

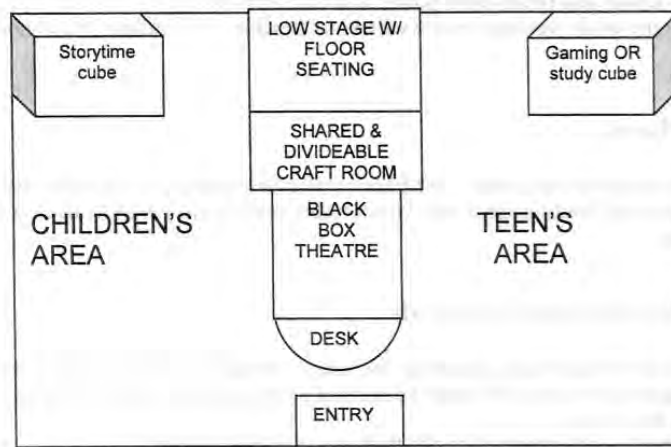
New Central Library: Patterns for Youth Spaces

Circular Staff Desk in the Center / In-Between (Childrens and Teen)

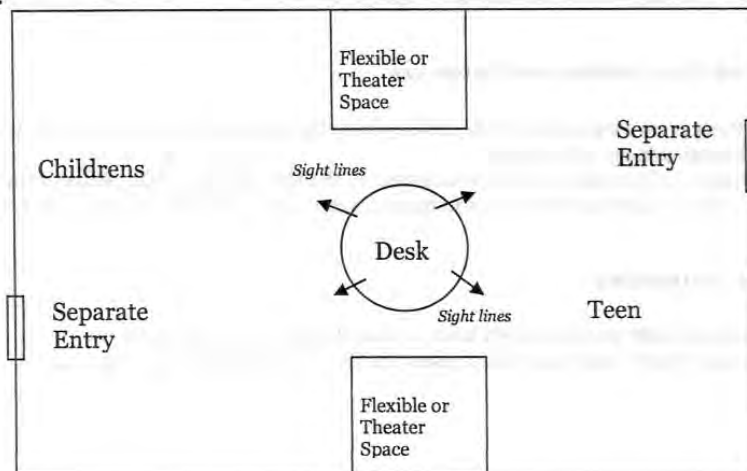
24

- **Problem...** Same number of staff must serve both children's and teen areas
- **Solution...** have a desk between the two areas to serve both sides of the youth services floor – perhaps a half-circle, so the desk faces out, and is up against the shared theatre space that separates the two spaces, and provides a feeling of security and visibility for staff at the desk

Like so:



Alternate layout:



Large Customer Work Spaces

22

- **Problem...** Customers sometimes need larger places to work.
- **Solution...** Make sure there are meeting rooms and workspaces large enough for groups.

Small Customer Workspaces

19

- **Problem...** Customers sometimes need small spaces where they can work on laptops or small projects (study rooms)
- **Solution...** Make sure there are smaller spaces for adults to use as well as larger ones.



Family Friendly Computer Space

18

- **Problem...** Adults cannot use children's area computers. If they have young children and are in the adult computer area it becomes noisy when the children get restless.
- **Solution...** Have computers that allow an adult doing their own work to be near their child in the children's area.
- **Problem...** Children and Parents may need to work on joint projects or child may need help from parent
- **Solution...** Have under 12 child/parent computer area- separate from the teen computer area

Adult Friendly Places

18

- **Problem:** Adults are often crammed in where popular materials are shelved
- **Solution:** Create plenty of open spaces around new books and DVDs

Family Friendly Furniture

17

- **Problem:** Our furniture has wheels, which creates dangerous situations for children
- **Solution:** No wheeled furniture!
- Problem:** Furniture that spins in children's area, so the children are twirling and engaging in a potentially physically unsafe activity. The chairs are not on wheels and the seats spin.
- Solution:** Do not buy adult or child's furniture that twirls or rocks.

- Problem:** Heavy use of furniture leads to quick soiling of materials.
- Solution:** Buy furniture that is durable and easy to clean.

- Problem:** Items on display are not at the level of the child. Some items need to be protected from touching.
- Solution:** Buy display cases which are viewable from both the top and the side by customers.

- Problem:** Making the Central Library less institutional and more home-like
- Solution:** Create displays using materials from other agencies. These displays could consist of high interest topics such as dinosaurs and Star Wars. Form a cooperative with other museums and agencies in town to obtain materials for the displays.

- Problem:** Children and their parents may become bored waiting for a another family member.
- Solution:** A large aquarium, or a carpet maze, or a busy mural with items to hunt for (like I Spy)

Parents Working Next to / Attending to Children

13

- **Problem...** Parents need to work, but need to keep an eye on their children without the children being a disruption to others and the children need to be near materials of interest to them
- **Solution...** Create family-friendly Alcoves throughout the Library.
(Example of a specific idea: Create cubicles with glass doors and shoulder-height walls. Have two desks inside – one parent height and one child height. Have books already in the cubicle for the child to read (themed cubicles?). Have some that are for laptop-using/book-reading adults and some that have their own computer workstation inside, reservable only by parents with children. Increased inactive time for cube computers, to allow parents to be inactive while they talk or read with their child, without getting bumped too quickly for inactivity.)

New Central Library: Patterns for Youth Spaces

(Items below were submitted after the voting process.)

Parking Accommodation for Buses

- **Problem...** Student tours arrive on school buses and there's no place for the bus to park
- **Solution...** Create a parking lot that accommodates bus parking and the safe loading and unloading of children

Single Point of Entry into Separate Youth Wing

- **Problem...** Controlling the flow of activity into and out of youth areas is hard when there is no identifiable entry.
- **Solution...** Create definite points of entry into youth areas, either a single entry into the combined area, or ideally, independent entries into adjacent Teen and Children's areas.

Materials and Furniture that Wear Well / Wash Well

- **Problem...** Not all materials can withstand daily use by young people.
- **Solution...** Consider natural materials that age gracefully and can be easily cleaned. Consider synthetic materials that wear well and wash well, yet are not institutional.

No Stuffed Animals / Pillows that Don't Wear Well / Wash Well

- **Problem...** Stuffed animals out of the reach of children are only a frustration to them; plush objects in public reach do not wear well.
- **Solution...** Consider other decorative motifs than stuffed animals, and avoid soft materials that will not wear well / wash well.

Meeting Room Movable Furniture / Library Floor Less-Movable Furniture

- **Problem...** Meeting rooms need to be reconfigured easily, but children can hurt themselves with movable furniture.
- **Solution...** Make sure meeting rooms have tables that can be rolled or slid easily by staff but not by children. Make sure public areas have comfortable furniture that does not slide all over the place.

Secured Staff Workspaces Adjacent to the Public

- **Problem...** Staff need to see and quickly reach public areas, but need enclosure and security also.
- **Solution...** Make sure staff workspaces are adjacent, have visibility, and are secured.



5. General Guideline Patterns

Staff Friendly Places

29

- **Problem...** Staff increasingly rely on email/internet as a primary source of communication
- **Solution...** Provide multiple staff free-time workstations with un-monitored internet access in break areas for staff use
- **Problem...** Due to budget restricted hours, staff often migrate to other branches to work when their own branch is closed. But there are rarely enough workstations for visiting staff to use, so their skills can be best utilized
- **Solution...** Provide multiple extra workstations for visiting staff (over and above any staff areas set aside for future growth of the workforce)
- **Problem...** Lots of physical labor is done in the basement area, and many materials are stored down there as well
- **Solution...** Put AC in the basement so those who must work down there can be comfortable, and to make sure that items stored in the basement aren't damaged due to heat, moisture, or pests.

Lockable Storage for Staff

23

- **Problem...** Personal items can be stolen when not locked up; lockable drawers are tiny.
- **Solution...** Make sure there is significant lockable storage for staff to use, and that it is large enough to hold a variety of items.

Programming & Outreach Staff

23

- **Problem...** Programming and Outreach team materials are likely to be stored at ACE in and around the children's theatre, and the theatre itself would be a useful space for rehearsing puppet shows/performances
- **Solution...** Office space for programming and outreach team at the new ACE near the stage / puppet storage area... possibly with dollies for carrying puppet supplies/stages back and forth (or near the loading dock)

Staff Workspaces

22

- **Problem...** Staff need places where they can work on projects, just as customers do.
- **Solution...** Create workspaces in back staff areas, where staff can work on projects. Make them functional, with storage and accessible placement.

Teen and Youth Area Locations

21

- **Problem...** Same number of staff must serve both children's and teen areas
- **Solution...** have separate areas but in close proximity to each other so one staff person can monitor both areas, or arrange as stated above.

New Central Library: Patterns for Youth Spaces

Places Created with Lights / Dimmer Places, Brighter Places / Illumination Variety

20

- **Problem...** Spaces lit by a single uniform light source do not invite movement and circulation, or allow for differences in privacy and comfort.
- **Solution...** Create a variety of places economically, by using light as one way to draw traffic and define space. Allow for different people to rest in different places with different light sources.
- **Problem...** Library programs vary in regard to lighting requirements.
- **Solution...** Design a Program Space that will take advantage of natural lighting, yet able to transform into a room dark enough for showing films or presenting puppet shows.
- **Problem...** Print is small and is difficult to read in shadowy lighting, especially on lower shelves and at night.
- **Solution...** Create places that use natural and artificial lighting in ways that make reading print enjoyable no matter where shelves are placed or what time of day it is.

Healthy Staff

20

- **Problem:** Staff have little time to participate in healthy activities during or after work hours
- **Solution:** Create a staff workout room with machines, weights, workout video equipment, workout bars, and open floor space with mirrors for city-sponsored health classes.
- **Problem:** It's difficult to walk/bike to work in Austin without a showering facility or to exercise during lunch breaks without a showering facility
- **Solution:** Create a staff locker room with showers, private (curtained) changing rooms, and full-sized double-decker lockers (big enough for a full backpack, full-size umbrella, or a briefcase) for every staff member and every volunteer.
- **Problem:** Secure bike storage is critical to encouraging staff to bike to work
- **Solution:** Provide secure bike lock-up area, monitored by security cameras or in a heavily trafficked area. Provide shade/rain cover for bike lock-up areas, so commuters (and their bikes) aren't subject to more weather as they lock up their bike. Install bike lockers so commuters feel comfortable leaving their bikes unattended for a full work day.

Gradient of Different Places for Different People

20

- **Problem...** Different types of people feel most comfortable in different types of places.
- **Solution...** Create places which are most welcoming and inviting to different age ranges and types of customer, and arrange them so that they flow from one to another along a gradient. (ie, from baby space to toddler space... from pre-teen space to teen space... not from toddler space to teen space.)

Common Table in Staff Room

20

- **Problem...** Sometimes there are projects that need to be worked on in a common place, and every workgroup needs a common spot to come together for events and discussion as well.
- **Solution...** Make sure there is a great common table in the staff room, where staff can come together.

Administrators on Same Floor as Thing Administrated

18

- **Problem...** Administration is often far removed from the concerns of front line activity, leading to misunderstanding of staff and customer needs.
- **Solution...** Locate administrative offices in physical proximity to the areas they oversee.



New Central Library: Patterns for Youth Spaces

Space between the Shelves

17

- **Problem...** A person with a shelving cart can't fit down the aisles
- **Solution...** Create shelving with plenty of space for shelvers and browsers

Backs to Desk Spaces / Sense of Enclosure (Staff)

17

- **Problem...** When staff are sitting with empty space on all sides, it is hard to feel comfortable.
- **Solution...** Create backing ledges, shelves, or low walls, to give some sense of enclosure to staff who are stationed out in the open. Use light variety and other means to create places and lend a sense of enclosure through various means.

Variety of Spaces

17

- **Problem...** Large uniform modular spaces never seem to be the right fit for any particular usage, and space is limited.
- **Solution...** Create a wide variety of smaller spaces, where different types of activity can find their natural place to be. Small seating alcoves, reading nooks, storage areas, etc. Allow the smaller spaces to do some of the work of larger spaces, decreasing the need for as many vast areas.
- **Problem...** Small groups of people don't need big huge spaces, and all those big spaces take up real estate.
- **Solution...** Make sure there are some small spaces for small groups, which will help absorb the load that would have gone into the larger spaces but not filled them.

Reading Garden

17

- **Problem...** isolation of people from nature
- **Solution...** Bring the outdoors in – reading spaces that feel like they are outside (but are a nice retreat when it's 103). Include big fish tank, large habitat for small animals to enjoy and for patrons of all ages to observe, and live plants. Maintain well so it's a peaceful and happy experience to have, view, and read next to them.
- **Problem...** Need options for all types of people
- **Solution...** Shaded spots, sunny spots, indoor atrium, outdoor patio, koi pond

Deep Sills for Shade with Outdoor Connection

17

- **Problem...** People are naturally drawn towards a connection with the outdoors, as well as to natural light; but in a climate such as Austin, there is a need to stay cool and sheltered.
- **Solution...** Create deep sills and window seats, where it is possible to sit with a book or device and still be shaded from the sun outside.

Meeting Rooms and Work Rooms Separating Children's and Teen

16

- **Problem...** Age-differentiated areas need to be and feel separate, but space is at a premium.
- **Solution...** Use the need to separate spaces as an opportunity to create multi-use spaces that they can share.

Storage Between Places

15

- **Problem...** There is always a need to store things near their intended place of usage. In addition, different places need a transition space between them.
- **Solution...** Make sure there is built-in storage, and use the 'dead space' needed in between different places as a way to create storage for the spaces joined there.

New Central Library: Patterns for Youth Spaces

Doors With Visibility

15

- **Problem...** Big heavy doors with no windows increase the likelihood of collisions between passing staff members in high-traffic areas.
- **Solution...** Make sure every door with cross-traffic has a small window or porthole or opening so that people passing through can see that another is passing the other way.

Windowed Glass Space Overlooking Outdoors

15

- **Problem...** Western exposure is brutal during the summer.
- **Solution...** Use wide sills, thick ledges and overhangs to naturally shade windows and create seating by windows at the same time. Alternately, have this space facing east. Or have coating on the glass to minimize glare.

Window Display Case (Between Spaces)

14

- **Problem...** As children grow up and become lifelong library users, their recollections and memories of their experiences at the library could be enhanced by having a display space that was always changing so each time they visited the library they would look forward to the surprises that awaited them this time.
- **Solution...** Develop a huge display area, much like NYC's Macy's windows. ACYS has a wealth of display materials (not to mention very talented people!) and growing multi media possibilities. Puppets, costumes, videos, doll houses, donated valuable puppets and books, collections, local artists, automated things...all could have a stunning effect and would be memorable to young and old alike. Over the years people would remember the different displays and the seasonal classics could be repeated, so patrons would learn to anticipate their favorites.

Private Space, Public Space (Office)

14

- **Problem...** location of private space away from floor but needing to be close to floor
- **Solution...** center desk area with walled in office space, privacy when door closed.
- **Problem...** Staff may want to look into public area much of the time, but need privacy at others
- **Solution...** Louvred blinds or shades on office windows that look out to public areas. Use solid walls when possible to carve out spaces of genuine enclosure and shelter from the chaos of the public area.

Large Staff Workspaces

12

- **Problem...** Lots of projects take up space, for instance book sorting for SRC.
- **Solution...** Enough empty space for temporary projects to live and/or for multiple people to work at the same time.

Transitional Places

11

- **Problem...** Many times, the spaces between large areas are wasted and unused, creating dead space and squandering opportunities for other uses.
- **Solution...** Look for ways to use the spaces between larger areas to do more with less. Examples are low shelves, small seating areas, book displays, alcoves, displays, self-check machines, small windows with thick ledges for natural light, and more.



New Central Library: Patterns for Youth Spaces

Small Staff Workspaces

10

- **Problem...** Not all projects need massive workspaces; creating a few small workspaces can provide flexibility and add utility to small spaces.
- **Solution...** Create some small workspaces, where staff can work on part of a project without needing to take up a larger area than they need.

Shared Staff Workspaces

9

- **Problem...** Staff sometimes need to work on common projects together.
- **Solution...** Make sure there are workspaces which staff can share for shared projects.

(Items below were submitted after the voting process.)

Flexibility of Power Configuration

- **Problem...** As technology changes and reconfiguration happens, rewiring has to occur.
- **Solution...** Make sure power and wiring is accessible, modular, unobtrusive, and easily upgraded or rerouted.

Memorandum of Meeting

To: Austin Central Library Team

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

Subject: Branch Services

Project No: 3860.00

Date: October 08, 2009

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

I. General Comments

- a. Diane Palan and Karen Baker filled out the pros and cons of public libraries that they have visited. See attached
- b. Auditorium is a necessity to accommodate the programs that the small branch libraries can't

II. Ideal Locations

- a. Administration located on upper level in library is ideal
- b. Staff room to face Lady Bird Lake
- c. Loading Dock on West St

III. Types of Building Entry

- a. One from Main Entrance
- b. Secondary from Hike/ Bike Trail
- c. One from elevator bringing patron up from below grade parking

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: Organizational Development

Project No: 3860.00

Date: October 08, 2009

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

I. General Comments - Organizational Development Department's Role

- a. Retreats
- b. Team Building
- c. Security Training – employees were afraid to come to work
 - i. Program Foundation Course – Respect, Service and Safety
- d. Orientation
- e. Computer Training
 - i. Currently 90% training outside of central library
 - ii. Goal is to have training 50/ 50 off site and in Central Library
- f. Conduct Staff Development Day
 - i. One day per year – increase to quarterly meetings
 - ii. Need to accommodate at minimum 350 staff members

II. Staff

- a. Currently 2 staff members
- b. Goal is to increase by 1 staff member to help with online tutorials
- c. Need enclosed work room due to privacy issues while working with staff
 - i. Team Building
 - ii. Employee Assistance Program

III. Program Elements

- a. Larger Multi-purpose room with 2-3 breakout rooms
- b. Computer Training – Is shared space an option?
 - i. Staff Training – average 15- 20 staff
 - ii. Public Training – average 12+
- c. Catering space when holding large events

IV. Adjacencies

- a. Work closely with HR staff and security
- b. Need to be adjacent to Administration/ HR

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.