

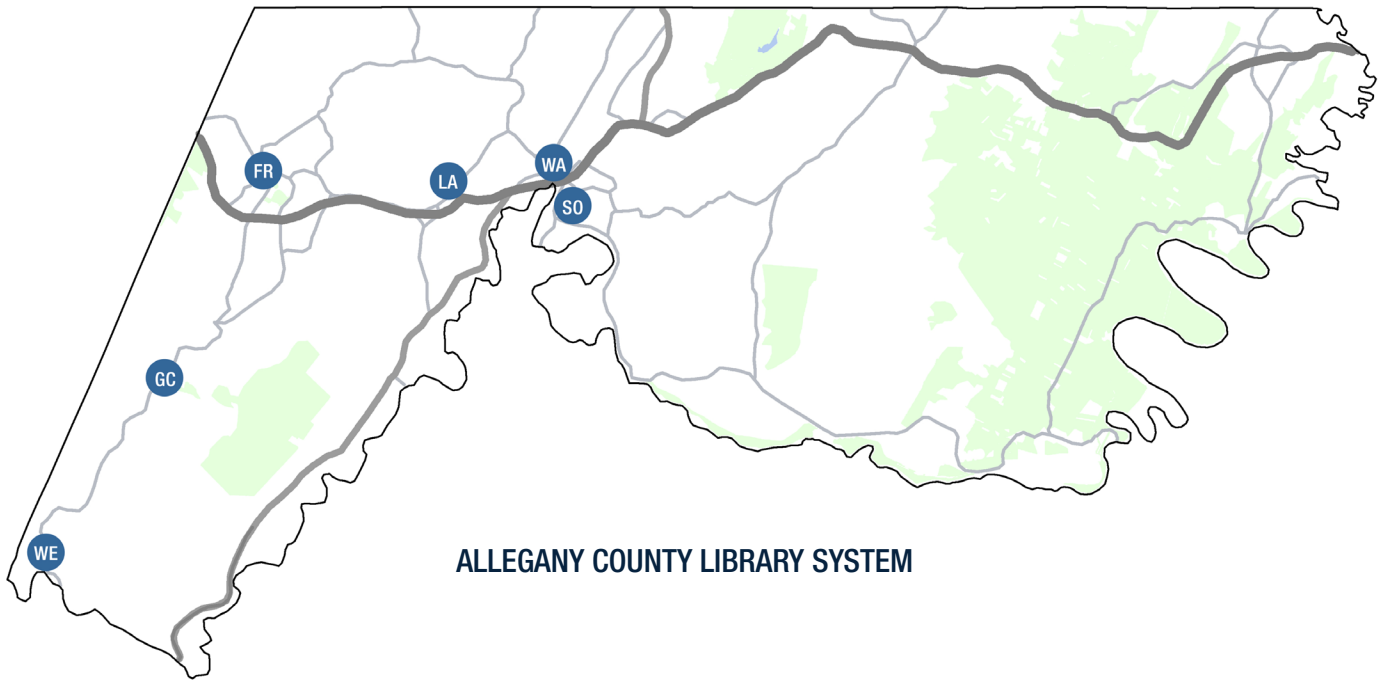
Western Maryland Regional Library

FACILITIES MASTER PLAN

September 18, 2017

02

**ALLEGANY COUNTY
LIBRARY SYSTEM**



ALLEGANY COUNTY LIBRARY SYSTEM

INTRODUCTION

EXECUTIVE SUMMARY

Goals

The goal of the Master Plan is to provide a road map for Allegany County Library System to use when planning and prioritizing improvement projects for their facilities. This document examines all 6 ACLS branches.

The Master Plan is intended to be a “working plan” that addresses current conditions while positioning the Library to move forward to meet projected service needs. The Plan should be updated on a regular basis to assist the Library with internal decisions regarding the future of the library system’s facilities. It describes innovative solutions and any inadequacies of the Library’s facilities and provides data-driven recommendations for improvements. These recommendations include options for reconfiguration, renovation, expansion, and the potential replacement of existing facilities with new construction.

Process

The assessment process used a compilation of data from discussions with library leadership, questionnaires completed by branch managers and department heads, responses from system-wide input sessions, observations by the HBM team during site visits, square footage, demographics, circulation statistics, collection trends, customer visit counts, PC usage, and other available building usage data. ACLS also provided information about past significant building improvements such as additions, partial or full renovations, roof replacements, and elevator or HVAC work.

Organization of the Report

This document is organized in layers with the top layer (Priorities) at the front. The Priorities are supported by the Recommendations, which are in turn supported by the deeper information contained in the Input Session Responses, Branch Observations, and Data Analysis section, which used data collected by the Library during the fall of 2016 (FY16 annual statistics).

This report does NOT include:

- Underserved communities, i.e. creating/placing libraries in service areas that do not currently have one
- Mechanical/engineering inspections or assessments
- Demographics analysis of underserved special populations
- Grounds, landscaping, or parking calculations

Recommendations

Recommendations for facility improvements and reconfigurations are geared toward developing flexible spaces, creating spatial efficiencies, and updating adjacencies. The recommendations also take into account optimization of spaces for 21st century library services. In fact, we go one step further by presenting ideas for how to respond to both a known and unknown future in which formats, technology, and community needs change quickly: Determining what comes next is less the issue than how the facilities can be nimble and adaptable to future change.

Recommendations were also developed with an eye toward creating spaces that truly serve the unique needs and demographics of library users at each of the 6 locations. Allegany County Library System’s facilities cannot be one size fits all. Each facility requires thoughtful design to create a tailored and immersive experience that will draw the community into the building to explore, learn, create, and connect. This will translate into Increased circulation, visits, technology use, and program attendance .

Recommendations made in this document are based on the statistics and observations collected in 2017. It is expected that library materials, technology, programming, and service models will continue to evolve and usage patterns will change. It is intended that this document will be revisited and updated based on the changes that come.

INTRODUCTION

CURRENT TRENDS

Spring 2017

Building Philosophy

The flexibility to transform

Take cues from successful retail strategies: branding, data-driven decisions, loosening up dense spaces so that merchandising displays are effective, and keeping flexibility in mind to keep it fresh

Connecting to the Community / Neighborhood through creative partnerships, programming, providing space for community services, etc.

A space for everyone - planning and designing library spaces to be used by all

Gender neutral bathrooms

Library Standards

The Department of Budget and Management, DBM, requires that libraries refer to Maryland's planning guidelines (for square footage and number of items per capita) in order to justify and document the need for expansion.

Not all states have facilities standards, and the national trend has actually been to do away with them due to the rapidly changing nature of public library services and programs. However, these basic guidelines will assist Maryland public libraries in planning and documenting the need for expansion and new construction grant proposals at both the county and state level.

Among those states that do have standards for square footage, 1 SF per capita, is a universal minimum based on increased space requirements for technology and training programs. The statewide average among public libraries in Maryland is less than .6 SF per capita in 2010.

PLANNING GUIDELINES FOR SQUARE FOOTAGE PER CAPITA

Essential = 1 SF

Enhanced = 1.1 SF

Exemplary = 1.2 SF

Maryland's guidelines will be used to assist libraries to meet the nationally accepted minimum facility size and encourage innovation and excellence in service that requires more space than the bare minimum. No library will be penalized under the capital grant program for failing to meet the minimum guideline as individual projects are part of a comprehensive countywide facilities plan that may take several years to achieve. Project planning should be based on projected population growth rather than current population.

Renovation projects that do not expand existing space remain equally important in Maryland on account of the outdated infrastructure for technology in many older facilities.

These guidelines include both administrative and public service space countywide (which are both eligible for county library capital grant funding). They do not include space for regional libraries or SLRC.

PLANNING GUIDELINES FOR ITEMS PER CAPITA

FOR POPULATIONS UP TO 150,000

Essential = 4

Enhanced = 5

Exemplary = 6

INTRODUCTION

Library Standards *continued*

FOR POPULATIONS BETWEEN 150,000 AND 500,000

Essential = 3

Enhanced = 4

Exemplary = 5

FOR POPULATIONS ABOVE 500,000

Essential = 2.5

Enhanced = 3.5

Exemplary = 4.5

Among those states that do have standards for collection size, smaller populations typically require more items per capita in order to provide a basic browsing collection. Often, there are different ranges for collection size based on the population served. Additionally, most state standards include all formats of library materials, not just the print collection. In 2009, there were 2.9 items per capita in Maryland.

Given the rapidly changing nature of library collections, these guidelines include all materials formats in addition to bound volumes. It should be noted that electronic formats do not reduce the space needed for libraries facilities since additional public computers are required to access electronic information.

Updated April 2010

Green and Sustainable

Incorporate energy efficient systems and sustainable operational costs

Exterior

Replacement of exterior signs in front of branches with newer LED signs that can be used to advertise library events, new materials, services, technology, etc.

Entry Experience & First Impressions

- A space designed to be easily changeable, add interest, and keep the experience fresh

24 / 7 Lobby or Vestibule

- These have become tremendously popular for providing access to after-hours lockers where library users can pick up materials they have placed on hold
- Vending machines for media are well used but the technology is currently in a state of flux that requires improvement to increase reliability
- Vending machines for paper books have also been on the rise - especially in areas where the library is located in a busy area and people will be passing by on their way to / from other places
- Some library systems also find after-hours access to meeting rooms and restrooms helpful for hosting events outside of traditional library hours. Some of the ACLS branches either already have a good design for this function or could easily accommodate it with minor improvements and the addition of a security gate / doors
- 24 / 7 access may not be appropriate for every branch in the system and should be considered based on usage patterns and security

INTRODUCTION

Shelving & Collection

- Lowering shelving heights to improve sight-lines
- Reconfiguring shelving arrangements to promote browsing and loosen stack areas
- Increase in merchandising displays with face-out materials or bookstore style stacked book displays on tables, or mobile stand-alone units, end panels of shelving, illuminated display, etc.
- “Neighborhood” shelving where topical non-fiction collections are featured and seating is incorporated to increase browsing and comfort
- Shelving in central areas/lobby should be mobile

Strategies for efficient space utilization

- Floating Collections & Popular Libraries - customizing your collections to the users in each neighborhood you serve
- Weeding collections based on what library users are looking for is a great way to recapture library floor space that can be used for face-out displays, merchandising new or topical materials, added access to technology, seating, quiet study, or program spaces.
- This method can help you re-balance the spaces within your branches to better fit what each community is specifically looking for at their library

Display versus stacks to increase circulation - finding the balance between volume of circulation and having resources on hand

Technology

Download stations and ways to educate and assist customers with digital services and collections

Comfortable, technology-rich environments that are used by people who work remotely, entrepreneurs, etc.

Areas for collaboration whether through the use of enclosed spaces or through the use of furniture

A shift from desktop computers to mobile devices either through the use of secure laptop / tablet dispensers or other library services such as ipad banks

- These dispensers could also be used for technology training programs

An increase in access to power for a variety of library users as the shift to mobile devices continues to grow; charging stations

Programming

- Can be a key opportunity to increase library use through a creative approach to programming that is branch specific
- Flexible library spaces that can accommodate pop-up programs
- Technology and meeting space design; PC lab and PCs for general public use
- Furniture selection that support one-on-one training and collaborative work
- Flexible program spaces that can be sub-divided to accommodate groups of various sizes with appropriate wiring, technology, and power operated dividing walls
- Meeting rooms, Independent and small group study spaces; glass walls or semiprivate through furniture configuration, curtains/mesh, sliding doors, or glass garage doors
- Training and performance venues

INTRODUCTION

Children's and Teen Areas

Children's Areas with imaginative and engaging play, learn, and grow spaces that go beyond early literacy skills to engage STEM or STEAM based manipulative elements and activities

Teen Areas: yes, no, sometimes. Teen areas are becoming increasingly more branch-specific. There are neighborhoods where:

- A designated (and sometimes enclosed) teen space is a big attraction
- Teen spaces can be designed to appeal to adults during the day and teens after school creating a multi-purpose space that can be used in a variety of ways including: technology training, small meetings, quiet study, maker programs, etc.
- Labeling a "teen space" can increase the odds that it is left empty and under-utilized in some locations
- The entire library can be intended to be a magnet for teens and library users in their 20's without a defined teen space

Staffing and Staff Areas

Smaller service desks and/or mobile service desk pods

A new look at staffing, experimenting with different service models for engaging library users in new ways

- Off-floor / non-public work areas that are flexible for changing staff needs and collaborative for cross-training

Feedback Received from State Librarian's Office

- The state librarian stressed not to let the idea of what can be afforded currently dictate the priorities and recommendations in this report
- While there is no right or wrong way to do the report, it is important to determine what kind of criteria to base the recommendations for the library facilities on
- It was advised to let this report push the envelope to determine what is the best for the library system today and into the future

PRIORITIES

After compiling and analyzing the information contained in the Branch Observations Section, our team developed Priorities for improving and in some cases, replacing your branch library facilities. We evaluated your facilities from three different perspectives:

Priorities by Condition

This category ranks the branch libraries based on their interior condition; how worn and dated the interior finishes are, how comfortable furniture appears to be, how functional the shelving is, and their ability to meet future needs.

Priorities by Functionality / Utilization of Space

This category ranks the branch libraries based on efficient use of space, the potential for the branch to adapt to future changes, and the balance between spaces (i.e. collection, seating, technology, meeting space, staff space, public space, etc.)

Groupings by Order of Magnitude

This category groups the branch libraries based on the recommended scope of work and preliminary cost information for improving each facility. Improvements are defined as: new buildings replacing existing facilities, expanded and renovated facilities of various scales, interior renovations and layout reconfigurations of various scales, minor layout reconfigurations, and minor interior updates

The priorities are described in these categories to act as a flexible guide balancing the needs of the entire service population with funding and other opportunities that may arise and influence the priorities. Utilizing multiple perspectives provides flexibility for prioritizing improvements based on the goals of the Library at that time.

Priorities are recommendations, not prescriptions, and are subject to change based on the evolution of community needs and library services.

PRIORITIES BY CONDITION

FIRST
PRIORITY



SECOND
PRIORITY



THIRD
PRIORITY



FOURTH
PRIORITY



PRIORITIES BY FUNCTIONALITY / UTILIZATION OF SPACE

FIRST
PRIORITY



SECOND
PRIORITY



THIRD
PRIORITY



FOURTH
PRIORITY



GROUPINGS BY ORDER OF MAGNITUDE

MOST WORK
REQUIRED



LEAST WORK
REQUIRED



RECOMMENDATIONS

FR FROSTBURG

RECONFIGURATION & RENOVATION

- This building has a lot of potential for improvement with an open public space, high ceilings, and good natural light
- The current stack layout hinders sight lines from the service desk and to the current children's program area
- The renovation / reconfiguration of this branch can entail:
 - Reconfigure the entry for a more open glazed entry with improved sight lines
 - Reconfigure the stack area to open sight lines from service point
 - Add soft seating along windows to capitalize on the natural light and views
 - Reconfigure computer lab as either a quiet reading room or multiple small study rooms
 - Introduce 'Play, Learn, Grow' components in Children's area
 - Update all finishes, furniture, shelving, and technology throughout the building
 - Install under-carpet wiring or raised access flooring for increased access to power
 - Replace mechanical equipment with new efficient equipment to meet current codes
 - General maintenance and external clean-up, including fixing neon lighting / sign
 - Replacement / upgrade to all artificial lighting
- **Preliminary Construction Budget**
 - 11,310 SF Update & Reconfiguration @ \$180 / SF = \$2,035,800

GE GEORGE'S CREEK

SMALL EXPANSION, RENOVATION & RECONFIGURATION

- This is a relatively new branch library with a large open space that presents a lot of opportunities for reconfiguration
- The expansion and reconfiguration of this branch can entail:
 - Expand the library to the North for a larger meeting room
 - Enclose the lower level below this expansion for library storage
 - Relocate the Adult collection and replace with a flexible seating area
 - Add soft seating along windows to capitalize on the views and natural light
 - Reconfigure space near entry for increased New / Just Arrived merchandising displays on casters
 - Change the Children's Restroom fixtures to adult fixtures for a total of two fixtures provided
 - Introduce 'Play, Learn, Grow' components in Children's area
 - Update all finishes, furniture, shelving, and technology throughout the building
 - Install under-carpet wiring or raised access flooring for increased access to power
 - Replace mechanical equipment with new efficient equipment to meet current codes
 - General maintenance and external clean-up
 - Replacement / upgrade to all artificial lighting
- **Preliminary Construction Budget**
 - 6,140 SF Updates @ \$150 / SF = \$921,000
 - 1,000 SF +/- Expansion @ \$250 / SF = \$250,000
 - Total: \$1,171,000

*Preliminary Construction Budgets do not include technology, FF&E, design fees, or land purchase

RECOMMENDATIONS

LA LAVALE

EXPANSION, RENOVATION & RECONFIGURATION

- This building has a difficult configuration with high stacks, limited soft seating, a small children's space and a poorly located teen area. There is room to expand to the West along with space for potential outdoor programs
- This building houses the cataloging department
- The current Meeting Room is too small to accommodate the program's offered along with insufficient parking during those times
- The existing restrooms are not ADA compliant
- The expansion and reconfiguration of this branch can entail:
 - Incorporate more material merchandising displays as a path through the library to feature new and topical items
 - Reconfigure the exterior archway for glassed-in small study rooms
 - Add lounge seating
 - Expand the library to the West for a reconfigured Children's Area and Staff Workroom
 - Expand the Meeting Room to the north to allow for increased capacity
 - Add parking
 - Update all finishes, furniture, shelving, technology, and lighting throughout the building
 - Install under-carpet wiring or raised access flooring for increased access to power
 - Replace mechanical equipment with new efficient equipment to meet current codes
 - General maintenance and external clean-up
 - Replacement / upgrade to all artificial lighting
- **Preliminary Construction Budget**
 - 8,720 SF Renovation @ \$180 / SF = \$1,569,6000
 - 6,000 SF +/- Expansion @ \$350 / SF = \$2,100,000
 - Total: \$3,669,000

SO SOUTH CUMBERLAND

RECENTLY RENOVATED

- This branch was recently renovated and reopened in July 2017

WA WASHINGTON STREET

RENOVATION & RECONFIGURATION

- This is an older building with a challenging configuration for accommodating the variety of library users and maintaining staff sight lines. This building also houses the system's administrative department.
- The renovation / reconfiguration of this branch can entail:
 - Reconfigure the layout of the first floor to visually connect the original building with the addition and allow increased staff oversight
 - Reconfigure the Children's Area to remove the castle and integrate new interactive elements that promote early literacy and motor skills
 - Update all finishes to create a brighter, more dynamic space
 - Update all furniture, shelving, technology, and lighting throughout the building
 - Install under-carpet wiring or raised access flooring for increased access to power
 - Cut down structured stacks to make better use of mezzanine
 - Replace mechanical equipment with new efficient equipment to meet current codes
 - General maintenance and external clean-up
 - Replacement / upgrade to all artificial lighting
 - Replace exterior columns with historically accurate low maintenance columns along with additional external maintenance and improvements
- **Preliminary Construction Budget**
 - 9,600 SF Update & Reconfiguration @ \$250 / SF = \$2,400,000

*Preliminary Construction Budgets do not include technology, FF&E, design fees, or land purchase

RECOMMENDATIONS

WE WESTERNPORT

SMALL EXPANSION AND RENOVATION

- This is an older building that was renovated in 2008 and has a good layout with adequate staff space
- This branch lacks natural light and views to outside
- There is an opportunity to expand along the North on either side of the vestibule
- There is only one restroom that is located in the Meeting Room which is difficult for patrons to access if a program is taking place
- The expansion and renovation of this branch can entail:
 - Reconfigure the Meeting Room entry so two restrooms are accessible from the public space without passing through the Meeting Room. Reconfigure the existing restroom for additional staff storage
 - Reconfigure the existing restroom for additional staff storage and expand the Staff Workroom into the existing storage
 - Expand the library to the North for additional soft seating and add outdoor seating along North wall near the parking
 - Introduce 'Play, Learn, Grow' components in Children's area
 - Update all finishes, furniture, shelving, technology, and lighting throughout the building
 - Install under-carpet wiring or raised access flooring for increased access to power
 - Replace mechanical equipment with new efficient equipment to meet current codes
 - General maintenance and external clean-up
 - Replacement / upgrade to all artificial lighting
- **Preliminary Construction Budget**
 - 5,900 SF Renovation @ \$150 / SF = \$885,000
 - 500 SF +/- Expansion @ \$200 / SF = \$100,000
 - Total: \$985,000

*Preliminary Construction Budgets do not include technology, FF&E, design fees, or land purchase

BRANCH LIBRARY OBSERVATIONS FROSTBURG

SERVICE POPULATION: 4,969 (Pennsylvania & West Virginia population not included)

ACTIVE CARDHOLDERS: 12,689

TOP USER GROUPS:

- Morning - Retired people
- Midday - Young children
- Afternoon - After school children and Adult and College patrons
- Evening - College students, Children and Adults
- Weekend - families
- Seasonal Changes - Yes when college is out less students but more children in the summer

GROSS SQUARE FEET: 11,310 sf

YEAR OPENED: 1999

PROGRAMS: Read to Marvel, Lego Play!, Young Adult Book Club, Book Discussion, Friends Special Programs, Tech Hours Toddler Time, Story Time, Special Programs, Children's Outreach, Special Outreach Events

COLLECTIONS: 32,016 items

Growth / Reduction Projection: Project reduction in collections by 1/3 within the next few months because branch is scheduled for a heavy weed

MEETING ROOM SIZE: 745 sf

MEETING ROOM CAPACITY: 45 occupants



BRANCH LIBRARY OBSERVATIONS FROSTBURG

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS? On story hour days in the morning

- Morning - Retired people
- Midday - Young kids
- Afternoon -
- Evening - College students
- Weekend - families
- Seasonal Changes - Yes when college is out less students

IS THERE A USER GROUP THAT IS UNDER-SERVED OR THAT YOU WOULD LIKE TO ATTRACT?

- Teenagers and more college students

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- DVD area, the Children's train area, and computers

WHICH SPACE IS USED THE LEAST?

- Teen area

ARE THERE ANY MATERIALS, SERVICES, OR PROGRAMS YOU WISH YOU COULD PROVIDE TO THE COMMUNITY THAT ARE CURRENTLY UNAVAILABLE?

- Having USA today or any other newspaper besides the local Cumberland Times. We would definitely get more patrons in who want to read these type of reading materials and then they might use other parts of the library.

WHAT TYPES OF PROGRAM SPACES WOULD BE THE MOST HELPFUL FOR YOUR BRANCH IN SERVING ADULTS, TEENS, CHILDREN?

- I think having more display areas for the children's section would be good to promote reading materials.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Roof not leaking, more children's display areas.

IS THERE ANYTHING ABOUT / WITHIN YOUR BRANCH THAT IS CONSIDERED "SACRED" AND SHOULD BE PRESERVED?

- The Toll booth children's area.

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

BRANCH LIBRARY OBSERVATIONS FROSTBURG

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Retired patrons
- Midday - Young Children
- Afternoon - After school children and Adult and College patrons
- Evening - Children and Adults - College kids
- Weekend - all above
- Seasonal Changes - See more little children during summer and less college patrons

IS THERE A USER GROUP THAT IS UNDER-SERVED OR THAT YOU WOULD LIKE TO ATTRACT?

- No

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Children's section and new books
- DVD section and computers

WHICH SPACE IS USED THE LEAST?

- Teen and Non-fiction area

ARE THERE ANY MATERIALS, SERVICES, OR PROGRAMS YOU WISH YOU COULD PROVIDE TO THE COMMUNITY THAT ARE CURRENTLY UNAVAILABLE?

- More genealogy book section - have to send them elsewhere

WHAT TYPES OF PROGRAM SPACES WOULD BE THE MOST HELPFUL FOR YOUR BRANCH IN SERVING ADULTS, TEENS, CHILDREN?

- We are good in that area. Wish our Meeting Room could accommodate more.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Physical building stuff - icicles and roof.

IS THERE ANYTHING ABOUT / WITHIN YOUR BRANCH THAT IS CONSIDERED "SACRED" AND SHOULD BE PRESERVED?

- Old historical book on area

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- Wish we could have a Children's librarian back in branch even for one day a week. Much needed and our children notice her absence!

BRANCH LIBRARY OBSERVATIONS FROSTBURG

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Frostburg Library (ACLS)

Address: 65 East Main Street
Frostburg, MD 21532

Name of Person(s) Performing Inspection: Peter Bolek, Meagan Calnon

Date of Review: June 21, 2017

This review of the basic mechanical and electrical systems of the building is formatted to document existing conditions to identify areas of needed repair and potential concern based on visual observations. This is not, however, a detailed analysis of conditions where testing or additional analysis is required.

- Mechanical – Building is conditioned by rooftop units with DX cooling and gas heat which are beyond their expected life of 15 years and shall be considered to be replaced. The building's server room is conditioned by a Liebert system which appears to be in good condition and has a life expectancy of 25 years. If major renovation is done to this building, the units will have to be brought up to the current ventilation code which would require a larger cooling capacity that would require these units to be replaced. Due to the expense of conditioning the existing units with the refrigerant installed, it would be best to upgrade the current units to meet EPA requirements.
- Electrical – The electric equipment appears to be in good condition. The capacity of the existing electric service appears to be adequate to serve the library and the mechanical system upgrades that may be implemented.

BRANCH LIBRARY OBSERVATIONS GEORGE'S CREEK

SERVICE POPULATION: 3,369

ACTIVE CARDHOLDERS: 3,174

TOP USER GROUPS:

- Morning - Older adults in the mornings as well.
- Midday - Older adults
- Afternoon - Older adults with a few younger families
- Evening - Some teens & families with children
- Weekend - There are visitors often from out of state visiting the history room
- Seasonal Changes - At times when weather is inclement

GROSS SQUARE FEET: 6,140 sf

YEAR OPENED: 2003

PROGRAMS: Minecraft Play!, Lego Engineers, Color Me Calm, Story Time, Special Programs, Children's Outreach

COLLECTIONS: 18,308 items

Growth / Reduction Projection: Project adds and deletes in fairly equal numbers

MEETING ROOM SIZE: 543 sf

MEETING ROOM CAPACITY: 25 occupants



BRANCH LIBRARY OBSERVATIONS GEORGE'S CREEK

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS? Adults over 30

- Morning - Older adults in the mornings as well.
- Midday - Older adults
- Afternoon - Older adults with a few younger families
- Evening - Some teens & families with children
- Weekend - There are visitors often from out of state visiting the history room
- Seasonal Changes - At times when weather is inclement

IS THERE A USER GROUP THAT IS UNDER-SERVED OR THAT YOU WOULD LIKE TO ATTRACT?

- It would be wonderful if we could come up with a way to attract more teens to the library.

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- The busiest location is the computer area.

WHICH SPACE IS USED THE LEAST?

- Teen area

ARE THERE ANY MATERIALS, SERVICES, OR PROGRAMS YOU WISH YOU COULD PROVIDE TO THE COMMUNITY THAT ARE CURRENTLY UNAVAILABLE?

- I think all the branches do well with materials, services & programs. It would be nice if we could have more large print & western paperback books. That seems to be our biggest complaint. If possible having more programming for the older adults would be great.

WHAT TYPES OF PROGRAM SPACES WOULD BE THE MOST HELPFUL FOR YOUR BRANCH IN SERVING ADULTS, TEENS, CHILDREN?

-

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Serving our customers is my top priority. Thinking of ways to serve them more efficiently is one of my goals for improvement. We may not always have what they want or need but we can try to give them the best that we can whether it's through improving our collections, providing services and programs or just being visible & ready to assist.

IS THERE ANYTHING ABOUT / WITHIN YOUR BRANCH THAT IS CONSIDERED "SACRED" AND SHOULD BE PRESERVED?

- The history room is very important to the community

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Children and families, older adults
- Midday - Same as morning
- Afternoon - Working adults, teens, elementary age children
- Evening - Families
- Weekend - Variety
- Seasonal Changes - Yes

IS THERE A USER GROUP THAT IS UNDER-SERVED OR THAT YOU WOULD LIKE TO ATTRACT?

- We would like to have more teens.

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Adult areas, Large Print, Children's area especially on Tuesday and Wednesdays, and the History Room.

WHICH SPACE IS USED THE LEAST?

- The teen area but it has picked up in the last few weeks and the biography area.

ARE THERE ANY MATERIALS, SERVICES, OR PROGRAMS YOU WISH YOU COULD PROVIDE TO THE COMMUNITY THAT ARE CURRENTLY UNAVAILABLE?

- Maybe more Children's programs that the branch staff plan and run. A STEM program like the other branches have had.

WHAT TYPES OF PROGRAM SPACES WOULD BE THE MOST HELPFUL FOR YOUR BRANCH IN SERVING ADULTS, TEENS, CHILDREN?

- Most of our spaces are adequate for programs.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Shelving - End cap display (slat board) to help draw patrons to the back of the building into the non-fiction, biography areas.
- Story tower walls need torn border removed (maybe paint or chalkboard paint).
- A fresh paint color in foyer and circ desk area.
- Long term - a new roof

IS THERE ANYTHING ABOUT / WITHIN YOUR BRANCH THAT IS CONSIDERED "SACRED" AND SHOULD BE PRESERVED?

- The History Room / Lefty Grove area.

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

BRANCH LIBRARY OBSERVATIONS GEORGE'S CREEK

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - LP readers, families
- Midday - LP readers, families
- Afternoon - Working adults, teens
- Evening - Working adults, families
- Weekend - Variety
- Seasonal Changes - Yes

IS THERE A USER GROUP THAT IS UNDER-SERVED OR THAT YOU WOULD LIKE TO ATTRACT?

- Teens right now

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Children's area is busiest on Tuesday & Wednesday but with summer it's getting busier. Teen Room use is picking up with it being summer. Out history room has patrons going in and out looking for genealogy and Left Grove info. Our DVD section is always busy. LP and Adult Fiction as well.

WHICH SPACE IS USED THE LEAST?

- At the moment, the biography section is used the least. Teen area but has had a pickup with summer here.

ARE THERE ANY MATERIALS, SERVICES, OR PROGRAMS YOU WISH YOU COULD PROVIDE TO THE COMMUNITY THAT ARE CURRENTLY UNAVAILABLE?

- More children's/teen programs like a STEM program.

WHAT TYPES OF PROGRAM SPACES WOULD BE THE MOST HELPFUL FOR YOUR BRANCH IN SERVING ADULTS, TEENS, CHILDREN?

- We believe our program space fits the needs, indoor and out.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Story Tower needs wallpaper replaced.
- Slat board for end of book rows for display
- Long term possibly reroof - we opened in March 2001

IS THERE ANYTHING ABOUT / WITHIN YOUR BRANCH THAT IS CONSIDERED "SACRED" AND SHOULD BE PRESERVED?

- Our meeting room is also the History Room/Lefty Grove Room

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

FACILITIES ASSESSMENT AND REVIEW

Name of Library: George's Creek Library (ACLS)

Address: 76 Main Street
Lonaconing, MD 21539

Name of Person(s) Performing Inspection: Peter Bolek, Meagan Calnon

Date of Review: June 21, 2017

This review of the basic mechanical and electrical systems of the building is formatted to document existing conditions to identify areas of needed repair and potential concern based on visual observations. This is not, however, a detailed analysis of conditions where testing or additional analysis is required.

- Mechanical – Building is conditioned by furnaces with gas heat and DX cooling which are about 14 years old. This equipment has a life expectancy of 15 years so a budget plan shall be established to replace these units sooner. But if major renovation is done to this building, the units will have to be brought up to the current ventilation code which would require these units to be replaced. The new addition will require a new HVAC system to maintain the space comfortably.
- Electrical – The electric equipment appears to be in good condition. The capacity of the existing electric service may not be adequate to serve the library based on current 20 watts per square foot design standards. With renovations to the building, expected addition and the mechanical system upgrades that may be implemented, an increased in service may be required.

BRANCH LIBRARY OBSERVATIONS WASHINGTON STREET

SERVICE POPULATION: 1,481

ACTIVE CARDHOLDERS: 15,729

TOP USER GROUPS:

- Morning - Varies. Mostly older adult patrons and some homeless people who spend much of the day here.
- Midday - Working patrons on their lunch breaks
- Afternoon - Varies
- Evening - Patrons with school age children
- Weekend - Working patrons who are unable to come in during the week
- Seasonal Changes - Yes

GROSS SQUARE FEET: 9,600 sf

YEAR OPENED: 1849 (1966 Addition)

PROGRAMS: Toddler Time, Story Time, Special Programs, Outreach

COLLECTIONS: 37,064 items

Growth / Reduction Projections: Project reduction in collections by 1/4 within FY18 or early FY19 with a weeding project

MEETING ROOM SIZE: 245 sf

MEETING ROOM CAPACITY: 15 occupants



BRANCH LIBRARY OBSERVATIONS WASHINGTON STREET

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS? Older patrons, patrons who work nearby and homeless/poverty level patrons

- Morning - Varies. Mostly older adult patrons and some homeless people who spend much of the day here.
- Midday - Working patrons on their lunch breaks
- Afternoon - Varies
- Evening - Patrons with school age children
- Weekend - Working patrons who are unable to come in during the week
- Seasonal Changes - Yes

IS THERE A USER GROUP THAT IS UNDER-SERVED OR THAT YOU WOULD LIKE TO ATTRACT?

- Middle school and high school age

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- The computers and upstairs seating near teen section

WHICH SPACE IS USED THE LEAST?

- Juvenile and YA

ARE THERE ANY MATERIALS, SERVICES, OR PROGRAMS YOU WISH YOU COULD PROVIDE TO THE COMMUNITY THAT ARE CURRENTLY UNAVAILABLE?

- -

WHAT TYPES OF PROGRAM SPACES WOULD BE THE MOST HELPFUL FOR YOUR BRANCH IN SERVING ADULTS, TEENS, CHILDREN?

- For children/teens - color area, game area, puzzle area, cozier reading area for children and teens ONLY. Our current set up is used daily by (mostly) men who spend the better portion of the day in the same seat.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Ceiling tiles replaced (some are currently molding and saturated from water leaks)
- Water leaks that drip onto staff work area
- Loose and stained carpet
- Outdoor book drop (have rust holes and broken door)

IS THERE ANYTHING ABOUT / WITHIN YOUR BRANCH THAT IS CONSIDERED "SACRED" AND SHOULD BE PRESERVED?

- Outdoor pillars on the older part of the building

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- -

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Children and parents if it is a day we have Story time. Older patrons and adults from all walks of life.
- Midday - Adults
- Afternoon - Children and adults using meeting room
- Evening - Children, working patrons as well as people using meeting room
- Weekend - Variety of patrons (all ages)
- Seasonal Changes - The times children are in the library, yes.

IS THERE A USER GROUP THAT IS UNDER-SERVED OR THAT YOU WOULD LIKE TO ATTRACT?

- Young adults

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Adult area as well as the computer stations

WHICH SPACE IS USED THE LEAST?

- Young adult and non fiction

ARE THERE ANY MATERIALS, SERVICES, OR PROGRAMS YOU WISH YOU COULD PROVIDE TO THE COMMUNITY THAT ARE CURRENTLY UNAVAILABLE?

- Large meeting room that could be used for adult programs.

WHAT TYPES OF PROGRAM SPACES WOULD BE THE MOST HELPFUL FOR YOUR BRANCH IN SERVING ADULTS, TEENS, CHILDREN?

- Gaming area that is separate and for teen use only.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Ceiling tiles replaced (some are currently molding and saturated from water leaks, also dripping on employees)
- Loose and stained carpet
- Outdoor book drop is in disrepair (door is broken and it is rusting through)

IS THERE ANYTHING ABOUT / WITHIN YOUR BRANCH THAT IS CONSIDERED “SACRED” AND SHOULD BE PRESERVED?

- The columns outside the building

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- Label printer for ILLs

BRANCH LIBRARY OBSERVATIONS WASHINGTON STREET

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Older patrons, patrons who are returning due items, homeless people who spend the rest of the day
- Midday - Patrons for lunch breaks
- Afternoon - Varies, no specific type frequents more than another
- Evening - Kids, teens, parents
- Weekend - Working patrons, older patrons
- Seasonal Changes - Unsure, but have already noticed more children and teens during day in summer

IS THERE A USER GROUP THAT IS UNDER-SERVED OR THAT YOU WOULD LIKE TO ATTRACT?

- Middle-schoolers and high-schoolers

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Computer area, sitting areas, and DVD shelves

WHICH SPACE IS USED THE LEAST?

- J-books area, YA

ARE THERE ANY MATERIALS, SERVICES, OR PROGRAMS YOU WISH YOU COULD PROVIDE TO THE COMMUNITY THAT ARE CURRENTLY UNAVAILABLE?

- Possibly more teen programs to get more interested, updated computers

WHAT TYPES OF PROGRAM SPACES WOULD BE THE MOST HELPFUL FOR YOUR BRANCH IN SERVING ADULTS, TEENS, CHILDREN?

- Would be nice to have a “hang out” area for teens/tweens - possible games, puzzles, sitting area for just them. Most of the seating in the library now is occupied most of the day by adults and homeless.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Loose carpeting, especially in the kids room, which can cause patrons to trip. Have noticed damage (weather related and physical) in books in book drops and would be nice if there was a way to access in from the inside. Ceiling leaks and the tiles need replaced, some look as if they are molding.

IS THERE ANYTHING ABOUT / WITHIN YOUR BRANCH THAT IS CONSIDERED “SACRED” AND SHOULD BE PRESERVED?

- The pillars outside

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- Unsure if a specific machine or labels are needed for Marina Stickers, but would be more time efficient and easier on staff if they were available.

BRANCH LIBRARY OBSERVATIONS WASHINGTON STREET

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Storytime families and public computers
- Midday - Adult readers and DVD borrowers
- Afternoon - Adult readers and DVD borrowers
- Evening - Families
- Weekend - DVD borrowers
- Seasonal Changes - Not really

IS THERE A USER GROUP THAT IS UNDER-SERVED OR THAT YOU WOULD LIKE TO ATTRACT?

- Middle school aged children

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- The computers and DVDs

WHICH SPACE IS USED THE LEAST?

- Non-fiction books

ARE THERE ANY MATERIALS, SERVICES, OR PROGRAMS YOU WISH YOU COULD PROVIDE TO THE COMMUNITY THAT ARE CURRENTLY UNAVAILABLE?

- We have some microfilm from old Cumberland Times newspapers, but people want to also access the microfilm from the Cumberland News and we don't have those. Many patrons ask about getting The Washington Post and the Wall Street Journal.

WHAT TYPES OF PROGRAM SPACES WOULD BE THE MOST HELPFUL FOR YOUR BRANCH IN SERVING ADULTS, TEENS, CHILDREN?

- A teen center would be helpful. The teen area is usually occupied by homeless people sleeping.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

-

IS THERE ANYTHING ABOUT / WITHIN YOUR BRANCH THAT IS CONSIDERED "SACRED" AND SHOULD BE PRESERVED?

-

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

BRANCH LIBRARY OBSERVATIONS WASHINGTON STREET

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Washington Street Library (ACLS)

Address: 31 Washington Street
Cumberland, MD 21502

Name of Person(s) Performing Inspection: Peter Bolek, Meagan Calnon

Date of Review: June 21, 2017

This review of the basic mechanical and electrical systems of the building is formatted to document existing conditions to identify areas of needed repair and potential concern based on visual observations. This is not, however, a detailed analysis of conditions where testing or additional analysis is required.

- Mechanical – This building is conditioned by a gas fired hot water boiler and air handlers with split DX cooling systems which appear to have been installed in 2004. The equipment appears to be in good condition and has a life expectancy of 25 years. But due to a major renovation, the HVAC equipment may need to be replaced to obtain the current ventilation code requirements.
- Electrical – The electric equipment appears to be in good condition. The capacity of the existing electric service appears to be adequate to serve the library and the mechanical system upgrades that may be implemented.

BRANCH LIBRARY OBSERVATIONS WESTERNPORT

SERVICE POPULATION: 3,779

ACTIVE CARDHOLDERS: 4,259

TOP USER GROUPS:

- Morning - Adults
- Midday - Adults
- Afternoon - Children
- Evening - both
- Weekend - Children
- Seasonal Changes - Yes

GROSS SQUARE FEET: 5,900 sf

YEAR OPENED: 1969

PROGRAMS: Clary St., Lego Play!, Minecraft, Story Time, Special Programs, Westernport Community Party

COLLECTIONS: 17,606 items

Growth / Reduction Projections: Project adds and deletes in fairly equal numbers

MEETING ROOM SIZE: 760 sf

MEETING ROOM CAPACITY: 35 occupants



BRANCH LIBRARY OBSERVATIONS WESTERNPORT

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS? Adults

- Morning - Adults
- Midday - Adults
- Afternoon - Children
- Evening - both
- Weekend - Children
- Seasonal Changes - Yes

IS THERE A USER GROUP THAT IS UNDER-SERVED OR THAT YOU WOULD LIKE TO ATTRACT?

- Yes. Grade school up to high school.

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- LP and adult fiction then computers

WHICH SPACE IS USED THE LEAST?

- Teen

ARE THERE ANY MATERIALS, SERVICES, OR PROGRAMS YOU WISH YOU COULD PROVIDE TO THE COMMUNITY THAT ARE CURRENTLY UNAVAILABLE?

- An updated router so that the minecraft program can work properly

WHAT TYPES OF PROGRAM SPACES WOULD BE THE MOST HELPFUL FOR YOUR BRANCH IN SERVING ADULTS, TEENS, CHILDREN?

- A “stay and play” area for younger children

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- A reading area for adults where they can read paper and magazines and maybe have a cup of coffee or tea
- A larger LP section
- Updated computers

IS THERE ANYTHING ABOUT / WITHIN YOUR BRANCH THAT IS CONSIDERED “SACRED” AND SHOULD BE PRESERVED?

- The “Reeves Woods area in the children’s area

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

BRANCH LIBRARY OBSERVATIONS WESTERNPORT

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Westernport Library (ACLS)

Address: 66 Main Street
Westernport, MD 21562

Name of Person(s) Performing Inspection: Peter Bolek, Meagan Calnon

Date of Review: June 21, 2017

This review of the basic mechanical and electrical systems of the building is formatted to document existing conditions to identify areas of needed repair and potential concern based on visual observations. This is not, however, a detailed analysis of conditions where testing or additional analysis is required.

- Mechanical – Building is conditioned by furnaces with gas heat and DX cooling which are about 18 years old. This equipment has a life expectancy of 15 years so it has run past it's useful life expectancy. Due to the age of the equipment, replacement is highly recommended. If major renovation is done to this building, the units will have to be brought up to the current ventilation code which would require these units to be replaced.
- Electrical – The electric equipment appears to be in fair condition. The capacity of the existing electric service does not appear to be adequate to serve the library based on current 20 watts per square foot design standards. With renovations to the building, expected addition and the mechanical system upgrades that may be implemented, an increase in service is likely required.