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Introduction

The Greenfield Public Library Building Program represents the vision of a "next generation" library that will be a unique, state-of-the-art facility designed specifically for Greenfield, Massachusetts. These are the library's written instructions to the architectural design team who will use them to explore physical layouts that support library services and house library collections, develop a building design sympathetic to local preferences, and draw up construction documents for the building contractors to follow. The Program focuses on how the building will function and feel, rather than how it will look, and is not tailored to a specific site or location.

The Program is based on the following general assumptions:

- Green and low impact design strategies will be implemented to build a library that provides ecological, economic, political and cultural benefits to the town of Greenfield.
- The ability to easily reconfigure space will be built into the design. Whatever doesn't absolutely have to be permanently placed or anchored, won't be.
- The building, parking areas, and grounds will be universally accessible so people of all physical abilities will have full and equitable access to library services and programs.
- Service points will be situated in such a way as to allow maximum supervision with minimal staffing. Some of these will be self-service points.
- The interior layout, graphics, and signage will allow self-directed orientation and way-finding in the physical space with minimal staff assistance.
- Library work processes will be simplified, streamlined, and wherever possible, automated, allowing the staff greater opportunity to do what they do best: interact with, advise, and instruct the public.

The Building Program outlines the physical space needed to provide modern and progressive, or "next generation", library service to the town of Greenfield and is based on a 20-year planning horizon as required by the Massachusetts Public Library Construction Program. The document is the result of decades of conversation with the community and a concentrated effort by the current library staff to sift through the literature, discover best practices from physical and virtual visits to other libraries, and develop the most sustainable plan possible for a re-imagined Greenfield Public Library.

Some of the specific recommendations of this program include:

- A 30,000 square foot design that acknowledges Greenfield's place as the economic and cultural hub of Franklin County.
- A 100-seat meeting room which can be used by community groups during or outside of library hours.
- Study rooms of various sizes for group meetings, tutoring, and quiet research.
- 28 public access computer opportunities and ubiquitous wireless internet access.
- Designated children's storytime and activity areas which will increase the library's ability to meet the early literacy needs of Greenfield's youngest residents.

- A safe and neutral public place for teens.
- Zero-step building entrances and a proliferation of off-street parking spaces that maximize accessibility and convenience.
- Distribution of 120 individual seats throughout the building in comfortable and convenient locations.

Community Description and Demographics

The city known as the Town of Greenfield, population 17,553, is the center of activity in Franklin County. Situated in the Pioneer Valley of Western Massachusetts, the town's vast amount of open space offers many recreational activities and attracts outdoor enthusiasts. Greenfield has a viable hospital and healthcare system, an affordable community college, and an authentic downtown that provides retail, entertainment, and dining opportunities. Most of the county offices for state and federal services are located in town.

Contrary to many municipalities in the Commonwealth, Greenfield is a growing city, having been selected for tens of millions of dollars in private and public investment. The Bank Row Urban Renewal Zone has turned historic downtown buildings into new storefronts and loft apartments. The John W. Olver Transit Center is an intermodal transit hub serving Franklin County Regional Transit Authority bus routes and Amtrak service along the Burlington-New York-Washington corridor. The transit center, built with American Recovery and Reinvestment Act funds, is the first in the United States to be net zero energy thanks to a 7,300 square foot photovoltaic system, geothermal heat pumps, copper heat screens, and an on-site wood pellet boiler. Greenfield received funds from the Massachusetts School Building Authority to assist with a $66 million high school building project which is expected to be completed in 2015. A $60 million Franklin County Courthouse is expected to be completed in 2017.

In 2010, Massachusetts Governor Deval Patrick awarded Greenfield a *Leading by Example Award*. Leading by Example was established by a 2007 Executive Order in which Governor Patrick directed agencies of state government to improve energy efficiency, promote clean energy technology, and reduce their environmental impacts. The town was also the first of four municipalities in the state to be designated as a "Green Community" in recognition of reduced energy use, increased recycling, and environmental quality initiatives. The recent renovation of Greenfield Community College earned LEED gold certification and helped Massachusetts become a top state for energy efficient construction according to the U.S. Green Building Council. A *Comprehensive Sustainable Master Plan*, which demonstrates Greenfield's ongoing commitment to environmental and financial sustainability, was completed early in 2014.

In addition to its commitment to sustainability, Greenfield is also committed to providing play spaces, programs and special events for community residents. Recognizing that today's children spend less time playing outdoors than the children of any previous generation, the Greenfield Recreation Department pursues innovative and cost-effective strategies in an effort

to combat the play deficit. In May 2014, in recognition of its efforts to increase play opportunities for children, Greenfield was designated a Playful City for the third year in a row. Presented by the Humana Foundation, Playful City USA recognizes cities and towns that develop unique local action plans to increase the quantity and quality of play in their communities.

The town's positive characteristics, as well as low housing prices, are attracting young people and families to Greenfield. From 2000 to 2010, overall population remained generally static in Franklin County, and the town of Greenfield experienced a small decrease in its total residential population. Despite this fact, members of the millennial generation are choosing to relocate to Greenfield. People between the ages of 25-44 made up 25% of the population in 2010, and then 28% in 2012.

Greenfield has a larger low income population than much of the surrounding area. Median household income in Greenfield ranks below that of both the county and state medians with per capita income similarly tracking lower than the county and state values. There is an elevated poverty rate in Greenfield (16.3%) compared to the state average (11%). The poverty rate is particularly high among families, with 58% of students in the Greenfield schools receiving free or reduced-rate lunch. As a result, there is a greater need for social services in Greenfield as compared to surrounding communities.

Library Mission Statement

The Greenfield Public Library serves as a public center for enrichment, entertainment, access to technology, self-directed learning and the exploration of ideas. The library serves all members of the community, regardless of age, income, education, religious, or political beliefs and makes no judgment on the nature of individual inquiry.

History of Current Building

The 11,000 square foot Greenfield Public Library is located at the eastern end of town at 402 Main Street, on a 1.91 acre lot shared with the Greenfield Fire Department and a metered public parking lot. Also in the immediate vicinity are the US Post Office, the YMCA, and the Franklin County Courthouse.

The library resides in the historic Leavitt-Hovey House, a wooden structure built in 1797, with east and west wings added in 1817. The original building and the additions are the work of Asher Benjamin, a carpenter from the Greenfield area who became one of the best known architects of the early 19th century. In 1907, the town of Greenfield took the house and property by eminent domain to establish a public library. A 2,000-square-foot masonry addition designed to hold the adult book stacks was built to the north of the original building in 1908, and the Greenfield Public Library opened on January 11, 1909. In 1952, a bookmobile

garage was added to the east wing. The building has been listed on the National Register of Historic Places since 1983. In 1998, the town of Greenfield entered into a Preservation Restriction Agreement for the Leavitt-Hovey House with the Massachusetts Historical Commission. The agreement limits exterior and interior renovation and states that the "preservation restrictions shall be for a period of perpetuity to the premises."

Over the years there have been ADA accessibility, HVAC, electrical, and plumbing upgrades as funding permitted. The building has also seen routine repairs but, with the exception of the bookmobile garage, there have been no significant additions or expansions to the structure since 1908.

Previous Building Studies

A 1995 study by the Preservation Partnership of New Bedford, Massachusetts, recommended an expanded building on the current site and produced architectural drawings for that expansion. In 1996, Margo Jones Architects, of Greenfield, Massachusetts, also studied the feasibility of expanding the library at its current location and concluded that "another building, at a different location, would be more suitable for municipal use as a library."

While the Preservation Partnership study and the Margo Jones Architects study differ on their recommendation, one thing is clear: Greenfield needs a "next generation" library.

Current Planning Efforts

In September 2013, Ellen Boyer, Joseph Ruggeri, and Rachel Roberts were appointed by Mayor William Martin to the town's seven-member Planning and Construction Committee, which, by charter, oversees the planning and construction of all town buildings. These three appointees represent library administration, the Board of Trustees, and the Friends of the Library.

In addition to attending monthly meeting of the Planning and Construction Committee, these individuals formed the Steering Committee for Greenfield's Planning & Design Grant Advisory Committee. The Advisory Committee consists of 18 members, serving without compensation, for the duration of the Planning & Design Grant process, or a maximum of two years. Each member was strategically selected by the library Board of Trustees in order to create a committee that represents as many segments of the Greenfield community as possible.

The purpose of the Advisory Committee is to provide guidance to the Board of Trustees in shaping the library's future. The committee is helping determine the needs of the Greenfield community with respect to the library facility and its services.

The Advisory Committee began meeting twice a month in October 2014. Committee work includes:

- designing and administering an online and print survey
- planning and participating in two community forums
- evaluating the current Greenfield Public Library building
- participating in field trips to the Levi Heywood Memorial Library in Gardner, the Chicopee Public Library, and the South Hadley Public Library
- serving as advocates for an improved library facility

The online and print survey was available to the community from December 15, 2014, to January 31, 2015. Online versions were provided as a link on the library's Facebook page, the weekly Wowbrary e-newsletter, and the library's website. Print versions were available at the circulation desks. Greenfield's daily newspaper, *The Recorder*, informed community members that the library was conducting this survey.

Survey results --- 618 responses.

80% of respondents are female.
24% are between 60 and 69 years of age.
68% are between 40 and 69.
81% live in Greenfield.
53% visit the library weekly.
62% drive to the library

Response(s) designated as "most important" for each category in the survey are:

1. Access to the building --- **downtown location** followed very closely by **parking**
2. Technology --- **public computers** followed very closely by **Wi-Fi**
3. Children's service area --- **dedicated storytime area** followed very closely by **more books**
4. Teen service area --- **spacious teen area**
5. Public meeting spaces --- **multi-purpose public meeting rooms**
6. General collection --- **more books**
7. General layout --- **windows for natural light** followed very closely by **quiet spaces**

The most common suggestion written in the "think outside the box" section was **build a new building** followed very closely by **provide adequate easily accessible free parking.** Fewer than half of the respondents chose to write in the "think outside the box" section. Of those who did only seven percent requested that the library remain at 402 Main Street. While there seems to be a strong desire to have the library located downtown (24 percent of the written responses specifically mentioned that), there may be less of a desire to stay exactly where we are.

Community forums, moderated by Mary King, retired advisor at the Massachusetts Library System, were held the evening of December 15 and the afternoon of December 16, 2014.

When asked how the current library building negatively impacts services, responses consistently included:

- Inaccessibility (ADA issues) prohibits people from visiting library
- Insufficient parking makes it difficult to visit library
- Cramped feeling of the building in general, and the children's area in particular, makes it uncomfortable to visit library
- Lack of space for teens sends a message that they are not welcome in the library
- Only one public meeting room that is too small for many meetings discourages participation in programs and meetings
- No after-hours access to the public meeting room makes it impossible for library to be a true community center
- Too few tables and chairs inhibit use of library materials while at the library
- Security issues (isolated back entrance, locked restrooms, three doors facing Main Street, one side door) pose real threats
- Too few public computers packed too closely together prevent the library from meeting community demand for internet access

Responses from both the survey and the community forums indicate that the library needs to make a greater effort to reach out to people who are not already library users. Targeted focus group meetings will be scheduled for late 2015 or early 2016.

In January 2015, the library Board of Trustees entered into a contract with Financial Development Agency of Amherst to assess the library's ability to raise private money for a new library, assist in the selection of a site for the new library based on the location's eligibility for new market tax credits, and assist in the crafting of a case for support.

Shortcomings of the Leavitt-Hovey House at 402 Main Street

The current facility makes it impossible to meet the changing service roles of today's public library. A fast and reliable internet connection accessed via an adequate number of modern technological devices is vital to our community's well-being. Early literacy programs offered in a clean, spacious, playful environment are an important investment in our families and our community's future. Community meetings held in a trusted and neutral public space enhance our lives and increase our understanding of one another. Space for collaboration, creation, and community-building is as important as space for the more traditional library activities of quiet study and research. And space for people in the library is as important as space for collections.

Specific shortcomings of the current building are:

- The building and grounds are not ADA compliant.
- 75 percent of the floor space in the cramped area shared by children, students, and young adults is taken up by shelving for the collection.

- The children's picture book room is actually a former bookmobile garage tacked onto the northeastern side of the building. Staff supervision of this room is impossible.
- The second front entrance to the building opens directly into the children's room creating a frightening security issue as active young children are able to easily exit the front of the building without being noticed.
- All library programs, both for adults and for children, vie for time in the single 630-square-foot multi-purpose meeting room with community sponsored events.
- Adult services, public access computers, and popular collections are housed in one large area, creating conflicts between recreational readers, researchers, computer users, customers browsing the AV and new book collections, and those seeking quiet space.
- The aisles between stacks in the adult collection are not spaced far enough apart to allow for more than one user at a time.
- Eight public internet access workstations are squeezed into 143 square feet of space.
- There are only 50 seats for the public in the building.
- Limited, on-street, metered parking hinders access to services and programs.
- Public restroom facilities are in the basement, near the back entrance, and completely unsupervised by library staff.

Trends in Library Usage

Usage of the library remains fairly stable as the five-year table below indicates. It can be convincingly argued that the primary reason for this stability is that library service is confined by the size of the current building.

	FY10	**FY11**	**FY12**	**FY13**	**FY14**
Items borrowed	278,493	278,779	265,173	299,099	300,333
Items borrowed by people who do not live in Greenfield	123,263	120,821	112,223	103,401	88,668
Physical books owned	64,133	60,497	55,772	44,741	43,647
Total items owned	78,345	77,690	81,863	78,343	87,173
# People who visit annually	172,544	159,715	155,825	162,024	172,616
Library computer uses per week	370	370	403	352	357
# Children's programs	172	187	215	182	207
Attendance at kid's programs	5,918	6,056	5,510	4,746	7,533
# Adult programs	61	43	55	62	63
Attendance at adult programs	668	423	575	116	607
Interlibrary loans received	29,692	27,694	27,895	33,799	35,185
Interlibrary loans sent	18,659	19,553	18,357	15,210	14,838
Reference questions answered	6,132	6,751	2,998	6,027	6,771
# Cardholders	10,367	10,365	10,654	11,437	11,052

Wisconsin Public Library Standards

The *Wisconsin Public Library Standards* provide nationally recognized service targets. These standards are based on the belief that a community's public library plays a critical role in providing free access to knowledge, information, and diversity of ideas to its residents. The standards outline four levels (basic, moderate, enhanced, excellent) of service a public library can aim for when planning for its future. While the 2010 edition of the standards was revised to reflect the changing roles of contemporary libraries and the evolving needs of library users in a technology and information rich culture, it is still based primarily on the traditional assumption that physical collections are the focus of library service. Because of this, the standards must be used with caution.

The first step in applying the standards to a specific institution is to decide whether the library will focus on its municipal population, or calculate the service population, which combines the municipal population with usage of the library by non-resident borrowers. The Town of Greenfield currently has a resident population of 17,553. In FY14 our non-resident usage represented 29 percent of total circulation, making our service population 22,643. A Massachusetts Department of Transportation planning document dated June 14, 2011, estimates that Greenfield's population in 2035 will be 18,800. Usage by non-residents has been declining over the past 5 years, going from 44 percent to 29 percent. Because the Greenfield Public Library has a larger collection, greater number of programs, and longer hours of operation than other libraries in Franklin County, it is safe to assume that non-resident usage will continue to represent at least 25 percent of the library's circulation. Using that percentage, the library's service population in 2035 is projected to be 23,500.

The following chart shows Greenfield's current holdings as of June 30, 2014, and indicates the effort required to achieve each of the four levels of service for a library with a service population of 23,500.

		Greenfield		**Standards**			
				Basic	Moderate	Enhanced	Excellent
Books		43,647		65,424	78,960	92,496	117,312
Audiobooks and Musical CDs		4,026		3,610	5,189	6,317	8,798
Videos		4,524		4,738	5,866	8,121	11,506
Public Computers		11		14	18	21	30

The *Wisconsin Public Library Standards* also provide a worksheet for communities to use to determine the most appropriate size of their library. That worksheet, filled out with Greenfield's information, follows.

SPACE NEEDS WORKSHEET

DESIGN POPULATION

Projected resident population ……..	18,800
Nonresident service population ……..	4,700
Design population ……..	23,500

COLLECTION SPACE

1. **Books:** The space needed for the library's book collection is determined by the size of the collection and the parameters of the shelving environment. Depending on factors such as the width of the aisles between shelving units and the height of the shelving, book collections can be housed at 10, 13, or 15 volumes per square foot. As the volumes housed per square foot increases, the average width of the aisles will decrease, the height of the shelving will increase, and there will be fewer opportunities for marketing display.

Number of volumes in library's print collection …..	65,000
Preferred collection density ……	10 vol/sq. ft.

2. **Magazines / newspapers:** The Americans with Disabilities Act specifies that current display shelving for magazines is subject to height limitations, which determines how much space magazines will need.

Number of periodical titles library will receive …….	70

3. **Magazine backfile:** Shelving for any back issues retained by the library is not subject to ADA reach limitations, but Greenfield chooses to apply the same limitations.

Number of periodical titles to retain in backfile ……	60
Backrun (in years) for any given title ……..	1

4. **AV collections:** These collections (DVDs, music CDs, audio books) will be housed on lower shelving with more marketing display, but because these items are typically smaller than books, the collection density corresponds to that for

books. The space needed varies depending on aisle widths, marketing display, etc.

Number of items in library's AV collection …… 12,000
Preferred collection density ……. 10 items/sq. ft.

5. **Public access computers:** Libraries today experience increasing demand for access to digital information, which affects the number of computer stations needed for the public. The space needed per station will be affected by the number of stations provided---a small inventory will usually require more space per station while a larger inventory will benefit from economy of scale.

Number of public access computer stations …… 28
Preferred space allocation …… 45 sq. ft. /station

READER SEATING SPACE

The number of reader seats a library needs is determined in large measure by the number of people the library serves. 30 square feet per seat is a typical allotment of space.

Number of reader seat in library ……. 120

STAFF WORK SPACE

The inventory of staff work stations is based on the specific operation and work routines of the library and the number of public service points. The space needed for each station will be affected by the number of work stations the library needs---a small inventory will require more space per station while a larger one will need less space per station.

Number of staff work stations …… 22
Preferred space allocation for each …… 140 sq. ft. /station

MEETING ROOM SPACE

1. **Large meeting room:** Number of seats …… 100

2. **Conference Room:** Number of seats at conference table …….. 12

Number of seats for audience …….. 20

3. **Storytime:** Maximum participants in a typical storytime …… 40
Will storytime include a craft activity? …… Yes

SPECIAL USE SPACE

Special use space includes small group study rooms, a copy center, an internet café, a Friends book sale area, a staff breakroom, etc. A larger proportionate allocation here reserves the option to incorporate a wider array of special use functions as the specific architectural plan develops.

Preferred allocation for special use space …….. 15 % of gross area

NONASSIGNABLE SPACE

Nonassignable space includes mechanical rooms, restrooms, stairwells and elevators. Typically a smaller building will need to reserve a larger share of its gross area for nonassignable space, while a larger building will require a smaller proportion for nonassignable space. New construction will likely need a smaller proportion than an addition or renovation.

Preferred allocation for nonassignable space …… 25 % of gross area

ADDITIONAL ALLOWANCES

This worksheet can accommodate additional special allowances for features that may not be adequately accommodated in the previous calculations. Such special allowances may include space for an automated materials handling system, or a garage. List any such special features along with a suitable square footage allowance.

Automated materials handling system ……. 800 sq. ft.

SPACE NEEDS SUMMARY

COLLECTION SPACE

65,000 volumes to house at 10 volumes per square foot	6,500 sq. ft.
70 magazines/ newspapers displayed at 1 square foot per title	70 sq. ft.
1 year backfile of 60 magazines at 0.5 square foot per title	30 sq. ft.
12,000 AV items to house at 10 items per square foot	1,200 sq. ft.
28 public access computer stations at 45 square feet per station	1,260 sq. ft.

READER SEATING SPACE

120 reader seats at 30 square feet per seat	3,600 sq. ft.

STAFF WORK SPACE

22 staff workstations at 140 square feet per station	3,080 sq. ft.

MEETING ROOM SPACE

100 seats in large meeting room at 10 square feet per seat	1,000 sq. ft.
12 conference room table seats at 30 square feet per seat	360 sq. ft.
25 conference room audience seats at 10 square feet per seat	250 sq. ft.
40 storytime seats at 15 square feet per seat	600 sq. ft.

SPECIAL USE SPACE

calculated at 15% of gross building area	4,525 sq. ft.

NONASSIGNABLE SPACE

calculated at 25% of gross building area	7,542 sq. ft.

SPECIAL ALLOWANCES

automated materials handling system	800 sq. ft.

GROSS AREA NEEDED…… 30,817 sq. ft.

Interior Design Considerations

In addition to the Functional Area Descriptions (which follow) that define specific requirements of a "next generation" Greenfield Public Library on a space-by-space basis, the building will embody and convey the following general design characteristics.

Accessibility

Libraries have a number of specific requirements outlined in the Americans with Disabilities Act beyond those requirements common to all public buildings. The library should meet both the letter and the spirit of those specific requirements.

Acoustics

A "next generation" public library will have some very active and interactive environments. However, quiet reading areas are still essential in order to provide customers with space for focused concentration and relaxation. The library should be strategically organized in acoustically separated zones that cluster together spaces where it is obvious that noise levels will be high. A deliberate transition should be planned from these zones of elevated noise to places that require quiet. Where this progression may not be logical, special acoustical building materials should be used to achieve the appropriate acoustic environment for each space.

Ambiance and Aesthetics

The library should be a beacon in the community, drawing everyone to it. Both inside and out, the building should communicate friendliness and openness, and speak to Greenfield's heritage and values. Passers-by should understand immediately that the building is a public library. The building should offer a comfortable space for customers and ensure a pleasant work environment for staff. Natural light and pleasing views are important. Stacks, study areas, and work space should be well lit. Furnishings should be attractive, comfortable, and durable, with styles appropriate for each area. There should be enough room in the building to avoid overcrowding of shelving and furnishings.

Civic Identity

Contemporary library designs recognize the cultural heritage of their specific communities, resulting in unique structures that resonate with local experiences. Greenfield was a manufacturing community. The Pioneer Valley has an agricultural heritage. Therefore, an imposing or overly formal architectural character, or an extremely modern one, will not be appropriate for the library building. The design of the library should demonstrate Greenfield's commitment to preserving its small-town heritage and should reinforce and reflect the unique characteristics of our community.

Daylighting, Windows, and Views

All reading areas must incorporate natural light and views. In addition to making the experience of being in the library building a pleasurable one, these transparent views highlight activity within the building, helping to make the library the beacon in our community. They also allow the energy of the town to flow into the library, and the energy of the library to flow out to the town, enlivening both.

Efficient Use of Space

It is important for the library to feel like a public space and not a residential space. Therefore the height of the ceilings should be as high as possible while still using the space efficiently. There should be no grand architectural statement like a central spiral staircase, or a second story balcony, or an atrium, or a domed projection off to one side of the building. Space should be used as efficiently as possible.

Energy Sustainability

Greenfield's public library will continue the current trend of activities that set the town apart as a regional leader in renewable and sustainable energy practices. Life cycle energy costs associated with the building should be minimized. The building should be designed to net zero energy standards and serve as an instructional tool showcasing the benefits of sustainable design. The following should be considered an essential part of the building design: waste heat recovery, solar hot water, solar electricity, energy-efficient lighting and appliances. Greenfield will seek the highest level of LEED certification for the new library that is economically feasible.

Flexibility

Adequate space should be allocated to meet the current and 20-year needs of the Greenfield community. New library designs are based on the undeniable fact that library services, physical layouts, products, and technologies will change. Wherever possible, the design will minimize the use of permanent partitions that inhibit flexibility and adaptability. To maximize the openness and visual flow of the library, spaces that must be closed-in and or permanently partitioned should be grouped together. Interior utilities (such as electrical conduits, plumbing pipes, mechanical ducts, and elevator shafts) should be located so as to minimize their impact on future reconfigurations of space. Flexibility and future reconfiguration of space must be considered when locating electrical outlets.

Layout

Spaces within the building should be logically organized with primary focus on the library's public service areas. The organization of major areas should be intuitive so that customers can independently navigate throughout the building. Adjacent areas should be based on customer convenience and comfort while also taking into account security and safety. Space should be organized to allow convenient access to the multi-purpose

meeting room, meeting room amenities and restrooms after the library is secured and closed for business.

Maintainability

Public libraries are high-traffic buildings and like other public buildings, experience some abuse. Libraries also have little money for maintenance. Therefore, ease of maintenance is a primary design criterion, and the materials and finishes selected during construction of "next generation" libraries should emphasize durability, long life and low maintenance. Higher initial costs for such materials are justified by the reduction in maintenance costs.

Safety and Security

Every design decision must be made on the basis of assuring the physical safety of library customers and staff, and minimizing risk to collections and resources. Stack areas should be arranged so staff can easily monitor activities in the aisles and seating areas. Stack heights and positions should not create isolated pockets. If a security camera system is deemed necessary, it should supplement, not replace, good architectural design. The following list includes some specific areas that should be addressed for safety and security during the design process:

- Entrance and lobby
- Public restrooms
- Local history collection
- Displays of art work
- Children's area
- Teen area
- Stairwells

Single Point of Entry and Single Point of Control

It is highly preferable that the library have only one public entrance. This entrance should bring people directly from the outside to the main service point without having to pass through another service area. It is imperative that the main service point have unobstructed sight lines to the entrance, lobby, restrooms, elevator, stairway, and the browsing/new books, AV collections, and the Youth Services area. This main service area should be staffed at all times by two or more library employees.

Variety and Visibility

Today's designers recognize that library customers have dramatically different preferences for interior environments. New library buildings should provide different types of reading and study environments - from the very open and noisy, to the secluded and quiet. Secluded areas, while offering a sense of privacy, should still be visible to staff. The library should be organized, furnished and equipped so that staff members have sufficient visual control to oversee and manage all public access areas.

Wayfinding

Upon entering the library all customers should be able to orient themselves quickly to the building's primary functional areas. The route from the entrance into the building should compel people to pass a primary service point, whether it be a main circulation desk, or a welcome desk next to self-service checkout stations. It should be possible for people to circulate through the entire building, including quiet zones, without disturbing others. While clear and consistent signage can help steer customers in the right direction, signs should not be needed to make up for poor design.

Exterior Design Considerations

Construction materials for the new library must be suitable to a New England climate, easy to maintain, and designed to deter graffiti. Roof slopes should be designed to allow runoff of snow, ice, and rain and a drainage system must divert rainwater away from the building. Walkways and ramps should be well-lit. The entrance should be covered for protection from the weather. Vandal-proof faucets and electrical outlets should be conveniently located. In addition, the exterior of the new library will address the following issues:

Accessibility

As was previously mentioned in the interior design accessibility paragraph libraries have a number of specific requirements outlined in the Americans with Disabilities Act beyond those requirements common to all public buildings. The library should meet both the letter and the spirit of those specific requirements.

Furniture and Fixtures

- Bike Rack---A bike rack should be located so that it is visible from, and convenient to, the street, sidewalk, and the library's public entrance.
- Book return---Close to the public entrance, there should openings in the wall of the library for returned materials. The number of openings and the material to be returned in each may be dictated by the materials handling system.
- Benches---All-weather benches with backs should be located near the library's public entrance. These benches should be secured on cement pads.
- Trash and recycling containers---Trash and recycling receptacles should be located and secured at or near the entrance.

Landscaping

The landscaping should link the library building to the grounds in an attractive, easy-to-maintain manner. Native and/or adaptive plants that require minimal maintenance and will not require an irrigation system should be used. Plantings, sculptures, outdoor furniture, etc., must be planned so that they do not create hidden areas that cannot be supervised. A courtyard will be incorporated into the landscaping to provide secure and controlled outdoor space for reading and programming. Use of this area will be

governed by the library's Customer Behavior Policy; short stays will be encouraged while loitering will not be permitted. To discourage inappropriate use of the grounds, and to increase public awareness of outdoor programming, this area should be visible from the road.

Lighting

Lighting should be sufficient and continuous in the parking lot, on walkways, on the grounds, and at exterior entrances. Vulnerable entrances and windows must be illuminated without creating shadowed niches. Lighting should complement the building and landscaping, and controls should be clock or solar activated. Lighting should minimize light pollution.

Location

Greenfield residents have expressed a strong desire to keep the library downtown in order to contribute to the economic vitality of our community, and to facilitate multi-modal transportation to the building. Therefore sites to the east of the 91 rotary are preferred. The location must include sufficient acreage so that the building can be easily renovated and adapted beyond this project's 20-year planning horizon.

Parking

Parking spaces designated for handicapped customers will meet both the letter and the spirit of the Americans with Disabilities Act. The parking lot will include dedicated parking for library customers and staff with sufficient capacity to meet the MBLC requirement of one space per every 400 square feet of total building size, and the Greenfield zoning ordinance requiring one space for every 200 square feet of library open to the public. In keeping with Greenfield's distinction as a "green community", renewable and sustainable energy elements should be incorporated into the parking lot, including, but not limited to, electric car-charging stations and structures with solar panels on the roof that capture solar energy and shade vehicles from the heat of the summer sun, and protect them from snow and ice in the winter.

Pedestrian Traffic

Pedestrian and vehicular traffic should be separated and clearly defined. Walkways should be logically linked from the parking lot to the building entrance. Short cuts that pedestrians might use to and from the building should be anticipated in order to avoid wear and tear on the natural landscape and promote safe movement around the library grounds.

Vehicular Traffic

The library parking lot should be convenient to the library's entrance. It should be easy and safe to navigate, with logical curb cuts. The parking lot should be well lit at night. Landscape plantings should not hinder motorist's views when entering or exiting the

parking lot and should not create areas where loiterers might linger. The library's parking lot must have designated areas for snowplow access and places to pile accumulated snow. Fire department vehicle access to the building should meet the regulations for fire lane width, and if the parking lot has only one entrance, there should be sufficient room to accommodate the turning radius for fire department vehicles and equipment.

Waste Removal

Trash and recycling receptacles should be located on the perimeter of the library's parking lot and positioned so that trash can easily be brought from the building to the receptacle. Receptacles should be completely screened by sturdy and easily maintained walls and gates. The materials used to construct such enclosures must be compatible with the exterior materials used on the library building.

The Promise of Greenfield's "Next Generation" Library

- A Library of Actively Engaged Users
  A building that is well suited for "next generation" library service will have recognizable space attributes that are quite different from those used in the design of older library buildings. The library will be more of a "people" space, responsive to the full spectrum of customer experiences, and less of a "book" space, defined by the storage needs of the collection. Access to and storage of collections will continue to be part of the mission of the Greenfield Public Library, but the new facility will highlight spaces where people are actively engaged with learning opportunities, cultural experiences, and one another.

- A Larger but Stable Collection of Materials
  As far as the collection is concerned, the Greenfield Public Library is, and will remain, a popular materials library. Due to limited shelf space, the current collection development practice is to withdraw one item from the collection for every one added, resulting in a stable collection. While a larger building will allow us to relax that practice slightly, the future collection will still be closely monitored for use, reliability, and relevance, and thus, remain relatively stable. The investment we make in new space, furnishings, and equipment for people to actively use, share, and create information will not be sacrificed to the storage of collections. The "next generation" Greenfield Public Library will meet only the basic physical collection targets as outlined in the *Wisconsin Public Library Standards*. The library's membership is C/W MARS, a consortium of libraries dedicated to efficient resource sharing, alleviates the pressure on member libraries to retain exhaustive collections. Results of the community survey indicate a desire for more books in the library's collection, and meeting the basic standard will increase the size of the current print collection by 50%. While we will aim for only the

basic standard, the height of the shelves will be lowered to accommodate both an aging population and the need for improved sightlines. Lower shelves create the illusion of a larger collection and will require more floor space than standard shelving.

- A Rich Technology Resource
  In this digital age, an ever increasing number of social, economic and governmental functions are moving online. People use technology to find a job, file their taxes, or communicate with friends and family. The internet has fundamentally transformed the way that people communicate and access information. However, that transformation has not occurred equally for all segments of American society, and many people, especially those in rural and economically disadvantaged areas like Greenfield, are being left behind. To help bridge this access gap, the new library will provide the most advanced information access technologies and infrastructure that is economically feasible. Library customers will be able to use a variety of digital workstations, and library staff will be prepared to provide assistance and instruction as needed. The new library will almost meet the "excellent" public computer service target as outlined in the *Wisconsin Public Library Standards*. Reaching for this "excellent" standard represents a significant increase in the number of public computers the library provides and will require additional staff to maintain the technology and provide instruction in its use.

- A Spacious, Playful, and Educational Environment for our Children
  Children represent our future. Greenfield's school children will become our politicians, our engineers, our teachers, our chefs, our nurses. They will cast their votes and shape the future of our town. With the exception of the high school students, none of Greenfield's school children currently have access in their school to the talents and skills of a professional librarian. The new Greenfield Public Library will not attempt to provide material to support a particular curriculum but will instead act as a supplemental resource for our school children and their families. The library will provide our children with enough room to dream and to create, with enough material to learn and to grow, and with enough manipulative technology to make the library an integral part of Greenfield's designation as a Playful City.

- A Place for Meetings
  The "next generation" Greenfield Public Library will provide a variety of spaces that are not available in any other public venue in town, establishing the library as a center of civic engagement and community-building. A critical role of Greenfield's new facility will be accommodating people who come to the library:
  1. as a large group attending a program in the 100-seat meeting facility,
  2. as a community organization holding their monthly meeting in a conference room,
  3. as a small group collaborating on a project in a group study room,
  4. as a pair of individuals looking for tutoring space,

5. as individuals looking for impromptu opportunities to connect with other members of the community in the library's informal networking spaces.

- An Accessible and Accommodating Facility
  The library will be universally accessible, as defined by the Massachusetts Architectural Access Board and the Americans with Disabilities Act. Services and amenities will be equally accessible to people of all abilities. The new library will also accommodate all segments of our community. From young children to seniors, people of all ages will be able to find an area of the library that provides a welcoming environment suited to their individual needs.

- Our Community Center
  The new Greenfield Public Library will be a major gathering place for everyone in our community. It will be the place where people come together to use public access technology resources to solve community problems. It will be the place where training and teaching of digital citizenship occurs. It will be the place where our community develops the concept of shared space and productivity. It will be the place where collaborative research and creative intellectual activity flourish. It will be the center of our community.

Functional Area Summary

There will be 8 functional zones of the library: Welcome Zone, Community Program Space, Adult Borrower's Services, Youth Services, Teen Services, Adult Collection Area, Information and Technology Services, and Administration and Support. Within each zone, specific service areas, each having their own unique space needs, have been identified. Service areas may be combined into common areas or exist as distinct spaces to best maximize use of space and achievement of library services.

Area Designation	Existing Net Area	Proposed Net Area	Proposed Public Seating	Proposed Public PCs	Proposed Staff PCs	Proposed Public Collection
Welcome Zone	**2,540**	**3,700**				
Main Entrance / Lobby	140	400	-	-	-	-
Browsing / New Books	200	800	4	4 (OPAC)	-	1,500
AV Collections	400	600	4	4(OPAC)	-	12,000
Internet Café	0	600	10	-	-	-
Friends Book Sale Area	1500	600	-	-	-	-
Service Points	300	700	-	4 (shelfcheck)	3	-
Public Restrooms	-	-	-	-	-	-
Community Program Space	**680**	**2,260**				
Large Meeting Room	630	1,400	100	-	-	-
Kitchenette	50	200	-	-	-	-
Conference Room	0	660	30	-	-	-
Adult Borrower's Services	**1,000**	**2,250**				
Materials Handling System	0	800	-	-	2	-
Staff Workroom	1000	1,200	-	-	8	-
Supervisor's Office	0	250	-	-	1	-
Youth Services	**1,725**	**5,100**				
Common Activity Area	300	900	12	2 (OPAC)	1	-
Service Point (s)	-	-	-	-	-	-
Fiction, Nonfiction, and AV	800	1,300	6	2 (OPAC)	-	15,000
Picture Book Area	350	800	4	2 (OPAC)	-	9,500
Storytime/ Activity Area	0	1,000	40	-	-	-
Homework/ Computer Area	75	500	8	8	-	-
Staff Workroom	0	400	-	-	3	-
Supervisor's Office	200	200	-	-	1	-
Teen Services	**200**	**2,000**				
Teen Zone	200	1,800	10	2	-	1,500
Staff Workroom	0	200	-	-	2	-

Area Designation	Existing Net Area	Proposed Net Area	Proposed Public Seating	Proposed Public PCs	Proposed Staff PCs	Proposed Public Collection
Adult Collection Area	**1,400**	**4,800**				
Circulating Collections	1000	4,000	8	6 (OPAC)	-	35,000
General Periodicals	100	300	12	-	-	70 titles
Quiet Reading Area	300	500	8	-	-	-
Information / Technology	**870**	**3,100**				
Commons	200	1,000	32	16	`	1,000
Service Point	60	200	-	-	2	-
Business Center	0	200	-	-	-	-
Study Rooms	0	800	24	-	-	-
Local History Room	260	400	4	2	-	2,000
Staff Workroom / Office	150	300	-	-	2	-
Server Room	200	200	-	-	1	-
Administration / Support	**900**	**1,450**				
Director's Office	300	250	-	-	1	-
Assistant Director's Office	0	200	-	-	1	-
Admin Assistant's Office	200	200	-	-	1	-
Staff Break Room	200	500	-	-	-	-
Maintenance Office / Storage	200	300	-	-	1	-
Programmed Space	**9,315**	**24,660**				
Non Assignable Space	**2,329**	**6,165**				
TOTALS	**11,644**	**30,825**				

Area Name	Welcome Zone --- Main Entrance / Lobby
Service Goals	To establish the welcoming character of the library. To provide a place for customers leaving the building to wait in comfort for rides, etc. To provide a secure after hours pick-up repository.
Activities / Functions	Entering and exiting the adult and children's areas of the library, accessing the internet café and the public meeting rooms, waiting for buses and rides.
Square Footage	400 sq. ft.
Proximities	
Close to:	Adult and children's areas; materials return points; main service point; entrance to community meeting rooms; public restrooms. Must be visible from service desk.
Distant from:	Administrative offices; reference, local history, and other quiet areas; delivery entrance; custodial space and trash storage.
Occupancy	8 customers waiting for rides. An unpredictable number passing through.
Architectural Features	
General:	Wide entrance on street level to provide ample room for several customers to enter and exit simultaneously. Clear sightline to public transportation stop. Air lock between this area and library.
Lighting:	Daylighting combined with ambient light and accent lighting for display cases.
Acoustics:	Sound isolating construction.
Floors / Walls:	Hard, durable, washable floors. Floor mats to collect dirt from foot traffic. Self-healing tackable surfaces on walls for display or picture hanging system.
Storage:	Bicycle rack outside of entrance.
Furniture / Equipment	
Furniture:	Bench seating for 4 along walls.
Technology:	Digital display for announcing library programs, etc.
Equipment:	Bulletin boards with closed casing for staff control, pamphlet storage system, secure after hours pick up mechanism, drinking fountain, dedication plaque, trash and recycling receptacles, public access phone.

Area Name	Welcome Zone --- Browsing / New Books
Service Goals	To present the library's new and bestselling print collection in an enticing and dynamic way.
Activities / Functions	Browsing and selecting new and bestselling titles from the print collection.
Square Footage	800 sq. ft.
Proximities	
Close to:	Main entrance; main service point; self-service holds; AV collection.
Distant from:	Administrative offices; reference, local history, and other quiet areas; delivery entrance; custodial space and trash storage.
Occupancy	10 customers.
Collection Capacity	1500, at least 50% displayed face out.
Architectural Features	
General:	Open space with display shelving that effectively merchandizes the collection.
Lighting:	Lighting designed to draw customers to this area and highlight collection.
Acoustics:	Sound absorbing material on walls, ceiling, and floor.
Floors / Walls:	Anti-static, high-traffic, and durable.
Furniture / Equipment	
Furniture:	2 2-person backless benches or 4 end-of-range single seats.
Technology:	4 computer stations (at least 2 ADA compliant) for accessing catalog and RA websites. Digital display for announcing library programs, etc.
Shelving:	Reconfigurable mobile shelving (consider shelving on wheels), no more than 4 shelves high, designed to accommodate face-out display.
Additional Notes	The browsing collection should be bright and splashy. It should be in prominent view when customers walk into the adult area. There should be reviews and reader advisory prompts throughout to help customers make selections.

Area Name	Welcome Zone --- AV Collections
Service Goals	To make music CDs, DVDs, audio books and emerging AV formats available to customers in an attractive and orderly manner.
Activities / Functions	Browsing physical and digital collections, viewing and/or listening to AV materials, downloading and/or streaming AV materials.
Square Footage	600 sq. ft.
Proximities	
Close to:	Main service point; main entrance.
Distant from:	Administrative offices; reference, local history, and other quiet areas; delivery entrance; custodial space and trash storage.
Occupancy	10 customers.
Collection Capacity	12,000 physical items (6,000 DVDs--- 4,000 music CDs---4,000 books on CD).
Architectural Features	
General:	Must be visible from main service point.
Lighting:	General ambient light. Daylighting not desirable as AV material should not be exposed to direct sunlight.
Acoustics:	Sound absorbing material on walls, ceiling, and floor.
Floors / Walls:	Anti-static, high-traffic, and durable.
Furniture / Equipment	
Furniture:	2 2-person backless benches or 4 end-of-range single seats.
Technology:	4 computer stations (at least 2 ADA complaint) for listening, viewing, etc.
Shelving:	Reconfigurable mobile shelving (consider shelving on wheels), no more than 4 shelves high, designed to accommodate face-out display of AV. Shelving must be adaptable for other types of media.
Additional Notes	Given that all of this technology is subject to change, it seems logical that this space would be highly adaptive. It may be that it would become more of a space for streaming AV materials rather than browsing a physical collection.

Area Name	Welcome Zone --- Internet Café
Service Goals	To provide a relaxed café destination that encourages people to see the library as a community space and not a single-function building.
Activities / Functions	Sitting, chatting, consuming food and beverages, accessing Wi-Fi.
Square Footage	600 sq. ft.
Proximities	
Close to:	Main entrance; Friend's book sale area; public restrooms.
Distant from:	Library materials; administrative offices, reference, local history, and other quiet areas; delivery entrance; custodial space and trash storage.
Occupancy	10 customers.
Architectural Features	
General:	Welcoming, cozy environment that allows people to mingle, conduct interviews, access the web and/or study. Trash area that provides distribution of waste in an ecologically friendly manner (compost bin, recycling, and trash bin).
Lighting:	General ambient with ceiling lamps to highlight tables and laptop bar. Lots of natural light from windows.
Acoustics:	Sound absorbing material on walls, ceiling, and floor.
Floors / Walls:	Easy to clean, spill resistant, durable, and allows for drainage.
Storage:	Locked closet or cabinet to store supplies.
Furniture / Equipment	
Furniture:	Laptop bar with 4 stools along windowed wall; 3 two-person tables with 6 chairs; easy to clean, stain and odor resistant furniture; counter and sink.
Technology:	Sound system to play background music.
Equipment:	Electrical plugs within laptop bar and by every table; vending machines; ATM; water fountain.

Area Name	Welcome Zone --- Friends Book Sale Area
Service Goals	To enable the Friends of the Library to raise money for the library.
Activities / Functions	Sale of donated and withdrawn books and other items.
Square Footage	600 sq. ft.
Proximities	
Close to:	Main entrance; internet café.
Distant from:	Staff areas and regular library business.
Occupancy	2 members of the Friends of the Library.
Collection Capacity	1,000 donated and withdrawn books.
Architectural Features	
General:	This area should look and feel like a small used bookstore. The door to this area should be locked when the store is not manned. Shelving units should not be more than 4 shelves high to allow for good sightlines.
Lighting:	Good lighting and ventilation.
Acoustics:	Sound absorbing material.
Floors / Walls:	Storefront wall (glass & door); anti-static, high-traffic, and durable.
Storage:	Locked coat and supply cabinets.
Furniture / Equipment	
Furniture:	Large tables; chairs; small table and chairs for children.
Technology:	Computer and printer.
Equipment:	Cash register or modern equivalent; movable signage.
Shelving:	Shelving for materials being sorted; shelving for sales items; display shelving for storefront wall.
Additional Notes	Worcester Public Library provides a wonderful example of combined Internet Café and Friends Book Sale Area.

Area Name	Welcome Zone --- Service Point
Service Goals	To establish an inviting ambiance that encourages customers to approach the desk. To provide assistance for self checkout.
Activities / Functions	For efficient use of staff, all circulation functions for all materials and ages will take place at this one service desk.
Square Footage	700 sq. ft.
Proximities	
Close to:	Borrower's services staff workroom; main entrance; browsing collection; periodicals; AV collection; public restrooms; youth services common area.
Distant from:	Administrative offices; reference, local history, and other quiet areas; delivery entrance; custodial space and trash storage.
Occupancy	15 customers either standing at service point, in line waiting for assistance, or using self-checkout station. 3 staff members.
Collection Capacity	700 items on hold. Holds will be self-service within this area. Location of shelving should not interfere with customer queue or access to self-checkout stations.
Architectural Features	
General:	Service desk situated where it would serve to welcome customers into the adult services area and have direct sight lines to as much of that area as possible. Area behind desk should be clearly delineated as staff space only. Ideally desk will be located immediately in front of borrower's services staff workroom.
Lighting:	Sufficient ambient lighting for staff to work comfortably.
Acoustics:	Sound absorbing material on walls, ceiling, and floor.
Floors / Walls:	Anti-static, high-traffic, and durable. Floors padded where staff stand for long periods.
Storage:	Enclosed storage for office supplies, library card, etc.
Furniture / Equipment	
Furniture:	Ergonomically designed service desk with capacity to serve patrons either standing or in wheelchairs and 3 ergonomically designed staff chairs/stools. Consider modular construction for flexibility. Surface of desk must be durable.

Area Name	Welcome Zone --- Service Point (continued)
Technology:	4 self-checkout stations; 3 networked computers; 3 barcode scanners; 3 receipt printers; 3 AV storage locking/unlocking mechanisms; small capacity black & white printer; 3 phones.
Equipment:	Cash boxes in enclosed area for each staff workstation; staff intercom system with visual indicator connected to borrower's services staff workroom; security call button connected to police department; 3 book trucks; trash/recycling receptacles.
Additional Notes	Careful attention must be given to staff workflow in this area as it is critical that the process of circulating library materials works smoothly and efficiently. It is also critical for the effective functioning of this area that attention be paid to user traffic patterns. A great deal of activity will be going on here---staff-assisted circulation functions, self-checkout, self-service holds---and care must be taken to clearly delineate traffic lanes. Consider placing self-checkout before staffed points of service as studies have shown self-checkout will not be used as frequently if customers have to walk by a staffed service point to arrive at a self-checkout station. If this area is not connected to the staff workroom, a sink for hand washing should be included here.

Area Name	Welcome Zone Main --- Public Restrooms
Service Goals	To provide a clean and secure public restroom facility accessible to all.
Square Footage	TBD
Proximities	
Close to:	Main entrance, main service point, public meeting room, water fountain.
Distant from:	Remote or unsupervised areas of library.
Occupancy / Seating	
Customers:	3 individual stalls in both men's and women's separate facilities.
Architectural Features	
General:	Convenience and security are major considerations. Restroom should be easy for customers to locate. Entrance must be visible from staffed service desk. Ceiling must be sufficiently high to prevent customer access to ceiling tiles if they are used. Materials used in construction must be easy to maintain. A separate exhaust fan is required. During the planning stages it is essential to provide for waste heat recovery systems, and lower pressure on water entering the plumbing.
Flooring / Walls:	Floor drains. Low maintenance floor and wall finishes.
Storage:	Stalls need built-in shelf to hold personal items.
Furniture / Equipment	
Equipment:	Auto flush toilets, touch-less sinks, hand dryers that project far enough from the wall to facilitate ease of use, and automatic soap dispensers. Changing table. Sanitary products disposal bin in each stall. Wastebasket.
Additional Notes	Consider probability that the doors to the restrooms will have to be locked for security purposes.

Area Name	Community Program Space --- Large Meeting Room
Service Goals	To provide meeting space for the community during and after library hours.
Activities / Functions	Meetings, performances, cultural programs, book readings, lectures, films, art exhibits, and public programs for all ages.
Square Footage	1,400 sq. ft.
Proximities	
Close to:	Main entrance; public restrooms; kitchenette; conference room.
Distant from:	Active public service areas.
Occupancy	Up to 100 customers.
Architectural Features	
General:	This room should have two entrances: one from within the library, one from without that can be used outside of library hours. There must be a separate HVAC zone for this room. Access from this room to the library must be locked when the library is closed. Restrooms must be accessible when meetings are held outside of library hours.
Lighting:	Operable exterior windows for natural ventilation, light, and views. Overhead lighting controllable from both sides of room, and dimmable. Room-darkening window coverings.
Acoustics:	Good acoustics for presentations is essential in this room. Sound isolating construction is also essential so programs will not disturb others.
Floors / Walls:	Sound absorbing material. Consider designs in carpet to break up large space.
Storage:	Large lockable closet for storage of tables and chairs. Separate lockable closet for storage of AV equipment.
Furniture / Equipment	
Furniture:	100 comfortable, lightweight, stackable chairs and enough flip-top tables to accommodate 60 people. Portable podium equipped with microphone. Portable display panel for exhibits.
Technology:	For maximum flexibility, plenty of electrical outlets and data / voice connections, LCD video wall and equipment, sound system, cable TV access, retractable projection screen, portable multi-media projection system, smart board.
Equipment:	Coat rack, display rails, and/or picture hanging system.

Area Name	Community Program Space --- Kitchenette
Service Goals	To allow for food preparation and set up to occur while meetings are in progress without disrupting the meeting activity.
Activities / Functions	Minimal cooking, food preparation, and short-term food storage.
Square Footage	200 sq. ft.
Proximities	
Close to:	Ideally located between large meeting room and conference room; public restrooms; main entrance.
Distant from:	Normal library activities; staff offices.
Occupancy	2 customers or staff members.
Architectural Features	
General:	Commercial-grade appliances; plenty of counter space; ventilation must be provided to keep food odors from permeating surrounding areas.
Lighting:	Recessed and track lighting.
Acoustics:	Soundproof.
Floors / Walls:	Durable and washable, with drain in floor.
Storage:	Cabinets above and below counter; drawer space; locking hardware on all.
Furniture / Equipment	
Equipment:	Energy-efficient commercial-grade refrigerator; commercial-grade sink, microwave with exhaust hood.

Area Name	Community Program Space --- Conference Room
Service Goals	To provide a space, accessible to the public during and after library hours, for small group meetings.
Activities / Functions	Meetings and community programs with 30 or fewer participants.
Square Footage	600 sq. ft.
Proximities	
Close to:	Main entrance; large meeting room; public restrooms.
Distant from:	Active public service areas.
Occupancy	Up to 30 customers.
Architectural Features	
General:	Access between the library and this room must be lockable when the library is closed. Restrooms must be available for use when meetings are held outside of library hours.
Lighting:	Operable exterior windows for natural ventilation, light, and views. Overhead lighting controllable from both sides of room, and dimmable. Room-darkening window coverings.
Acoustics:	Sound isolating construction.
Floors / Walls:	Sound absorbing material, glass wall on side of room facing library.
Storage:	Small closet for storage of equipment.
Furniture / Equipment	
Furniture:	30 comfortable, lightweight, stackable chairs and enough flip-top tables to accommodate 30 people.
Technology:	Data and voice connections, smart board, cable TV access, portable multi-media projector, teleconferencing capabilities.
Equipment:	Coat rack or hooks, display rails and/or picture hanging system, self-healing tackable wall surface on one long wall.

Area Name	Adult Borrower's Services --- Materials Return Area
Service Goals	To make the most efficient use of personnel resources and to expedite return of materials.
Activities / Functions	Mechanical check-in and sorting of all materials being returned to the library.
Square Footage	800 sq. ft.
Proximities	
Close to:	Main entrance; delivery entrance; borrower's services workroom; elevator.
Distant from:	Administrative offices; reference, local history, and other quiet areas.
Occupancy	Up to 2 staff members, at least 1 all the time.
Collection Capacity	1,000 returns.
Architectural Features	
General:	This room should be fireproof. Materials return slots should be available inside the lobby, outside the building, and at a curbside location. Consider a glass wall to allow the public to view operation of the conveyor belt. As this area will include book returns, and will therefore have direct access to the outside, special HVAC adaptations will be required to ensure staff comfort.
Lighting:	Ambient lighting level adequate for office environment plus staff controlled lighting on work surfaces.
Acoustics:	Sound absorbing.
Floors / Walls:	Anti-static, high-traffic, and durable.
Storage:	Storage cabinets for supplies.
Furniture / Equipment	
Furniture:	2 workstations with ergonomic task chairs, 2 task chairs. Consider height-adjustable computer stand to accommodate sitting or standing to do work.
Technology:	2 networked computers; 2 telephones; 2 barcode scanners; 2 receipt printers; 2 AV storage locking/unlocking mechanisms.
Equipment:	All components of a materials handling system---conveyor belt, sorting bins, book trucks, etc.
Shelving:	2 wall-mounted single-sided shelving units, 5 shelves high.

Area Name	Adult Borrower's Services --- Staff Workroom
Service Goals	To get materials into the hands of library customers as quickly and efficiently as possible. To make the most efficient use of personnel resources and to create a collegial collaborative atmosphere for staff.
Activities / Functions	All staff tasks related to collection maintenance and circulation, including but not limited to: ordering and processing materials, withdrawal of materials, repairing materials, processing holds, following up on lost and damaged materials, processing customer registration forms.
Square Footage	1,200 sq. ft.
Proximities	
Close to:	Ideally this area will be located directly behind the main service point. Consider a translucent glass wall, or clear glass with adjustable blinds, to allow staff members working in this area to know when customer demand dictates assistance at the service point. This area must be near the delivery entrance and the automated materials handling system.
Distant from:	Information and technology; local history room; quiet study; administrative offices.
Occupancy	8 staff members.
Collection Capacity	All materials in this area will be stored here temporarily then transferred to another location. Allow shelving and book trucks for 1,000 items.
Architectural Features	
General:	This area should be flexible so that the layout can be rearranged to maximize efficiency as operational needs change over time. This area must include a kitchen-sized sink. The area should include designated space for recycling.
Lighting:	Operable exterior windows for natural ventilation, light, and views. Ambient lighting level adequate for office environment. Staff controlled task lighting on work surfaces.
Acoustics:	Every attempt should be made to isolate conversations at individual workstations.
Floors / Walls:	Flooring must facilitate moving of book trucks and carts.
Storage:	Sufficient storage for supplies is essential. Individual workstations need to incorporate staff filing and storage space. A kitchen-like set up with sink and counter space and cabinets above and below the counter should be considered in addition to individual workstation storage. Consider mobile storage components.

Area Name	Adult Borrower's Services --- Staff Workroom (continued)
Furniture / Equipment	
Furniture:	8 ergonomically designed desks and chairs; large tables for meeting and working on projects. Workstations should be modular, adjustable, moveable, and reconfigurable; all stations should be from the same manufacturer and include interchangeable components to facilitate reconfiguration over time. Consider height-adjustable computer stands to accommodate sitting or standing to do work.
Technology:	8 networked computers; 8 telephones; 8 barcode scanners, 2 receipt printers; 4 AV storage locking/unlocking mechanisms; maximum capacity networked copier/scanner/ fax machine; staff intercom system with visual indicator connected to main service point; security call button connected to police department.
Equipment:	25 book trucks; recycling bins.
Shelving:	For 1,000 materials in transition.
Additional Notes	It is critical to the operation of the library that new materials and holds are processed in a timely manner, and that the process of circulating materials works smoothly and efficiently. Great care must be taken to maximize workflow in this area.

Area Name	Adult Borrower's Services --- Supervisor's Office
Service Goals	To provide space for the department supervisor to complete administrative tasks and hold private conversations with staff and customers.
Activities / Functions	Administrative functions of adult borrower's services department.
Square Footage	250 sq. ft.
Proximities	
Close to:	Main service point; borrower's services workroom.
Distant from:	Reference, local history, and other quiet areas.
Occupancy	1 full-time staff member, with space for meetings of up to 4 people.
Collection Capacity	50 professional publications.
Architectural Features	
General:	This office should be readily accessible for staff and the public, but also afford the department head a good degree of privacy. It is in this office that private conversations with customers regarding overdue fines, lost material, or unacceptable behavior will take place. Therefore this office should not be located at the rear of the staff workroom, but should instead have direct access to a public area. The door should lock.
Lighting:	Operable exterior windows for natural ventilation, light, and views. Ambient lighting level adequate for office environment. Staff controlled task lighting on work surfaces.
Acoustics:	Sound isolating construction.
Floors / Walls:	Sound absorbing material on walls, ceiling, and floor. Carpeted floor.
Storage:	Coat / storage closet.
Furniture / Equipment	
Furniture:	1 executive workstation with ergonomic task chair; 1 conference table with chairs for 4; 1 lateral filing cabinet (3 drawer); consider height-adjustable computer stand to accommodate sitting or standing to do work.
Technology:	Networked computer and printer; telephone; smart board.
Shelving:	1 single-faced shelving unit with 5 adjustable shelves.

Area Name	Youth Services --- Common Activity Area
Service Goals	To provide a spacious and welcoming area for children ages 14 and under and their caregivers.
Activities / Functions	Searching the catalog; caregiver and child reading together and playing with tactile educational media; interacting with youth services staff.
Square Footage	900 sq. ft.
Proximities	
Close to:	Youth services collections; youth services workroom; storytime and craft area; main service point.
Distant from:	Reference; local history and quiet study area; administrative offices; teen services. This area should not have a direct entrance/exit from the building.
Occupancy	20 customers. 2 staff members, roving or at mobile service points.
Architectural Features	
General:	This area must be attractive to children, drawing them in, making them excited to visit the library. Lots of interactive displays that have an educational component are desirable. Varied comfortable and durable seating options are necessary. Sightlines should allow caregivers to supervise their children as they begin to learn to navigate the library independently. Child safety considerations such as rounded corners and protected electrical outlets should be incorporated into the design. Also, if manually operable shades are used as window treatments, provisions must be made to safely conceal cords. A unisex family restroom featuring child-sized fixtures is a must in this area. A diaper changing table is also a must.
Lighting:	Operable exterior windows for natural ventilation, light, and views.
Acoustics:	Noise control is essential. Use all possible sound-muffling measures and techniques. Consider placing the entire youth services department behind an interior glass door.
Floors / Walls:	Anti-static, high-traffic, and durable. Easy to clean surfaces, stain and odor resistant carpet or other alternative. Flooring must be comfortable since children will often sit on the floor. Self-healing tackable surfaces on walls for display or picture hanging system.
Storage:	Small area near entrance that contains hooks for coats and backpacks for kids (maybe cubbies) and space where parents can leave a stroller.

Area Name	Youth Services --- Common Activity Area (continued)
Furniture / Equipment	
Furniture:	All furniture should be lightweight and easy for staff to move, rearrange, and store. 6 comfy kid-sized chairs; 1 game table with 4 chairs; 2 oversized chairs for child and caregivers reading together. Staff workstation in a space perhaps between this area and the picture book area, equipped with a catalog computer.
Technology:	2 flat panel touch screen catalog access computers. See youth services homework / computer area.
Equipment:	Trash and recycling receptacles. Mobile kiosk display units.
Shelving:	See youth services fiction, nonfiction, and AV; picture book area.

Area Name	Youth Services --- Service Point (s)
Service Goals	To provide professional assistance to children and caregivers.
Activities / Functions	Reader advisory, answering general questions regarding children's programming, answering phones, directing customers to youth services areas.
Square Footage	50 square feet each within the youth services area.
Proximities	
Close to:	Remainder of youth services.
Distant from:	Reference, quiet reading areas
Occupancy	1 staff per service point.
Architectural Features	
General:	All circulation functions will take place at the main service point in the welcome zone, so these service points will not need to be large or permanent. These service points can be modular pods placed throughout the youth services area wherever they are needed for purposes of assistance and supervision. They do not need to be staffed all the time, and drawers and compartments in the pod should lock to keep staff items secure. They should be in highly visible locations within the individual functional areas of youth services.
Furniture / Equipment	
Furniture:	Up to 3 ergonomically designed modular desks and chairs.
Technology:	1 laptop or tablet per desk.
Equipment:	1 portable phone per desk.
Additional Notes	These modular service points should be clearly delineated as staff space only.

Area Name	Youth Services --- Fiction, Nonfiction, and AV Collections
Service Goals	To facilitate access to, and create interest in, the library's educational and recreational materials for children ages 6-12.
Activities / Functions	Browsing popular fiction and researching specific topics. A designated reading area should be placed within the collection where families can gather and look over materials or a book group can meet. All shelves should be low and kid friendly. Non-fiction should be toward the back of the collection (or receding view) and the fiction more toward the front.
Square Footage	1,300 sq. ft.
Proximities	
Close to:	Workstation for a staff member who is available for reader's advisory and research help. Remainder of youth services.
Distant from:	Reference; local history and quiet study area; administrative offices; teen services. This area should not have a direct entrance/exit from the building.
Occupancy	8 customers. 1 staff member, roving or at service point.
Collection Capacity	15,000 items.
Architectural Features	
General:	Low shelves with flat tops for display, some could be around the area's perimeter. Ceiling high enough to hang large items for display and signage. Layout of collections should be logical to allow students to find materials independently.
Lighting:	Operable exterior windows for natural ventilation, light, and views.
Acoustics:	Building materials should minimize excess noise and contain it within the area.
Floors / Walls:	Anti-static high-traffic, durable stain and odor resistant carpet or alternative. Self-healing tackable surfaces on walls for display or picture hanging system.
Storage:	Low bookshelves for fiction and taller bookshelves for nonfiction. Nonfiction towards the back of the library and maybe perimeter shelving.
Furniture / Equipment	
Furniture:	All furniture should be easy to clean, stain and odor resistant, and kid-sized. 6 individual chairs with small tables for devices, books, and personal items.

Area Name	Youth Services --- Fiction, Nonfiction, and AV Collections (continued)
Technology:	2 flat panel touch screen catalog access computers. Ubiquitous access to electrical outlets. Wi-Fi.
Equipment:	Display cases, trash and recycling receptacles.
Shelving:	Consider having the majority of the collection on sturdy mobile shelving units to facilitate reconfiguration of the space. Units no higher than four feet in an open arrangement providing approximately 900 feet of shelving.

Area Name	Youth Services --- Picture Book Area
Service Goals	To provide a diverse collection of educational and recreational books for young children ages 0-7 and their caregivers.
Activities / Functions	Browsing for picture books is the main focus in this area. The space is also used for small groups reading together.
Square Footage	800 sq. ft.
Proximities	
Close to:	Remainder of youth services area.
Distant from:	Reference; local history and quiet study area; administrative offices; teen services. This area should not have a direct entrance/exit from the building.
Occupancy	12 customers. 1 staff member, roving or at service point.
Collection Capacity	9,000 children's picture books. 500 up-to-date parenting books.
Architectural Features	
General:	Picture books are the heart of the youth services area and should be clearly visible from the entrance and from the staff workroom and office. Interactive structures will invite children in and let them know this is their place. The books could line the walls of the room and shelving must be accessible to children. A few small spaces should be dedicated for chairs or small couches to promote family reading. Bright playful carpeting or area rugs would enhance the ambiance.
Lighting:	Operable exterior windows for natural ventilation, light, and views.
Acoustics:	As many noise muffling features as possible in floors and walls to contain sound.
Floors / Walls:	Anti-static, high-traffic, durable, stain and odor resistant carpeting or alternative. Self-healing tackable surfaces on walls for display or picture hanging system.
Storage:	Creative fun features that can store games, toys, and puzzles throughout the room. Lockable storage closet for staff use.
Furniture / Equipment	
Furniture:	4 child-sized chairs and 2 oversized chairs for families to sit and read together. Small table with interactive toys such as puzzles and board games.
Technology:	2 flatpanel touchscreen catalog access computers.
Equipment:	Trash and recycling receptacles.

Area Name	Youth Services --- Picture Book Area (continued)
Shelving:	Child-height book shelves with slanted tops or flat space for face-out book display; a board book section on a cube or in a shape low to the floor where toddlers can browse and get books for themselves; most shelves around perimeter, one or two to break up the space and create nooks, which discourage running.
Additional Notes	Consider bins or bookcase with a fun shape design for board books and other books with same themes.

Area Name	Youth Services --- Storytime / Activity Area
Service Goals	To provide dedicated space for story hours and activities that allows for early set up and easy clean up.
Activities / Functions	Interactive story hours for groups of up to 40 people (parents and children). Craft activities for up to 20 people. Significant storage space for craft and story time materials.
Square Footage	1,000 sq. ft.
Proximities	
Close to:	Remainder of youth services area.
Distant from:	Reference; local history and quiet study area; administrative offices; teen services. This area should not have a direct entrance/exit from the building.
Occupancy	40 customers. 1 staff member during activities.
Architectural Features	
General:	Locking door to secure area when not in use. This area must have a kitchen-like set-up with cabinets above and below a countertop and 2 sinks: one full sized kitchen sink for adult clean up of craft activities, and one child height sink.
Lighting:	Operable exterior windows for natural ventilation, light, and views.
Acoustics:	Room should contain the joyful noise of children participating fully in storytime.
Floors / Walls:	Laminate flooring in craft space for easy clean up (consider drain in floor to allow washing). Spill-proof, stain and odor resistant carpet in story area. Self-healing tackable surfaces on walls for display or picture hanging system.
Storage:	Kitchen-like set-up with cabinets above and below a countertop and 2 sinks. Large closet (consider walk in closet) with deep wall-to-wall shelving for supplies.
Furniture / Equipment	
Furniture:	Child-sized tables and chairs for craft activities. 5 lightweight folding tables and 20 lightweight, stackable, washable chairs. 30 storytime cushions or carpet squares.
Technology:	Consider projector or screen for digital elements in storytime.

Area Name	Youth Services --- Homework / Computer Area
Service Goals	To provide a quiet work space for homework assignments and accessing to child friendly computer workstations.
Activities / Functions	Quietly working on homework assignments. Accessing the internet.
Square Footage	500 sq. ft.
Proximities	
Close to:	Youth services workroom and office.
Distant from:	Interactive, engaged sections of youth services area.
Occupancy	10 customers. I staff member, roving or at service point.
Architectural Features	
General:	This area should include 2 small study alcoves.
Lighting:	Operable exterior windows for natural ventilation, light, and views.
Acoustics:	Study alcoves should contain sound and provide a small degree of privacy for concentration.
Floors / Walls:	Anti-static, high-traffic, and durable.
Furniture / Equipment	
Furniture:	2 study alcoves each furnished with a table and 4 chairs.
Technology:	8 networked computer workstations; 8 task chairs. Networked printer, photocopier, and scanner.

Area Name	Youth Services --- Staff Workroom
Service Goals	Provide workroom space for staff to complete tasks that support acquisitions, programs, displays, and other functions of youth services department.
Activities / Functions	All support activities for youth services department.
Square Footage	400 sq. ft.
Proximities	
Close to:	Remainder of youth services area.
Distant from:	Reference; local history and quiet study area; administrative offices.
Occupancy	3 networked computer workstations to share among staff and volunteers.
Collection Capacity	100 items.
Architectural Features	
General:	Glass wall to see into Youth Services area. Layout and furniture should be flexible so the space can be reconfigured as needed. Door into supervisor's office.
Lighting:	Lighting should allow for adjustment for close work; privacy required, so if outside light gives view from outside it isn't so desirable.
Acoustics:	Must be able to hear what is going on in the youth services area.
Floors / Walls:	Carpeted floor, acoustic tile ceiling.
Storage:	Kitchen-like set-up along one wall with cabinets above and below counter with kitchen-sized sink. Lockable coat / storage closet.
Furniture / Equipment	
Furniture:	3 workstations that incorporate computer, desk space, filing and storage space, and 3 ergonomically designed task chairs. Lightweight foldable tables and stackable chairs to accommodate 4-6 people. Plentiful storage with doors, drawers, etc. to keep disorderly supplies out of site. 1 art cabinet with work surface. Consider height-adjustable computer stands to accommodate sitting or standing to do work.
Technology:	3 networked computers; 3 telephones; 1 networked color printer/scanner.
Equipment:	Ellison die cut machine and cart. Cold laminator.
Shelving:	2 single-faced shelving units with 5 adjustable shelves.

Area Name	Youth Services --- Supervisor's Office
Service Goals	To provide a quiet room for the department supervisor to work and hold private conversations with members of the staff and the general public.
Activities / Functions	This space is used primarily to conduct the administrative business of the youth services department.
Square Footage	200 sq. ft.
Proximities	
Close to:	Remainder of youth services area. Perhaps in a corner of the youth services workroom.
Distant from:	Reference; local history and quiet study area; administrative offices.
Occupancy / Seating	1 full-time staff member, space for meetings of up to 4.
Collection Capacity	100 professional publications, materials pulled for storytime or outreach visits.
Architectural Features	
General:	The office should be easy for staff and customers to find. The exterior door should be lockable.
Lighting:	Operable exterior windows for natural ventilation, light, and views. Ambient lighting level adequate for office environment. Staff controlled task lighting on work surfaces.
Acoustics:	Able to hear what is going on in the youth services area, but have the option to muffle the sound so confidential conversations cannot be overheard.
Floors / Walls:	Sound absorbing material on walls, floors, and ceilings. Carpeted floor.
Storage:	Coat / storage closet.
Furniture / Equipment	
Furniture:	1 executive workstation with ergonomic task chair; 1 conference table with chairs for 4; 1 lateral filing cabinet (3 drawers); consider height-adjustable computer stand to accommodate sitting or standing to do work.
Technology:	Networked computer with access to workroom printer; telephone; smartboard.
Shelving:	2 single-faced shelving units with 5 adjustable shelves.

Area Name	Teen Services---Teen Zone
Service Goals	To create a uniquely teen friendly space that is a destination for teens in the community and reflects teen interests and priorities. To provide an exclusive, fun, safe, secure place where teens can gather for collaboration, productive work, entertainment (including gaming), and recreation while allowing for inconspicuous supervision of all activities by library staff.
Activities / Functions	Hangout space for youth aged 12-18, computer and technology use, up-to-date and easy-to-browse collection of teen fiction and graphic novels, formal and informal programming including: movie nights, game nights, teen book groups, craft activities, and more.
Square Footage	1,800 sq. ft.
Proximities	
Close to:	Teen staff office; graphic novel collection; general info and reference area and quiet study rooms for teens who need quiet space for serious study.
Distant from:	Youth services area.
Occupancy	18 teens. 1 staff member, roving.
Collection Capacity	1,500 books (approximately double current collection size).
Architectural Features	
General:	Comfortable hangout area that is flexible, with space to show movies and play video games. Collections of books and other media are located along 2 walls, tables and chairs are easy to reconfigure for individuals or small groups. Space for teens to use their personal devices, like a laptop bar with stools. Consider an interior door into this area. This area is expected to be active and somewhat noisy.
Lighting:	Operable exterior windows for natural ventilation, light, and views. Dimming shades to allow for movie showings.
Acoustics:	The room is meant as a place where teens can hang out and create noise. Building materials must contain sound in this room. Consider use of a sound dome for gaming.
Floors / Walls:	Antistatic, high-traffic, and durable. Consider use of glass walls for staff observation, from main library and from teen staff office. This room must not feel like a fishbowl.
Furniture / Equipment	
Furniture:	2 lounge chairs, 1 table with 4 chairs, laptop bar and 4 stools.

Area Name	Teen Services---Teen Zone (continued)
Technology:	Big screen TV or projector, 2 computer workstations, gaming console(s), DVD player.
Equipment:	Cart for projector, if necessary.
Shelving:	Teen fiction collection should be on wall-mounted shelves or on small movable units around the perimeter. Graphic novel collection should be located just outside the Teen Room.
Additional Notes	This plan is tentative. Teens need to be empowered to design their own space. Recruiting a Teen Advisory Board for planning and design is a key part of developing the teen area of the new library. All technology plans are flexible depending on the current trends in technology at the time of purchase.

Area Name	Teen Services---Staff Workroom
Service Goals	To provide an adult presence without inhibiting use of the area by teens. To provide work space for teen staff.
Activities / Functions	Space for teen staff to work and plan activities, store supplies, and discretely supervise activity in teen area.
Square Footage	200 sq. ft.
Proximities	
Close to:	Inside teen zone.
Distant from:	Youth services area.
Occupancy	2 staff members.
Collection Capacity	50 professional publications.
Architectural Features	
General:	Staff in office must be able to easily view entire teen area.
Lighting:	Operable exterior windows for natural ventilation, light, and views. Ambient lighting level adequate for office environment. Staff controlled task lighting on work surfaces.
Acoustics:	Should be able to hear activity in the teen area at all times.
Floors / Walls:	Carpeted.
Storage:	One wall lined with shelves, lockable closets and cabinets to store materials and equipment. Should include at least one closet that can house rolling carts.
Furniture / Equipment	
Furniture:	2 computer workstations with ergonomically designed task chairs. Consider height-adjustable computer stand to accommodate sitting or standing to do work.
Technology:	2 networked computers; 1 telephone.
Shelving:	2 single-faced shelving units with 5 shelves.

Area Name	Adult Collection Area --- Circulating Collections
Service Goals	To house the book collection in an organized, attractive, and accessible manner away from the active areas of the library. To integrate seating into book stacks.
Activities / Functions	Browsing and selecting adult fiction and nonfiction print books.
Square Footage	4,000 sq. ft.
Proximities	
Close to:	Information and technology area; quiet reading areas; study areas; elevator and stairs.
Distant from:	Browsing collection; AV; youth services.
Occupancy	18 customers.
Collection Capacity	35,000 (including 18,000 fiction--- 12,000 nonfiction---5,000 large print).
Architectural Features	
General:	The stacks should initially be arranged so that the collection flows in a single alphabet for fiction, and Dewey numbers for nonfiction, while allowing for future transition to BISAC, or "glade" arrangement of nonfiction topics. Signs at the ends of each stack range are essential. Stacks should not butt up against a wall, rather there should be room enough for two people, and/or a wheelchair to comfortably and easily pass between the end of a stack and a wall. Distance between stacks should be the widest possible.
Lighting:	Book titles must be clearly visible and well lit. Consider motion-activated lights to increase light level from general ambient light to level adequate for reading titles.
Acoustics:	Books have reasonable sound deadening properties. Acoustic ceiling materials will help further dampen noise.
Floors / Walls:	Anti-static, high-traffic, and durable.
Furniture / Equipment	
Furniture:	8 chairs for reading. Side tables for chairs not located near ends of stacks.
Technology:	6 flat panel touch screens integrated into stack end panels for catalog access computers.
Shelving:	All shelving should be adjustable. Fiction and nonfiction stacks should be 5 shelves high; large print 4 shelves high. Lower shelves should tilt upward for easier viewing. Lowest shelves should be raised one foot above the floor.

Area Name	Adult Collection Area --- Periodicals
Service Goals	To provide a living room-like setting where customers can peruse a wide variety of print newspapers and magazines.
Activities / Functions	Browsing and reading the library's print periodical collection.
Square Footage	300 sq. ft.
Proximities	
Close to:	Adult circulating collections; information and technology area; quiet reading areas; study rooms.
Distant from:	Main service points; browsing /new books; AV; youth services.
Occupancy	12 customers.
Collection Capacity	10 newspapers. 60 magazines.
Architectural Features	
General:	This area should have a cozy living room feel. Convenient access to a coin operated photocopier is required.
Lighting:	Daylighting is desirable. Different lighting types will be necessary for shelving units and customer seating areas.
Acoustics:	Sound absorbing construction for quiet reading.
Floors / Walls:	Anti-static, high-traffic, and durable.
Furniture / Equipment	
Furniture:	Seating for 12---4 lounge chairs with coffee/side tables, plus 8 chairs around 2 5-foot standard-height study tables. Comfortable yet washable chairs to prevent odors and parasites from inhabiting them.
Shelving:	Hinged slanted shelving to display current issue face out with back issues stored on a shelf underneath. Only one year of periodical back issues will be maintained.
Additional Notes	As high and long-term occupancy is anticipated, this area should be well ventilated.

Area Name	Adult Collection Area --- Quiet Reading Area
Service Goals	To facilitate focused concentration in an open area of the library.
Activities / Functions	Individual quiet study by multiple people simultaneously.
Square Footage	500 sq. ft.
Proximities	
Close to:	Adult circulating collections; adult periodicals; information and technology area; study rooms.
Distant from:	Main service point; browsing / new books; AV; youth services area, teen area.
Occupancy	8 customers.
Architectural Features	
General:	This area should not be an enclosed room and could be incorporated into the adult circulating collections area. Seating should be located near windows.
Lighting:	Ample lighting, including as much natural light as possible.
Acoustics:	Sound dampening.
Floors / Walls:	Anti-static, durable, sound absorbing.
Furniture / Equipment	
Furniture:	Seating for 8 with a mixture of armchairs with side tables or coffee tables and individual wooden study tables. This area should have a permanent feel and it is not necessary or desirable to use lightweight foldable tables and chairs.

Area Name	Information and Technology Services --- Commons
Service Goals	To provide a quiet traditional research environment where customers can use computers and access the library's print reference collection.
Activities / Functions	Accessing the library's computers (hardwired, or laptops from a laptop vending machine). Accessing the library's Wi-Fi on a personal device. Using print reference. Conferring with information services staff. One-on-one tech help sessions.
Square Footage	1,000 sq. ft.
Proximities	
Close to:	Remainder of information and technology services; teen services; adult circulating collections.
Distant from:	Main entrance; borrower's services; youth services; community program space.
Occupancy	32 customers.
Collection Capacity	1,000 up-to-date reference titles.
Architectural Features	
General:	This area must be open and welcoming and have a traditional library feel. Power outlets throughout the room are essential for use of customer-owned equipment, as is ubiquitous Wi-Fi. Computer workstations should be configured so that customers are afforded the greatest possible sense of personal space and privacy. There should not be anything blocking staff sightlines to monitor screens. 2 unisex public restrooms should be located in this area.
Lighting:	Lighting should be designed to reduce the glare on monitor screens.
Acoustics:	Due to the inherent confidential nature of reference inquiries, this area should have excellent noise control.
Floors / Walls:	Consider floating floors to enable reconfiguration of data jacks, electricity, furniture, etc.
Furniture / Equipment	
Furniture:	Comfortable seating for laptop users; 3 4-person rectangular wooden tables with accessible electrical outlets and task lighting and 12 task chairs; 4 comfortable lounge chairs with side tables for laptop/tablet use; 16 configurable computer workstations for wired computers (square 4-person tables are preferable to rectangular tables). Atlas stand, dictionary stand, globe and stand.

Area Name	Information and Technology Services --- Commons (continued)
Technology:	16 thin/zero client computers with large monitors (at least 23”); 10 laptops/tablets (consider laptop vending machine); business class black-and-white printer for public printing. Digital display for announcing library programs, etc.
Equipment:	Mobile charging cart for laptops/tablets, or laptop vending machine.
Shelving:	Perimeter shelving no more than 4 shelves high to accommodate small print reference collection.
Additional Notes	If this area is located on the second floor of the library the stairway should be as wide as possible but take up as little room as possible. Every attempt should be made to ensure that noise does not transfer from one floor to another. See South Hadley Public Library for a good example of how this can be achieved.

Area Name	Information and Technology Services --- Service Point
Service Goals	To ensure staff are present and accessible for customer inquiries and to assist with e-book discovery platform.
Activities / Functions	Responding to customer inquiries in person, via phone, and online; one-on-one instruction; research consulting.
Square Footage	200 sq. ft.
Proximities	
Close to:	Technology commons; group study rooms; local history room; teen zone.
Distant from:	Main entrance; borrower's services; youth services; community program space.
Occupancy	2 customers. 2 staff members.
Architectural Features	
General:	This space should be warm and welcoming. Staff should appear approachable even when working on projects. This space should be the hub of this entire section of the library.
Lighting:	General office lighting.
Acoustics:	Noise control to allow for private customer and staff conversations.
Floors / Walls:	Standing e-book discovery station should have shock-absorbing floor to reduce fatigue.
Storage:	Display space for instructional pamphlets and materials. Secure cabinets for office supplies, files and handouts.
Furniture / Equipment	
Furniture:	Repositionable desk should accommodate standing/wheelchair or adult/child transactions. Desk should include a 2-drawer file.
Technology:	1 wired computer with flat panel touch screen for discovery platform. 1 tablet for each staff member; wireless phone.

Area Name	Information and Technology Services --- Business Center
Service Goals	To provide access to coin operated small business machines such as fax machine, business-grade color photocopier, scanner, etc.
Activities / Functions	Copying, scanning, faxing, collating.
Square Footage	200 sq. ft.
Proximities	
Close to:	Information and technology commons, especially service point.
Distant from:	Main entrance; borrower's services; youth services; community program space.
Occupancy	2 customers.
Architectural Features	
General:	This area should serve as a quick stop area to support small and home-based business owners.
Lighting:	Good overhead lighting.
Acoustics:	Should use soundproofing material to mask machine noise.
Floors / Walls:	Floors should be of shock-absorbing material to reduce fatigue.
Storage:	Cubbies or shelves for work items such as staplers, three-hole punches, tape, etc. Lockable cabinets for paper, office supplies, toner, etc.
Furniture / Equipment	
Furniture:	Flat counter space at two heights (standing and wheelchair accessible) for organizing material; 2 height-adjustable chairs/stools.
Technology:	Commercial photocopier, fax machine, and scanner connected to telecomm network.
Equipment:	Paper cutter, scissors, tape dispensers, staplers, three-hole punch, other general office equipment. Trash and recycling receptacles.

Area Name	Information and Technology Services --- Group Study Rooms
Service Goals	To provide private rooms where customers can have small meetings and/or collaborate on projects. To accommodate digital collaboration technologies.
Activities / Functions	Group study, project work, social interaction, tutoring sessions, instruction sessions
Square Footage	800 sq. ft.
Proximities	
Close to:	Technology commons; local history room; teen zone.
Distant from:	Main entrance; borrower's services; youth services; community program space.
Occupancy	24 customers.
Architectural Features	
General:	This area should include 5 lockable study rooms (2 for up to 6 people, and 3 for up to 4 people). Ubiquitous electrical outlets need to be provided for customer use, and good ventilation is essential.
Lighting:	Provide for customer control of multiple lighting sources within areas. Daylighting is desirable, but not essential.
Acoustics:	Sound dampening for privacy.
Floors / Walls:	It should be easy to rearrange furniture without scratching flooring. Walls for the study rooms should balance transparency and opacity to provide both a feeling of openness and a feeling of privacy. Pocket walls or dividers should be in use between study rooms so they can be reconfigured as needed. Consider glass walls or large stationary windows facing Information service point for better supervision.
Furniture / Equipment	
Furniture:	3 wooden tables/4 people each, 2 wooden tables/6 people each, and 24 wooden chairs for tables, or an arrangement of lounge chairs and side tables to accommodate an equal number of people. All furniture should be sturdy with a traditional library feel, but should also be light enough to be moved easily.
Technology:	2 power outlets per seat; wall-mounted monitors, or HDMI-capable flat-screen televisions in 2 largest rooms.
Equipment:	Whiteboards in 2 largest rooms.

Area Name	Information and Technology Services --- Local History Room
Service Goals	To provide customer access to historical materials about the town of Greenfield and the immediate surrounding area. To assist in the preservation of historical materials about the town of Greenfield.
Activities / Functions	Researching local history and genealogy.
Square Footage	400 sq. ft.
Proximities	
Close to:	Technology commons and service point; administrative offices.
Distant from:	Main entrance; borrower's services; youth services; community program space.
Occupancy	4 customers.
Collection Capacity	2,000 books.
Architectural Features	
General:	Archival-quality shelving, ventilation, and temperature controls. Interior windows to give supervision of room and a locking door for security. Ubiquitous connection to network and electric power.
Lighting:	Archival filters to preserve materials.
Acoustics:	Soundproofing to create a quiet research environment.
Floors / Walls:	Glass walls or windows to provide sightlines from information services commons.
Storage:	Filing cabinet for microfilm storage, consider flat file or special shelving for maps.
Furniture / Equipment	
Furniture:	2 5-foot standard-height wooden tables; 4 wooden task chairs at each table.
Technology:	Microfilm reader/printer; 2 public computer workstations to access databases.
Equipment:	Flat file for microfilm, consider flat file or special shelf for maps.
Shelving:	300 linear feet usable shelving required (100, 36" wide, 12" deep shelves). Include some low shelving units that would allow materials to be placed on top for perusal or display.

Area Name	Information and Technology Services --- Staff Workroom / Office
Service Goals	To provide a comfortable space for information services staff to plan programs, create technology how-to handouts, etc.
Activities / Functions	This space is used primarily to conduct the administrative business of the department.
Square Footage	300 sq. ft.
Proximities	
Close to:	Remainder of information and technology services area. Could contain the server room.
Distant from:	Main entrance; borrower's services; youth services; community program space.
Occupancy	2 staff members.
Collection Capacity	100 professional publications.
Architectural Features	
General:	This workroom / office must have unimpeded sightlines to the rest of the department. Staff should be able to work in the office while being aware of everything going on in the department.
Lighting:	Ambient lighting levels adequate for office environment. Staff controlled task lighting on work surfaces.
Acoustics:	Staff must be able to hear everything going on in the department.
Floors / Walls:	Carpeted.
Storage:	Lockable coat / storage closet. Kitchen-like set-up along one wall with cabinets above and below counter with kitchen-sized sink.
Furniture / Equipment	
Furniture:	2 computer workstations with ergonomic chairs; consider height-adjustable computer stand to accommodate sitting or standing to do work; 3-drawer lateral filing cabinet; large work table for preparing handouts.
Technology:	2 networked computers; networked color printer; 1 telephone.
Shelving:	2 single-faced shelving units with 5 adjustable shelves.

Area Name	Information and technology Services --- Server Room
Service Goals	To provide easily accessible storage for network infrastructure and a central location for telecomm systems.
Activities / Functions	Network and telecomm systems maintenance and monitoring.
Square Footage	200 sq. ft.
Proximities	
Close to:	Information and technology services; administrative offices.
Distant from:	Main entrance; borrower's services; youth services; community program space.
Occupancy	1-2 staff members.
Architectural Features	
General:	Space for the library's server, switches, routers, telecomm, and laptop cart. Must be climate controlled and secured with a locking door. The door should be large enough to move equipment in and out with ease. This room can be part of the staff workroom / office.
Lighting:	Well lit for ease of looking at switches, data ports, and machine service tags.
Acoustics:	Server rooms can get noisy. Utilize sound dampening measures so staff can talk to consultants in the room or to tech support on the phone.
Floors / Walls:	Shock-absorbing floor to reduce fatigue; acoustic materials on walls to cut down on equipment noise.
Storage:	Racks with two or three shelves for mounting switches and routers.
Furniture / Equipment	
Furniture:	Computer workstation desk with ergonomic chair, stool for second person, 3-drawer filing cabinet for equipment manuals, disks, extra cables, licenses, etc.
Technology:	Server, telephone, switches, routers.
Equipment:	UPS.

Area Name	Administration and Support---Director's Office
Service Goals	Without isolating the Director, to provide a comfortable and welcoming area in which to conduct the day-to-day business of running the library and hold private conversations with staff, Trustees, Friends, and the general public .
Activities / Functions	This space is used primarily to conduct the administrative business of the library.
Square Footage	250 sq. ft.
Proximities	
Close to:	Other administrative offices.
Distant from:	Active public service areas.
Occupancy	1 full-time staff member, space for meetings of up to 4.
Collection Capacity	100 professional publications, Board of Trustees minutes in binders, library's historical documents.
Architectural Features	
General:	The Director's office should be easy for staff and customers to find. The space should provide a good deal of privacy without isolating the Director from the activity of the library.
Lighting:	Operable exterior windows for natural ventilation, light, and views. Ambient lighting level adequate for office environment. Staff controlled task lighting on work surfaces.
Acoustics:	Sound isolating construction.
Flooring / Walls:	Sound absorbing material on walls, ceiling and floor. Carpeted floor.
Storage:	Coat / storage closet.
Furniture / Equipment	
Furniture :	1 executive workstation with ergonomic task chair; 1 conference table with chairs for 4; 1 lateral filing cabinet (3 drawer);consider height-adjustable computer stand to accommodate sitting or standing to do work.
Technology:	Networked computer and printer; telephone; smart board.
Shelving:	2 single-faced shelving units with 5 adjustable shelves.

Area Name	Administration and Support---Assistant Director's Office
Service Goals	To provide a comfortable and welcoming area in which to conduct the day-to-day business of running the library and hold private conversations with staff or others.
Activities / Functions	This space is used primarily to conduct the administrative business of the library.
Square Footage	200 sq. ft.
Proximities	
Close to:	Other administrative offices; information and technology services; server room.
Distant from:	Active public service areas.
Occupancy	1 full-time staff member, space for meetings of up to 2 people.
Collection Capacity	25 professional publications.
Architectural Features	
General:	The Assistant Director's office should be easy for staff to find. The space should provide privacy without isolating the Assistant Director from the activity of the library.
Lighting:	Operable exterior windows for natural ventilation, light, and views. Ambient lighting level adequate for office environment and staff controlled task lighting on work surfaces.
Acoustics:	Sound isolating construction.
Flooring / Walls:	Sound absorbing material on walls, ceiling, and floor. Carpeted floor.
Storage:	Coat / storage closet.
Furniture / Equipment	
Furniture:	1 executive workstation with ergonomic task chair, 2 guest chairs, 1 lateral filing cabinet (3 drawer), consider height-adjustable computer stand to accommodate sitting or standing to do work.
Technology:	Networked computer and access to network printer, telephone, smart board.
Shelving:	1 single-faced shelving unit with 5 adjustable shelves.

Area Name	Administration and Support---Administrative Assistant's Office
Service Goals	To execute confidential administrative tasks and other office work.
Activities / Functions	Administrative duties such as payroll and accounts payable/receivable, ordering and tracking of supplies, other office work.
Square Footage	200 sq. ft.
Proximities	
Close to:	Other administrative offices, office copier, staff supply storage area and mailboxes.
Distant from:	Active public service areas.
Occupancy	1 full-time staff member, space for 1 guest.
Collection Capacity	25 professional publications and supply catalogs.
Architectural Features	
General:	This office space should be private, with a lockable door, but not isolated from the activity of the library or the staff workroom. It should not be a throughway to the Director's office. Staff supply storage or staff mailboxes should be close to this office but not inside the walls of the office.
Lighting:	Operable exterior windows for natural ventilation, light, and views. Ambient lighting level adequate for office environment. Staff controlled task lighting on work surfaces.
Acoustics:	Sound isolating construction.
Floors / Walls:	Sound absorbing material on walls, ceiling, and floor. Carpeted floor.
Storage:	Small closet for personal belongings; small cabinet for supplies.
Furniture / Equipment	
Furniture:	1 executive workstation with locking drawers, 1 ergonomic task chair, 1 lateral filing cabinet (3 drawer) , 1 guest chair, consider height-adjustable computer stand to accommodate sitting or standing to do work, rolling flattop cart, bulletin board.
Technology:	Networked computer and printer, barcode scanner, telephone, electronic keybox.
Shelving:	1 single-faced shelving unit with 5 adjustable shelves.

Area Name	Administration and Support---Staff Break Room
Service Goals	To provide a respite for the staff from the public, and to double as a staff meeting room.
Activities / Functions	Staff will eat lunch, dinner or snacks in this area.
Square Footage	500 sq. ft.
Proximities	
Close to:	Staff-only restroom; staff entrance to building; elevator and stairwell.
Distant from:	Active public service areas.
Occupancy	Up to 16 staff members.
Architectural Features	
General:	The lounge should feel like a safe and quiet spot away from the customers. Space should be draw for staff to meet up and mingle.
Lighting:	General ambient lighting. Staff controlled lighting in lounge area.
Acoustics:	Sound absorbing construction.
Floors / Walls:	Easy to clean floors in kitchen. Carpet in lounge area.
Storage:	Kitchen cabinets, drawers, countertop and sink. Wall of 24 lockers for staff and volunteers.
Furniture / Equipment	
Furniture:	6 wooden chairs and a wooden table to comfortably accommodate them in the kitchen. Seating options should include comfy chairs for the lounge/meeting area.
Equipment:	Vending machines for food and drink; commercial grade refrigerator and microwave; coffee and tea equipment.
Shelving:	Bookshelf for staff to have their own swap of magazines, books, etc.
Additional Notes	A great add-on (additional square footage probably required) would be to have a small gym space for two treadmills/elliptical and a small station for weight lifting. Access to a private outdoor space would be great for staff; if located on the roof of the second floor, staff could have the option of sitting outside on a patio or maintaining container gardens.

Area Name	Administration and Support---Maintenance Office / Storage
Activities / Functions	Storage of cleaning supplies and equipment. Workspace for custodial staff to organize and order supplies, and meet with head of Central Maintenance and supply vendors. Storage of assorted tools.
Square Footage	300 sq. ft.
Proximities	
Close to:	Elevator (for moving equipment and supplies easily from one floor to another). Delivery entrance. Trash and recycling storage.
Distant from:	Quiet reading areas. Administrative offices.
Occupancy	Up to 2 staff members.
Collection Capacity	25 operating manuals.
Architectural Features	
General:	Doors should be wide enough to allow for easy moving of equipment. Doors should be lockable to prevent theft or access to poisonous chemicals. Additional space for storage of custodial supplies will be required on each floor of the building.
Lighting:	Natural light and ventilation from operable exterior window preferred. Good task lighting at workstation.
Floors / Walls:	This area must have a floor drain.
Storage:	Lockable supply closets for cleaning compounds, paints and other hazardous materials. Storage rack for hanging shovels, rakes, brooms, etc.
Furniture / Equipment	
Furniture :	Counter / workbench with storage, adjustable stool or chair, storage cabinets. Floor tub with handheld hose and nozzle, mop sink, mop and bucket, janitor's cart, step ladder, vacuum cleaners, wet/dry vac, brooms, snow shovels and yard rakes.
Technology:	Networked HVAC and security system computer workstations; telephone.
Shelving:	2 utility shelving units.
Additional Notes	Snow blower, leaf blower, and gasoline storage will require enhanced fire separation construction. These items could be stored in an out-building.

This Building Program is the result of the following:

1. decades of conversation with the Greenfield community about the library
2. a concentrated effort by the current library staff to sift through the literature and discover best practices from physical and virtual visits to other libraries
3. invaluable input from the library's Advisory Committee over the past year
4. unfailing support and encouragement from the Board of Trustees

Members of the **Library Staff** who contributed to this document:

- Jane Buchanan
- Cynthia Clifford
- Marjorie Curtis
- Hannah Fjeld
- Diane Holmes
- Shirley Keech
- Zoe Keenan
- Mary Kostanski
- Kay Lyons
- Kate Miller
- Steve Murphy
- Lynne Page
- Lisa Prolman
- Caitlin Reed
- Lori Tyler
- Tyler York-Welcome

Members of the **Planning & Design Grant Advisory Committee**:

- Melinda Baughman
- Ann Dillon
- Britney Gioules
- Zoe Keenan
- Marian Kelner
- John Passiglia
- Jessica Pollock
- Rachel Roberts
- Wil Roberts
- Wisty Rorabacher
- Joseph Ruggeri
- Marsha Stone
- George Touloumtzis
- Anna Walker
- Jean Wall

- Joannah Whitney
- Lea Wulfkuhle
- Barb Zaccheo
- Mark Zaccheo

Members of the **Board of Trustees**:

- Edward F. Berlin
- Doris C. Cowdrey
- Anne R. George
- Janine M. Greaves
- Audrey M. Labonté
- Joseph N. Ruggeri

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My sincere thanks to everyone who contributed to this effort!

Ellen Boyer
Director, Greenfield Public Library
March 13, 2015