

Mixed Use Library Project
Appleton Public Library Tour of Facilities and Site for RFP Respondents on 12-6-17
Check-in Sheet

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Notes From 12-6-17 Library Tour

Functional limitations of the existing facility and considerations for the future

Urban Library Design

- We are an urban library. We must intentionally design spaces that will not be difficult to monitor and are easily able to control.

- Security is very important. Collection security is important and access to meeting rooms is still a big problem; however, one of the biggest issues is a library design that is safe and easy to monitor for the staff. We have addressed most of the serious shortcomings of this facility; however, the existing facility has many security shortcomings that will be difficult to overcome. The facility must provide a space that functions as a storm shelter.

Entrance

- Expand quantity of public meeting spaces and design to accommodate extended hours. Develop comprehensive security plan for collections and operation of the building for independent library/meeting room use.
- Entrance is a bottleneck with too many things happening in a small area. It is difficult to monitor and nearly impossible to make improvements to this area based on the importance of many of the structural features located here (security gates, returns area, elevator, stairs, book cart traffic). Noisy flooring in entry. Loud echo chamber that travels throughout the building.
- Checkout area and exit is difficult to monitor while providing good customer service.

Improve the Public Experience

- Restrooms are inadequate, especially in lower level where high levels of programming often create lines. Ventilation is also inadequate creating an unpleasant environment. Need more stalls and easier to clean/maintain facilities.
- Improve public's ability to find what they need independently, including the use of self-service checkout kiosks.
- Collections will not grow at rates they have in the past; however, areas will be reutilized by space for people and interaction. Make collections accessible and attractive with opportunities for merchandising.
- Improve opportunities for partner organizations to provide services as part of a "no wrong door" approach to community services within the facility through workspaces, meeting spaces.
- Children's area does not match the types of services and programs that the community expects. This area is a priority. It should be special and stand-out as a special place that matches the value the community puts on services to children and families.
- Ability to provide welcoming spaces conducive to the different types of activities the public wants to accomplish within the library is important. A library needs to be a "mash-up", in other words, different zones designed for different uses.
 - Increased number of study rooms
 - Natural light
 - Sustainable elements

Technology

- Technology is a priority today and will continue to be in the future. In addition to the volume of technology workstations needed (we fall short in terms of State standards), increased emphasis on the *variety* of technology workspaces, such as places for groups to work with special technology and other specialized resources (ex. media labs, maker spaces, innovation centers, artists' spaces, etc...).
- Returns area must accommodate RFID and Automated Materials Handling that does not require patrons to change their behavior and does not create a burden on staff to duplicate processes in multiple areas.
- Digital resources and infrastructure need to be maintained and enhanced. E-content may seem lower maintenance than physical materials, but it requires a different investment in human resources and/or outsourced services.
- Building does not have appropriate wiring closets, access to outlets and other spaces to accommodate the technological infrastructure required in a 21st century library.

Back of the House Space

- Non-public/staff workspace is generally small. We have fewer FTEs, but we have more part-time people. There is no opportunity to co-opt space for the public from existing non-public space as the existing staff space is not adequate. The need to rely on volunteers, makes our staff area need greater and more complicated. Hundreds of volunteers fill gaps, and workspaces are not large enough nor designed to accommodate them.
- Staff workspace does not match workflow. Materials and people must create workarounds based on building restrictions resulting in inefficient and illogical workflow. Optimize effective and efficient use of limited staff resources. Some sections are broken up because building modifications would be too extensive to do in this space.
- Staff restrooms are needed.
- Need appropriate delivery/receiving area. Needing a loading dock may be an over-statement; however, existing space and layout is problematic on a daily basis. We should be able to accommodate bringing pallets inside the building without unboxing them outside first and, ideally, will make it to their destinations throughout the building for unpacking. Should be in proximity to a staffed area, preferably materials processing and sorting so the most frequently delivered items are near their required destination. Storage for recycling bins would also be needed in this area.
- Need freight/service elevator in addition to a public elevator. Existing elevator is inadequate for moving large flats of materials, furniture, etc... Creates bottlenecks during operating hours when deliveries conflict with public needs.

Exterior Issues and Considerations

- Exterior space leaves much room for improvement. Desirable public gathering space is needed, but library administration believes that with the current site, this is accomplishable only through a more comprehensive redevelopment plan.
- Exterior lighting throughout the neighborhood is a big problem – it exacerbates the public's safety concerns.
- Parking must be addressed in the context of the neighborhood's needs and the city's decisions on parking. Convenient access to the library via parking should take into consideration the volume of materials the public carries to and from the building and the need for families with small children or those with physical challenges to easily travel from their vehicles to the library.
- Many of the more expensive maintenance projects and upgrades have been put off with uncertainty of the building's future. These will need to be addressed in the existing building within next few years unless a concrete timeline is adopted and we can determine which maintenance and upgrades we can put off for remodel or new construction– carpeting, poor lighting, automated front door, receiving area, building systems.