

Jefferson - Madison Regional Library
Northside Branch

World Cafe

August 22, 2013



The Questions.....

1. What should you feel and what should you see when you first walk into the Library?
2. What are the top priorities for improving the Library?
3. What have you seen other places that would be nice to have in this Library?
 - Maybe things you've seen at other libraries
 - Maybe ideas borrowed from retail / museum / hospitality / educational spaces
4. How can the Library get more people to walk through the doors?
5. What can the Library do to become your favorite place to visit, spend time, and bring a friend?
6. What new programs and services should the Library consider for future?
7. What do you really like about the library now?
8. What would you like to see changed?

..... The Answers

1. What should you feel and what should you see when you first walk into the Library?

- smiling / friendly staff (x5)
- feel welcome / inviting (x3)
- no negative signage like “cell-phone free zone” right on door (x2)
- good signage / way-finding / know where everything is / integrated signs / user friendly (x6)
- directory or map (x3)
- rotating offerings - library / upcoming events
- central space for book display (x2)
- bright / cheerful colors (x3)
- good lighting / natural light / skylights (x5)
- control glare
- openness / open space so you can see what’s here / not cluttered (x4)
- cozy spots
- beautiful / tasteful plants (x2)
- quiet / peaceful / calm (x6)
- books (x3)
- new books
- community / local art (x4)
- secure and comfortable / security guard (x2)
- unique to Northside / Albemarle / sense of community / should feel special (x3)
- place you’d like to spend time
- foyer with double doors
- cafe located in back, not in front
- separate cafe area
- not Barnes & Noble
- no cafe
- clean / cleanable furniture (x2)
- parking - more than 100 spaces
- interior book drop
- community magazines / events / giveaways / announcement area (x2)
- comfortable temperature
- nice carpet - not dark color - bright

The Answers

2. What are the top priorities for improving the Library?

- natural light / more light
- parking / having enough spaces
- ADA access
- parking lot beautification / green
- cafe / coffee shop (x3)
- drive-up service window (x2)
- wider / shorter space between stacks
- more computers
- meeting rooms of multiple sizes / love the idea of special spaces for community (x2)
- enclosed space for book donations
- better organization of Children's picture books for shelving (no circle)
- Improve website (researching books, etc)
- efficient use of space
- better furnishings - clean, fresh wood
- better entryway, cleaner, big front door - easy access (x2)
- bright colors
- more than one entrance (for adults, children, etc)
- site appropriate furnishings for children
- space to charge devices
- not have stacks too high or too low (stools?)
- longer hours
- more shelving
- less traffic in crossing
- separate drop-off area
- book return not at front entrance
- left turn from library (different route)
- school visits in the fall
- ESL spaces / programs - diverse community
- more staff workspace and book repair workspace
- outdoor space - only accessible from library / covered outdoor space (x2)
- pedestrian / bike lanes across 29
- integrated transit spot

3. What have you seen other places that would be nice to have in this Library?

- special room for children's programs
- really nice restrooms plus family restroom
- natural lighting (Cambridge, MA Public Library)
- good A / V shelving
- fireplace
- good parking + bus stops nearby
- drive-up service window for pick-up and drop-off
- bike racks
- coffee shop
- art wall + places for sculpture
- Friends work + sale space - raise more money
- parking lot not like Walmart
- meeting rooms - small and large
- access to outside seating (Eugene, OR Public Library) + rooftop space
- allow patrons to purchase furniture as a gift (in honor of)
- skylights
- community area for publications, art, bulletins
- carpeted risers in children's area
- teen area
- local history / genealogy area
- roof over drive-up in case of bad weather / overhang

The Answers

4. How can the Library get more people to walk through the doors?

- / coffee shop (local)
- sponsor spaces
- transportation - getting there by bike or bus
- transportation for general area / 29
- possible light at entrance
- easy access
- greeters at the door
- visiting schools
- more computers
- signage
- publicity - C'ville and Hook
- DVD collection - top 100 classics
- free cookies
- community activities and rooms / more programming and variety (x2)
- more meeting rooms and accessories
- smaller rooms
- break up the area
- glass walls
- teen area
- better website and software
- increased resources for multi-cultural folks
- sessions on how to use libraries
- landscaping / exterior architecture
- e-book stations in building
- color
- local art / mural on outside wall?

..... The Answers

5. What can the Library do to become your favorite place to visit, spend time, and bring a friend?

- cafe (cleaning crew)
- cafe (contained / separate from library) - small with coffee / vending machines (x4)
- cafe / coffee like ACAC
- cafe with outdoor area (x2)
- inviting seating areas for socializing / conversation area (x4)
- transportation / walk-ability to the library / bus service (x3)
- adequate meeting room space - multiple and different sizes (20+ / 50-60+) and sub-dividable (x2)
- quiet areas / quiet room (x3)
- separate children's area (x2)
- control noise - dropped ceilings versus open spaces
- cozy / little space (x2)
- natural light / windows (x5)
- better publicity
- space for book clubs
- glass-enclosed spaces - so you can see everything / improve visibility (x2)
- fireplace (x3)
- high-backed chairs
- coordinate with schools to organize teen spaces (pull books for students to do research)
- separate teen area
- wider aisles for easier handicapped accessibility / wheelchair accessible (x3)
- security cameras to provide surveillance
- comfortable seating / seating with ottomans (x2)
- more display / more rotation of books
- cubby holes for kids
- more teaching DVD's / educational materials
- more than 100 parking spaces / free parking
- outside space / deck / accessed only from library (x2)
- getting kids into the library
- homework time with help provided
- accommodate field trips
- bright star kids

The Answers

5. Continued...

- more cooking oriented programs - food / wine tasting (x2)
- shady places to park / bigger trees
- educational displays about the history of Albemarle / learning and activity stations for kids
- artwork displays
- longer hours / open Sundays (x2)
- book sale space in basement
- elevator
- patterned carpet
- more colors (x2)
- computers
- maker space
- shift circulation so it doesn't block the door
- bright / airy space
- plenty of space to sit and read
- continue to have excellent staff
- annual / semiannual events for newcomers to learn about the library and surrounding area
- online reservations for meeting rooms

6. What new programs and services should the Library consider for future?

- technology help center - social media training - practice
- innovative children's programs
- new community meeting space
- interactive space for festivals (Film Fest, Festival of the Book, etc)
- training (seniors)
- technology, robotics, enrichment areas, student engagement
- no video games
- young adult committees
- space for teens / non-commercial hangout space fostering community (x2)
- teen volunteers to help seniors
- accessible to special needs teens
- space for Olli classes
- small business incubator
- assisted listening systems for public meeting spaces and individuals (x2)
- aids for visual impairments
- partner with PVCC for workforce training - classroom space / combined programs
- more books
- movie nights
- using book content to create spaces / themes
- inter-generational programming
- free online university courses (Moocs / Coursera) / TED Talks / library to serve as gateway to locating and taking advantage of classes / gateway to knowledge / become a community of learners
- kiosk
- reference person
- access through website
- multi-cultural programs
- tuned into growing and changing populations / demographics

The Answers

7. What do you really like about the library now?

- books - selection (x3)
- circulation desk in front - easy to locate
- self check-out
- new books for 7 days (x4)
- magazines - laid out well and seating (x2)
- parking (x6)
- computer section out of the way
- children's programs
- book drops outside (x2)
- more morning hours
- community art (x4)
- book group (x2)
- helpfulness of staff (x4)
- summer reading program for adults
- holds from other branches (x4)
- value line (x2)
- staff - being able to talk to people (x3)
- Overdrive - bigger selection (x2)
- bus access (x3)
- vast number of programs for all ages
- book repair
- one line check-out (x2)
- "I love this place"
- relative safety of location
- audio books
- convenience of restrooms
- open / close sign
- being able to drop off book donations
- internet access
- bring back Sundays (x2)
- mysteries separated from fiction
- cozy
- accessibility of librarians
- location

The Answers.....

8. What would you like to see changed?

- more e-books
- more natural light / skylights / windows
- rooftop space
- separate after hours area
- open more hours (Sundays)
- teaching spaces
- more nature / natural materials
- community display areas
- access to power / technology / embedded technology (x2)
- defined teen space / separation from adult spaces
- sound isolation
- quiet spaces
- contained outdoor space / courtyard / interior garden
- multiple entrances
- real-time information from CAT / on display
- connection with schools
- dedicated separate children's area
- friends book sale and workspace at this branch
- dedication donation space / book repair
- more colorful
- soft music
- drive-up window for pick up and drop off
- study spaces
- more copiers
- more catalog computers
- more welcoming appearance
- kiosks
- larger periodicals collection
- more space between shelves / different stack arrangement
- glass wall with nice views
- maintain parking
- more meeting rooms / enclosed spaces / community space (x3)
- nooks

The Answers

8. Continued...

- civic engagement / information / resource center / visitor center / northern county entrance corridor
- computer center / Coursera / Moocs - online learning
- more computers / more social computer spaces / no boxes
- update website
- multiple circulation desks in different areas
- landscaping
- new book display / events display at entrance
- more advertising for events

..... **Thanks !**

Thank you for taking the time to provide your input and review this material.

Please notify the Library with any additional ideas you may have for the new Northside Branch.

We are excited to explore the possibilities!