

GROUP 4

FUTURE OF PUBLIC SPACES

Library Edition Salon



Agenda



Challenge



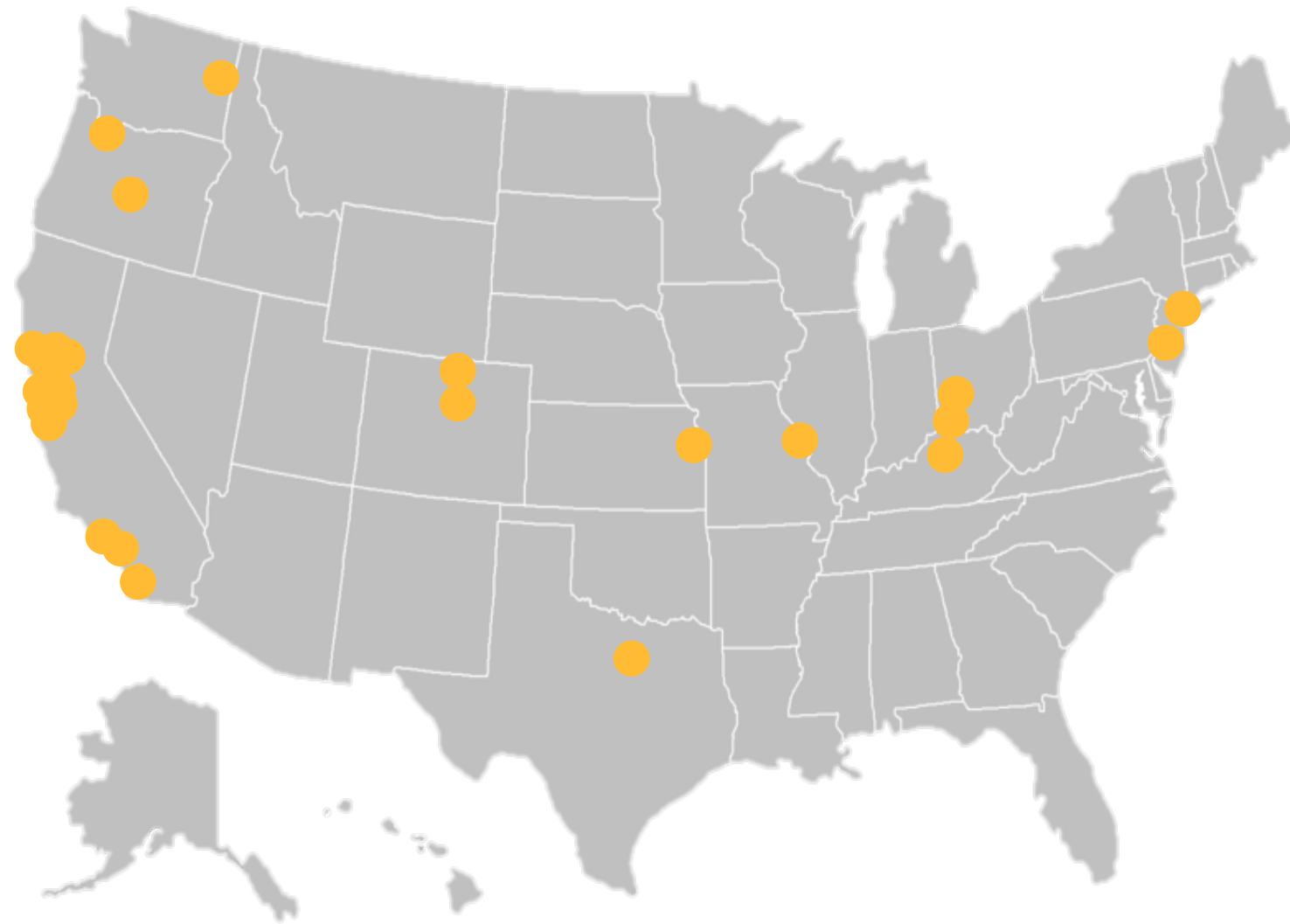
Breakouts



Report out



What's Next?



Invitees

Cindy Chadwick | Alameda CL

Ben Gomberg | Alameda CL

Jamal Cooks | Chabot College

Pedro Reynoso | Chabot College

Beth Yoke | Cincinnati + Hamilton PL

Brett Bonfield | Cincinnati + Hamilton PL

Justyn Rampa | Cincinnati + Hamilton PL

Molly DeFosse | Cincinnati + Hamilton PL

Paula Brehm-Heeger | Cincinnati + Hamilton PL

Jayne Klose | Dayton ML

Tim Kambitsch | Dayton ML

Chantal Strobel | Deschutes PL

Lynne Mildenstein | Deschutes PL

Todd Dunkelberg | Deschutes PL

Wylie Ackerman | Deschutes PL

Manya Shorr | Fort Worth PL

Marilyn Marvin | Fort Worth PL

Donna Walker | Jefferson CPL

Julianne Rist | Jefferson CPL

Sean Casserley | Johnson CL

Heather Dieffenbach | Lexington PL

Alene Davis | Multnomah CL

Cindy Gibbon | Multnomah CL

Katie O'Dell | Multnomah CL

Vailey Oehlke | Multnomah CL

Monique le Conge Ziesenhenné | Palo Alto

Jarrid Keller | Sacramento PL

Rivkah Sass | Sacramento PL

Misty Jones | San Diego PL

Anne Marie Despain | San Mateo CL

Heather Norquist | Santa Cruz PL

Jessica Goodman | Santa Cruz PL

Laura Whaley | Santa Cruz PL

Susan Nemitz | Santa Cruz PL

Patty Wong | Santa Monica PL

Jessica Jupitus | Solano CL

Suzanne Olawski | Solano CL

Ann Hammond | Sonoma CL

Andrew Chanse | Spokane PL

Caris O'Malley | Spokane PL

Jason Kuhl | St. Charles CCL

Laurie St. Laurent | St. Charles CCL

Carrie Lixey | Yorba Linda PL

Facilitators



David Schnee



Dawn Merkes



Andrea Gifford



Jill Eyres



Daniel LaRossa

Jonathan Hartman

Harding Dowell

Neha Diggikar

Anna Hollingsworth

Nicole Ghiselli

Laura Silverman

Ben Irinaga

Kaifeng Zhang

Collaborators

Carson Block

Carson Block
Consulting

Jay Derenthal

Champlin

Melanie Lobsinger

Champlin

Cheryl Gould

Fully Engaged
Libraries

David Wark

Hennebery Eddy

Jane Barker

Hennebery Eddy

Meg Matsushima

Hennebery Eddy

Sam Mulford-McBane

Ideation
Collaborative

Mark Dailey

Integrus

Steven Clark

Integrus

Nate Hill

Metropolitan New
York Library Council

Susan Kent

Susan Kent
Consulting

Lori Bowen Ayre

The Galecia Group

Barometer Poll



The library has been there through many past disruptions...






*The Chinese use two brush strokes to write the word 'crisis'. One brush stroke stands for **danger**; the other for **opportunity**.*

In a crisis, be aware of the danger – but recognize the opportunity.

John F. Kennedy,
Convocation of the United Negro College Fund
Indianapolis, Indiana, April 12, 1959



//

From phone and Zoom conversations, I gather that those of us who have... stayed at home are reluctant to go out into a world that suddenly feels more threatening.

But we will. And when we do, the future will be the one that we help to create.

//

John Lloyd

After the Virus: The Way We Live Next

Published on May 10, 2020

<https://quillette.com/2020/05/10/after-the-virus-the-way-we-live-next/>

THE BUZZ ON BEES

WEDNESDAY, MAY 13, 2020
6:30 - 7:30 PM / BLUEJEANS EVENT
<https://primetime.bluejeans.com/a2m/live-event/kv8k8p8k>



What's all the buzz about honeybees? Paul Hekimian, Director of HoneyLove, a Los Angeles-based non-profit, speaks about urban beekeeping and the importance of protecting honeybees.

LET'S EXPERIMENT:

COLOR IN A JAR



St. Charles City-County Library

VIRTUAL SCAVENGER HUNT!

Can you find these things in a Book on your bookshelf at home, or in the eBooks on Hoopla, OverDrive/Libby or TumbleBooks?
Ready? On your mark... Get set..... GO!

FOR KIDS!	GROWNUPS!
Your Favorite Book!	A new book by a favorite author
A book with best friends	A book set in the 1920s
A book with talking Animals	An audiobook everyone can enjoy
A book with "green" in the title	A book with "red" in the title
A book that is set on, under, or around water	A book set in Ohio



DAYTON METRO LIBRARY

SONOMA COUNTY LIBRARY


BOOKFLIX




WEDNESDAY NIGHT WATCH PARTY
5/13 @ 6PM on FACEBOOK

FORT WORTH PUBLIC LIBRARY

AMPLIFY 817 FWTX

Litac City Recorded Episode 1

SPRING 2020 ONLINE LIBRARY WORKSHOPS

- NOODLE TOOLS CITATION GENERATOR**
FACILITATED BY DEB HENNINGSON
TUESDAY, 6/8/20 11:00 AM - 12:00 PM
- RESOURCES FOR LITERARY ANALYSIS**
FACILITATED BY NORMAN RICHMOND
TUESDAY, 6/8/20 2:00 PM - 3:00 PM
- POPULAR VS. ACADEMIC SOURCES**
FACILITATED BY PEDRO REYNOSO
TUESDAY, 6/8/20 7:00 PM - 8:00 PM
WEDNESDAY, 6/10/20 12:00 PM - 1:00 PM
- WHAT CAN I DO WITH AN ELIBRARY CARD AT THE PUBLIC LIBRARY?**
FACILITATED BY CHRISTINE SHELLEY
TUESDAY, 6/8/20 6:00 PM - 8:00 PM
WEDNESDAY, 6/10/20 1:00 PM - 3:00 PM

www.chabotcollege.edu/library

VIRTUAL PROGRAM SCHEDULE

MON	10:30 a.m. SONG AND RHYME STORYTIME	4:00 p.m. READING RECOMMENDATIONS
TUE	10:30 a.m. PRE-RECORDED STORYTIME	
WED	10:30 a.m. BILINGUAL SPANISH STORYTIME	
THU	10:30 a.m. STORYTIME	5:00 p.m. HAPPY HOUR

SACRAMENTO PUBLIC LIBRARY

TECH THURSDAY

Podcasting

11:00 AM
Facebook Live




Lexington Public Library

MAKE A SELF-CARE ZINE

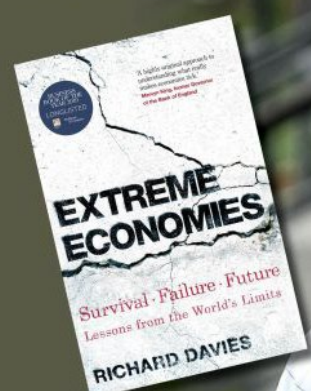

WITH MALAKA GHARIB
Thursday, May 14, 5:30 p.m PT
8:30 p.m ET

COMPLETE YOUR OWN ZINE IN 2 HOUR! BYOB PAPER + PEN



this event is brought to you by MULTNOMAH CTY. LIBRARY, PORTLAND, ORE.
REGISTER VIA WEBEX!!!

Virtual Book Club with Supervisor Ryan Connerty

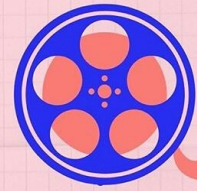
Alameda Cty Library @aclib · Mar 26

Our libraries are closed but we're here for you with a new live chat service! Available 8:30 am - 5 pm, Mon-Sat. Chat with us for reference questions, research help & assistance with online resources. Type your question in the chat box to connect with us. bit.ly/33VGnQo

We're Here for You
With a
New Live Chat Service!

Available from
8:30AM - 5PM
Six Days a Week
MONDAY - SATURDAY

jocolibrary



TEST YOUR TRIVIA SKILLS

JCL PRESENTS KAHOT! TRIVIA

This week's theme is Movies!
Directions on the next page!



CURBSIDE PICKUP

If the wait feels just too long, come pick up your holds at the library!
CALL 1-866-572-7587

SOLANO COUNTY LIBRARY
solanolib.com

MAY THE 4TH BE WITH YOU

Star Wars Day with San Diego Public Library

SDPL STAY-IN STORYTIME
[FACEBOOK.COM/GROUPS/SDPLSTORYTIME](https://facebook.com/groups/sdplstorytime)

10 AM A STORYTIME FAR, FAR AWAY	CHECK US OUT ON INSTAGRAM TOO! @SDPLTEENS
11 AM CRAFT IT UP, FUZZBALL: A CHEWIE CRAFT	11 AM NEVER TELL ME THE ODDS: STAR WARS TRIVIA ON INSTA STORIES
12 PM STORIES FOR YOUNGLINGS & PADAWANS: STAR WARS BOOK RECS	3 PM FOLD OR FOLD NOT: ADVANCED STAR WARS ORIGAMI
1 PM LET THE PAPER FOLD THROUGH YOU: EASY STAR WARS ORIGAMI	
2 PM STORIES FOR REBELS & RESISTERS: STAR WARS BOOK RECS FOR TEENS	

Public Library



Cincy LIBRARY
Happy Hour





Library staff's phone calls provide personal touch for senior citizens

Posted May 8, 2020



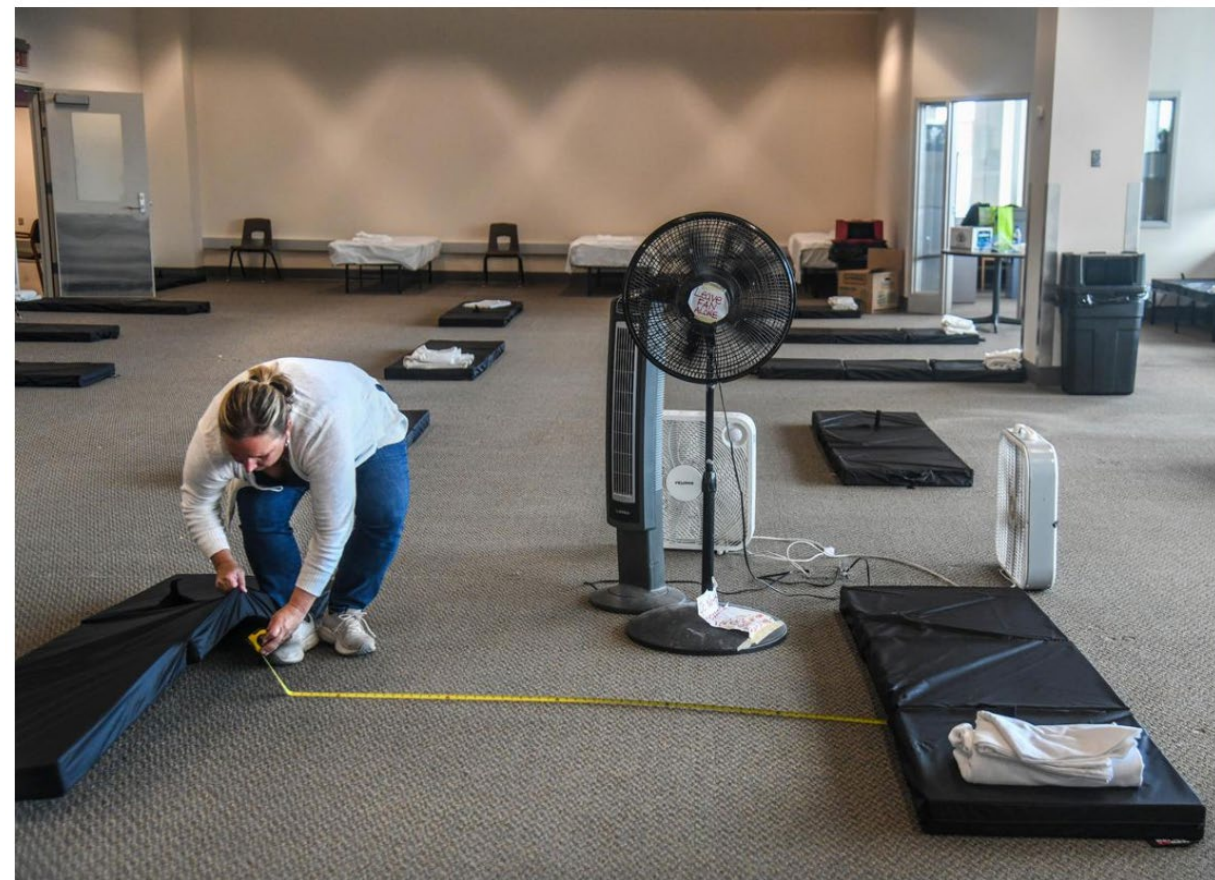
Spokane Public Library @spokanelibrary · May 7
 Library staff members are operating the Financial Helpline Monday through Friday from 8am to 5pm to help those seeking financial recovery resources. Call us at (509) 625-6650 or click the link to email us.

Send the Financial Helpline an Email
spokanelibrary.org

🗨️ 3 ❤️ 3 📤

Downtown library opens as temporary homeless shelter

UPDATED: Mon., March 30, 2020



Fawn Schott, CEO of Volunteers of America Eastern Washington & Northern Idaho, measures out 6 feet between sleeping mats Monday, March 30, 2020, at Hope House's temporary homeless shelter in space at the Spokane Public Library. (Dan Pelle / The Spokesman-Review)



Communities are:

- Staying close to home... but looking forward to going back out
- Working remotely... or not
- Distance/ home schooling
- Isolated, bored
- Grappling with uncertainty
- Trying new things – DIY – baking, crafts, gardening, repairs....
- Looking for ways to give back – making masks, volunteering at food banks...
-
-

Communities will:

- Start to remobilize but still aware of risks
- Recover at different rates depending on socioeconomic, health, and other factors
- Still do a lot of things from home
- Still rely heavily on technology for work, school, information, shopping, communication...
- Experience inequitable access to technology and other resources
-
-

Communities will:

- Develop broad herd immunity
- Regain confidence about public spaces, and the desire to regather there
- Find they still have an appetite for coming to the library

we are here

Triage

Libraries are...

- Communicating with customers
- Experimenting with virtual services
- Engaging staff in innovative thinking about services
- Getting rid of old stuff – collections, furniture, technology
- Confirming resources – operating budget, staff
- Developing plans for reopening library spaces
-

Re-opening/ Mid-Term

Libraries will...

- Keep customers and staff safe
- Reintroduce services; focus on services in areas of highest community need
- Leave long-tail, low-interest services on the back burner
- Engage stakeholders
- Demonstrate/communicate impact
-
-

herd

New future

Libraries will...

- Building community confidence
- Staff-service model alignment
- Build service portfolio back up
- Experiment, innovate
- Demonstrate and communicate impact
-
-

immunity



Other Initiatives Focus on Service and Operations

Future of Public Spaces –

**we are focusing on facility
planning and design**



Agenda



Breakouts

30 minutes



COMFORT + SAFETY



OPERATIONS



CX CUSTOMER EXPERIENCE



EQUITY



VISION OF FUTURE



COMFORT + SAFETY

Andrea Gifford
Facilitator

Questions

- How/what needs to change to **provide** services that people expect, will use, will feel **comfortable** with -short term and long term? How will this change the way buildings will be **designed** and **reimagined**?
- How can public spaces, particularly both public and community college libraries, help **minimize** patron/student **anxiety** and/or **trauma**? How can the design of a public space/building **help heal** the mental/emotional well-being of library patrons/students? How can we really measure such **impact**? Many of our patrons may return w/heightened levels of stress/ anxiety, how can public spaces **help alleviate** stress/anxiety?
- My major concerns are **gaining** consumer **confidence, social distancing** and **sustainable materials** related to **cleaning/sanitizing**.
- My immediate question is about how we can **recreate library spaces** in a way that families with children can **safely enjoy** and **engage in learning**. That feels far away from the near future.

Comfort + Safety



Opportunities

Remote IT or patron services assistance.
Amp up WIFI, especially outside the library.

Use our outdoor space more!

Curbside/sidewalk services.

Rethink Community Room space.

Signage indicating what's acceptable, indicating rules, floor markers, etc.

Alternate ways of working...teleworking, shifts, etc.

Lower density/moveable of materials and more hands free materials collection (floating) – more space for people

Flexibility in furniture and spaces for normal and social distancing situations. (i.e. two table make room for 4 but can be split for 2)

Challenges

Dense staff spaces

How to delineate who can and cannot social distancing?

Teen gaming?
Children's manipulative?
Sanitizing?

Most critical services involve some of the most challenges with physical distancing.
Internet services
Computers.

Repurpose Community Rooms?
Banks of computers...

Eliminate furniture to ensure social distancing.
How to police it?
Where to store

How to plan for future needs/sizes of libraries?

Security of IT systems/servers when staff are working remotely?
IT support?
Who owns the equipment?
Who pays for the internet?

Summary of practical measures for building services operation:

- Use **outdoor air** (100% goal) instead of recirculated air as much as possible
- Purge the air in building before opening and after closing for at least **2 hours**
- Keep HVAC systems **running 24/7**, at lower speed during unoccupied times
- Keep **negative pressure** in restrooms (fans exhausting 24/7, windows closed)
- Do not change heating or cooling **setpoints**
- Do **not plan duct cleaning** for this period
- Replace all **air filters** as usual, according to the maintenance schedule
- Perform all maintenance with common protective measures, including **respiratory protection**

COVID-19 Hierarchy of Needs

Inspiration and
Transformation

Confidence and
Contribution

Social Belonging and
Connectedness

Safety and Security

Health and Wellness



Inspiration and
Transformation

Confidence and
Contribution

Social Belonging and
Connectedness

Safety and Security

Health and Wellness

Create, Inspire, and Transform
Remember what brought you here
Identify what will take you there

Align with your purpose
Share your successes
Take personal responsibility

Make the most of virtual experiences
Bring the experience to them
Create affinity groups

Establish a regular cadence of communications
Engage stakeholders + host workshops/surveys
Reduce transmission
Address materiality

Develop space usage guidelines
Seek expert advice
Establish social distancing practices
Establish environmental health practices

Operations



Opportunities

Alternative service methods – for example, easier to use laptops than PCs

Better catalogue – **virtual browsing** experience

Emphasis on **staff working remotely**; rotating staff shifts; insufficient staff space for distancing

How we measure circulation success? **Reinvent collection**, higher circulating collection, go fine-free, **devote less public + staff space to collection**, spend less on physical collection? More like academic libraries; more people spaces

Partner with internet companies to **bridge digital divide**; increase equity; make better use of money; **distribute devices**

Provide resources to help unemployed, financially unstable patrons, etc.

More **focused browsing** collection?

More **self-service** – reduce contact

Signage; acrylic barriers may create **sense of security**

Partner even more with schools? **Partner with food banks + other social services**

Internet as a utility for everyone; Wi-Fi buses, push for **expanded Wi-Fi access zones**

Challenges

People asking for immediate solutions like plexiglass – **creating barriers** that libraries have been moving away from

Which short-term solutions can also serve well in the long-term

How to adapt space planning?

Plan for change; flexibility

How to serve everyone? How to zone + meet **current requirements in existing buildings?**

How to create flexible spaces that still provide **visual space delineation?**

Physical solutions like moveable screens

Libraries can't be the only public resource for internet – should be **utility**

Different **space needs for public vs. staff?**

How to **make everyone feel safe**; help patrons social distance; make sure materials are safe

How to serve **vulnerable populations** who don't have digital access? "sidewalk service" rather than curbside service

Mid-Term

Long-Horizon

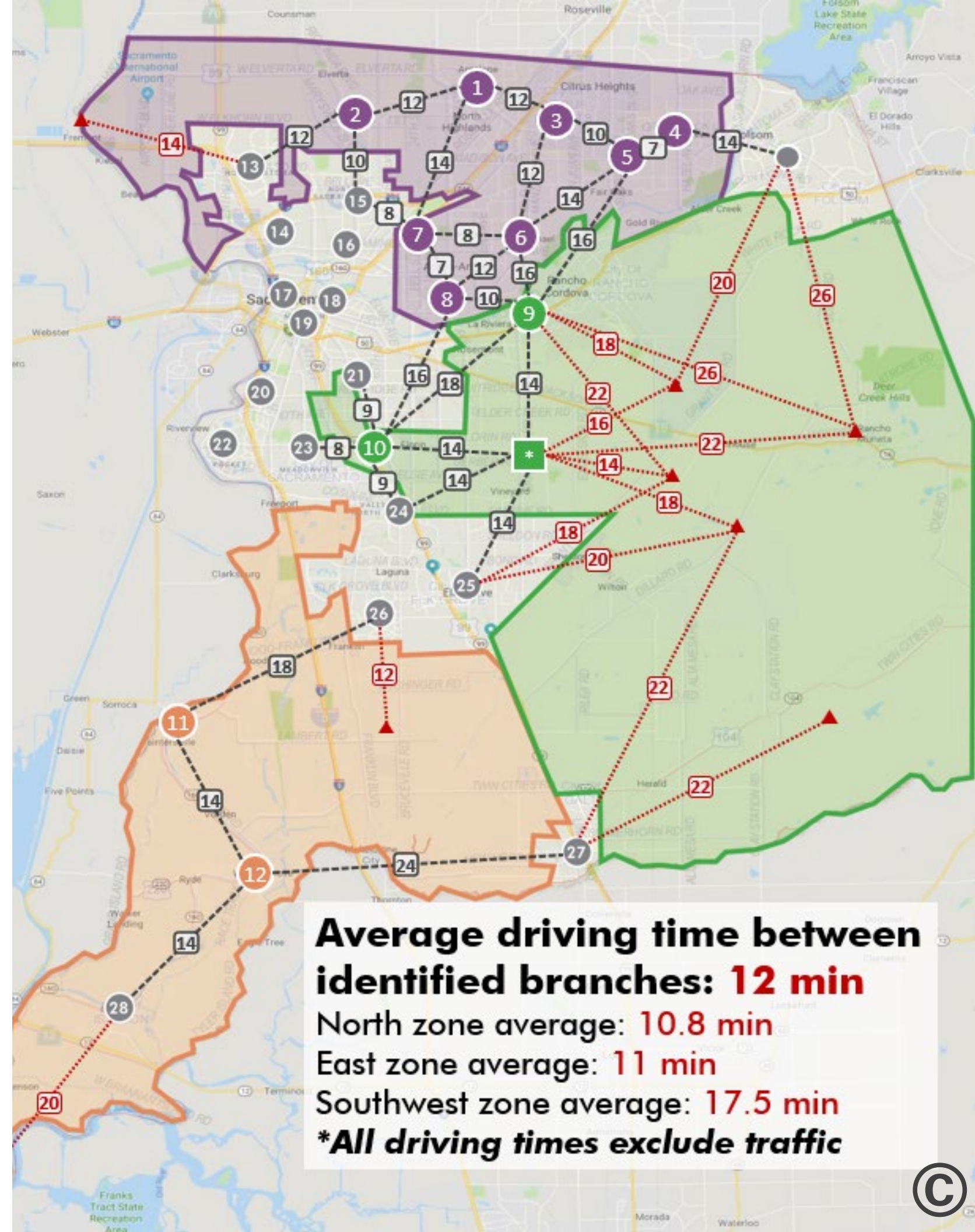


System Reopening

How to maximize services while balancing:

- Safety
- Equity
- Access
- Cost
- Other...

Leverage library network.



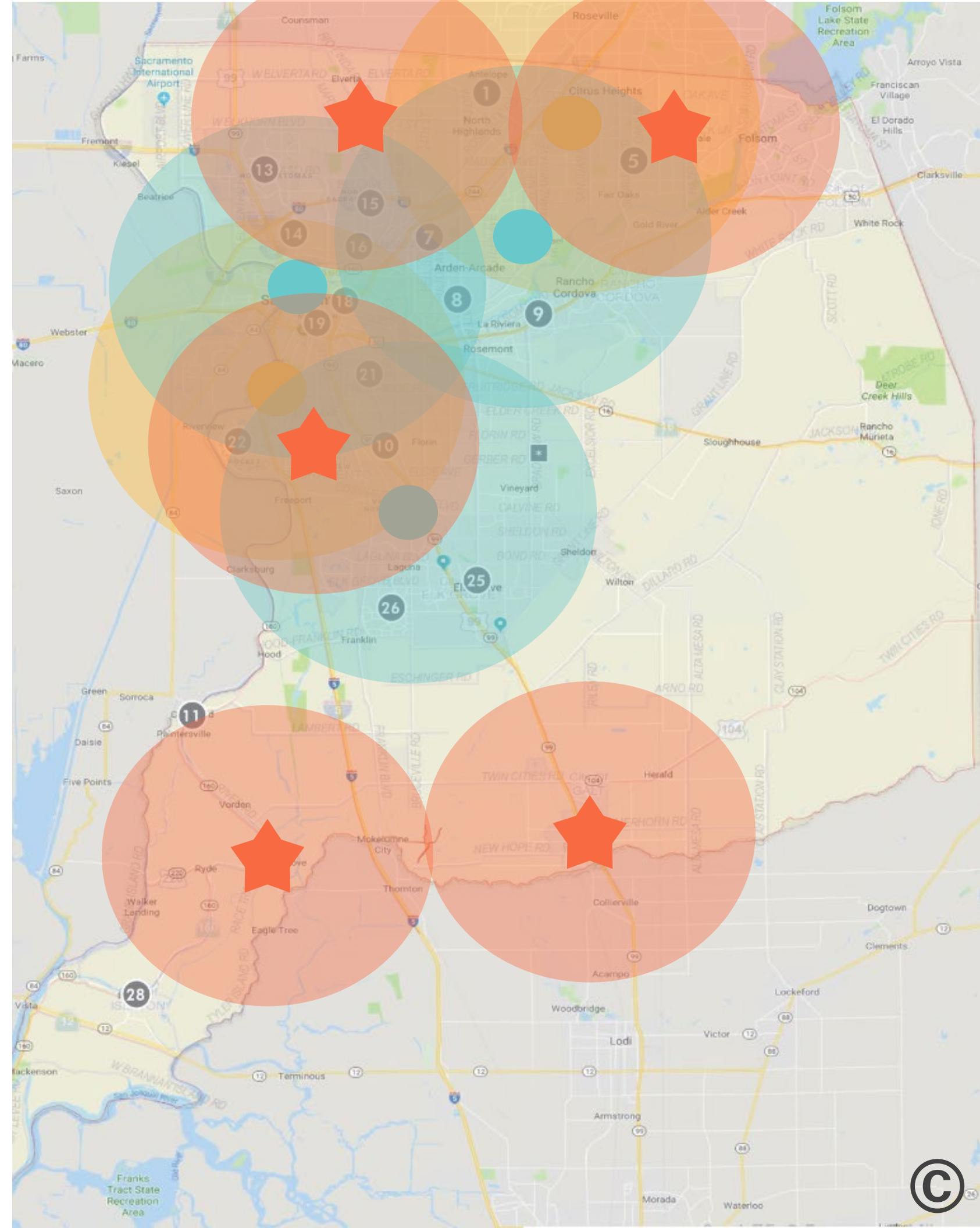
System Reopening

Curbside pick-up locations

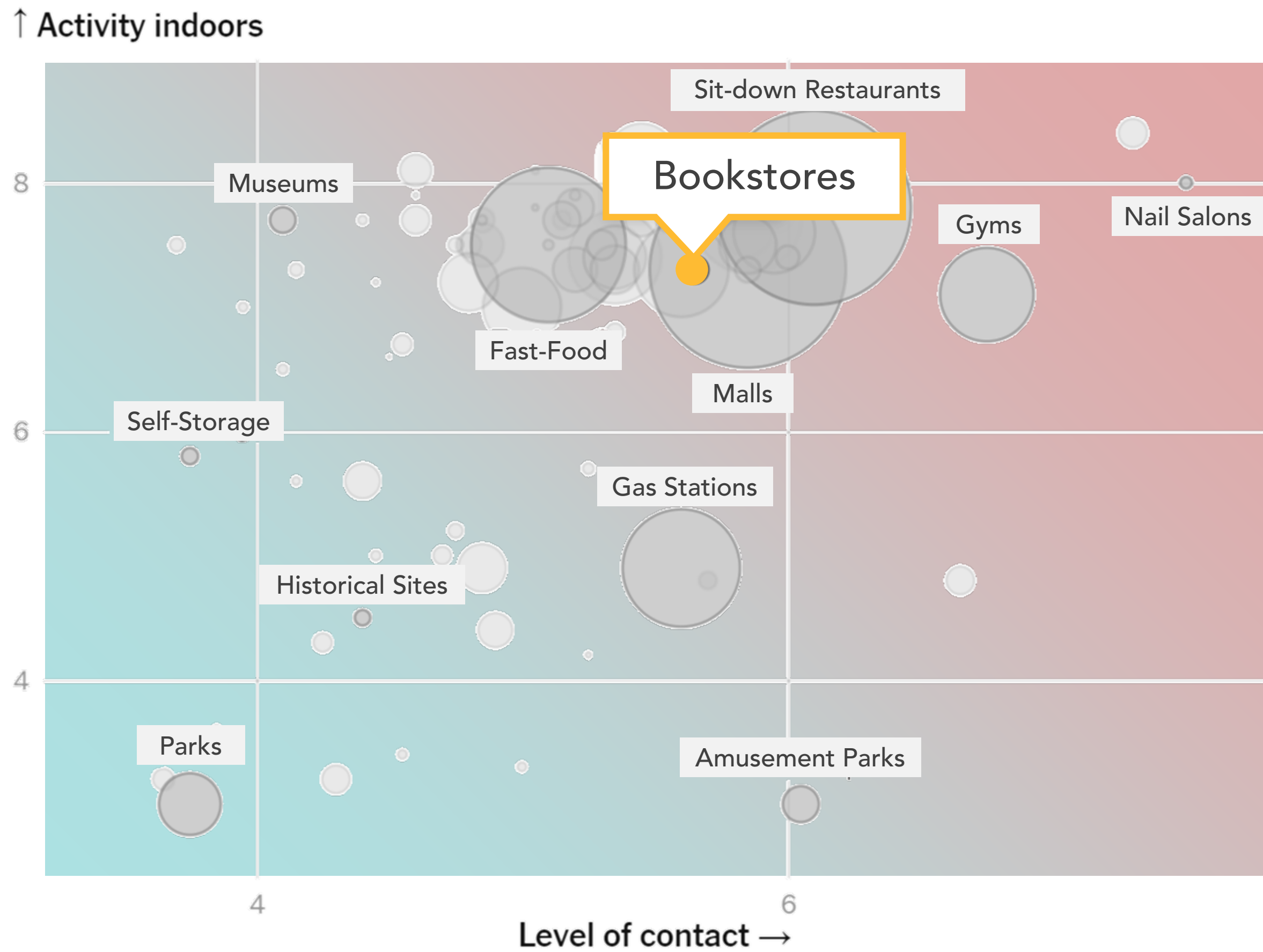
Large branches open with social distancing

Branches open with focused services (tbd)

What will be the new normal?

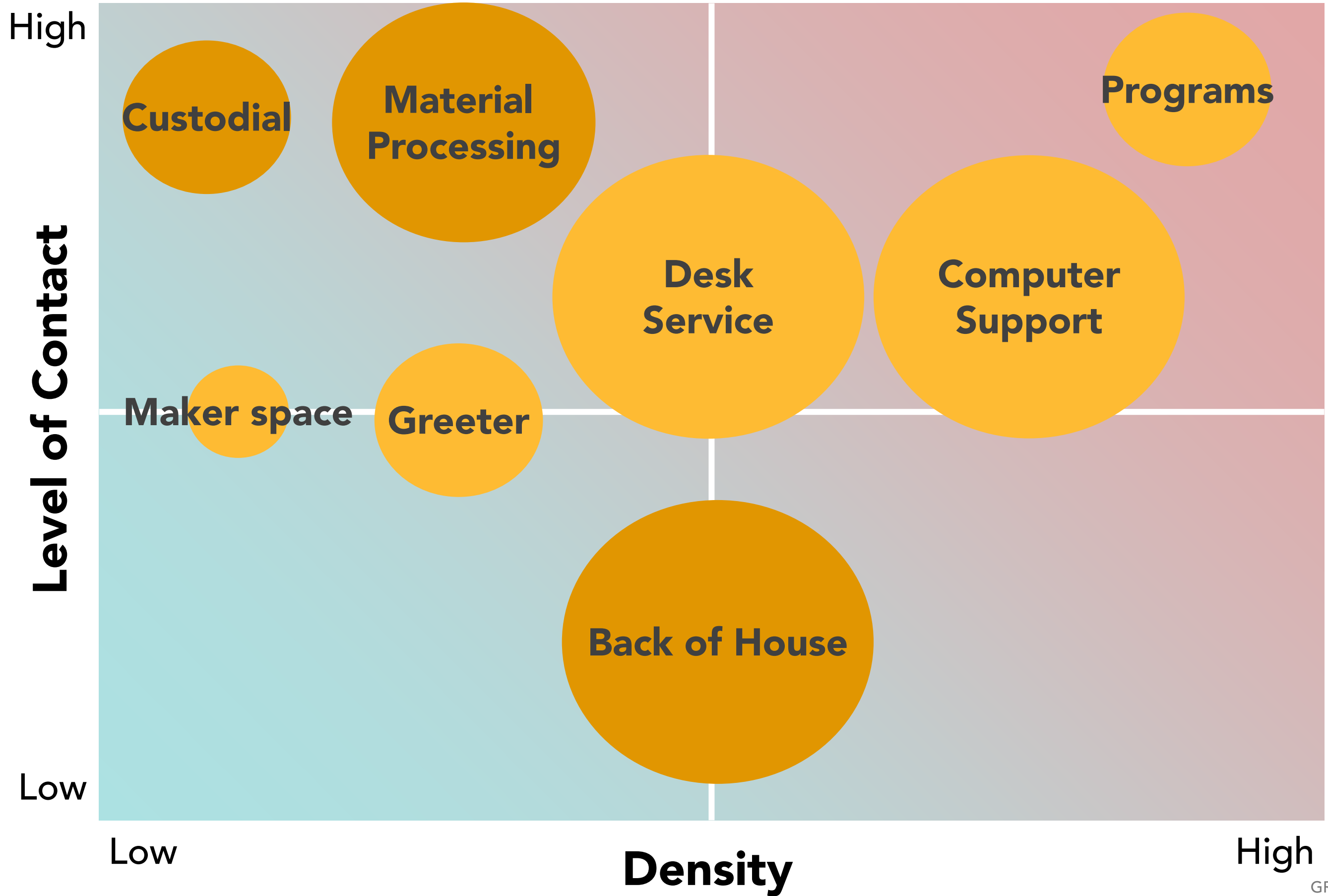


New York Times Charts



Staff in the Library

Pre-COVID

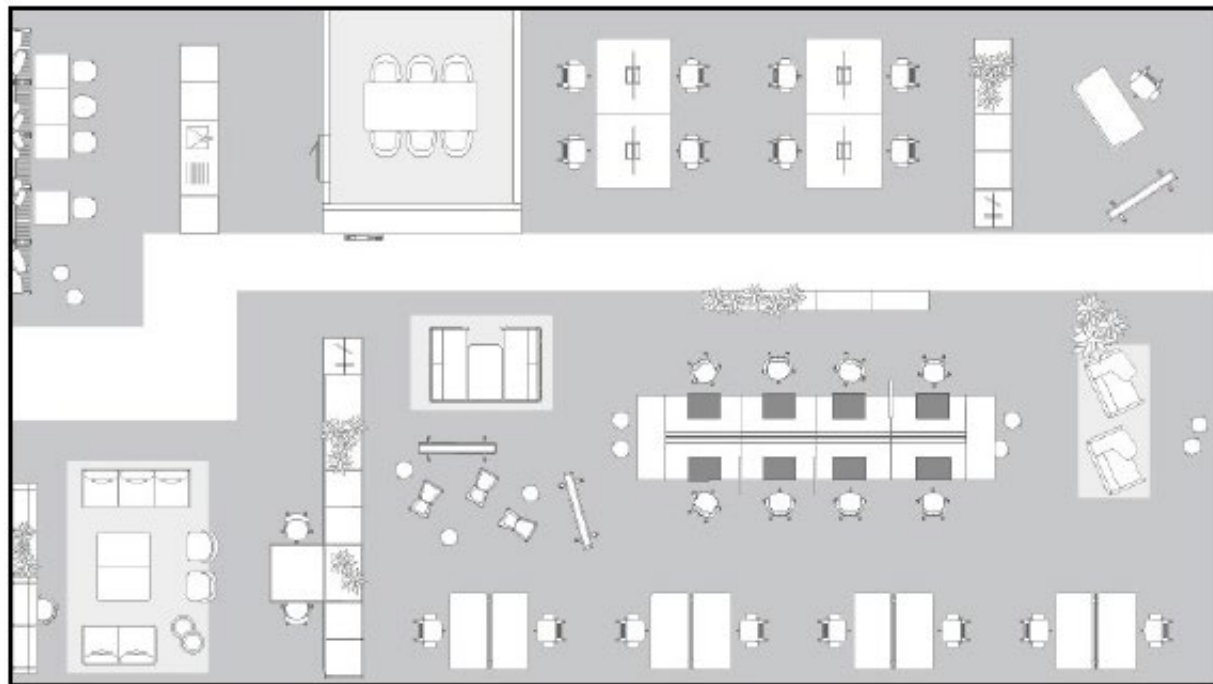




Make open-plan offices 'corona-proof'

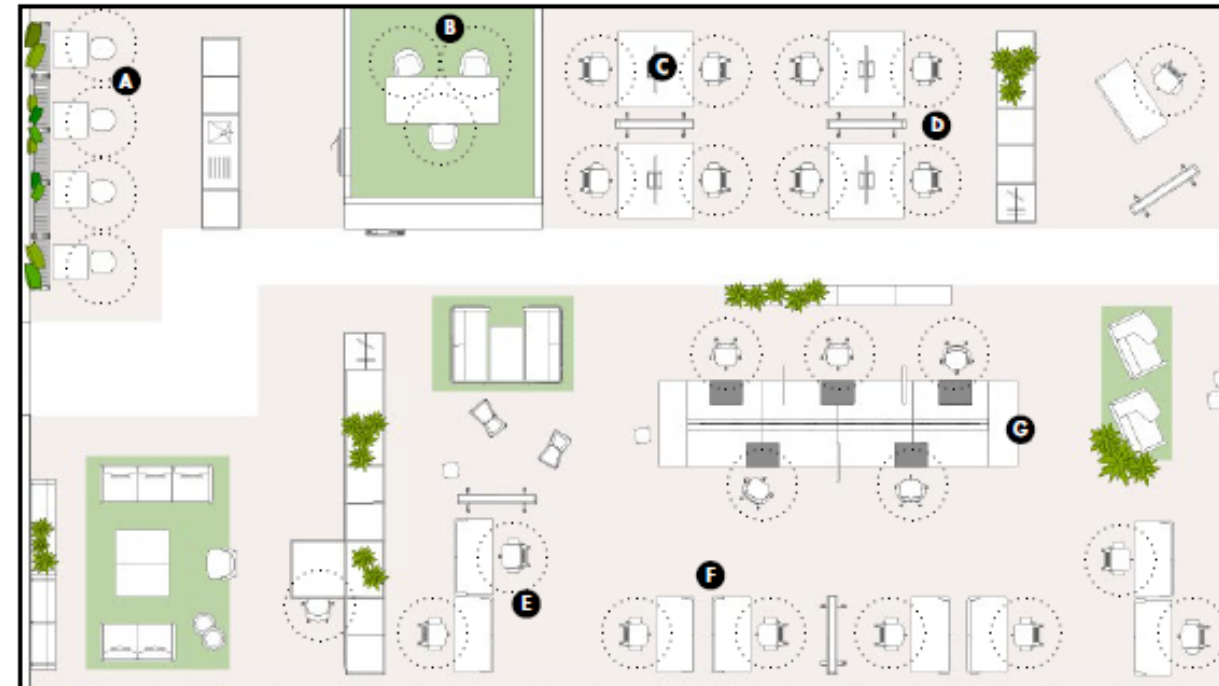
Before: open-plan layout

Total space: 371 sqm & 64 seats



After: 'corona-proof' open-plan layout

Total space: 371 sqm & 34 'corona-safe' seats



- A** Increase spacing between workstations
- B** Reduce the number of chairs to reduce the occupancy rate or switch to stand-up tables
- C** Use high separation screens as table dividers on workstations
- D** Use Dancing Wall as a mobile partition element
- E** Alternate the seating at workstations
- F** Increase the distance between desks and add 3D screens
- G** Reduce the number of workplaces per table and create boundaries with front and lateral screens and mark work areas with plotters





CX

CUSTOMER EXPERIENCE

Daniel LaRossa
Facilitator

Carson Block
Guest Facilitator

Questions

- How do we want people to feel in our spaces? What are the **sights, sounds, even smells**, that will contribute to, or work against, these feelings? There's so much we can't control or predict, but we can make **intentional, mindful choices** about sensory experiences--choices that **promote our mission/vision/ values**.
- How are libraries/architects thinking about **short, medium- and long-term strategies**?
- How to plan for the next **24 months**, but not make decisions that are difficult **in the long term**
- How we can **recreate library spaces** in a way that **families with children** can **safely enjoy** and **engage in learning**? That feels far away from the near future.
- I think **teen spaces** might be one of the biggest challenges. How do we keep teen spaces **inviting yet safe**?

Opportunities to re-connect with Community

- JeffCo – partnerships...schools, hotspots, portals through schools/sped up and developed quickly out of necessity. Library staff on task forces, emergency operations, able to respond to community needs quickly. Dial-up call-ins, not just internet based//push summer reading program + teen support
- SCPL – school systems pushed tech, SCPL loosened up borrower privileges...relaxed registrations, lowered barriers. Homeless services-provided 50-100 laptops for use in shelters. Online literacy, digital programs for community gathering//continue to strengthen school cxn.
- LW- when facilities reopen, set hours for certain user groups (seniors, families) // downtime between user groups
- JR – different concierge services, how to develop/sustain 1 on 1 engagement
- DW – mtg rooms changing, everything scales down in physical realm, increase in digital (increase digital space meeting opportunities)/online library cards

Libraries operating with increased amount of space per patron

Opportunities to re-invent Library spaces!

- CB experience/habit of electronic access. Physical world will return...but ppl will also be more conditioned to technology as a part of the *physical world*. Time to take stock about what can be improved both in terms of physical and digital services/offerings to community-at-large
- JD 1918 pandemic – changes in modern architecture, fresh air, space, light, cleanable surfaces...

Libraries operating with renewed investment and community support

Social Distancing challenges in-person Library programming, events + engagement

- Closing workstations
- Equitable enforcement of time durations...
- Public materials, technology, etc.
- Changing information...changing services...not normalizing, changes every 7 days
- County has closed libraries in JeffCo, focusing on curbside...
- Reduction of space, dedicated use, limited browsing, closed stacks, one-way aisles...no more meeting people where they are. Barriers to access (literally)
- Elderly and unhoused populations will be much harder to serve.
- Lack of equity due to digital divide
- Quarantining items, exterior drops
- Don't encourage people to stay, but don't surveil people. (take out seating except at dedicated areas)

Libraries operating within strict spatial and economic restrictions

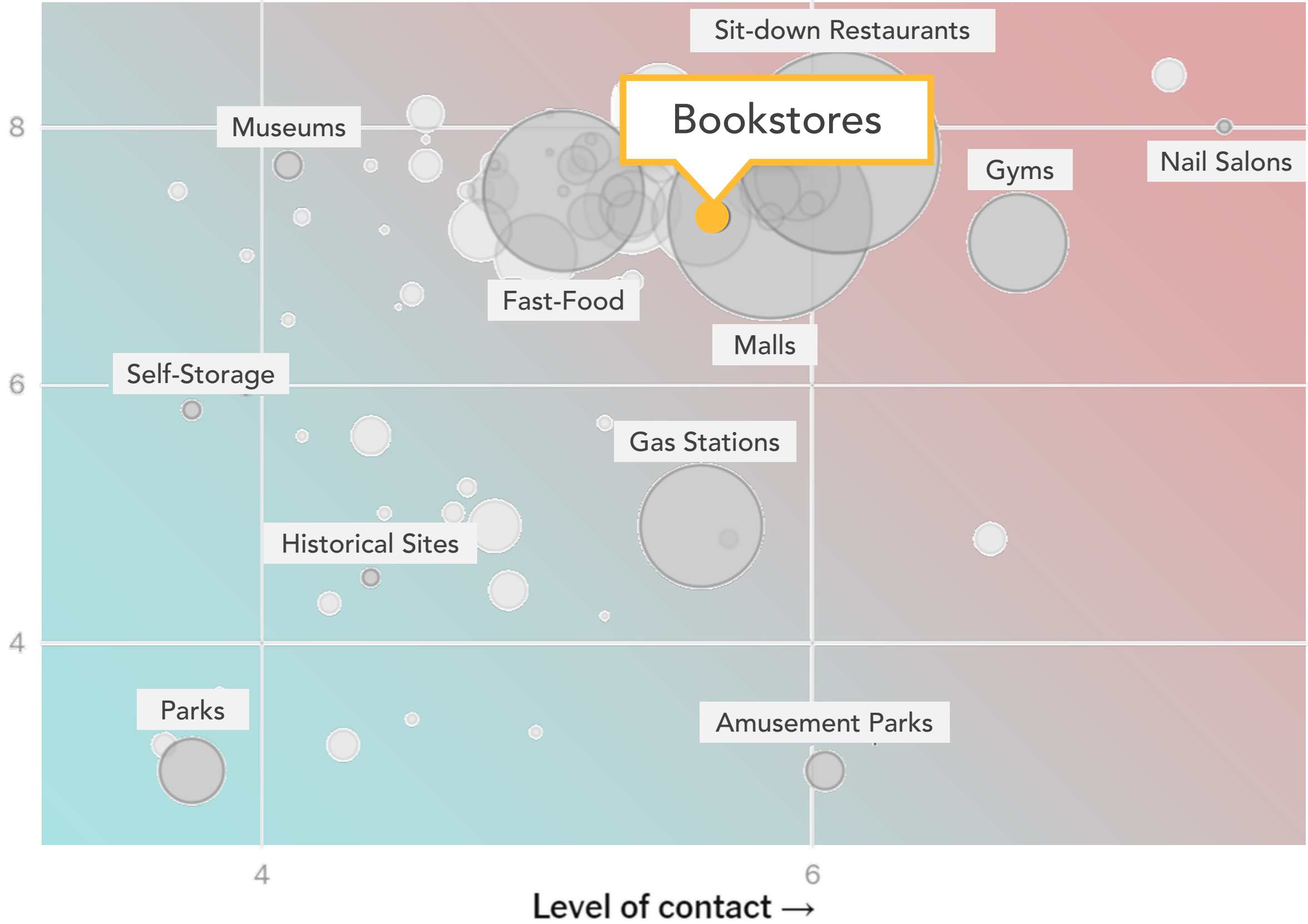
Social Distancing remains common, community apprehension about gatherings + public space

- JR how to get space to plan for transitions...listening to community first about needs and wants
- LW not even starting to think long-horizon due strict SIP in bay area

Libraries operating without social distancing guidelines

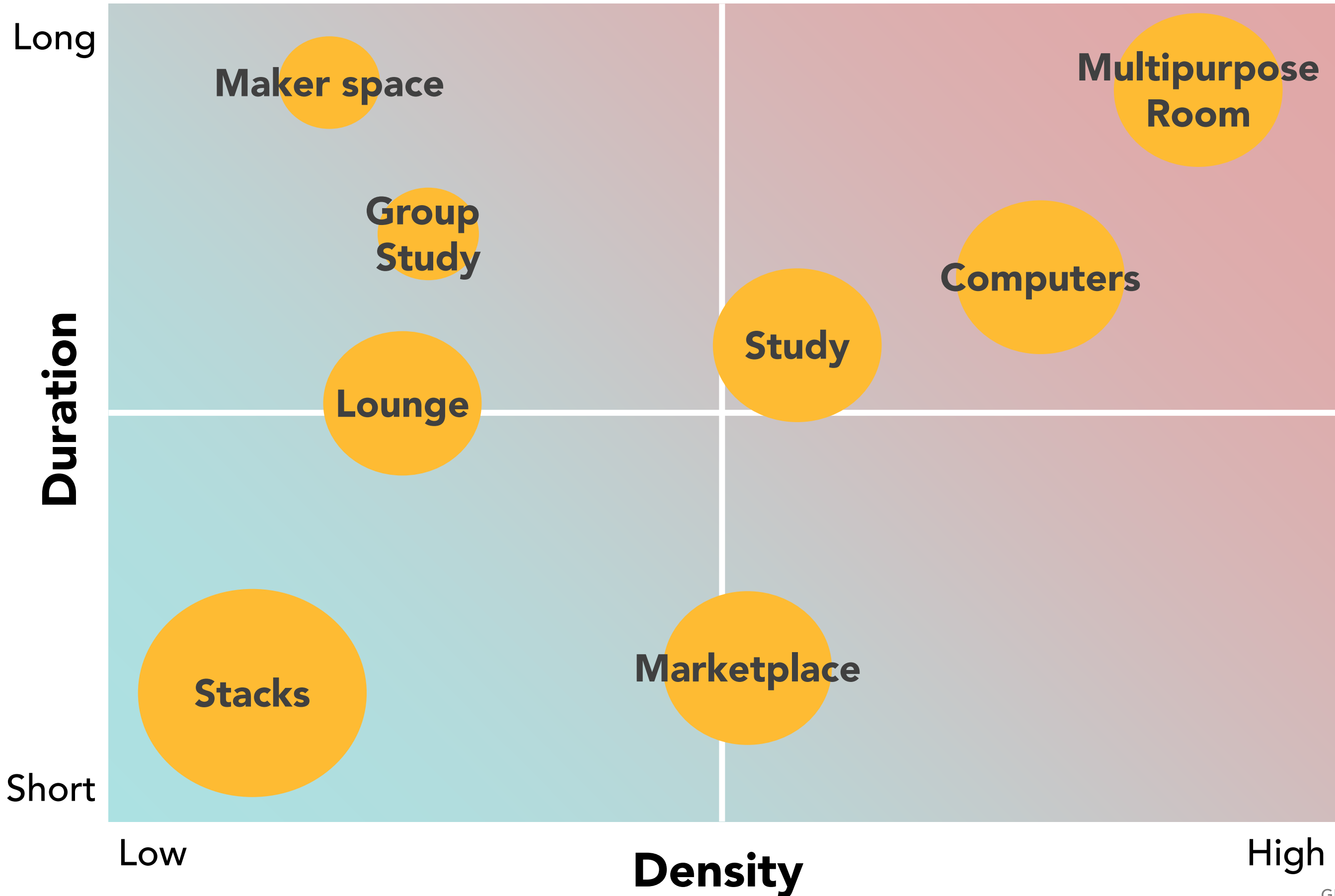
New York Times Chart

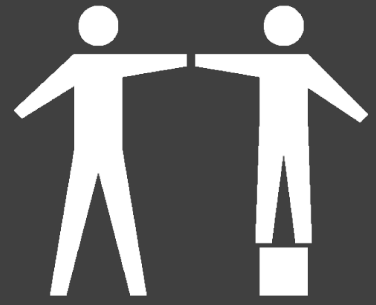
↑ Activity indoors



Places in the Library

Pre-COVID





EQUITY

David Schnee
Facilitator

Questions

- Many of the people feeling the most marginalized find **acceptance** and **welcome** at the library.
- How can we center our **reopenings** with those **communities** deeply underserved as the **focus**, not the exception?
- How to ensure **equity** in an increasingly **digital environment**?
- How can public spaces, help **minimize** patron/student **anxiety** and/or **trauma**?

Equality



Equity



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*I wonder what it'd be like for **community space** to hold the struggles, failures and pain of our **people**, rather than glamorize its accomplishments and beauty. To me, it'd **inspire, motivate, and challenge** me to **do better** ...*



Romeo, Chabot College Student

Opportunities

Challenges

GET STAFF MORE COMFORTABLE WITH EXTERNAL EMBEDS

PEOPLE FINDING NEW RESOURCES
Live tutors, multi-lingual staff, ...

INCLUSIVE LENS – DOCUMENT STORY FROM MANY PERSPECTIVES

LIBRARY AS SOCIAL RESOURCE - FACILITATOR

NEW AUDIENCES ACCESSED THROUGH NEW CHANNELS

NEXTWORK STRATEGIES

REMOVE OLD BARRIERS

APPOINTMENTS – but not limit on online

DESIGN SCIENCE TO VISUAL RECS FOR SPACE

FEEL CONNECTED

NEW MODELS TO SERVE THOSE LEFT BEHIND

SYNTHESIS BETWEEN DIGITAL TO PHYSICAL SERVICES

PARTNERSHIPS re-evaluate within city/county/state

EQUITY CAN BE SIDELINED BY POLITICIANS – DETOUR OUR PLANS – TO PLEASE MASSES

UN-HOUSED

DIVIDED SOCIAL CONTRACT masks for me or for you?

LEAVING PEOPLE BEHIND

INTERNET ACCESS

EQUITY “LIP SERVICE” TO CRONIES

WHAT DOES INEQUITY LOOK LIKE – WE DON'T UNDERSTAND

DIVISIVENESS
Opposite of Equity

Space Use Differences

Daily Readers +



Page Turners +



Users

Time

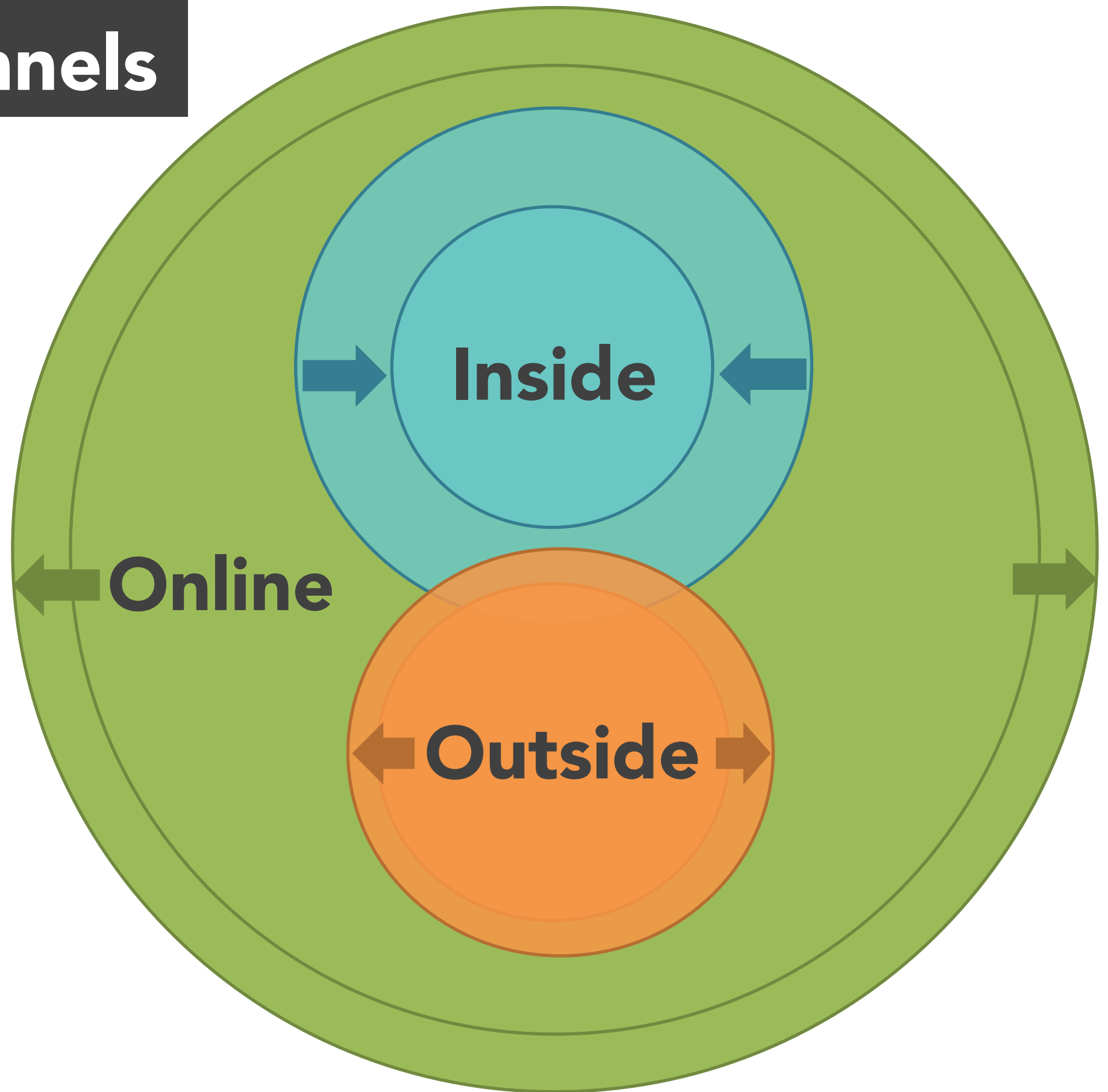
OPEN TO ALL

Equity differences per Library Service Channels

Strategies to prioritize reduced space for people most in need?

Strategies to bridge increased digital divide?

Strategies to take library services out to where they're needed?





VISION OF FUTURE

Jill Eyres
Facilitator

Questions

- How do we balance the needs of the immediate future with **long-term flexibility** and possibilities for space?
- How can we plan for the next 24 months **without making service difficult** in the long term?
- How can public spaces **enhance remote living**?
- How do we help our **governing bodies and stakeholders** understand the importance of welcoming and appropriately designed library spaces during financial shortfalls?
- How will **library buildings be reimaged** in response to long-term changes in service?
- How will the current situation impact future behavior? Will people have the **same appetite for spending time in public spaces**?
- Will they feel like they don't need the library, or will they **need it more than ever**?



Vision

Remote living has a long tail while communities rebuild confidence in public life

- Populations recover and remobilize at different rates, depending on socioeconomic, health risk, other factors
- Remote work, home schooling still "popular"
- Continued high reliance on technology for work, school, information, entertainment, shopping, communication...
- Inequitable access to technology

Libraries still operating with limited resources

Communities regather

- + Herd immunity is largely in effect
- + Individuals and communities regain confidence and desire to come together in public spaces
- + They still have an appetite for coming to the library

Libraries are well-supported

- + Financial – operational, capital
- + Government entities + stakeholders
- + Partners
- + Community members

Mid-Term Strategies

- what does equitable service look like?
- leverage the network – strategically locate services
- “temporary hyper-mediation”
- leverage partnerships

Long-range vision for library spaces

- use limited resources strategically
- leverage outdoor spaces
- listen to the community! (and keep communicating)
- help people stay connected

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Agenda

03

Report out

3 min each!



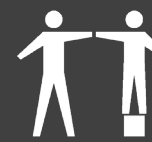
COMFORT + SAFETY



OPERATIONS



CX CUSTOMER EXPERIENCE



EQUITY



VISION OF FUTURE

What's Next?

 Summary

 Discussions

 Research

 Planning

 Design



THANK YOU



GROUP 4

