



CITY OF EAST PALO ALTO
OFFICE OF THE CITY MANAGER
2415 UNIVERSITY AVENUE
EAST PALO ALTO, CA 94303

**Special
Presentations
Item: #5B**

City Council Agenda Report

Date: October 3, 2017
To: Honorable Mayor and Members of the City Council
Via: Carlos Martinez, City Manager *[Signature]*
From: Sean Charpentier, Assistant City Manager
Subject: East Palo Alto Library Needs Assessment

Recommendation

Receive presentation and provide comments on Draft East Palo Alto Library Needs Assessment Study.

Alignment with City Council Strategic Plan

- Priority #1: Enhance Public Safety and Emergency Preparedness
- Priority #6: Create a Healthy and Safe Community

Background

The East Palo Alto Library is a popular and well-used community destination. Over 140,000 people visit the Library annually and over 62% of residents have a library card. Over the past three years, the Library JPA has been exploring interior remodeling options and has looked into ways to expand the East Palo Alto facility. The County Board of Supervisors approved \$1.25 million in Measure A funds for this project and the Library JPA approved an additional \$750,000 for a total of \$2 million. The Library JPA retained FOG Studio of El Cerrito, CA to study remodeling and expansion options. However, after significant analysis, it was determined that there is insufficient space for expansion at the current location and incremental improvements would not warrant the cost. As a result of these conversations, it was confirmed that a Library Needs Assessment needed to be completed.

A Library Needs Assessment involves a thorough service analysis and facility evaluation resulting in the identification of service objectives and corresponding space needs. This process typically takes several months and begins with selecting a consultant and engaging the community in the process.

Service needs are identified and then translated into space requirements for areas such as collections, user seating, meeting and study rooms, and computer resources. The assessment

also involves determining the shortcomings of a library as related to current space limitations and building deficiencies. Once this data has been gathered, it is analyzed and a Library Needs Assessment Report is prepared.

FOG Studio worked collaboratively with key stakeholders from the Library, City of East Palo Alto, and County to evaluate facility existing conditions, analyze community characteristics and statistics, and engage the community and collect input. Multiple methods of outreach were employed to gain community insight and priorities. These included two community forums, library focus groups, in-library questionnaires, and an online survey.

The subsequent report provides a description of the library's current service program and service limitations, followed by community engagement findings and peer benchmarking data. The report concludes with information detailing space needs and recommendations for the size of a library building needed to serve the community into the future.

The Library Needs Assessment findings suggest that the existing facility provides a valuable community resource however, the available space places ongoing and significant constraints on library services and operations. The report recommends that in order to effectively meet community identified service needs, the facility would require an increase from the current 7,680 square feet to a range of approximately 21,000 – 27,000 square feet.

Analysis

NA

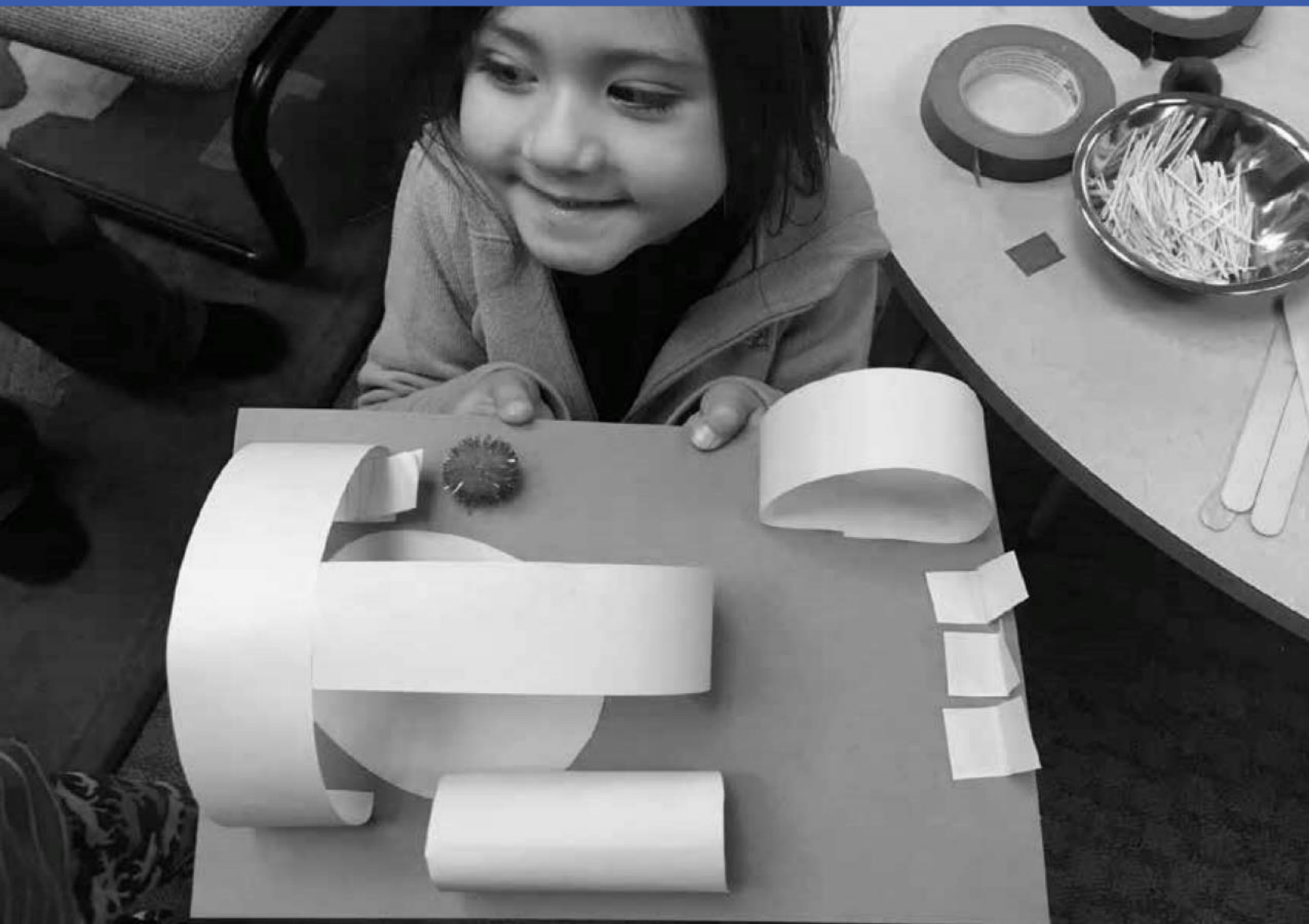
Fiscal Impact

NA

Attachments

1. East Palo Alto Library Needs Assessment
2. Presentation-East Palo Alto Library Needs Assessment

EAST PALO ALTO LIBRARY NEEDS ASSESSMENT



What does your dream library look like? ¿Cómo sería la biblioteca de tus sueños?

SEPTEMBER 2017

Introduction

The East Palo Alto Library provides excellent service to its community. The current library operates out of the County-owned facility located at 2415 University Avenue in East Palo Alto. The library space on the first floor is 7,680 square feet and the literacy space on the second floor is 675 square feet. Within its physical constraints, the Library serves as a de facto community center, educational center and sanctuary for citizens of all ages.

San Mateo County Libraries, the City of East Palo Alto and the County of San Mateo have worked to understand the existing building conditions, identify potential opportunities and constraints of the facility, and develop design solutions for the library in order to enhance the existing facility and its ability to enable service delivery. As a result of this initial work, a critical need for additional space to expand the library has been identified.

FOG Studio was hired by San Mateo County Libraries to complete a Needs Assessment, based on this expressed interest in improving library services. This Assessment will provide stakeholders with the information required to make the best decision in regards to a renovation or expansion of the East Palo Alto facility.

Goals of the Study

This study identifies the Library spaces needed to serve the community now and into the future. The study's recommendations are based on community demographics, library usage patterns, the regional library context, and current best planning practices in the library field. This Needs Assessment will provide an extensive compilation of data, professional observations, and recommendations which will allow San Mateo County Libraries, the City of East Palo Alto and the County of San Mateo the information needed to make an appropriate decision as to next steps for the East Palo Alto facility. The basic categories of investigation are as follows:

- Define the population base of the Library, both current and for a 25-year projection. Various metrics will be considered, including historical circulation numbers, census data for the City proper, and census data for portions of the surrounding region that are considered a catchment area for Library use.
- Identify resources available to the existing Library Facility.
- Compare the existing Library to a group of its peer community libraries to provide a level of comparative benchmarking.
- Identify existing deficiencies in the Library with respect to its service to the community as well as its physical size and infrastructure capabilities.

- Conduct Community Outreach through community meetings, and on-site patron input and workshops and various surveys to better understand the needs of the East Palo Alto Community.
- Provide recommendations for a minimum program area for the Library to serve the community now and for the next 25 years.

Project Team

San Mateo County Libraries

Anne-Marie Despain, Director of Library Services
 Rachel McDonnell, Library Project Manager
 Francisco Vargas, East Palo Alto Interim Library Manager
 Adina Aguirre, East Palo Alto Library Manager

City of East Palo Alto

Carlos Martinez, City Manager and Library JPA Operations Committee Member
 Donna Rutherford, Councilmember and Library JPA Governing Board Member
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County of San Mateo

Peggy Jensen, Deputy County Manager and Library JPA Operations Committee Chair
 Maya Perkins, District 4 Legislative Aide

FOG Studio

Brandon Marshall, Architect
 Tiffany Redding, Architect



San Mateo
 County
 Libraries



F O G STUDIO

Glossary of Terms

ASF – Assignable Square Footage.

Benchmark – Standard, or point of reference, by which to measure existing operations, services or size.

Benchmarking Metrics – Key statistics or data shared by each peer library which establish a baseline for the East Palo Alto Library services and spaces.

CEPA – City of East Palo Alto.

Circulation – Comprises the activities around the lending of library books and other materials to users of a lending library.

Collection – A library's total accumulation of resources. Also used to refer to a Community Library's collective resources.

EPA – East Palo Alto.

FF&E – Furniture, fixtures and equipment.

FTE – Full Time Equivalent.

NSF – Net Square Footage.

GSF – Gross Square Footage.

Peer Library – Libraries that are within the San Mateo County Libraries system, or other nearby libraries, with a comparable population base and set of patron needs.

Program Area – The allowable square footage in which to design building spaces and operations.

SMCL – San Mateo County Libraries system.

Strategic Plan – A written statement of Vision, Mission and Goals designed by San Mateo County Libraries to better meet increasing and evolving community demands.

Turnover Rate – Collection usage over the span of a year. Turnover rate is one way to indicate that more materials (or space for the collection) are needed to meet the demand.

Volume – Number of items the library owns, regardless of format.



San Mateo
County
Libraries

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Executive Summary

The East Palo Alto Library is a critical resource for the larger community, offering after-school and summer learning programs, access to healthy meals, access to technology, English-learning and adult literacy programs, and community services for all ages. The Library should continue to build upon its successful community programs and partnerships, geared towards children and families, to better meet San Mateo County Libraries goals for enrichment and learning.

Current collection sizes, partnered with interlibrary loans, meet the needs of EPA patrons. To meet the physical requirements of the many programs and services offered at this Library, it is essential that the facility offer a variety of quiet, semi-private and private spaces, along with larger flexible meeting spaces that foster learning and collaboration.

The Service Model for San Mateo County Libraries provides guidelines for design of its facilities, prioritizing:

- Welcoming environments that offer a variety of flexible settings and options
- Spaces that excite and inspire
- Intuitive systems and layout
- Operational efficiencies
- Customer driven service

These principles guide a Community-centric Library model, where each Library facility provides the specific tools its patrons need to thrive and be productive members of their respective communities. They offer a framework for making decisions regarding the optimal organization and amenities for each Library location.

Considering operating budget constraints, current location, available infrastructure, and the SMCL's Community Library model, this report will recommend a Library for East Palo Alto whose size ranges from 21,000 to 27,000 square feet. In addition to areas dedicated to collections, other recommendations include: meeting rooms in a variety of sizes; staff and service areas with logical adjacencies; and dedicated children and teen zones providing acoustical mitigation along with dynamic engagement opportunities.

OVERVIEW AND HISTORY 1



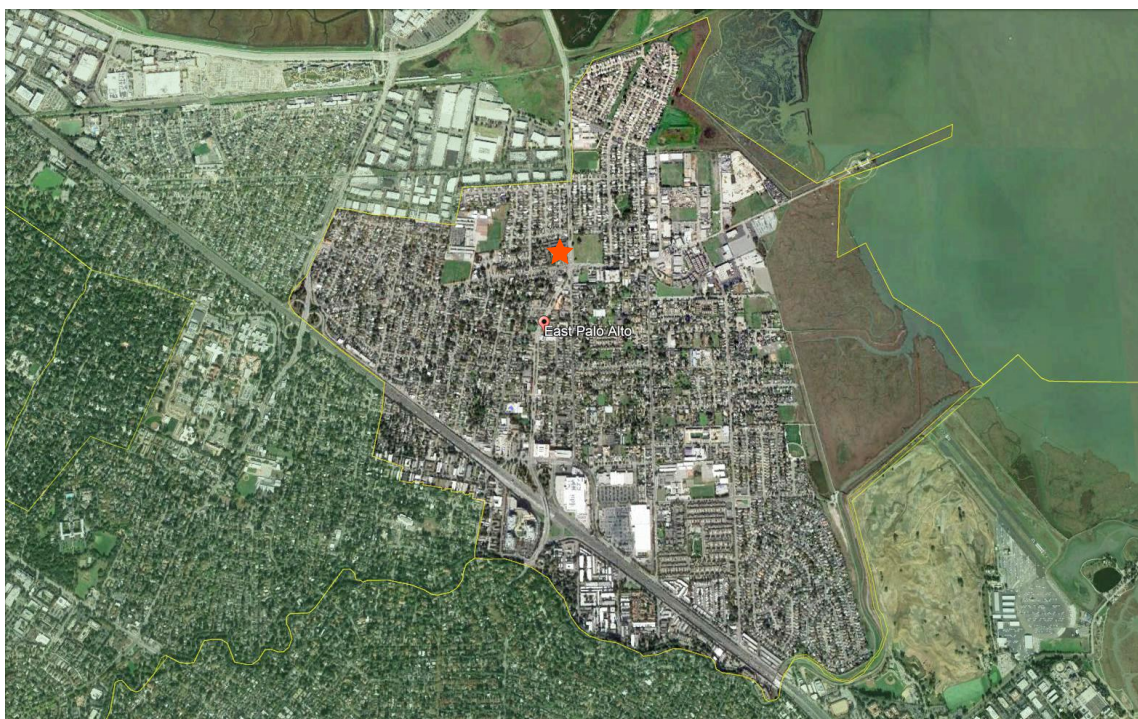
History of Library Services in East Palo Alto

The first library in East Palo Alto was established in 1918 and was located in the Ravenswood Elementary School on Euclid Avenue. A branch of the San Mateo County Free Library, the Ravenswood Library was a room of 720 square feet serving a population of 250. In 1938 the library moved to a building on school property and was known as the Francisquito Library. The library was maintained by the East Palo Alto Women's Club, and as population and demand grew in 1960, the library moved its 10,533 books to a vacant variety store. The library moved one more time before moving to its current location. A short personal recollection of the library suggests that it was a treasured community resource, within walking distance of much of the residential areas.¹

In 1975, the County Library system moved its easternmost facility into its present location on the ground floor of the Municipal Services Building at 2415 University Avenue. The building is owned by the County of San Mateo, but is known as the "City Hall" of East Palo Alto because many city offices and other community organizations occupy various tenant spaces. The City's Council Chambers on the first floor share an operable partition with a Community Room, with police evidence storage rooms at the rear. The Library tenant space is 7,680 square feet and serves a population of 29,413. More room and more amenities are needed in order for staff to best serve its patrons. Further analysis in this document will show how facility size compares to population and circulation for each of the Peer Library examples.

Google Earth Map showing East Palo Alto city limits

★ East Palo Alto Library
2415 University Ave.



Overview of San Mateo County Libraries

The San Mateo County Libraries system administers twelve libraries in San Mateo County, an area that spans from the shores of the San Francisco Bay to the Pacific coast. All but four of the library facilities in the system are under 10,000 square feet in size; most serve correspondingly small cities within a larger, unbroken suburban context.

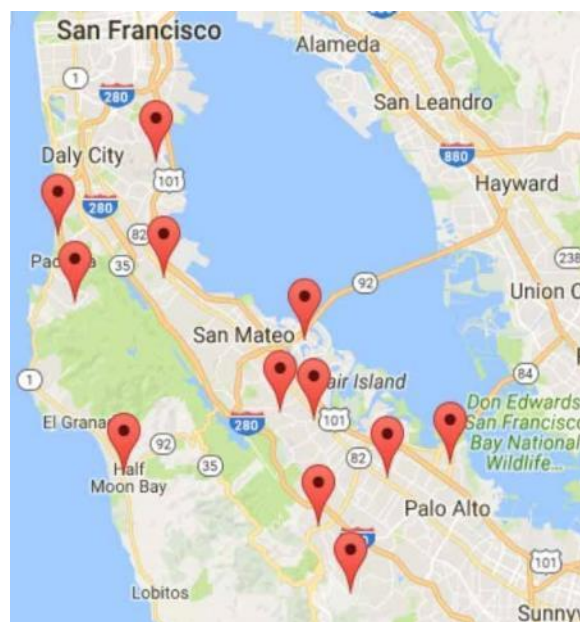
Library Joint Powers Authority

Originally established by the San Mateo County Board of Supervisors in 1912 as a County Free Public Library, the underlying legislation supporting County Free Public Libraries explicitly provides for participation in the levy of a tax specifically dedicated and restricted for library purposes. The primary source of revenue for the Library system is property taxes. Approximately 90% of operating revenues are derived from these taxes dedicated for library purposes.

The San Mateo County Library Joint Powers Authority (JPA) was established in 1999. The Library JPA is comprised of the cities of Atherton, Belmont, Brisbane, East Palo Alto, Foster City, Half Moon Bay, Millbrae, Pacifica, Portola Valley, San Carlos, Woodside, and the unincorporated areas of the county. A total of 283,000 people live within the boundaries of the SMCL legal taxing district, which covers 351 square miles.

The Library JPA is a separate, independent entity with its own Governing Board, consisting of elected officials from each member entity. An Operations Committee composed of City and County representatives from each member entity also provides guidance. The Library JPA is responsible for providing library operations and services to all members, and cities are responsible for maintenance of library buildings as well as any capital investments or expansions of service.

¹Google Map showing San Mateo County Libraries locations



San Mateo County Libraries Strategic Plan

San Mateo County Libraries provide consistent, high quality library services that are founded in their Vision, *to ignite growth through transformative experiences* and Mission, *to strengthen our community by creating an inclusive sense of place and environment for learning.*

The Strategic Plan Goals guide the system in setting priorities and providing the framework for the library services offered throughout the county.

Goals:

- We cultivate an active presence and create spaces that support discovery, enrich lives and uplift the community.
 - Build and update facilities to create inviting and flexible spaces
 - Spot opportunities to deliver services beyond buildings
 - Deliver an easily accessible and rich online experience
- We are leaders in establishing a foundation for early literacy and supporting exploration and growth at every stage of life.
 - Engage children and families in high quality, research-based learning experiences
 - Bridge the digital divide by building skills and providing access to technology
 - Develop creative programs and services that have measurable results
 - Grow a culture of learning and participation
- We understand community needs and promote meaningful library services as solutions.
 - Understand and align with community goals
 - Communicate an inspiring vision and the library's story of impact
 - Cultivate library champions who reflect the dynamic environment
 - Employ resources in new ways to ensure equitable access

San Mateo County Libraries Service Model

One of the areas this Needs Assessment will examine is the East Palo Alto Library facility as it pertains to the delivery of library services. San Mateo County Libraries has developed a number of guiding service principles that drive design priorities including:

- Welcoming environments that offer a variety of flexible settings and options
- Spaces that excite and inspire
- Intuitive systems and layout
- Operational efficiencies
- Customer driven service

Overview of Population and Demography

East Palo Alto’s estimated population as of the 2010 US Census was 28,155. The Association of Bay Area Governments (ABAG) estimates a projected population of 35,500 in 2040. This equates to a compound annual growth rate of 0.78% per year and an overall growth of 26% over that period. In tangent, the City is also projected to see an 11% increase in households by 2040.²

San Mateo County Population Projections

City	2010	2015	2020	2025	2030	2035	2040	% Change
Atherton	6,914	7,100	7,200	7,400	7,500	7,700	7,900	14%
Belmont	25,835	26,400	27,000	27,700	28,200	28,800	29,600	15%
Brisbane	4,282	4,400	4,500	4,600	4,800	4,900	5,100	19%
East Palo Alto	28,155	29,200	30,800	32,400	33,200	34,100	35,500	26%
Foster City	30,567	31,000	31,600	32,300	32,700	33,300	33,900	11%
Half Moon Bay	11,324	11,400	11,700	12,100	12,200	12,300	12,400	10%
Millbrae	21,532	22,800	24,200	25,600	27,100	28,700	30,300	41%
Pacifica	37,234	37,600	38,200	39,000	39,200	39,600	40,300	8%
Portola Valley	4,353	4,400	4,500	4,600	4,700	4,800	4,900	13%
San Carlos	28,406	29,200	30,100	31,000	31,900	32,900	34,000	20%
Woodside	5,287	5,300	5,400	5,500	5,600	5,600	5,700	8%
Unincorporated	61,611	64,500	67,500	70,500	73,900	77,500	81,200	32%
San Mateo County	718,451	745,400	775,100	805,600	836,100	869,300	904,400	26%

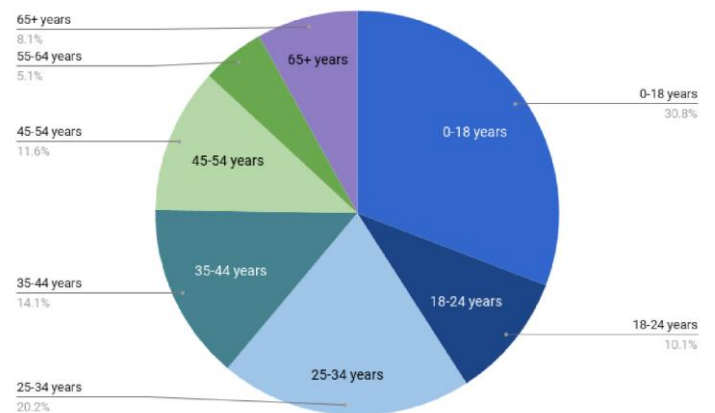
ABAG predicts 43% of East Palo Alto residents will be employed in 2040, below the projected County average of 48%. Conversely, the City is projected to see one of the largest relative increases in total jobs at 38%, compared to a County average of 26%.³

The American Community Survey 2015 estimates show the following breakdown by age, with those under the age of 24 years old making up over 40% of the population:⁴

US Census Facts

	National	State	East Palo Alto
Persons/Household	2.63	2.95	4.14
High School degree (over 25 years old)	86.30%	81.50%	66.50%
Bachelor’s degree or higher (over 25 years old)	29.30%	31%	16%
Foreign Born Persons	13.10%	27%	41.10%
Without Health Insurance (under 65)	10.50%	9.70%	23.70%
Persons in Poverty	13.50%	15.30%	16.60%
Language other than English spoken at home	20.90%	43.80%	72.60%
Household Income	\$55,775	\$61,489	\$53,482

Population by Age



Existing Library Neighborhood Context

Neighborhoods

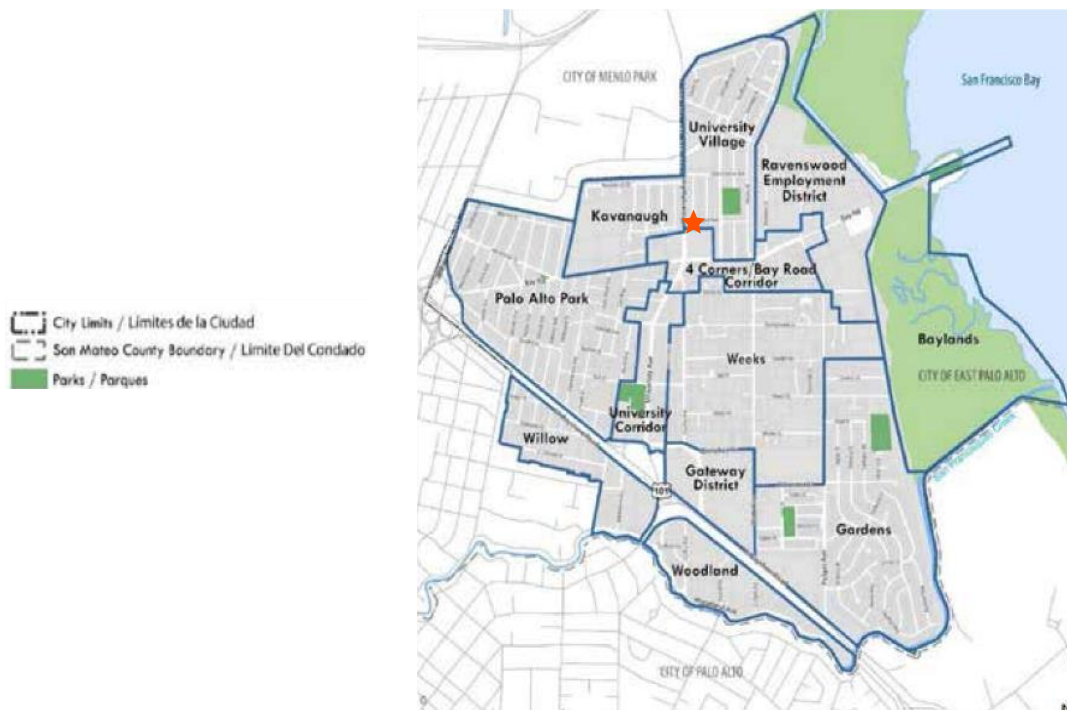
As several workshop participants noted, the East Palo Alto Library is a walking destination for many patrons – walking, cycling, riding transit, or other modes not involving a private vehicle. The economic situation of many patrons, as well as the lack of available parking, are partly factors, but in addition the library is situated near many walkable residential neighborhoods and thus encourages car-free visits. As part of the workshop feedback, we received requests to keep the Library where it is – as well as other ideas such as free bus passes for library card holders.

The intersection of University Avenue and Bay Road is a major node for public transit, with several bus lines served. University Avenue is a thoroughfare for tech-company traffic, being the first exit after the Dumbarton Bridge/CA 84 for commuters from the East Bay; but in spite of steady vehicular traffic, the sidewalks are fairly lively with pedestrians. At the opposite corner is the local post office, with fast food, groceries and restaurants nearby.

All things considered, the existing site, in the center of town in the “4 Corners” neighborhood, is a good location for a library and community center. However, the limitations of the Government Center space mean that the functionality of this library is hampered. Elaboration may be found in the “Service Limitations” section.

Neighborhood Map from East Palo Alto General Plan Update⁵

★Library



Google Earth aerial image

★ Library (east part of ground floor)

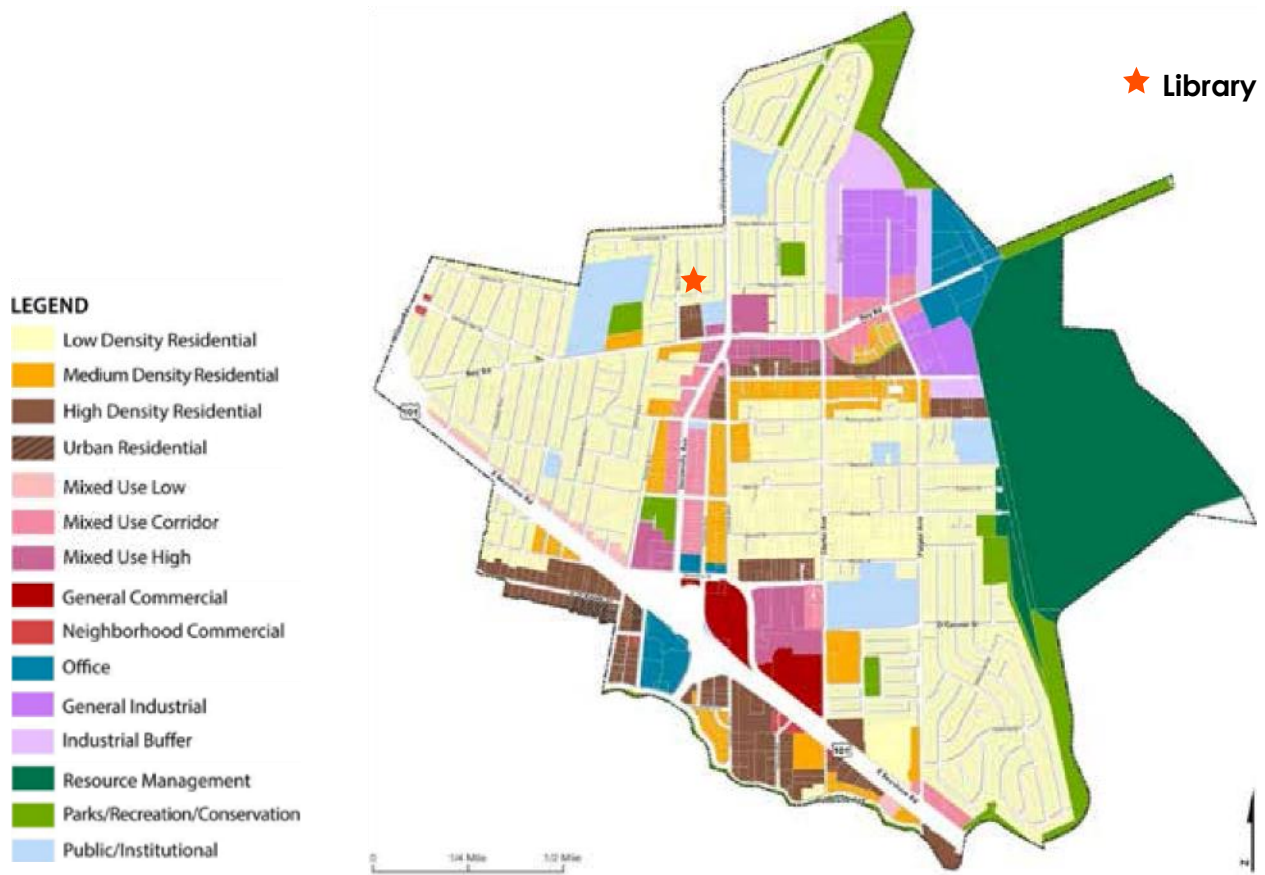


East Palo Alto General Plan

In an effort to better align the City's General Plan with its long term development through the year 2035, the City of East Palo Alto underwent a revision to its 1999 General Plan, starting in 2014, to include an Environmental Impact Report addressing the changes. Among other things, the key elements of the report focus on the City's changing demographics, provisions for affordable housing, Community health, and infrastructure deficiencies.

One of the most serious challenges the City faces as it grows is availability of affordable housing. Housing in the City is currently among the San Francisco Peninsula's cheapest stocks given its proximity to Silicon Valley. However, the potential for new developments and redevelopment could likely decrease the availability of affordable housing.

Another of the biggest challenges is transportation and traffic. Being a Silicon Valley through route for Peninsula employment centers, University Avenue and the streets it feeds see heavy traffic volumes and congestion. One of the City's efforts is to increase transit access and availability that can help alleviate some of this traffic. While its transit system is extensive, service is infrequent and focuses more on through travel than the needs of its local residents.



Among alternatives explored to address future development, 5 concepts were studied (Alternative #1 - No Project, Alternative #2 - Reduced Intensity, Alternative #3 - Employment Focus, Alternative #4 - Residential Focus, Alternative #5 - Theoretical Maximum Buildout). Alternative #2 (Reduced Intensity) was determined to be the superior option despite not meeting many of the City's key objectives, like improving jobs-housing balance and reducing regional commuting. Alternate #2 – (Reduced Intensity) was developed to reduce significant project impacts on air quality, utilities, service systems and transportation and traffic while allowing for the construction of approximately 2,500 more housing units. This alternative would impose limitations on office and mixed use development through land use designation changes, height restrictions, setbacks and reduced floor area ratios. Alternative #5 (Theoretical Maximum Buildout) was considered a theoretical worst-case scenario.

This General Plan update reflects the City's intention to better serve its population as it grows. The East Palo Alto Library plays a key role in this service as a Community resource for access to technology, services and information. Any future development of the Library should strongly consider the City's key objectives of providing an affordable, safe place to live with access to jobs and transportation.

CURRENT RESOURCES 2



2

Overview of Library Building

The East Palo Alto Library is located in a portion of the ground floor of a three-story building at 2415 University Avenue. The building's style is "brutalist": large masses of brown-painted concrete broken up by ribbon-style storefront windows. A recent addition of a large library window graphic helps to identify the space as a library; otherwise there is little indication of the functions within.

The building complex includes a parking lot with approximately 120 stalls, accessed from University Avenue and via a rear drive to Bay Street. This number of stalls would seem to offer enough parking; however, since the building is primarily a "government center" and many stalls are reserved for public agency staff, library parking can be difficult. The lot boasts recently installed photovoltaic structures shading the stalls, but little landscaping. There is no street parking allowed on busy University Avenue. The adjacent corner lot hosts a McDonalds restaurant and parking lot.

The public entrance to the building faces the parking lot and is raised up above grade, accessed by a broad set of stairs and a ramp. A bike rack accommodating about 8 bikes is set into a striped area of the parking lot adjacent to the ramp. A Bank of America ATM is installed at the landing to the right of the entrance, which is an automatic sliding door set in a tinted storefront window.

The shared lobby is largely empty, lacking an inviting atmosphere and appropriate lighting. On the right side are the city's Council Chambers, combined with a shared Community Room by means of an operable partition. On the left side of the lobby is a storefront and single storefront door that accesses the library, with a building security desk in front. The door is equipped with an electric-assisted operator, which makes opening the door easier.

University Avenue, Children's Area windows



Lobby, security desk and Library entry door



Overview of Library Spaces

The Library was most recently remodeled in 1999. It is configured as one big room with an Information Desk near the center, and a staff area carved out of the southwest corner. Most of the shelving is 66" or 55" high, and located along perimeter walls or pushed to the outer areas; this creates an open space in the center that is fairly easy to observe, but which has acoustical and personal-space issues in that all activities take place side by side with no separation. A single plane of acoustical ceiling tiles and 2x4 downlights create a datum that is fairly high and spacious, but which show signs of wear, and which fail to define different zones of use.

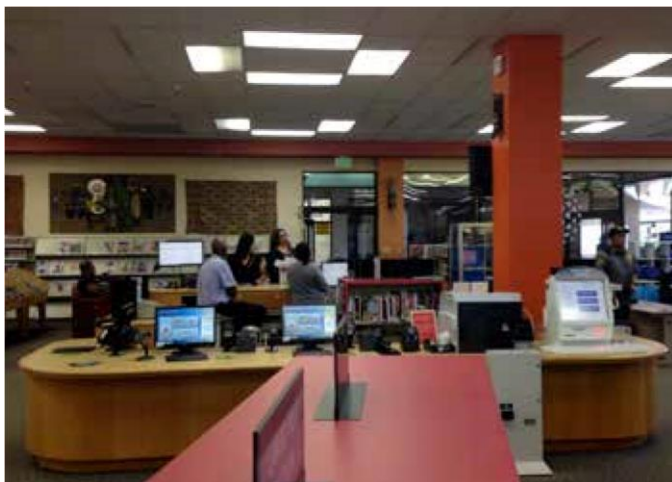
Ringed with windows, the perimeter walls allow an adequate amount of daylighting. However, since the glass has a dark gray tint, and since most of the windows have a high ribbon configuration, the room lacks a feeling of connection to the outdoors. The windows with greatest visibility look into the bare shared building lobby.

Entrance Area

The glass library entrance door opens to a small entry area flanked by a single-corridor RFID gate, set off the entrance wall a few feet with ropes blocking any shortcuts. The left is flanked by a row of shelves approximately 55" high, containing new items and topical displays. To the right of the entry area are a few upholstered seats.

The Information Desk is centrally located a few feet in front of the entrance door. This is the one point of staff visual control for the entire space. The desk area at 197 square feet appears somewhat oversized in comparison to the rest of the facility. But its double "C" configuration also serves as a center for printing, faxing, catalog searches, self-check machines, and related electronic devices. A visual display monitor is mounted on the column, facing the entry door.

Information desk and entrance door



High ribbon windows and acoustical ceiling



Materials Processing

Materials processing takes place to the right of the entrance, approximately 30 feet from the entry door, with a single book-return slot in the partition wall that is colorfully marked in an attempt to make its location obvious. There is a book drop receptacle at the main entrance door that the staff maintains daily; the building does not currently have an exterior book drop slot directed to the return area. This is not an ideal configuration, and causes extra hardship on the staff. A Dutch door allows staff in the workroom with some visual connection to the main library space.

The Book Returns room and Staff Workroom share a space of approximately 709 square feet. This room is crowded with materials, carts, shelves, and nine shallow workstations in linear-style, about six feet long each. A small check-in station is adjacent to the book drop. There is also a delivery door from a back-of-house corridor, further breaking up one of the staff room walls. The room has quite a high ceiling in proportion to its size, since it was partitioned off from the main library space. There appears to be not quite enough headroom to create a mezzanine, which would have added valuable floor space.

The crowded conditions are exacerbated by the fact that staff must maintain a clear path leading to the back of the space, where a break room, manager's office, telecom closet, short hallway and small toilet room are located - totaling about 362 square feet. The toilet room contains a toilet and sink, and does not meet ADA compliance.

Compared to the workroom, the manager's office and break room are relatively spacious; they house overflow materials as well, but in general are not as heavily utilized as the workroom. The break room contains light-colored wood casework with a sink, microwave and refrigerator built in. Additionally a substantial amount of telecommunications wiring is located in the breakroom. Along the exterior wall, sitting in front of storefront windows, are located a second refrigerator, staff lockers, and boxes of materials. This looks unsightly from the exterior, and blocks light and views.

Book drop and staff workroom door



Staff workroom



Restrooms and Amenities

Aside from the non-ADA-compliant single occupant toilet room in the staff area, there are no restrooms within the Library space. Patrons must exit the library and use the common building restrooms accessed from the shared lobby, located behind the elevator/stair core, with Men's and Women's rooms located down dim hallways to either side.

These restrooms are poorly lit and outdated. Each contains one ADA-sized stall and two additional fixtures, along with a counter with two lavatories. There is no baby changing table in the restrooms.

There is no food service in the building or vending machines. Community-oriented programming has included summer camps and other events at which meals are served: currently, food is set up and warmed in the staff break room, then moved through the staff workroom and through the library proper.

Shared Community Room

Opposite the shared lobby is a Community Room of about 1,457 square feet. This room connects to the Council Chambers by an operable partition, and is frequently booked by government or other activities, but it serves an essential function to the Library as a space for programs and after-school tutoring. The room contains no kitchen equipment; two closets with accordion-style plastic doors store tables, chairs and teaching materials. The ceiling is older-generation suspended acoustical ceiling tiles and 2x4 ceiling downlights, while the floor is aged vinyl composition tiles. There is one wall-mounted electric projection screen.

Women's restroom



Community Room



Shelving and Collections

In the main collections area, most of the shelving is pushed to the perimeter. Singlesided, 66"-high shelving that houses Spanish and nonfiction items line the north wall, with the balance of the nonfiction collection in double-sided 66" stacks totaling 96 linear feet that splay on a diagonal at the northeast corner of the room. The adult and young adult fiction books occupy four more rows of 66"-high stacks totaling 96 linear feet, arrayed on a different diagonal near the east wall. These arrangements are meant to allow better lines of sight from the information desk, but the geometry creates an inefficient layout. Due to the size of the library and competing needs, there are relatively few shelves in this facility. End panels are trapezoidal in shape and made of colored plastic laminate slatwall, which offers some display opportunities.

Periodicals, CDs, DVDs and other non-book items are located near the entrance, to the right of the soft seating and within line of sight of the information desk. The shelving is a mix of 66"-high units lining the walls, three double-sided units near the staff workroom door, and low pods of curved media trays in the middle of the area. This area is the most well-defined zone in the room and, combined with the few pieces of comfortable seating, provides a sort of protected eddy within the space.

Art and Color

There are changing displays of artwork, artifacts and seasonal items on the walls, particularly near the entrance and media area, which seem to reflect this diverse community. Colorful flags, banners and crafts are draped from the ceiling. Combined with color on some of the painted wall surfaces, this art goes a long way towards personalizing the room.

Media collection area



Colorful banners and wall decorations



Quest Tutoring Area and other Seating

At the front, northwest corner of the main room, the entire quadrant is dedicated to tables and seating to accommodate the Quest program and other group-tutoring programs. A variety of computer stations, desks, study tables and carrels fill the area. The seats are always filled by students during tutoring and camp sessions - and serve as a de facto Teen Area after school.

Since there is very little seating elsewhere in the facility, adults using the library during these time periods have little choice but to sit amid the student activity, if a seat can be found. In the feedback from public meeting participants and "dream board" posts, this lack of seating space and need for separation from teens was one of the most frequent requests. There are no built elements or special acoustical treatments to separate this zone from the rest of the large room, aside from the carpeted floor and flat, dated acoustical ceiling. Any noise generated in this zone is experienced by the entire facility.

Quest Homework Center



Children's Area



Children's Area

The Children's collection is part of the single main library room, sharing the south wall with the staff areas. There is no separation or demarcation of the area in terms of built elements or acoustical treatment. Young Adult books are collected in a series of 66" high stacks arrayed at an angle in the zone between the main area and the Children's Area, and this forms a bit of a buffer. Otherwise there are about 15 double-sided stacks at 45" high serving the Children's Area. In the center are tables and chairs that are moved to accommodate storytime sessions.

There are three Early Learning computers and several toddler activity stations among the stacks, which like the others are oyster-colored cantilevered shelves with plastic laminate slatwall in primary colors.

As in the main collections area, most of the Children's shelving is about 55" high and arrayed against the three bounding walls, with a gap for a door accessing the Manager's office. The wall shelving partially blocks the storefront windows, but since the glass is darkly tinted as well as mirrored, the shelving backs are not easily visible from the exterior through the glass. The Library has also recently installed a window graphic of their "Burst of Knowledge" logo on a blue field, and this completely fills two of the window bays in the children's area.

Computers and Technology

The East Palo Alto Library still has a very high demand for desktop computers. This is partially related to the income challenges of many residents who don't own their own devices: as one workshop participant wrote, "We definitely need desktops still, to focus on work comfortably." Usage is consistently high and the available computer seats are often filled. In spite of good WiFi coverage, patrons also request wired Internet connections for higher speeds and greater reliability.

Most of the desktop computers in the facility are lined up along the east wall, totaling about 180 square feet. There are also four desktops arranged around a furred column behind the information desk. There is fairly good line-of-sight visibility from the desk to most of the machines.

A Digital Display Monitor has recently supplanted the dozens of fliers and cards that formerly crowded the information area - many messages are now displayed on the monitor, although there are still printed posters and flyers throughout. A set of vending machines has the capacity to dispense 12 tablet devices and 18 laptops. At the center of the floor near the Information Desk is a small Maker area with a 3D printer, which can be reserved in 2-hour time slots between 10:00 am and 6:00 pm.

Laptop/tablet dispensers and desktop computers



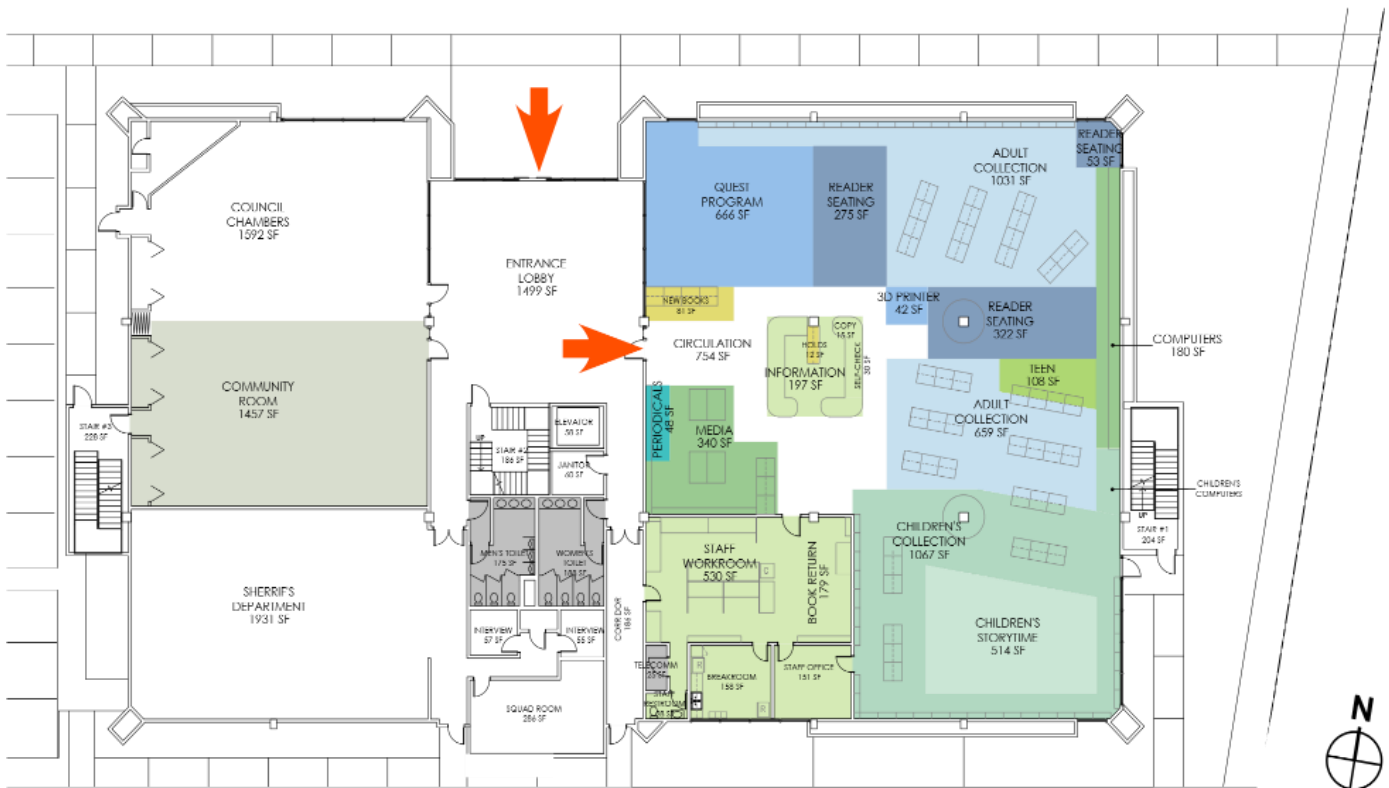
3D printer



Existing Library Program Area Breakdown

LIBRARY COMPONENT	AREA		
3D PRINTER	42 SF		
ADULT COLLECTION	1,690 SF		
BOOK RETURN	179 SF		
BREAKROOM	158 SF		
CHILDREN'S COLLECTION	1,067 SF		
CHILDREN'S COMPUTERS	41 SF		
CHILDREN'S STORYTIME	514 SF		
CIRCULATION	754 SF		
COMPUTERS	180 SF		
COPY	15 SF		
HOLDS	12 SF		
INFORMATION	197 SF		
MEDIA	340 SF		
NEW BOOKS	81 SF		
PERIODICALS	48 SF		
QUEST PROGRAM	666 SF		
READER SEATING	651 SF		
SELF-CHECK	30 SF		
STAFF OFFICE	151 SF		
STAFF RESTROOM	28 SF		
STAFF WORKROOM	530 SF		
TEEN	108 SF		
	7,482 SF		
UNASSIGNED	198 SF		
LIBRARY AREA TOTAL	7,680 SF		
		SHARED COMPONENTS	
		COMMUNITY ROOM	1,457 SF
		MEN'S RESTROOM	175 SF
		WOMEN'S RESTROOM	188 SF
		LITERACY SPACE - (LEVEL 2)	675 SF
		LOUNGE (LEVEL 2)	617 SF
		SHARED AREA TOTAL	3,112 SF

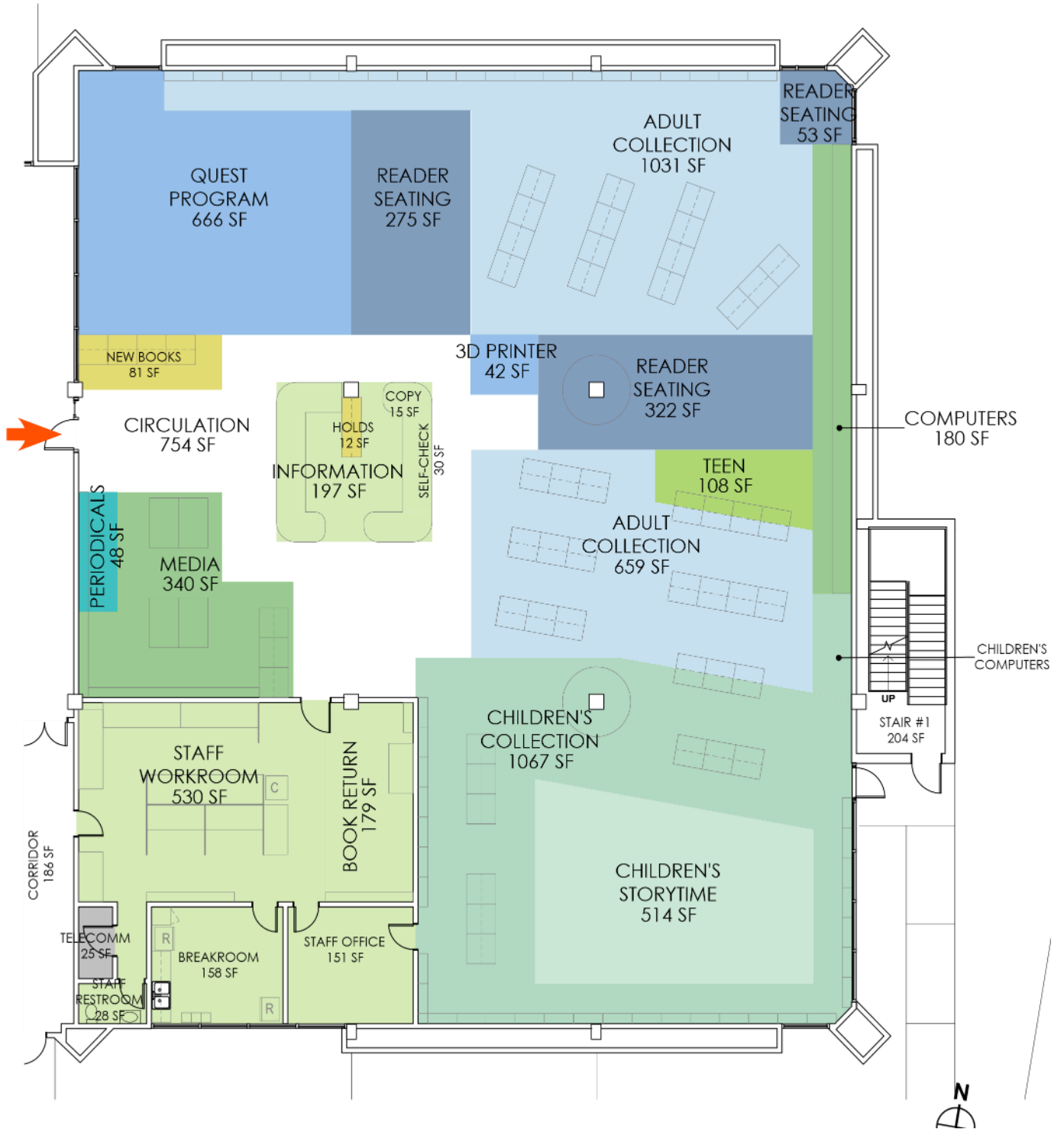
Existing Government Center Plan - Level 1



Existing Government Center Plan - Level 2



Existing Library Enlarged Plan – Level 1



Current Collections Overview

Existing Collections

East Palo Alto Library's collections currently comprise approximately 39,650 total volumes. Material collections are broken down by categories listed below. It should be noted that San Mateo County Libraries has adopted a shared model of library collections, which means that daily deliver service enables East Palo Alto Library users access to more than 600,000 items located throughout the system.

Adult Print:

- Fiction: 1,300
- Nonfiction: 3,000
- New Print: 500
- Paperbacks: 900
- Spanish: 2,000
- Magazines: 900
- Graphic Novels: 500
- Teen/Young Adult: 700

Adult Media:

- DVD: 3,500
- Music: 1,500
- Audiobooks: 400

Children's Print:

- Fiction: 12,000
- Nonfiction: 3,000
- Graphic Novels: 500
- Magazines: 200

Children's Media:

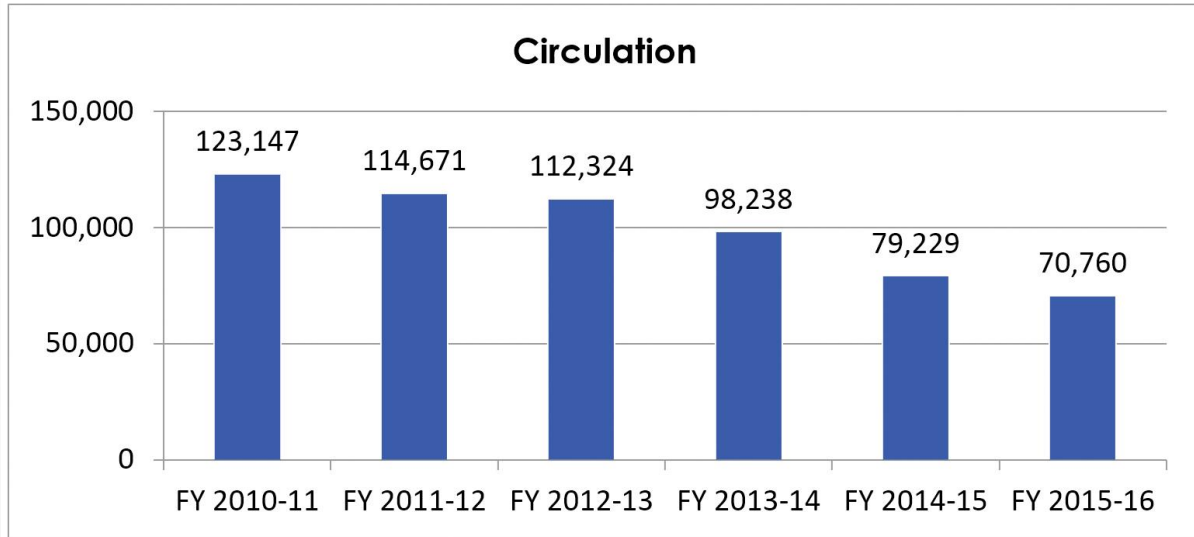
- DVD: 1,200
- Music: 400
- Audiobooks: 150

Spanish:

- Adult: 3,500
- Children's: 3,500

Circulation

The Library's circulation for FY 2015-16 was 70,760 items; population served was 29,413, resulting in a per capita ratio of 2.69 volumes per person. Library circulation is trending down as use of online resources and computers has grown. Earlier Library circulation and per capita data are as follows:



Current Services Overview

There are several programs particular to the East Palo Alto location which enrich and broaden many opportunities for the community.

Adult Literacy – SMCL Reads Program

The East Palo Alto Library offers a literacy program to all English-speaking adults who have a desire to learn to read and write better. The program aims to bring adult learners to a functional reading level (or to the level they need and desire for their daily living) and then to refer them to other educational resources in the community. The program is free and consists of one-on-one tutoring and/or small groups.

Family Engagement Programs

The vision for Toyota Family Learning in the City of East Palo Alto is to build the capacity of families living in underserved areas with an integrated focus on deepening the strengths of families and the power they can bring to their communities. East Palo Alto families who participate in this program learn from each other while engaging in enriching community service projects. Adults and children – many of them first-generation Americans—plan and lead a service project for their community.

Quest Learning Center

The East Palo Alto Library Quest Learning Center is a free service of the San Mateo County Libraries for youth in 3rd – 12th grades. The Quest mission is to improve students' literacy skills to help them become part of a literate, confident, and creative community of life-long learners. The program offers literacy enrichment, homework help, and mentoring in a safe after-school environment with student-to-tutor ratios of 5:1 or better.

Summer Learning Challenge

Tackling the “summer slide” that comes from a decline in active learning is integral to read proficiently. In San Mateo County, 42% of third graders overall (and 60% of Latino children) cannot read at grade level. The popular Summer Learning Challenge program and Summer Learning Camps offer a fun opportunity for kids to keep discovering and growing even when school is out.

Summer Learning Camps and Lunch Program

The Library’s Summer Learning Camps increase access to high-quality learning experiences and advance literacy by engaging youth and families in reading and enrichment activities. In 2016 the camp was held at the Library and a free lunch program accompanied it. Meals were served during lunch five days per week for six to eight weeks during the summer break. The Library successfully obtained funding to extend this program to adult participants as well. This approach results in not only addressing food insecurity but in bonding families and communities.

Talk Read Sing

San Mateo County Libraries partnered with the LENA Research Foundation to provide the Talk Read Sing program in East Palo Alto. Originally used by early child development researchers, LENA’s innovative “talk pedometer” technology helps Talk Read Sing families track progress on their personal goals around ensuring a language rich environment for their young children. Talk Read Sing participants use “talk pedometers” to track the number of adult words spoken, conversational turns taken, and electronic noise in the home. The data collected drives the families’ personal goals throughout the program. Results for the families in the first two cohorts of Talk Read Sing were significant, with 74 percent of families showing gains in adult words spoken to the child, and 60 percent of families showing gains in conversational turns.

Veterans Connect

The Veterans Resource Center (VRC) established in the East Palo Alto location is staffed by trained volunteers who provide information about veteran benefits, resources, and local services. Veterans and family members can learn about state and federal education, employment, housing, health, disability, and other benefits. The VRC features a circulating book collection, up-to-date information from service providers, and access to Internet-connected computers.

Summer Meals Program



Children's Program



SERVICE LIMITATIONS 3



Physical Constraints on Library Needs

The East Palo Alto Library provides a valuable community resource in a convenient location. The facility's available space and layout, however, place ongoing constraints on library services and operations.

Size

At 7,680 square feet, the existing tenant space occupied by the East Palo Alto Library is too small to effectively accommodate its very specific services. This facility serves as a de facto Community Center for its patrons, with many programs that go beyond typical library uses: a very active Quest tutoring program, summer camps, meals, language classes, and other community services. At the same time, this is the only library serving the city. Yet the space in which all these varied programs take place is non-specific and limited.

The 1,457 square foot Community Center, which is located across the lobby, does serve a valuable function as a tutoring room and overflow space for Library functions. But as a City facility, it is not dedicated to the Library's use, and is often needed for other functions. The Community Center room is also connected to the City's Council Chambers via an operable partition, so is often engaged for larger city meetings. The room itself has no water nor kitchen equipment – amenities that would be very useful for many of the Library's programs, especially summer camps and community dinners. Since its storage capacity is limited beyond tables and chairs, the Quest program or other tutoring groups cannot really make use of this room as a “home base” for their efforts.

The Needs Assessment team looked at the possibility of creating a mezzanine within the room that could relieve some of the space pressure, and potentially allow for quieter uses. While the ceiling and structure above are fairly high, they are not quite high enough for a mezzanine structure that meets code clearances.

Noise Mitigation

The most evident need for the Library is more space to accommodate acoustical separation between age groups and uses. Given the current configuration – a single room with no partitions or ceiling differentiation – noise from the tutoring and children's areas pervades the entire space, and is a major source of complaints. It would be possible to enclose the existing Quest and Children's areas to mitigate sound transmission, using as much glass as possible to preserve some daylighting and line-of-sight observation. However, given existing exit locations, such enclosures would present challenges from an exiting point of view. They would also limit the flexibility of this rather small facility.

Another way to address the issues of noise and distraction would be to enclose a “quiet room” or “work zone” that would include various types of reader seating and desktop computers. This idea takes the attitude that the majority of the facility is lively and active, except for this designated quiet area. Again, due to the small size of the library, the partitions and access requirements for such a room would reduce occupiable square footage and would also limit flexibility and line-of-sight monitoring.

Meeting and Study Rooms

There are currently no meeting rooms of any size in the library. Most group functions, both formal and informal, take place at the Quest tables or in the adjacent reading area, basically in the center of the room. While the flexibility of this area means that it can accommodate small groups or large crowds, the space is not designed specifically for meeting functions. Group discussions can be heard throughout the library, and there is no useful meeting technology available such as projectors, screens, monitors, phones, or computers.

Many of the community's "dream library" requests were for enclosed meeting rooms of various sizes. The most needed room types for this specific facility are:

- 1-2 person Focus Rooms – Can be partially open for ease of access, but if acoustically separate, they could be used for private tutoring or counseling, streaming college courses, teleconferencing, quiet study
- 4-6 person Study Rooms – Student projects, small meetings, Project Second Chance and other tutoring
- 10-12 person Group Study Rooms – Classes, meetings, craft/maker sessions

It is possible to provide a few meeting areas within the current facility. The suggested location would be to line a few rooms or areas along the north wall, near the Quest tables. This would require reconfiguration of most of the nonfiction shelving, since they are single-sided and line this wall. These meeting zones should either be open or fronted with transparent glass, to ensure that staff could monitor them easily.

The drawback of building meeting rooms within the existing room is similar to those presented by enclosure of a Quiet Room: they would take up floor area in this facility where reader seating is already insufficient to handle the surge crowds of students.

Teen Areas

The current library does not have a dedicated Teen area per se. The Young Adult collections are located in stacks near the center of the east wall, near the Children's area. However, most of the teen activity takes place in the Quest tutoring area and at the computers. As mentioned previously, this library would benefit greatly from an enclosed or acoustically buffered Teen area. This zone should be in direct view of the Information Desk, either directly or through glass. Computers and a variety of seating options would make for an effective place for young people to gather. Access to group study rooms would also go a long way towards minimizing noise and maximizing user-friendliness.

Children's Areas

East Palo Alto Library has a Children's area totaling about 1,622 square feet, with stacks, tables, wall shelves, and a storytime area at its center that can accommodate about 35 children at maximum. The space is tight, with no room for stroller parking or overflow crowds. Staff has done an admirable job with cheerful decorations and a few interactive play pieces for toddlers. But other than a few tables, there is not enough room for the kinds of amenities seen at many neighboring children's libraries, such as portals, toys and other play elements, maker areas for crafts, or a dedicated storytime room.

Staff Areas

Staff space in the existing building is unevenly functional. The Information Desk, with dual long curved counters, takes up 197 square feet and is larger than needed for information services. But the rear desk has been given over to check in machines, printing stations, a copy/fax machine, and other devices for public use, and this central area works fairly well.

The staff open-office area is very crowded with books, carts and workstations, yet it also must maintain a circuitous path so that staff can reach the restroom, kitchen and offices in the rear. This room is effectively also the book return room, with a small check-in station along the wall. There is no through-wall book drop from the exterior: staff empties the freestanding drop located outside near the building entrance, bringing materials inside on a cart through the lobby and single entrance door. The office and book return areas would greatly benefit from more space and a layout with more wall space and less through-circulation. Dedicated storage areas are also key to better functionality of the staff area.

Staff meetings could take place in the break room if it were large enough; either a larger break room or dedicated staff meeting room would allow for smoother operations, but neither of those are options in the current facility due to lack of space. The staff restroom also is too small and does not meet ADA compliance.

Seating

As touched upon previously, this facility suffers from lack of comfortable seating options during surge use periods. The collection of tables and carrels near the Quest area are utilitarian. There are only 6 upholstered seats in the room. Patrons want more seating, offering a variety of options, but there is currently no space for additional chairs, armchairs nor tables.

Public Computers, Internet and Technology

The Library has a fairly high number of desktop computers in proportion to its size, as well as the option to check out laptops and tablets. Internet connectivity is readily available via WiFi. Yet more computers and related technology were high on the list of recent patron requests. There were also many requests for gaming areas, and since the 3D printer had proved popular, there are other maker-type machines that could augment the opportunities for the young makers in this community. Again, the limitation to providing any additional hardware is space.

Restrooms

The shared restrooms in the building lobby are often in disrepair, and lack family-friendly amenities such as a baby-changing station. Especially given the youthfulness of EPA's population, it is not ideal to have to exit the library to use the restroom, especially for parents with young children. Patrons with mobility issues or who require assisted use are inconvenienced as well. Any expansion or renovation should include safe, clean restrooms within the library, dedicated to patron use.

Daylighting and Connection to Outdoors

A considerable number of patrons requested that their library offer a connection to nature in some way. Many people asked for more light and views, not surprising given that the existing windows are darkly tinted and mostly situated high on the wall. Other requests went further, with suggestions for patios, courtyards or even a community garden.

It would be possible to create a secure outdoor room or garden at the Government Center, if the Library obtained permission to take over some of the planting area along University Avenue. If fenced and provided with proper exiting, an area of perhaps 200-400 square feet could be dedicated for Library use. However, the location is not ideal: this is a busy and noisy thoroughfare, not very friendly for young children in its proximity to the road and sidewalk, and potentially susceptible to vandalism and trespassing.

Community Outreach



COMMUNITY ENGAGEMENT 4



Community Engagement

Multiple methods of outreach were utilized to gather community insight and priorities for library services. These included an online community survey, key informant interviews, focus groups targeting Children, Youth and Teens and two “Dream Library” workshops for adults.

“Dream Library” Public Workshops

As part of this Needs Assessment effort, two public meetings on the evenings of October 11 and November 2, 2016, were held. Catered dinner and child care were provided, and the meetings were well-attended with more than 100 patrons each. The Needs Assessment team encouraged attendees to dream big about the specific needs and wants for their particular community. Images of many different types of library amenities were shown as examples – from two-person tutoring rooms to teen gaming rooms, cafés to community gardens.

A translator was on hand for both meetings, communicating with Spanish-speaking attendees via headsets. Many of these people were students of English classes offered at the library. There were many astute questions asked regarding funding, possible relocation, and expansion of hours and services: the Needs Assessment team encouraged the community to set practical concerns aside for a moment and to consider this a brainstorming session for anything and everything they would wish to have in their Library.

Recurrent discussion topics included the need for more seating, more personal space, and a quiet place to work and study. More desktop computers and other tech devices were also frequent requests. Improvements to the Children's Library area were often discussed, including more space, infrastructure, play opportunities, and event programming.

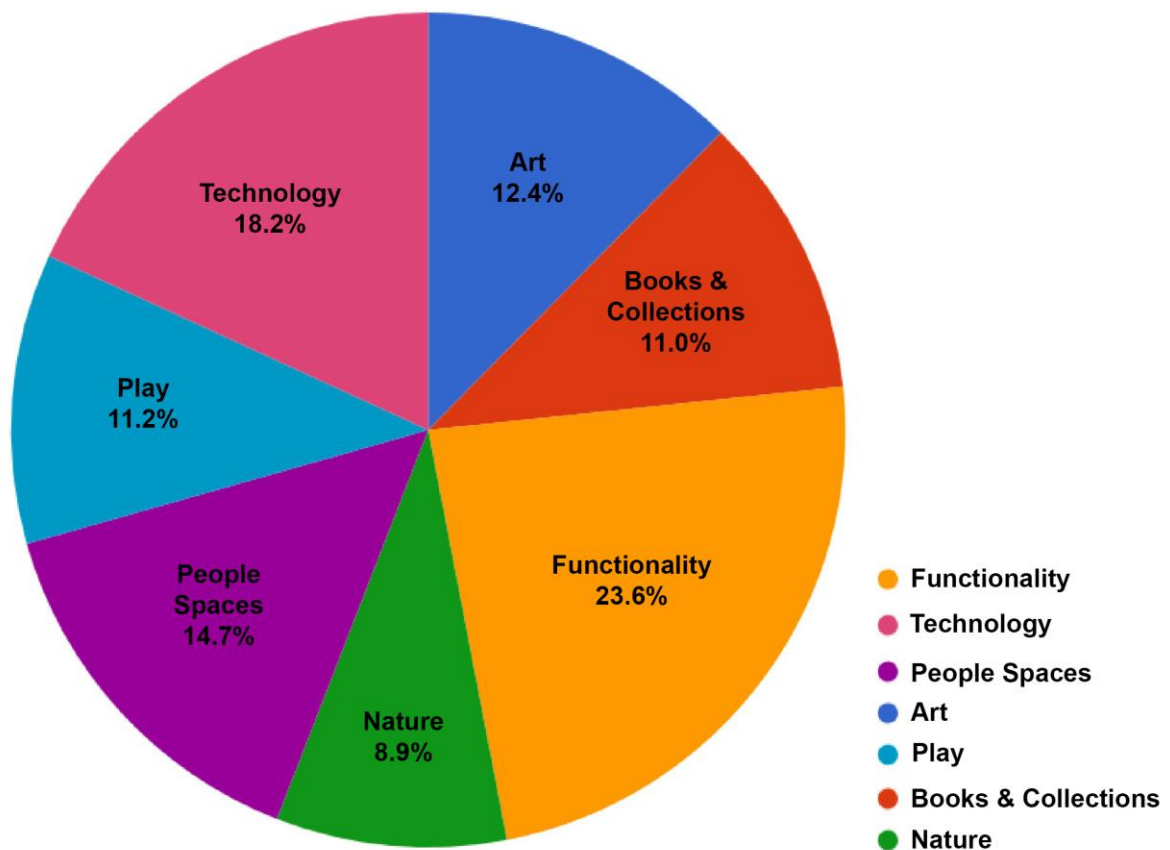
Many of the patrons were familiar with Mitchell Park and Rinconada Libraries, which are part of the Palo Alto City Library system and are quite close by to East Palo Alto. These facilities are new and offer outstanding amenities such as outdoor reading rooms, study rooms, cafés, and separate children's areas; these were repeatedly used as a basis of comparison while discussing the possibilities for a new EPA Library. The Mitchell Park Library has been included for Peer Library analysis, along with several other libraries.

Patron Requests Summary

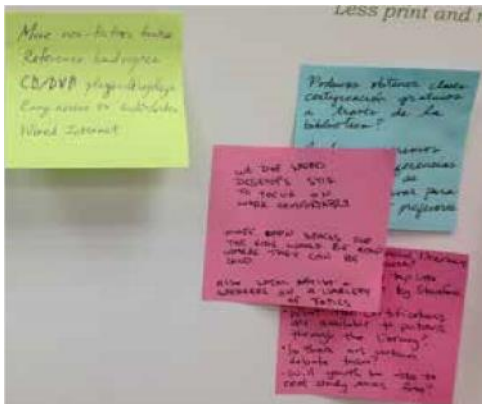
Community Input

During both public meetings, the participants were encouraged to ask questions and make suggestions for possible future library amenities. Sticky notes and pens were readily available for notes and ideas, and patrons made good use of them by jotting down their requests and mounting them to boards. Additionally, to ensure that persons who were not able to attend meetings could contribute their ideas, an online community survey was sent out to all East Palo Alto card holders and a “Dream Board” was mounted next to the Library Service Desk for several weeks, collecting layers of sticky note requests. The survey asked what was important in life, where the respondents see themselves 10 years from now, what physical space(s) they would like to see in the East Palo Alto Library and what services/programs are important to the respondent now or in the future. All these notes were transcribed and combined with the requests received from children, teens and the Quest students. In the analysis of more than 500 recent patron requests, a set of broad categories and subcategories emerged:

Patron Requests by Category



Sticky note requests from Meeting No.1



Questions during Meeting No.1



Patron Wish Lists

Input from Youth

Twelve teenagers who frequent the EPA library were given an opportunity to share their own ideas via a focus group held on October 19, 2016. Participants used a worksheet to jot down keywords and notes prior to speaking together as a group. In addition to the expected requests for gaming equipment and snacks, the young people had a number of thoughtful requests involving opportunities to work, study and learn. Please see Appendix D for a transcription.

Quest students' library wishes

Library staff sought requests from the after-school Quest Learning Center students. This tutoring program, for 3rd through 12th grade students, is particular to the East Palo Alto location and is one of its most significant programs. Computers, gaming devices and art featured prominently among the wishes of this group. Many of the kids asked for more comfortable places to sit, more books, and food.

Children's library wishes

Staff held a special storytime event for younger children on October 18, 2016, during which craft materials were available for the young ones to make models of their Dream Library. The kids also verbally summarized their wishes:

- Decorations
- Outdoors
- Cozy
- Plants
- Benches
- More crafts
- Climbing
- Monkey bars
- Toys to play on
- Computers with Dora!
- More toys
- Sections for kids
- Spanish classes
- A lot of toys
- More kids activities
- A lot of food
- Butterfly
- Bigger library

Child's dream library model



Patron Requests Analysis

Art (12.4%)

The importance of art in all its forms was reflected in community wish lists. Some requested a gallery area for rotating and local art display, as well as ideas for local artists and speakers to present their work.

Children's art opportunities were especially well represented by requests for spaces where children could explore art, crafts, music, theatre, dance and other creative endeavors. Parents would like access to rooms where kids can make messy art, such as cooking facilities. An image of an "Idea Room" lined with floor-to-ceiling chalkboards sparked interest and enthusiasm for similar freewheeling opportunities. Some teens liked the idea of a room where they could spray paint and make murals.

Wishes for guitars, drums, keyboards, an LP record collection, recording equipment and soundproof recording rooms reflected an interest in the making of music. More than just facility decoration in the public-art mode, people were interested in making their own art by way of tools and spaces offered at the Library.

Books and Collections (18.2%)

Many requests for "more books" came from the youth and child contingent; adults had specific requests such as the reestablishment of a local Ravenswood/East Palo Alto history archive, and more materials reflecting the Latino cultural experience. Patrons would like to see more Spanish materials, as well as language instruction materials and books in other languages.

Non-print loan items were also requested, such as tools, musical instruments, sewing machines, art supplies, laptop computers, cameras, gardening implements and seeds. Some of the requests were for collection items that have become disused in other communities but are still the tools of choice for many people without tech devices: for example, hardcopies of reference materials, and telephone directories.

Functionality: Quiet, Space/Facility, and Work/Study (23.6%)

These three request categories are related due to the shortcomings of the Library's location in the Government Center building. This particular facility is too small for its user base, and suffers from its configuration: one room, with an undifferentiated flat ceiling plane and no opportunity to modulate the activity of different groups within the space.

Quiet - Because of the heavy and often noisy use by young people – especially during afterschool tutoring hours – the rest of the room is too loud for focused work or study. The patron requests reflected this complaint: many people complained directly about the noise, and many others indirectly, by requesting separate spaces for teens and children, or separate quiet rooms for working.

In some facilities, shelving stacks are grouped in banks – so that seating and computer opportunities are distributed throughout the facility in a way that offers more privacy and quiet. The EPA layout, with shelves lining the perimeter walls and pushed to the

edges, is optimized for line-of sight monitoring and for maximizing the number of study tables in the Quest area. As a result, there are few opportunities to get away from the crowd at the center. The available square footage is too small to comfortably accommodate surges of library users.

Space/Facility - The most common refrain in both languages was "Space!" More space, flexible space, mas grande, a bigger library... these words show up again and again on the patrons' wish lists. Many specifically noted the need for individual areas, privacy and separation. This category also includes commentary on other physical shortcomings of this building, such as the lack of restrooms, the need for a safe and separate children's play space, and the need for a bigger and more functional staff area.

Work/Study - Items in the Work & Study category include specific kinds of spaces that facilitate effective work and concentration. There are no enclosed study rooms or conference rooms in the current facility, and this situation exacerbates the above problem. Nor are there any designated quiet zones, and given the room configuration, it would be impossible for staff to enforce such a zone at any rate. The requests for "silent rooms" describe what is sorely needed here, especially study rooms of all sizes: enclosed rooms would offer a quiet place to work, or could isolate noisy groups within. Huddle rooms for one or two persons would allow phone calls, class streaming or private tutoring. Small group study rooms would acoustically isolate discussions from the rest of the facility. Larger meeting or class rooms could accommodate classes or storytimes. Large multipurpose rooms would provide a meeting venue for community groups such as veterans, book clubs, and volunteers.

There are other specific items that patrons would appreciate in order to work and study effectively at the library: visible clocks, day lockers, a phone booth, more copy and fax machines, office supplies, white boards, bulletin boards, and more desks and work tables.

Nature (8.9%)

The need for a better connection to nature and the outdoors was represented by a surprising number of requests. People asked for outdoor patios "like at Rinconada", a Palo Alto City Library with beautiful mature landscaping in two serene enclosed patios. They also asked for humbler elements, such as seats close to windows, or a courtyard where kids might safely work off their energy. Daylight and plants were specifically requested. Access to sunlight and the natural world has been proven to improve concentration and well-being, and this was borne out by meeting discussion and sticky-note requests for more of it.

To incorporate nature to an even greater extent, several people wished for a community garden as part of their Library facility, where they could grow their own food and even learn to cook it at classes that could be offered in a Library kitchen. The Teens reflected an interest in this idea that nearly rivaled their requests for PlayStations and Minecraft gaming rooms.

People Spaces: Connect and Relax (14.7%)

These two categories are related in that they represent the EPA Library as both a living room and a sort of town center for the community - so much more than a place to check out books.

Connect - In the Connect category, the team has grouped requests for a place that accommodates community activities: open-mic nights, holiday festivals, public debates, author visits, book groups and the like. This is interesting because the Government Center does currently have a Community Room across the lobby from the Library; but since it seems to lack an operations structure and instead is so frequently used by Library Quest and other programs, the library services are now its principal community connection.

Relax - The Relax category might have been labeled "Eat", since many notes specifically mentioned food and drink. But the people seem to want broader opportunities to buy snacks, a meal, a cup of coffee – even though there is a fast-food restaurant on the adjacent corner. Aside from food, the allure of "cozy" and "comfortable" seating, eating and napping areas, and a place to talk on the phone were all requested. The bookstore-style café that so many new libraries have incorporated would be very welcomed in a new facility.

Play (11.2%)

The importance of play was revealed in many requests from adults and young people alike: in keeping with the perception that the Library is essentially a community center, participants want opportunities for play at their library. Parents and younger children asked for toys, monkey bars and climbing elements, puppets and dramatic play accessories and a small stage – even the option to bring pets. There are a few interactive play panels in the children's area that are meant to be changed out periodically. Unlike many other recent facilities, there are no other playful elements aimed at young children such as portals, tunnels, climbing or stacking elements. Older children offered many requests for computer-related play, such as gaming rooms for online multiplayer games such as Minecraft. They also asked for other electronic devices such as Wii, Xbox and Playstation. "Games" and "toys" of any kind appeared frequently, along with the opportunity to get "cool stuff" at a store. As several put it, kids at the library want to "have fun!"

Technology (18.2%)

Technology of all types was the biggest single wish category. Requests included more computers, wired Internet connections, free printing availability, classes, game devices, computer game servers, and laptops that would be available for checkout. The majority of Quest and teen requests included technology in some way – reflecting both the obsessions of the newest generation, and the inevitable immersion in Silicon Valley tech as it surrounds East Palo Alto.

Interestingly, there were no specific requests for Maker-type equipment to augment the 3D printer already available at the Library. The focus among adults and youth alike was on providing more desktop computers. This is likely directly related to the economic

situation of a community who generally lack the disposable income to buy their own hardware, and who depend on the library for computers essential to modern work, study and play.

In Addition: Services and Location Requests

A number of recent patron requests involved services that are largely outside the scope of an architectural assessment. These have been omitted from the categories above to maintain clarity in regards to architectural and space-planning issues. However, they reveal what kind of services are important to this particular community and therefore what kind of spaces might be wanted to accommodate them. These include: extended hours or even 24/7 operation; programs and activities for children of different age groups; elder services; cooking classes; Spanish classes; financial aid for college prep; study abroad or foreign exchange programs; financial literacy courses; satellite lecture streaming; life skills classes; computer programming classes; field trips; family counseling; and parenting classes.

Public feedback opportunities also resulted in some direct requests to “keep the Library where it is”. These were from patrons who live close to the Government Center and who rely on walking to get to the library. Other related requests were for free bus transportation to and from the Library, and sheltered bike parking and repair services. While possible relocation sites for the Library are outside the scope of this Needs Assessment, the inclusion of this request category reflects the importance of car-free access to many patrons.

A Center of Community Life

More than in most communities, the patrons of East Palo Alto consider the library to be much more than a place to check out books: their specific wish lists show that the library is considered a center of community life. They desire a library facility with all the amenities offered by the libraries of their more affluent neighbors: meeting rooms; arts and crafts; cutting-edge technology; places to eat, relax and socialize; access to the natural world; and the very best opportunities for their children.



Peer Library Reviews

Based on the information provided in Sections 1 & 2 and focusing on the quality of library services, this section offers an evaluation of key library metrics with respect to service delivery. This data is intended to provide strategic insight into East Palo Alto's Library Service Needs through direct numerical comparison.

The Project Team developed a list of peer libraries in order to study key metrics. These libraries were selected because they align most closely with the following key criteria established by the Project Team:

- Population: 24,000 to 68,000
- Size of the Building: 20,000 to 56,000 SF
- Community Served: Peninsula Urban Communities
- Building Opened or Renovated: within the last 20 years

The Project Team determined a peer library to be considered a suitable benchmark if it met a substantial portion, but not necessarily all of the criteria. Strong consideration was also given to known successful regional library models. Some key criteria ranges were extended to accommodate East Palo Alto patrons' familiarity with nearby, non-San Mateo County Libraries.

Historical Benchmarking Metrics

Through a comparative analysis, one can note that certain elements of East Palo Alto's existing library services either exceed or fall short of the peer library metrics. In addition to the compilation of peer data, the analysis is also being compared to the San Mateo County Libraries average. Each key metric studied also incorporates the trimmed mean of the selected peer library data. This average is established by removing the highest and lowest numbers in the data range and then averaging the remaining numbers. The trimmed mean helps to adjust the range of information for any outlier data points that could skew the overall data to reflect results outside of normal experience and general pattern of distribution.

The goal of this exercise is to use multiple library service metrics to establish a baseline for what other similar libraries are providing to their communities now and for future growth.

Key Metrics Overview

The following are Key Metrics studied to create a basis for Peer comparison:

Facility Size as compared to:

- Population
- Projected 2035 Population
- Circulation
- Collection Size

Collection Size as compared to:

- Population
- Building Size

Annual Circulation as compared to:

- Population
- Collection Size (Turnover Rate)
- Building Size

Computers and Technology (Number of Public Computers) as compared to:

- Population
- Building Size

Reader Seating (Number of Seats) as compared to:

- Population
- Building Size

Children's Area (measured in square feet assigned)

Meeting Rooms & Amenities

- Number & Type of Public Meeting Spaces
- Unique features like a Café, Garden or Outdoor Area

San Mateo County Averages denoted by dashed line 

Data shown reflects the 2015-2016 fiscal year. Unless otherwise noted, population used was from the 2010 US Census. It is important to note that no Community Library is the same; each Library serves a unique community with a unique set of service needs. With this in mind, the Project Team identified 8 libraries in 3 County and Municipal systems throughout the Peninsula. The following facilities most strongly fit the selection criteria.

Peer Libraries

San Mateo County Libraries

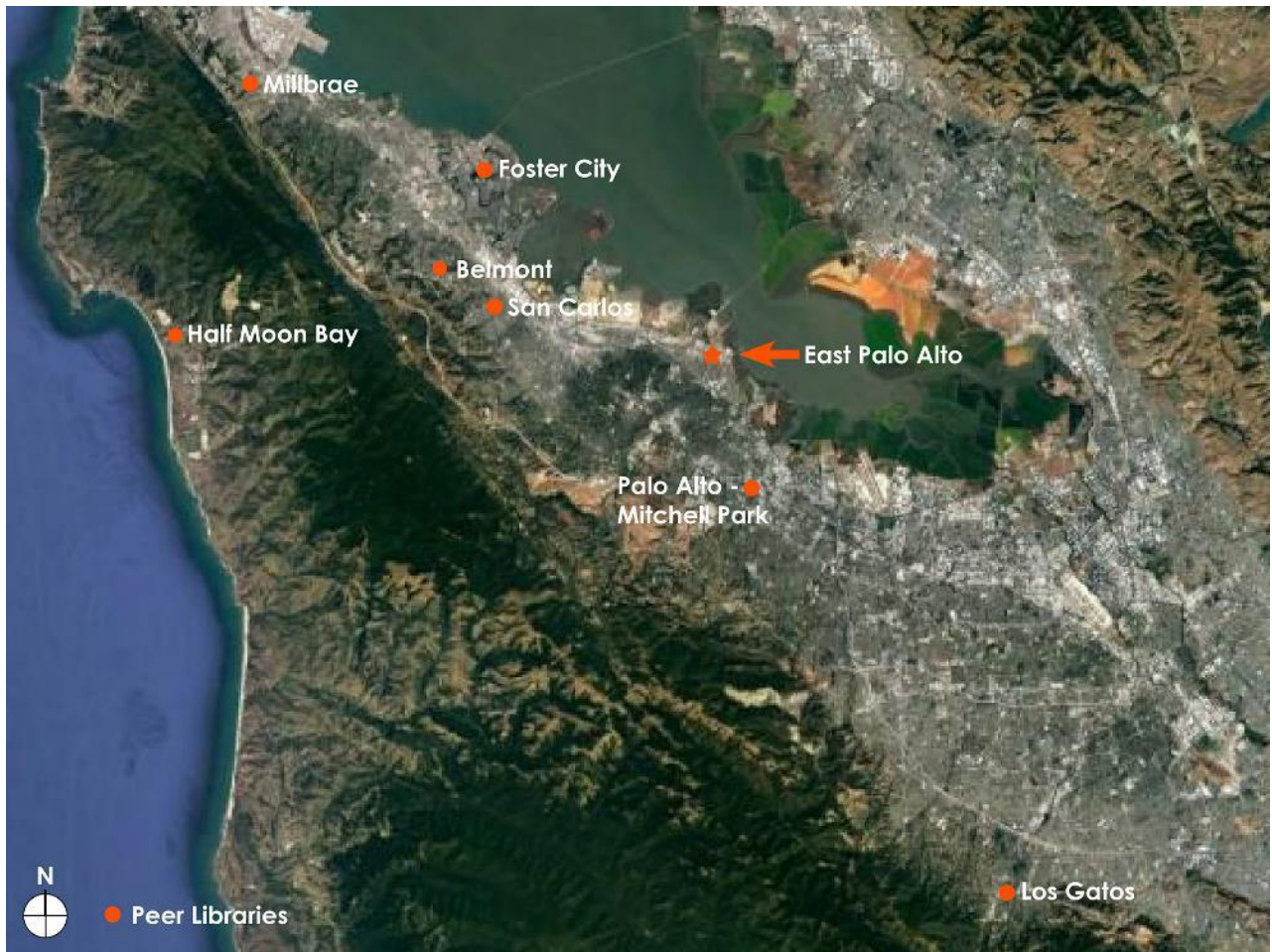
Belmont Library	20,230 SF
Foster City Library	23,708 SF
New Half Moon Bay Library	22,000 SF*
Millbrae Library	26,200 SF
San Carlos Library	21,836 SF

Other Libraries

Los Gatos Library	30,250 SF
Mitchell Park Library	56,332 SF

*Library currently under construction

Regional Map of Peer Libraries

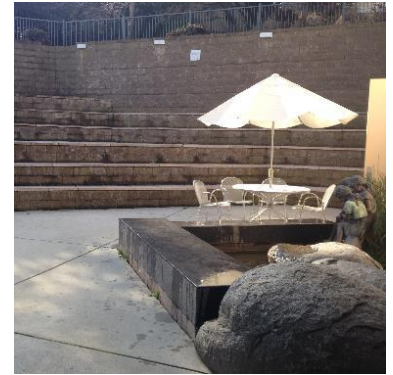


Amenities Comparison

Belmont

- Large Children's Room and Storytime areas
- Three small meeting rooms
- Fireplace with soft seating area
- Secure patio in amphitheater configuration
- Small café
- High ceilings and views to outdoors
- Maker space

Belmont – Secure Patio



Foster City

- Children's Room
- Meeting rooms upstairs in Community Center
- Maker space

Foster City – Children's Area



New Half Moon Bay

- Very large Children's Collection and Storytime areas
- Teen room
- Large Community Room accessible after hours
- Isolated Quiet Room in addition to several small meeting rooms
- Green roof
- Secure, landscaped outdoor room

Half Moon Bay – Community Room
rendering: Noll & Tam



Millbrae

- Children's Library
- Plentiful daylighting and connection to nature

Millbrae – Children's Area



San Carlos

- High skylit central dome
- Very large Children's Library
- Several meeting rooms
- Small secure patio
- Teen room

San Carlos – Children's Area



Mitchell Park

- Very large Kids' Place with dedicated Children's Patio
- Large Teen Zone
- Several meeting rooms of various sizes
- Green roof and roof terrace
- Adjacent to large Community Center offering Teen Center, courtyard, sporting facilities, and numerous meeting rooms

Mitchell Park – Kid's Place



Los Gatos

- Very large Children's Collection and Storytime areas
- Teen Room
- Several meeting rooms of various sizes
- Small café
- Abundant daylighting and openness
- Small secure courtyard

Los Gatos - Daylighting



Benchmarking Summary

The Peer Library analysis intends to demonstrate whether the East Palo Alto Library facility serves its community to the degree that comparable library facilities are able to serve. These exhibits also compare how other, similar libraries accommodate flexibility for future service models by way of space planning and infrastructure.

Looking at the data, East Palo Alto Library is highly used by its community and specifically for access to technology. The library has comparatively smaller collection sizes, in part as a purposeful effort to prioritize available space for high demand activities such as Children's programs, after-school tutoring and technology.

East Palo Alto Library falls within the bottom tier of its peers when considering its facility size and population served. Compared to its peers, the Library is undersized to serve current as well as future populations. This Library has access to a shared Community / Program space; however, this room is not always available – which limits its flexibility to the Library in providing programming.

The Library's Children's area has adequate capacity for its collections but falls short in providing space to accommodate activities like studying, small workshops, programs and storytimes. In comparison with peer libraries, the data bears out its size inadequacies, and validates anecdotal complaints of noise and overcrowding during periods of heavy use by children and families.

One of the areas in which EPA exceeds its peers is in providing its Community access to technology. Despite the limited space, the County has made a priority to provide desktop computers, laptop checkouts and access to WiFi hotspots and a 3D printer. This much is evident in the metrics comparing Population per Computer.

3d printer workstation



Benchmarking Data Observations

Please see bar graphs that support these findings in the following section.

Building Size / Population (SF / Capita): SMCL benchmark average building size is 3 times higher than East Palo Alto's. The County average branch size is 22,795 SF and average SF/Capita is .60 SF/Capita, more than 2 times that of EPA's.

Collection Size / Building Size (Volume/SF): EPA's volume per square foot is just under the County average.

Collection Size / Population (Volumes/Capita): EPA's volume per population is very low, just half of the County average and the lowest of the peer group assessed.

Turnover Rate (Circulation/Collection Size): EPA's turnover rate is about half of the County average. There is significant evidence to point to the Community's reduced demand for checking out physical books. The branch's inter-library loan program has average utilization.

Population / Computer: The number of people per computer in EPA is well below the County average as noted in the summary, indicating the Library already is working diligently to meet local demand for access to technology.

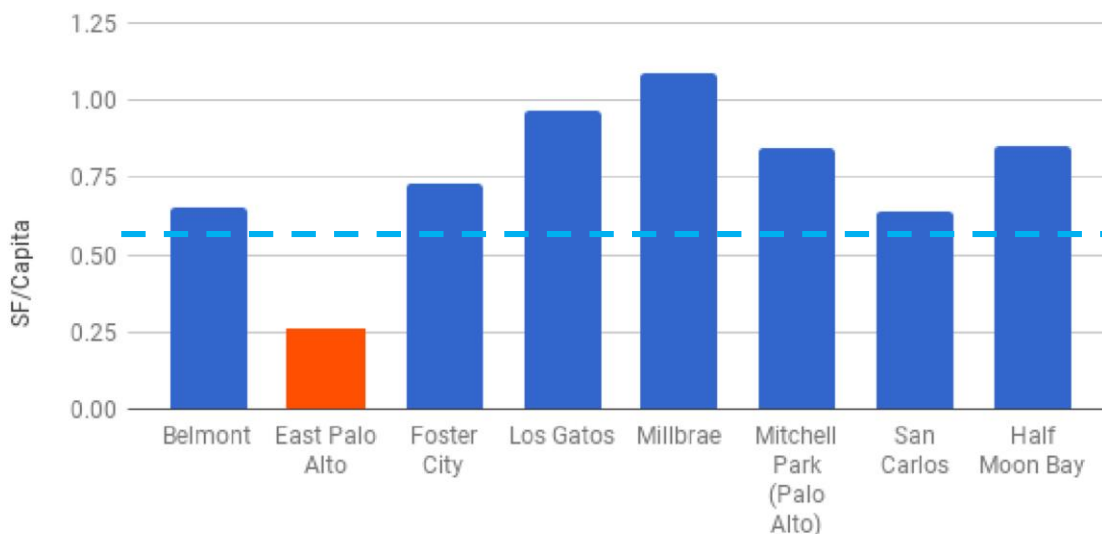
Building Size (SF)/ Computer: This metric is very low again indicating a higher level of technological density at this facility compared to the County average.

Population / Reader Seat: Similar to the SF/Reader Seat, this metric shows the lack of space for common seating areas.

Building Size (SF) / Reader Seat: This is an area that is lacking based on the data – providing spaces and furniture for people to sit, meet and otherwise comfortably occupy. With a significant amount of square footage dedicated to Quest, the current space is utilized mostly for technology and collections.

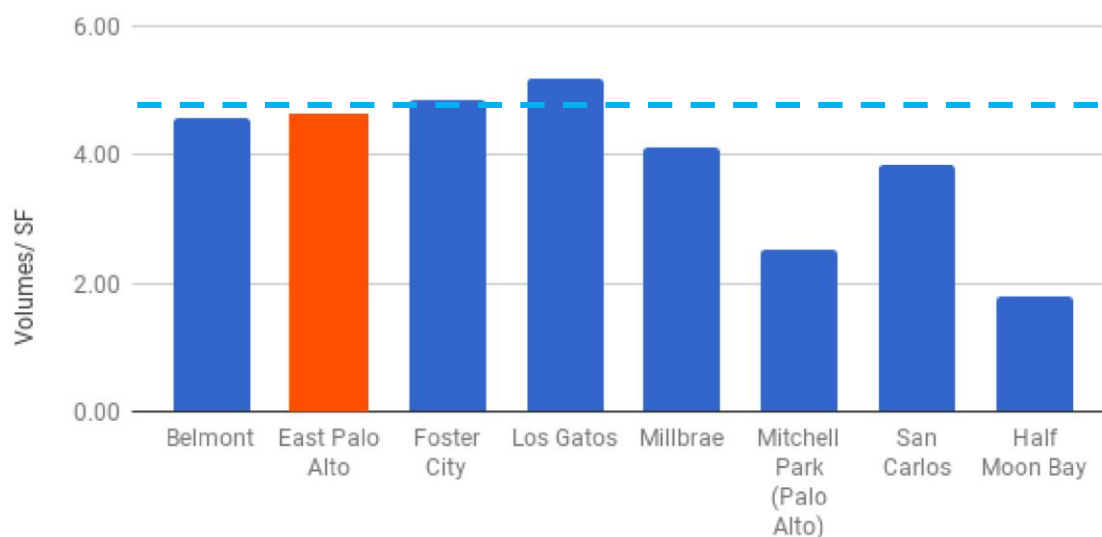
Visits per Building SF (by Year): This metric exemplifies the exceptional use of the current facility and its limited space.

Children's Area Size (SF): The Children's spaces at EPA are very tight, for existing collections as well as utilization of the space for small to moderate storytimes.



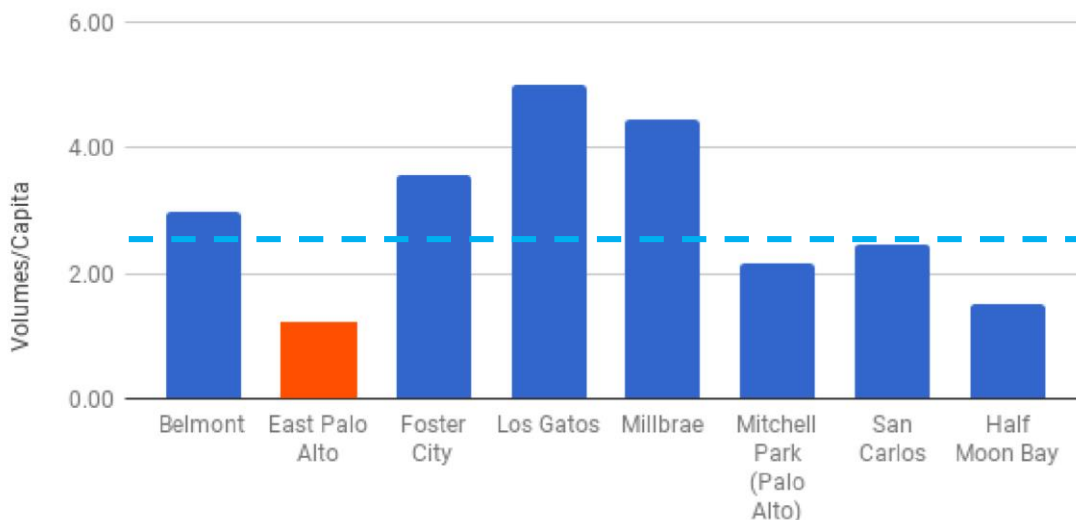
Building Size / Population (SF / Capita)

- Peer Library Trimmed Mean is .78 SF / Capita
- SMCL average (.60) is more than 2x that of East Palo Alto's (.26)
- Only the Pacifica Libraries have a smaller building as relates to its population served
- County average facility size is 12,553 SF, peer group trimmed mean is 24,037 SF
- Proposed Half Moon Bay Library SF (22,000) used



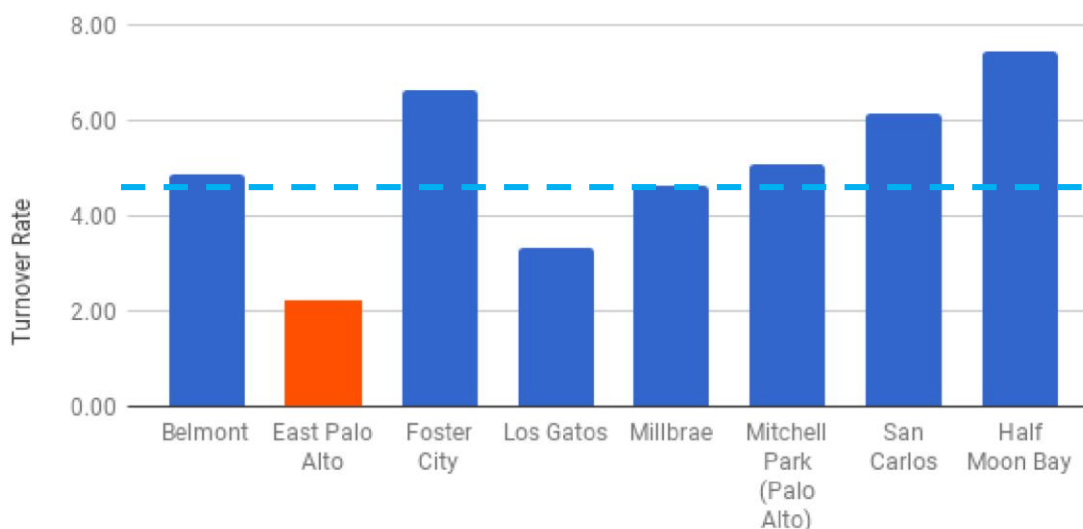
Collection Size / Building Size (Volumes / SF)

- Peer Library Trimmed Mean is 4.09 volumes/SF
- East Palo Alto (4.63) is just below SMCL average (4.75). Combined with turnover rate data, this indicates that East Palo Alto's current space housing books and collections is in line with its peers. East Palo Alto's circulation per square foot of 9 is also less than half the County average (21) further indicating current demand.
- Proposed Half Moon Bay Library SF (22,000) used



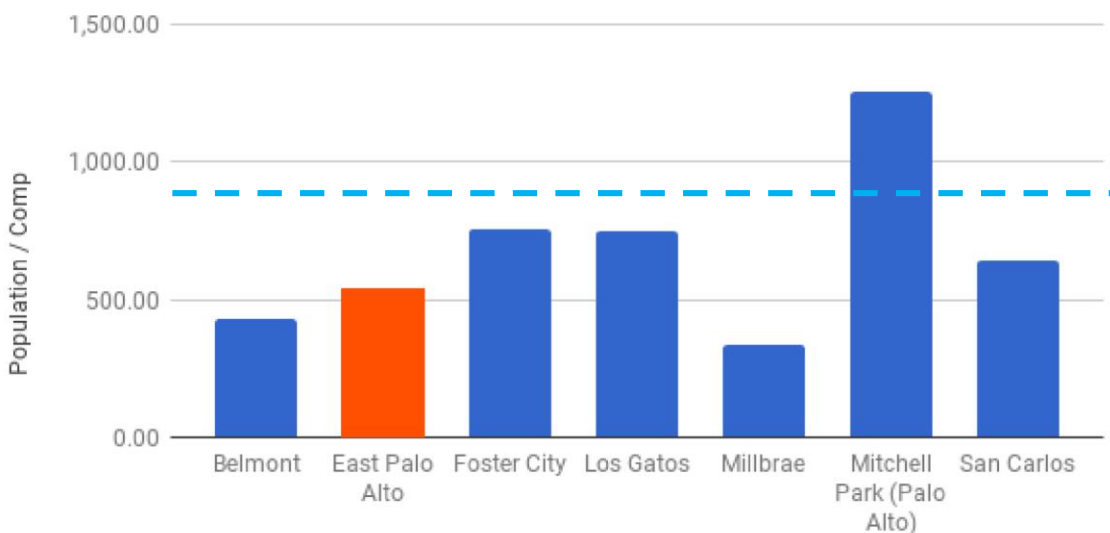
Collection Size / Population (Volumes / Capita)

- Peer Library Trimmed Mean is 2.85 volumes/capita
- SMCL average (2.6) is 2 times that of East Palo Alto's
- East Palo Alto has the lowest collection size as relates to its population within this peer study. This is reflective of both space restraints as well as intentional collection reduction and reliance on inter-library loans.



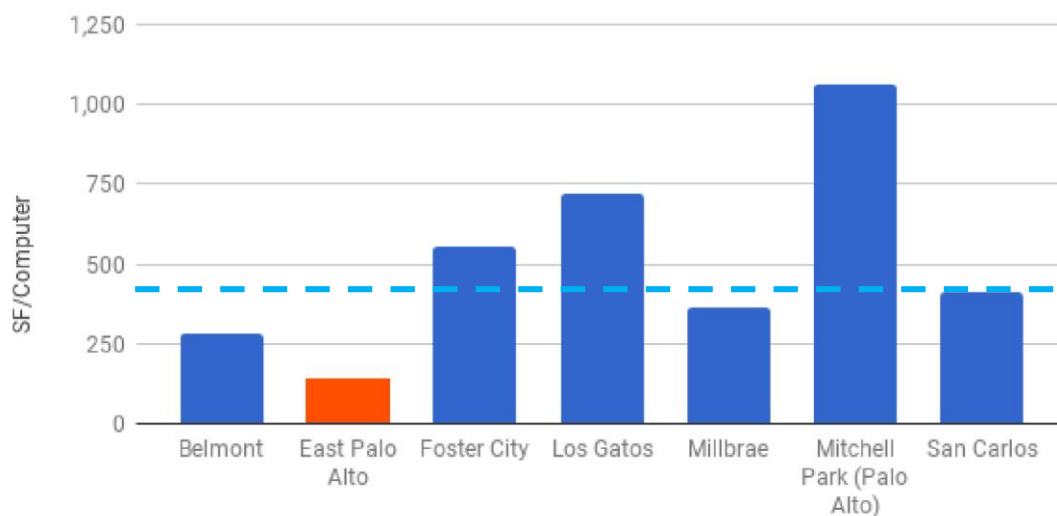
Turnover Rate (Circulation / Collection Size)

- Peer Library Trimmed Mean is 5.11.
- SMCL average (4.58) is about 2 times that of East Palo Alto's
- This is indicative of the lower demand for EPA's book collection



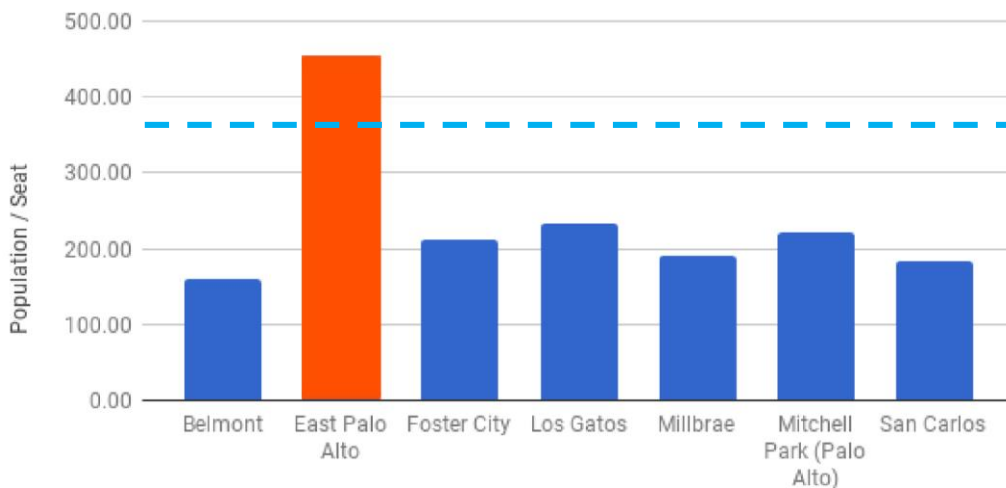
Population / Computer

- Peer Library Trimmed Mean is 621.12 people/computer
- SMCL average is (864 people/computer) is significantly higher than that of East Palo Alto (535 people/computer)
- Demand for access to technology is high at East Palo Alto, any expansion should consider expanding this access a high priority. Comparatively, East Palo Alto's low square footage per computer of 140, the lowest in the County, and compared with the County average of 393 further emphasizes the existing technological density which is in high demand.
- Data unavailable for Half Moon Bay Library



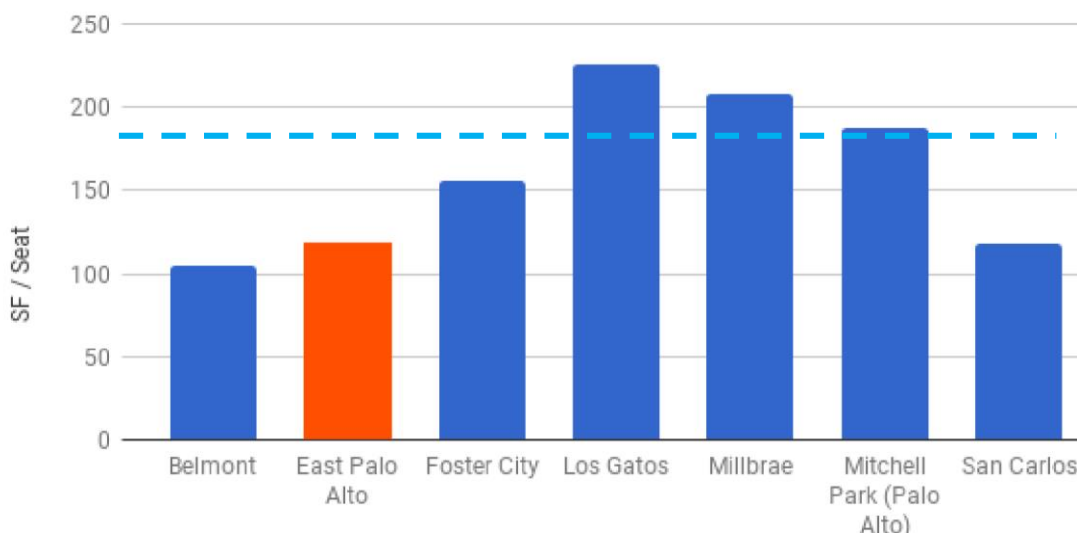
Building Size (SF) / Computer

- Peer Library Trimmed Mean is 466 sf/computer
- SMCL average (427) is significantly higher than that of East Palo Alto (140).
- East Palo Alto has 55 computers available for public use, this significantly exceeds the County average of 33 computers and combined with the SF/Computer further exposes the branch's lack of space.
- Data unavailable for Half Moon Bay Library



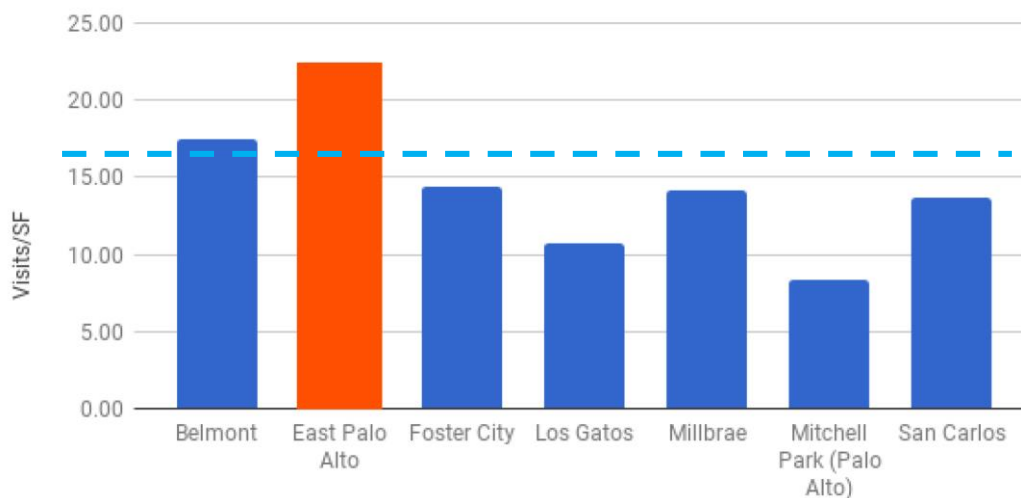
Population / Reader Seat

- Peer Library Trimmed Mean is 208 people/seat
- SMCL average (373) is significantly lower than East Palo Alto (452)
- This metric indicates EPA is significantly under-served with respect to general reading space for patrons, which is strongly correlated with its limited space.
- Data unavailable for Half Moon Bay Library



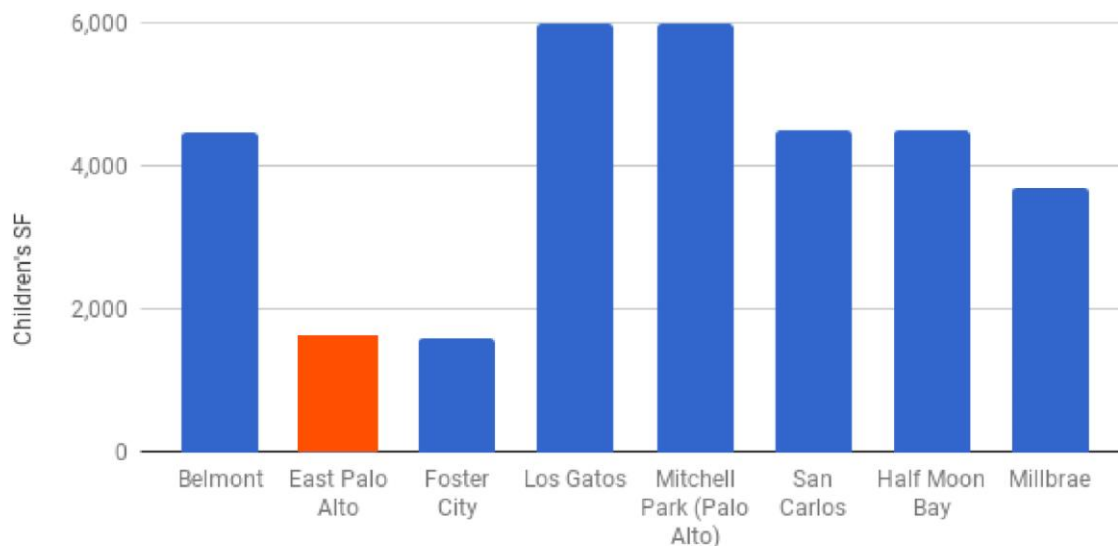
Building Size (SF) / Reader Seat

- Peer Library Trimmed Mean is 158 SF/seat
- SMCL average (180) is approximately 50% higher than East Palo Alto (118)
- Data unavailable for Half Moon Library



Visits per Building SF

- Peer Library Trimmed Mean is 14.07 Visits/SF
- East Palo Alto number of visits (172,319) is right in line with SMCL County average (179,834)
- East Palo Alto has the highest number of visits per square foot (22.04) of any of the peer group and significantly higher than the County average (16.46) indicating high usage and limited space.
- Data unavailable for Half Moon Bay



Children's Area Size (SF)

- Peer Library Trimmed Mean is 4,132 SF
- At 1,622 SF, East Palo Alto's Children's area is undersized for its current use as well as compared to its peers.
- Data unavailable for County-wide averages

LIBRARY NEEDS AND 6 RECOMMENDATIONS



Library Program Area Recommendations

Needs Summary

The East Palo Alto Library should provide its community with the spaces and services that meet and anticipate its growing needs. The current Library's location is good as it provides a high level of availability in a building known as "City Hall". That said, the space devoted to the Library is too small to serve the community's current and growing service needs. To perform these roles, the East Palo Alto Library needs more space – for collections, for people spaces, for program space and for greater efficiency of Library operations.

This Needs Assessment recommends a total building size in the range of 21,000 to 27,000 square feet, plus potential outdoor amenities.

Program Area Recommendations Summary by Use

Program Element	Recommended Assignable Area
Entry and Service Areas	2,100 – 2,700 SF
Kids and Family Areas	5,040 – 6,480 SF
Teen Area	1,680 – 2,160 SF
Collections and Discovery	5,040 – 6,480 SF
Meeting and Program Rooms	4,100 – 5,670 SF
Operations	2,940 – 3,780 SF
Potential Outdoor Amenities	
Outdoor Reading Room	700 SF
Bike Racks and Sheds	200 SF
Community Garden	2,000 SF

Detailed Program Area Descriptions

Entry and Service Area 2,100 – 2,700 SF

Entry Vestibule: A vestibule is recommended to manage energy costs by mitigating outside air exchange; it also can serve as a noise buffer and as a shared access point for restrooms or community room.

Information Desk: Desk should be near the entrance, near reserves / holds shelving. Ideally it would be adjacent to book processing and other administrative areas. A view of the media items, the restrooms, teen areas, and any enclosed study rooms is preferable. Actual desk area requires less space than in the past, thanks to self-service technology.

Self Check Out: This square footage can accommodate (4) machines @ 25 ASF each, which should be located near the Information Desk and the exit.

Café: This recommendation would accommodate a small area selling coffee / prepackaged foods, with potentially a small table or counter area. Cooking would not be provided in this area.

Art Exhibit Hall / Wall: Potential gallery space or art opportunity that would address many patron requests for a cultural connection to this unique community. Should be near entrance and could be secured depending on exhibits.

Restrooms: This recommendation accommodates (2) multi-occupant restrooms at 200 ASF each, for the Library's dedicated use. Ideally these are within visual control of the Information Desk.

Kids and Family Areas 5,040 – 6,480 SF

Children's Collections: Stacks, portals, play equipment and other stationary items are reflected in this area recommendation. The number of shelving units could potentially double from the 28 singlesided and 12 double-sided sections currently provided. Acoustically separate from main space.

Children's Area / Storytime Space: Seating for 40 children and stroller parking can be accommodated in this area. Includes dedicated Storytime Space for smaller groups; the assumption is that larger groups could utilize a larger multipurpose / community room. Acoustically separate from main space.

Family Restroom: A family or assisted-use restroom is highly recommended, located near the Children's area, ideally within line of sight of the Information Desk.

Teens Area 1,680 – 2,160 SF

Teen Room: A dedicated zone for teens is recommended. This could potentially share space with Children's spaces depending on patterns of use during the day, though the materials and style of each space tend to be different. Acoustically separate from main space, but this area should be within line of sight of the Information Desk.

Collections and Discovery 5,040 – 6,480 SF

New Books / Media / Periodicals: Should be located adjacent to the entrance and offer display opportunities.

Adult Collections: This square footage assumes expansion of collection items in the future. Some overlap of seating and computer space is anticipated, in order to create varied opportunities for use throughout. Area includes Holds, Reserves, and special collection items.

Local History: An area dedicated to local items of interest would address many patron requests for a cultural connection to this unique community.

Reader Seating: Assumes a variety of seating options with WiFi, natural daylighting and other amenities.

Public Computers: Dedicated desktop computers are still in high demand at this facility, and an increase in computer seats is recommended. This square footage reflects a recommendation for (25) desktop computers.

Meeting Rooms 4,410 – 5,670 SF

Quiet / Reading Room: Given the usage patterns at this facility, an enclosed Quiet Room is recommended. A mix of seating, computers and periodicals would provide a much-needed zone for quiet study or work. Would require staff enforcement of rules, and should be visually open.

Focus Rooms: Assumes (2) rooms or partially enclosed spaces at 80 ASF each. Should be observable from the Information Desk. Include suitable meeting technology.

Study Rooms: Assumes (2) rooms at 100 ASF each. Should be observable from the Information Desk. Include suitable meeting technology.

Group Study Rooms: Assumes (2) rooms at 240 ASF each. Should be observable from the Information Desk. Include suitable meeting technology.

Maker/Learning Room: A multipurpose room that could seat 20-30 people could serve several of the "wish list" programs most requested by EPA patrons: a tutoring space for

Quest students, a venue for cooking classes, craft sessions, large meetings, or an overflow Storytime Room. Include suitable meeting technology. Ideally the room would have cleanable surfaces and a sink, and be within visual control of the staff.

Community Meeting Room: Given the way that this Library is used as a center for community life, a dedicated large community room is recommended. Should be adjacent to the main entrance and be secure and separated for after-hours access. This square footage could seat up to 100, and might include a kitchenette for food service and storage. Should be acoustically separated from other spaces and have a preferred ceiling height of 14-20 feet. Include suitable meeting technology. Offers potential for revenue by community rental.

Operations 2,940 – 3780 SF

Staff Meeting Room: Functionality of staff operations would benefit from a small, dedicated staff meeting area. This could also double as a confidential room for tutoring or patron meetings. Include suitable meeting technology.

Collection Processing Room: The book return area requires a larger and more organized space. Locate on an exterior wall near main entry to accommodate book drops and an automated-material-handling system. Ideally, would be adjacent to other staff space as well.

Staff Open Office: Staff open work areas would benefit from more space that offers a more organized layout. Assume workstations for 6-7 full time staff.

Staff Office: The current size of the Manager's Office appears to be suitable. Include 2 guest seats and suitable conferencing technology.

Storage: Storage currently is dealt with throughout the staff areas, but should be accorded a dedicated storage room or rooms. Functionality of the facility would benefit from general storage rooms of appropriate number and configuration.

Staff Break Area: Include 2-3 tables, cabinet storage, sink, and refrigerator.

Staff Restroom: Provide ADA-compliant single occupant restroom adjacent to the other staff areas.

Bibliography

- ¹ ("The Heart and History of East Palo Alto" by Virginia King, [https://issuu.com/medao.okelo/docs/ravenswood_june - july 2016__2_](https://issuu.com/medao.okelo/docs/ravenswood_june_-_july_2016__2_))
- ² (https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml)
- ³ (<http://abag.ca.gov/planning/research/forecasts.html>) (<https://www.census.gov/acs/>
- ⁴ www/data/data-tables-andtools/data-profiles/2015/)
- ⁵ Draft Environmental Impact Report, <http://vista2035epa.org/documents/>

Appendix A – Public Workshop #1 Post-It Requests

Transcription of English Notes

- Spaces for different activities - Art - Music
- Art is good for kids they can relax and they can be more creative
- I would like a place for art cause kids can draw and draw so I would like to go with art
- Also local artist + speakers on a variety of topics
- Music Room
- (drawing of something saying in speech bubble, "NO")
- Sensory room
- Art gallery area
- Art room / recycle art room
- Keep the paper versions
- Tel- directories
- History of EPA items: - Used to be on shelving next to staff's inner office; - Include archive of EPA's own newspapers & magazines
- More non-print items for checkout, eg. keyboards, drums, sewing machine, GoPro camera, tools, etc.
- More non-fiction books
- Reference hardcopies
- More updated materials (books) very culturally appropriate
- Newspapers, magazine room
- Literacy library
- Tools - gardening
- Modular Storage
- Large work room for staff with shared areas & individual offices
- Keep the Books
- Public debates
- Teen space
- Social space cafe for eating / drinking
- Social room
- Veteran center
- Kitchen for programs
- Kitchen space for cooking instructions
- A larger veteran pace not placed at the back
- Idea / Public transportation / Coffee place
- Elderly services
- For younger children a separate room for ages 5 and under. They need more space to move around.
- Place for our Kids
- Family room for children / 0-3 / 4-6 / 7-10 / 11-13
- Activities for Infants
- Storytime in their own age room - something like Mitchell Park
- More space! Classrooms!
- Research forums
- We want something we can walk to please

- Walking Distance
- Don't move our library from its current location
- EPA Shuttles, to connect every corner of city to the Library/Libraries
- Transportation to and from the library. For the city
- If it has to move, distance will have an effect, there is only this one in area
- Bike support - Lockers & shed (rain) / "Repair cafe" space / tools
- Outdoor space. Nature! Transparent Spaces!
- Community Garden, seed library
- Community garden
- With a Garden.
- Natural light, garden space, ecological display
- Community Garden
- Outdoor activities / Place to relax / Community multicultural garden to the community
- We need a big library and organize space for play children
- A place to play
- A place for play
- More open spaces for the kids would be good where they can be loud
- Quiet Zone
- Ban games / loudness / Separate kids <18 / Enforce adult supervision / Strict behavioural codes about harassment
- More space between stations
- More staff involvement in patron use & monitoring
- Separation spaces for quiet room, children room, or group study room
- A better combination of both social and private space
- Privacy or the students - age appropriate
- There should be a place for the partaking of light meals
- Can we have an cafe deli restaurant
- Cafeteria
- Tea room
- Modular furniture
- Place to relax
- Decent bathroom
- Patios e.g. Rinconadas within its bldg footprint & outside bldgs, walls, including landscaping, where you can eat & talk (on cell)
- 1 day use lockers
- Financial Aid for high school students
- Study abroad or foreign exchange program
- Will there be financial literacy courses for youth?
- Can the library tap into satellite lectures for Stanford professors?
- What free certifications are available to patrons of the library?
- Is there an urban debate team?
- Extended hours 24/7 :)
- More resources
- Extended hours
- Computer classes
- Program for parents like English classes
- Library open for 7 days - Sundays for homework <3

- A better way of distribution for hot spot check
- Extended study for adults / Life skills and common sense for everyone (program)
- Interactive learning for kids separated
- We def need desktops still to focus on work comfortably
- CD/DVD player / displays
- Wired Internet
- DVD / CD players; display / monitors
- There should be more computers for children to take home
- We need WIFI compatibility
- A place for technology
- Newer Technology
- Smart board
- Ham radio / Internet audio/video / VoIP collaboration
- Adult & Child space for computer
- Technology - update support - old - access - learning opportunity
- Cultural Studies Center
- Will youth be able to rent study rooms free?
- Study rooms / meeting rooms
- Study spaces, group room
- 2 offices for social services organizations
- Meeting room for literacy events
- Work Zone
- We need a place to work read & study
- Silent room to study
- Middle school room / High school & college room / With doors
- Quiet rooms
- Need xerox / fax machine, office supplies, desks & work tables, white board, bulletin board for community - Working support
- Like Palo Alto library system / Study rooms

Transcription of Spanish Notes

- Programs de Arte para los ninos
- Y mas espacio para creatividades con los ninos
- Que hubiera mas arte para ninos
- Nesecitamos mas arte para los ninos y adultos
- Me gustaria una biblioteca mucho mejor que esta
- Tener mas espacio para los ninos y actividades recreativas y productivas para ellos
- Tener un cuarto cerrado para los chicos que bienen al programa despues de escuela
- Nos gustaria que no se sacara la biblioteca de la ciudad
- Como venimos caminando yo no quiero que la muevan
- Que no muevan la biblioteca a otro lugar mas lejos
- Escaleras solares
- Espacios naturales con plantas y vegetales
- Biblioteca con espacios naturales estilo parque o awario
- Que hicieran un jardin y los ninos vean como crecen las plantas

- Luz solar
- Tambien me gusta la idea de tener espacios con naturaleza. O claces como mantener nuestros - Jardines limpios y bonitos
- Jardines
- Tener mas apoyo para los ninos en algunas materias que ellos nesecitan y poder tener espacio para nosotros como Padre con tranquilidad
- Que estobieran separados, lugar para ninos, lugar para adultos, y lugar para los que vienen a estudiar
- Que los que estudian en las computadoras este aparte del area de ninos y hacen ruido y no dejan estudiar concentrados
- Se necesita espacios, separados, de acuerdo a las edades e intereses
- Ocupamos espacios cayados para los ninos y los adultos
- Mas espacios para estar tranquilo sin ruidos
- Espacios tranqulos para adultos y especiales para los ninos para que interactuer
- Podemos obtener clases certification gratuios a traves de la biblioteca?
- Y tener mas talleres para los padres
- Orario extendido
- Que brinden apoyo a nosotros como Padres como poder resolver algunos problemas
- Tener mas personal para alguna pegunta que nosotros como Padres tenemos
- Claces como hacer nuestros propios negocios
- Programa para infantes 2 & 3 anos
- Programas para bebes
- Horario extendido
- Poder tener cuarto de computadoras
- Poder tener mas tecnologia para ninos y para adultos
- Flor - Me gustaria una libreria mas grande para las computadoros
- Programas de Computacion para Adultos
- Espasios para tecnologia
- Necesitamos computadoras
- Nesecitamos tecnologia
- Muchas computadoras
- Tambien, queremos salas de conferencias privadas que se puedan reservar para estudiantes o profesores
- Espasio para los programas de alluda con las tareas para ninos

Appendix B – Public Workshop #2 Post-It Requests

Transcription of English Notes

- I love art because you could make whatever you want
- Interactive pieces. Maybe reach out to MMap to create student murals
- Local art exhibits
- Flexible space that is enabled by flexible furniture (everything on wheels) - our space is too small for fixed furniture & use (see Stanford D.School bldg)
- Books in different languages for all ages
- I think we should have more space :)
- Partition to separate the room
- Instrument Library
- Cafe / food vending machines for students / patrons who come to work / study
- Group study rooms
- Conference rooms for the public to use (similar to Belmont and Redwood City)
- Open mic nights
- Baby Spaces!
- Cooking spaces
- Book in Spanish
- Window seats
- Outdoor reading nooks
- More plants, life in the building
- Courtyard safe & visually pleasing space
- Interactive play
- A space for adult literacy. Quiet space
- Sound proof room for special programs
- Quiet Rooms
- Resources & classes for programming, etc., goal is to train skills to community to get tech jobs
- Satellite locations / services / activities throughout city - schools, YMCA, etc.
- Classes for 3D printing and how to use software
- Internet and computer classes
- Teleconferencing capabilities

Transcription of Spanish Notes

- Mas programas de arte para los ninos
- Tener mas oportunidad para tener arte para los ninos y poder participar como padre con ellos
- Saber mas de arte
- Salon para clases de dansa
- Estar mas involucrado con lo que pasa en la libreria y participar con los ninos
- Programas para adultos
- Area para obras de teatro
- Comida maquina

Appendix C – Dream Board Post-It Requests

Transcription of English Notes

- Art room - Bring own supplies with lockers
- (drawing of rocket)
- Craft / maker lab
- Art supplies and tools for checkout
- Art is so so cool
- I think this is so great (image of Idea Box chalkboard room)
- Art
- Art contest
- An art classroom or something
- Art supplies
- Census 2024
- Space
- cool stuff
- More space
- Adult Coloring Program Fridays every week all year long
- Movie watching equipment (or other)
- This one (image of round bleacher seating)
- Teen lounge
- The dreams is in the one your living
- Good idea
- Author visits and book groups
- I would like a place for kids
- Programs for kids 5-10 years
- Music instruments
- I want this! so much! I want a jumper so bad! (image of "beachy" courtyard)
- Community garden
- Outdoor grass area
- Light
- Outdoor area with comfy seating
- I want a toy in here
- Bubbles
- Games
- Family play time kits
- Games
- Games
- Games
- Games
- Game room
- New Anime and Manga section
- Music room
- Want to have fun!!
- This one (image of kids playing guitar game)
- Toys
- Puppets and dramatic play accessories

- A mini stage for performances
- Cool stuff
- No Quest
- Eating Area
- Napping area
- Snack machine
- coffee!
- Pizza
- Snack / beverage bar
- Librarian
- Field trips
- Stay open
- Family counseling
- Free parenting classes moms and dads!
- More Mother support groups!
- Free printing for wifi print requests
- Video games to check out
- Sound on laptops
- Color copier
- More WIFI devices
- Make Envisionware easier to use for patrons
- Charger place
- Headphones
- Phones
- Color printer
- Photo and document batch scanner
- Phone booth
- Visible clocks
- Reservable conference rooms for meetings
- Program room
- Lockers

Transcription of Spanish Notes

- Baile
- Me encanta esta idea (image of "beachy" courtyard)
- Luz
- No Ruido
- Area de comida solamente para comida no en areas de libros o comus
- Maquinas de snacks

Appendix D – Children, Teen and Quest Workshop Requests

Transcription of English Requests (combined, all three workshops)

- Basketball court
- Kitchen where one could learn how to cook
- Cooking classes
- Use produce from the Library Garden
- More stalls
- Bathroom just for the library
- Roblox on all the computers
- Minecraft on all the computers
- iMacs
- Computer lab
- Better, faster computers
- Better programs (like iMovie)
- Better bathrooms
- More computers
- Music studio
- Recording capabilities
- Keyboards, guitars, drums
- Old albums that you can listen to and get inspired by
- More coding classes
- Design technology class
- Individual space
- Gives you a space to do work in by yourself
- Headphones, outlets, computers, white-board, table
- Big, colorful signs around the library
- White-board tables
- Built in touchscreen tablet inside the table
- Art space
- Space or wall where you can paint, spray paint, have murals
- Space that can get messy
- Bus/shuttle that picks up patrons to bring to the library for free
- Function on the SMCL app that can pick you up
- Library Uber
- Get on the bus for free with your library card
- Decorations
- Outdoors
- Plants
- Benches
- More crafts
- Bigger library
- Sections for kids
- Spanish classes
- A lot of toys
- More kids activities

- Kitchen library
- A lot of food
- Computers with Dora!
- More toys
- Butterfly
- Cozy
- Climbing
- Toys to play on
- Monkey bars
- Big library
- Homework
- iPad
- Art class
- Play games
- Books
- Bring pets
- Use the computers
- Computers
- A different section for the people that are always sleeping
- Have fun
- books
- Food
- Computers
- Holidays
- Charging area for phones
- More green on the inside / nature
- Computers, iPads, print
- More space
- I like to read
- Rooms to study
- To play games
- Books, games
- Game center in Quest, Xbox One
- Toy section and store section
- Play on the computer
- Peace and quiet
- Relaxing sofas and snack bars
- Read books
- More kid books
- Eat
- Play on the computers
- I wish it had seats close to the window
- Play on the computer
- Read at the Library
- A play room for the kids
- A food place
- Windows
- Space for you to sit

- A chalkboard
- Toys and gaming station
- Read
- Books
- Art
- Minecraft
- iPads
- The books
- PS4
- Eat
- Computers
- Music room
- Playhouse
- Read
- Chefs
- My tutor Jenny
- Puppy books
- PS4
- iPad
- Computers
- Play with people and talk
- We read
- Games and other cool things
- Use the computers
- Read my books
- Holidays
- Read
- Books
- Food
- Use the computers
- Read the book
- Toys section
- community activities

Transcription of Spanish Requests (combined, all three workshops)

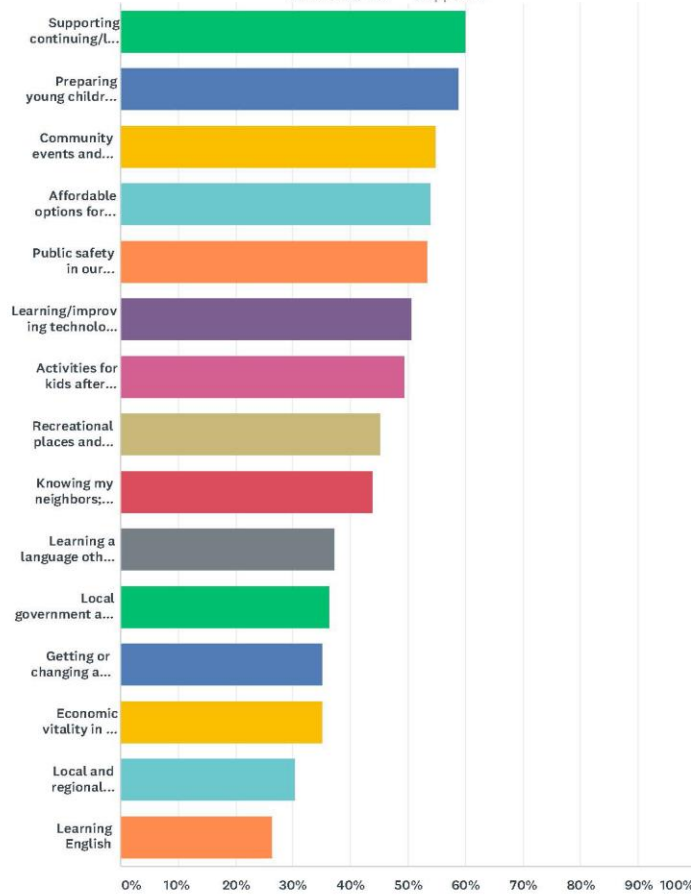
- Los libros
- Hay muchos libros
- Mas libros
- Me gustaria que mas padres asistieran a este tipo de reuniones para que este proyecto se lleve acabo y tengamos mas espacio para una biblioteca mas grande
- Me gusto mucho la idea mas grande la biblioteca y espero tengamos mas programas

Appendix E – Community Online Survey Results

Community Survey

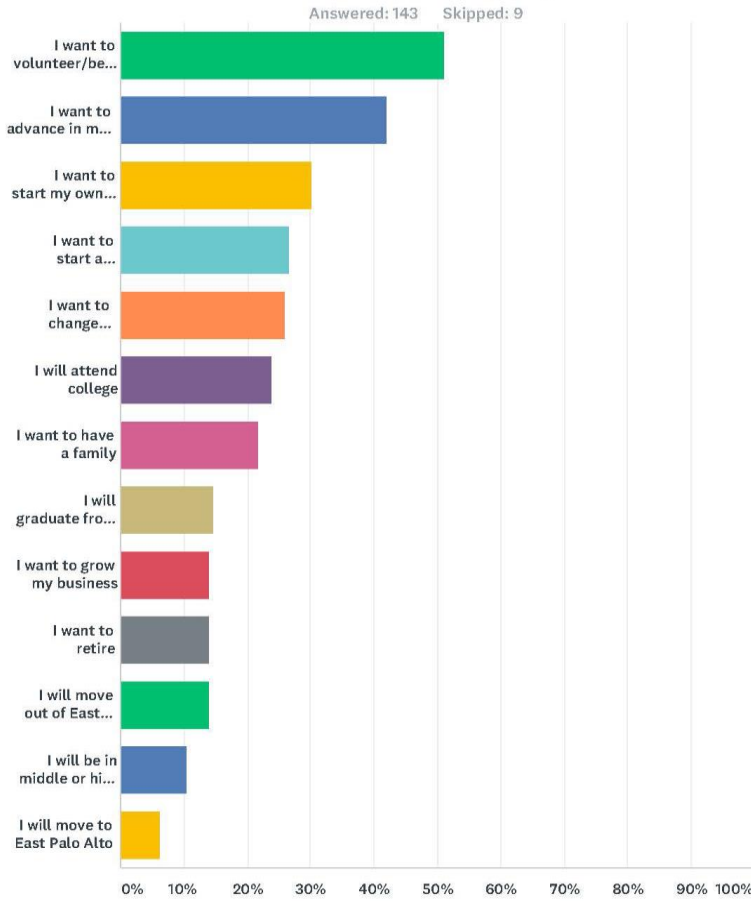
Q1 What would you say are the most important issues for you/your family? Please select all that apply.

Answered: 148 Skipped: 4



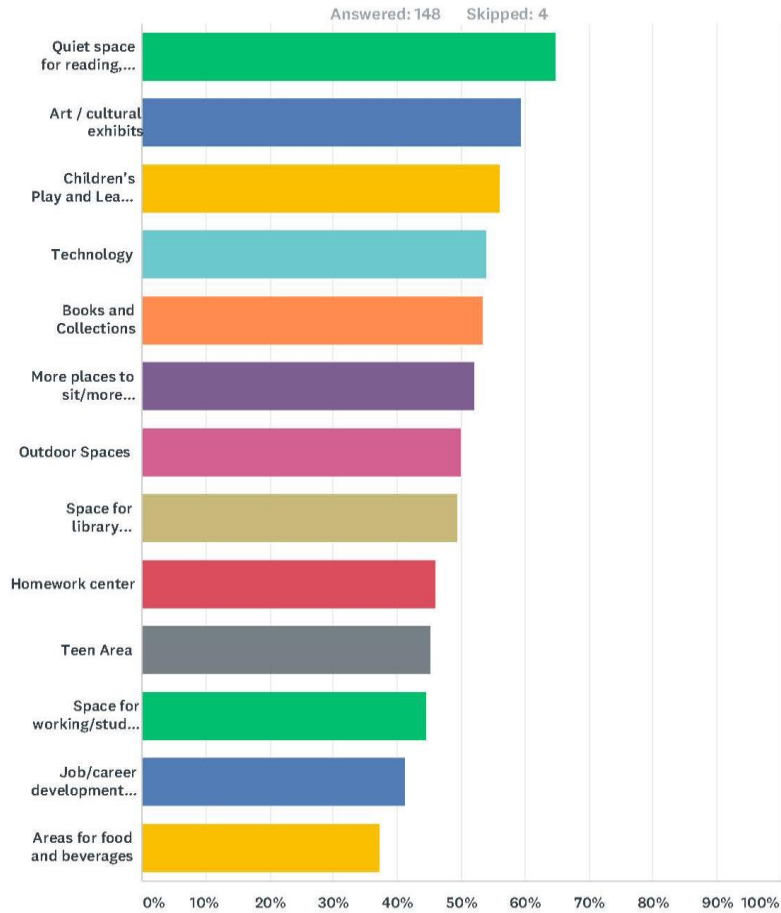
Answer Choices	Responses
Supporting continuing/lifelong learning	60.14% 89
Preparing young children for school	58.78% 87
Community events and celebrations	54.73% 81
Affordable options for entertainment/recreation	54.05% 80
Public safety in our community	53.38% 79
Learning/improving technology skills	50.68% 75
Activities for kids after school	49.32% 73
Recreational places and activities	45.27% 67
Knowing my neighbors; building strong neighborhoods	43.92% 65
Learning a language other than English	37.16% 55
Local government and representation	36.49% 54
Getting or changing a job/career	35.14% 52
Economic vitality in our community	35.14% 52
Local and regional history	30.41% 45
Learning English	26.35% 39
Total Respondents: 148	

Q2 How might your life change in the next 10 years? Please select all that apply.



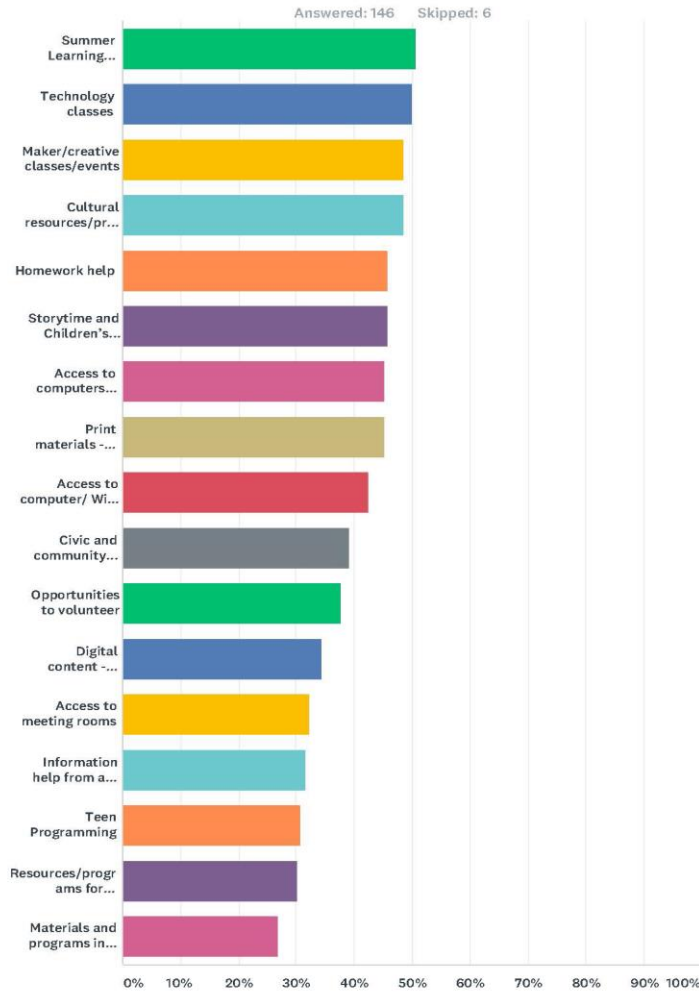
Answer Choices	Responses
I want to volunteer/become more active in my community	51.05% 73
I want to advance in my job/career	41.96% 60
I want to start my own business	30.07% 43
I want to start a job/career	26.57% 38
I want to change jobs/careers	25.87% 37
I will attend college	23.78% 34
I want to have a family	21.68% 31
I will graduate from high school	14.69% 21
I want to grow my business	13.99% 20
I want to retire	13.99% 20
I will move out of East Palo Alto	13.99% 20
I will be in middle or high school	10.49% 15
I will move to East Palo Alto	6.29% 9
Total Respondents: 143	

Q3 What would you like to see (or see more of) in the East Palo Alto Library? Please select all that apply.



Answer Choices	Responses
Quiet space for reading, work, or study	64.86% 96
Art / cultural exhibits	59.46% 88
Children's Play and Learn area	56.08% 83
Technology	54.05% 80
Books and Collections	53.38% 79
More places to sit/more variety in seating choices	52.03% 77
Outdoor Spaces	50.00% 74
Space for library programs and community meetings/events	49.32% 73
Homework center	45.95% 68
Teen Area	45.27% 67
Space for working/studying with others	44.59% 66
Job/career development center	41.22% 61
Areas for food and beverages	37.16% 55
Total Respondents: 148	

**Q4 Which library services, programs, and amenities are most important to you/your family now, or are likely be in the future?
Please select all that apply.**



Answer Choices	Responses	Count
Summer Learning Programs/ Camps	50.68%	74
Technology classes	50.00%	73
Maker/creative classes/events	48.63%	71
Cultural resources/programs	48.63%	71
Homework help	45.89%	67
Storytime and Children's Programs	45.89%	67
Access to computers and/or Wi-Fi	45.21%	66
Print materials - books, magazines, reference materials	45.21%	66
Access to computer/ Wi-Fi use outside of the library	42.47%	62
Civic and community information	39.04%	57
Opportunities to volunteer	37.67%	55
Digital content - books, magazines, music, movies	34.25%	50
Access to meeting rooms	32.19%	47
Information help from a librarian	31.51%	46
Teen Programming	30.82%	45
Resources/programs for businesses	30.14%	44
Materials and programs in languages other than English	26.71%	39
Total Respondents: 146		

Community Survey

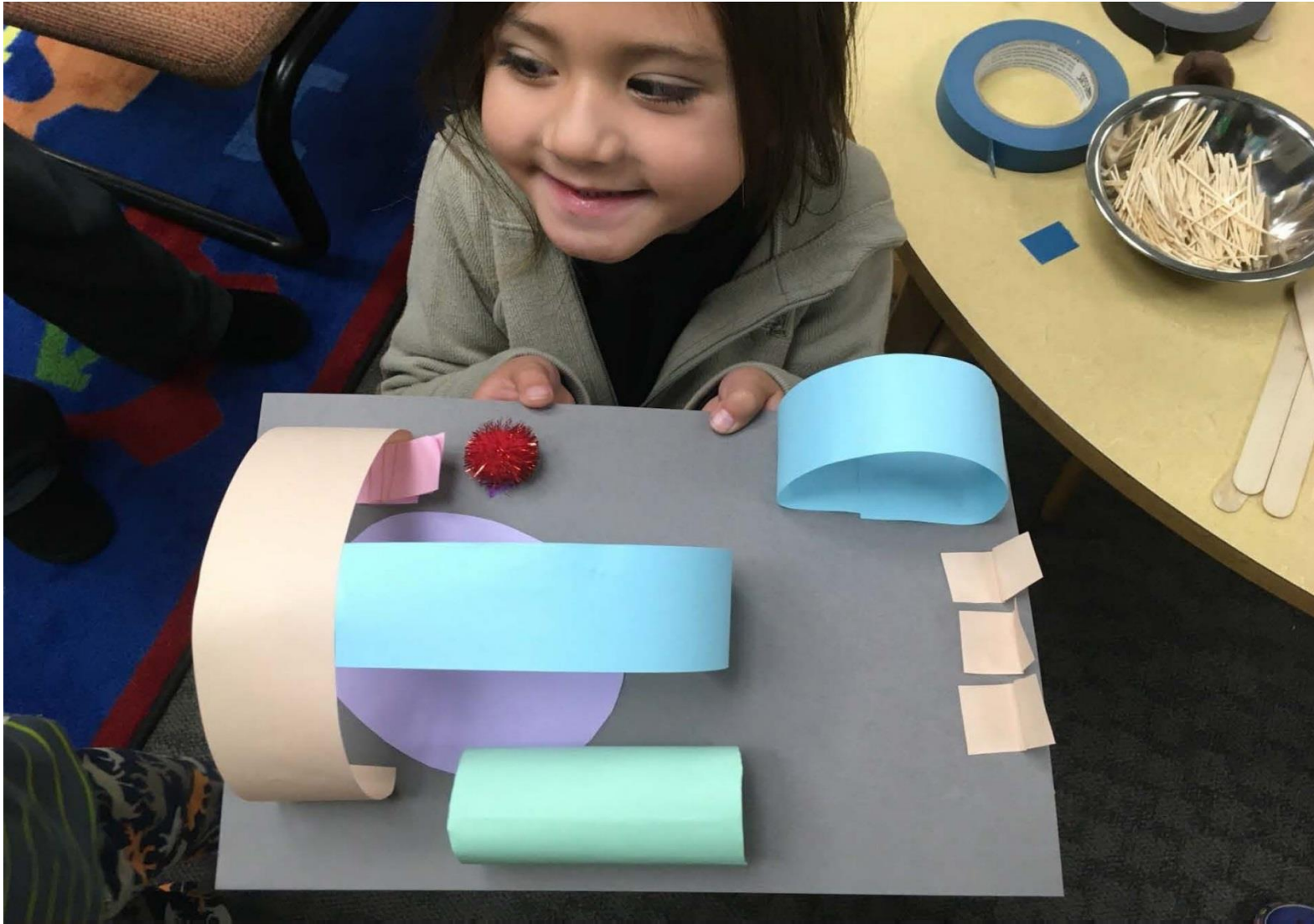
Q5 Please tell us any other suggestions or concerns that you may have about the library.

Answered: 73 Skipped: 79

Little Staff Learn Connect Study PS4 Kids
Children's Area Books Think Library
Roblox on all Computers Teach Reading Loud
Program Homework Place

Attachment 2

3 October 2017



What does your dream library look like?

¿Cómo sería la biblioteca de tus sueños?

Goals of the Study

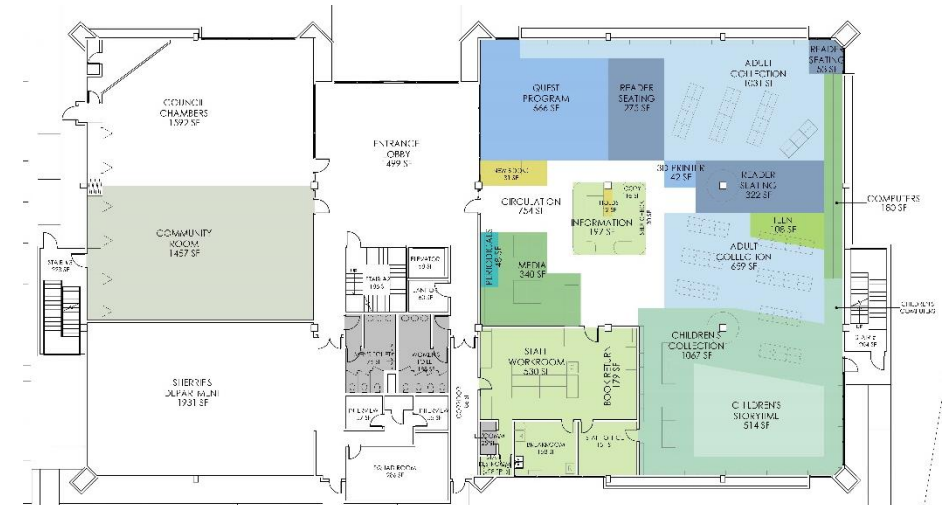
- Define the population base of the Library, both current and for a 25-year projection
- Identify resources available to the existing Library Facility
- Compare the existing Library to a group of its peer community libraries to provide a level of comparative benchmarking
- Identify existing deficiencies in the Library with respect to its service to the community as well as its physical size and infrastructure capabilities
- Conduct Community Outreach to better understand the needs of the East Palo Alto Community
- Provide recommendations for a minimum program area for the Library, to serve the community now and for the next 25 years

Overview of Existing Library Building

- 2415 University Avenue is owned by San Mateo County and houses multiple city and county agencies in addition to the Library
- Library occupies 7,680 square feet on first floor, plus second floor Literacy spaces at 1,292 square feet
- Main Library space is a single large area without physical separations, other than walls at staff room
- Children's Area totals approximately 1,622 square feet including stacks and storytime zone
- Restrooms are located in main lobby and shared with entire building
- Library shares use of the 1,457 square foot Community Room across the building lobby



Second floor program diagram



First floor program diagram

- EPA Collections comprise approximately 39,650 total volumes; shared Libraries collections model enables EPA patrons access to more than 600,000 items
- Circulation for fiscal year 2015-2016 was 70,760 items
- Several valuable community resources offered at EPA, including:
 - Adult Literacy – SMCL Reads
 - Family Engagement Programs – Toyota Family Learning
 - Quest Learning Center – free after-school enrichment and homework help
 - Summer Learning Camps and Lunch Programs
 - Talk Read Sing – early childhood development
 - Veterans Connect
- Strong demand for desktop computers, laptops and related technology at this location



Salsa Making Competition



Quest program

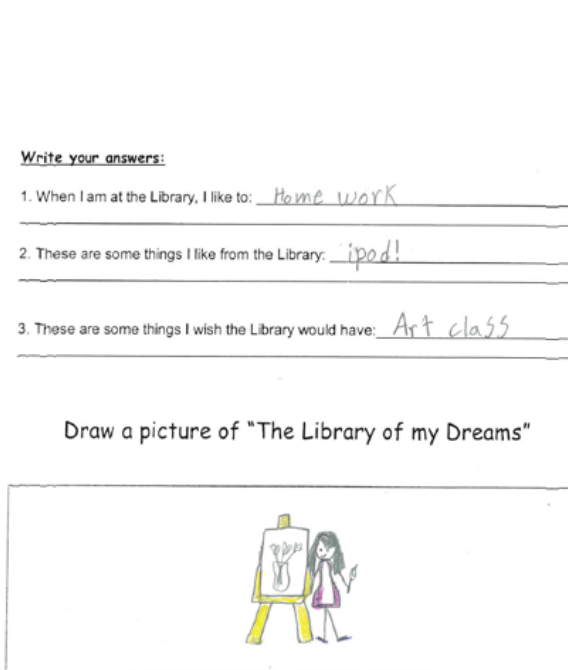
- Tenant space is too small to accommodate the specific and heavily used services offered at EPA
- Noise is frequently cited as an issue, but configuration of existing space does not lend itself to acoustical or physical separation of user groups – such as a dedicated Teen Area
- There are no meeting or study rooms of any size available in the tenant space, nor meeting technology such as projectors, screens, video monitors, conference phones
- Children's Area is too small to accommodate more than approximately 35 children, with little space for strollers, toys or interactive exhibits
- Staff Area is separated from both the book drop and the information desk, and is maxed out in terms of wall space and storage; staff workstations are very tight
- Restrooms in lobby are problematic for families with young children and those who require assisted use
- Daylighting and connection to nature are not plentiful due to building and windows design

Overview of Community Engagement Process

- Multiple methods of outreach were utilized to gather community insight and priorities for library services:
 - Online community survey
 - Key informant interviews
 - Focus groups targeting Children, Youth and Teens
 - Two “Dream Library” workshops for adults



Public Meeting Spanish translator



San Mateo County Libraries

EAST PALO ALTO
2415 University Avenue, East Palo Alto CA 94303

Tell me about your dream library.

Write me a list of your wishes and ideas.
Use a couple key words, a few sentences, or draw me a picture!


Write your answers:

1. When I am at the Library, I like to: Home work

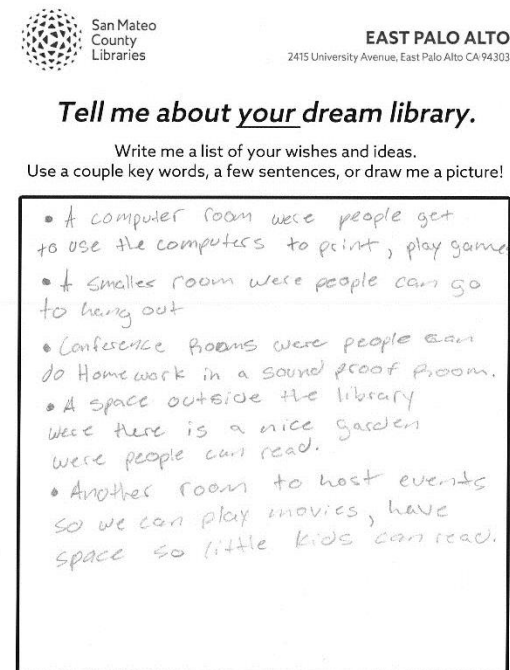
2. These are some things I like from the Library: ipod!

3. These are some things I wish the Library would have: Art class

Draw a picture of "The Library of my Dreams"



Childrens' dream library wishes



San Mateo County Libraries

EAST PALO ALTO
2415 University Avenue, East Palo Alto CA 94303

Tell me about your dream library.

Write me a list of your wishes and ideas.
Use a couple key words, a few sentences, or draw me a picture!

- A computer room were people get to use the computers to print, play games
- A smaller room were people can go to hang out
- Conference rooms were people can do Home work in a sound proof room.
- A space outside the library were there is a nice garden were people can read.
- Another room to host events so we can play movies, have space so little kids can read.

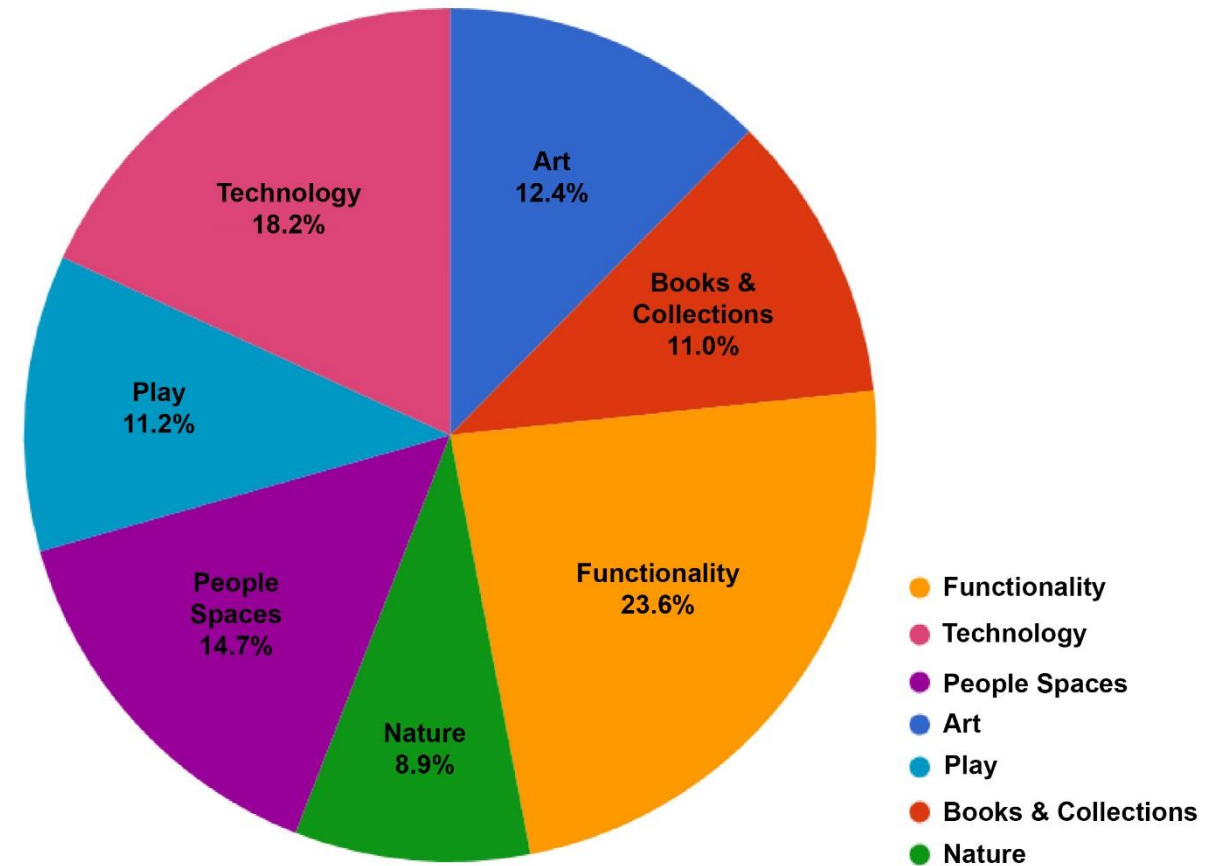
Teens' dream library wishes



Sticky note patron suggestions¹¹¹

Overview of Patron Requests

- Analysis of more than 500 patron requests revealed a common desire for several categories of spaces
- In addition to physical space needs, patrons asked for continuation and broadening of the excellent services and programs offered
- EPA community sees this Library as a center of community life

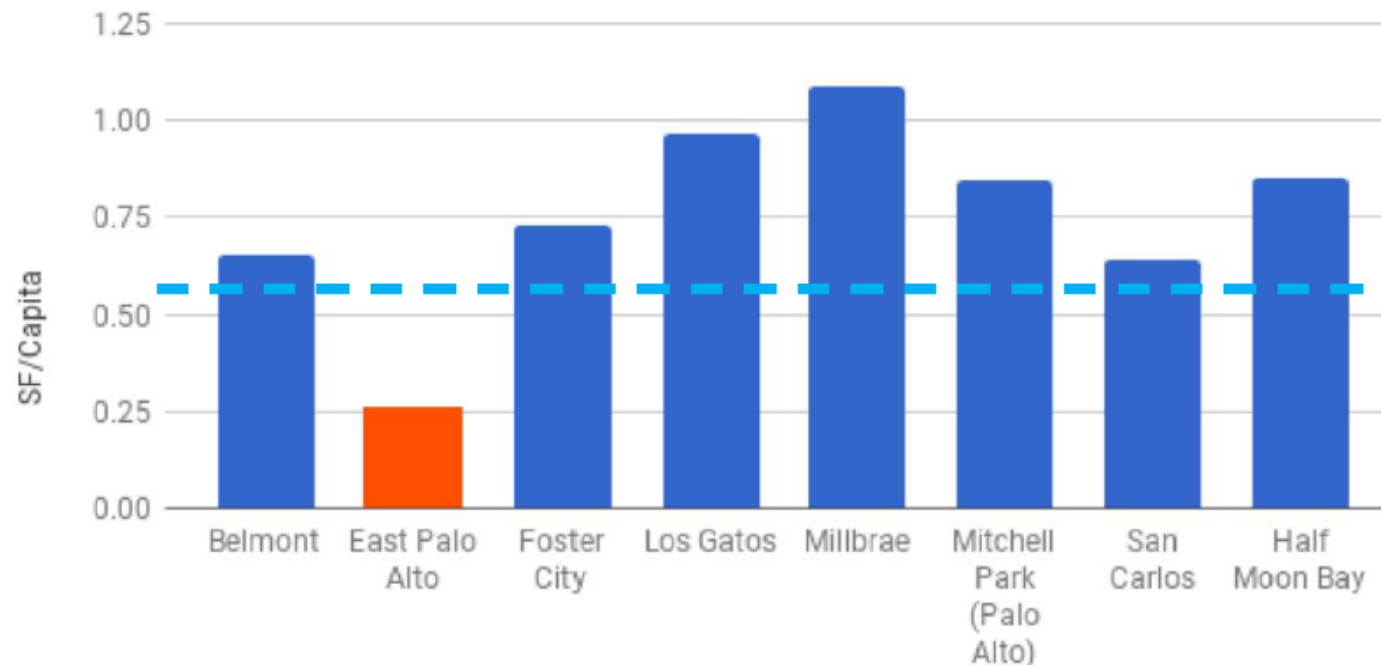


Patron Requests by category

- Benchmarking goal: to use multiple library service metrics to establish a baseline for what other similar libraries are providing to their communities now and for future growth
- Peer Library data is compared to data on EPA's current facility and usage
- Key criteria established by the Project Team to select peers:
 - Population: 24,000 to 68,000
 - Size of the Building: 20,000 to 56,000 SF
 - Community Served: Peninsula Urban Communities
 - Building Opened or Renovated: within the last 20 years
- Peer Libraries analyzed:
 - Belmont (SMCL)
 - Foster City (SMCL)
 - Half Moon Bay (SMCL) (new library under construction)
 - Millbrae (SMCL)
 - San Carlos (SMCL)
 - Los Gatos (town of Los Gatos)
 - Mitchell Park (city of Palo Alto)

Overview of Benchmarking Data Observations

- Analysis reveals that space constraints are the common shortcoming:
 - Average Peer building size is 3 times higher than EPA
 - Average square feet per capita is 2 times higher than EPA
 - SMCL average population per reader seat is 2.5 times higher than EPA
 - Children's Area is less than half of Peer trimmed mean area



Graph: Building Size per Population (SF/Capita)

This Needs Assessment recommends a total building size in the range of **21,000 to 27,000 square feet**

Program Area Recommendations Summary by Use:

- Entry and Service Areas 2,100 – 2,700 SF
- Kids and Family Areas 5,040 – 6,480 SF
- Teen Area 1,680 – 2,160 SF
- Collections and Discovery 5,040 – 6,480 SF
- Meeting & Program Rooms 4,100 – 5,670 SF
- Operations 2,940 – 3,780 SF

Potential Outdoor Amenities:

- Outdoor Reading Room 700 SF
- Bike Racks and Sheds 200 SF
- Community Garden 2,000 SF

