct daily meetings for at least 8 staff members.

↳ could be a zone - meet every morning



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Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Collections/ Cataloging

Project No: 3860.00

Date: October 07, 2009

Attendees: Cynthia Jordan, COA
Heidi Ruiz, Library Facilities
Sandra Cannon, ACL
Nancy Byrd, ACL
Kelly Brubaker, Shepley Bulfinch
John Gillum, Library Facilities
Carole Wedge, Shepley Bulfinch
Yolanda Mcknight, ACL
Steve Raike, Lake|Flato

- I. General Comments
 - a. Technical Services Overall Role
 - i. Select Material – Order Material – Process Material – Catalog Material – Pay Invoices
 - b. ALIS (Information Services) – Need to be adjacent to – part of communication flow
 - c. Still have to process – will not ever go 100% Digital
 - d. Periodicals currently are decreasing – but not ideal – would like to increase
 - e. Things have changed – outsource material
 - i. Shelf ready – sent out to locations
 - ii. Each media to drop shift
 - iii. 15-20% coming through Central Library
 - iv. All history information needs to come through Central
 - v. 70% Drop Shipping
- II. Staff
 - a. Each workstation should be approximately 8' x 8'
 - i. Needs task lighting – Catalogers focused on computer constantly and use magnifiers
 - b. Volunteers – typically 6 that share workstations
- III. Program Recommendations
 - a. Staging Area
 - i. Mending items – separate work flow
 - b. Ideal to provide supply and labeling nooks throughout space
 - c. Audio Tapes/Books – need a good place to store items
 - d. Supplies – prefer open shelving
- IV. Flow of Material to Department
 - a. Entrance – acquisition – cataloging – distribution
 - b. 30% are gifts
 - c. 86-90% goes back out and is circulated to branches



V. Next Steps

- a. ACL to provide number of sorting racks
- b. Finance/ Billing – ACL to provide number of files needed for each
- c. ACL to provide the types of departments and what type of nooks needed for each

The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.

Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Interlibrary Loan

Project No: 3860.00

Date: October 07, 2009

Attendees: Cynthia Jordan, COA
Heidi Ruiz, Library Facilities
Nancy Gemmell, ACL
Kelly Brubaker, Shepley Bulfinch
John Gillum, Library Facilities
Carole Wedge, Shepley Bulfinch
Steve Raikes, Lake|Flato

I. General Comments

- a. Retrieves materials from other libraries that Austin doesn't own
- b. International System - \$50,000 in US and International mailing
- c. Borrow and Lending – 128,000 items
- d. Patrons request material 24 hours/day
- e. Turnaround time will range from 2-4 weeks
- f. Lending – need respond within 3-4 days via fax and send out within 48 hours
- g. Mail
 - i. Typical turn around 2-4 weeks
 - ii. 2 weeks for neighboring states
 - iii. 4 weeks for regular US
 - iv. Mail clerks open packages

II. Staff

- a. 2 Full-Time staff members
- b. 6 Part-Time staff members
- c. Volunteer is difficult due to only having additional work areas after 2:00pm when the part-time workers finish their day
- d. Staff – growth = 10 total
 - i. 4 larger workstations
 - ii. 3 typical workstations
 - iii. 3 smaller workstations for clerks
 - iv. All staff need computers
 - v. Department Head needs office

III. Program Recommendations

- a. 2500 – 3000 SF
- b. Prefer adjacency to circulation
 - i. Work goes out there
 - ii. Books from lending goes through circulation
 - iii. Aerial machine – currently no scanner due to lack of space
 - iv. Need to put holdings in electronic format to share – articles, etc. from back issues of periodicals, etc.



- c. Electronic receiving and delivery
- d. Number of shelving sections – 4 DFS at 7 high
- e. Large Work space
 - i. Long table with computers to receive material
- f. Supply closet with shelving for boxes, etc.
- g. Sink
- h. Shelving TBD
- i. Storage closet
- j. Prison Drop-Off location in space
- k. Recycling/ Reuse boxes, etc. – need space to store

IV. Next Steps

- a. ACL to provide number of sorting racks
- b. ACL to provide Linear Footage or # sections needed

The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.

Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Library Management Team

Project No: 3860.00

Date: October 07, 2009

Attendees:	Cynthia Jordan, COA	John Gillum, Library Facilities
	Heidi Ruiz, Library Facilities	Carole Wedge, Shepley Bulfinch
	Steve Raikes, Lake Flato	Kelly Brubaker, Shepley Bulfinch
	Sue Soy, ACL	Dixie Tischler, ACL
	Tony Maldonado, ACL	Heath Rozabek, ACL
	Dana McBee, ACL	Carolyn Garcia, ACL
	Yolanda McKnight, ACL	David Spradling, ACL
	Joe Faulk, ACL	Karen Baker, ACL
	Diane Palan, ACL	Carolyn Roger, ACL
	Marti Cascio, ACL	Mike Miller, ACL
	Toni Lambert, ACL	Eyna Canales-Zarate, ACL

I. General Comments

- a. Dream vs Reality – need staff to help design team understand priorities
- b. Technology is advancing quickly – what will the cycle of change be five years out, ten years out?
- c. Design a secure facility for people to come and enjoy
- d. Sitting with a digital device will soon be as important as lounge for reading
- e. Austin Film makers is growing and is a huge part of Austin
- f. Create community driven spaces
- g. Creative staff will come up with programs to fill spaces
- h. Flow out into green space for larger functions
- i. Create connections to the Trail through outdoor programs

II. Grants and Development

- a. Sociology – Create Austin Report
- b. Focus on people being apart of it, contribute, financial donations, and public meetings
 - i. Donor opportunities
 - ii. Working with Foundation
 - iii. Make community apart of process through programming

III. Public Art

- a. Art Wall on 2nd Street (20' high)
- b. Kick-off campaign for private/ public additional enhancement
- c. Integrate into building structure
- d. Exhibit space – rotating collections
- e. Art and Children of Austin
 - i. Children's art should be celebrated



A New Central Library

- ii. Provides a larger impact on building
- f. Water Treatment Plant
 - i. Remnants from site (Piece of copper roof, brick from 1924)
 - 1. Provides public with understanding of what site was before it became a library
 - 2. Artist to incorporate into public art pieces

IV. Concerns

- a. Staff areas have encroached on the public space
- b. Library should be for the public
- c. How to create space for people who have biked, walked, etc.
 - i. Water Fountain
 - ii. Ventilation/ Air Flow
 - iii. Natural Stone
 - iv. Materials that are clean and easy to sanitize
 - v. Create niches
 - vi. Corridors that are hard with durable surfaces
 - vii. Café that can serve public from inside or outside
- d. How the schedule works with the Master Plan of the area (Seaholm, 2nd Street, etc.)

V. Site Restrictions

- a. 360,000 SF Max on Site
- b. 250,000 SF Budgeted – shell included 170,000
- c. Site will give drivers
- d. Use building to move through site/bldg/etc.
- e. Located at end of 2nd Street Retail Corridor

VI. Next Steps

- a. LV team to create program report to include needs, adjacencies, and goals

The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.

Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: City Manager and Assistant City Manager

Project No: 3860.00

Date: October 07, 2009

Attendees:

Cynthia Jordan, COA	John Gillum, Library Facilities
Heidi Ruiz, Library Facilities	Brenda Branch, ACL
Carole Wedge, Shepley Bulfinch	Steve Raika, Lake Flato
Kelly Brubaker, Shepley Bulfinch	Marc Ott, City Manager
Bert Lumbrellas, Asst City Manager	

- I. Big Ideas
 - a. New Library tuned into the culture of Austin
 - b. Meet needs of function and space
 - c. Become Great Civic Space – how will the new library resonate with the people
 - d. Welcoming Landmark
 - e. Signature Austin Building that won't sacrifice functions
 - f. Function goes beyond the library walls
- II. Parking – critical concern that will have a huge impact on site
 - i. If limit number of spaces, city is concerned that will be in same position that currently in
 - ii. Team to investigate all modes of transportation including existing bus/ metro routes, bike trail, etc.
 - iii. Allow spaces for plug-in vehicles – Austin has had complaints in the past
 - iv. Can we accommodate some parking above ground?
 - v. Fort Worth tied in art exhibit with garage at Convention Center
- III. Marc Ott's Two Big Ideas
 - a. Building Functions securely – staff and community feel save
 - b. Cleanliness – durable materials
- IV. Homelessness – Design team to be creative
 - a. Color scheme has great impact
 - b. Separate Technology Center to monitor computer use
- V. Next Steps
 - a. Program Report to include summary of spaces, tabulation, adjacencies, massing, sustainable goals, conceptual
 - b. Align the budget, parking and massing
 - c. Present to Library Commission First and then City Council Second
 - d. Four fundraising events with Foundation

The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.



Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Central Library Services

Project No: 3860.00

Date: October 07, 2009

Attendees: Cynthia Jordan, COA
Heidi Ruiz, Library Facilities
Steve Raike, Lake|Flato
David Spradling, ACL
Randy Brownlee, ACL

John Gillum, Library Facilities
Carole Wedge, Shepley Bulfinch
Kelly Brubaker, Shepley Bulfinch
Carolyn Roger, ACL

I. General Comments

- a. Currently 60% is self check-out
- b. Family Computing Area to encourage adult and child interaction
- c. Destination Collections
 - i. Periodicals
 - ii. Teens Area
 - 1. North Village is enclosed, allows music, and brings in playstation
 - iii. Children's Area
- d. Exhibit Space and meeting rooms – to provide a place for the community
 - i. Traveling Art
 - ii. Staff Exhibit Space
 - iii. Historical Photographs
- e. Highlight Fiction Collection
- f. Highlight Oversize Collection (Coffee table books/ Art Books/ etc.)

II. Staff

- a. Existing Staff – 30 FTE
 - i. Circulating Staff – 11
 - ii. Reference/ Information Staff – 12
 - iii. Paging Staff – 6
- b. Proposed 50-60 FTE – Increase staff proportionally
- c. Managing Department Head – Office
- d. Open workstations for all additional Staff
- e. Open meeting space

III. Program Recommendations

- a. Circulating Desk
 - i. Typically 1-2 people during the week and 3 people on weekends
 - ii. Existing – 5 self check-out machines
 - iii. Proposed – 10 self check-out machines – to be dispersed throughout all floor levels where circulating materials

- b. Information Desk
 - i. Prefer to be located at entrance
 - ii. Needs to be VISIBLE
 - iii. Space for 2 staff members
 - 1. Help with self check-out and holds
 - 2. Directions
 - 3. Catalog numbers
 - 4. Referrals
 - 5. Computer check-in number – in future hope to go towards thumbprint identification
- c. Technology Center
 - i. Glass enclosed space
 - ii. Hold all public computers
 - iii. To be staffed at all times
 - iv. Look at Salt Lake City's Model
- d. Training Center
 - i. Staff and public to share training space
- e. Reference
 - i. Collection decreasing in size
 - ii. Ability to have service points on each floor
 - iii. One main service point
 - 1. Copy/ printer/ fax
 - 2. Needs to be glass enclosed
 - iv. Current collection in radial configuration for security, sight lines and had large amount of floor space to fill
- f. Periodicals
 - i. Originally located on lobby level
 - ii. Moved to Level 2 to bring patrons up and through the library into a reading area
- g. New Books
 - i. Need more display shelving

IV. Adjacencies

- a. Staff Circulation and Distribution need to be adjacent to Circulation Desk
- b. Delivery Door and Distribution need to be separate from each other
 - i. Bind comes to Delivery
 - ii. Placed on Book Truck
 - iii. Delivered to Distribution
- c. Distribution needs to be adjacent to freight elevator
 - i. 8 workstations
 - ii. Each station needs space for bookshelf, book trucks

V. Next Steps

- a. ACL to provide number of book trucks
- b. ACL to provide the breakdown of linear footage for the different types of collections

The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.



Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Information Services/ Systems

Project No: 3860.00

Date: October 07, 2009

Attendees: Cynthia Jordan, COA
Heidi Ruiz, Library Facilities
Steve Raike, Lake|Flato
Joe Faulk, ACL
Jim Greco, ACL
John Gillum, Library Facilities
Carole Wedge, Shepley Bulfinch
Kelly Brubaker, Shepley Bulfinch
Chip Pryor, ACL

I. General Comments

- a. Access Controls
 - i. ACL determined that 'Smart Building' System will not be used
 - ii. Card Access (CTM) or Uninterrupted Power System (UPS) to be used

II. Staff

- a. Existing – 12 staff
- b. Proposed
 - i. 18-20 staff
 - ii. Includes small office area for tech staff
 - iii. Floaters
 - iv. Staff to handle desktop support, network administrative
- c. Workspace
 - i. Need processing area with adjacent work areas
 - ii. Future space needs a lockable storage area for laptops and other equipment

III. Adjacencies

- a. Adjacent to ACCS
 - i. Similar flow of information
- b. Adjacent to Loading Dock
 - i. Never have to pass through public area
 - ii. Circulate between floors
 - iii. Configuration of equipment is in work area then delivered to branches

IV. Program Recommendations

- a. Genius Bar – adjacent to Tech Center
- b. Technology Help Desk for Staff
 - i. Gateway into Systems Department
 - ii. To be used as network control area to flag upcoming technology issues
 - iii. One workstation needed at desk
- c. Business Center
- d. Training Room

- i. Librarians use space most frequently
 - ii. Technology Nodes – refer to Salt Lake City
- e. Video Conferencing
- f. Group Study Rooms
 - i. Glass enclosed or small alcoves
 - ii. LCD's in each room is ideal
- g. Interactive Signage
 - i. ACL to determine when technology will be used to communicate to the public
- h. Server Room – 12' x 24'
- i. Technology closets to be stacked on every floor

V. Next Steps

- a. ACL to identify specific program areas including processing, storage, number of workstations
- b. ACL to determine best type of control system (CTM or UPS)

The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.



Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Circulation Support

Project No: 3860.00

Date: October 07, 2009

Attendees: Cynthia Jordan, COA
Heidi Ruiz, Library Facilities
Steve Raike, Lake|Flato
Carolyn Garcia, ACL
Dwan Arnold, ACL
John Gillum, Library Facilities
Carole Wedge, Shepley Bulfinch
Kelly Brubaker, Shepley Bulfinch
Andrew Gentile, ACL

I. General Comments

- a. Customer Service Office and handles inquiries about the library
- b. Debt Collection
 - i. averages 7-8,000 transactions per month
 - ii. Every Wednesday department sorts, prioritizes and refers to collection adjacency
- c. Help Desk for staff who are in need of assistance
- d. Responsible for ordering all circulation materials including library card stock, applications, etc.
 - i. All inventory located in basement
- e. Storage currently located in basement
 - i. Store all library card applications and registration form for all branches and main library
- f. Training
 - i. System Training - need access to training room (approximately 4-5 in class)
 - ii. New Employee Training
 - iii. Software Refresher Courses (12 employees per class)

II. Adjacencies

- a. ALIS because of software maintenance – overlap of communication
- b. Safe for cash deposits

III. Program Recommendations

- a. Maintain enclosed office space
 - i. Phone calls are often heated discussions because deal with sensitive information
- b. Each workstation to have phone and queue system
 - i. Each workstation to be physically separated from each other due to they type of conversations
- c. Need storage space in entry for supplies, mail, etc.
- d. Access to kitchenette (Refer to Salt Lake City – staff breakout space by floor)
- e. Card Access security

- f. Larger lockers
- g. Large staging area for Mail
 - i. Currently 3-4 mail bins, but will increase by time new library opens
- h. Color and Black and White Printer

IV. Next Steps

- a. ACL to forward the preferred number of lockers

- V. *The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.*



Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Recycled Reads/ Gift Shop **Project No:** 3860.00

Date: October 07, 2009

Attendees: Cynthia Jordan, COA
Heidi Ruiz, Library Facilities
Steve Raikes, Lake|Flato
Mindy Reed, ACL

John Gillum, Library Facilities
Carole Wedge, Shepley Bulfinch
Kelly Brubaker, Shepley Bulfinch

I. General Comments

- a. Art Project out of recycled reads
- b. Library is a container that the user uses to obtain information
- c. What does it say if it is a modified book collection vs salvaged materials
- d. In the future would like to use Recycled Reads as a model for other libraries
- e. Retail component needs to front 2nd street
- f. Mindy Reed has attended Book Expo and ALA to understand what is going on in publishing
- g. Engage community by highlighting what public has access to
- h. Need Library of 2014 to represent 2025
- i. Will it be the Netflix of books?
- j. Print on Demand – choose, print, bind, release
- k. Compare to University of Texas library where took books out and is now all technical resources

II. Current System

- a. Currently 5,000 SF for sales, 2,000 SF for warehouse
- b. Currently receive 8-10 pallets of books per week
- c. Receive donations from patrons – think of as a salvaged yard
- d. Each branch currently has a bookcase that displays recycled reads, the central library should do the same

III. Program Recommendations

- a. Not convinced that recycled reads belongs in phase I – in prime real estate
- b. Boutique bookstore approximately 1500 SF to showcase collectable items/ materials in Phase I
- c. Display cases to highlight books
- d. Nice signage
- e. Phase II – 3,000 SF

The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.

Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Security/ Safety

Project No: 3860.00

Date: October 08, 2009

Attendees: Cynthia Jordan, COA
Heidi Ruiz, Library Facilities
Steve Raike, Lake|Flato
Dixie Tischler, ACL
Tony Maldonado, ACL
John Gillum, Library Facilities
Carole Wedge, Shepley Bulfinch
Kelly Brubaker, Shepley Bulfinch
Marti Cascio, ACL

I. General Comments

- a. Prefer entry to toilet rooms to be open (airport style)
- b. Need surveillance cameras positioned between stacks
- c. Children's Area
 - i. No nooks
 - ii. No playscapes for children to climb on
 - iii. Needs to be open and friendly
 - iv. Durable and easy to sanitize area
 - v. No fabric due to patrons weaving needles through material
 - vi. Acoustic separation within area to hold story time and puppet productions
- d. Water feature needs to be secured and separated from children
- e. Entering vs Exiting on different levels
 - i. More access
 - ii. Library opening up to lawn will require additional security
 - iii. Terraces could pose a problem with bird droppings, material being thrown over, etc.
 - iv. Fronting on Shoal Creek could cause theft issues
- f. Three areas of concern with Security for Austin
 - i. Homeless
 - ii. Mental Illness
 - iii. Children Services
- g. Outdoor space security issues to be concerned with
 - i. Drinking
 - ii. Drug Use
 - iii. Drug Trafficking
 - iv. Urinating
 - v. Windows
- h. Security Staff
 - i. Currently 3 security officers
 - ii. Proposed staff
 - 1. Constant patrol of all floor levels
 - 2. Control Room staffed at all times (2 officer)
 - 3. Officer at all entries and exits



II. Program Elements Outside Library Security

- a. Café – prefer it to be similar to City Hall model
- b. Auditorium
- c. Able to operate independently from library hours

III. Program Recommendations

- a. Security Desk
 - i. Located at entrance
 - ii. Need sight lines to front door
 - iii. Physical presence of camera needs to be located at entrance
 - iv. Needs to have computer at standup workstation
 - 1. Currently have a database that identifies all evicted patrons
 - 2. In the future hope to have surveillance with video analytics for facial recognition
- b. Control Room
 - i. CTM in future
 - ii. Library system will have 4-5 cameras in each of the 22 branch libraries
 - iii. Secure space with key card access
 - iv. Space needs to be approximately triple the current size
 - v. Ideal layout would be similar to the city's Traffic Control Room

IV. Staff Spaces

- a. 20+ officers minimum
- b. Library needs to determine if staff is made up of observers/ reporters or if commissioned officers
- c. Central library is headquarters
- d. Staff rotates through library system every 5 weeks
- e. Need two private offices
- f. Space for post office deliveries
- g. Space to maintain equipment
- h. Storage/ Locker Room

V. Training for Library Staff

- a. Crisis Prevention Institute Training
 - i. Basic Training that all library staff needs to attend
 - ii. Approximately 20 staff members left
- b. Violence Response Procedure Training
- c. In future would like to implement training on how to deal with Mental Health Issues, First Aid and Violence
- d. Training helps staff identify how to balance customer service and security

VI. Next Steps

- a. ACL to forward white paper on video analytics for facial recognition
- b. ACL to identify number of lockers and workstations needed in Central Library to accommodate staff
- c. JV team to meet with Custodial Staff to identify needs

The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.

Checklist for Design Team

Perimeter Security:

- 1 Preference is to have a minimum number of staffed secure in/egress points to minimize staffing and equipment cost
- 2 Café/restaurant have own outside access similar to Jave at City Hall
- 3 Auditorium have own outside access to increase use for public activities after library hours, but still have full access by staff
- 4 No ledges that present physical hazard to public or possible health issues with birds and difficulty in keeping clean as with Central
- 5 Surveillance/analytical cameras for maximum security in preventing patrons from returning after evictions for both interior/exterior
- 6 No hidden/blocked corners/areas that allow for unacceptable behavior throughout public areas
- 7 Proximity card requirements for accessing all staff and other areas not open to the public
- 8 Latest in camera monitoring room design
- 9 Entrance/Exit security desk designed to allow staff to monitor from standing position with access to PC & other essential equipment
- 10 Separate staff entrance w/own elevator that is secure to parking lot with plenty of lighting and cameras
- 11 Freight elevators that will accommodate equipment needed to clean in the case that high glass walls are built or art work placed in high location with no way to clean
- 12 **Public Areas:**
 - 1 Children's area that is open with no playscape or art that creates safety/security hazards
 - 2 Children's area that has own open family use bathroom design (airport) no doors
 - 3 Children's area w/furnishings and flooring that is easy to clean and sanitize
 - 4 Children's area that is easy for pedophiles or other inappropriate customers to hang around
 - 5 Computer area - stand up terminals to increase usage turnover and address problems with customers inappropriate behavior
 - 6 Computer area - desk tops so that Security has access from behind in a staircase design with screens visible to security staff, not in a row as with present layout in Central
 - 7 Computer area - stand up or unaffiliated computers
 - 8 Increase of dock area to accommodate more than one truck (delivery/supply) delivery
 - 9 Elevator system programmed to recall to main floor, send alarm to security when volume and tone was above normal as well as with camera. Assaults happen in elevators.
 - 10 Install half doors to individual stalls in public bathrooms to decrease drug activity and other misuse
 - 11 Make sure book drops are fire rated/monitored and sprinkler, incidents in the past have proven the need
 - 12 Programmed elevator system to recall elevator to main floor, send alarm to security when volume and tone was above normal. As you know a lot of assaults happen in elevators. This allow security to be dispatched to ensure the safety of users when elevator goes into recall.
- 13 Wood chairs for two reasons: 1 - less likely to camp out. 2 - health/safety - customers less likely to leave used needles stuck into the fabric and pests or major problems with customers with bodily control problems
- 14 Custodial - closets with proper sinks on every floor and any other ADA required equipment (eye wash stations) needs to be in place and
- 15 Custodial - durable/sustainable furnishing and flooring that is easy to maintain, clean and sanitized
- 16 Custodial - any glass or high structure that requires daily or frequent cleaning needs to consider how and what equipment is necessary to maintain
- 17 Outdoor activities must address how it will be used and by whom



Memorandum of Meeting

To: Austin Central Library Team

From: Kelly Brubaker, Shepley, L|F / Shepley Joint Venture

Subject: Youth Services

Project No: 3860.00

Date: October 08, 2009

Attendees: Cynthia Jordan, COA
Heidi Ruiz, Library Facilities
Steve Raike, Lake|Flato
Heath Rezabek, ACL
Anita Rizley, ACL
John Gillum, Library Facilities
Carole Wedge, Shepley Bulfinch
Kelly Brubaker, Shepley Bulfinch
Sally Miculek, ACL

I. General Comments - Teen Area

- a. Focused programming where bring different interests together in a central location – often tying in media and technology
 - i. Gaming and Literacy Programs
- b. Concentrated Collections
- c. Create a gradient of spaces
- d. ACL investigating concept of floating collection

II. General Comments - Children's Area

- a. Friendly to the user
- b. Low shelving
- c. Soft space
- d. Staff
 - i. Typically 1-2 staff at desk
- e. Story Time Space approximately 25' x 25'

III. Youth Services – Variety of programs

- a. Puppet Shows – 100-250+ attendance
- b. Theatre Style Performances – 150+ attendance
- c. Story time – 40+ attendance
- d. Teen – Computer Training
- e. Gaming

IV. Youth Services Staff

- a. 2 Children Librarians
- b. 2 Teen Librarians
- c. 1 Youth Program Specialist
- d. Workstations need to be adjacent to Children's Area

V. Program Recommendations

- a. Create intimate spaces
 - i. Quiet reading area

- ii. Space for one on one interaction
- b. Meeting Rooms
 - i. Good example is the Millwood Branch Library
- c. Study Room/ Alcove Space
 - i. Variety of sizes ranging from 2 person, 8 person, and 12 person
- d. Black Box Theatre – possibly serves as space to hold programs
 - i. Darken space for programs
 - ii. Lighting and acoustics
 - iii. 75' x 75' and 25-30' High
- e. Amphitheater – possible terraced lawn
 - i. Great space for the Annual Summer Kick-Off event that is held outdoors every summer

VI. Additional Program Space for Youth Programs

- a. Space for adult training for performers
- b. Need storage for materials/ props/ etc.
 - i. Includes craft storage, box programs, kits, gaming equipment, puppets, and programming booklets
 - ii. Large storage located in basement
 - iii. Small storage adjacent to Children's Services
- c. Workspace/ Art Studio
- d. Take puppet shows to branch libraries within the system
 - i. Goal is to expand outside branch locations
 - ii. Mobile Unit – provide parking

VII. Next Steps

- a. JV Team to look at San Antonio Library children area – multipurpose space with no stage

The above is the authors' best recollection of the discussions and decisions made at this meeting. Any questions or comments should be addressed to the writer.



New Central Library: Patterns for Youth Spaces

New Central Library: Patterns for Youth Spaces

***Prepared for use by Lake/Flato and Shepley Bulfinch Richardson
By the Youth Services Division of the Austin Public Library***

September 2009

The Youth Services division at APL wished to be prepared and organized in its thoughts for *Lake/Flato and Shepley Bulfinch Richardson*, regarding Youth Spaces in the New Central Library for Austin Public Library. As an architecture enthusiast, Teen Services Coordinator Heath Rezabek was familiar with the work of architect Christopher Alexander, and the ***Pattern Language***.

We decided to help our Youth Services Librarians organize their ideas into architectural and spatial patterns. The Youth Services division at Austin Public Library spent several months adding to a shared document, and created a ***Pattern Language for Youth Spaces*** in the New Central Library.

We used a simplified form of pattern, composed of a title, a spatial ***Problem*** that commonly arose in our work, and a ***Solution*** that we felt would address the common problem.

We included most of our work, but the results are ranked and categorized so that the Architects can use what makes sense and keep the remainder as reference material. Under each category, those patterns with the most votes for importance are at the top, and those with fewer votes at the bottom of each section. A number in a field denotes the relative number of votes this item received.

We hope this Pattern Language will be useful and helpful to *Lake/Flato and Shepley Bulfinch Richardson*.

- Heath Rezabek, Teen Services Coordinator, Pattern Language Organizer
Youth Services, Austin Public Library