



## Visioning and Master Planning for Wheaton Public Library

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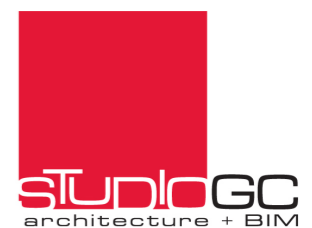




# Visioning and Master Planning

January 10, 2015

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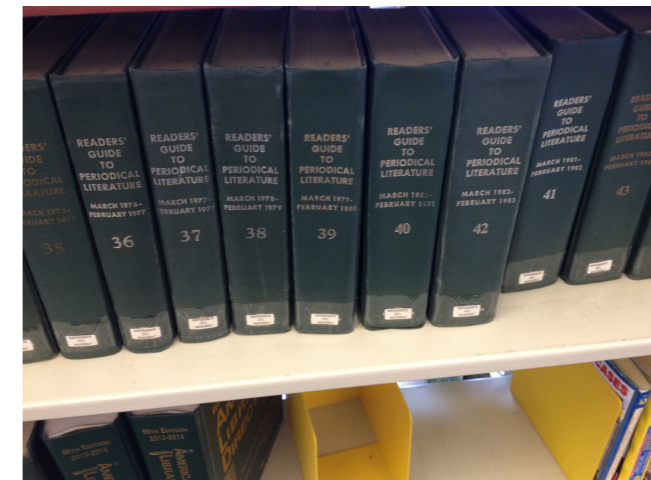


“To improve is to change;  
to be perfect is to change  
often.”

*Winston Churchill*

I put a dollar in one of those change machines  
and nothing changed.

George Burns



REIMAGINE  
REINVENT  
RENEW  
RETHINK

# Acknowledgements

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# MISSION STATEMENT

*Connecting the community to the power of knowledge and technology, the world of culture, and the joy of reading by providing excellence in library services, resources and programs.*



# Executive Summary

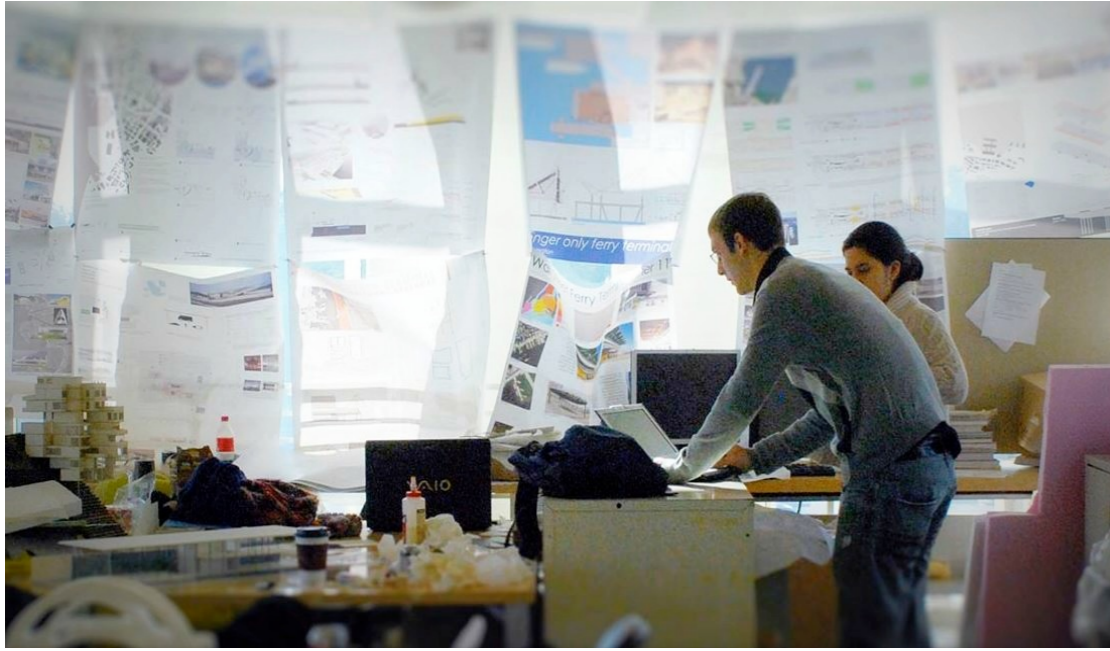
## Moving Forward

Libraries are evolving so quickly that even the most forward-looking library professionals are straining to keep up. This report provides an overview of suggested improvements that will allow the Wheaton Public Library to embrace some of the most relevant trends and by doing so strengthen its role as a cornerstone of the community.

This report:

- Provides an outline of recent changes in the library world
- Suggests specific modifications to the library that are based upon trends in library use and specific district demographics
- Proposes modifications that make increased use of available technology
- Re-imagines a number of the spaces within the library





# The Wheaton Public Library

## Embracing the Twenty-First Century

The Wheaton Public Library is embarking upon a program to provide library services that reflect what a 21st century library can offer its community. Libraries and the ways in which we use them are changing quickly; it is incumbent upon those in the profession and those who are charged with library governance to respond to the community's evolving needs and changing expectations if the library is to remain relevant and useful as a community institution.

*“...libraries are evolving into places that host a collection of vibrant social and cultural experiences.”*

We at StudioGC are pleased to present this visioning document. This document offers suggestions for future development of the Library that will enable it to address the present and future needs of the community. We will draw upon the large body of library experience that our team brings to the table and an understanding of library design trends and the public's perception of libraries.

In addition to providing access to printed materials and technology, libraries are evolving into places that host a collection of vibrant social and cultural experiences. Users now look to the library as a place of social interaction and entertainment. It must be a welcoming and safe environment for users of all ages; a “living room”, workshop and entertainment center that serves the entire community. The planning and design process must recognize these changes and adapt if the library is to remain relevant.

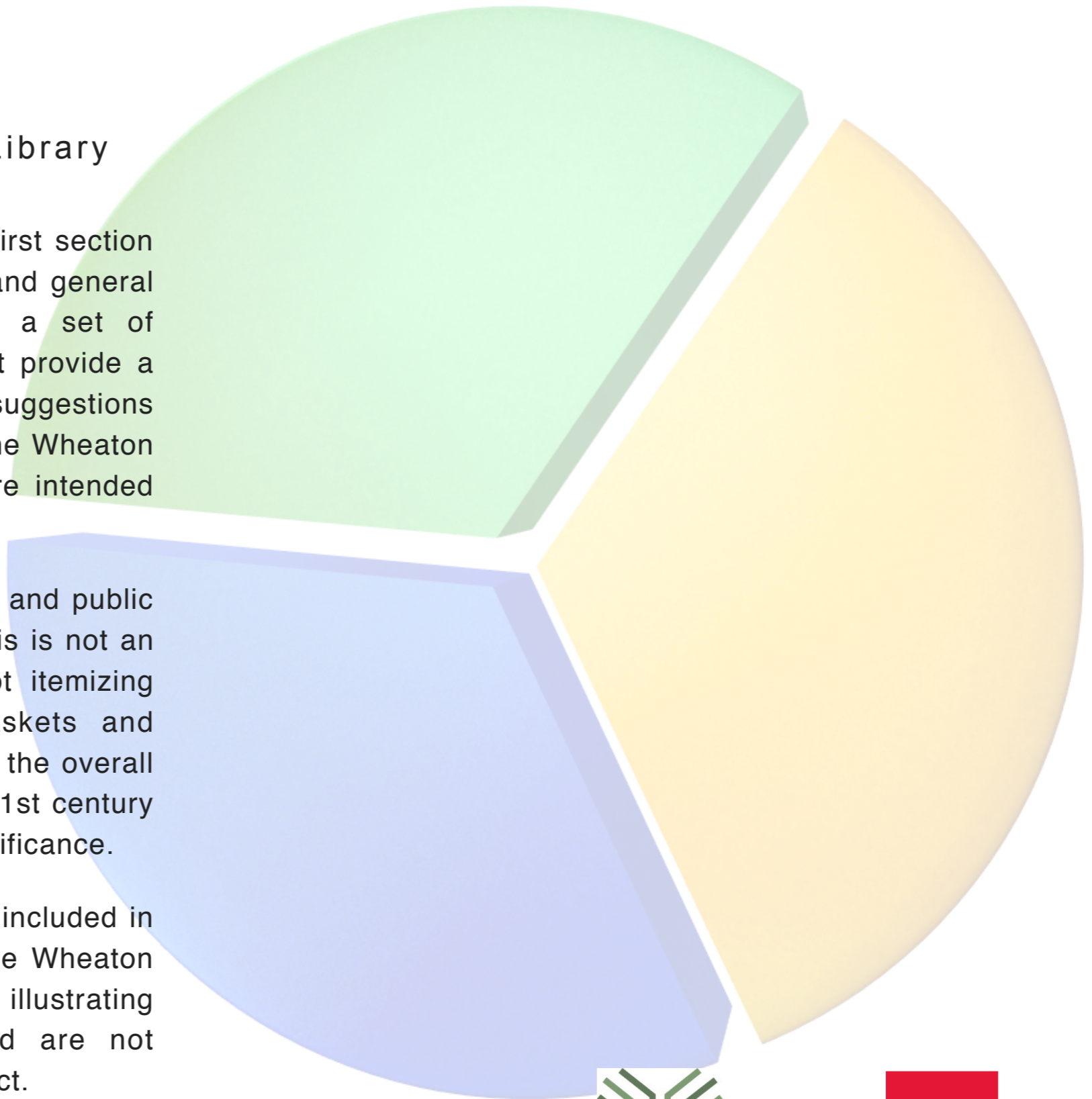
# THIS REPORT

## A Rough Guide to a 21st-Century Library

This report is divided into two sections; the first section is informational and covers broad concepts and general recommendations. The second section is a set of diagrams and specific recommendations that provide a summary of proposed projects. Some of the suggestions are immediate and specific to conditions at the Wheaton Public Library, others are conceptual and are intended as longer-term master planning goals.

This report concentrates upon the public use and public perception of the Wheaton Public Library. This is not an architectural building program – we are not itemizing workstation details, numbers of wastebaskets and countertop heights. This is an exploration of the overall vision of the library and of how it can meet 21st century requirements while preserving its cultural significance.

Please note that there are many illustrations included in this report. Some of them are specific to the Wheaton Public Library, some are context photos illustrating solutions employed in other libraries and are not intended as design suggestions for your project.





# A NEW WAY TO PLAN LIBRARIES

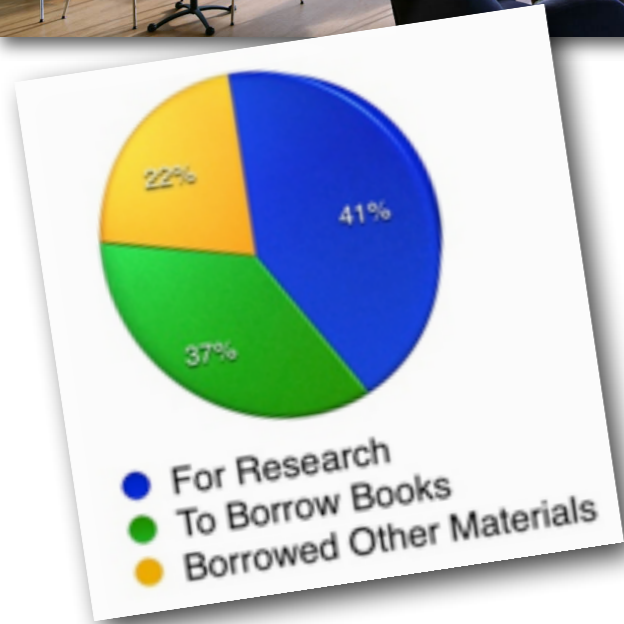
We chose the name **LibraryVision** for our planning process because we believe that there is a need for vision and new methodology in the way in which libraries are planned. LibraryVision is a new way of looking at libraries and a new model for assessing library needs.

**Understand the Demographics:** Rather than relying on “universal” library design standards, we will take an in-depth look at the unique demographics of the Wheaton Public Library’s service area. Where it is now and where it is going. In addition to population numbers, we will examine the social and cultural facets of Wheaton and examine how the library’s facilities can best be tailored to meet the needs of its users.

**Education Before Dialog:** We believe that it can be important to ask a community what it wants in its new or upgraded library. Before doing so, we may host educational sessions to let citizens know what the best contemporary libraries are doing to serve their customers. We feel that people have to know what is on the menu before they are asked what they want. This is equally true of library staff, administration and library trustees and municipal administrators. Everybody needs to have understanding of the possibilities before making decisions.

**Recognition of Social Trends:** A 15 year-old girl in 2014 has likely had a very different life experience than that of the people who manage her library; she has a different set of expectations, a different way of working, a different way of communicating with her peers and a different understanding of the role of technology in her life. These are realities that we must recognize and accommodate in our library planning if we are to remain relevant for her and her





# HOW PEOPLE USE LIBRARIES

## The Changing Library Landscape

Even a casual inspection of a successful contemporary library reveals that there has been a dramatic change in what libraries are offering their customers and how those customers are using their libraries. In 2012, the Pew Research Center's "Internet & American Life Project" examined why people come to libraries. One of the documents produced as a part of this project was "Libraries, Customers and E-books"\*. Utilizing surveys, the authors examined how people are using libraries.

Most library planning standards have remained essentially unchanged for decades are still based upon the premise that libraries are primarily about borrowing books. The adjacent graphic based upon the Pew Research tells us otherwise.

If only just more than a third of the people that come to libraries come to borrow books, why are we designing libraries to standards that assume that borrowing books is the library's primary mission? It was this question that led us to create the **LibraryVision** process.

\* Kathryn Zickhur, et al., "Libraries, Customers, and E-Books" (Pew Internet and American Life Project, June 22, 2012), accessed November 12, 2013, [http://libraries.pewinternet.org/files/legacy-pdf/PIP\\_Libraries\\_and\\_Ebook\\_Customers%206.22.12.pdf](http://libraries.pewinternet.org/files/legacy-pdf/PIP_Libraries_and_Ebook_Customers%206.22.12.pdf).

# A NEW MODEL FOR PUBLIC LIBRARIES

## Consume/Connect/Create

We propose a new model for a public library in which housing and supporting the traditional library collection is no longer the main focus of library design but rather one of three equally important components. This approach places equal importance on what goes on within the library as with what is contained in the library. It is based upon the findings of the Pew study on why people use libraries as well as an examination of current trends in the library world.

We propose that is library is a vehicle for providing services that are best described by a triad of verbs; “Consume, Connect and Create”. That these are verbs is intentional; our model library is an active place. We are moving toward a library that is as much a series of events and opportunities as it is a collection of things.

**Consume:** “Consume” includes most of the traditional library services that utilize informational materials and services provided by the library. These materials include physical books, e-books, e-magazines, periodicals, reference services, and physical and downloadable media. Space for the support of these services has historically taken up a significant percentage of the building’s floor plan in the form of areas devoted to collections, circulation services, technical services and staff offices.

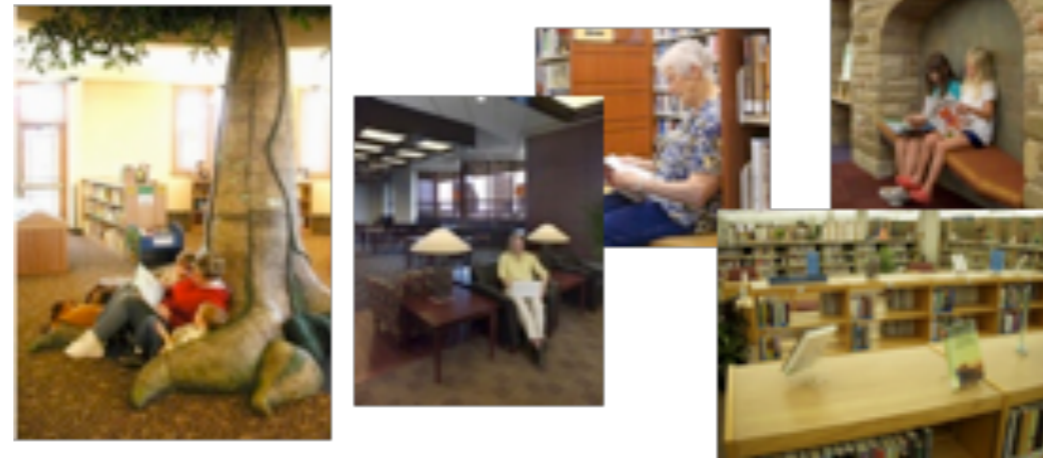
**Connect:** Libraries are becoming active community centers, places where people go to connect with one another. Libraries have long featured public



*“We are moving toward a library that is as much a series of events and opportunities as it is a collection of things”.*

## Consume:

- Core Book Collection
- Teen & Juvenile Books
- Children's Books
- AV Materials
- Traditional Reading Spaces
- Support Spaces
- Information & Reference Services



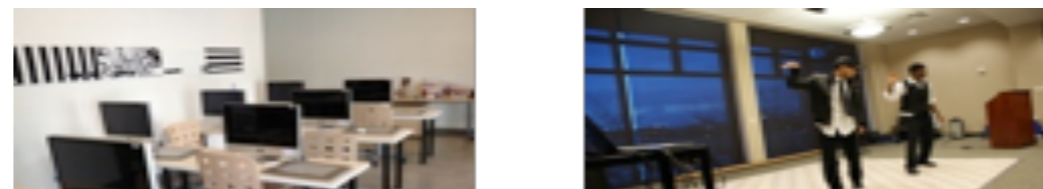
## Connect:

- Public Events Spaces
- Large Group Meeting Rooms
- Small Group Meeting Rooms
- Tutoring Spaces
- Story Time Rooms
- Teen Spaces
- Cafés and coffee areas
- Outdoor Activities
- Small Business Meeting Spaces



## Create:

- Maker Spaces



# PRINCIPLES OF THE 21<sup>st</sup>-CENTURY LIBRARY DESIGN;

Using **Consume/Connect/Create** to re-imagine the Wheaton Public Library

Since the Wheaton Public Library was designed, built and remodeled, the mission of libraries has evolved from what some thought of as a “warehouses for books” model to that of lively community centers that serve the public in ways that would not have been imagined when the library was originally planned. Keeping up with these changes in modes of service and material offerings is essential if the Wheaton Public Library is to evolve to meet the needs of the community.

## The Future of the Wheaton Public Library

### Books

The Library will continue to have a robust collection of books, printed materials and electronic information resources.

### A Community Center

The Library should function as a community center that promotes public events and offers a convenient and flexible venue for a variety of function. It needs to be a place where people can connect with other people.

### Dedicated User Groups

The Library will have specific areas dedicated to user groups such as preschoolers, young readers, students and teens as well as those who seek the traditional quiet environment in which to read and perform research.

### Content Creation

The library will offer users the opportunity for content creation as well as the traditional consumption of content. This content could include writing, music performance, video production, video editing and the creation of physical objects utilizing everything from arts and crafts supplies to 3-D printers.

### Collaborative Activities

Libraries should offer environments that foster collaborative interaction and learning. This is of particular importance to young adults who are learning to work in 21<sup>st</sup> century collaborative workplaces.

### Mobile Computing

Mobile computing will begin to replace single purpose computer stations. Laptop and tablet computers will be checked out for use within the library and as circulating items.

## Using Consume/Connect/Create to re-imagine the Wheaton Public Library

### Self-Service

Technology that promotes self-service will be used wherever possible to allow existing and future staff to provide higher-level customer-centered services in place of the rote processing of library materials.

### Social Interaction

There will be spaces designed to encourage informal social interaction and conversation.

### Technology

The library must offer new services that have been made possible by advances in technology.

### Life-long Learning

The library will offer facilities that encourage life-long learning and will serve those who elect to “age in place” as effectively as it serves younger users.

### Sustainability

The Wheaton Public Library should be example of environmental sustainability. The construction of the building, how it is used, the activities it is designed to promote and how it interfaces with its site can all be tailored to minimize energy usage promote the well being of the community as a whole.

### Flexibility

To the greatest degree possible, library features will be plugged in instead of built-in. Flexibility for future changes in technology and library operations will be an important part of every design decision.

### Demographic Focus

Rather than utilizing established library design standards, library offerings will be matched to the district’s demographic profile to ensure that the Wheaton Public Library is providing service that is relevant to its users.

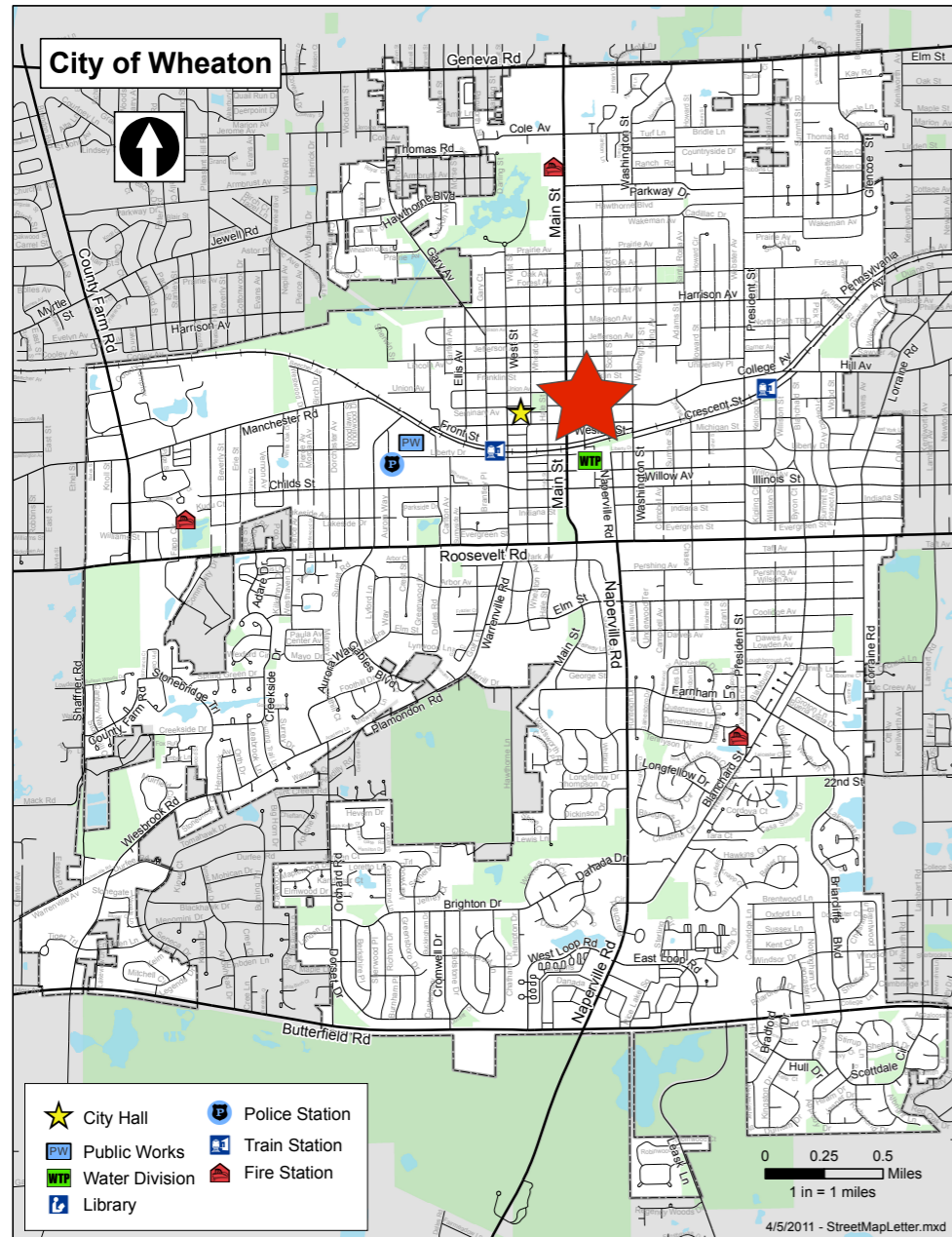
### Accessibility

The Library must be accessible to everybody.

### A Good Place to Work

A library must be a good place in which to work. An engaged and happy staff is one of the keys to a successful institution and exceptional customer service.

# The Library Service Area



To truly serve our public, we first must understand the community. We will begin by looking at the service area's demographics.

## The Library Service Area

The Wheaton Public Library serves an area of approximately 11.5 square miles and has a service population of approximately 53,000. The service area is geographically constrained although the service population is expected to increase over time. Projections by the Chicago Metropolitan Agency for Planning place Wheaton's 2040 population at around 63,000; a 19% increase over current levels.

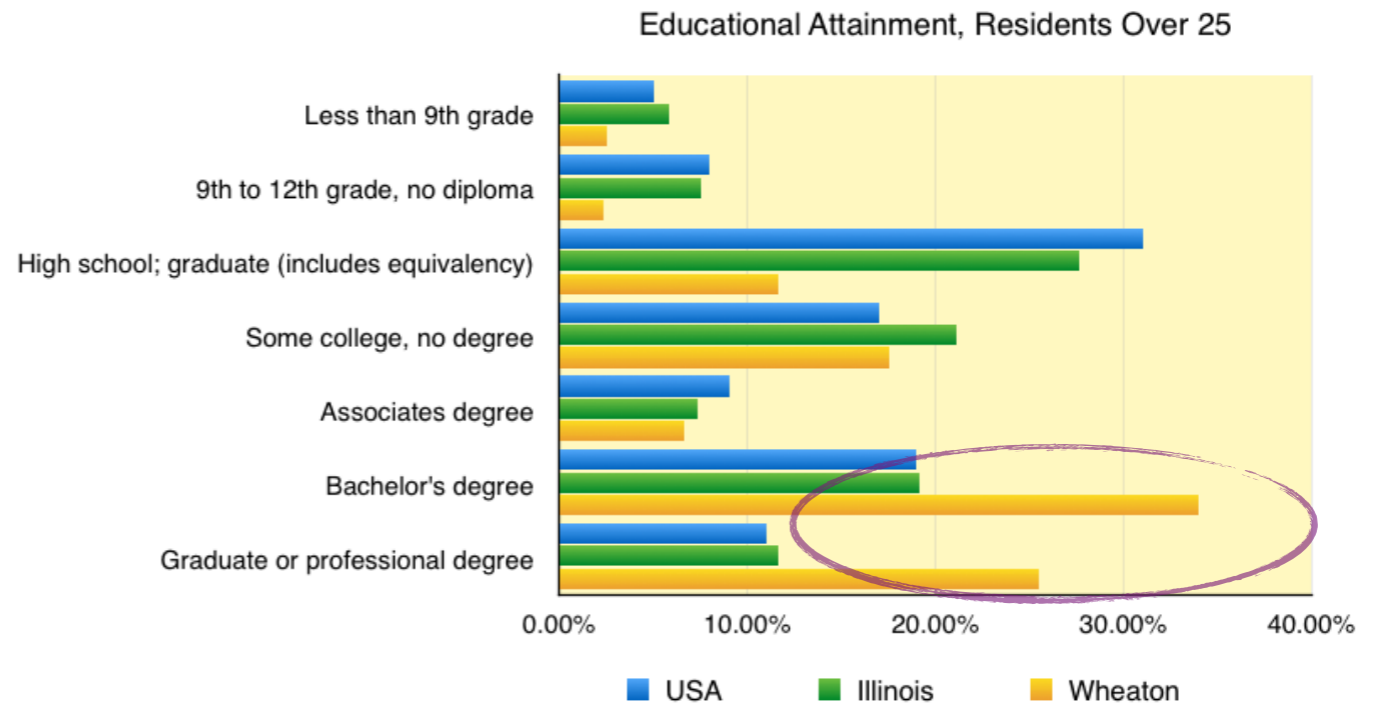
# Who We Are: Wheaton's Demographics

What the 2010 census tells us about the Library service area

## Educational Profile

The Library District population is very well educated; the percentage of residents that have bachelor's degrees is more than half again that of Illinois as a whole. The library can best serve this population by concentrating on specific offerings that;

- Promote life-long learning
- Support entrepreneurial activities
- Provide entertainment
- Facilitate creative activities
- Promote social interaction
- Improve technological literacy



*“The library can best serve this population by concentrating on specific offerings that promote life-long learning, support entrepreneurial activities, provide entertainment and promote technological literacy.”*



# AGE PROFILE

*“This is a young community...”*

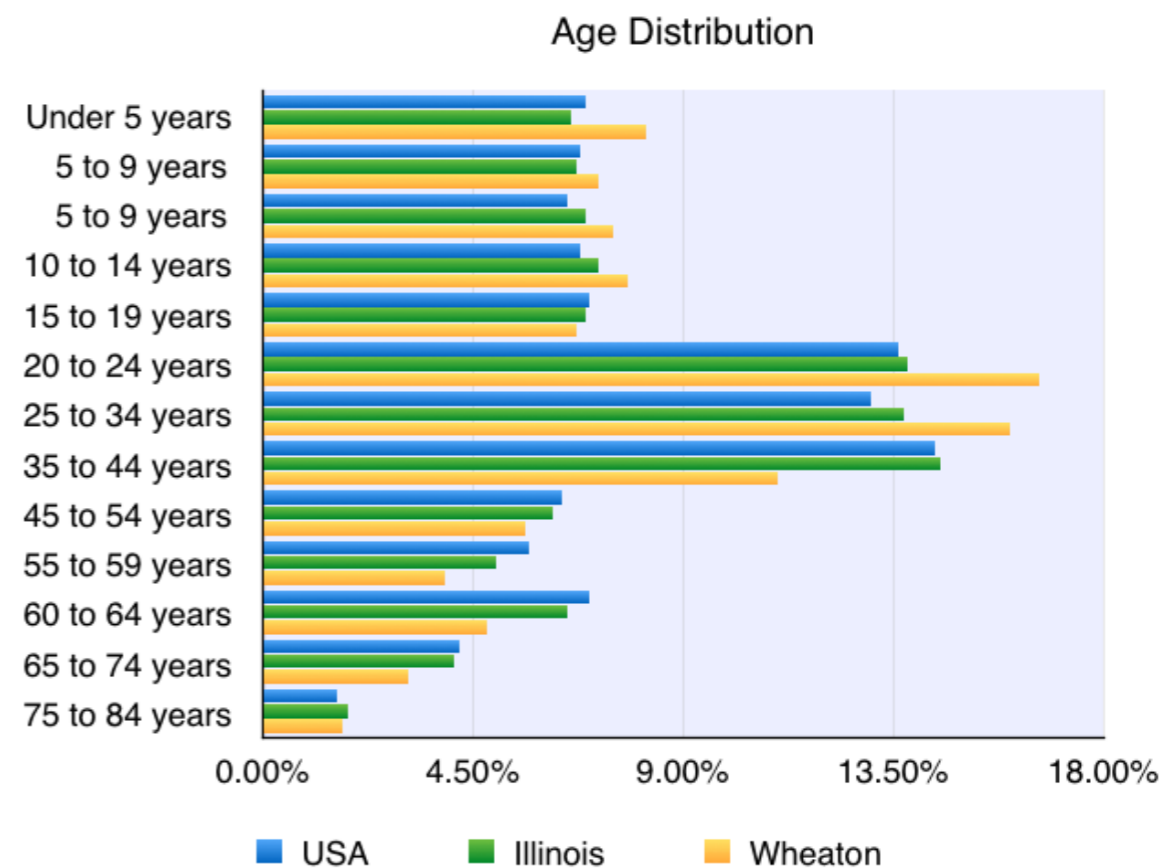
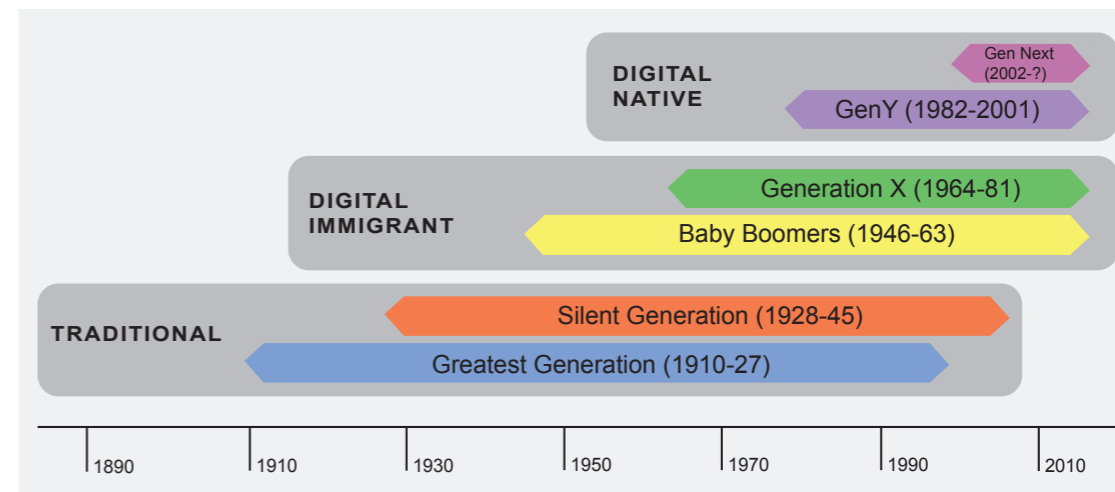
This is a young community; there is a significant spike in the 5 to 14 age group and a corresponding spike for their parents in those between 20 and 34. Nearly one third of the service area’s population falls within the groups that utilize children’s and teen library services.

## Age in the Digital Age

The graphic in the top right suggests that there are several broad categories of users of digital library services that can be grouped by age. In Wheaton, the majority of the population falls into the “Digital Native” category; this should be recognized when discussing technology in the library. This is a group that is comfortable with technology and expects technologically advanced solutions to meeting their needs, they are comfortable with self-check and library automation.

In library planning we utilize a time horizon of at least 20 years. We thus recommend that the library focus on the future and emphasize technology and 21st-Century solutions. Adult users that grew up with and prefer “traditional” library services are becoming a significant segment of the district’s residents.

The Gen-X and Gen-Y library users will figure prominently in our 20 year planning horizon view technology as a vehicle for collaborative interaction and social connectivity, they also are accustomed to small format computing options in the form of tablets, smartphones and less frequently, laptops. These behaviors should be expressed in the planning and design of the facility.



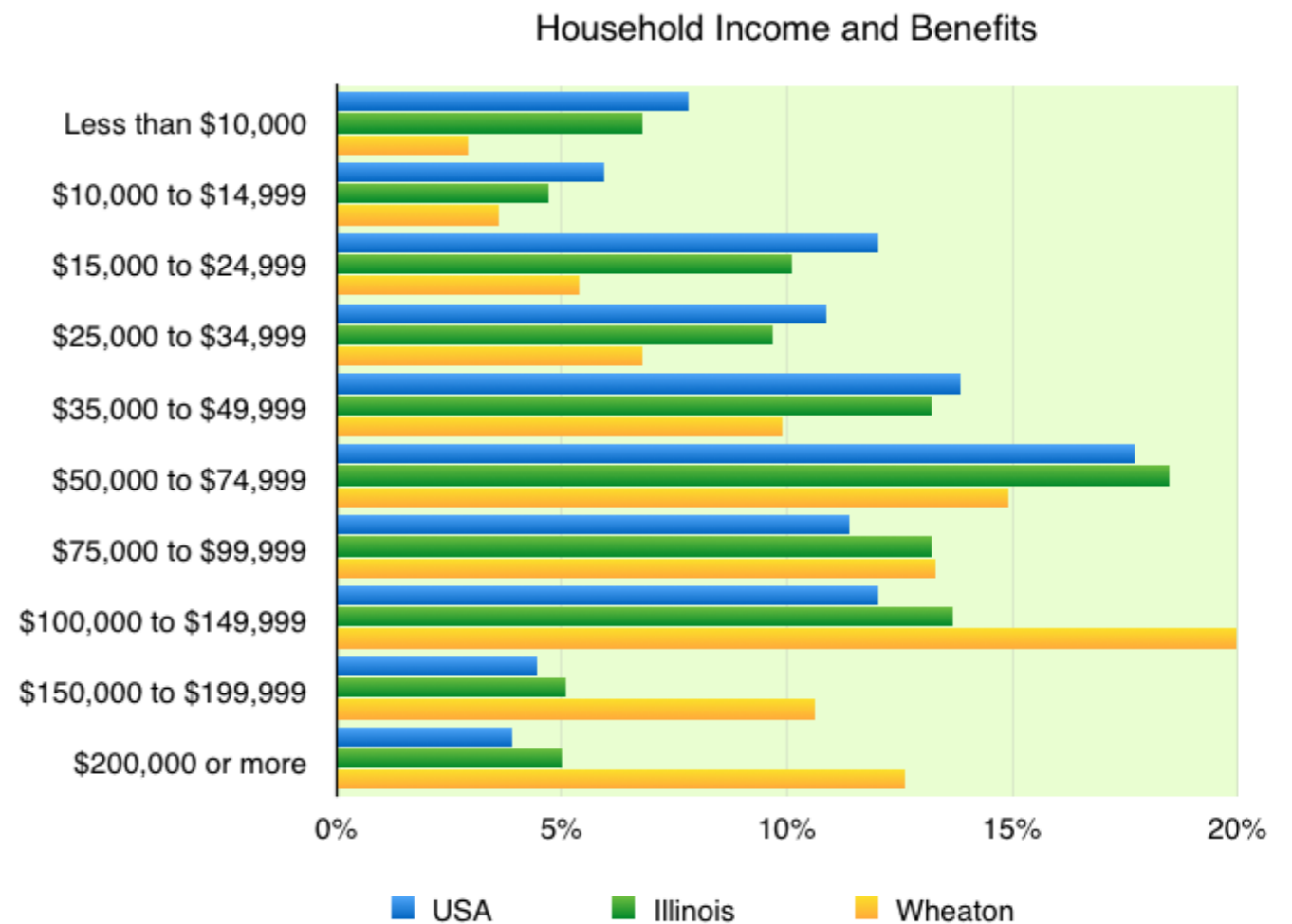
# INCOME PROFILE

In 2010 Money magazine listed Wheaton as one of the 25 highest earning towns in the United States. In spite of this relative affluence, there is still a surprising number of residents who make less than \$35,000 per year and may thus fall on the wrong side of the “digital divide”. Nearly 19% of the library’s potential users fall in this group.

Based upon the Pew Research Center’s studies, over 50% of households below \$35,000 annual income do not have access to broadband Internet connections at home. These are people for which the library may represent the only access to not only printed materials but also computing, the Internet, electronic media, and cultural activities that might otherwise be unaffordable. Our planning must ensure that everybody in the community has access to these essential amenities and that the library is physically able to provide the infrastructure to support these services.

Even considering the above, a significant majority of the District’s residents can afford personal, mobile computing and will expect the library to support it with Ebooks and digital entertainment options

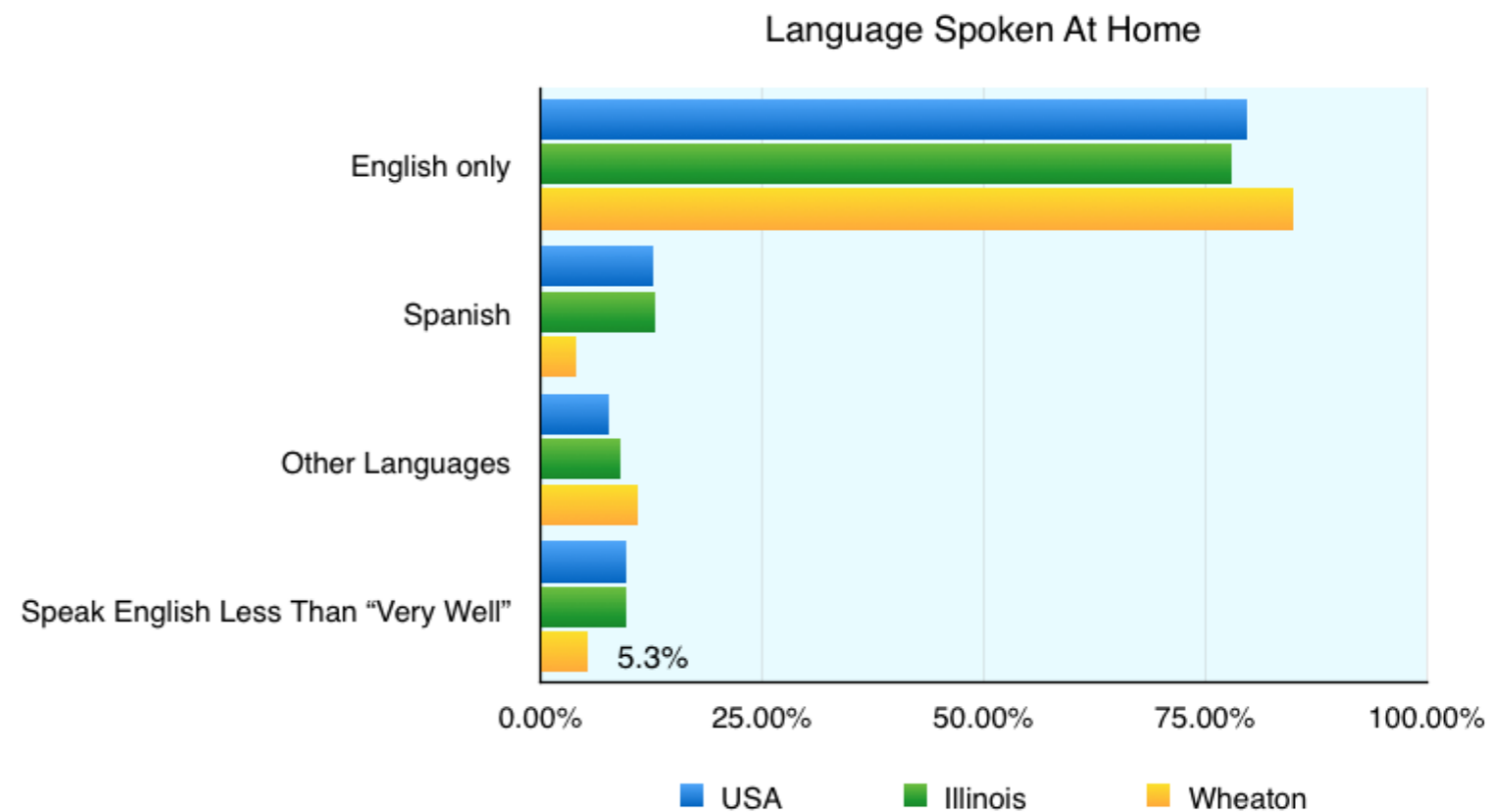
*“... there are still a surprising number of residents who make less than \$35,000 per year and may thus fall on the wrong side of the “digital divide.”*”



*“We can provide a design that enables services and events that bring people together and promote cross-cultural interaction”.*

## DIVERSITY PROFILE

85% of the district’s residents speak English at home, 5.3% of the population describe themselves as speaking English less than “very well”. With 1 out of 20 residents speaking other languages, there is a need for facilities that support English as a Second Language classes and provide opportunities for cultural interaction. We must enable the facility to hold events that bring people together and facilitates cross-cultural interaction. We will look at specific design elements that can meet this goal later in this report.



# Peer Library Comparisons- Leaders and Followers

The data below is taken from Illinois Public Library Annual Reports (IPLAR). We often perform a peer analysis to show how the subject library compares with similar libraries. Due to the rapidly changing nature of libraries, peer comparisons have become less meaningful as we may be comparing ourselves to libraries that utilizing outdated library service models. There can also be inconsistencies with the way that the libraries report data. In spite of these shortcomings, information may be gleaned with respect to how the community is using its library compared to similar communities. We selected peer libraries that serve similar demographics and/or are nearby communities. In the chart below, we have commented on several items that we find are of particular interest. Though this information is useful, our goal is not to keep up with the neighbors - we want to be leaders.

Location	Population of the Legal Service Area	Square Footage of Main Library	Square Footage Per Capita	Total Holdings	Total Holdings per Capita	Print Materials	Print Materials per Capita	Electronic Books	Electronic Books per Capita * 100	Video	Audio	AV (Audio/Video) per Capita	Total Circulation	Internet Computers by Generation	Internet Computers per Capita * 1000	Public Internet Computer Uses Per Capita
ARLINGTON HEIGHTS MEMORIAL LIBRARY	75,101	132,000	1.74	3,602	4.80	3,602	4.80	44,016	58.0	32,518	42.6	1.02	93	73	0.97	0.62
CAROL STREAM PUBLIC LIBRARY	39,711	28,000	0.70	6,516	16.41	6,516	16.41	9,196	23.1	9,630	24.2	0.47	71	29	0.73	0.97
DEERFIELD PUBLIC LIBRARY	18,225	42,000	2.30	6,522	35.79	6,522	35.79	9,930	54.5	12,132	66.6	1.21	52	21	1.15	0.52
PALATINE PUBLIC LIBRARY DISTRICT	88,983	98,708	1.11	6,993	7.86	6,993	7.86	33,834	38.1	22,647	25.5	0.63	71	79	0.89	0.61
POPLAR CREEK PUBLIC LIBRARY DISTRICT	66,306	97,000	1.46	988	1.49	988	1.49	9,137	13.6	7,361	10.0	0.25	38	64	0.97	0.99
SCHAUMBURG TOWNSHIP DISTRICT LIBRARY	126,849	185,250	1.46	38,782	30.57	38,782	30.57	48,840	38.5	67,280	53.1	0.92	123	160	1.26	0.62
SKOKIE PUBLIC LIBRARY	64,784	124,465	1.92	20,498	31.64	20,498	31.64	60,900	77.1	151,274	188.8	3.28	85	17	1.19	0.97
WARRENVILLE PUBLIC LIBRARY DISTRICT	13,551	28,500	2.10	4,020	29.67	4,020	29.67	8,715	64.4	10,487	77.5	1.42	61	22	1.62	0.52
WHEATON PUBLIC LIBRARY	52,894	124,518	2.35	856	1.69	856	1.69	20,964	39.7	35,847	67.8	1.07	68	38	0.72	0.52

Location	Total Circulation	Circulation per Capita	Total Circulation per Capita	Circulation of Children's Materials	Children's Circulation Per Capita	Library Visits	Visits Per Capita	Total Library Programs	Total Programs per Capita *1000	Children's Programs	Children's Program Attendance	Children's Programs per Capita *1000	Total Adult Programs	Adult Program Attendance	Adult Program Attendance per Capita *1000	Registered Borrower Per Capita
ARLINGTON HEIGHTS MEMORIAL LIBRARY	2,670,139	7.7	36	964,650	12.8	906,039	12.06	1,716	22.8	618	36,156	481.4	1,377	1,377	18.3	0.68
CAROL STREAM PUBLIC LIBRARY	504,490	2.5	13	192,980	4.9	229,804	5.79	435	11.0	358	15,834	398.7	0	0	0.0	0.41
DEERFIELD PUBLIC LIBRARY	489,117	3.3	27	205,023	11.2	328,931	18.05	385	21.1	306	7,162	393.0	6	486	26.7	0.76
PALATINE PUBLIC LIBRARY DISTRICT	1,860,778	4.7	19	590,226	6.6	580,082	6.52	953	10.7	598	24,708	277.7	38	2,074	23.3	0.70
POPLAR CREEK PUBLIC LIBRARY DISTRICT	508,342	1.3	8	219,132	3.3	174,625	2.63	1,264	19.1	1,154	26,076	393.3	58	1,361	20.5	0.50
SCHAUMBURG TOWNSHIP DISTRICT LIBRARY	2,341,631	3.3	18	755,680	6.0	1,600,000	12.61	3,925	30.9	829	48,275	380.6	169	3,916	30.9	0.95
SKOKIE PUBLIC LIBRARY	2,154,301	3.3	33	828,887	12.8	848,748	13.10	1,118	17.3	563	20,767	320.6	28	867	13.4	0.52
WARRENVILLE PUBLIC LIBRARY DISTRICT	263,505	1.9	19	107,145	7.9	148,375	10.95	397	29.3	209	6,370	470.1	50	821	60.6	0.52
WHEATON PUBLIC LIBRARY	1,151,104	2.3	22	497,868	9.4	560,770	10.60	721	13.6	590	19,963	377.4	25	1,400	26.5	0.56

Computer Use

Holdings

Size

Collection Turnover

% Card Holders

## Additional Discussion

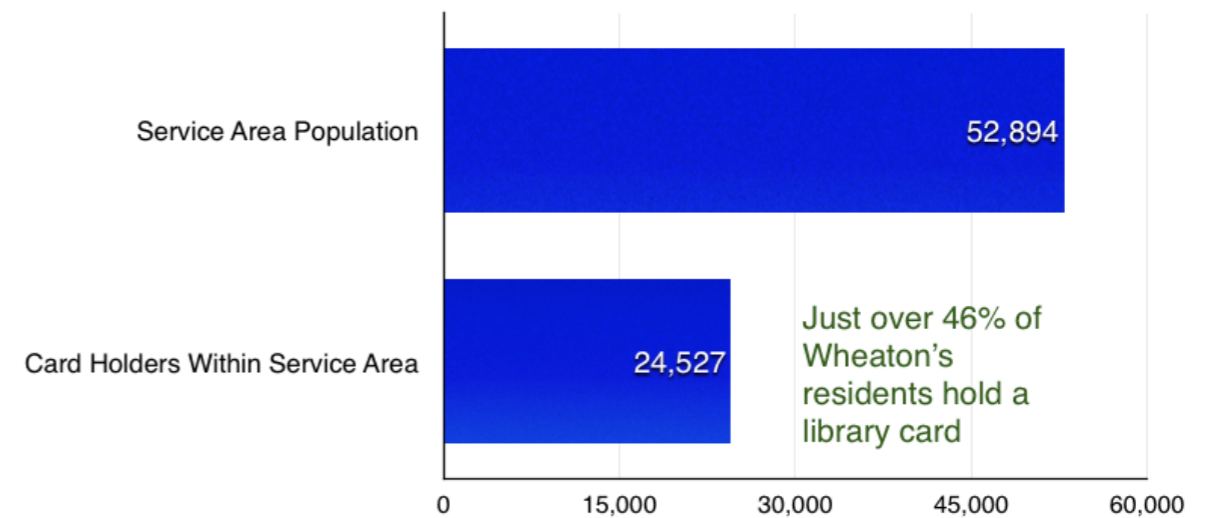
**Square Footage Per Capita;** At 2.35 Square Feet per Capita the area of the library is at the high end of the range. It will be possible to provide first-rate library service and 21st-Century updates within this footprint.

**Print Materials Per Capita;** At the high end of the range. This is no longer the most meaningful measure of library success, the collection size can be reduced to allow space to be directed toward new library services. The Library is in the process of reducing the collection size, eliminating materials that are not relevant and are unused.

**Computer use Per Capita;** At the bottom of the range. This may reflect the fact that the library has fewer computers available per capita than many of its peers as well as the fact that due to Wheaton's average income level, most residents have ready internet access at home.

**Collection Turnover:** Collection turnover is the number of times that the average book is used annually. With good collection management and appropriate display the collection turnover could be closer to 4.0 rather than the current value of 2.3. This lends additional weight to the argument that the current collection is underutilized and that the print collection should be smaller and better focused.





**Programming:** There is comparatively little programming space in Wheaton's library when compared to many of its peers. Programming and events are assuming greater importance in libraries, we will evaluate ways to allow the library to host more events .



*“... this is a low participation rate for such an educated community.”*

## Additional Discussion - Continued

**Percentage Registration;** The reported 56% per capita card holder rate includes card holders that do not live within the legal service area. When out of area cards are eliminated from the calculation, just over 46% of the service population hold cards; this is a low participation rate for such an educated community. We would like to see a participation rate closer to 70% percent. We believe that participation will increase as we provide:

-  More opportunities for social interaction
-  More venues for collaborative activities
-  Greater access to creative digital equipment and software
-  A teen space that is more architecturally defined and feels like a space that is truly theirs

## The Overall Picture

Later in this report we will look at specific ways in which we may encourage greater participation. We believe that the relatively low cardholder rate is in part due to a previous reluctance to keep up with the social aspects of library use and a relative lack of current technology. The answer lies in providing services that are relevant to the needs of the community and supporting the technology that is shaping all of our lives.

Note that some of the peer numbers may be inaccurate as some libraries do not do a good job in eliminating out-of-date library cards; this results in registration numbers that appear greater than is actually the case.

*“There is comparatively little programming space in Wheaton’s library when compared to many of its peers”*




# Establishing Collection Goals:

Incorporating Demographics and Library Trends  
How Should We Serve Our Public?

## Traditional Planning Methodology

Planning for Illinois libraries traditionally utilized “Serving Our Public” which was produced by the Illinois Library Association. This standard has been used for many years in Illinois and is similar to that used in other states to set standards for collection sizes, technology, staffing levels etc. “Serving Our Public” has 4 levels for library service; “Minimum”, “Growing”, “Established” and “Advanced”. The Wheaton Public Library currently serves approximately 53,000 users. The Serving Our Public standards yield the goals in the adjacent chart. Current holdings are shown using the red star symbols.

We propose that in a time of such rapid change in libraries, “traditional” standards will not suffice if we are to be relevant. We will now examine the impact that an increased emphasis on local demographics and incorporation of current library trends will have on our planning process.

<b>Serving Our Public Standards - Wheaton Public Library</b>					
<b>Service Population</b>	<b>53,000</b>				
<b>BOOK COLLECTION TABLE</b>					
<b>Base</b>	<b>Minimum</b>	<b>Growing</b>	<b>Established</b>	<b>Advanced</b>	<b>Wheaton</b>
110,000	136,500	216,000	242,500	361,750	 432,000
<b>PERIODICALS COLLECTION TABLE</b>					
<b>Core</b>	<b>Minimum</b>	<b>Growing</b>	<b>Established</b>	<b>Advanced</b>	
250	 462	568	727	1,204	435
<b>A/V COLLECTION TABLE</b>					
<b>Base</b>	<b>Minimum</b>	<b>Growing</b>	<b>Established</b>	<b>Advanced</b>	
12,750	15,400	31,300	41,900	 67,870	~57,000
<b>COMPUTER WORKSTATIONS</b>					
	<b>Minimum</b>	<b>Growing</b>	<b>Established</b>	<b>Advanced</b>	
	53	106	151	212	

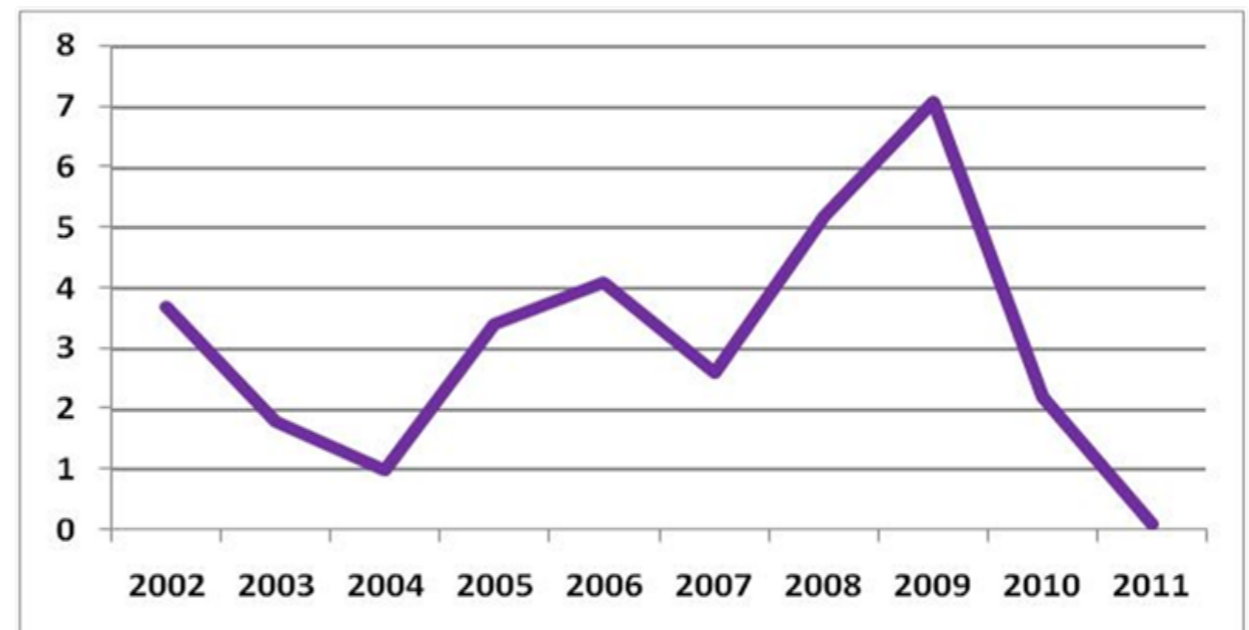
## Public Library Standards

Most of the measures covered in the standards fall within the traditional “Consume” portion of Consume-Connect-Create and do not address the many of the new usage patterns that we see in successful contemporary libraries.

In terms of collection sizes, the library world has changed significantly since the *Serving Our Public Library Standards* were established. We are left without convenient road maps that give us firm goals for collection numbers. *Serving Our Public* does provide one measure of comparison but we no longer regard it as any sort of a definitive standard. In our **LibraryVision** process, the *Serving Our Public Library Standard* is just one of many factors that we fold into the mix.

### Collection Sizes - Where are They Going Nationally?

The use of “traditional” library materials may have already peaked. The adjacent graph is based on 2012 survey data compiled by *Library Journal*. The graph illustrates the *percentage increase* in Adult Book Circulation by year. The graph indicates that the demand for more books has decreased. Although many libraries are busier than ever, the demand for printed materials has flattened out.



*“...the library world has changed significantly since the *Serving Our Public Library Standards* were established.”*



# Collection Trends

## A Consensus

As a part of our goal to be the industry leaders in library design, members of our design presented at recent gatherings of the “Library Design Institute”, a yearly event where selected library architects meet with progressive library professionals from all over North America to address library design challenges. While there, we took an informal, and admittedly unscientific, poll of the participants asking for their predictions of where they thought that library collection sizes would be 10 years from now.

There was a nearly universal consensus that in 10 years, physical collection sizes will be significantly smaller than they are now, with reductions of perhaps 30% to 40%. The predicted reductions in collection size are expected to be of different magnitudes depending on what part of the collection is being considered. Current thinking regarding the 10-year horizon is displayed in the image to the right.

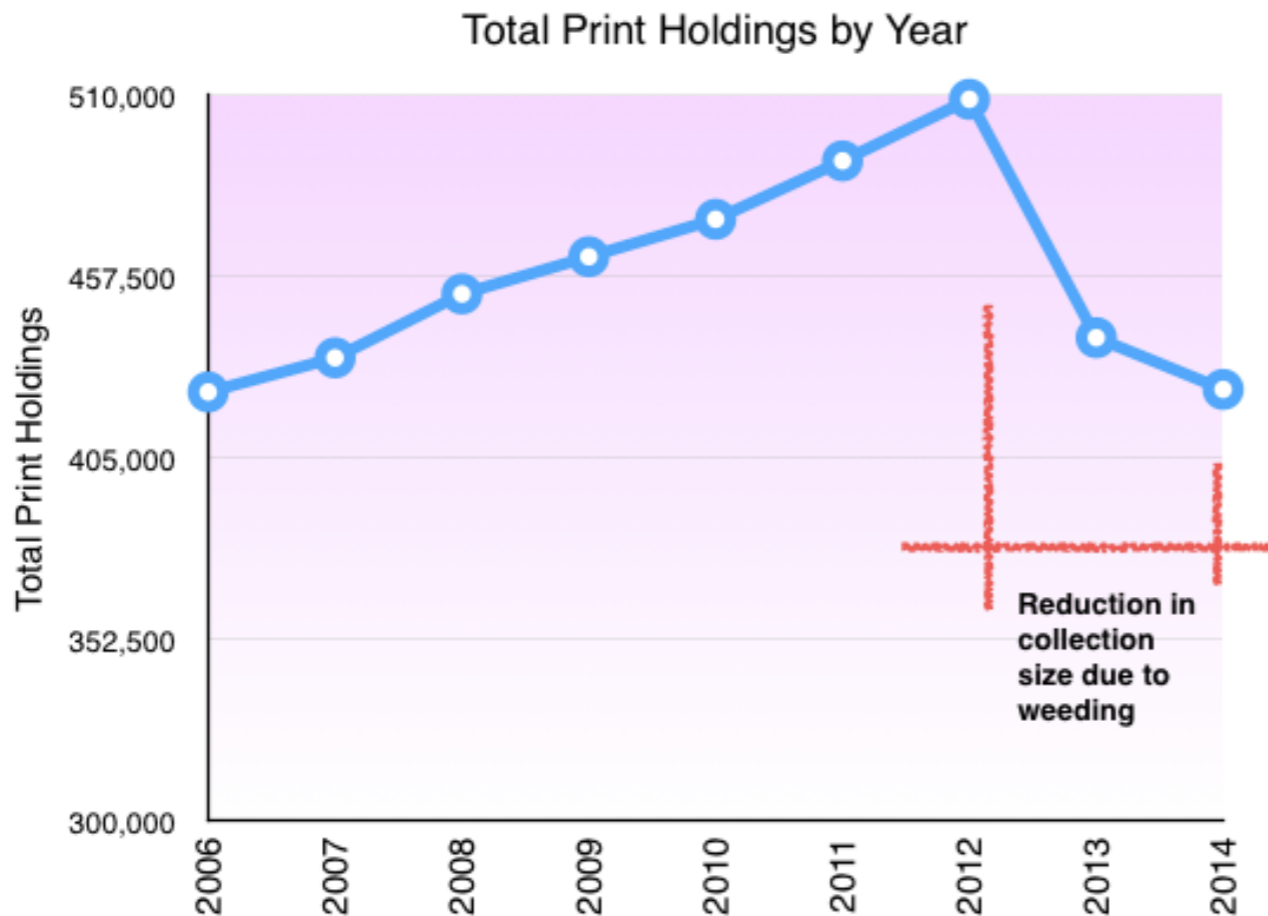
In our Consume/Connect/Create organizational scheme, the size of the collection is only one of several criteria that are given equal importance in the planning and design of the library. This approach places balances meeting collection targets with providing amenities that facilitate learning, creative activities and collaborative interaction. In this context, we regard Serving Our Public Library Standards as a convenient point of departure rather than as a destination. In most cases, there will likely be reductions in the sizes of many libraries physical collections to make room for new service offerings.

Collection Trends	
Children’s Collections	Collection sizes to remain steady, increase in non-print offerings
Young Adult and Teen Collections	Collection sizes increased beyond current levels as libraries target these groups for
Fiction and Leisure Reading	Some reductions in collection size
Non Fiction	Significant reductions in collection sizes
Reference	This collection will be substantially replaced by electronic resources
Periodicals	Substantial reduction in collection sizes as periodicals go on-line
A/V	Eventual reduction in collection size as materials become downloadable
Local History & Genealogy	Case by case depending upon local circumstances
Non-Collection Trends	
Computer Workstations	Substantial reduction in purpose-built computer stations as computing becomes
Reader Seating	Increased number of seats as libraries expand their offerings to include more social, cultural, entertainment and creative activities.

*“There was a nearly universal consensus that in 10 years physical collection sizes will be significantly smaller than they are now...”*

## Collection Usage Trends at the Wheaton Public Library:

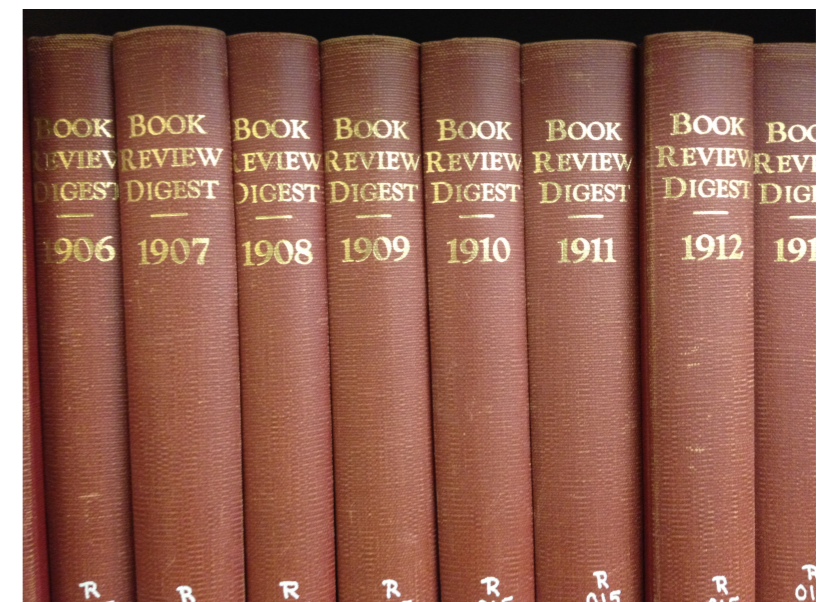
### Heading in the Right Direction

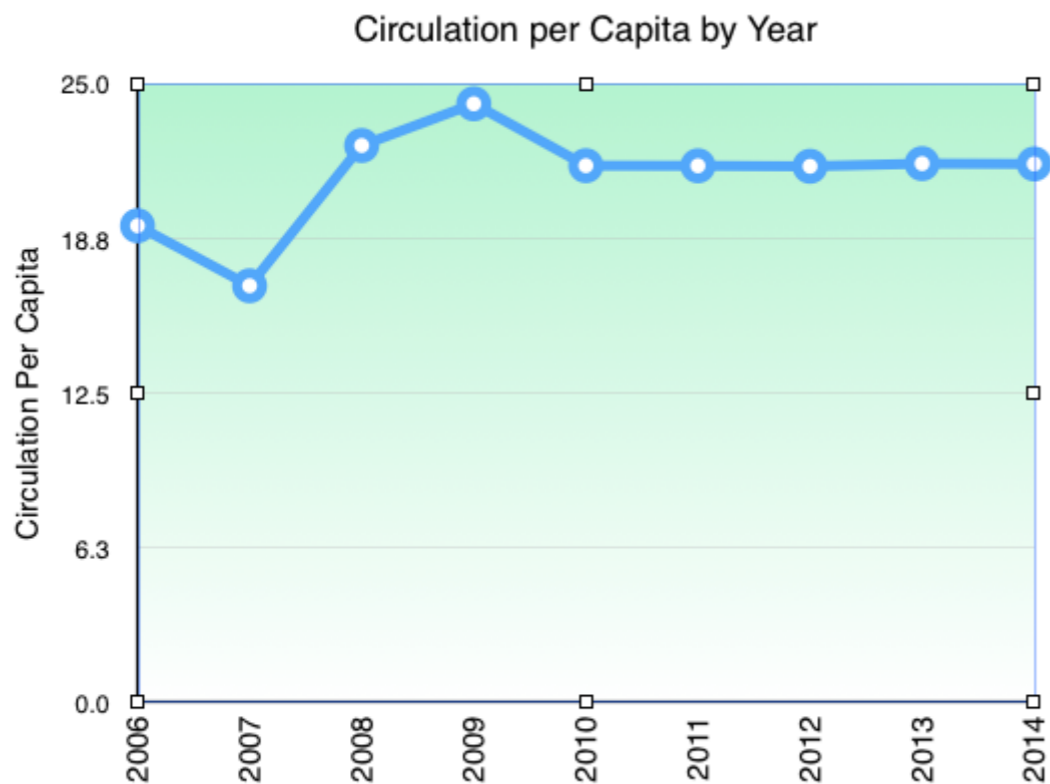
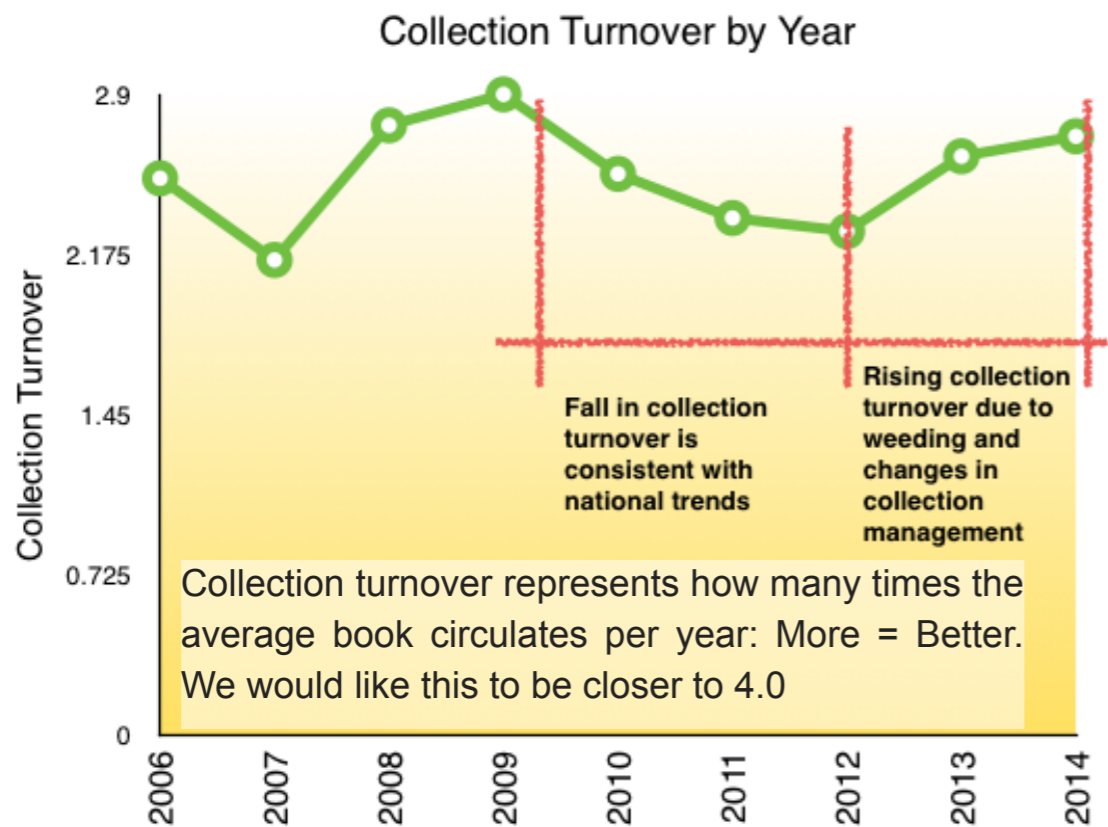


*“We propose that the collection be smaller, more focused and more relevant.”*

The Library’s print collection peaked in 2012 at around 510,000 volumes. Since then it has fallen to around 432,000. As this report is written, the library continues to weed the collection to eliminate materials that seldom, if ever, circulate. The reduction in collection size does not represent a diminishing of library service but rather a more efficient use of library resources.

We propose that the collection be smaller, more focused and more relevant. The square footage to house unused materials can then be diverted towards implementing many of the exciting new services that libraries are exploring.





The data on the preceding page illustrates that the print collection has decreased by nearly 17% since 2012. At the same time, the circulation per capita has remained steady and the collection turnover has increased. Both of these measures indicate that the library is heading in the right direction in terms of collection management; weeding unused materials and obsolescent formats. The challenge will be making the best use of the space that will be made available.



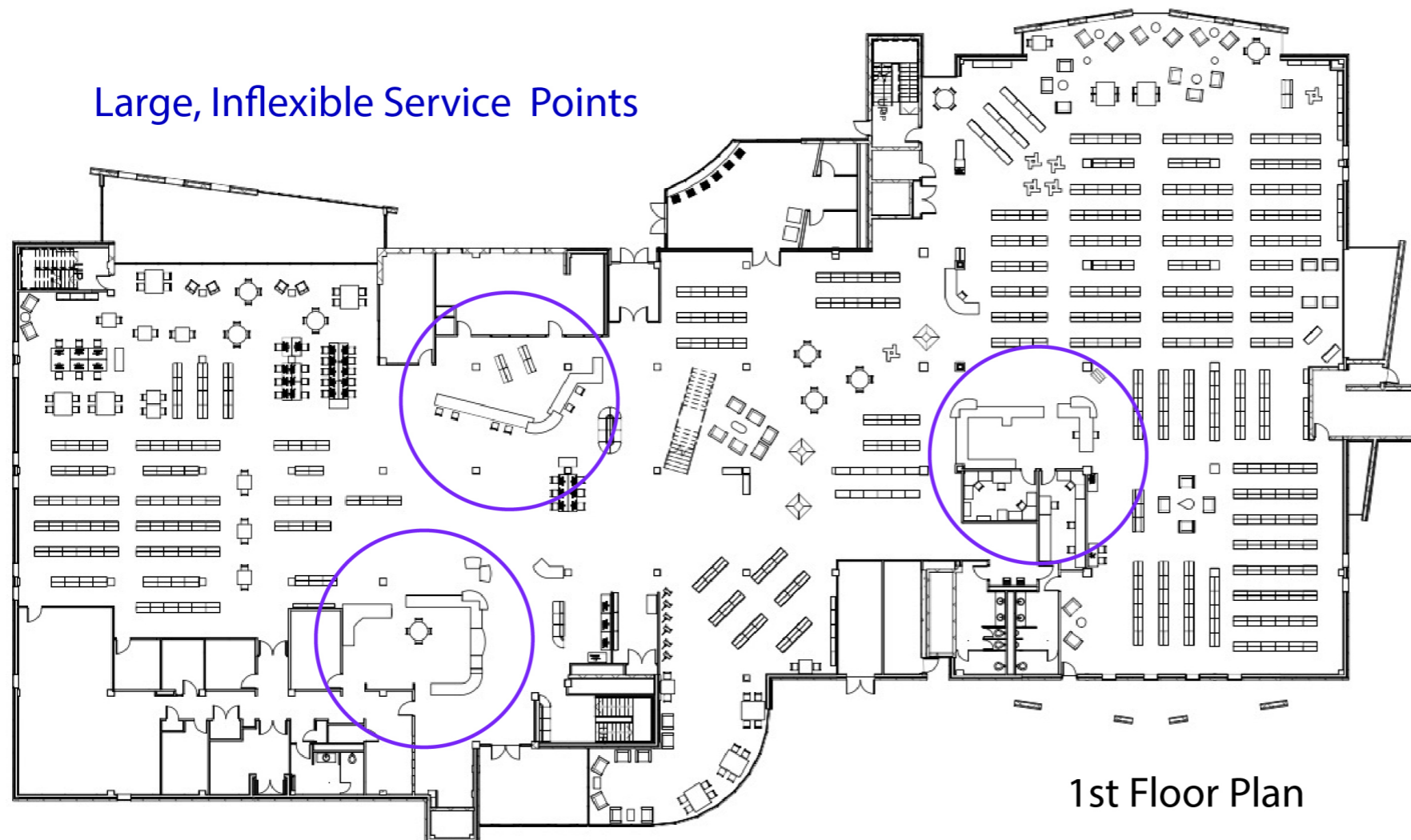
*“...the library is heading in the right direction in terms of collection management.”*

# THE EXISTING LIBRARY

## *Overview*

The Wheaton Public Library opened in 1965 and was enlarged by building additions in 1979 and 2007 to its current area of approximately 125,000 square feet. Over recent years the library has won a number of Hennen's 'Top 10 Library' awards recognizing the service that the library has offered the community.

Until recently, the library has operated on a traditional planning model typical of libraries that were planned before many of the recent advances in library services that stress collaborative interaction, community events and creative activities. The following plans illustrate a few of the significant areas where library planning has changed.



In lieu of large, static service points that use built-in features that separate staff from public, we are now looking at design that encourages collaborative interaction between library staff and customers.

In addition to providing better customer service, this approach allows the library to better cross-train library staff and provide a wider range of services without increasing personnel costs.

Relatively few spaces for collaborative work and meetings

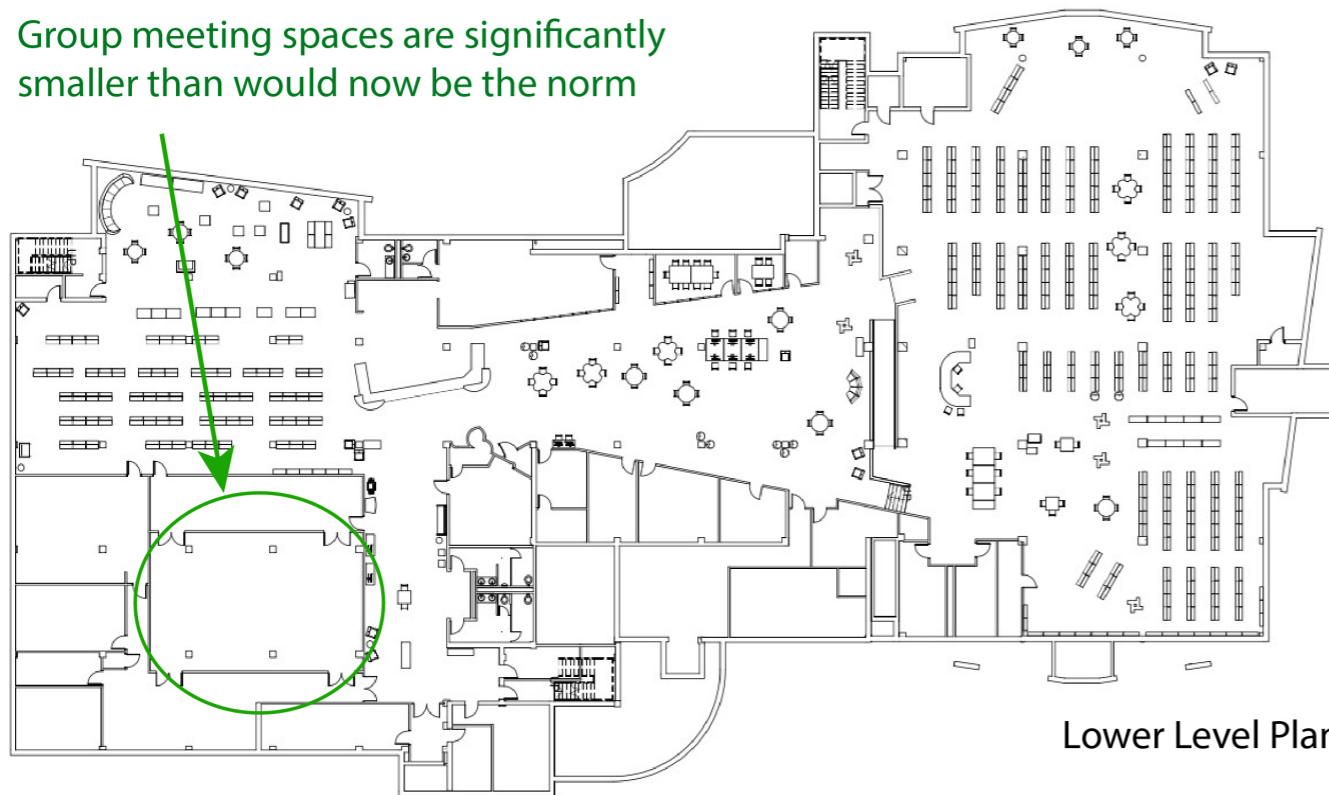


Large, comparatively under-utilized collection

2nd Floor Plan

The balance of space devoted to library collections vs. areas devoted to interaction and collaborative activities can be adjusted by collection management and furniture placement; the lack of large public meeting spaces will be more difficult to address.

Group meeting spaces are significantly smaller than would now be the norm



Lower Level Plan

*“... the lack of large public meeting spaces will be more difficult to address.”*

# General Comments

The Wheaton Public Library staff and administration have done an excellent job in wringing the maximum level of service from the facility and the administration have already begun the process of updating

There are a number of shortcomings that become apparent when we compare the Wheaton Public Library to the qualities that we see in some of the the best and most successful contemporary libraries; Some are operational, most are directly attributable to the fact that the library was planned before many of the recent changes in the library world.

- Oversized, staff-intensive service points
- Dated furnishings, especially with respect to to technology
- A general lack of flexibility
- Too few small group meeting areas
- Limited sight lines due to tall shelving
- Lack of spaces devoted to social interaction
- Limited self-service options
- Little open space for displays and mini-events
- Few opportunities for content creation
- Little use of currently available automation
- No drive-up facilities

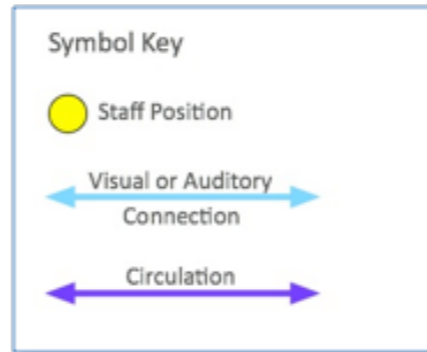
Our goal is to transform shortcomings into opportunities for 21st-Century library service. The following recommendations are the next step in forming a cohesive vision for the future of the Wheaton Public Library.

Too Many Things  
Too Little BUZZ



# Discussion and Recommendations

## Consume/Connect/Create



Diagrams illustrating the relationship between spaces or activities appear in various places in this document and utilize the symbols at left.

- Specific recommendations are in blue and are bulleted with the Consume/Connect/Create icon.

### Goals

We recommend that the library generally reduce the relative amount of space devoted to print collections to improve interior sight lines, provide better flow and to allow for better display of the materials. Planning for the future should place a premium on maximizing flexibility by squeezing the most out of every square foot of library space while preserving open areas for activities and events.

# Express Services

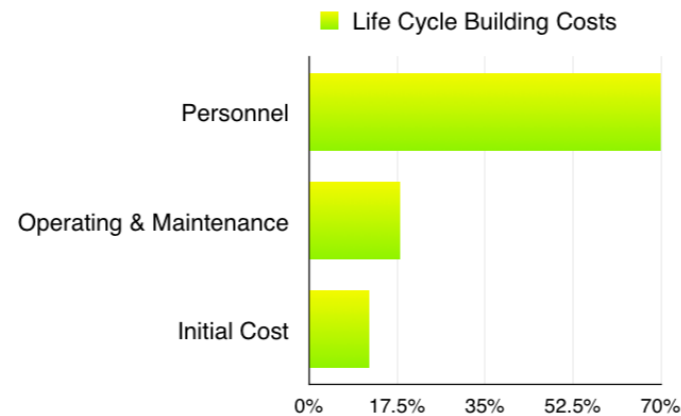
## Automated Sorting and Drive-up Services


A mechanical sorting system can relieve staff of a rote, labor-intensive task and allow staff time to be redirected to higher value customer service. Mechanized sorting begins to make economic sense after annual circulation exceeds approximately 300,000 items; the Wheaton Public Library is currently circulating over 1,000,000 items annually, putting it well in the range where a mechanical sorting system is a good economic proposition.


The Lyngsoe sorter shown at right is a good example of a new-generation sorting system. Note the upper photo showing the interior return, a window placed adjacent to the sorter intake to allow users to see the books as they make their way to the bins. The Lyngsoe sorter is modular, each module can be replaced in the event of problems and the system is easily expandable.

Efficient use of staff time is an essential tenet of our **LibraryVision** planning process; let automation take care of repetitive manual tasks.

A look at the adjacent graph illustrates that personnel costs are the largest line item in the life cycle cost of a library building. Every design decision should be made in light of running a library with the greatest efficiency, every decision that has a potential impact on staff size will have significant long term ramifications.



 *Provide an automated book sorter that handles returns from exterior and interior book return slots.*

 *Automated handler to have RFID reader intakes to automatically check in books as they are returned.*



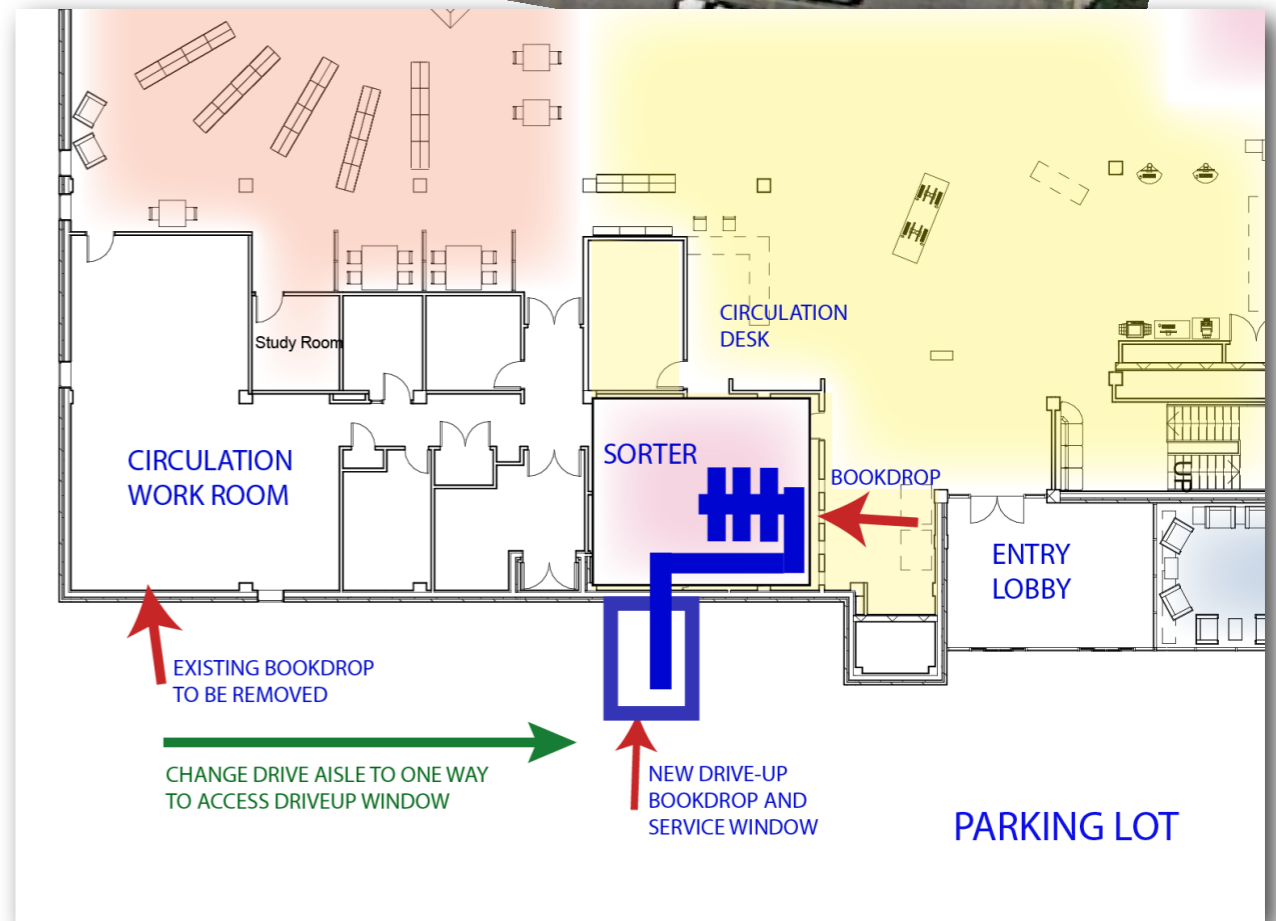
Most libraries the size of the Wheaton Public Library provide drive-up services, they have become an expected amenity and are often in constant use. If the East Wesley St. entry was changed to be an one-way, in-only entrance it may be possible to provide a drive-up book drop.

The book drop could be an unstaffed returns-only drop or a staffed full-service drop where customers could pick up reserved materials. The location of the drop puts it in close proximity to the circulation work room and the proposed sorter.



A case for automated sorting, a library book return after a long weekend.

- *Add a staffed drive-up book drop to enable customers to pick up and return materials without leaving their automobiles*
- *Tie the book drop to the book sorter*



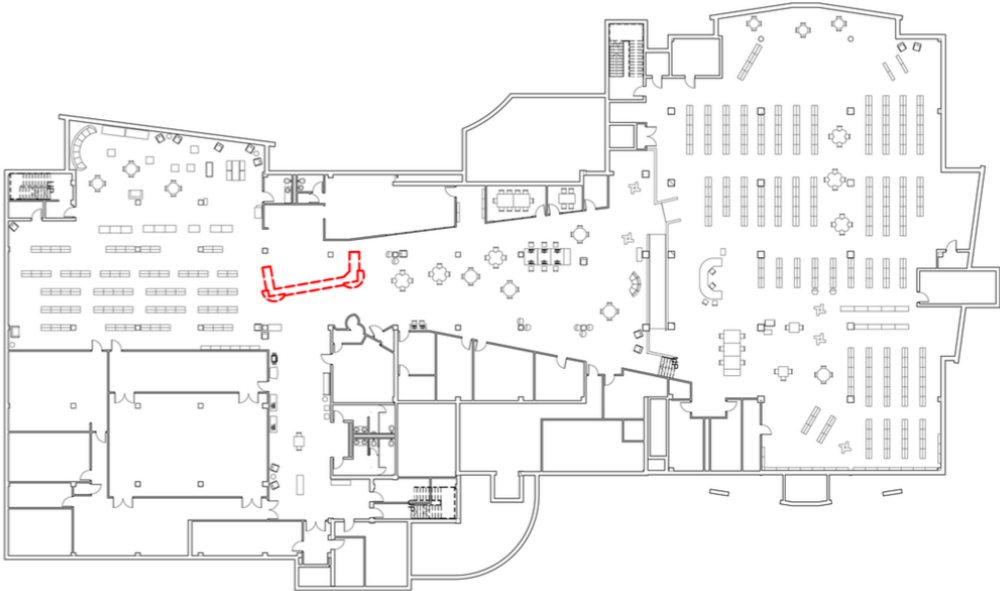
# Slimming Down

## Consolidating and Shrinking Service Points

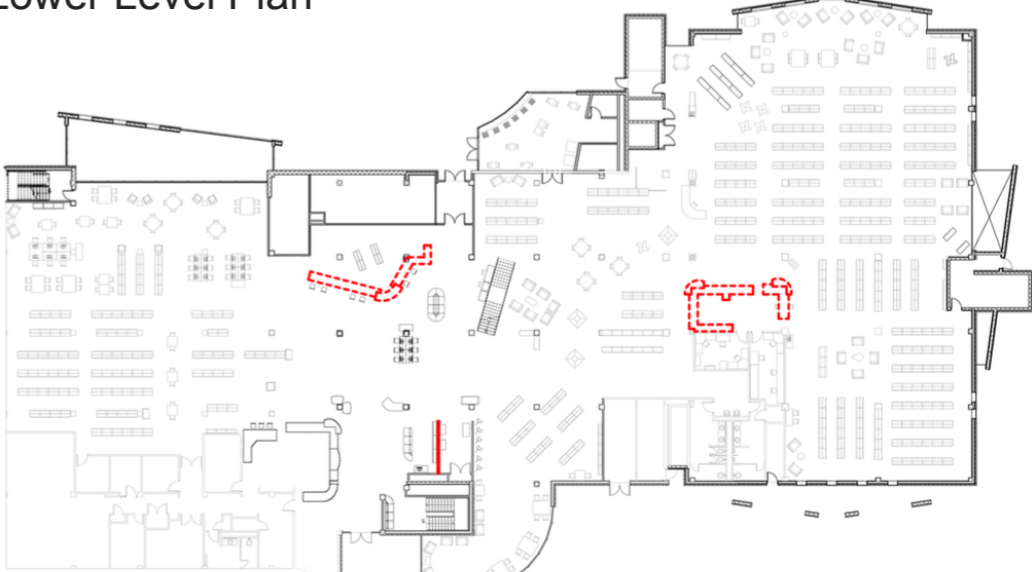
As the library's collections evolve and service models change the need for large, static, staffed service points will decrease. This is consistent with national trends and will ultimately allow for a more efficient and flexible operation. We propose that most of the large service points be removed and replaced with smaller, more flexible customer service points.

- Eliminate overlarge service desks and replace with smaller customer service points. Reclaim that space for new library services.

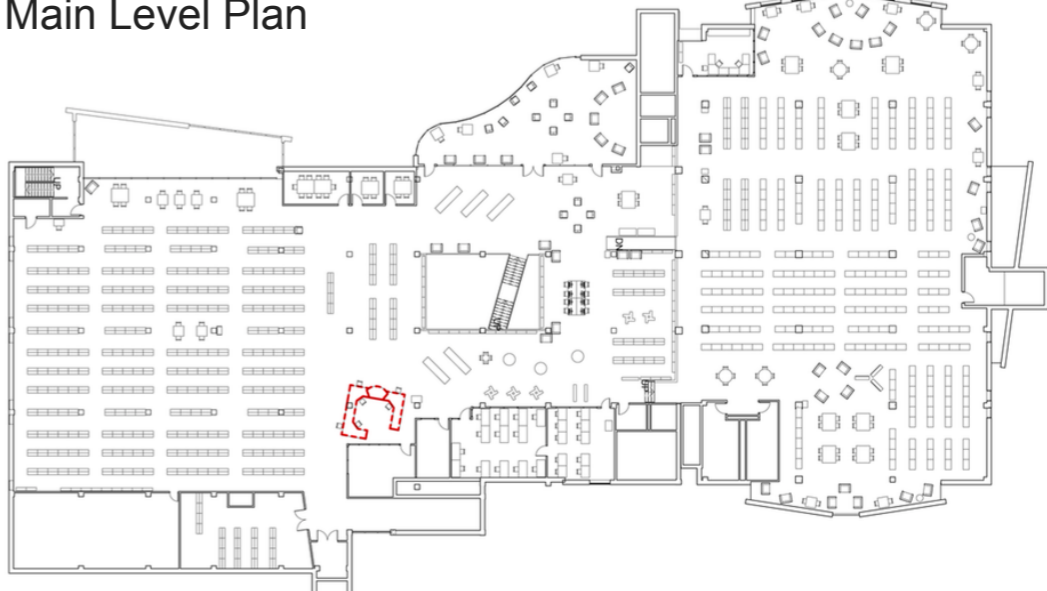
The plans at right illustrate the service points that are proposed to be eliminated and replaced with smaller units. Items intended to be removed are shown in red.



Lower Level Plan



Main Level Plan



Second Floor Plan