



HARFORD COUNTY PUBLIC LIBRARY

FACILITIES MASTER PLAN

SEPTEMBER 2018

HARFORD COUNTY, MD

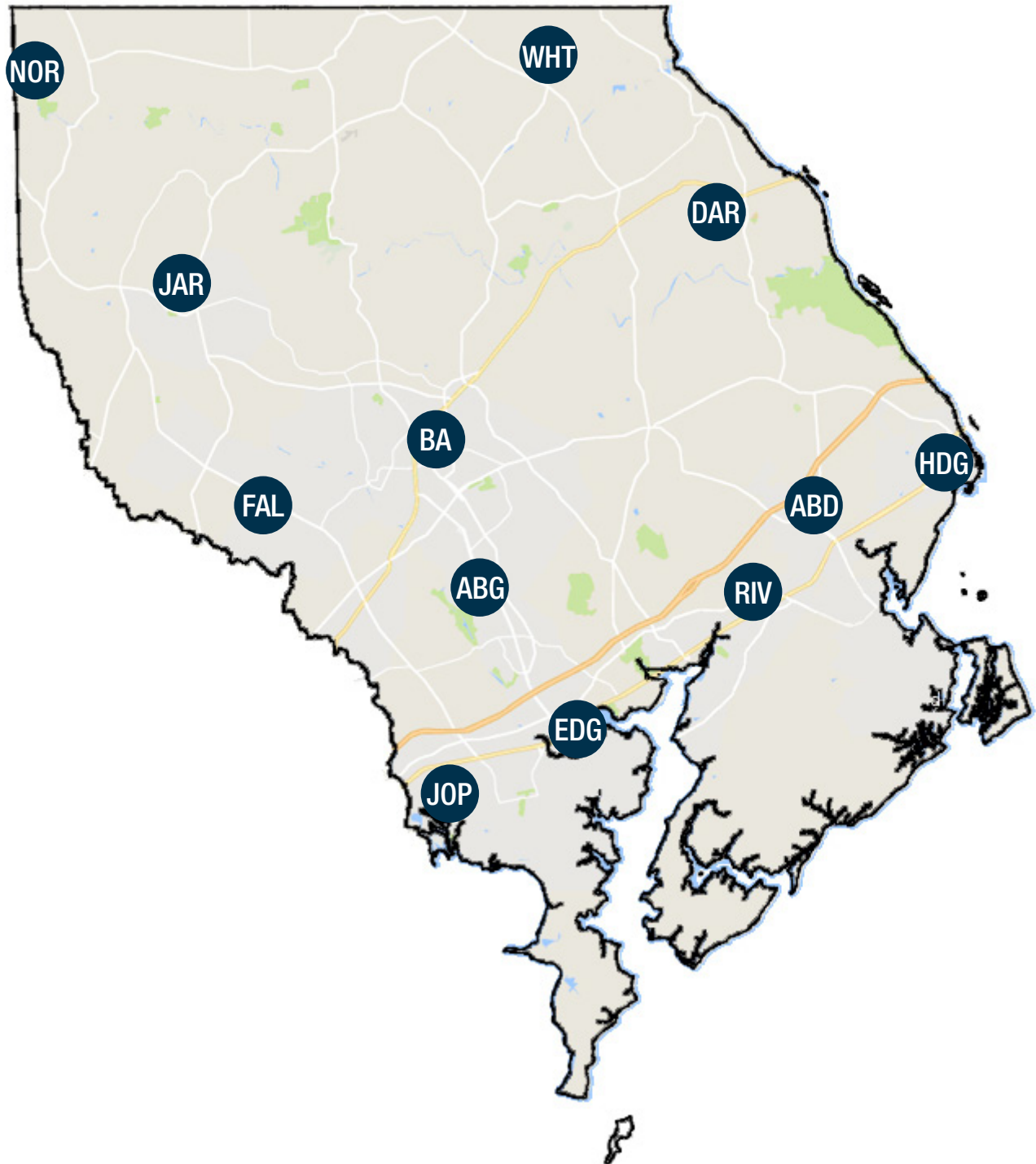


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01

Introduction / Executive Summary

INTRODUCTION / EXECUTIVE SUMMARY

HARFORD COUNTY PUBLIC LIBRARY OVERVIEW

Harford County Public Library serves 250,025 residents of Harford County through its 11 branches, one administration headquarters, two mobile vehicles, and virtual presence. Just over 196,000 residents, or 78% of the population, have library cards. In FY18, borrowing of the one million items in the collection exceeded 3.7 million, 9.5% of which was downloadable material. The system saw 1.5 million visitors through their facilities' doors and experienced 11 million virtual visits. Inquiries or requests for assistance totaled 465,000, of which 265,000 were reference questions. Over 400,000 public PC sessions were logged, and users with their own devices launched over 255,000 Wi-Fi sessions.

EVOLVING LIBRARY TRENDS

In the last two decades, libraries have experienced unprecedented change: Public libraries in general, at a national level inclusive of HCPL, have experienced rapid and game-changing transformations at a scale never before seen in the industry. Technology has changed the publishing industry, ushering in a whole new era of electronic materials. Technology has also altered the way traditional library materials and information are accessed and provided. These trends, in turn, have precipitated changes in library workflow and use that require alterations in services, staffing, and public space utilization. At the same time, communities have come to understand that libraries are community spaces where people connect with resources, services, and create ideas and opportunities. Those changes have tremendously altered the library landscape and made a review of existing facilities even more critical than ever before.

HCPL has been previously been honored with the “*Innovator of the Year*” award four years in a row. HCPL's goal is to continue this tradition of future-minded thinking that adds value to the community by balancing traditional services with an eye towards dynamic new ideas.

STRATEGIC PLAN

HCPL is winding down the current Lead...Engage...Exceed! Strategic Plan in FY19, but is gearing up to develop a new plan for the next 3-5 years.

The Library's first Strategic Plan was written 36 years ago in 1978. Each successive plan has incorporated input from a variety of sources, including customer assessments, surveys, and environmental scans to prioritize goals and objectives for the following three to five years. This strategic plan, Lead . . . Engage. . . Exceed! A Strategic Plan for the Harford County Public Library, identifies the uniqueness of the Library's role in engaging partners in community conversations, providing enriching experiences for customers of all ages, and fostering the development and launch of innovative and critical products that meet the needs of the community. As a recognized innovator and leader among the nation's public libraries, Harford County Public Library (HCPL) is enthusiastically looking forward to implementing this plan. The Library provides opportunities to all through education, training, technology, interactive play and more. This Strategic Plan is the catalyst for change while nurturing the love of reading in the community and narrowing the digital divide.

CORE PURPOSE

Connecting people with information and promoting the love of reading in the community.

CORE ORGANIZATIONAL VALUES

- We provide superior customer service and experience.
- We respect all individuals.
- We believe in intellectual freedom.
- We believe in the importance of access to information for all.
- We operate with absolute integrity.
- We respect privacy and confidentiality.
- We believe staff members are integral to the library experience.
- We encourage innovation.
- We support and expect personal and organizational growth.
- We believe in the value of partnerships.
- We commit to engaging and strengthening the community.

INTRODUCTION / EXECUTIVE SUMMARY

STRATEGIC PLAN *CONTINUED*

GOALS & OBJECTIVES (3-5 YEARS)

Goals represent outcome-oriented statements intended to guide and measure the organization's future success. The achievement of each goal will move the organization towards the realization of its "Envisioned Future." Supporting objectives further clarify direction and describe what the Library wants to have happen; a descriptive statement of what constitutes success in measurable terms.

Leadership: HCPL is the leader and vital partner in community conversations and positive change.

Objectives:

1. Increase the Library's role in convening community conversations.
2. Enhance decision makers' awareness and understanding of the Library as a leader and a vital partner.
3. Increase community engagement in relevant issues.

Library Spaces: HCPL provides a dynamic and enriching experience wherever the Library engages with the community.

Objectives:

1. Create and enhance the physical library environment.
2. Transform the Library's online experience.
3. Provide dynamic and enriching experiences to the community beyond the Library walls.

Anticipating Services: HCPL provides timely, relevant and visionary services exceeding customer expectations.

Objectives:

1. Increase availability and efficiency of customized services at the point of need.
2. Increase the Library's ability to anticipate needs.
3. Investigate and expand non-traditional services.

LONG-TERM ENVISIONED FUTURE (10+ YEARS)

The envisioned future conveys a concrete yet unrealized future for the organization. It consists of a vision or big (hairy) audacious goal (BHAG) - a clear and compelling catalyst that serves as a focal point for effort and a vivid description of a desired future which is a vibrant and engaging description of what it will be like to achieve the vision/BHAG.

Vision (BHAG)

To be the premier library system recognized for delivering innovative services.

Vivid Description of a Desired Future

As the premier library system, HCPL is recognized by the community as relevant, progressive, and accessible. Customers are constantly amazed by the innovative and personalized services offered by the Library. Their Library experience is always a "Wow!" Customers receive excellent service. Customers are outspoken advocates for the Library. Government decision-makers recognize the value of library staff and actively support the library's efforts to continuously provide greater value to the community. The Library is always at the table when important community decisions are made, and the Library facilitates relevant community conversations, bringing the community together.

Innovation is ingrained in the Library's culture in order to create greater relevance within the community. The culture supports reasonable risk-taking, and is flexible and responsive. Resources are used efficiently and creatively. The Library's physical and virtual presence is seamless. Library staff continuously adapt to the changing definition of information and are committed to seeking new ideas and better ways to deliver services. Other libraries turn to HCPL for new ideas and innovations. They view HCPL as the library system to emulate.

INTRODUCTION / EXECUTIVE SUMMARY

FACILITIES NEEDS ASSESSMENT

This is the first Facilities Master Plan specifically for HCPL. The Library participated in a master plan in 2015 with the County but it was not specific to the Library. The aging infrastructure of the buildings in the system is requiring more frequent maintenance and beginning to show wear and spatial inadequacies. In September 2017, Harford County Public Library applied for, and received, a grant to complete a Facilities Needs Assessment and Master Plan. Three proposals/quotes were solicited, and the HCPL selected HBM Architects.

Facilities – their design, their locations, their condition, and their capacity to accommodate evolving technologies – can either facilitate or constrain how effectively and efficiently library services are provided to the County. This Master Plan meshes projected community library needs, user experience improvements, and library data analysis, into a concise planning resource for the HCPL system. The Master Plan enables HCPL to apply for future state capital grants, as well as other grant opportunities that may arise. The Master Plan will also establish priorities that help guide both short-term and long-term building decisions and planning for the next decade.

ACKNOWLEDGMENTS

Many thanks are extended to the following groups for their participation and involvement in the completion of this report.

FUNDING FOR THE REPORT

The Facilities Needs Assessment and Master Plan was funded by the Maryland State Library LSTA Grant (53%) and the HCPL Operating Budget (47%)

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INTRODUCTION / EXECUTIVE SUMMARY

ACKNOWLEDGMENTS *CONTINUED*

HCPL STAFF, FRIENDS MEMBERS, AND THE PUBLIC

HCPL would like to thank everyone who participated in the “Mind-Breaking” building planning sessions. The “likes” and “dislikes” that were collected and discussed provided valuable feedback.

Thanks are also extended to the many HCPL staff, Friends, and customers who participated in the online survey by responding to the prompt: *“HCPL is working on a 10-year Facilities Master Plan. Please share with us your ideas about the library of the future. What do you want to see in our library buildings?”*.

The input gathered from both the Mind-Breaking session and the Survey is contained in the last section of this document.

INTRODUCTION / EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

GOALS

The goal of the Master Plan is to provide a road map for Harford County Public Library to use when planning and prioritizing improvement projects for their facilities. This document examines all 12 locations, including 11 branches and one administration headquarters.

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, community discussion, observations by the HBM team during site visits, square footage, demographics, circulation statistics, collection trends, customer visit counts, and other available building usage data. HCPL also provided information about past significant building improvements such as additions, partial or full renovations, roof replacements, and elevator or HVAC equipment maintenance.

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 FY18.

This report does NOT include:

- Under-served communities, i.e. creating / placing libraries in service areas that do not currently have one
- Demographic analysis of under-served special populations
- Grounds, landscaping, or parking calculations

RECOMMENDATIONS

Recommendations for facility improvements and re-configurations are geared towards developing flexible spaces, creating spatial efficiencies, and updating adjacencies. The recommendations also consider optimization of spaces for future library services. In fact, this report goes 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 11 branch library locations. Harford County Public Library’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 2018. 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 / EXECUTIVE SUMMARY

CURRENT TRENDS

Spring 2018

Building Philosophy

- To develop and sustain spaces that meet the needs of communities currently and in the future with flexibility to transform
- Take cues from data-driven decisions and keeping flexibility in mind to keep it fresh
- Connecting to the Community 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 0.6 SF per capita in 2010.**

PLANNING GUIDELINES FOR SQUARE FOOTAGE PER CAPITA

Essential = 1.0 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 because of outdated infrastructure that can be inefficient, costly to operate, costly to maintain, or impacting the Library's ability to integrate new technology in older facilities.

These guidelines include both administrative and public service space county-wide (which are both eligible for county library capital grant funding). They do not include space for regional libraries or State Library Resource Center.

PLANNING GUIDELINES FOR ITEMS PER CAPITA

(FOR POPULATIONS UP TO 150,000)

Essential = 4

Enhanced = 5

Exemplary = 6

INTRODUCTION / EXECUTIVE SUMMARY

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 library facilities because additional public computers may be required to access electronic information.

Exterior

Well-lit and accessible parking

Attractive and easily maintained landscape

Replacement of exterior signs, where permitted, 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 accessible, easily changeable, add interest, and keep the experience fresh
 - Create a “wow factor” to welcome library users and showcase current library events
- Some library systems also find after-hours access to meeting rooms and restrooms helpful for hosting events outside of traditional library hours
 - 24/7 access may not be appropriate for every branch in the system and should be considered based on usage patterns and security
- Open entry experience with clear signage to improve wayfinding

Shelving & Collection

- Lowering shelving heights to improve sight-lines
- Reconfiguring shelving arrangements to promote browsing and loosen congested stack areas
- Increase in merchandising displays with face-out materials or 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 and the Children’s Areas should be mobile

INTRODUCTION / EXECUTIVE SUMMARY

Strategies for Efficient Space Utilization

- Display versus stacks to increase circulation - finding the balance between volume of circulation and having resources on hand
- Automated materials handling (AMH): Consider 3-9 bin sorters and smart drops where space allows

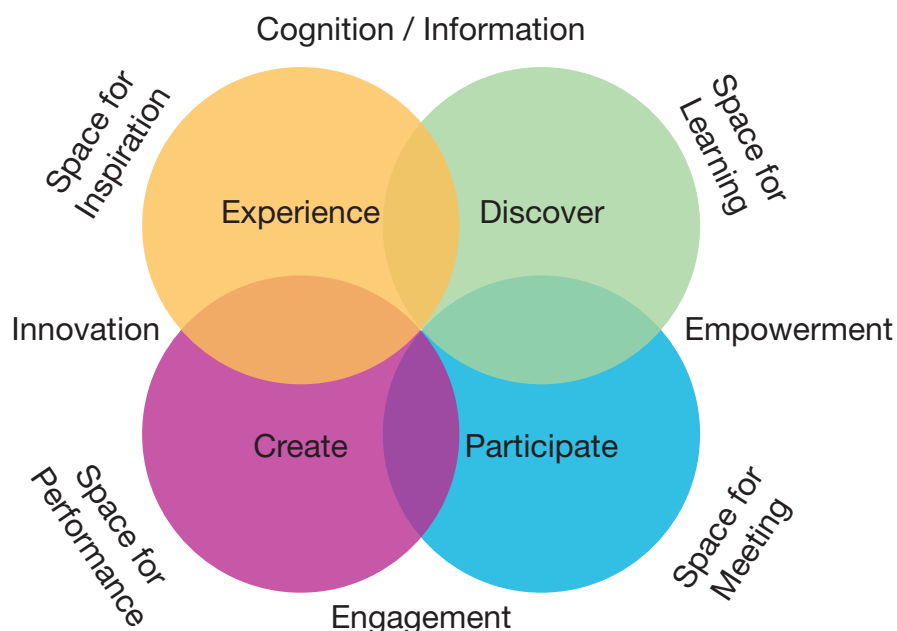
Technology

- 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
- Security upgrades to ensure safe spaces for staff and customers, including high resolution cameras
- Technology training and support including Smart Phone support
- Partnership with Ted Talks to help share influential ideas
- An increase in access to power and robust WiFi for a variety of library users as the shift to mobile devices continues to grow; charging stations

Programming

- Flexible library spaces that can easily accommodate programs
- Technology and meeting space design; Utilizing movable walls for PC labs to create flexible, collaborative spaces that can be opened up to the general public area
- 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

The Modern Library



D. Skot-Hansen et. al.
Royal School of Library and
Information Science

INTRODUCTION / EXECUTIVE SUMMARY

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 STREAM based manipulative elements and activities
- Teen areas are becoming increasingly more branch-specific. There are neighborhoods where:
 - A designated (and sometimes enclosed) teen space is a big attraction that can also feature innovative technology
 - 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.
- The entire library can be intended to be a magnet for teens and library users in their 20's without a defined teen space

Maker Space / STEM / STREAM

- Continue providing accessibility to programs and materials that encourage creativity / making while promoting the vital skills of science, technology, reading / writing, engineering, art, and mathematics
- Flexible content creation / maker spaces designed to be agile and easy to re-purpose as this trend evolves. This can be accomplished through the development of:
 - A mobile maker space that houses equipment in a locked cabinet that is brought out into a meeting room space for programs
 - A glassed-in room with clear visibility so that library visitors can see the exciting programs happening within
 - The glassed-in room could be created using demountable partition walls that can be reconfigured in the future, or designed as a future study / conference room

Staffing and Staff Areas

- Reconfigure service points
- 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

Green and Sustainable Features

- Incorporate sustainable day-lighting controls at branches that deal with significant glare
- Replacement of outdated HVAC equipment and / or lighting where needed with updated and more energy efficient models
- Replacement of inefficient / leaky windows
- New finishes with low VOC materials for paint / wall covering, carpeting, adhesives, etc.
- Car-charging stations for electric vehicles

Community Partnerships

- Connecting to the Community through creative partnerships, programming, providing space for community services, etc.
- HCPL is currently involved in numerous partnerships with a wide range of organizations that are both county-wide and specific to each library location

02 Priorities

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

PRIORITIES BY CONDITION

This category ranks the branch libraries based on interior conditions; how worn and dated the interior finishes are, how comfortable furniture appears to be, how functional the shelving is, and the 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, interior renovations and layout reconfigurations of various scales

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 and are subject to change based on the evolution of community needs and library services.

PRIORITIES BY CONDITION

FIRST
PRIORITY



SECOND
PRIORITY



THIRD
PRIORITY

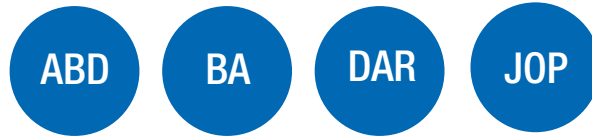


FOURTH
PRIORITY



PRIORITIES BY FUNCTIONALITY / UTILIZATION OF SPACE

FIRST
PRIORITY



SECOND
PRIORITY



THIRD
PRIORITY



FOURTH
PRIORITY



GROUPINGS BY ORDER OF MAGNITUDE



GROUPINGS BY ORDER OF MAGNITUDE

BEL AIR | RENOVATION & RECONFIGURATION

DARLINGTON | NEW BUILDING

FALLSTON | RELOCATION OR RENOVATION & RECONFIGURATION

ABERDEEN | EXPANSION, UPDATES, AND RECONFIGURATION

JOPPA | RENOVATION & RECONFIGURATION

EDGEWOOD | RENOVATION & RECONFIGURATION

ABINGDON | RECONFIGURATION & MINOR UPDATES

NORRISVILLE | RECONFIGURATION

WHITEFORD | MINOR RECONFIGURATION & UPDATES

JARRETTSVILLE | RECONFIGURATION & MINOR UPDATES

HAVRE DE GRACE | RECONFIGURATION

03

Recommendations

RECOMMENDATIONS

When the HBM team visited the Harford County Public Library system it was clear how connected and important these libraries are to their communities. While checkouts, collection size, and visits are currently decreasing system-wide, the number of registered borrowers, programming, and program attendance are all increasing.

It is clear that library services are important to these communities and the proposed recommendations for facility improvements are structured to help the system increase material circulation, library visits, and better serve user groups.

The balance between public and staff work areas is well positioned in each library location. However, the amount of space devoted to physical collections versus seating, technology, meeting spaces, study spaces, quiet reading areas, local history areas, or maker spaces is not in line with current library trends. Recommendations for reconfiguration and reimagining library spaces include ideas for how public library space can be re-allocated at each location to accommodate changes in user needs and expectations.

Participants in the public Mind Breaking sessions and surveys were consistent in their desire for a variety of meeting and study spaces, access to power / outlets / USB Charging, flexible seating, color in library spaces, and a robust technology presence. Other important factors for library use include conveniences such as access to material pick-up and drop-off outside of traditional library hours.

The goal of this master plan is to set priorities and develop recommendations for increasing library use and presence in each community that HCPL serves. Implementation of the recommendations in this document can be measured through usage data, door counts, downloads, and even material circulation on various types of displays testing both face-out and spine-out merchandising. The creation of new seating areas, increasing a variety of meeting / study spaces, creating defined areas for children and teens with appropriate acoustical properties, and improving access to technology and content creation are all drivers for increasing library use.

RECOMMENDATIONS

ABD ABERDEEN

EXPANSION, UPDATES & RECONFIGURATION

- Consider a 7,500 SF addition to include a Makerspace, dedicated Quiet Areas, and a re-configured Entry. There is potentially room for expansion to the north of the building
- Recommended improvements include:
 - Consider expanding the entry vestibule at the existing covered entry to provide increased services
 - Reconfigure the vestibule for a more inviting entry experience and merchandising opportunity for new / popular / themed materials
 - Consider adding a free-standing material return unit if the vestibule is expanded
 - Consider incorporating material displays that highlight featured parts of the collections to increase circulation
 - Consider adding a mobile service point that is moved closer to the Teen Area area during peak usage times
 - Reallocate adjacent spaces for staff work areas and storage to increase size
 - Reallocate space to create improved meeting room storage
 - Expand Meeting Room
 - Relocate Booksale items and storage to a designated area that can be browsed by visitors.
 - Consider additional acoustical screening between the Children's Area and Staff Area to resolve noise issues
 - Consider reducing shelving heights in the Children's Area to a uniform height
 - Consider reducing shelving heights in the adult area and updating the look and functionality of end panels
 - Consider updating finishes in the restrooms
 - Update all finishes, furniture, shelving, technology, and lighting throughout the building
 - Investigate options for adding adequate parking
- **Preliminary Construction Budget**
 - 14,200 SF Update & Reconfiguration @ \$150 / SF = \$2,130,000
 - 7,500 SF +/- Addition @ \$350 / SF = \$2,625,000
 - Total: \$4,755,000

ABG ABINGDON

UPDATES & RECONFIGURATION

- The finishes appear to be in good condition however, this branch would benefit from a more flexible layout that can increase possibilities for holding events
- Recommended improvements include:
 - Consider reconfiguring the exterior entry experience to include a ramp for improved accessibility. Consider adding a customer drop-off lane as well
 - Consider re-working site grading to raise the drive-up book drop to a more functional height
 - Reconfigure the under-utilized space near the entry as a flexible, pop-up programming / special feature area
 - Consider adding display to the entrance lobby that guides visitors into the main library space
 - Consider replacing the fixed display case with smaller, mobile units that can be easily reconfigured to maintain interest and highlight feature collections
 - Consider reconfiguring the radial collection layout to create areas of relief that can improve visibility and flexibility by relocating public computer stations and adding collaborate seating and tables
 - Consider relocating the Children's collection to the north and integrating additional "Play, Learn, and Grow" components where the collection currently is
 - Consider relocating some of the adult shelving to create a unique entry element for the Children's Area to create Wow-factor
 - Consider lowering shelving heights to open up views and integrate seating areas
 - Consider relocating the adult computers into the collection area for more flexibility in the central space
 - Integrate flexible seating and tables into the collection area
 - Consider repairs / replacements to the leaky roof and clerestory glass
 - Replace mechanical equipment with new efficient equipment to meet current codes
 - Consider adding single-use restroom
- **Preliminary Construction Budget**
 - 36,700 SF Update & Reconfiguration @ \$125-\$150 / SF = \$4,587,500 - \$5,505,000

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

RECOMMENDATIONS

BA BEL AIR

RENOVATION & RECONFIGURATION

- Our recommendation is to update interior finishes aside from in the newly renovated Children's Area, upgrade displays throughout, and reduce shelving heights on the third floor to improve visibility
- Overall sight lines can be improved throughout the library through reconfiguration and lowered shelving heights
- Recommended improvements include:
 - Elevator interiors are dated, have poor lighting and could be updated
 - Re-work the entry to reduce the desk size and allow for a more functional passport triage
 - Increase the size of the self-checkout area
 - Update worn finishes in the staff area on the west side of the first floor, second floor Meeting Room, the Maryland Room, and overall updates to interior finishes throughout (with the exception of the Children's Area)
 - Consider increasing visibility to the Maryland Room
 - Consider adding study rooms for small groups of 6-8 people (existing study room appear very well used)
 - Relocate collection shelving from the east side to the west side of the building to help zone this floor by sound
 - Relocate the public computer stations inward and open up the space along the curved windows for increased seating - creating flexibility for programs to occur at the perimeter
 - Consider reducing the size of the second floor service point and repurposing the area southeast of the service point that is currently under-utilized and difficult to oversee
 - Add mobile new materials display in the second floor lobby
 - Consider repairs to the sidewalk on the southeast side of the building for drainage, heating, and cleaning
 - Update all finishes, furniture, shelving, technology, and lighting throughout the building
 - Replace mechanical equipment with new efficient equipment to meet current codes
- **Preliminary Construction Budget**
 - 44,640 SF Renovation & Reconfiguration @ \$180 / SF = \$8,035,200(Calculation not including recently renovated Children's Area)

DAR DARLINGTON

NEW BUILDING

- This building is too small to accommodate use and adequately serve the needs of the community
- The building is dated both on the interior and exterior with limited views and a very limited staff workroom with multiple functions
- The existing site has limitations for expanding the building and providing adequate parking
- Recommended improvements include:
 - Constructing a new building on a new site that can accommodate services that cannot currently be provided at this location and with room to grow
 - A new building on a new site can also alleviate parking issues
- **Preliminary Construction Budget**
 - 12,000-15,000 SF New Building @ \$350 / SF = \$4,200,000 - 5,250,000

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

RECOMMENDATIONS

EDG EDGEWOOD

RENOVATION & RECONFIGURATION

- This building is very well used but lacks power outlets, natural light, and a teen area
- Shelving and end panels appear dated and worn
- The drive-up book return is under-utilized due to height
- Recommended improvements include:
 - Reorganize the interior layout for an improved progression of age-appropriate spaces
 - Revise interior signage to be flexible for future reconfiguration
 - Upgrade lighting to compensate for lacking natural light
 - Consider refreshing finishes / paint
 - Reconfigure the Circulation Desk to be more inviting, accessible, and considering combining it with the Reference Desk due to the size
 - Consider reconfiguring the self-checkout stations for better accessibility
 - Reconfigure the study room near the AV Collection for multiple glass-enclosed small group study rooms
 - Consider a reconfiguration that will alleviate cramped shelving in the AV area, lower shelving and reorganize the Adult area to improve sight lines
 - Establish an area for New Materials display near the Circulation desk and entry
 - Consider creating a dedicated Teen Area between the entry vestibule and Children's Area with good sight lines from the service point
 - Consider replacing some of the Children's Area furniture to be at a child's scale
 - Consider opportunity to repurpose under-utilized HCC classrooms under Library direction
 - Update all finishes, furniture, shelving, technology, and lighting throughout the building
 - Replace mechanical equipment with new efficient equipment to meet current codes
- **Preliminary Construction Budget**
 - 19,615 SF Renovation & Reconfiguration @ \$180 / SF = \$3,530,700

FAL FALLSTON

RELOCATION OR RENOVATION & RECONFIGURATION

- The primary recommendation is to relocate this branch as it currently sits in a poor location with a dangerous intersection nearby. Consider a joint-use facilities with a Community partnership. However, this site does include room for limited expansion
- If relocation is not possible, repairs, renovations, and reconfiguration of the layout are recommended
- Replace carpeting throughout the building with the exception of recently renovation areas
- Recommended improvements include:
 - Consider reworking the entry to be more inviting
 - Replace static display with mobile display shelving
 - Upgrade finishes in all restrooms (including the staff restroom)
 - Reduce the size of the service desk and add a dedicated area for self-checkout
 - Reallocate some staff breakroom space that can be used for workroom functions when needed
 - Reconfigure the layout to create a more unique entry experience into the Children's Area that leads towards the interactive area
 - Reconfigure shelving layouts to encourage browsing and improve sight lines
 - Consider reconfiguring the Branch Manager's Office
 - Enhance lighting in the centralized seating area to create a focal point with active browsing combined with seating
 - Update all finishes, furniture, shelving, technology, and lighting throughout the building
 - Replace mechanical equipment with new efficient equipment to meet current codes
 - Replace the exterior soffit around the perimeter of the building
- **Preliminary Construction Budget**
 - 13,500 SF Renovation & Reconfiguration @ \$180 / SF = \$2,430,000
 - 20,000 SF New Building @ \$350 / SF = \$7,000,000

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

RECOMMENDATIONS

HDG HAVRE DE GRACE

MINOR RECONFIGURATION

- Consider reconfiguring the Entry Experience to be more inviting and define the building as a library. Consider adding a digital greeter to welcome customers and provide more of a library presence at the entry
- Recommended improvements include:
 - Consider introducing an acoustical separation at areas with noise issues
 - Add mobile display units for increased merchandising opportunities
 - Rearrange seating area towards the windows on the east side of the building on the second floor
 - Consider an alternate shelving type or layout in areas where it would be easier to get a lift into the space for changing light bulbs and other maintenance
 - Reorganize long runs of shelving to create a cross-aisle and increase browsability - perhaps also consider integrating more seating in the collection areas to alleviate feeling cramped between long runs of shelves
- **Preliminary Construction Budget**
 - \$250,000 - \$400,000

JAR JARRETTSVILLE

RECONFIGURATION & MINOR UPDATES

- Consider introducing pops of color to add interest throughout the space
- Finishes are generally in good condition
- Recommended improvements include:
 - Reduce the size of the circulation desk and recapture that space for adding mobile display units to feature New Materials
 - Reorganize the entry experience for New Material and/or topical display and increased browsability of featured and new items
 - Consider adding art rails for program materials
 - Upgrade the lighting and ceiling tiles in the Meeting Room
 - The entry feels congested - consider placing technology, artwork, or graphics on the wall behind the circulation desk to draw the eye as people enter
 - Consider re-working the shelving in front of the Teen Room to increase visibility and consider adding a pop of color to make the space feel more unique and inviting for teens
 - Consider reworking the tall adult shelving for accessible traffic flow and alleviating the hidden niche in the corner
 - Consider relocating the adult computer stations away from overlooking the Children's "Play, Learn, Grow" components
 - Consider reorganizing the Children's Area shelving to expand the interactive area to the exterior windows and make the "dead end" shelves more accessible
- **Preliminary Construction Budget**
 - 14,000 SF Updates & Reconfiguration @ \$75 / SF = \$1,050,000

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

RECOMMENDATIONS

JOP JOPPA

RENOVATION & RECONFIGURATION

- Consider a re-branding exercise at this branch to increase visits and use. The library has an opportunity here to create a focal point and provide stability for this community.
- Recommended improvements include:
 - Consider expanding and reconfiguring the entry vestibule and incorporating a free-standing material return inside the vestibule to increase use / convenience
 - Remove the Reference Desk and instead develop a smaller, more approachable, and centralized service point to handle both Circulation and Reference services
 - Reconfigure the Joppa Room into a dedicated quiet reading room by relocating the computers, providing flexible furniture, and expanding the glass entry to increase visibility for both oversight and inviting visitors
 - Adjust the counter / table height in the northwest corner of the Children's area to better accommodate child-sized computer stations
 - Consider giving the Teen Area more of an identity by creating an enclosed area (either with walls or utilizing shelving / furniture) that can include the Teen collection, collaborative furniture, and a screen / monitor
 - Update finishes in the restrooms
 - Repair / replace peeling window film on the clerestory
 - Repair exterior cracks at the southwest corner of the building
 - Update all finishes, furniture, shelving, technology, and lighting throughout the building
- Preliminary Construction Budget
 - 14,200 SF Renovation & Reconfiguration @ \$150 / SF = \$2,130,000

NOR NORRISVILLE

RECONFIGURATION

- This branch demonstrates a good partnership with the Harford County Department of Parks and Recreation
- The site does have room for expansion
- Consider re-evaluating the ratio of stacks to seating to computers in order to create a sense of place for each library user
- Recommended improvements include:
 - Consider an "outdoor classroom" concept that could also be in partnership with Parks & Recreation
 - Reconfigure the perimeter shelving for better traffic flow
 - Consider removing the shelving units in the center of the space to open views to the windows and relieve congestion. This floor place can then be repurposed to house either additional seating or display units
 - Replace the existing service desk with a smaller, more inviting desk that helps to recapture floor space for more dynamic New Materials or Topical displays
 - Consider introducing some interactive "Play, Learn, Grow" components in the Children's area
 - Replace mechanical equipment with new efficient equipment to meet current codes
- Preliminary Construction Budget
 - 4,525 SF Reconfiguration @ \$70 - \$80 / SF = \$316,750 - \$362,000

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

RECOMMENDATIONS

RIV RIVERSIDE

CURRENTLY IN DESIGN FOR RENOVATION

- This administration building is currently slated for renovation

MOBILE SERVICES

CONTINUED MAINTENANCE

- Refer to separate Maintenance Report for additional information

WHT WHITEFORD

MINOR RECONFIGURATION & UPDATES

- Good finishes throughout the space with nice lighting / ceilings
- Recommended improvements include:
 - Consider adjustments to the entry area to clear the area around the security gates and rotate the monitor to face the entry
 - Remove the Reference Desk and combine functions at current Circulation Desk for a single service point
 - Introduce mobile / dynamic display units for New Materials
 - Review furnishings in the Quiet Reading Room and evaluate the ratio between lounge and table seating
 - Reconfigure shelving for an improved entry to the Children's Area that creates a path to the interactive area
- Preliminary Construction Budget
 - 13,280 SF Updates & Reconfiguration @ \$75 / SF = \$996,000

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

04

Branch Library Observations

BRANCH LIBRARY OBSERVATIONS

This section includes detailed descriptions of each branch library as seen through the eyes of the HBM team, library administration, branch managers, and department heads. Additionally, this section also includes floor plans for each branch with comments describing observations and recommendations for improving each facility.

Branch libraries were evaluated using multiple methods including: visits observing conditions, flow, functionality, and usage patterns. Discussions with branch managers and staff, discussions with library administration, and survey responses from branch managers and department heads.

Evaluation Criteria used to analyze existing conditions during field visits include:

- Building layout: zoning, adjacencies & flow
- Entry experience
- Merchandising / display
- A place for everyone (seating / gathering / quiet / loud)
- How is technology used / integrated into the space
- Customer service / staffing / sight-lines
- Self-service opportunities
- Accessibility
- Unique characteristics / community context
- Getting the most out of every space
 - *Under-utilized*
 - *Over utilized*
 - *Multi-purpose use opportunities*
- Overall feel and appearance
- Ability to accommodate / adapt to future change / flexibility
- Site observations
- Recommendations based on:
 - *Increasing library visits*
 - *Increasing circulation*
 - *Increasing program attendance*
 - *Increasing technology use - BYOD*

BRANCH LIBRARY OBSERVATIONS

SURVEY RESPONSE:

HCPL SYSTEM WIDE RESPONSE BY PSA , BETH LAPENOTIERE AND COO, DARIA PARRY

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Seniors, homeless, parents, caregivers and preschoolers
- Midday - Seniors, homeless, some business people on lunch breaks
- Afternoon - After-school children and teens
- Evening - All ages
- Weekend - All ages
- Seasonal Changes - HCPL intentionally target parents and school-age children and teens in the summer. Same for half-day programs. Demographics change for weather events. Customers come into the library for heating, cooling and charging.

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

- Would like to attract emerging adult
- In partnership with the Local Management Board, HCPL supports programming for youth opportunities

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- ABD – Any computer
- ABG – Innovation Lab / Programming room for story times and Virtual Reality Nights on Thursday. The meeting room is always booked
- BA – Children's area, including StreamWorks. The meeting room is frequently booked, and quiet study rooms. Need tutoring and 1:1 meeting space.
- DAR – Overall quiet
- EDG – All computers. Study rooms. Meeting room during summer lunches.
- FAL – Overall quiet, but not as much as DAR. Attracting customers with the 3D printer, and in reading areas
- HdG – All computers, Teen Room, Lafayette's Landing, Schooner Cove, Meeting room for after-school and summer lunches
- JAR – Overall quiet, but not as quiet as DAR. Normal traffic flow.
- JOP – Meeting room for after-school and summer meals
- NOR – Overall quiet, except when they have holiday open house. They have a great school partnership.
- WHT – Overall quiet, but not as quiet as DAR

WHICH SPACE IS USED THE LEAST?

- ABD – Meeting room
- ABG – They really don't have a least used space
- BA – Lobby / Exhibit area outside of the Passport Acceptance Office
- DAR - NA
- EDG – Circulation desk is poorly designed.
- FAL – NA
- HdG – NA
- JAR – NA
- JOP – Joppa Room.
- NOR – NA
- WHT – NA

BRANCH LIBRARY OBSERVATIONS

SURVEY RESPONSE: (continued)

HCPL SYSTEM WIDE RESPONSE BY PSA , BETH LAPENOTIERE AND COO, DARIA PARRY

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

- Expand early learning spaces.
- Offer a Schooner cove-like space in ABG. Expand STREAM spaces.
- Reconfigure programming space in BA
- Quick print in larger libraries
- Offer programs and services for emerging adults

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

- Of note: The library's programming stats are some of the strongest stats, and continue to go up.
- Children's - Interactive, flexible, large, designated
- Adults – Inviting, flexible, large, designated – The adult programming area is the meeting room, or floor. Library meeting rooms are not inviting for adult programming.
- Teens – Could be interactive, flexible, large, designated

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Would like to attract emerging adult
- Two of the branches have mobile units. HCPL needs designated, secure library areas to house them properly.
- A bike-mobile program. HCPL needs designated, secure library space to house properly

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

- BA children's area
- StreamWorks
- Innovation Lab
- Passport acceptance office
- Schooner Cove / Lafayette's Landing
- ABD Children's area when renovation is complete
- Maryland collection (Not necessarily the room itself)

BRANCH LIBRARY OBSERVATIONS ABERDEEN



BRANCH LIBRARY OBSERVATIONS ABERDEEN

SERVICE POPULATION: 25,111

ACTIVE CARDHOLDERS: 21,925

TOP USER GROUPS:

- Morning - Adults, seniors, adult groups with special needs, babies, toddlers, preschoolers
- Midday - Adults, seniors, adult groups with special needs, preschoolers
- Afternoon - Adults, seniors, teens, school aged children
- Evening - Adults, teens, school aged children, families
- Weekend - Everyone
- Seasonal Changes - Yes

GROSS SQUARE FEET: 14,200 sf

YEAR OPENED: 1975

SPECIAL FEATURES: Art Shows, Homeschool Rocks, Little Leapers, Learning and Sharing Collection

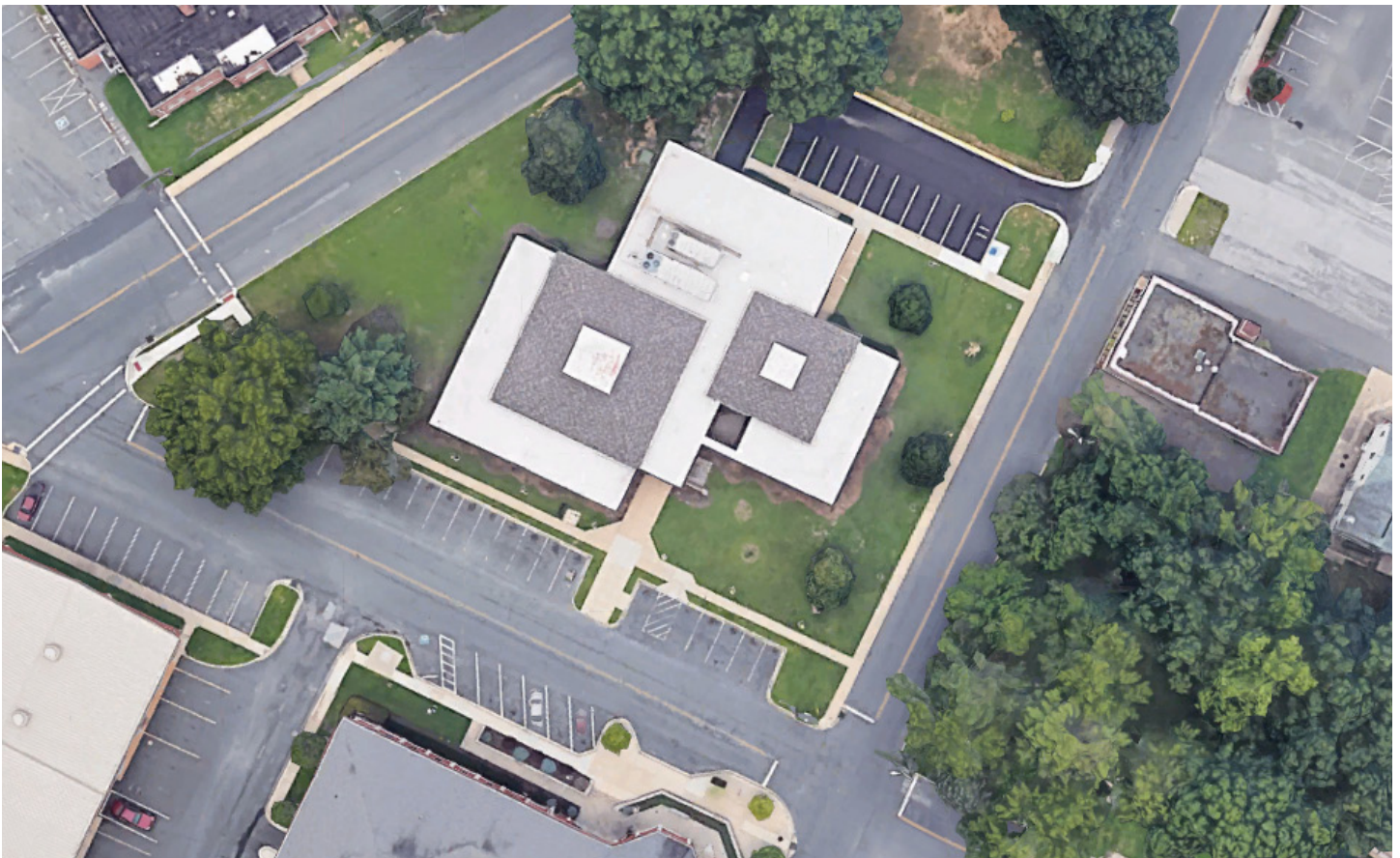
COLLECTIONS: 69,284 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: 810 sf

MEETING ROOM CAPACITY: 114 occupants (per code)

COMMUNITY PARTNERSHIPS: Aberdeen Chamber of Commerce, Abilities Network, Boys and Girls Club, The Harford Center, Harford County Community Action Agency, Harford County Public Schools, Local Management Board, Susquehanna Workforce Network



BRANCH LIBRARY OBSERVATIONS ABERDEEN

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Adults, seniors, adult groups with special needs, babies, toddlers, preschoolers
- Midday - Adults, seniors, adult groups with special needs, preschoolers
- Afternoon - Adults, seniors, teens, school aged children
- Evening - Adults, teens, school aged children, families
- Weekend - Everyone
- Seasonal Changes - Yes

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

- Small groups that want to study/meet/visit together - No spaces for these type of activities

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Depends on the time of day after story times, after school and on weekends = children's area; after school = children's & teen areas and computers; afternoons = PC's and reading areas fill up

WHICH SPACE IS USED THE LEAST?

- Some of the table space in the middle of the library where it is noisiest - during busy times these do fill up though

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

- Quiet individual study spaces; small group collaborative spaces; interactive STREAM spaces for all ages including 3D printing; space designed for Middle School aged children

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

- Collaborative spaces; Interactive STREAM spaces

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Interactive STREAM spaces; collaborative/quiet areas for adults; well defined teen and middle school areas

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

- We have a memorial art wall (of bulletin boards) that is in memory of a longtime Friend of the Library; plaques listing community donors; some trees and shrubs were planted in memory of staff/community members. If these were impacted by any changes, we should work to find other ways to commemorate the contributions.

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- Staff spaces are also cramped but we've done the best we can to re-arrange, re-purpose and make do; Our 1975 building was not designed for current technology or electrical needs
- The community needs a larger space for meeting - Expand the meeting room

BRANCH LIBRARY OBSERVATIONS ABERDEEN

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Aberdeen

Address: 21 Franklin Street
Aberdeen, MD 21001

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

Date of Review: April 4, 2018

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 - The building is conditioned by two multi-zone roof top units with gas heat. Multi-zone unit number 1 has two zones and each zone has reheat electric coils. Multi-zone unit number 2 has three zone and two zones have electric reheat coils and one zone has two branch ducts and each branch duct has electric reheat coils. The existing multi-zone units were used in the 2001 remodel. The units were replaced in 2009 or 2010. The units will not need to be scheduled to be replaced for about 12 years. To save in energy cost the units may be convert to variable air volume rooftop units and VAV boxes. We do not know if the HVAC system is up to current ventilation code requirements which would require a larger cooling capacity. The units will need to be replaced to match the current code requirements when the time comes.
- Electrical – There are two existing electric services (600A and 225A) and the electrical equipment appears to be in good condition. The 225A service (presumably for the library's electric heat load) would require an upgrade if additional electric heat load is required for the proposed building addition. However the 600A service appears adequate to serve the remainder of the library's general power and lighting loads including those for the proposed addition.

BRANCH LIBRARY OBSERVATIONS ABERDEEN

- No visual focal points
- Finishes appear worn
- Need more power outlets
- No dedicated quiet space
- Limited storage throughout
- Limited space to expand and for dedicated parking

- Consider new wayfinding signage
- Add 7,500 SF addition to include Makerspace, dedicated Quiet Areas, and reconfigured Entry

Potential room for Expansion

Reconfigure and relocate for smaller, more inviting desk

Reallocate room for staff

Mechanical / Elec Room

Office

Mobile service point

Tall shelving and end panels that appear dated

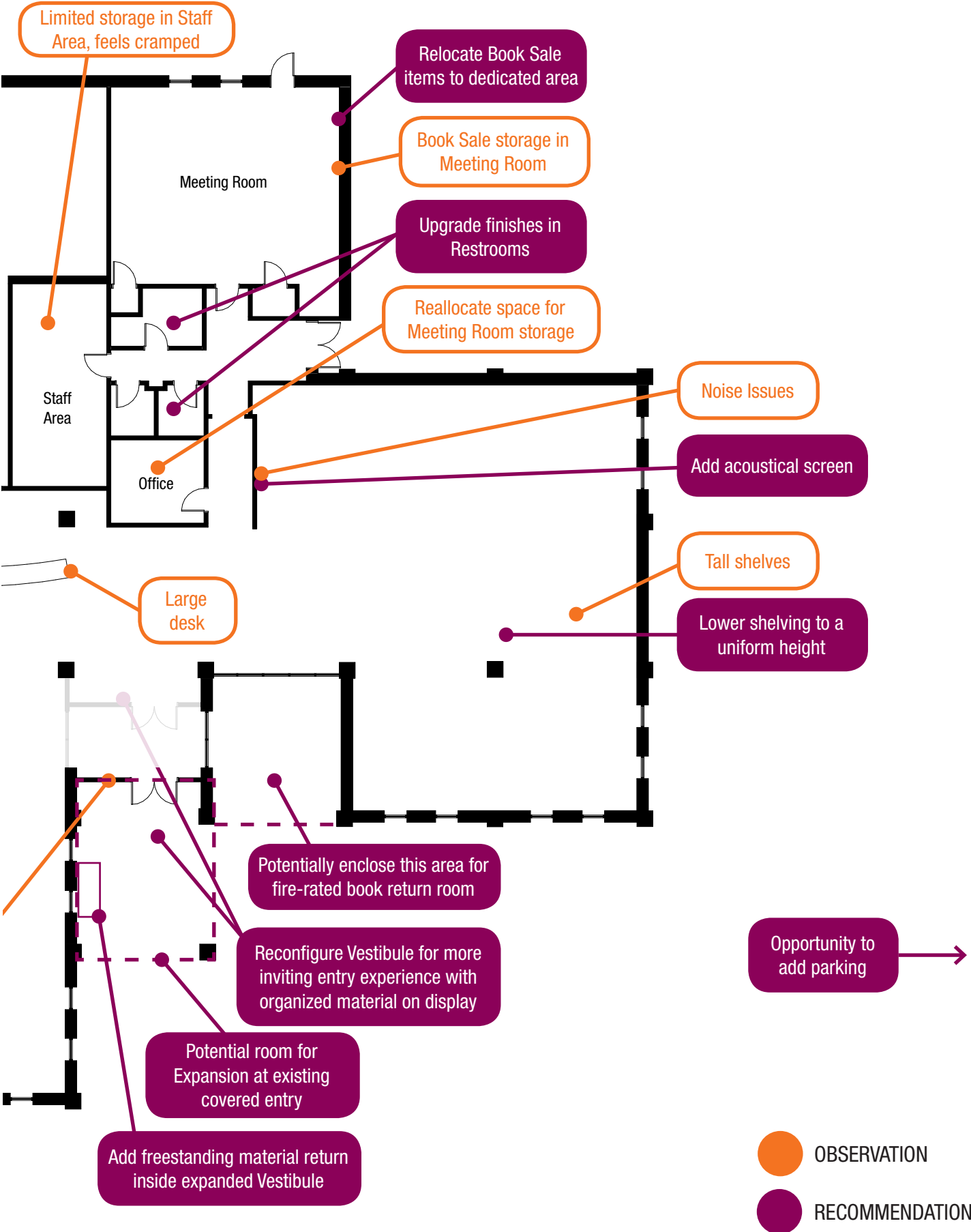
Reduce shelving height

Teen Area

Book Return is not open during the day



BRANCH LIBRARY OBSERVATIONS ABERDEEN



BRANCH LIBRARY OBSERVATIONS ABINGDON

ABG ABINGDON



BRANCH LIBRARY OBSERVATIONS ABINGDON

SERVICE POPULATION: 52,435

ACTIVE CARDHOLDERS: 35,328

TOP USER GROUPS:

- Morning - Independent adult users, caregivers with small children, organized special needs care groups
- Midday - Independent adult users and organized special needs care groups
- Afternoon - Independent adult users and families with school aged children
- Evening - Independent adult users, families and tutors.
- Weekend - All ages
- Seasonal Changes - Yes

GROSS SQUARE FEET: 36,700 sf

YEAR OPENED: 2004

SPECIAL FEATURES: Innovation Lab, Little Leapers, Special Events such as Library Gala & Headline Authors, Storytime, School Collaborations, Nature walk

COLLECTIONS: 136,080 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: 1,020 sf

MEETING ROOM CAPACITY: 150 occupants (per code)

COMMUNITY PARTNERSHIPS: Abingdon Community Council, Harford District Cub Scout Day Camp, Harford County Community Action Agency, Harford County Cultural Arts Board, Harford County Mediation Program, Harford County Dept. of Parks and Recreation, Harford County Public Schools, Harford County Dept. of Public Works - Water Resources & Recycling and Sustainability, Local Management Board, Maryland Health Connection, Maryland Insurance Administration, Master Gardeners of Harford County, Northeastern Maryland Technology Council, Omega Psi Phi Fraternity, Rosedale Federal Savings and Loan Association, United States Coast Guard Auxiliary, Local Home Owners Associations



BRANCH LIBRARY OBSERVATIONS ABINGDON

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Adults, seniors, caregivers with small children, organized special needs care groups
- Midday - Adults, seniors, and organized special needs care groups
- Afternoon - Adults, seniors, and families with school aged children after school gets out
- Evening - Adults, seniors, families and tutors
- Weekend - All ages
- Seasonal Changes - Yes

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?

- Public floor

WHICH SPACE IS USED THE LEAST?

- Small conference room

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

- An designed outdoor space for programming (like an enclosed area with seating for story times). I would also love to have a more defined teen area. And more wall space. We love our windows but there isn't a lot of free wall space.

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

- Roof/windows that don't leak.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Roof/windows that don't leak.
- Drive thru/book drop area is a problem. It is too high on the outside and too low on the inside. Book return slot is way too low on the inside. Staff at the window have to bend too low and far out the window to assist the customers.

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

- The open feel of the branch and the open back area by the windows where we can host large programs. The branch is beautiful and the overall look is fabulous. We would just like for the roof/windows not to leak.

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- Abindgdon hosts our largest events. It is critical to keep it spacious with easy to move shelving and furniture.

BRANCH LIBRARY OBSERVATIONS ABINGDON

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Abingdon

Address: 2510 Tollgate Road
Abingdon, MD 21009

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

Date of Review: April 4, 2018

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 – The building is conditioned by 5 rooftop units with DX cooling and gas heat and two ductless split systems which are near their expected life of 15 years and considered to be replaced. The building has a boiler and pumps servicing various pieces of HVAC equipment and fin tube which is near their expected life of 15 years. Bringing the HVAC up to current ventilation code requirements would require a larger cooling capacity. The units will need to be replaced to match the current code requirements. Due to the expense of maintaining the existing units with the refrigerant installed, it would be best to replace the units to meet EPA requirements.
- Electrical – The electrical equipment appears to be in good condition. The capacity of the existing electric service appears to be adequate to serve the library and the proposed mechanical system upgrades that may be implemented.

BRANCH LIBRARY OBSERVATIONS ABINGDON

- Finishes appear to be in good condition
- Shelving needs to be flexible to hold events in Library

- Replace roof and windows
- Consider utilizing mobile, satellite desks that can be positioned in Teen and Children's Areas
- Add Early Literacy Center in Children's
- Reconfigure shelving to create more flexible space for larger events and gathering spaces. Consider introducing mobile shelving.
- Consider adding single-use restroom

Reconfigure for better entry experience into Children's space that leads to interactive area

Limited 'Play, Learn, Grow' components

Relocate Children's collection to the north and add 'Play, Learn, Grow' components

Program Room is hard to use - Limited visibility to area and typical hold storytime in Meeting Room

Good layout but cluttered staff area

Tall shelving

Large reference desk

Lower shelving to open views and mix in seating areas

Staff Area

Leaks at clerestory windows

Roof leaks

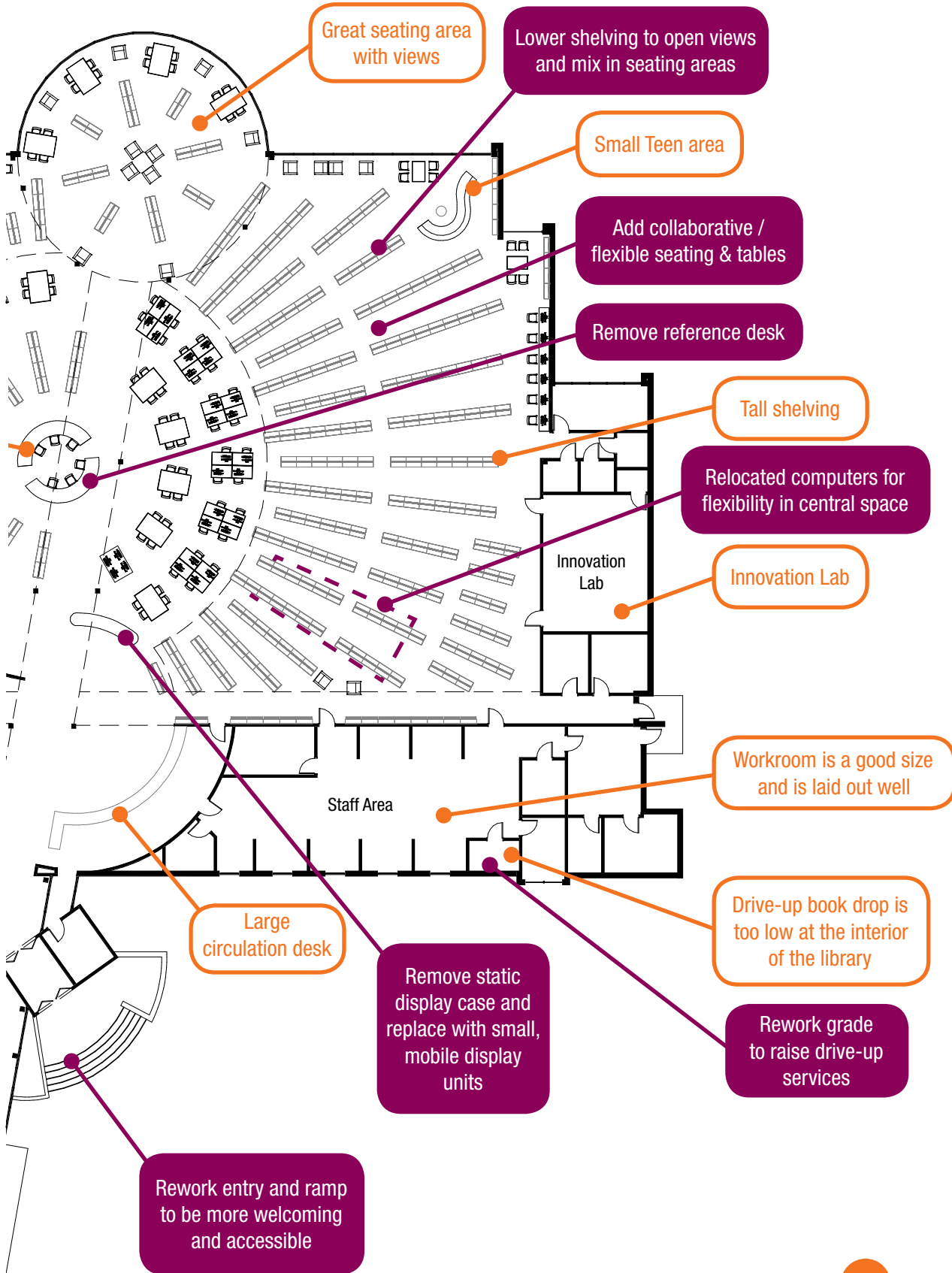
Under-utilized space

Meeting Room

Reconfigure under-utilized space near entry for flexible, pop-up programming area



BRANCH LIBRARY OBSERVATIONS ABINGDON



OBSERVATION



RECOMMENDATION

BRANCH LIBRARY OBSERVATIONS BEL AIR

BA BEL AIR



BRANCH LIBRARY OBSERVATIONS BEL AIR

SERVICE POPULATION: 72,788

ACTIVE CARDHOLDERS: 50,818

TOP USER GROUPS:

- Morning - Young children and their caregivers; older/retired people
- Midday - Young children and their caregivers, older/retired people; homeless people; ARC groups; job hunters
- Afternoon - School age children and their parents/caregivers; older/retired people; homeless people; adults using computers
- Evening - Students being tutored or working on homework, people getting passports, adults using computers, families
- Weekend - Everyone
- Seasonal Changes - Yes

GROSS SQUARE FEET: 53,964 sf

YEAR OPENED: 1945, 1960, & 1996

SPECIAL FEATURES: Children & Teen Departments, StreamWorks, BEAM, Maryland Room, Opening the Gift, Passport processing, Exhibit Room, Silver Reader, Book Bike, Interlibrary Loans, Marina Hub, Learning and Sharing Collection, Sharing the Gift

COLLECTIONS: 188,419 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: 1,477 sf

MEETING ROOM CAPACITY: 194 occupants (per code)

COMMUNITY PARTNERSHIPS: Aberdeen Senior Center - Book Discussion, Boys and Girls Club, Cub Scouts, Girl Scouts, Harford County Community Action Agency, Harford Community College (HCC), Harford County Detention Center, Harford County Public Schools, LASOS, Harford Lyme Advocates, Local Management Board, Maryland Insurance Commission, Maryland Extension Office - Master Gardeners, Maryland Health Navigators, McFaul Activities Center - Book Discussion, Upper Chesapeake Hospital, Town of Bel Air



BRANCH LIBRARY OBSERVATIONS BEL AIR

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Young children (babies, toddlers, and preschoolers) and their parents/grandparents/caregivers; older/retired people
- Midday - Young children and their parents/grandparents/caregivers (they tend to leave around noon or 1 for lunchtime/naptime); older/retired people; homeless people; ARC groups; job hunters
- Afternoon - School age children and their parents/caregivers; older/retired people; homeless people; adults using computers
- Evening - Students being tutored or working on homework (elementary and teens); people getting passports; adults using computers; families getting library materials
- Weekend - Everyone...kids/teens/families; people getting passports; families getting DVDs and books; students working on projects and being tutored; adults using computers
- Seasonal Changes - Yes

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

- Teens (particularly high schoolers); ESL community; special needs community

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Early Literacy Center and StreamWorks
- Passport triage desk and office
- Quiet study rooms/tables for studying and tutoring
- DVD area
- New book area
- Upstairs lobby

WHICH SPACE IS USED THE LEAST?

- Y area; teen area;
- Exhibit room;
- Open area in Adult department with comfy chairs

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

- Unique collections of things (i.e. tools, kitchen/cooking tools)

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

- More spaces for tutoring and small group work; a space to feature/use the BEAM more; a space for teens that is still visible but less open to the staff area/desk

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Renovation of lobby and circulation/passport areas (there are opportunities to better utilize the space in accordance with new technology and better customer service in mind)
- Renovation of Adult department (compared with the Children's department it looks dated and worn)
- Additional space for individual and small group work (quiet study rooms, tables)
- Open space in Adult area for large events

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

- Maryland Room (Maryland collection, genealogy resources), the donated bricks at the entrance and walkway

BRANCH LIBRARY OBSERVATIONS BEL AIR

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Bel Air

Address: 100 E. Pennsylvania Ave
Bel Air, MD 21014

Name of Person(s) Performing Inspection: _____

Date of Review: April 4, 2018

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 – The building is conditioned by gas fired hot water boilers, chillers, and air handlers. Three air handlers have air cooled condensing units and seven air handlers are connected to the chilled water system. This equipment appears to be 22 years old which is nearing their useful life of 25 years. Plans should be started to replace this equipment in the near future. The chillers were replaced in 2016, so they will not need to be planned on being replaced for another 23 years.
- Electrical – The electrical equipment appears to be in good condition after being upgraded in 1996. The capacity of the existing electric service appears to be adequate to serve the library and the proposed mechanical system upgrades that may be implemented.

BRANCH LIBRARY OBSERVATIONS BEL AIR

BA BEL AIR

- Poor sight lines throughout library
- Elevators have poor lighting with dated finishes

- Replace finishes except in newly renovated Children's Area
- Upgrade display throughout
- Reduce shelving height throughout 3rd floor
- Consider adding single-use restroom

Increase self check area

Introduce mobile printing near entry

Some material on display

Holds

Rework entry - Reduce desk size and allow for more functional passport triage

Heated sidewalk does not work properly

Covered sidewalk - problems with cleaning, drainage of donor pavers

Staff work area is well laid out

Book return has to be independently staffed and can back up over long weekends

Book Drop

Staff Area

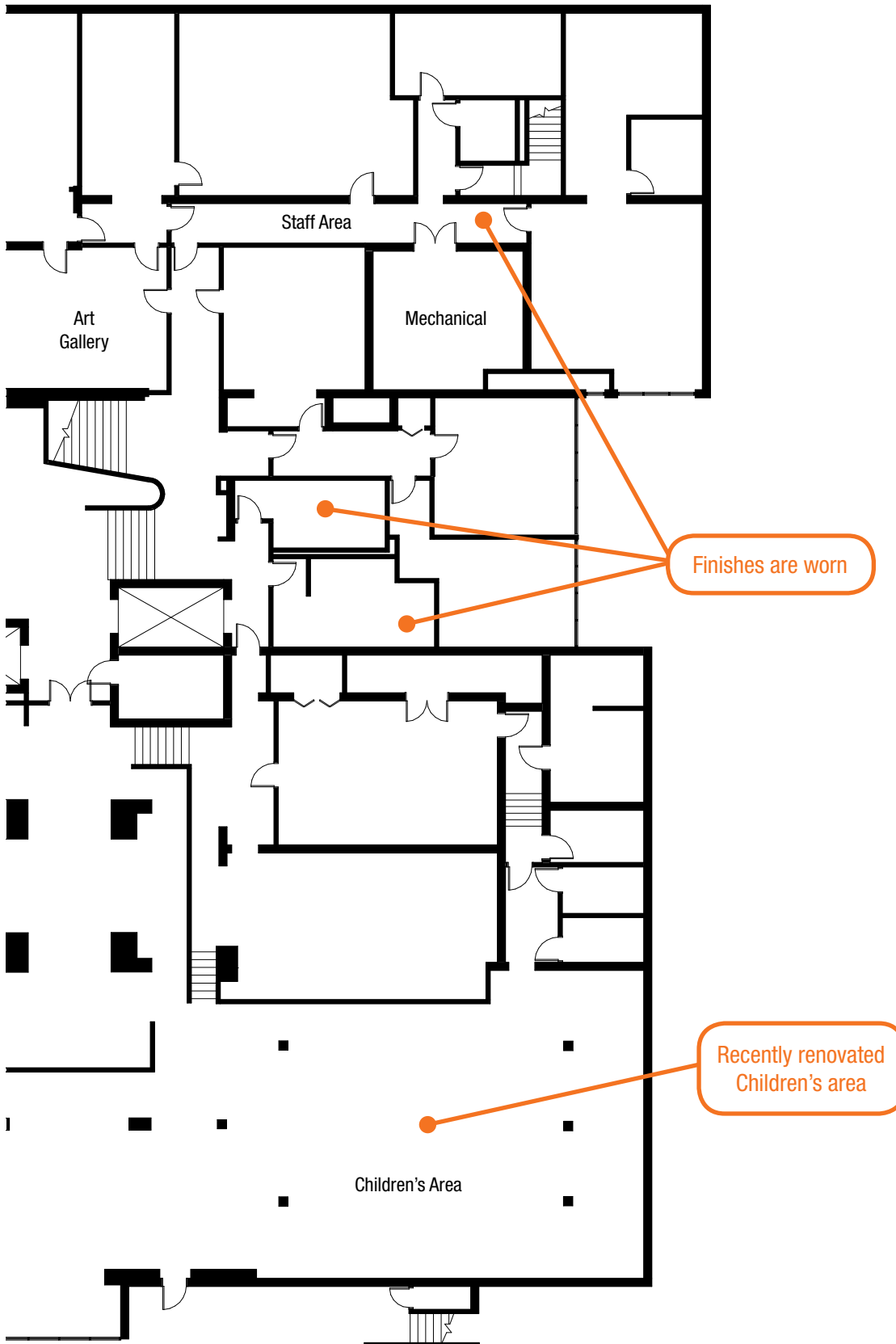
Children's Area



LOWER LEVEL PLAN

BRANCH LIBRARY OBSERVATIONS BEL AIR

- OBSERVATION
- RECOMMENDATION



BRANCH LIBRARY OBSERVATIONS BEL AIR

BA BEL AIR

- Poor sight lines throughout library
- Elevators have poor lighting with dated finishes

- Replace finishes except in newly renovated Children's Area
- Upgrade display throughout
- Reduce shelving height throughout 3rd floor
- Consider adding single-use restroom

Meeting Room -
Finishes are worn

Add mobile new
material display

Area not well
used and hard to
oversee

Large desk

Reduce desk size and
add two satellite desk
locations

Tall shelving

Move public computers
inboard and increase
seating along windows,
allowing flexibility for
programs at perimeter

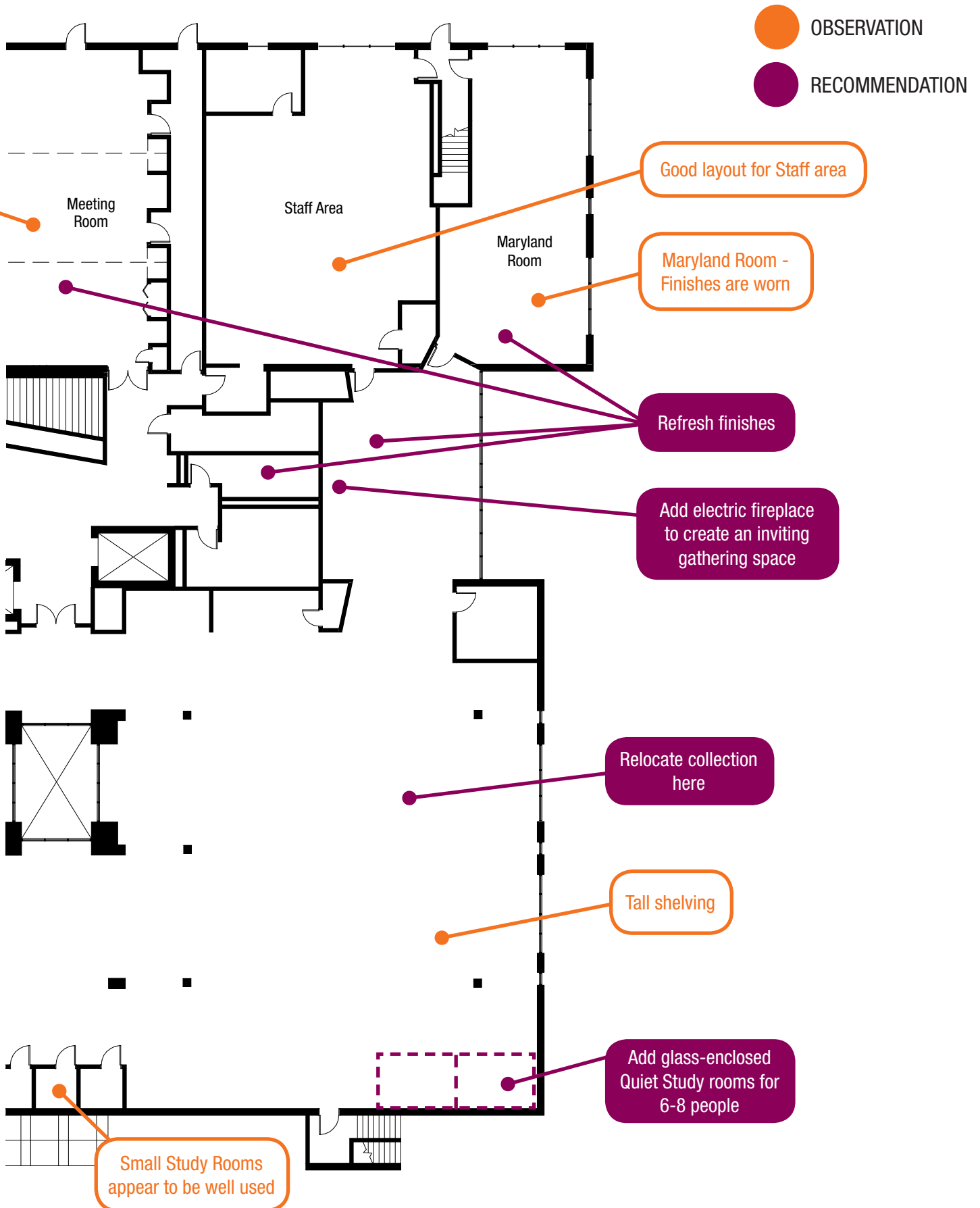
Nice views and
natural light

Nice seating area



UPPER LEVEL PLAN

BRANCH LIBRARY OBSERVATIONS BEL AIR



BRANCH LIBRARY OBSERVATIONS DARLINGTON

DAR
DARLINGTON



BRANCH LIBRARY OBSERVATIONS DARLINGTON

SERVICE POPULATION: 5,178

ACTIVE CARDHOLDERS: 1,574

TOP USER GROUPS:

- Morning - Adults (Saturday is the only day with morning hours)
- Midday - Adults
- Afternoon - Adults and some after school children
- Evening - Adults and teens using computers for homework
- Weekend - Mainly local customers
- Seasonal Changes - Yes

GROSS SQUARE FEET: 1,473 sf

YEAR OPENED: 2003

SPECIAL FEATURES: LEAP kits, Historical Building used for Friend's Bookstore

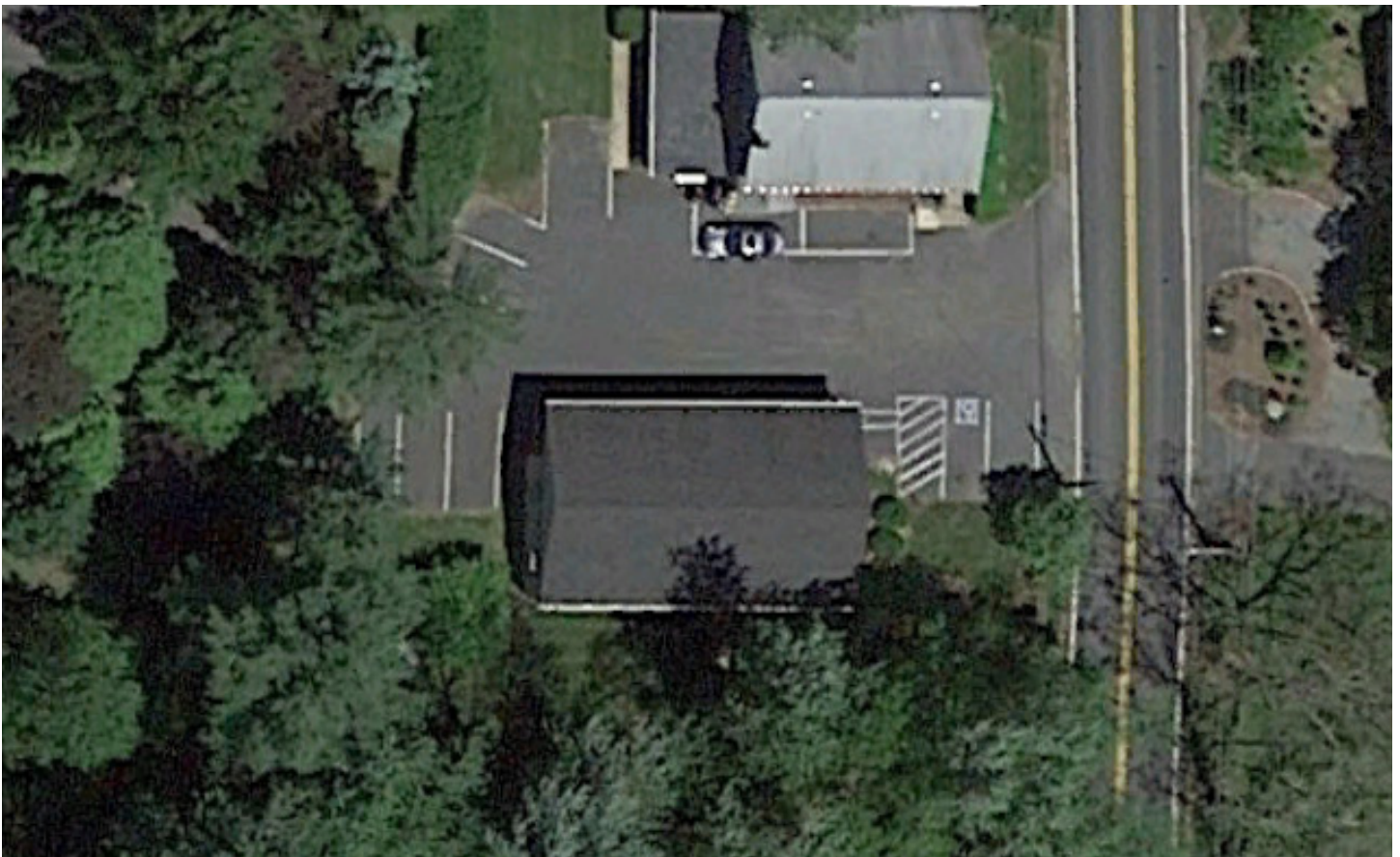
COLLECTIONS: 11,474 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: N/A

MEETING ROOM CAPACITY: N/A

COMMUNITY PARTNERSHIPS: Darlington Elementary School, Darlington Lions Club, Darlington Volunteer Fire Company, Dublin-Darlington Community Council, Dublin-Darlington Recreation Council, Harford County Community Action Agency, Harford County Public Schools, Local Management Board, Wilson Ministry Center



BRANCH LIBRARY OBSERVATIONS DARLINGTON

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Adults (Saturday is the only day with morning hours)
- Midday - Adults
- Afternoon - Adults and some after school children
- Evening - Adults and teens using computers for homework
- Weekend - Mainly locals but some passersby needing printing services
- Seasonal Changes - Yes

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

- Teens and residents who don't know about our location

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Public PCs and Adult DVDs

WHICH SPACE IS USED THE LEAST?

- YA and Non-fiction

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

- More programs but difficult due to space, parking and staffing limitations

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

- Meeting/activity room

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Need a new library building and parking, possible joint-use building
- More space including storage and staff workroom
- Expanded hours so locals don't have to travel to other locations, but this would also require increased staffing and parking for staff

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

- Friends Book Sales are very popular (held in the old building as there isn't space in the modular).

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- It would be nice to have the one restroom accessible from the public side of the building so that customers do not have to walk through the only staff area. A keyless entry like the other branches have would be helpful for when non-branch staff must be responsible for opening the building.

BRANCH LIBRARY OBSERVATIONS DARLINGTON

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Darlington

Address: 1134 Main Street
Darlington, MD 21034

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

Date of Review: April 5, 2018

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 – The HVAC unit is an outside wall-mounted unit which has exceeded it's expected life of 15 years and would need to be replaced.
- Electrical – The electrical panel appears to be residential grade and would recommend replacement.

BRANCH LIBRARY OBSERVATIONS DARLINGTON

- Limited parking
- Modular Building
- No Views
- No Room to Expand
- Very cramped space with limited staff area

Recommendation: New Building

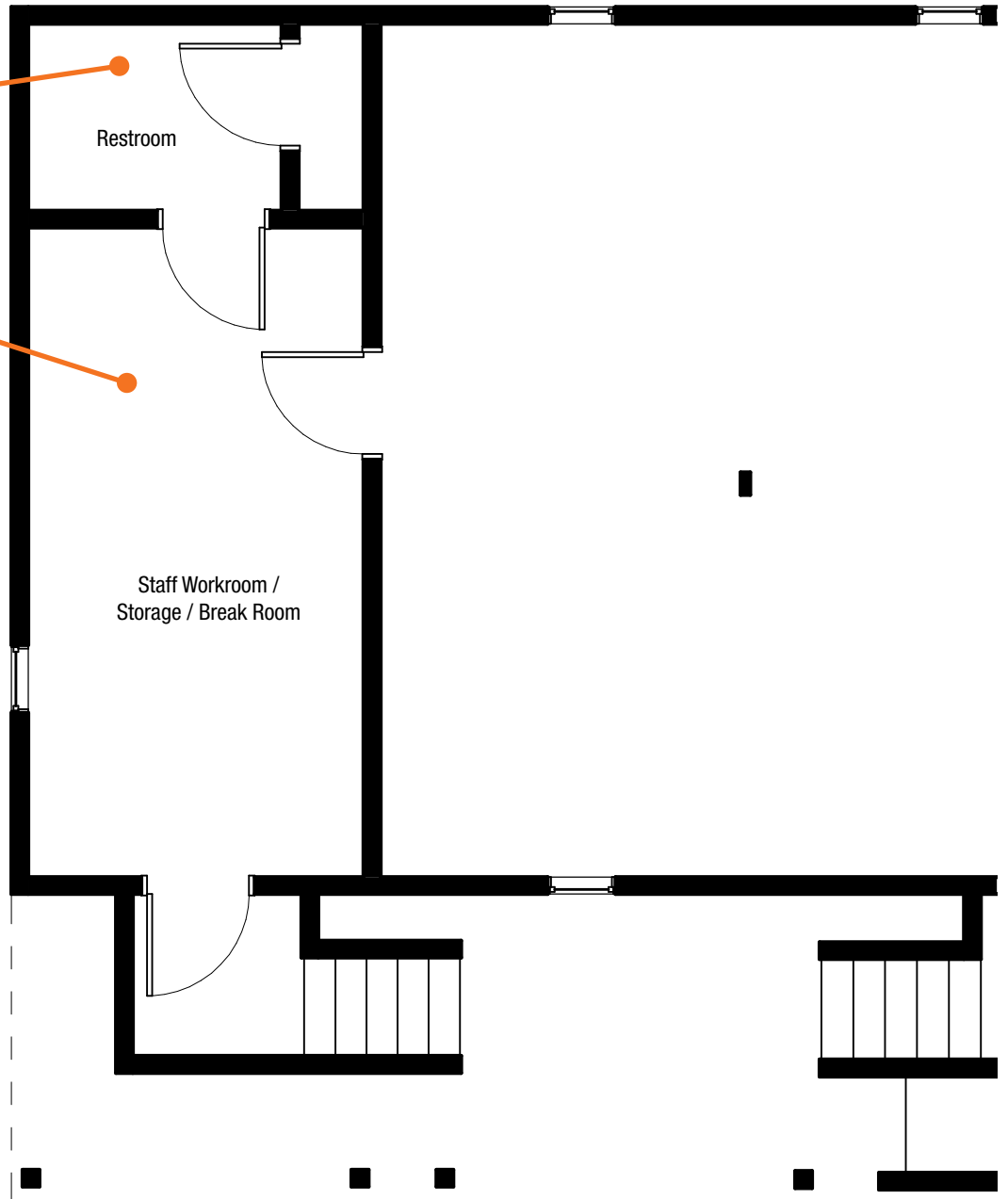
- New Building on a New Site to accommodate unprovided services and room to grow

Inconvenient location for restroom

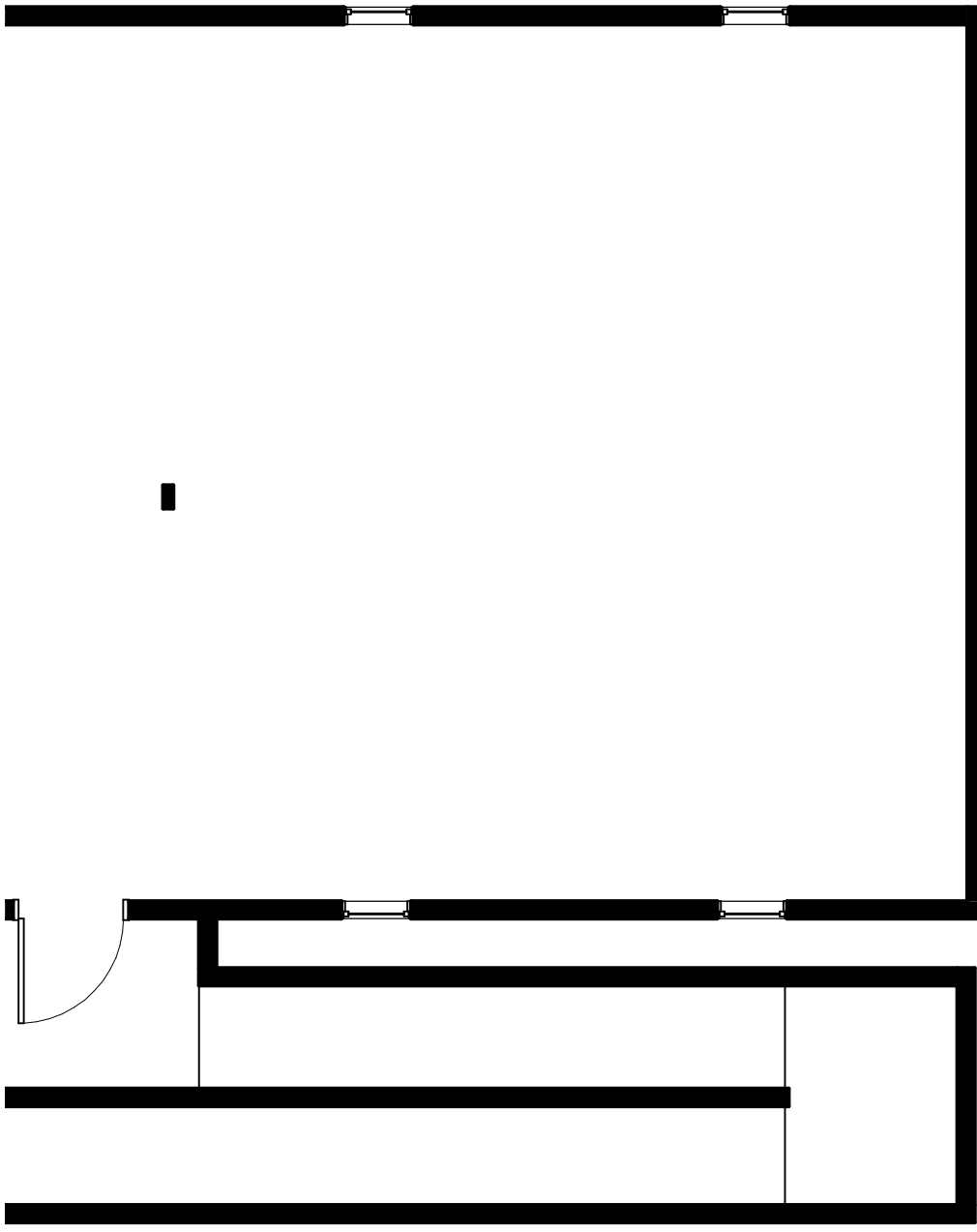
Very cramped space with multiple functions



Restroom

Staff Workroom /
Storage / Break Room



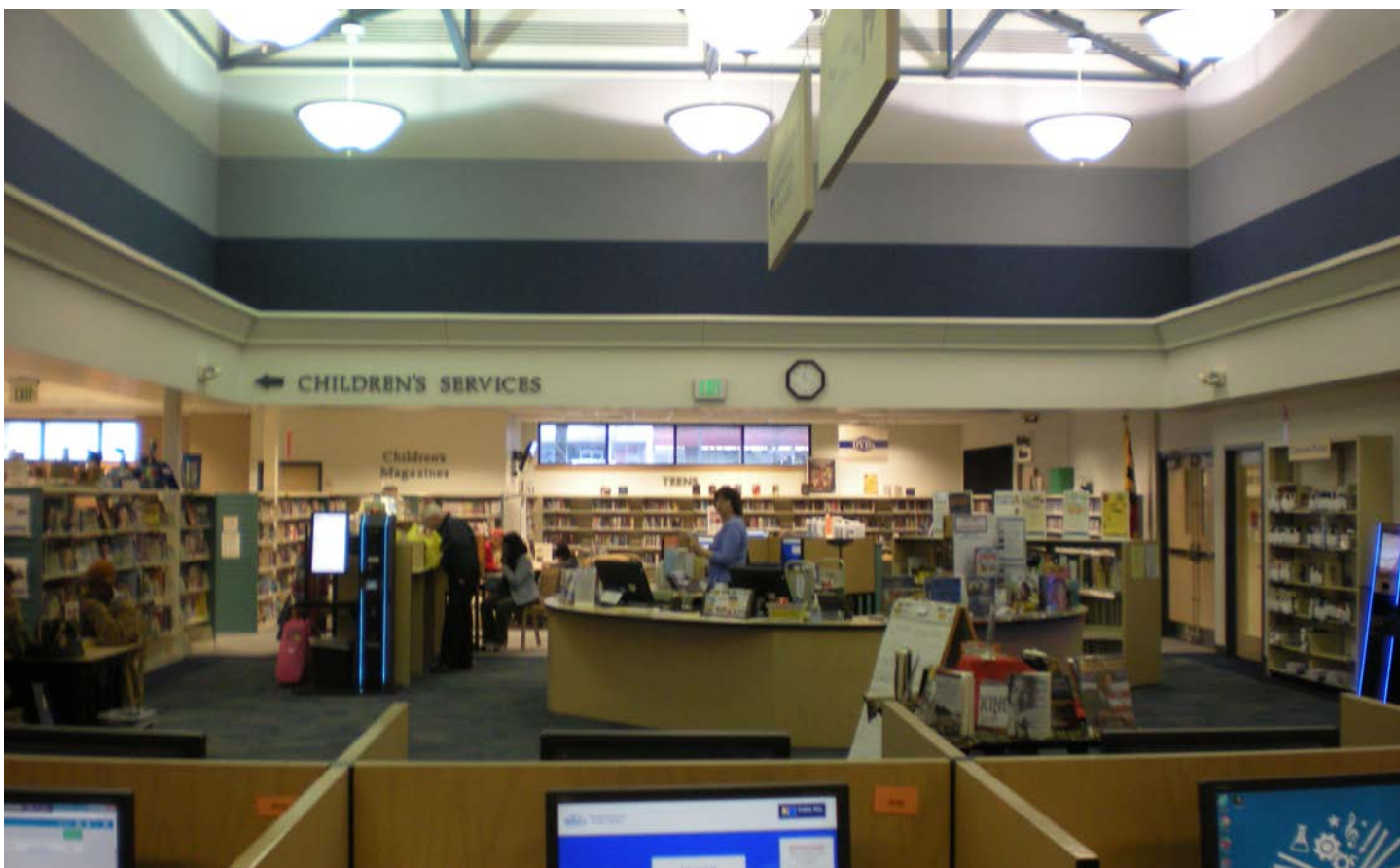
BRANCH LIBRARY OBSERVATIONS DARLINGTON



-  OBSERVATION
-  RECOMMENDATION

BRANCH LIBRARY OBSERVATIONS EDGEWOOD

EDG EDGEWOOD



BRANCH LIBRARY OBSERVATIONS EDGEWOOD

SERVICE POPULATION: 22,129

ACTIVE CARDHOLDERS: 22,642

TOP USER GROUPS:

- Morning - Adults, caregivers with preschoolers, students
- Midday - Adults, students
- Afternoon - Students after school
- Evening - Adults, parents with school age children
- Weekend - Everyone
- Seasonal Changes - Yes, in the summer there are more students throughout the day

GROSS SQUARE FEET: 19,615 sf

YEAR OPENED: 1979, Renovated in 2000

SPECIAL FEATURES: Lawyers in the Library, Youth Programs, After School & Summer Meals, HCC Classrooms

COLLECTIONS: 61,179 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: 1,030 sf

MEETING ROOM CAPACITY: 125 occupants (per code)

COMMUNITY PARTNERSHIPS: Anita C. Leight Estuary Center, Edgewood Boys and Girls Club, Edgewood Lions Club, Edgewood Senior Center, EpiCenter, Harford Community Action Agency, Harford Community College (HCC), Harford County Bar Foundation - Lawyers in the Library, Harford County Board of Elections - Early Voting, Harford County Mediation Program, Harford County Health Department, Harford County Public Schools, Harford County Sheriff's Dept. - Southern Precinct, Harford Health Dental Clinic, Judy Center at Magnolia Elementary School, Local Schools, Local Management Board, Maryland Extension Office - Master Gardeners, Maryland Insurance Commission, Sororities & Fraternities - Alpha Kappa Alpha, Delta Sigma Theta, Omega Psi Phi



BRANCH LIBRARY OBSERVATIONS EDGEWOOD

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - It depends on the time of year. During the school year, there are only adults using the library. There are also a number of caregivers coming with preschoolers. In the summer, there are a lot of late elementary and middle school students. Often they stay all day until about 5pm.
- Midday - Again, it depends on the time of year. During the school year, generally, only adults are using the library during midday. During the summer, it is a mix of adults and students.
- Afternoon - During the school year, students begin coming to the library around 3pm.
- Evening - Some adults but usually parents with school age children who are doing assignments.
- Weekend - Everyone
- Seasonal Changes - Yes

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

- We would like to attract more teens and emerging adults 18-30 yrs old.

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- The computers, Adult DVD, and children's area.

WHICH SPACE IS USED THE LEAST?

- Adult non-fiction aisles

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

- More ethnically diverse programs for families, including African-American family history programs

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

- The teens would love to have their own space with an enclosure. Adults would like to see more group work space. Currently, we only have 4 large tables and they get used a lot.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Shelving on wheels to make "on-the-floor" programming easier. Better sight lines to see far corners quickly. Facilities plant issues (aging fixtures like lighting, doors, and floors).

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

- No

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

BRANCH LIBRARY OBSERVATIONS EDGEWOOD

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Edgewood

Address: 629 Edgewood Road

Edgewood, MD 21040

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

Date of Review: April 4, 2018

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 - The building is conditioned by gas fired hot water boiler, chiller, and four air handlers. This air handlers appears to be 18 years old which is nearing their useful life of 25 years. Plans should be started to replace this equipment in the near future. The boiler, chiller and pumps were replaced in 2012 or 2013, so they will not need to be planned on being replaced for another 22 years.
- Electrical – The electrical equipment appears to be in good condition. The capacity of the existing electric service appears to be adequate to serve the library and the proposed mechanical system upgrades that may be implemented.

BRANCH LIBRARY OBSERVATIONS EDGEWOOD

- Drive-up Book Drop is under-utilized
- No dedicated Teen Area
- Limited natural light
- Need more power outlets
- Shelving and end panels appear dated and worn
- Shelving areas are dense
- Under-utilization by HCC of classrooms

- Reorganize interior layout for better progression of age appropriate spaces
- Revise Interior Signage to be flexible for future changes
- Upgrade lighting
- Refresh space with painting
- Repurpose HCC classrooms under Library direction
- Consider adding single-use restroom

Book Drop is too high

Remove Drive-Up Window

Book Drop

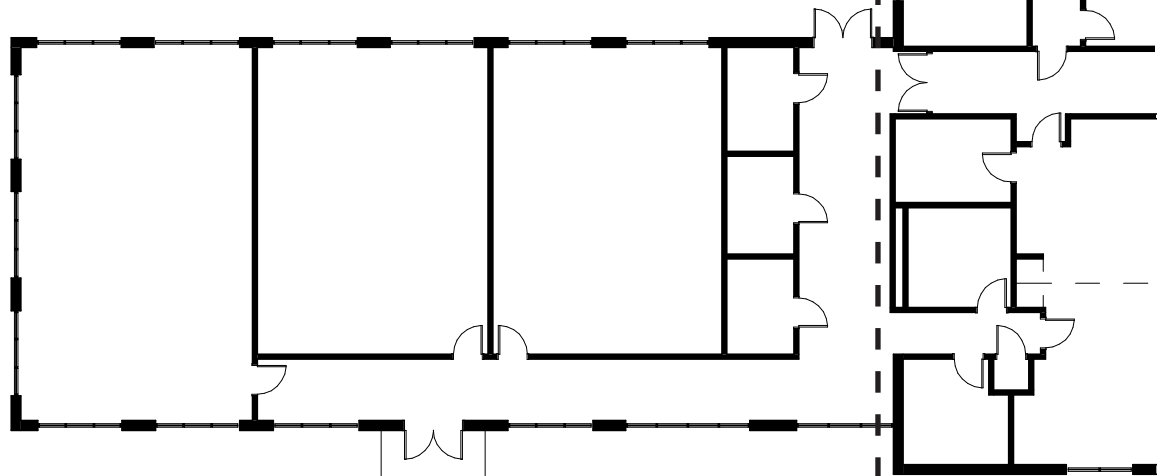
Reconfigure for accessible Self Check area

Large circ desk acts like a fortress and is not accessible as used

Staff Area

Reconfigure desk to be more inviting / accessible and combine with Reference

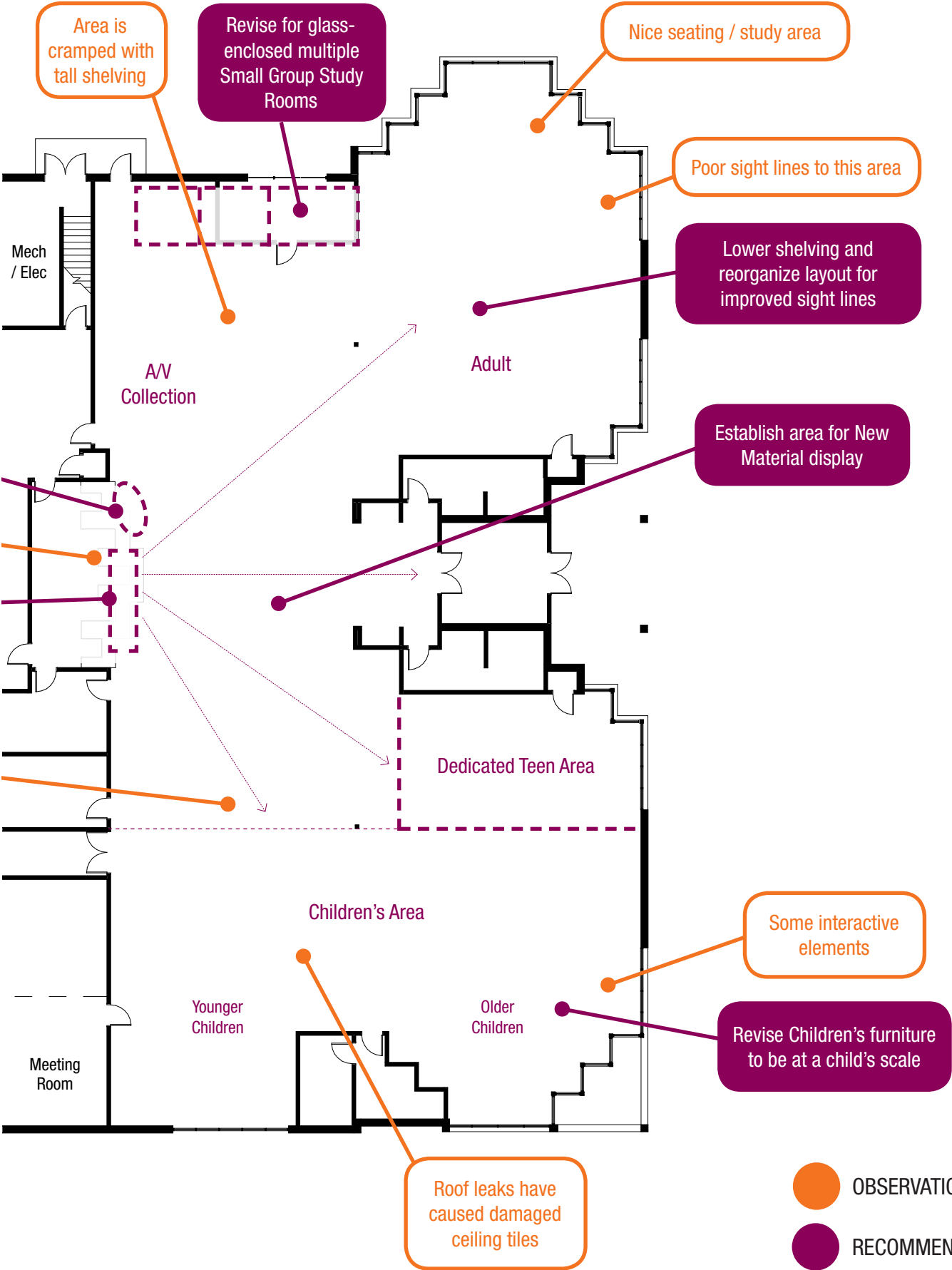
Large reference desk



Community College Library



BRANCH LIBRARY OBSERVATIONS EDGEWOOD



BRANCH LIBRARY OBSERVATIONS FALLSTON

FAL FALLSTON



BRANCH LIBRARY OBSERVATIONS FALLSTON

SERVICE POPULATION: 10,203

ACTIVE CARDHOLDERS: 12,855

TOP USER GROUPS:

- Morning - Young children and parents, senior citizens
- Midday - Senior citizens.
- Afternoon - A mix of all ages.
- Evening - Tutors and school-aged children and teens
- Weekend - Mix of all ages
- Seasonal Changes - Yes

GROSS SQUARE FEET: 13,500 sf

YEAR OPENED: 1984

SPECIAL FEATURES: 3D printing, BEAM, Teen Room

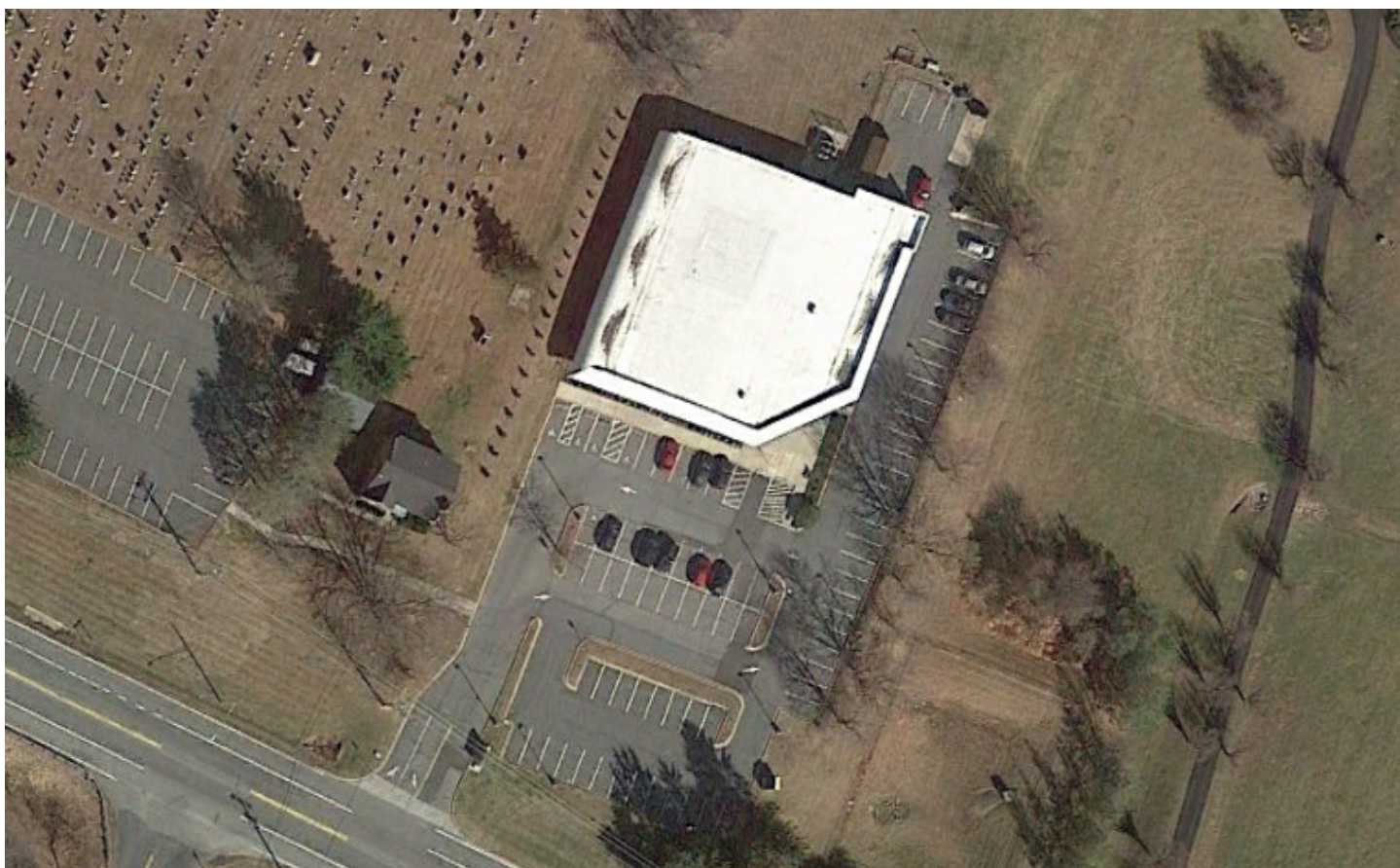
COLLECTIONS: 70,817 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: 1,110 sf

MEETING ROOM CAPACITY: 154 occupants (per code)

COMMUNITY PARTNERSHIPS: Basta Pasta (host site of Books on Tap), Celebree Learning Center - Forest Hill, Fallston Community Area Boy and Girl Scouts, Fallston Senior Center, Fallston United Methodist Church, Freestate Academy Cadets at APG, Harford County Community Action Agency, Harford County Mediation Program, Harford County Public Schools, Harford County Sheriff's Office, Jimmyville, Local Management Board, Maryland Health Connection, Maryland Insurance Administration, Maryland State Highway Administration, Master Gardeners of Harford County, St. James Academy, United States Coast Guard Auxiliary



BRANCH LIBRARY OBSERVATIONS FALLSTON

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - We have story time in the morning, so young children and parents. Also senior citizens.
- Midday - Senior citizens.
- Afternoon - A mix of ages. Library is a bus stop for high school magnet schools, so teens are here from about 3-5 pm.
- Evening - Tutors and school-aged children and teens.
- Weekend - Everyone
- Seasonal Changes - Yes

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

- We could increase usage across all age groups, with the possible exception of senior citizens.

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- The Children's area.

WHICH SPACE IS USED THE LEAST?

- Our computers are very lightly used. Our teen space is used, but for a concentrated period of time (3-5 pm each day).

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

- More collaborative space for small meetings and tutoring.
- More access to electrical outlets for technology.

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

- More collaborative spaces and study spaces. It would also be nice to have an area for technology, such as our 3D printer.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- More electrical outlets
- More collaborative spaces
- An area we could designate as quiet space.
- Larger Meeting Room

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

- Our teen room space is new and very well done. It was made possible by a donation from a local foundation.

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- We are located near an unsafe intersection that is difficult to maneuver. A potential solution would be to relocate the Branch to the Chenoweth Activity Center nearby.

BRANCH LIBRARY OBSERVATIONS FALLSTON

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Fallston

Address: 1461 Fallston Road
Fallston, MD 21047

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

Date of Review: April 5, 2018

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 – The building is conditioned by chiller and two air handlers with electric heat and fan powered VAV boxes with electric heat. The air handlers appear to be 31 years old which has passed their useful life of 25 years. Plans should be started to replace the air handler units in the near future with a true VAV unit. The chiller and the fan powered boxes were replaced in 2012, so they should be planned on being replaced in another 19 years.
- Electrical – The electrical equipment appears to be in good condition however the capacity does not appear to be adequate to service the library based on current 20 watts per square foot design standards. With renovations to the building and the proposed mechanical systems upgrades, an increase in service may be required.

BRANCH LIBRARY OBSERVATIONS FALLSTON

- Poor sight lines
- Good tables and chairs throughout
- Room for Expansion

Primary Recommendation - Relocate

- Poor Location with dangerous intersection nearby

Option - Improve Efficiency

- Replace roof
- Replace exterior soffit around perimeter of building
- Replace carpet throughout except recently renovated areas
- Consider adding single-use restroom

Nice dedicated
Teen space

Reconfigure shelving / floor space
to enhance browsability

Enhance lighting to create
a focal area with active
browsing

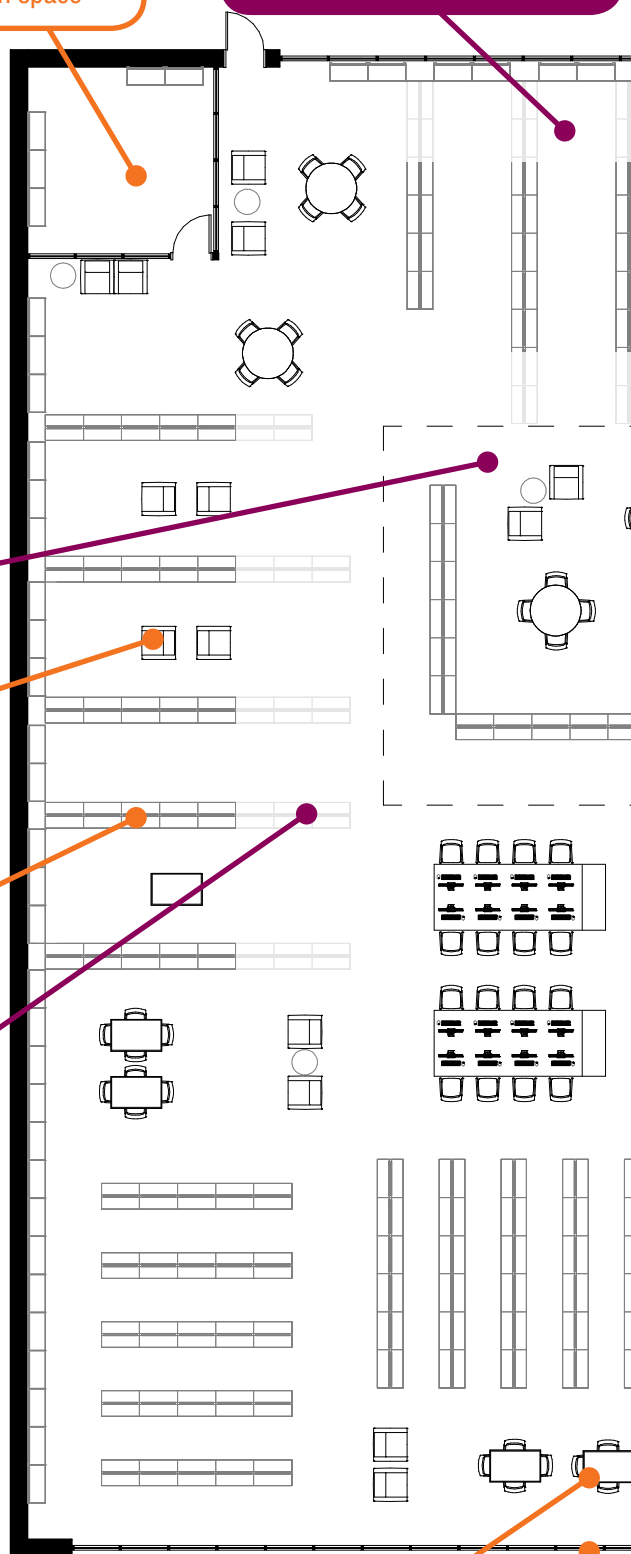
Seating within the collection

Tall shelving that incorporates lighting

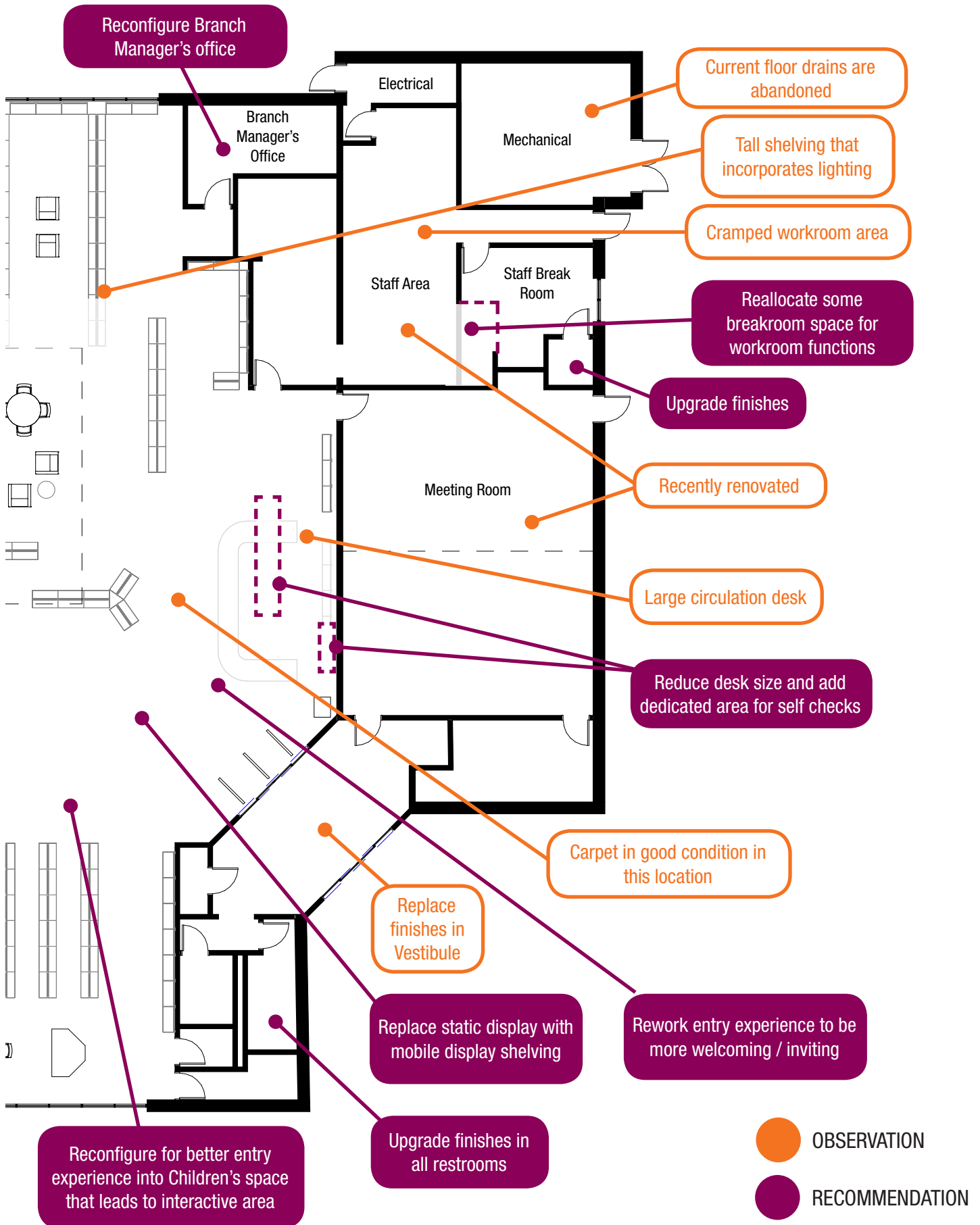
Reconfigure shelving /
floor space to enhance
browsability

'Play, Learn, Grow' components

Good views and natural light



BRANCH LIBRARY OBSERVATIONS FALLSTON



BRANCH LIBRARY OBSERVATIONS HAVRE DE GRACE



BRANCH LIBRARY OBSERVATIONS HAVRE DE GRACE

SERVICE POPULATION: 18,346

ACTIVE CARDHOLDERS: 14,653

TOP USER GROUPS:

- Morning - Adults and families with young children, Seniors
- Midday - Adults, Seniors
- Afternoon - Teens
- Evening - All ages
- Weekend - Everyone
- Seasonal Changes - Yes

GROSS SQUARE FEET: 21,164 sf

YEAR OPENED: 2016

SPECIAL FEATURES: Schooner Cove, Lafayette's Landing, Art Gallery, Business Center, Terrace, Courtyard, Teen Area, STREAM

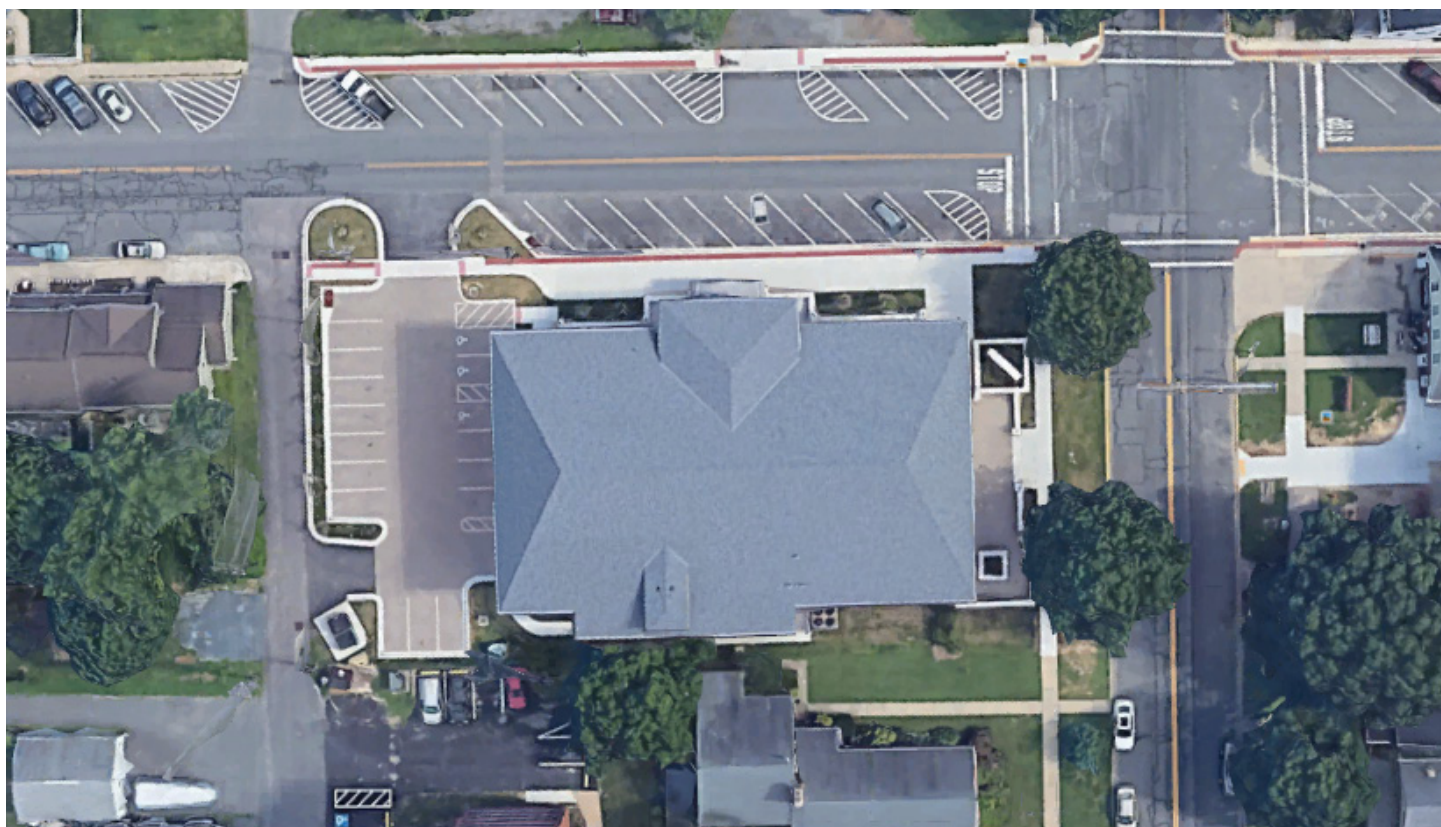
COLLECTIONS: 46,171 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: 1,280 sf

MEETING ROOM CAPACITY: 91 occupants (per code)

COMMUNITY PARTNERSHIPS: Aegis Newspaper, ARC of Harford County, Cub Scouts, Girl Scouts, Harford County Cultural Arts Board, Harford County Community Action Agency, Harford County Dept. of Parks & Recreation, Harford County Mediation Program, Harford County Photography Group, Harford County Public Schools, Harford Jewish Community Center Preschool, Harford Leadership Academy, Havre de Grace Arts Commission, Havre de Grace Boys and Girls Club, Havre de Grace Chamber of Commerce, Havre de Grace City Council, Havre de Grace Head Start, Havre de Grace Main Street, Havre de Grace Opera House Foundation, Havre de Grace Senior Center, Local Management Board, Maritime Museum, Maryland Humanities Council, Master Gardeners of Harford County



BRANCH LIBRARY OBSERVATIONS HAVRE DE GRACE

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Adults and families with young children, Seniors
- Midday - Adults, Seniors
- Afternoon - Teens
- Evening - All ages
- Weekend - Everyone
- Seasonal Changes - Yes

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

- Emerging Adults (18-28 year olds)

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Computers

WHICH SPACE IS USED THE LEAST?

- Terrace

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

- Programs that focus on building social skills and that present information about local/Maryland history

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

- We could use a programming room that has flooring conducive to cleaning up after messy activities

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Installing closed ceilings to reduce noise in Schooner Cove, Teen Room, Business Center, Compass Room
- Staff workroom organization and desk space
- Lockable display casework in Gallery and Lafayette's Landing

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

- Donor wall
- Schooner Cove
- Lafayette's Landing

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

BRANCH LIBRARY OBSERVATIONS HAVRE DE GRACE

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Havre de Grace

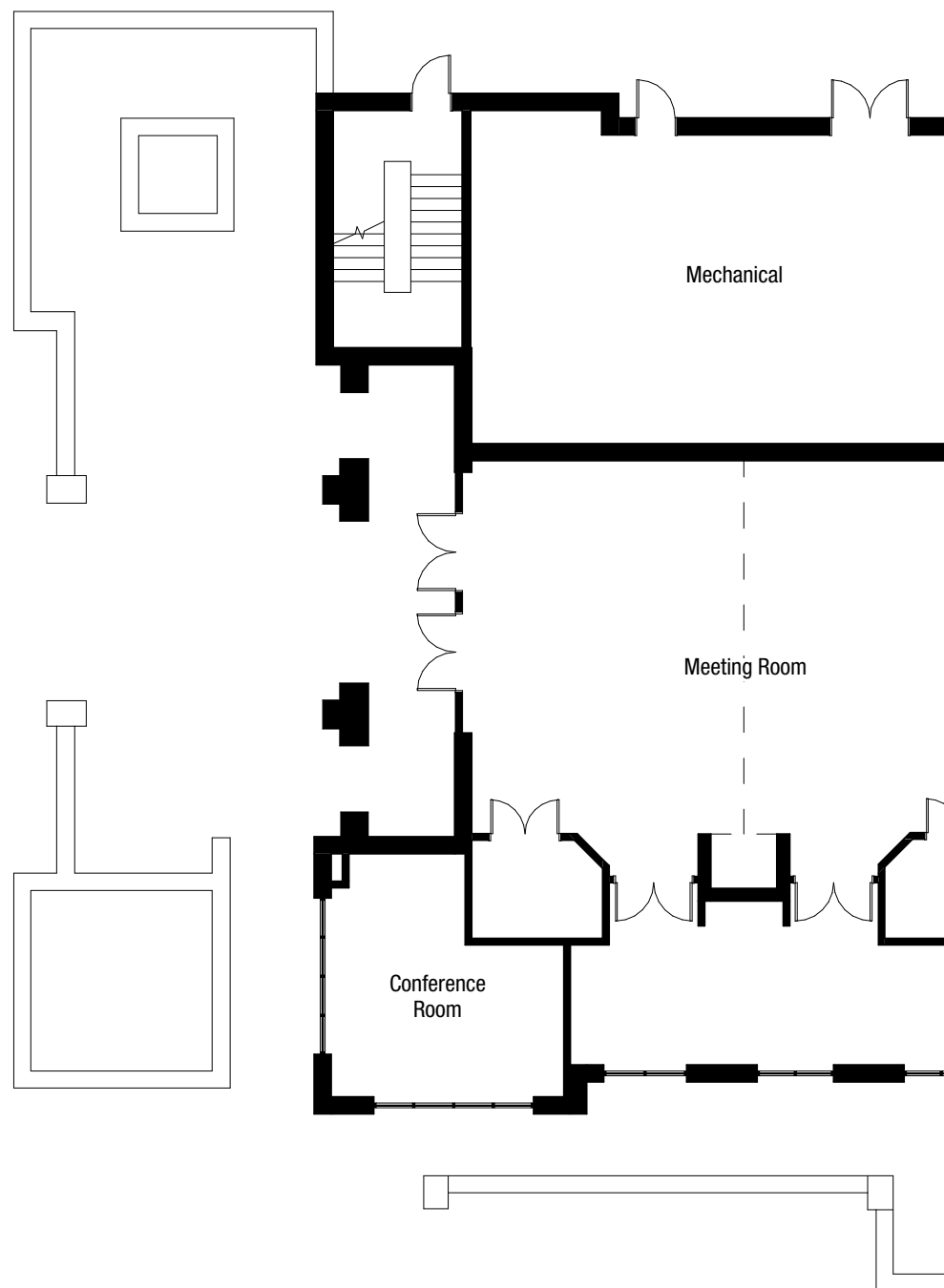
Address: 120 N. Union Ave
Havre de Grace, MD 21078

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

Date of Review: April 4, 2018

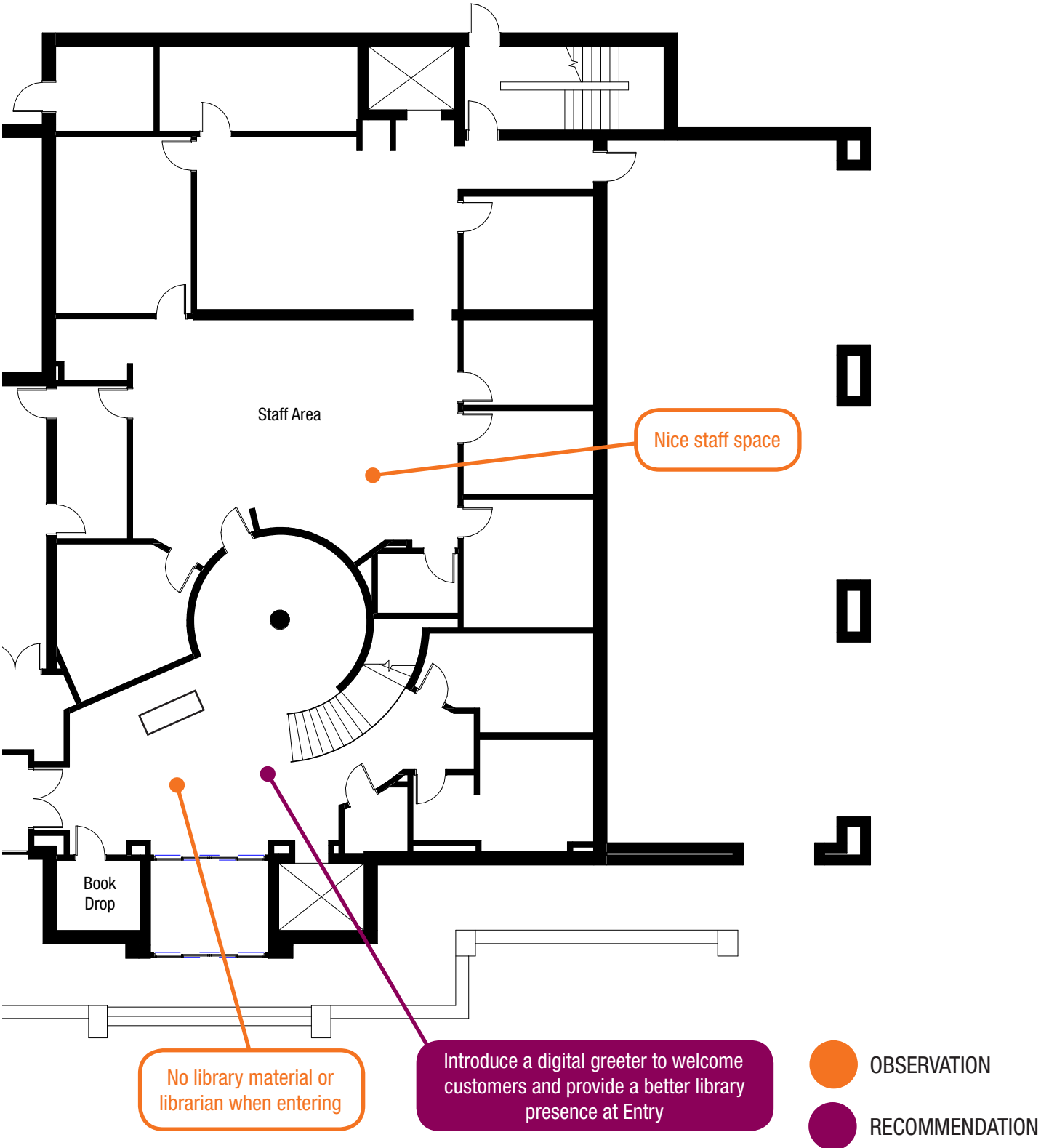
This review of the basic mechanical and electrical systems of the building is formatted to document existing conditions to identify areas of needed repair and potential concern based on visual observations. This is not, however, a detailed analysis of conditions where testing or additional analysis is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

- All equipment is new from 2016 and no known issues have been identified.



FIRST LEVEL PLAN

BRANCH LIBRARY OBSERVATIONS HAVRE DE GRACE



BRANCH LIBRARY OBSERVATIONS HAVRE DE GRACE

- Fixed shelving - it is difficult getting a lift into the space for light fixture maintenance

- Introduce an acoustical separation at areas with noise issues
- Reorganize interior layout for better progression of age appropriate spaces

Reconfigure space for a different function

Difficult to monitor restrooms

Under-utilized Space

Reorganize long runs of shelving to create a cross aisle between the space - Increase browsability

Rearrange seating toward the windows

Space feels tight between shelves

Nice Quiet Room

Reading Room

Meeting

Business Center

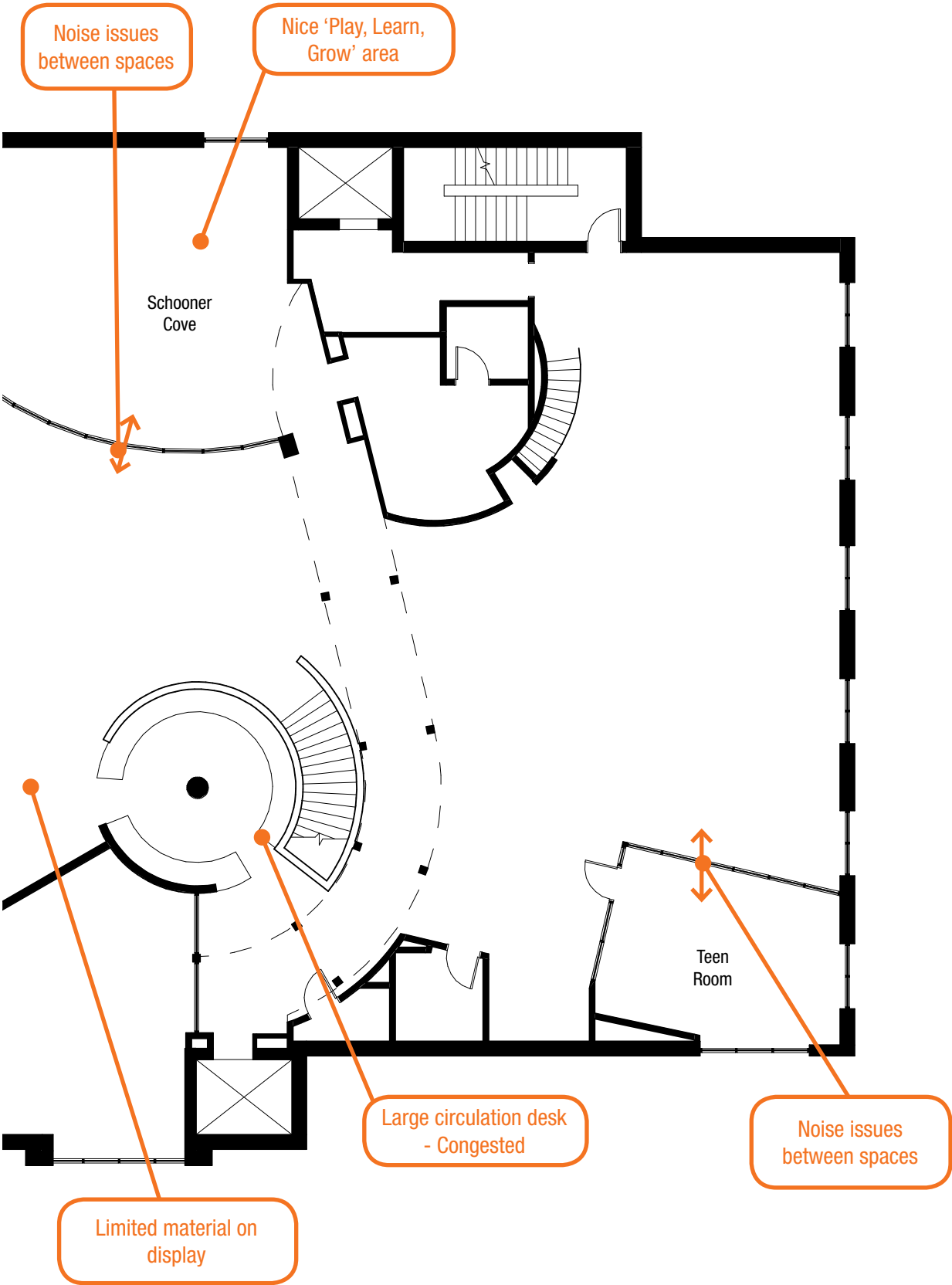
Noise issues between spaces

Add mobile display units for increased merchandising opportunities



SECOND LEVEL PLAN

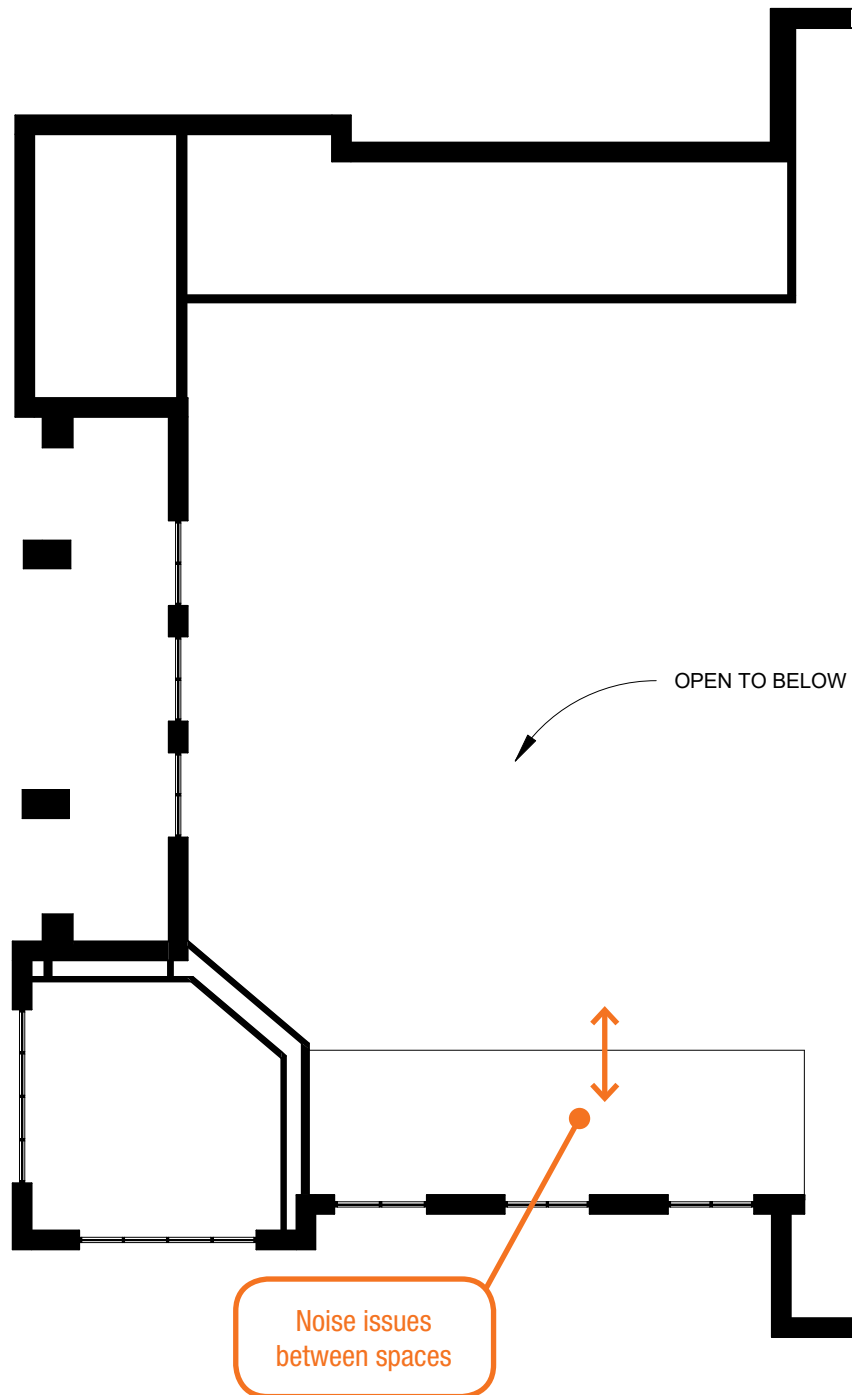
BRANCH LIBRARY OBSERVATIONS HAVRE DE GRACE



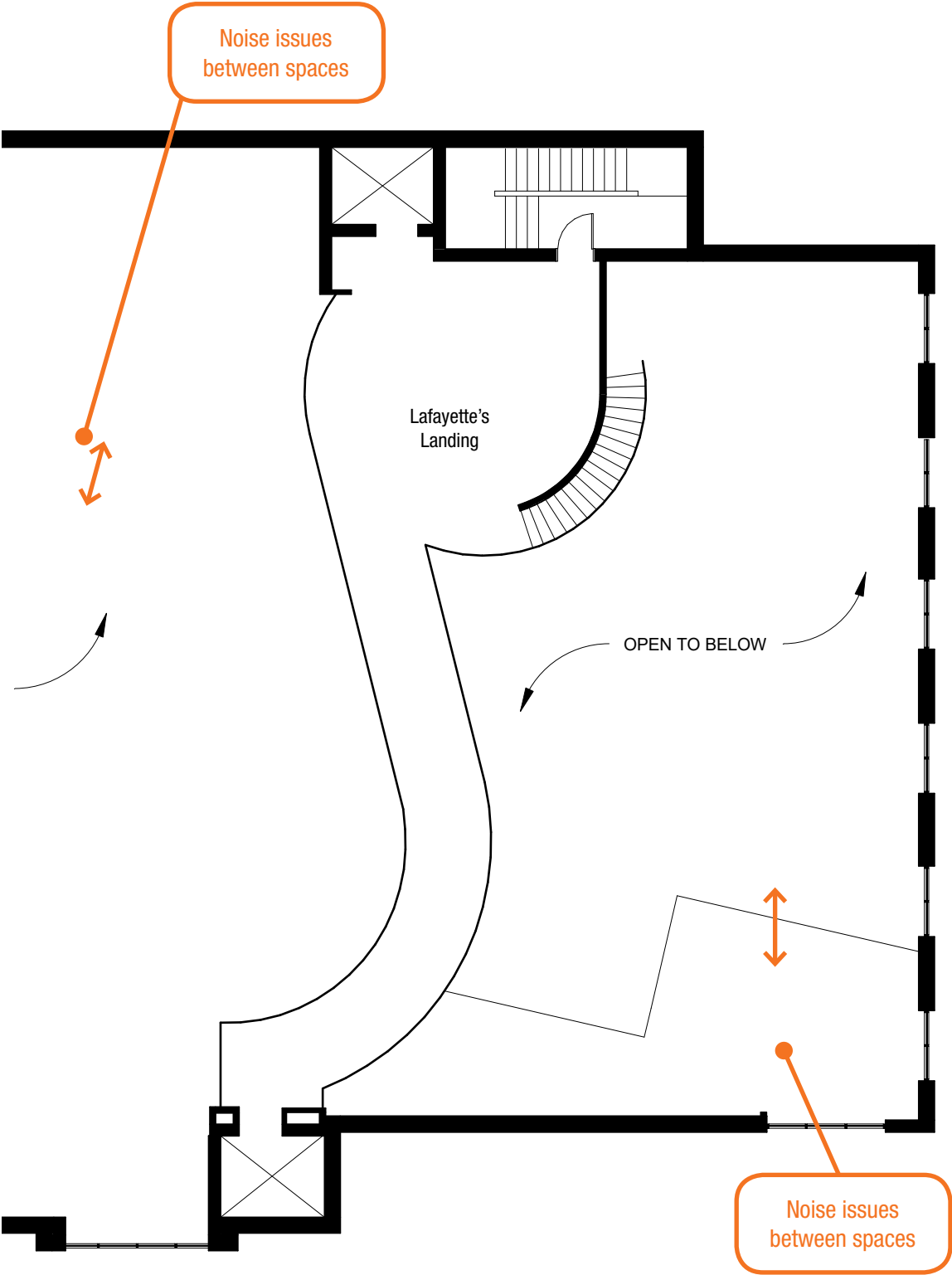
BRANCH LIBRARY OBSERVATIONS HAVRE DE GRACE

- Introduce an acoustical separation at areas with noise issues

HDG HAVRE DE GRACE



MEZZANINE LEVEL PLAN



BRANCH LIBRARY OBSERVATIONS JARRETTSVILLE

JAR JARRETTSVILLE



BRANCH LIBRARY OBSERVATIONS JARRETTSVILLE

SERVICE POPULATION: 12,985

ACTIVE CARDHOLDERS: 10,045

TOP USER GROUPS:

- Morning - Caregivers with small children on story time mornings and older, retired customers
- Midday - College students, business people, small group of teens
- Afternoon - College students, business people, teens, families
- Evening - Adults and families, tutors and children, single working people
- Weekend - Everyone
- Seasonal Changes - Yes

GROSS SQUARE FEET: 14,000 sf

YEAR OPENED: 2006

SPECIAL FEATURES: Fireplace, Teen Room, Drive-Thru Window

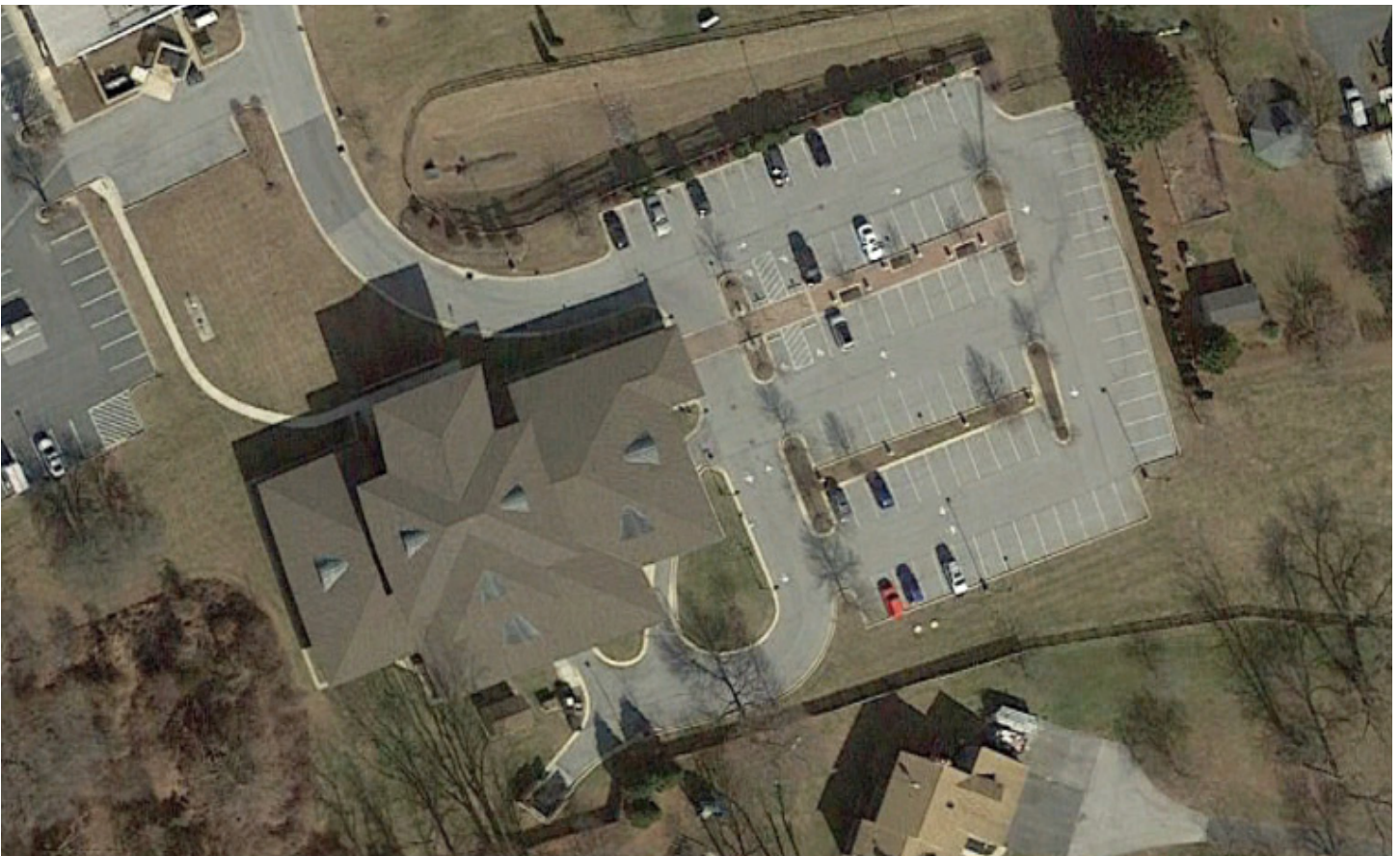
COLLECTIONS: 61,902 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: 930 sf

MEETING ROOM CAPACITY: 150 occupants (per code)

COMMUNITY PARTNERSHIPS: Harford County Board of Elections - Early Voting, Harford County Community Action Agency, Harford County Public Schools, Harford County Sheriff's Office, Jarrettsville Creamery & Deli, Jarrettsville Lions Club, Jarrettsville Pharmacy, Jarrettsville Volunteer Fire Company, Keene Dodge, Local Management Board, PNC Bank, Richardson's Florist, Subway in Jarrettsville



BRANCH LIBRARY OBSERVATIONS JARRETTSVILLE

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Caregivers with small children on story time mornings (2 days a week) and older, retired folks
- Midday - College students, business type people using our wifi, small group of teens that are dropped off after school.
- Afternoon - College students, business people using wifi, teens, families dropping in quickly to pick up material
- Evening - Adults and families. Tutors and children, Single working people using the wifi or computers.
- Weekend - Everyone
- Seasonal Changes - Yes

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

- 20 and 30 year olds without children don't seem to use the library or come into the library.

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Our Magazine area where people can spread out and use their own devices with our wifi; children's area where kids can play and read.

WHICH SPACE IS USED THE LEAST?

- Hidden niche created by cramped shelving

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

- Enhance Technology - 3D printing, green screen, coding, VR, etc...

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

- We need a dedicated quiet space for adults. We need an early literacy center for children and a cool space with lots of hands on activities for older children. We would like to have an outdoor space for a small tot lot. In a dream world, we would have an auditorium dedicated to big programs, performances, and community use.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- We need to have our front entrance permanently fixed. The sidewalk and front lawn needs to be dug up and regraded so that rain is going away from the building instead of towards it. This is a project that is already on the radar, but it has not been completed. We need to have our back loading dock/staff entrance fixed. Water pools at the back steps and creates a safety issue for staff.

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

- Fireplace

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- Our building is 12 years old and could use some interior refreshing and updating like new carpet and paint and removal of the large information and customer service desks that have become obsolete.

BRANCH LIBRARY OBSERVATIONS JARRETTSVILLE

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Jarrettsville

Address: 3722 Norrisville Road
Jarrettsville, Md 21084

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

Date of Review: April 5, 2018

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 – The building is conditioned by geothermal system consisting of three water to air heat pumps and one water to water heat pump that supplies water to one air handling unit. Equipment is about 12 years old and appears to be in good condition except for water leaks at fittings in the mechanical room. Expected life of this equipment can vary between 15 – 25 years.
- Electrical – The electrical equipment appears to be in good condition. The capacity of the existing electric service appears to be adequate to serve the library, although it may be near capacity. Minor renovations should not be of concern, however any major increases in electric load should be reviewed.

BRANCH LIBRARY OBSERVATIONS JARRETTSVILLE

- Finishes are generally in good condition

- Introduce pops of color to add interest throughout space
- Add art rails for program materials
- Consider adding single-use restroom

Rework shelving in front of Teen Room and add a pop of color to increase visibility to room

Teen area is not very inviting

Hidden niche

Rework shelving for an accessible traffic flow

Tall shelving

Relocate Adult computers

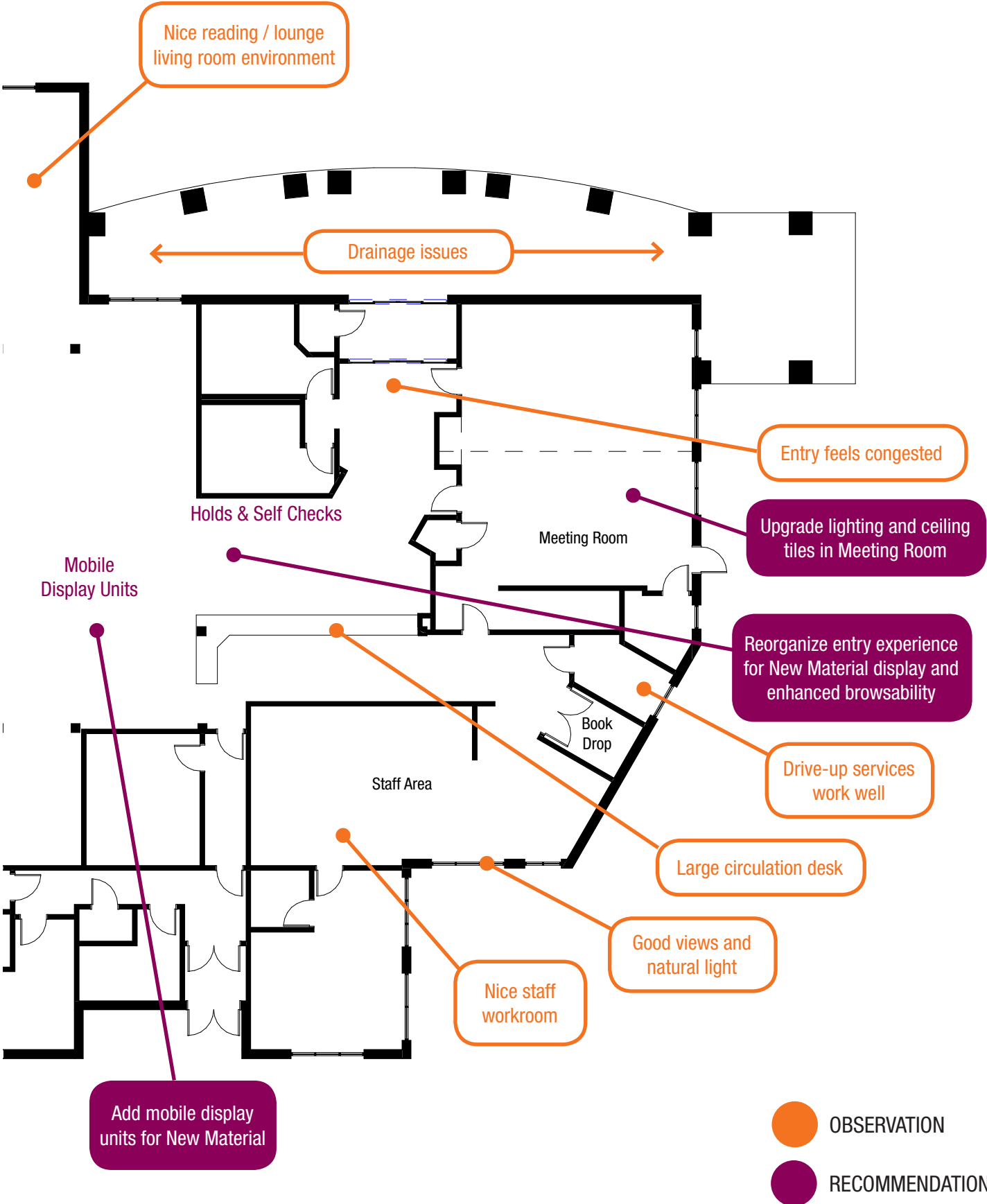
'Play, Learn, Grow' components

Reorganize Children's shelves to expand interactive area to exterior windows. Make dead-end shelves accessible.

Mechanical



BRANCH LIBRARY OBSERVATIONS JARRETTSVILLE



BRANCH LIBRARY OBSERVATIONS JOPPA

JOP JOPPA



BRANCH LIBRARY OBSERVATIONS JOPPA

SERVICE POPULATION: 15,059

ACTIVE CARDHOLDERS: 10,625

TOP USER GROUPS:

- Morning - Seniors, those who walk for exercise, young families
- Midday - Job seekers, computer users or those needing to print/fax
- Afternoon - Teens, after school crowd/parents bringing children
- Evening - Tutoring, families, computer users, program attendees
- Weekend - Everyone
- Seasonal Changes - Yes

GROSS SQUARE FEET: 14,200 sf

YEAR OPENED: 1980

SPECIAL FEATURES: BEAM, Imagination Station, Fishing Poles, Waterfront Community

COLLECTIONS: 45,925 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: 1,285 sf

MEETING ROOM CAPACITY: 115 occupants (per code)

COMMUNITY PARTNERSHIPS: Harford County Community Action Agency, Harford County Department of Parks & Recreation, Harford County Public Schools, Joppatowne Women's Club, Local Management Board, Maryland Health Connection, Maryland Insurance Administration, Master Gardeners of Harford County, Southern Harford Homeschool Co-op, United States Coast Guard Auxiliary



BRANCH LIBRARY OBSERVATIONS JOPPA

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Seniors, those who walk for exercise in the AMs young families on Monday/Tuesdays for programs
- Midday - job seekers, computer users or those needing to print/fax
- Afternoon - teens, after school crowd/parents bringing children
- Evening - tutoring, families, computer users, program attendees
- Weekend - Everyone
- Seasonal Changes - Yes

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

- Younger crowd, families with young children

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Tables on the public floor in both adult/children's
- Computers
- Kids play area and arts center

WHICH SPACE IS USED THE LEAST?

- The magazine area

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

- Programs to attract families with young children

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

- Since there is no community center in the neighborhood, space to draw in neighbors for our programs and their enjoyment
- Plan programs in the community itself--Mariner Point Park--since it is a very popular spot

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Single service desk
- Better parking
- Community space
- Larger Meeting Room

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

- Joppa room/teen room

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

BRANCH LIBRARY OBSERVATIONS JOPPA

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Joppa

Address: 655 Towne Center Dr.
Joppa, MD 21085

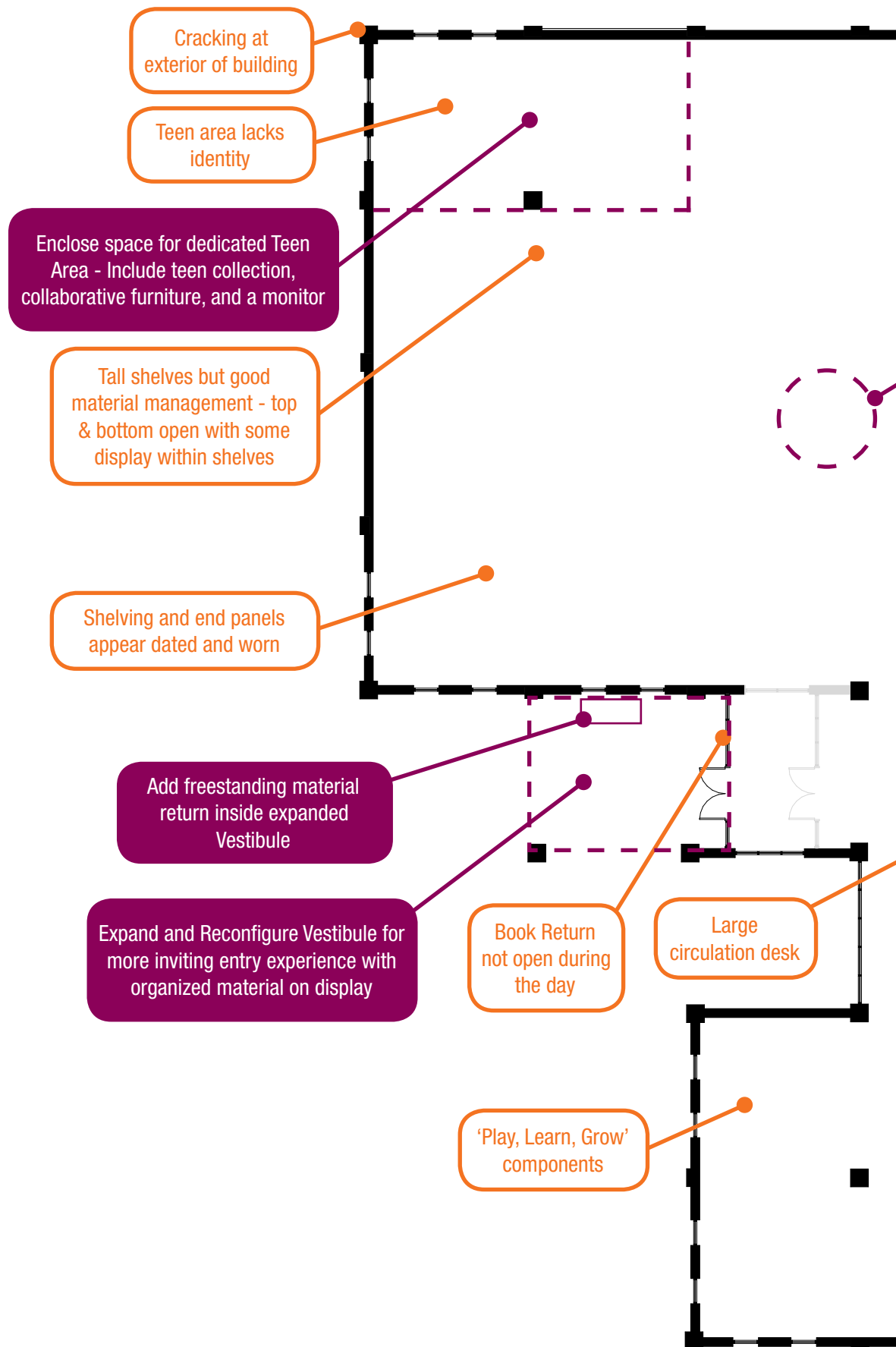
Name of Person(s) Performing Inspection: Peter Bolek, Meagan Calnon

Date of Review: April 4, 2018

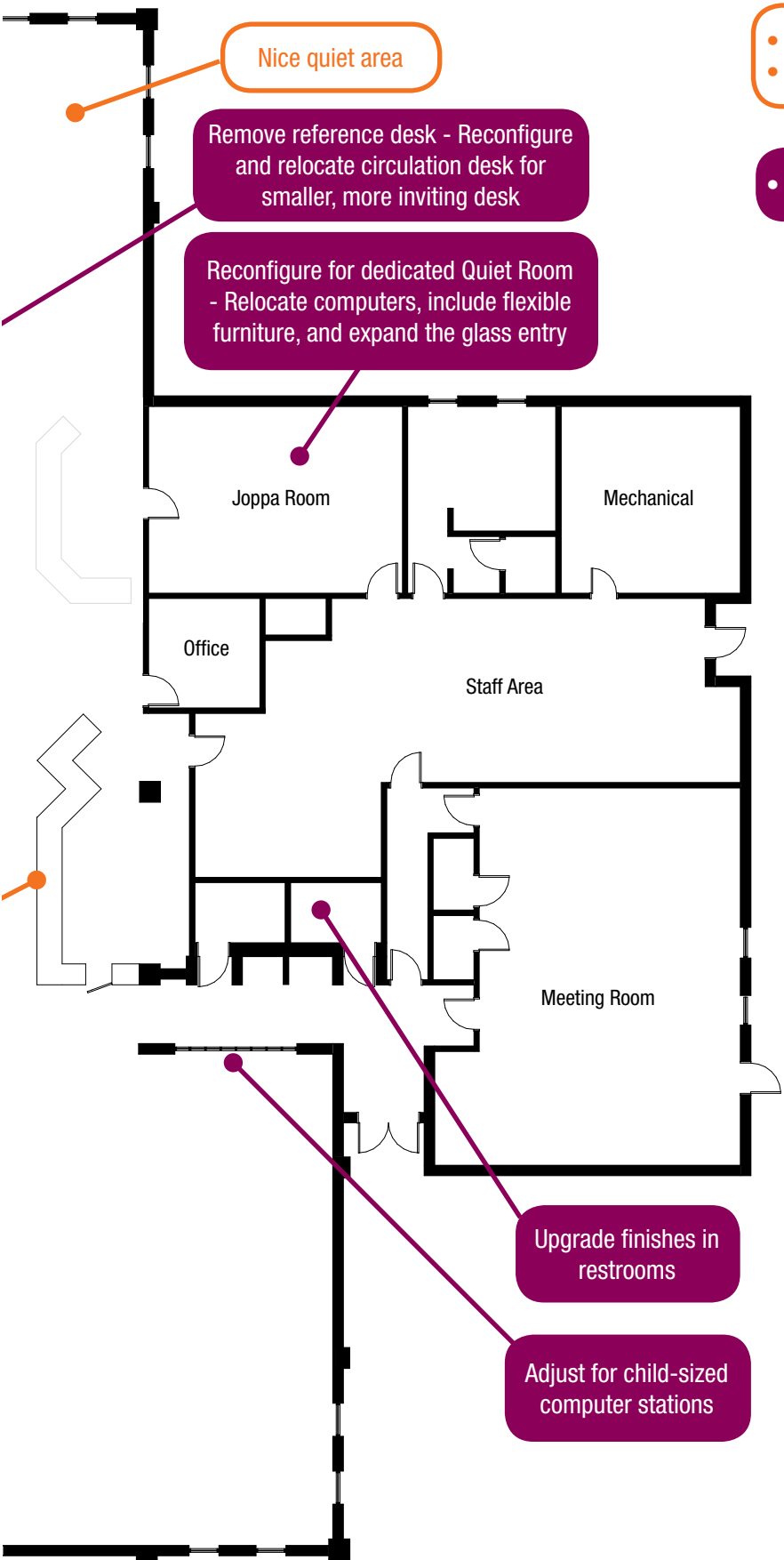
This review of the basic mechanical and electrical systems of the building is formatted to document existing conditions to identify areas of needed repair and potential concern based on visual observations. This is not, however, a detailed analysis of conditions where testing or additional analysis is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

- Mechanical – The building is conditioned by two multi-zone units that were replaced in 2012 and they have gas heat. No proposed work recommended at this time.
- Electrical – The electrical equipment appears to be in good condition. The capacity of the existing electric service appears to be adequate to serve the library.

BRANCH LIBRARY OBSERVATIONS JOPPA



BRANCH LIBRARY OBSERVATIONS JOPPA



- Finishes and furnishings are dated and worn
- Clerestory window film is peeling
- Upgrade all finishes and end panels

BRANCH LIBRARY OBSERVATIONS NORRISVILLE

NOR NORRISVILLE



BRANCH LIBRARY OBSERVATIONS NORRISVILLE

SERVICE POPULATION: 8,175

ACTIVE CARDHOLDERS: 2,071

TOP USER GROUPS:

- Morning - Senior citizens
- Midday - Moms with toddlers and babies
- Afternoon - A mixed variety of users
- Evening - Usually everyone except senior citizens
- Weekend - Everyone
- Seasonal Changes - Yes

GROSS SQUARE FEET: 4,525 sf

YEAR OPENED: 2003

SPECIAL FEATURES: Partnership with Parks & Recreation

COLLECTIONS: 22,542 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: 800 sf (Shared with Parks & Recreation)

COMMUNITY PARTNERSHIPS: Harford County Community Action Agency, Harford County Parks and Recreation, Harford County Public Schools, Local Management Board, Norrisville Elementary School, The Office on Aging



BRANCH LIBRARY OBSERVATIONS NORRISVILLE

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - Senior citizens
- Midday - Moms with toddlers and babies
- Afternoon - A mixed variety of users
- Evening - Usually everyone except senior citizens
- Weekend - During basketball season, families of those attending games. Otherwise, a mix of customers.
- Seasonal Changes - Yes

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

- Teens do not frequent our location very often. The middle and high schools are not located in our community.

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- Usually the children's area, sometimes the computers

WHICH SPACE IS USED THE LEAST?

- The area designated for teens

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

- More programs & new services offered by other branches (such as fishing poles)

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

- Most adult and children's programs are successful in our existing space. A space designated just for teens might attract more.

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Reconfigure Work Area
- Enhance Public Space for increased flexibility (mobile shelving)

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

- No

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- We do well optimizing the space that we have but our challenge is having no downtown or business district. I feel that there are community members who still do not know of our existence and we are always trying to find ways to attract them to the branch.

BRANCH LIBRARY OBSERVATIONS NORRISVILLE

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Norrisville

Address: 5310 Norrisville Road
White Hall, MD 21161

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

Date of Review: April 5, 2018

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 – The building is conditioned by one fan coiling unit with a propane duct furnace. The fan coil unit was replaced in 2014 or 2015. The air conditioning equipment appears to be 15 years old and nearing the end of its useful life. Plans should be started to replace the air conditioning condensing unit and evaporator coil.
- Electrical – The electrical equipment appears to be in good condition. The capacity of the existing electric service appears to be adequate to serve the library.

BRANCH LIBRARY OBSERVATIONS NORRISVILLE

- Finishes appear to be in good condition
- No dedicated Teen area
- Ratio of stacks to seating to computers seems off
- Room for Expansion

- Reconfigure for perimeter shelving and reorganize shelves for a more accessible traffic flow. Consider introducing mobile shelving for added flexibility.
- Add concrete pad at dumpster area
- Introduce 'Outdoor Classroom' concept

Meeting Room - Shared with Parks & Rec

Meeting Room

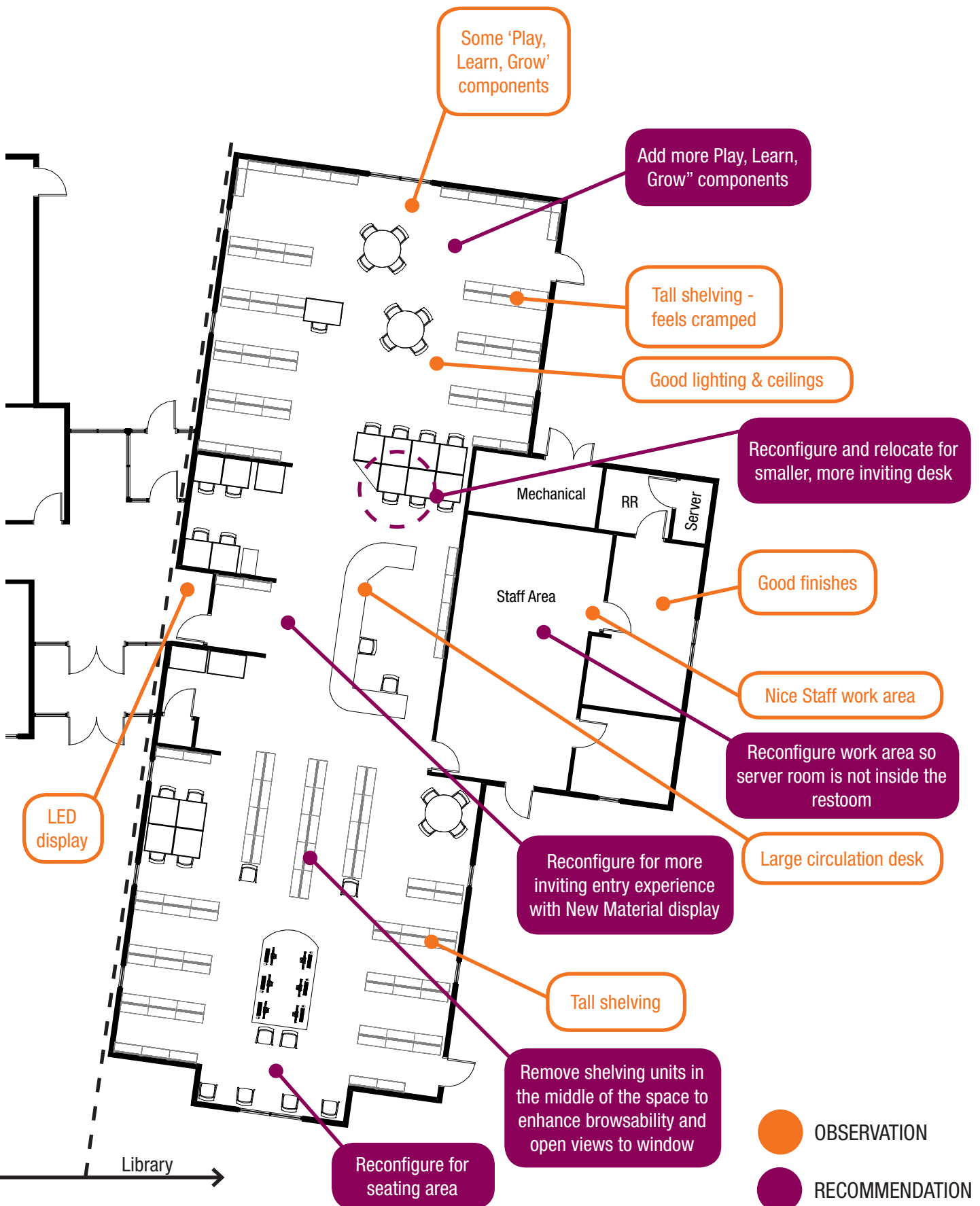
Restroom

Restroom

Parks & Recreation



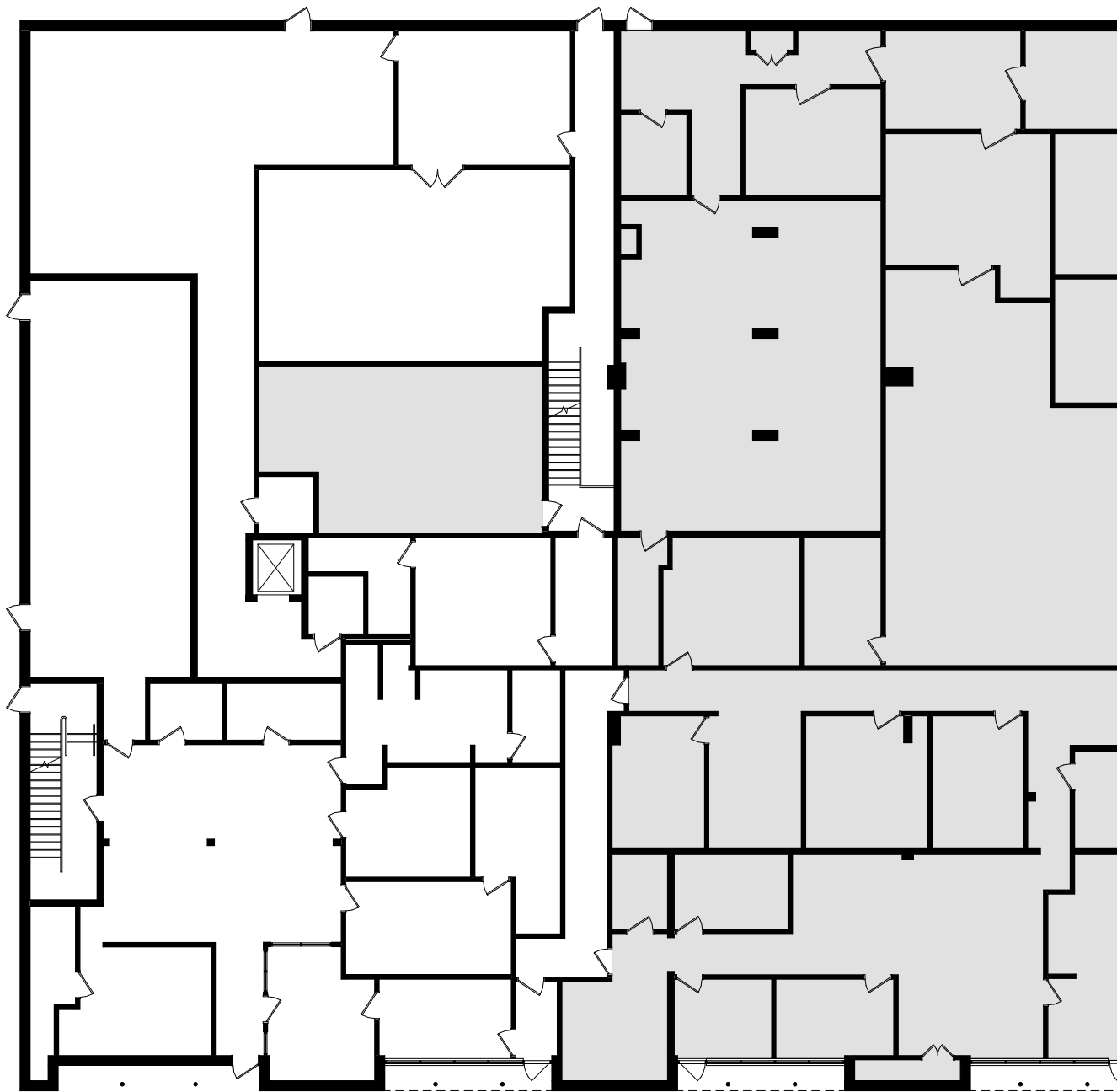
BRANCH LIBRARY OBSERVATIONS NORRISVILLE



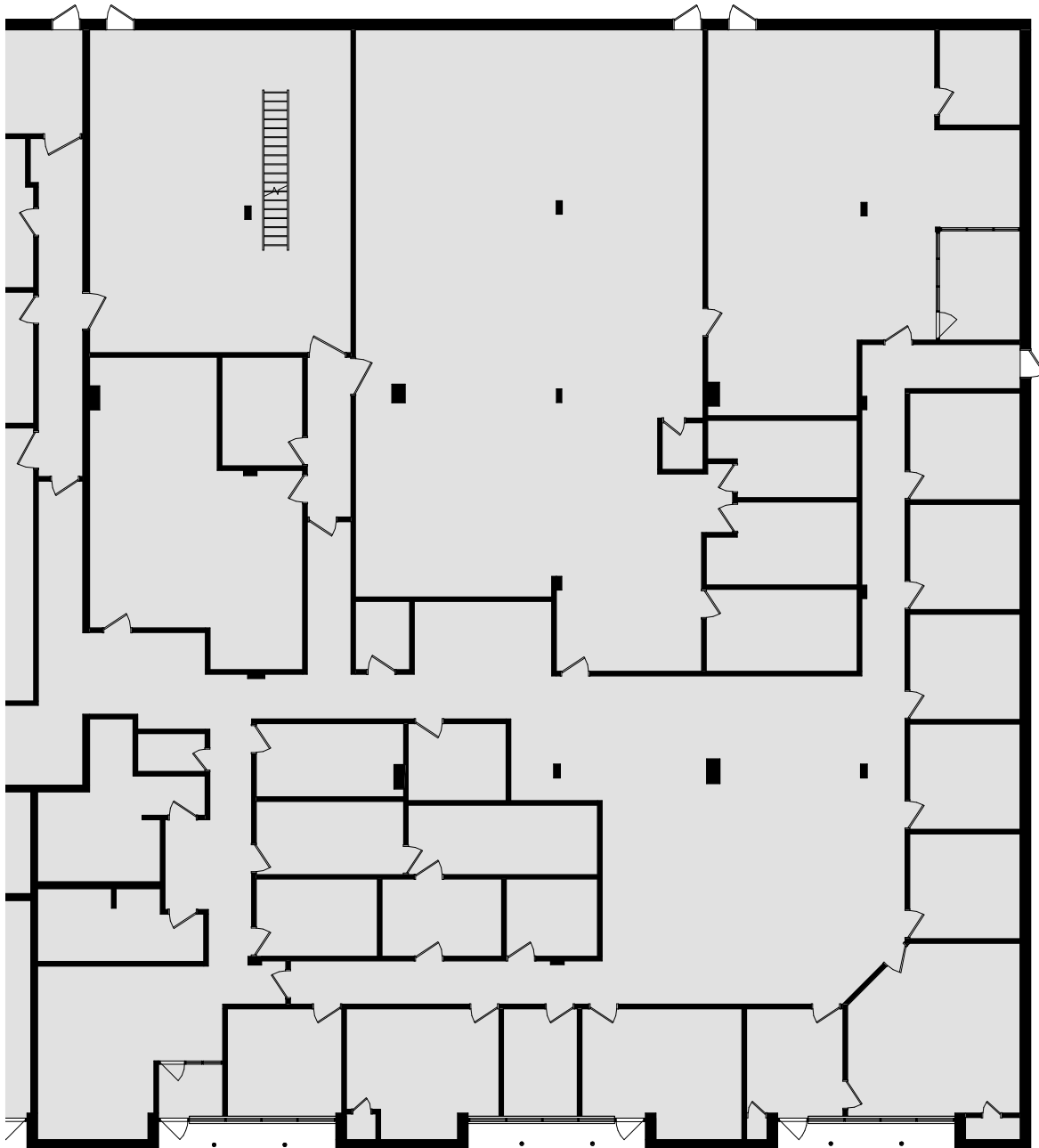
BRANCH LIBRARY OBSERVATIONS RIVERSIDE

- Administrative building is currently slated for renovation

RIV RIVERSIDE



BRANCH LIBRARY OBSERVATIONS RIVERSIDE



HCPL ADMINISTRATIVE HEADQUARTERS

RIV RIVERSIDE

BRANCH LIBRARY OBSERVATIONS WHITEFORD

WHT WHITEFORD



BRANCH LIBRARY OBSERVATIONS WHITEFORD

SERVICE POPULATION: 7,616

ACTIVE CARDHOLDERS: 8,504

TOP USER GROUPS:

- Morning - Varied ages: young families, seniors
- Midday - Adults, varied ages
- Afternoon - Adults, seniors, school aged children/families
- Evening - Everyone
- Weekend - Everyone: fewer seniors and young families, more school age families
- Seasonal Changes - Yes

GROSS SQUARE FEET: 13,280 sf

YEAR OPENED: 2010

SPECIAL FEATURES: Genealogy Assistance, Puppet Theater, Teen Room, Dedicated Quiet Room

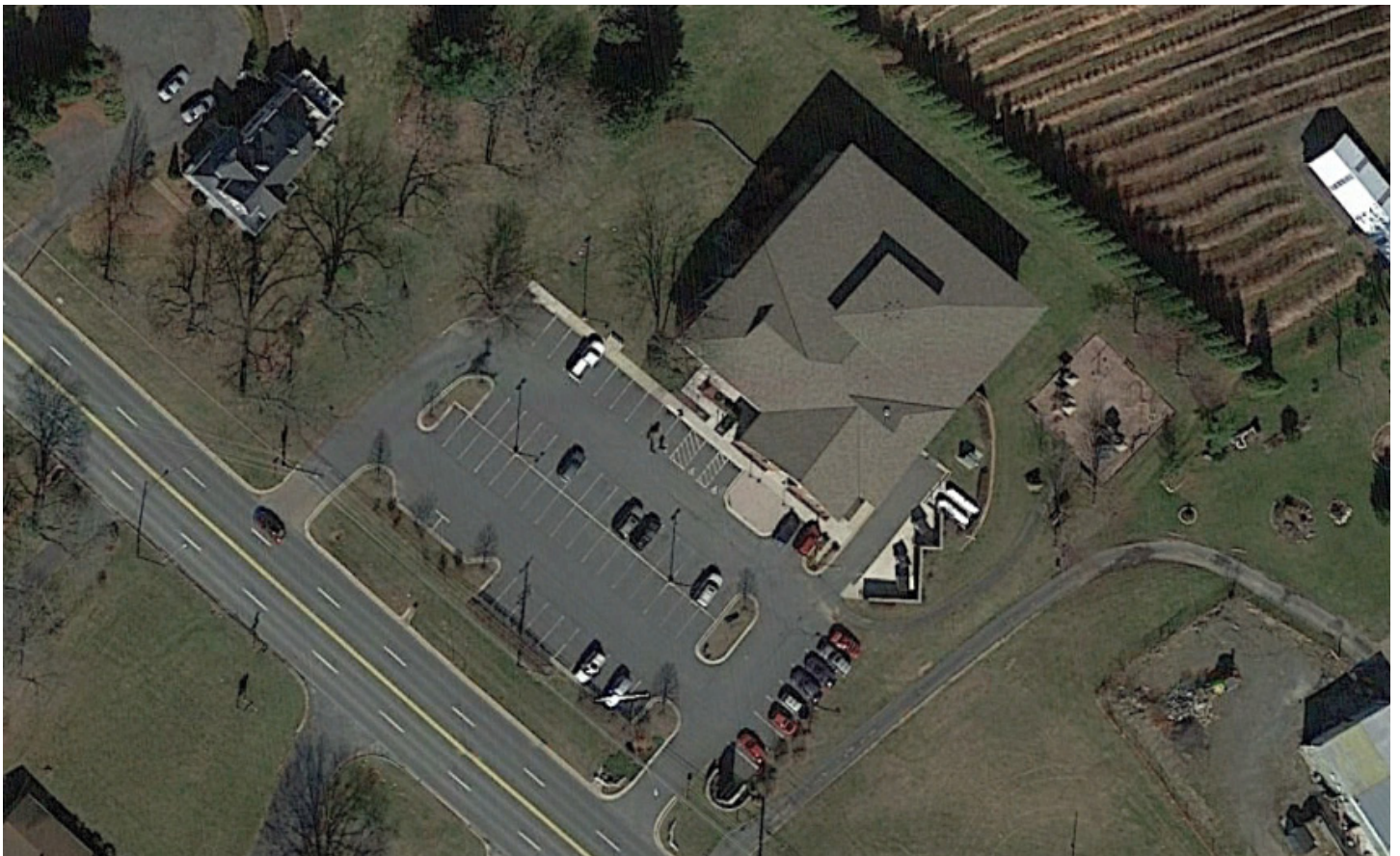
COLLECTIONS: 55,771 items

Projected Growth / Reduction: Collection management plan is constantly monitored and updated as collections ebb & flow

MEETING ROOM SIZE: 1,170 sf

MEETING ROOM CAPACITY: 160 occupants (per code)

COMMUNITY PARTNERSHIPS: Boys and Girls Club, The Department of Natural Resources, Exelon Nuclear Peach Bottom Atomic Power Station, Harford County Community Action Agency, Harford County Public Schools, Local Management Board, The Mason Dixon Business Association, The Mill at Whiteford, The Whiteford Volunteer Fire Company



BRANCH LIBRARY OBSERVATIONS WHITEFORD

BRANCH SURVEY RESPONSES:

WHO ARE YOUR MOST FREQUENT USERS?

- Morning - It varies--young families on story time mornings, seniors, it just depends on the day.
- Midday - Adults varied ages.
- Afternoon - Adults, seniors, school aged children/families
- Evening - Everyone...all ages. Maybe fewer seniors
- Weekend - Everyone...maybe fewer seniors...fewer young families, more school age families
- Seasonal Changes - Yes

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

- Millennials

WHAT IS THE BUSIEST SPACE IN YOUR LIBRARY?

- New books, computers, magazine area (where people use laptops/devices with wifi), children's corner

WHICH SPACE IS USED THE LEAST?

- Quiet Room

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

- Some technology/STEM related elements such as 3D printing

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

- Flexible use spaces.. we don't have enough square footage to allow for many dedicated spaces

WHAT ARE YOUR TOP PRIORITIES FOR IMPROVEMENT?

- Issues with visual control -- the new book shelving is obstructing visual control of public area
- Cosmetics--carpet and paint
- Furnishings--fabric is wearing/dirty on chairs

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

- The fact that we have working windows -- they can be opened. Having a separate teen room.

ANY ADDITIONAL COMMENTS OR SUGGESTIONS?

- It would be nice to have wall surfaces that allow us to easily display school art work/decorations without having to worry about damaging the walls.

BRANCH LIBRARY OBSERVATIONS WHITEFORD

FACILITIES ASSESSMENT AND REVIEW

Name of Library: Whiteford

Address: 2407 Whiteford Road
Whiteford, MD 21160

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

Date of Review: April 5, 2018

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 – The building is conditioned with two hot water boilers, one air handler, one fan coiled unit with hot water heat and DX cooling. The air handler has an electric humidifier. Boilers are propane fired. The equipment is 8 years old and in good condition. No major proposed changes recommended at this time. The unit for the meeting room is the fan coiled system and further investigation needed to determine how to control humidity in the space.
- Electrical – The electrical equipment appears to be in good condition. The capacity of the existing electric service appears to be adequate to serve the library.

BRANCH LIBRARY OBSERVATIONS WHITEFORD

WHT WHITEFORD

- Good finishes throughout spaces with nice lighting / ceilings
- Partial Basement for mechanical equipment and storage
- Digital exterior sign

Dedicated Teen Room

Large mechanical unit for humidity but does not run long enough to be effective

Large Reference desk

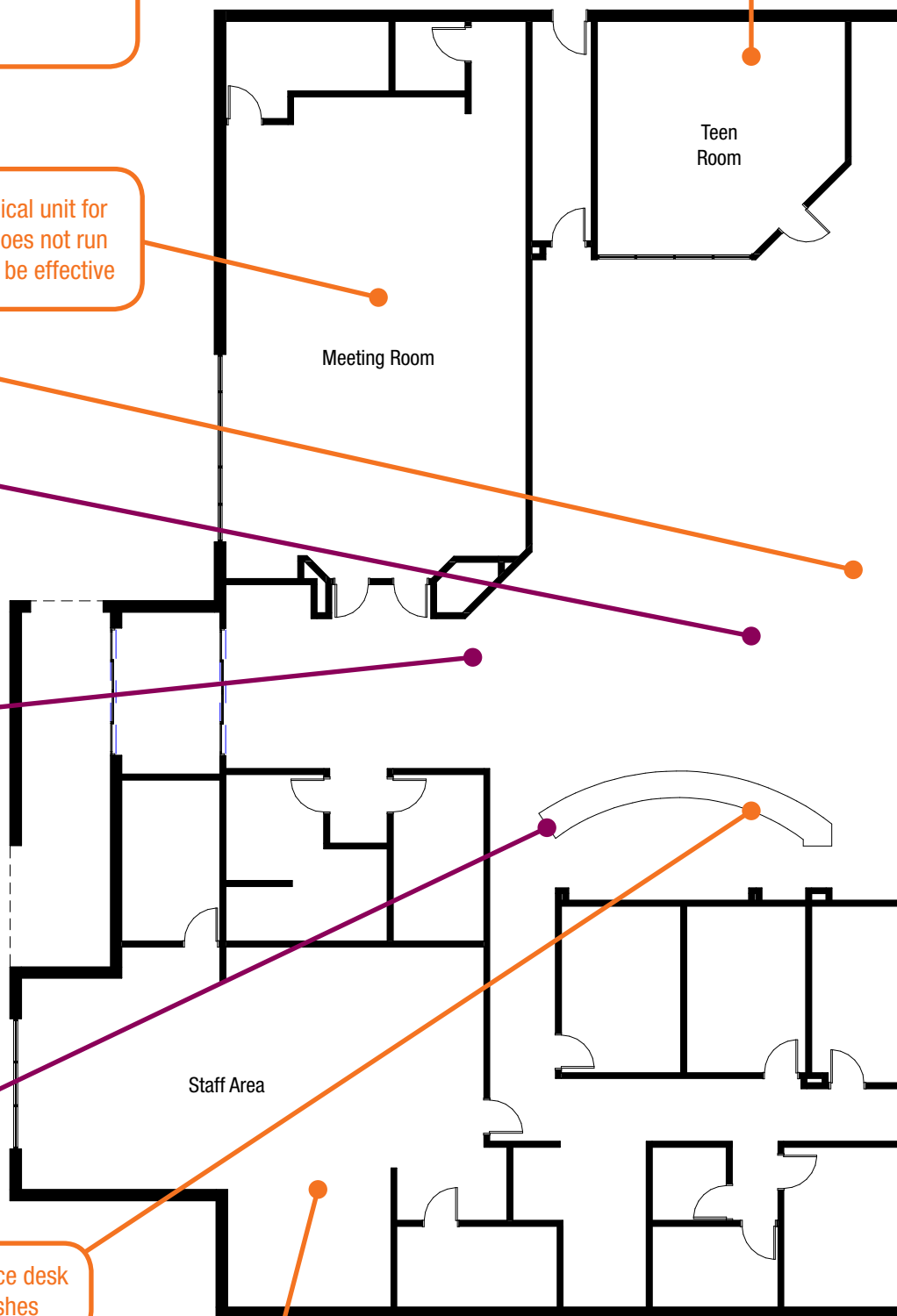
Introduce mobile display units for New Materials

Rework Entry - Clear area around security gates and rotate monitor to face entry

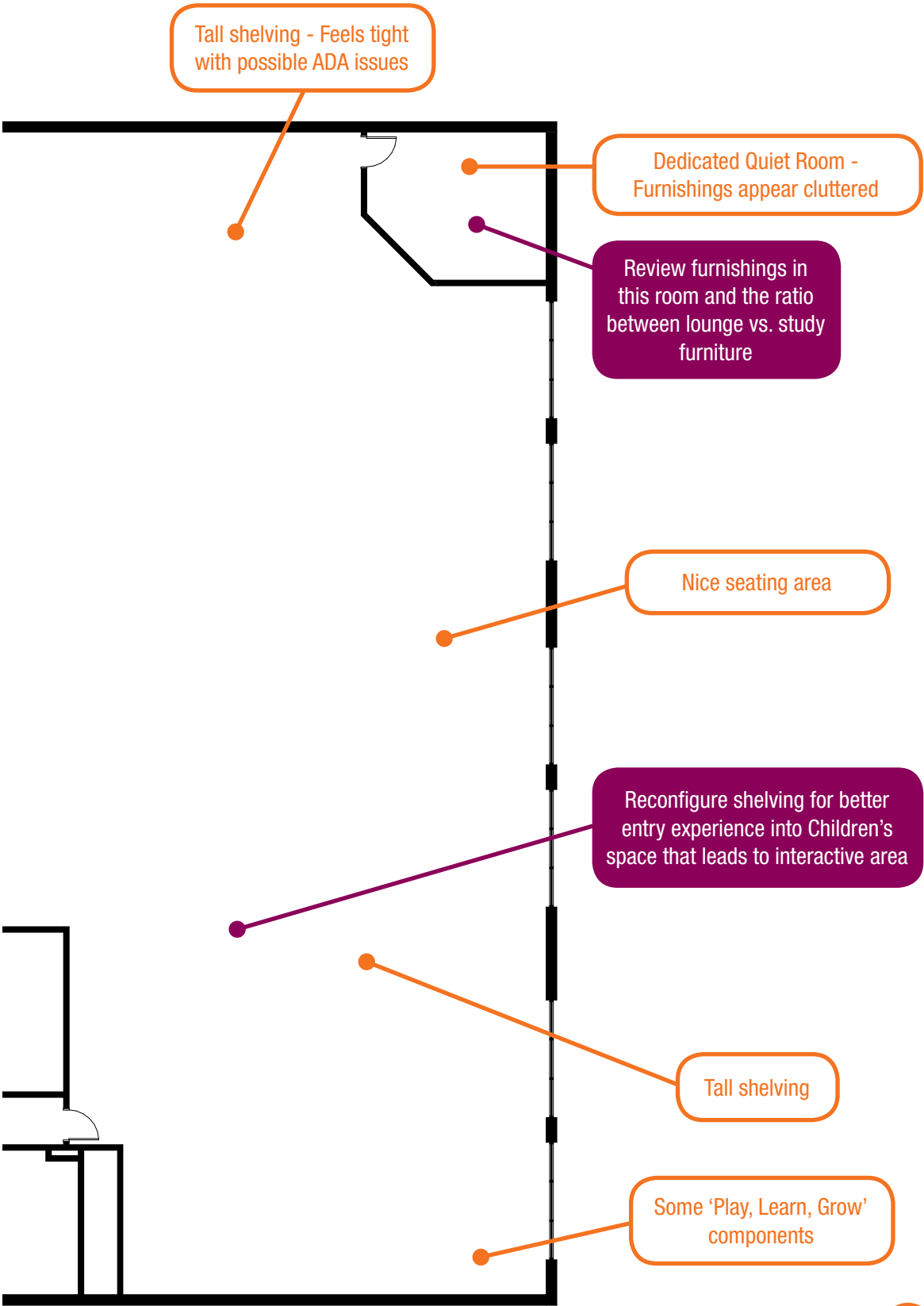
Remove reference desk and combine functions at main customer service desk

Large customer service desk with attractive finishes

Nice Staff workroom space



BRANCH LIBRARY OBSERVATIONS WHITEFORD



- OBSERVATION
- RECOMMENDATION

BRANCH LIBRARY OBSERVATIONS MOBILE SERVICES

ROLLING READER RR

MODEL: 2000 Ford E450 Super Duty Van

VIN #: 1FDXE45F9YH885209

DATE PURCHASED: 10/13/2000

AMOUNT: \$79,837



ROLLING READER RR

	\$0-500	\$501- \$1,000	\$1,001- \$1,500	\$1,501- \$2,000	\$2,001- \$2,500	\$2,501- \$3,000	\$3,001- \$3,500	\$3,501- \$4,000	\$4,001- \$4,500	\$5,001- \$5,500	\$5,501- \$6,000
FY11	\$939.96										
	\$256.50										
FY12	\$4,323.19										
	\$2,784.74										
FY13	\$1,160.34										
	\$1,147.66										
FY14	\$5,599.58										
	\$1,137.83										
FY15	\$3,534.76										
	\$2,296.44										
FY16	\$2,420.51										
	\$1,1346.61										
FY17	\$3,727.03										
	\$2,844.84										
FY18	\$2,881.50										
	\$2,147.74										

 DIRECT COST - Actual Annual Repair Costs

 OVERHEAD COST - Annual Harford County Overhead Charges

BRANCH LIBRARY OBSERVATIONS MOBILE SERVICES

SILVER READER SR

MODEL: 2005 Chevrolet truck

VIN #: 1GBE5V1295F511204

DATE PURCHASED: 11/30/2005

AMOUNT: \$136,142



SILVER READER SR											
	\$0-500	\$501- \$1,000	\$1,001- \$1,500	\$1,501- \$2,000	\$2,001- \$2,500	\$2,501- \$3,000	\$3,001- \$3,500	\$3,501- \$4,000	\$4,001- \$4,500	\$5,001- \$5,500	\$5,501- \$6,000
FY11	\$2,225.82										
	\$1,180.58										
FY12	\$1,146.95										
	\$1,156.37										
FY13	\$1,642.57										
	\$1,048.74										
FY14	\$2,655.33										
	\$1,059.42										
FY15	\$1,302.73										
	\$836.93										
FY16	\$6,620.27										
	\$3,984.31										
FY17	\$3,230.71										
	\$2,112.75										
FY18	\$5,649.24										
	\$1,620.60										

 DIRECT COST - Actual Annual Repair Costs

 OVERHEAD COST - Annual Harford County Overhead Charges

05

Data Analysis & Spatial Breakdowns

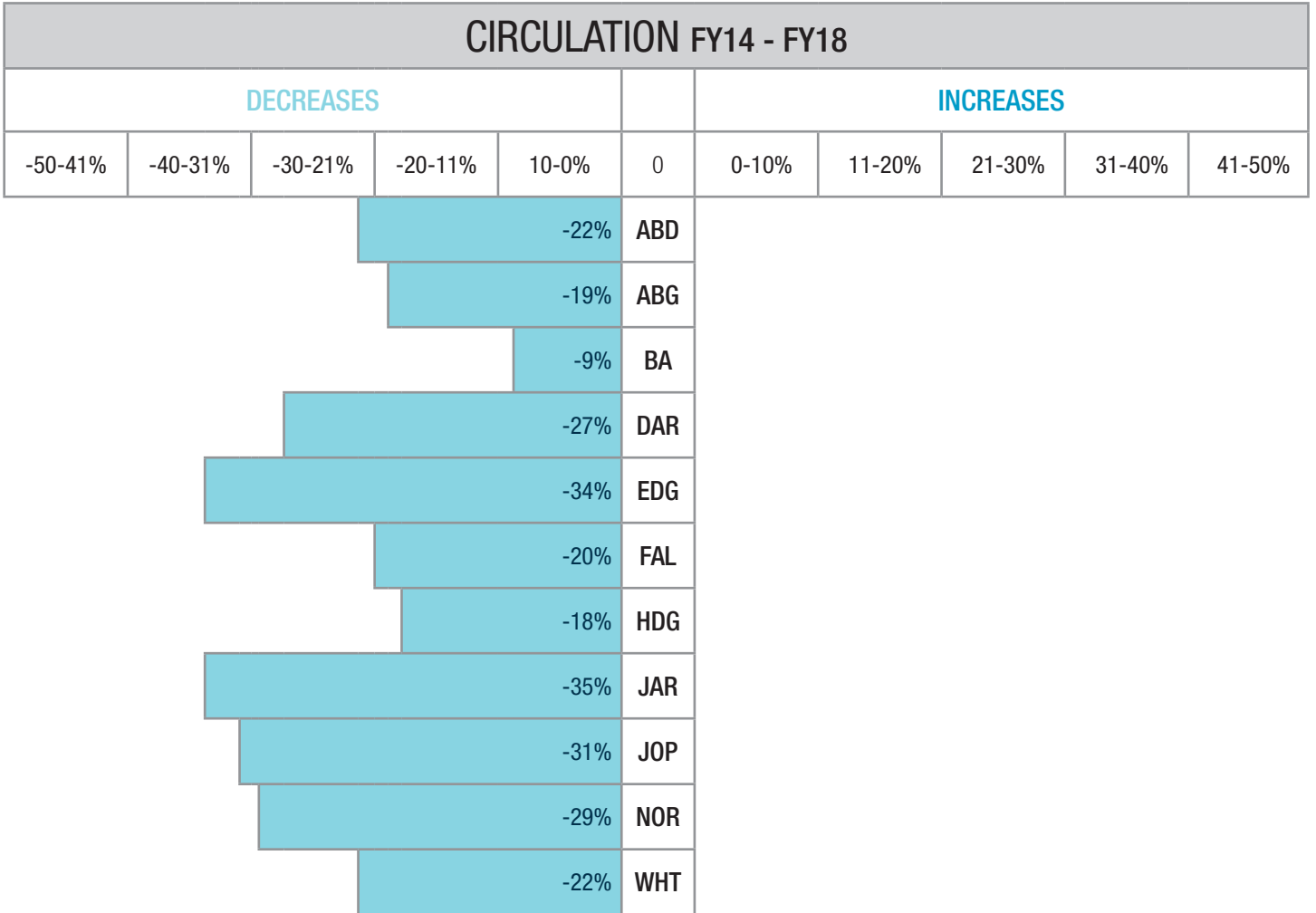
DATA ANALYSIS & SPATIAL BREAKDOWNS

The following section examines the use and balance of the spaces within each branch library building using a variety of metrics. The findings and system-wide comparisons contained herein helped to inform the Recommendations described in the beginning of this document. The metrics used to evaluate and compare the branch libraries include:

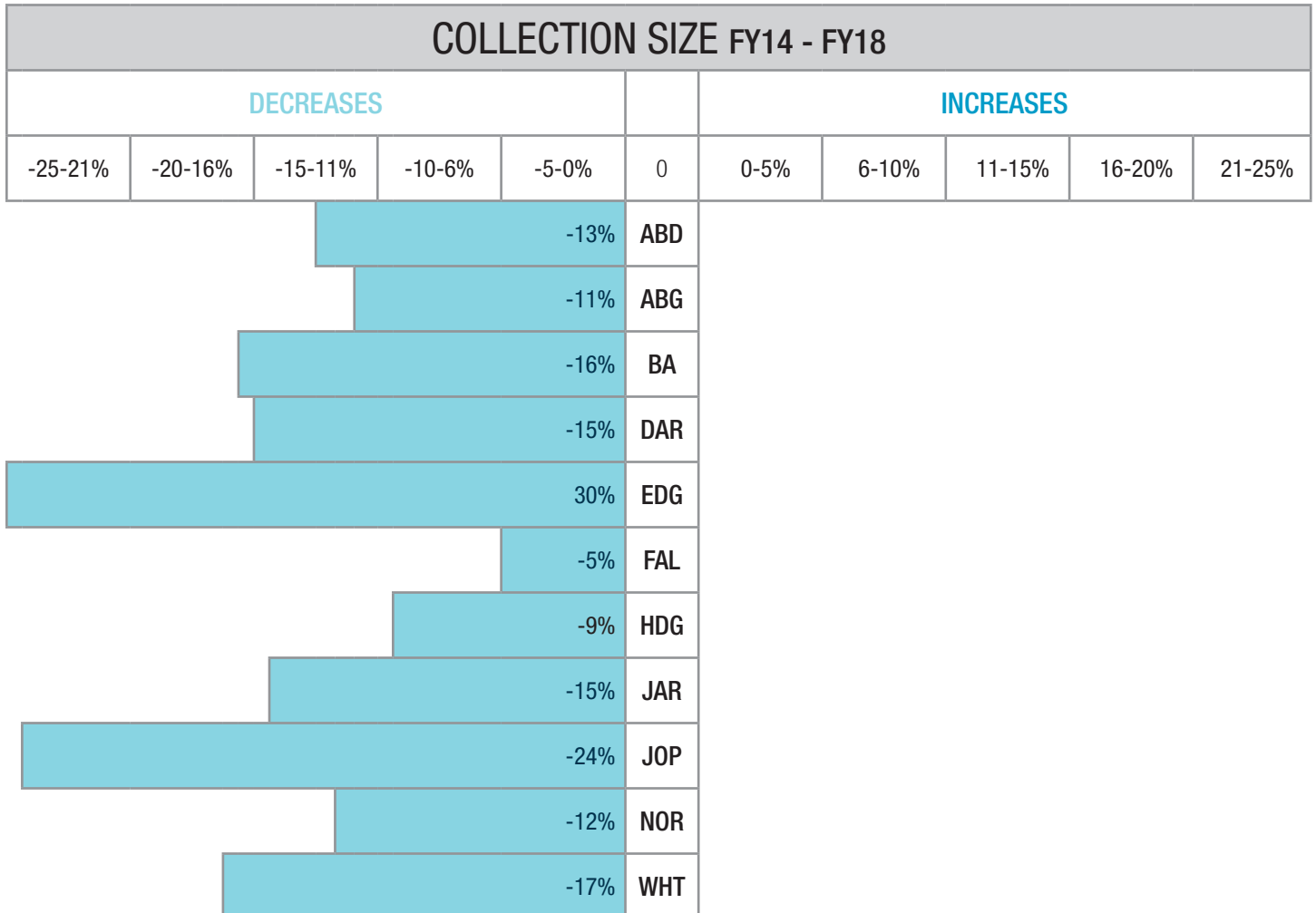
- Increases and decreases in circulation, checkouts, and visits from FY-14 through FY-18
- Number of programs and program attendance from FY-14 through FY-18
- Number of registered borrowers from FY-14 through FY-18
- Number of new borrowers from FY-14 through FY-18
- A comparison of the number of annual library visits per square foot of space (using values from FY2018)
- A comparison of the number of items circulating per square foot of space (using values from FY2018)
- A comparison of staff areas versus public areas based on square footage
- A comparison of collection areas to seating areas based on square footage
- A comparison of collection to seating to technology / public computer stations based on square footage
- A spatial comparison breaking down the allocation of public space for various library functions including: collections, seatings, computers, meeting rooms, quiet reading areas, study rooms, storytime / children's program room, technology training lab, gaming, and maker spaces

The data used in this section was based on a combination of square footages calculated by HBM and usage statistics provided by HCPL. As with any data set, there some anomalies which require consideration.

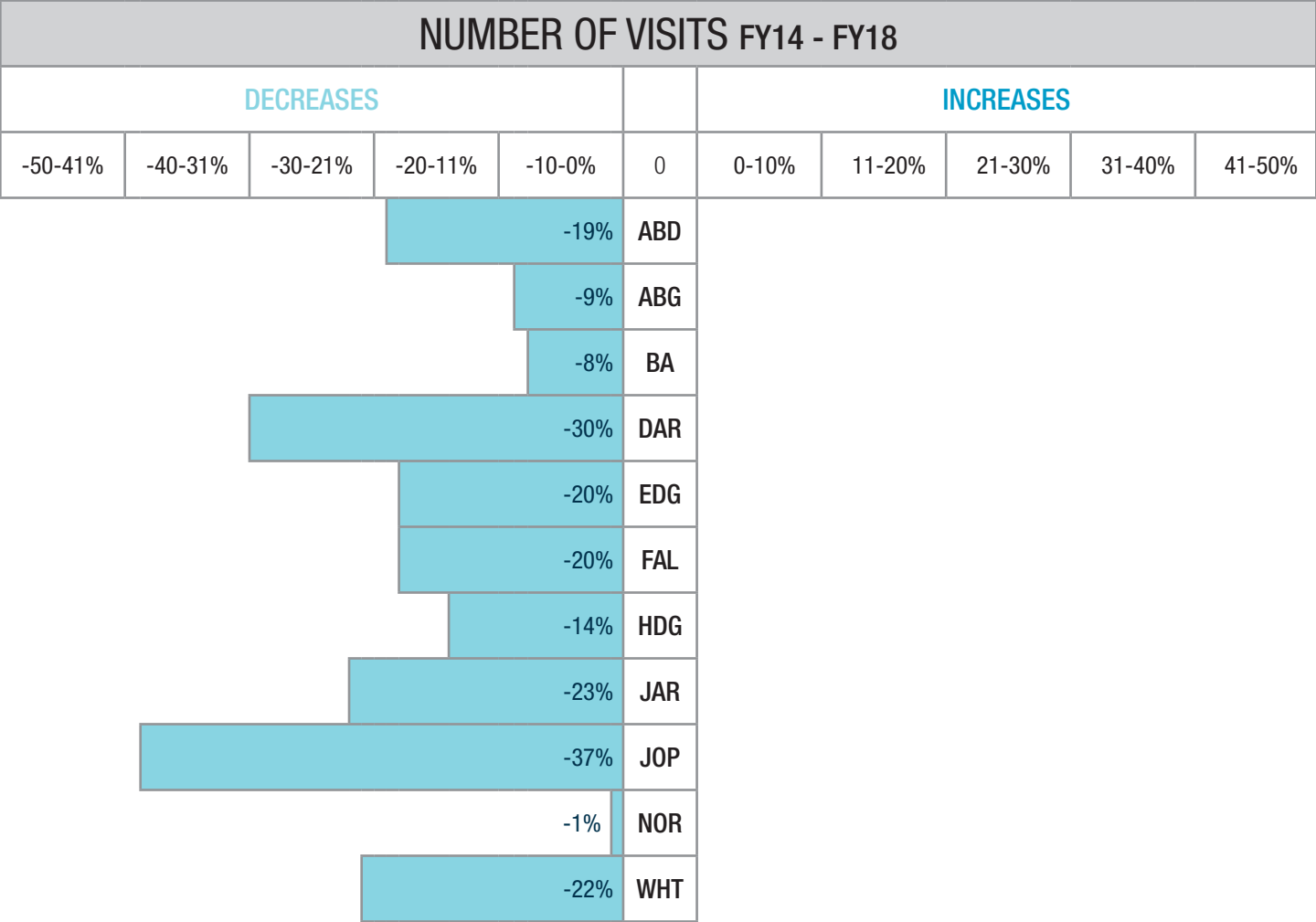
DATA ANALYSIS & SPATIAL BREAKDOWNS



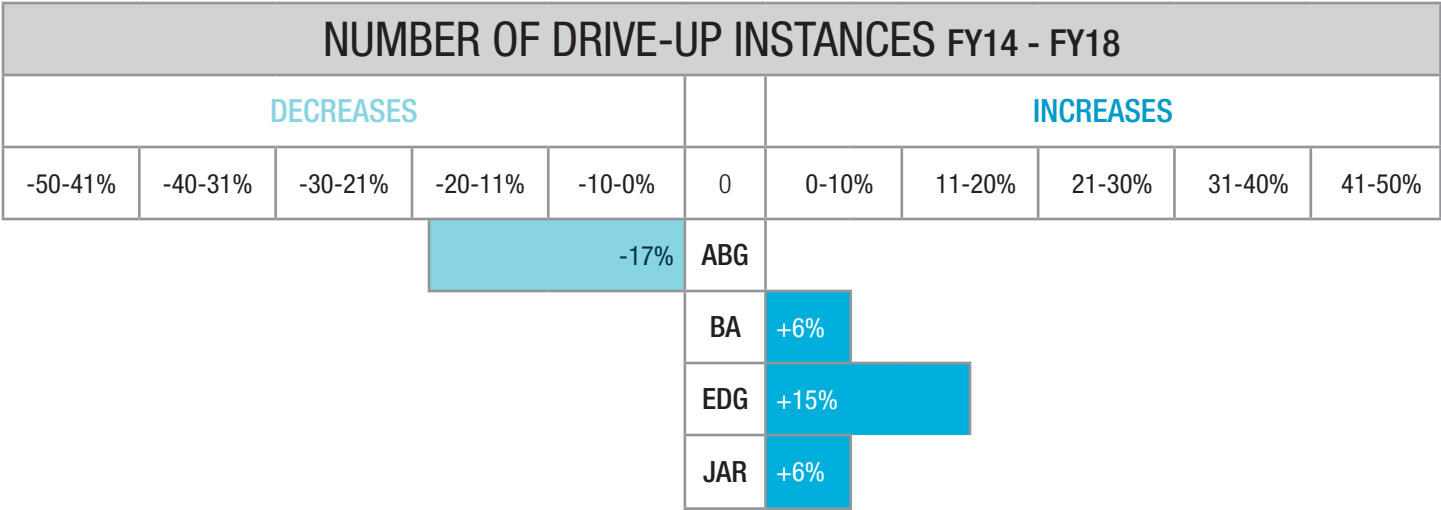
DATA ANALYSIS & SPATIAL BREAKDOWNS



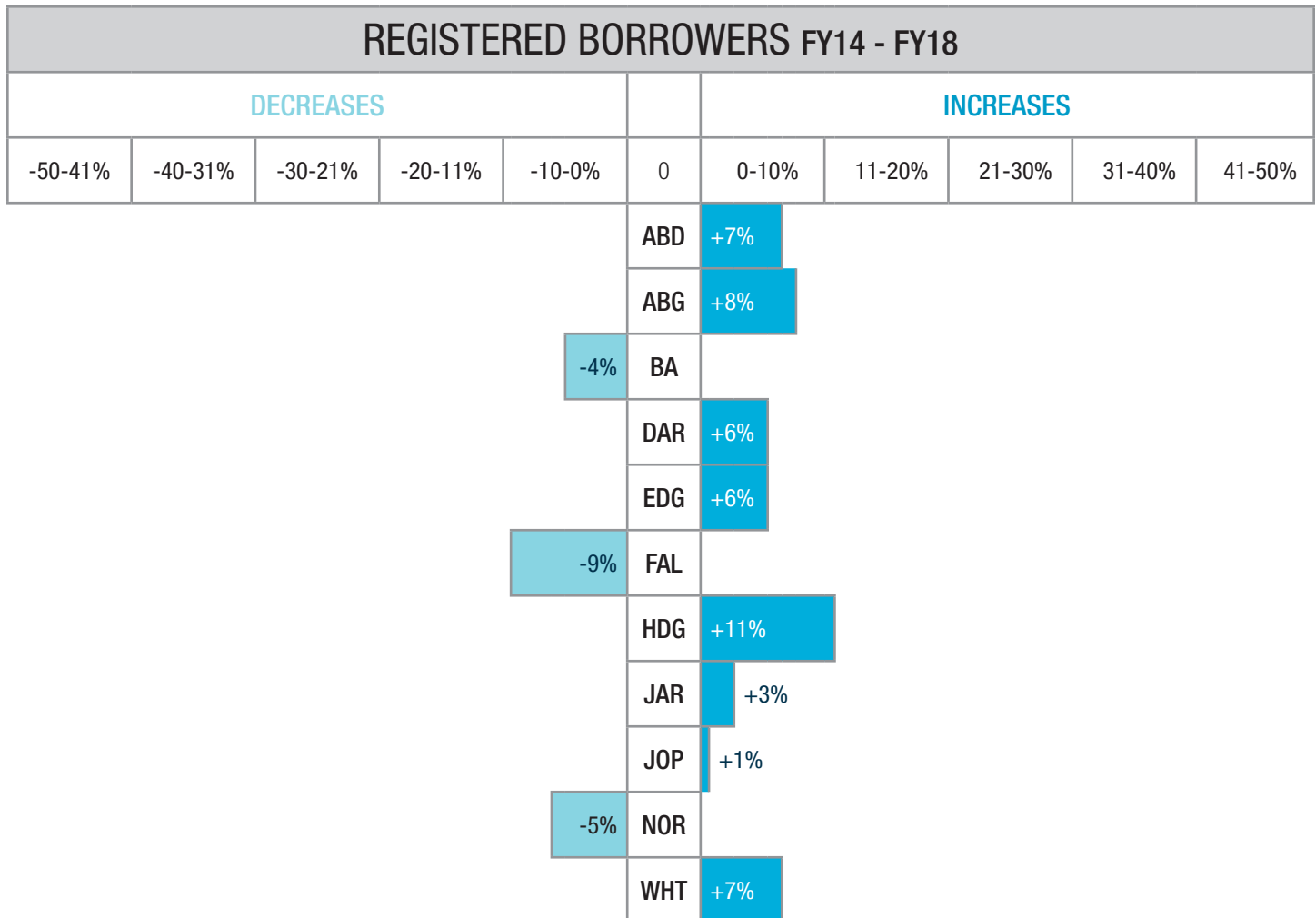
DATA ANALYSIS & SPATIAL BREAKDOWNS



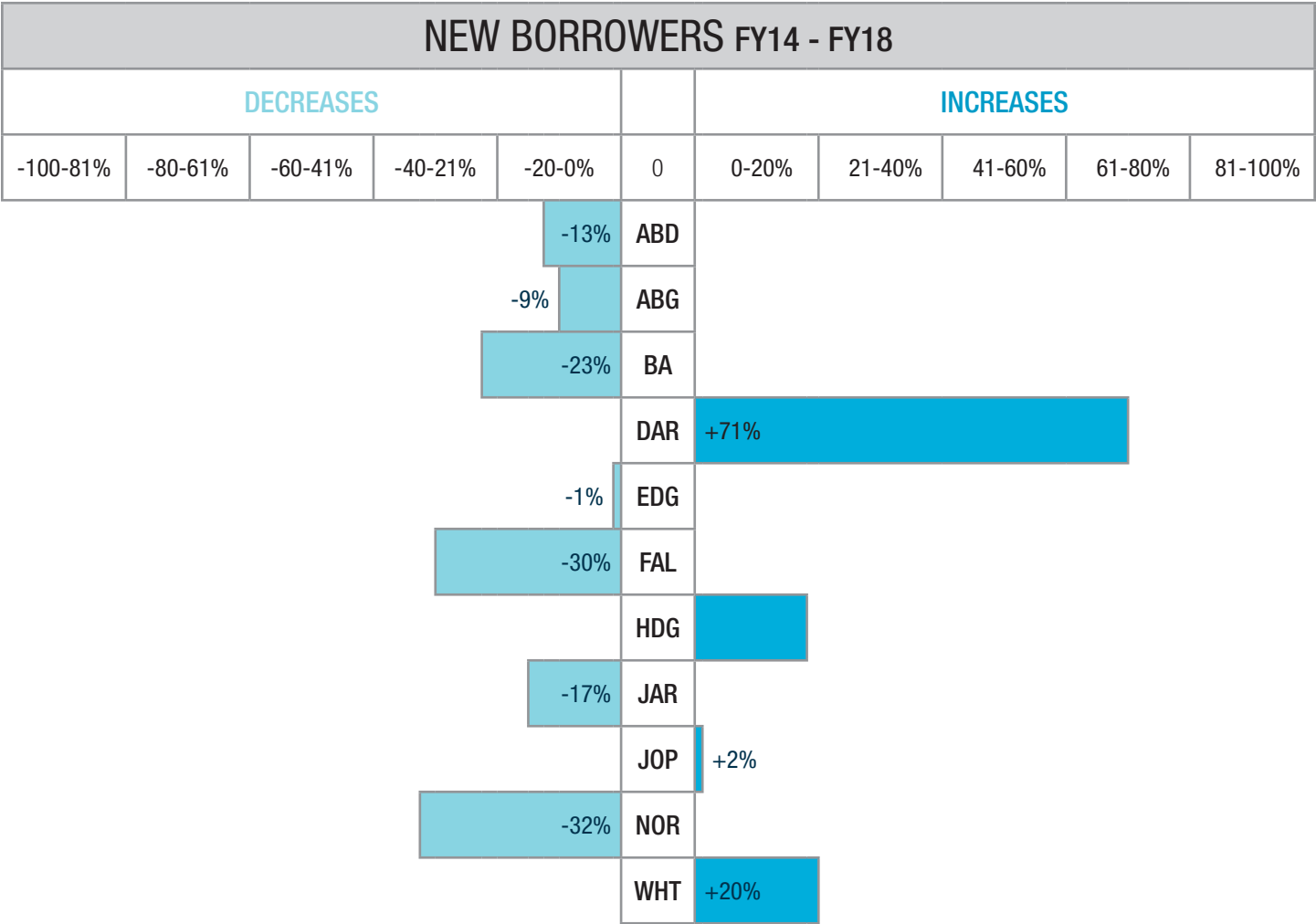
DATA ANALYSIS & SPATIAL BREAKDOWNS



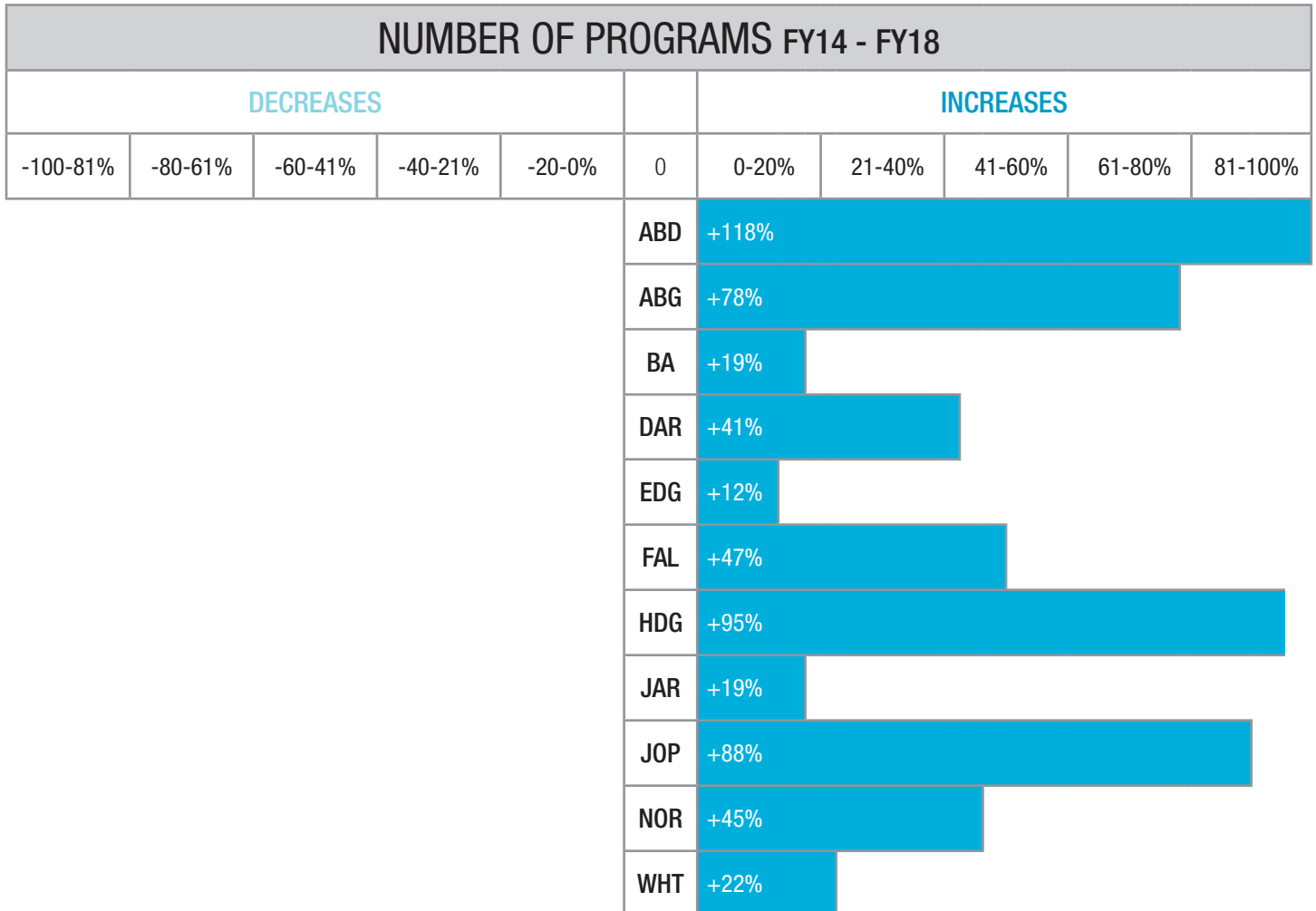
DATA ANALYSIS & SPATIAL BREAKDOWNS



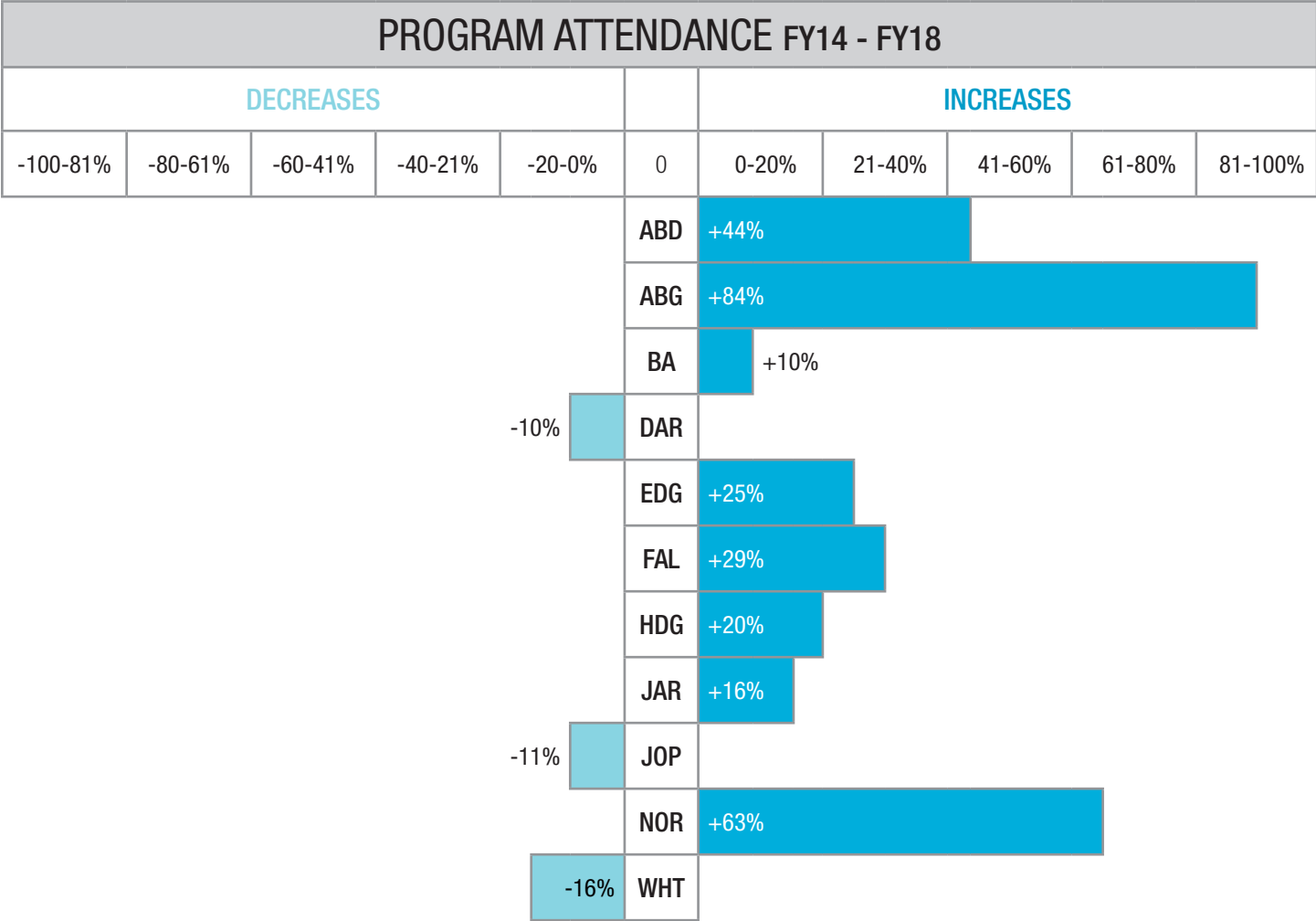
DATA ANALYSIS & SPATIAL BREAKDOWNS



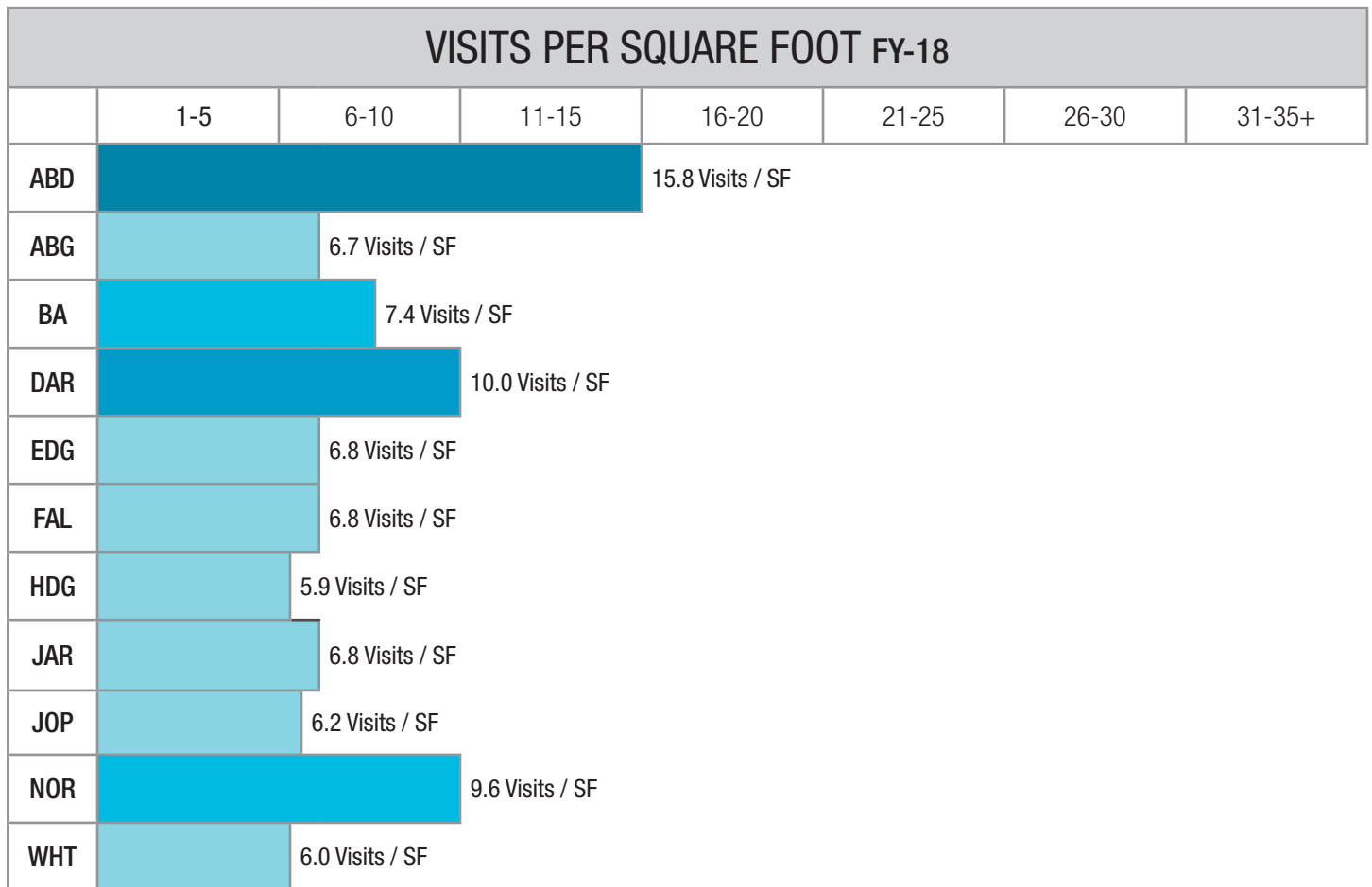
DATA ANALYSIS & SPATIAL BREAKDOWNS



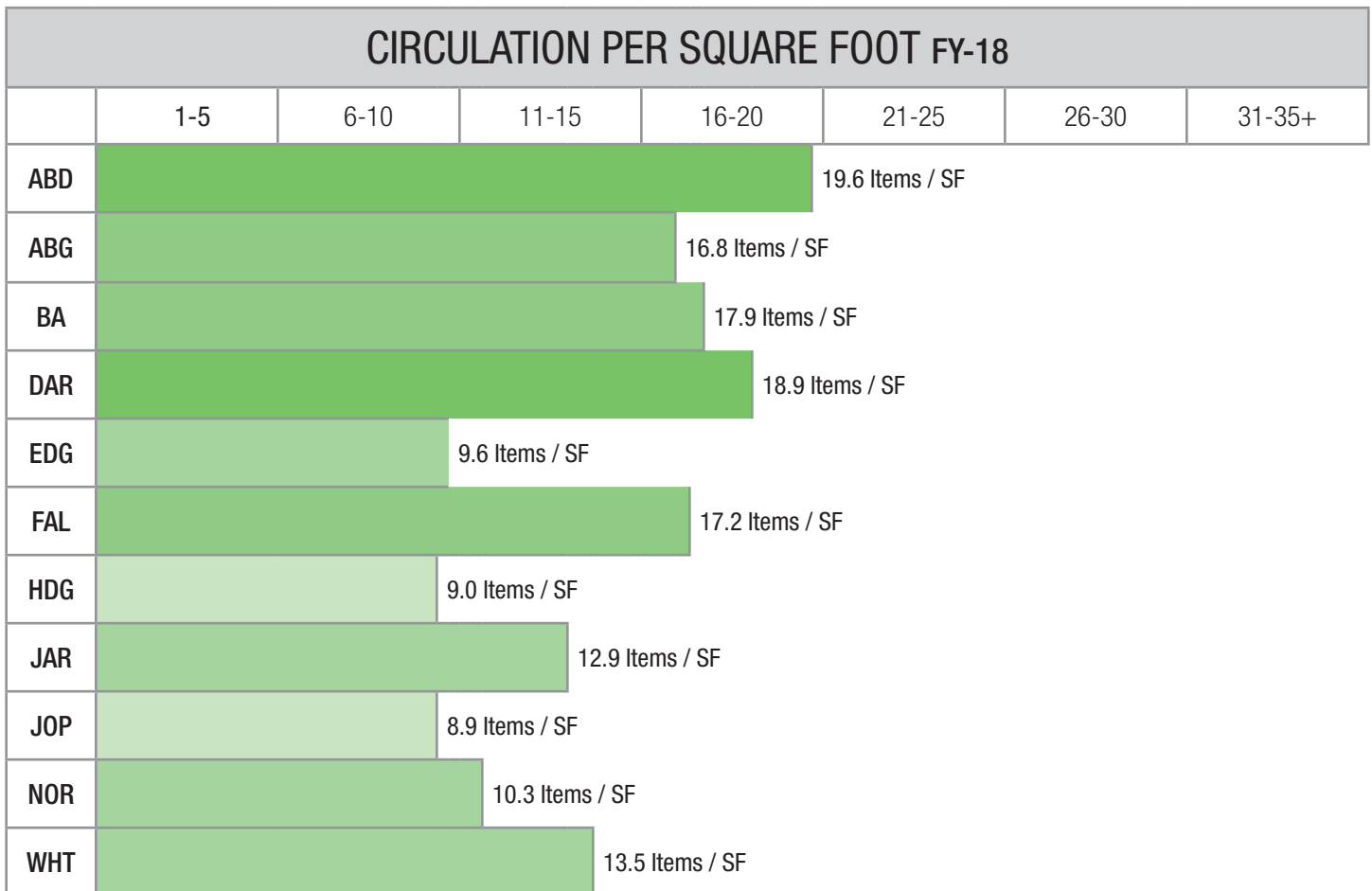
DATA ANALYSIS & SPATIAL BREAKDOWNS



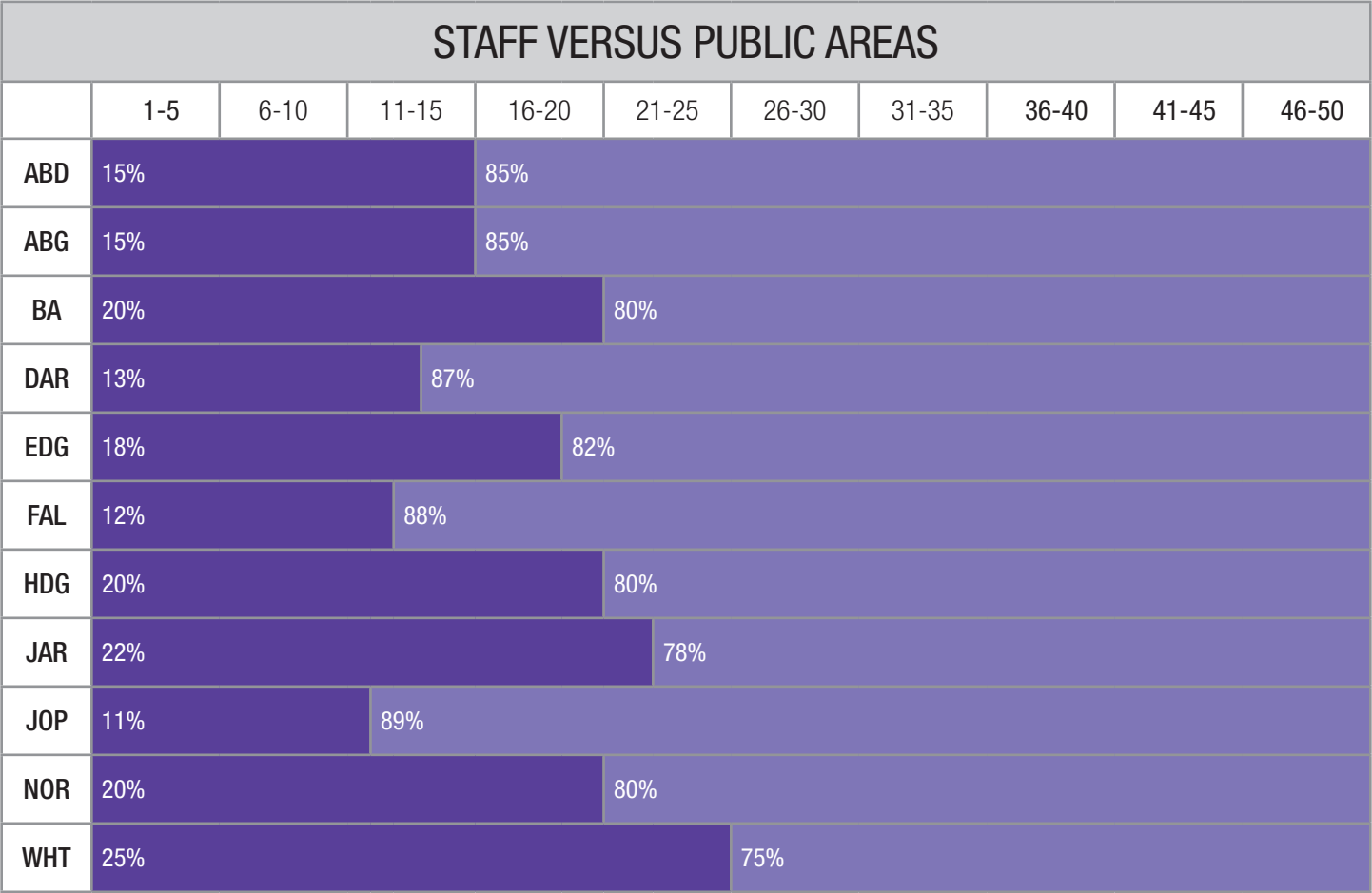
DATA ANALYSIS & SPATIAL BREAKDOWNS



DATA ANALYSIS & SPATIAL BREAKDOWNS



DATA ANALYSIS & SPATIAL BREAKDOWNS



DATA ANALYSIS & SPATIAL BREAKDOWNS

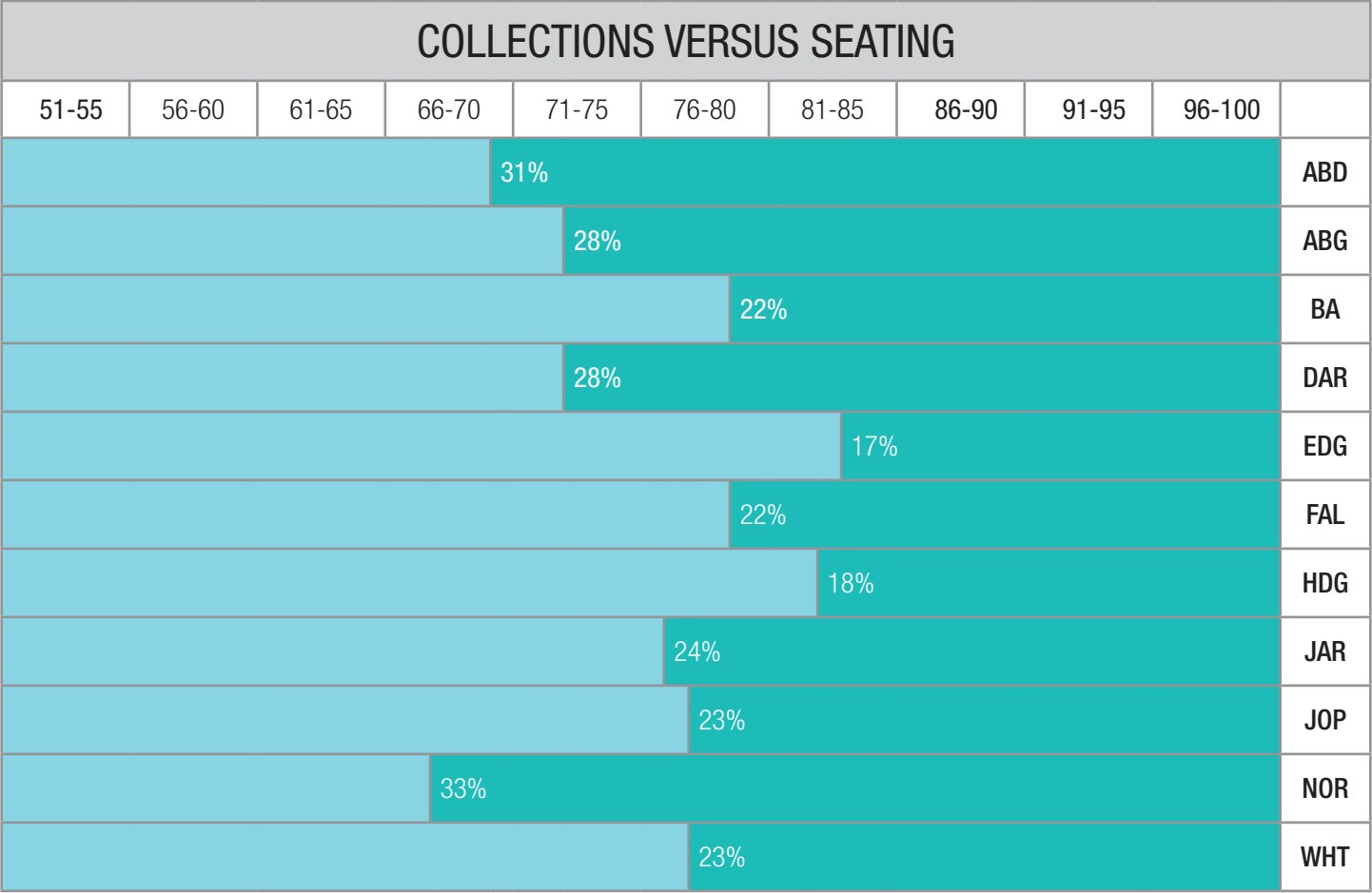
STAFF VERSUS PUBLIC AREAS										
51-55	56-60	61-65	66-70	71-75	76-80	81-85	86-90	91-95	96-100	
										ABD
										ABG
										BA
										DAR
										EDG
										FAL
										HDG
										JAR
										JOP
										NOR
										WHT

DATA ANALYSIS & SPATIAL BREAKDOWNS

COLLECTIONS VERSUS SEATING										
	1-5	6-10	11-15	16-20	21-25	26-30	31-35	36-40	41-45	46-50
ABD	69%									
ABG	72%									
BA	78%									
DAR	72%									
EDG	83%									
FAL	78%									
HDG	82%									
JAR	76%									
JOP	77%									
NOR	67%									
WHT	77%									






DATA ANALYSIS & SPATIAL BREAKDOWNS

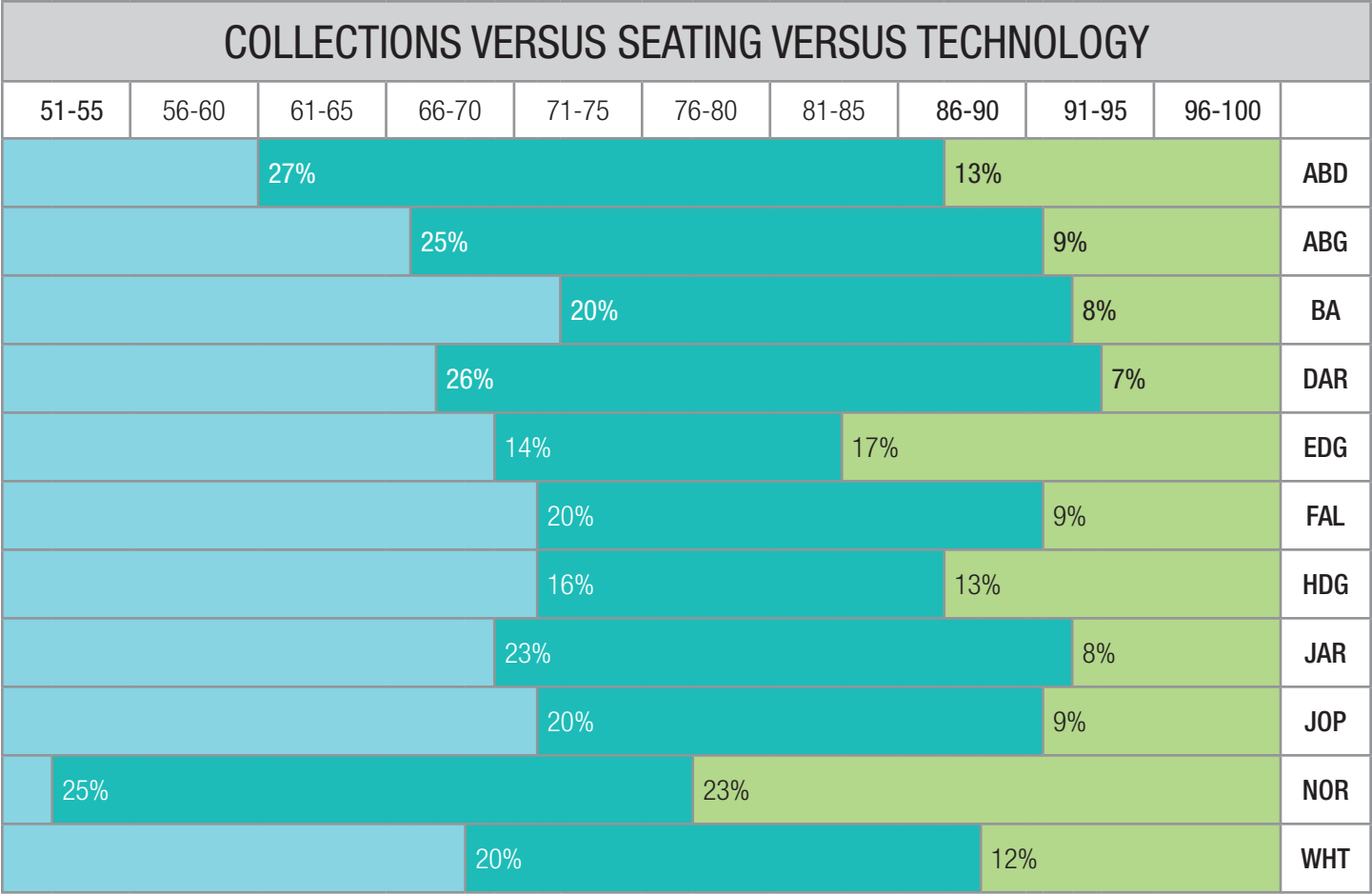


DATA ANALYSIS & SPATIAL BREAKDOWNS

COLLECTIONS VERSUS SEATING VERSUS TECHNOLOGY										
	1-5	6-10	11-15	16-20	21-25	26-30	31-35	36-40	41-45	46-50
ABD	60%									
ABG	66%									
BA	72%									
DAR	67%									
EDG	69%									
FAL	71%									
HDG	71%									
JAR	69%									
JOP	71%									
NOR	52%									
WHT	68%									




-  COLLECTIONS
-  SEATING
-  TECHNOLOGY




DATA ANALYSIS & SPATIAL BREAKDOWNS



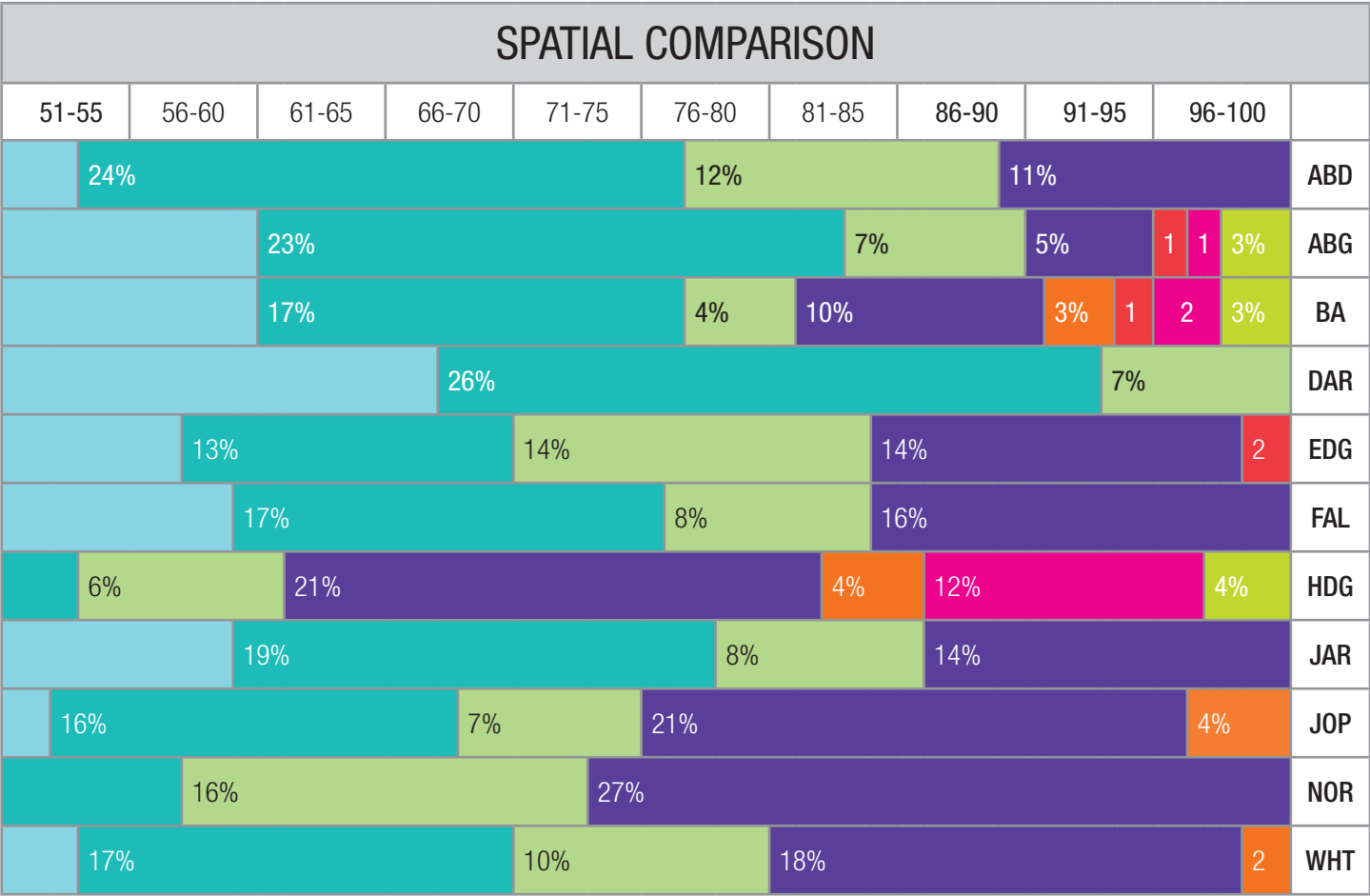
DATA ANALYSIS & SPATIAL BREAKDOWNS

SPATIAL COMPARISON										
	1-5	6-10	11-15	16-20	21-25	26-30	31-35	36-40	41-45	46-50
ABD	53%									
ABG	60%									
BA	60%									
DAR	67%									
EDG	57%									
FAL	59%									
HDG	42%								11%	
JAR	59%									
JOP	52%									
NOR	38%							19%		
WHT	53%									

-  COLLECTIONS
-  SEATING
-  TECHNOLOGY

-  MEETING ROOM
-  QUIET READING / PERIODICALS ROOM
-  STUDY ROOMS (INDIVIDUAL & GROUP)

DATA ANALYSIS & SPATIAL BREAKDOWNS



- CHILDREN'S PROGRAM AREA (DUAL USE / SHARED SPACE)
- LOCAL HISTORY / GENEALOGY
- CREATIVE / MAKER SPACE

06


Input Gathered

“Mind-Breaking” Input Session

These system-wide input sessions began with a presentation of a large variety of images of library spaces from around the world. The images were selected to spark ideas about the possibilities for improving the Harford County Public Library System facilities and to demonstrate changes, trends, and new service ideas for public libraries.

While viewing the images participants were each given a Post-It note pad and marker to jot down what they liked or didn't like from the array of photos throughout the presentation. Each “like” or “dislike” was written on an individual note. At the end of the presentation, participants placed each of their “like” and “dislike” notes on sheets placed around the walls titled with categories corresponding to the presentation. Some of these categories include: entry experience, seating and cafe, book browsing, technology, children's area, teen area, meeting and collaborative spaces, service points, outdoor areas, etc.

This process allows the HBM team to gather a large amount of great input in a concentrated period of time. Each of the “likes” and “dislikes” is listed in this section, organized by category, and noting the frequency of each response.

Mentioned 1 time 

Mentioned 2+ times 

Entry Experience | Likes

- Natural light x3
- Airy and open x2
- Curved shelving
- Mobile shelving on wheels in the entry
- After hours info
- Book lending / vending services
- Pick-up lockers
- Directory for way-finding
- Change in carpeting for way-finding
- Interesting displays
- Colored walls
- Dark carpet
- Grand staircase
- Ornate wood

Entry Experience | Dislikes

- SmartStore - too busy
- Dark wood
- The 3 ring signage
- Displays behind the the Circulation / Help desk because they are not accessible

Seating & Cafe Spaces | Likes

- Tables with power x3
- Seating / study niches x3
- Fireplace area seating x3
- Chairs with power
- Flexible furniture pieces
- Tables at comfy chairs
- Bean bags
- Indoor swings
- Blue drop lights
- Nice, warm furniture
- Large, high-backed chairs
- All in one seating / workspace with tablet, light, etc.

Seating & Cafe Spaces | Dislikes

- Busy fabrics / patterns for carpet and/or chairs
- Dark, low service desk
- Dark wood
- Square tables

Book Browsing | Likes

- Mobile shelving x4
- Backlit shelving x4
- Mobile face-out displays x2
- Black shelving allowing materials to act as decor x2
- Touch-screen PAC
- Seating integrated into shelving areas
- Nesting display tables
- Large signage
- Signage up high
- Stacks lined up in row
- Cozy and small
- Displays and shelving that are appropriate to user groups (adult, early literacy, teen, etc.)

Book Browsing | Dislikes

- Abstract piece
- Displays that look messy
- Open shelves
- Light colored carpeting
- Tall shelving in a linear fashion

Children's Area | Likes

- Separate children's area from rest of library x3
- Interesting objects hanging from ceiling x2
- Enclosed in glass with doors x2
- Book arch with shelving x2
- Low shelving for kids area so parents can see their children and children can reach the books
- Hexagonal carpet
- Trees
- Sculptures
- Themed murals - can they be temporary / removable?
- Whimsical with trees, carpet patterns, castle
- Glass wall with tree decoration
- Sculpture entry
- Themes on end panels if changeable
- Reading nooks in walls
- Alice in Wonderland theme
- Defined entry into children's area
- Open gaming spaces
- Learning / interactive stations that tie into local history / culture / etc.

Children's Area | Dislikes

- Gaming x2
- Screens for painting, games, etc.
- Formal entry to Children's Area
- Dark looking seating with dark walls

Teen Area | Likes

- Power drops hanging from ceiling x3
- Separate area with glass or colored glass panels x2
- Inspirational graphics (dream, persevere, do hard things, serve, etc.) x2
- Closed off reading / study area
- Large screen for gaming
- Study balls to sit in
- Large teen room with private study room
- 1-2 person study nook
- Teen maker space
- Teen area with service point
- Tile, no carpet
- Multi-purpose single seats
- Seating in circles

Teen Area | Dislikes

- Did not like any of the teen areas shown
- White board in teen area
- Gaming
- Power drops from ceiling

Technology | Likes

- Glass walled recording studio x4
- Mobile tables for computers x3
- One Button Studio x3
- Book vending machine x2
- Practice presentation room
- Smartlockers
- Device charging
- Area to test out new apps / devices
- Glass wall that opens and closes defining computer lab
- Laptop lending dispensers
- Better, faster, more responsive self-checkout machines
- Efficient
- 3-D printer
- Laser cutter
- Photo printer
- Stations that say “check-out” for self-checkout
- Floor to ceiling glass to see into spaces
- Lighting in walls
- Sound absorption panels on study desks

Technology | Dislikes

- Privacy for computer browsing
- Smartboards
- White boards

Meeting & Collaborative | **Likes**

- iPad scheduler for meeting room use x4
- Study rooms with walls you can write on x3
- Modular glass walls x2
- Smartboard x2
- Glass walls
- Glass walls with graphics
- Meeting space for book clubs with couches, closed off
- Fully equipped meeting rooms with Smartboard, projector, etc.
- Write-able surfaces

Meeting & Collaborative | **Dislikes**

- Graphics on glass

Service Points | **Likes**

- Small mobile desk x4
- Welcome in different languages
- “Info” label
- Help desk accessible from all sides
- Highly visible service point
- Side-by-side service point
- Staff member walking around

Service Points | **Dislikes**

- Mobile workstation
- Drive-up window combined with service point
- Service point opening to staff area
- Greetings on wall

Outdoor Areas | Likes

- Courtyard x4
- Outdoor storytime area for kids x3
- Community garden x2
- Children’s storytime garden x2
- Toadstool seating area x2
- Reading area under a roof x2
- Rooftop patio with large screen x2
- Reading porch
- Maybe a fountain
- Playground / things to climb on
- Picnic area
- Reading terrace
- Whimsical sculpture gardens
- Outdoor space in general

Outdoor Areas | Dislikes

- N/A

Additional Comments

- Prefer carpeting to tile flooring
- Have community members submit artwork for signage
- Area to request books that aren’t in the system
- A Cafe / place for non-book lovers
- Catalog of books for sale in the library
- Would love to see the Fallston Branch expanded and repaired
- Library “lock in” event for kids where them spend the night at the library with snacks, movies, games, and books

Survey Responses

Another method used to gather input from the Harford County community was an online survey that the Library posted and managed through their website.

The heading on the Survey was simple and effective, garnering a wide range of helpful insight that is contained in this section.

“HCPL is working on a 10-year Facilities Master Plan. Please share with us your ideas about the library of the future. What do you want to see in our library buildings?”

Responses are organized by the following category tags: Accessibility, Activity Space, Aesthetics, Collection / Books, Community, Drive-Thru, Environmental Considerations, Food / Drinks, New Branch, Nothing, Other, Parking, Programming, Quiet Spaces, Seating, Service, Technology, and Teens.

Mentioned 1 time



Mentioned 2-4 times



Mentioned 5-9 times



Mentioned 10+ times



INPUT GATHERED | SURVEY RESPONSES

Accessibility

- Simple search engines
- More large print books
- Large print books placed one shelf up so the older population doesn't have to bend over
- Book drop-off located closer to the street / parking lot
- Book drops that Children can reach and place their own books into
- Lower, more accessible book cases
- Help for blind customers
- Handicapped parking beside the side entrance at Abingdon
- Easier access for people with baby strollers - especially at the Bel Air library
- ADA compliance
- More items for customers with special needs
- More accommodations for the handicapped
- Kid-sized bathroom fixtures

Activity Space

- More meeting space / room for classes x10
- More play areas for kids x6
- More great kid areas like at Bel Air x3
- Music listening booths x3
- STEM area x3
- Area for games, board games, and chess x3
- Outdoor play area linked to Children's area x2
- Memory labs for adults x2
- Playground x2
- Interactive Children's Area x2
- Mahjong x2
- More creative Children's libraries
- More space for creating / Makerspaces / STEM
- Swing sets
- More seating and active play options for older children and teens: bean bags, foam mats, foam amphitheater-like climbing & seating structure like the one at Sarasota Library, cubby holes for private reading like the ones in the Children's Section at Bel Air Library, etc.
- Larger room for book sales
- My kids love the children's section of the Bel Air branch. The soft play mats are perfect for my 9 month old son to play and my 3 year old daughter loves the grocery and post office sections. It would be great if more branches had more interactive and pretend play areas for kids. We live 1 mile from the Abingdon branch, but prefer the Bel Air branch because the children's section is so much better.
- More fun and interactive kid areas in the Children's book section
- Have a location that is half a recreation building and half a library
- The Havre de Grace children's area should be incorporated into other libraries
- Play area inside for younger children
- Great play and reading areas for kids
- Bigger children's area
- A theater
- Kids play area for small kids
- Nicer kids areas in the smaller libraries like Jarrettsville / Forest Hill

Activity Space *Continued*

- Small conference rooms for tutoring
- Play areas for all ages
- Access to video game consoles in the teen area
- More viewing rooms for people with differing abilities
- Kid play spaces like in Bel Air and Havre de Grace are awesome!! I would love to see more spaces for kids geared towards imagination, science labs/experiments, and cozy spots for reading
- Bigger play / story area in Whiteford
- Play areas for young children
- Areas for children with special needs / sensory issues
- More interactive learning for children in Fallston
- Fancier kids section at Fallston
- More modern, updated, and practical children's areas
- Children's areas
- A room where book clubs could meet and discuss books
- Ability to sign out the meeting room to use once a month at a specific time
- Hands-on play area for kids
- More light and space for reading books
- Meeting rooms for small groups or book clubs
- Separate place for children's books and activities
- Books, books, and more books
- Possibly an area designated for the younger generation so that they may play their games, etc...without disturbing the other folks that are trying to focus on maybe more important computer work?
- Infant play and care areas
- Kids areas
- Study nooks
- Floor pillows
- More entertainment for kids and even adults
- More activities for kids
- Would like to see a children's area at the Edgewood library and private reading areas (similar to Bel Air)
- More things for young elementary kids
- Open areas for events / programs
- Book clubs
- Children-friendly area
- Book suggestion lists
- Better play areas at all libraries
- Coding classes
- Workshops / support for home-schoolers
- Walk through history
- Science clubs
- Contained but not small play areas for those of use who have multiple children. We love Bel Air Library but its so hard to watch all 3 so we can't go with just one parent
- Cheerful / engaging children's areas
- Dedicated area for collecting items for the community food bank
- Kids artwork
- Local photography
- Love the children's areas!
- Video gaming rooms
- Laptops
- Children's play space that is far away from adults trying to read / learn
- Audio and video resources
- Reading areas and nooks for varying age groups
- More seating areas
- Learning centers for various age groups
- Play areas for toddlers that are related to books
- Periodicals
- Computers
- Craft areas
- Areas to watch videos

Aesthetics

- Living plants indoors x4
- Local arts and crafts display x4
- Art in general (paintings, sculptures, innovations) x4
- Fish tank x3
- Native plants in the landscaping with educational signage x2
- Flower gardens outside instead of leaves everywhere. I would suggest you get some master gardeners interested in it as a project x2
- It seems fine as it is right now
- Maybe work on interior and exterior decor
- I would like to see some type of plan to reduce/remove synthetic chemical laundry fragrances and other artificial odors from all hard copy reading material. You can smell it as soon as walk in any library, never used to be that way. These chemicals are a curse to our society. It prevents me from reading some books because I become ill.
- Better landscaping at the Bel Air Library
- Giant statue of a book with popular kids book names on it
- Waterfalls with rocks - good for relaxed reading
- Interesting eye-catching book displays
- Remodeled bathrooms
- More diverse artwork
- A complete remodel of the Bel Air Branch. The entrance is a hot mess, and has been since the last remodel. A street-level entrance and lobby would be more open and inviting. Also, good coffee.
- More plants! Plants clean the air and make people feel better. I think a library with lots of plants would be a library people would find peaceful and relaxing.
- More live plants on the exterior
- Vintage decor similar to libraries of old
- Less wasted space
- Don't need vaulted ceilings
- Aberdeen library could use renovation.
- Flower on the dirt piles
- Indoor fountains
- Exhibits. I enjoyed the World War I Posters, especially. Movies. Especially very old Academy Award Best Picture winners. And a patio with a fountain and benches.
- Blinds in the Aberdeen branch
- Elegance
- More of a theme
- Attractive reading areas
- Clean restrooms
- Child-friendly environment
- A water feature
- More natural light
- Would like to see a large collection of materials
- More abstract expressionist modern art and sculpture
- A bit of greenery
- More display space for books
- More posters and pictures on the walls, the place looks bland
- Updated carpeting and seating
- No food or drink signage - everywhere

Collection / Books

- Books x39
- More books x28
- Audio books x6
- More large print books x4
- Graphic novels x3
- Games x3
- More movies x3
- More video games x2
- CD's x2
- A good selection of art books x2
- More books on CD for commuters x2
- More Genealogy databases x2
- Newspapers x2
- Magazines x2
- New movies for checkout, not just online x2
- More Muslim literature x2
- More Anime DVD's x2
- Recent novels i.e. Stephen King stories x2
- More African American authors x2
- Musical instruments x2
- More things about the Marine Corps. x2
- Ability to checkout DS3 and DS games
- Incredibles
- I would love to see the Fallston Library get a bigger selection
- Up to date study guides for C+, C++, A+, CISSP, and CASP
- Dungeons and Dragons
- Greater movie selection
- Historic newspapers
- James Patterson
- Rosetta Stone please
- The Red Wall series
- DVD's
- Goodness, the libraries are beautiful and wonderful. Just please keep ordering tangible books. Reading online is fine, but holding in the hand is better!
- Wider movie selection
- Encyclopedia Britannica
- More computer-based materials
- I would love to see more books and not so much other stuff. I know that children enjoy all of the play areas, but it almost seems as if we are saying the books are not good enough by themselves and that we have to add all of these other things. I am a teacher and I understand that these things attract families, but I do think a library should keep it's emphasis on books and reading! That is wonderful in itself!
- Gale
- Prevent libraries from becoming a space devoted to unattended children running around screaming. More space should align with more books
- Minecraft guides
- Fewer CD's
- Fewer DVD's
- Jan Brett
- Disney Little Mermaid DVD
- Fewer movies with totally nude sex and unnecessary violence
- More children's books
- Children's section free of adult comic books and gender related agendas
- More books on ancient mythology and ritual
- 4k movies
- Books by Rafael Alvarez
- Education games or workbooks (computer-based learning supplements)
- Ninjago books
- More digital online resources
- The Book Thief
- More DVD's from Netflix and similar companies
- Music
- More black history instead of just the month of February
- More books on the Muslim faith
- More toys
- More Playaway
- Digital movies
- More musical arts (a broader selection of hip hop and rap)
- DVD's about Model Railroading, Train Gardens
- Lots of book shelves! Keep the books, some of us still love to

INPUT GATHERED | SURVEY RESPONSES

Collection / Books *Continued*

read a real book!

- Access to all media, past, present, and future
- Just keep improving the variety and availability of all books
- Board games for checkout
- King Arthur
- A more diverse and complete music CD collection
- Continue to have real, traditional books
- Independent Author titles from Amazon.com on book marketing
- Eastern US Travel books
- Child care books
- RV books
- Scum manifesto
- The newest books that have just been released
- Individual sets of math manipulatives to checkout - fraction bars, two color counters, inchimals, unification cubes, etc.
- More classic movies being retained instead of new stuff constantly replacing them
- More teen books
- More new books
- Xbox360 remotes
- Historical archive
- Sheet music
- More books on grieving and child loss
- Independently published nonfiction books
- Nonfiction audiobooks
- Zion
- I would like to see more "Hamilton and American Musical" items
- Space case
- A Disney selection
- Home school curriculum
- More shelving space
- The STEM stuff is more sizzle and not steak
- More music-related items
- Updated shelving
- Movement toward digital based books
- Books of local authors or from Maryland
- More academic and classic books; more politically/religious/philosophically balanced nonfiction (biases are ridiculously obvious); a more book-focused environment
- Updated music for checkout, CD's haven't changed in years
- More science fiction novels
- Little Shop of Horrors
- Variety of different PRAXIS study aides
- Ukelele
- Historical book collections
- Yu-gi-oh
- Number the stars
- More TV Shows on DVD
- Lots of different books - not so many of the same thing
- Resources for lower income children that we take for granted may be available to them. Love the tricycle you can check out in Bel Air.

Community

- **Community meeting places x2**
- **Community center x2**
- Space for people to talk about books
- Community work space
- Central community areas
- More “live” events for the community. Most Library’s have such a huge space...why not more safe events for families like concerts, cookouts, movie nights, etc.
- Free spaces for meetings for non-profit organizations
- Bigger rooms for hosting events
- Lunch / meeting room
- More gathering / meeting / workspaces
- More public meeting areas and educational programs
- Make libraries social hubs for adults, as well as children, again! Be a catalyst for building / renewing community relationships and communication
- Promote learning about the world and the environment with hands on component.
- Evening book club (for working adults)
- Biweekly evenings / events that promote discussion of variety of topics, perhaps with a volunteer speaker or local expert? People could nominate any topic they want to present or learn about, and talk!
- Create a “standing space” or fixed, weekly event/location that fosters a sense of “hanging out” at the library to chat, have a coffee, meet a friend, etc. There is a dearth of places for adults to simply socialize and make community connections, especially if they work outside the home, now that book stores / coffee shops are dying off or non-existent. (Or perhaps this is a Parks n Rec idea? But libraries need to become hubs again!)
- Run children's program that foster love and stewardship of nature / environment - whether its forests, oceans, marshes, etc., to get them vested early, especially during the summer. Perhaps a weekend series, where they read an assigned book during the week, meet at library to talk, brainstorm, watch a video, then go outside to do related activity - plant seeds? Collect / Draw insects? Find as many pieces of “pre-positioned” garbage as they can, and learn why each is harmful to environment? Bring in your pet? Etc.
- Organize / coordinate local trips to area attractions, places of interest, sights, etc. Tie them to assigned books and / or speaker series. People pay to go, but library does the behind-the-scenes logistics, up front.
- Advertise your programs in ways that reach the demographics of the area - from signs up in local stores / restaurants to texts of monthly events! Require all library card holders to give their emails (or phone #s), and use them. Use an e-blast or even a phone-tree blast to reach folks. Proactive and preemptive!
- Quiet rooms for study as well as small study rooms for group study

INPUT GATHERED | SURVEY RESPONSES

Drive-Thru

- Drive-up drop-off box x3
- Drive-thru's in general x2
- A drive-thru in Joppatowne
- Drive-up windows in more branches
- Drive-thru window at Aberdeen
- The drive-up window makes the library perfect already
- Drive-up book return at Fallston
- Drive-up return slots
- Please keep the drive-up window! Makes life so much easier!
- Maybe more extensive drive-thru
- Drive-thru windows at more branches

Environmental Considerations

- Utilizing solar energy / solar panels x4
- Improved air quality in the old buildings
- Charging stations!
- I would like to see an open community area like an indoor courtyard where some of the activities like knit a-longs and craft classes could take place, with a skylight, a green wall, and plants
- The library of the future has electric car charging stations. Libraries in other counties have been providing these for years now

Food / Drinks

- Vending machines x20
- Cafe x15
- Coffee Shop / Bar x10
- Outdoor seating x6
- Bookstore style x5
- Snacks x4
- Free food for customers x4
- Coffee machine x3
- Coffee in general x3
- Eating areas x3
- Food x2
- Milk shake machine x2
- Water bottle filler fountain
- Keto diet
- Food and drinks to purchase for kids
- Tacos
- More water fountains
- A professional kitchen for food demonstrations and local chefs
- Cooking classes
- A water fountain on the second floor of the Havre de Grace branch
- Places to eat and drink
- Drinks
- I'd like to see cold water in the water fountains instead of room temperature water
- The Bel Air branch is the coolest; great place for the kids to come and play and read! Replicate that in all the other branches as well. It would also be cool to have a coffee bar (I'm picturing a Starbucks where you could find books and read). The coffee bar would generate extra revenue for the county as well. Who doesn't like to read with a coffee?
- Cafe with great coffee and snacks
- Vending machines with at least diet Pepsi and water
- Ice cream machine with Jim, Santa, Mitsie as servers with awesome on there hats
- Drink / soda and snack machines as before
- Sandwiches
- Outdoor seating with coffee / drink bar
- Hot dogs for breakroom
- Bring the vending machines back to the libraries that have removed them, at least for diet soda and water
- Comfortable areas for reading or using computer where food is allowed
- The ability to bring in snacks for book club
- Places to get a coffee or drink, not vending machines would be nice
- Smoothie bar
- Wine
- Snack machines and soda in Aberdeen
- Snack designated area

INPUT GATHERED | SURVEY RESPONSES

New Branch

- **New building in Darlington! x5**
- I would LOVE to see a library in Forest Hill! We have to travel to Jarrettsville, Whiteford or Bel Air for library services...Forest Hill deserves a library branch. Thank you!
- I'd like to see a library in Belcamp for those of us in between Edgewood and Aberdeen
- Improvements or a new building for Fallston

Nothing Needs to be Done

- **No x6**
- **Nothing x6**
- I like it as is
- I like visiting - they are clean and comfortable
- I can't think of a thing our libraries need! Perfect in every way
- Alright
- I don't have any ideas at the moment, but thank you for asking. I just want to know that the library will always be there
- I think the system does a pretty great job now
- I love them the way they are
- All is good
- Good for me
- Okay
- The Abingdon library is great already!
- Great job with green choices so far; keep it up!
- Personally, I'm pretty happy with the books
- Can't think of a thing to add. The library is fabulous. In fact, it is one of the reasons why we moved to Bel Air
- Love everything about the library

Other

- **Game room x2**
- **Jobs x2**
- **A second floor x2**
- **Bathrooms need to be cleaner and updated x2**
- **Non-leaking roofs / fixed leaks x2**
- Modern Architecture
- More straightforward areas i.e. reading rooms, group zones, different level for teens and adults
- Children's Programs
- Public access computers
- Makerspace
- I want Fallston to have a stop light for safety in taking left turns in and out
- Lots of natural light
- Conference space
- Year-round Sunday hours
- Overall, I love HCPL, you guys rock!
- Game system rentals
- iPads
- Zen garden
- Different types of gardens
- Lounge
- I think the HC libraries are awesome
- Maybe fewer electronics in the kids areas - we fight it everywhere
- Wall clocks please
- More reading programs available, not only in the summer
- Aberdeen needs to expand
- I think the library system as a whole is fabulous
- Nursing mothers area
- Real people as Circulation staff instead of fully automated
- More room
- Put the actual library on the first floor at Havre de Grace
- I still like reading a book in my hands. Maybe in the future I will change my mind. I hope that library employees are not replaced with machines.
- Imagination
- Parents supervising their children
- Doesn't matter much, its what you have inside the library
- Books, etc. on the first floor of the library
- Account
- Volunteer reader recording booths
- An "Adult swim" time
- The forgotten groups right now appear to be Elementary School kids and older adults. Young children in Bel Air have a beautiful place in which to play, but Elementary School age kids have a few measly tables in the direct path of the often uncontrolled younger children
- Older adults, the largest population in Havre de Grace, will soon lose their comfy seating, a small concession in a branch that is definitely unfriendly toward older users.
- The puppy place
- Renovation of the Fallston Library
- No air fresheners, no locked bathrooms in the children's section - kids can't wait to pee or poop!
- Pinball machines
- I'd like to see the HDG library enclose their kids sections so the library is not so noisy.
- I'd like HDG library to give equal time to all artists. There is one artist who is getting lots of exposure there while there are many quality artists in the area.
- Coolmath
- Self-checkout machines that do not spit out 2nd piece of paper; every time i print out an account summary I get that plus it spits out a second one for what i just checked out that day
- Less shelf space with more books / items filling them
- New roof for Fallston branch
- More hands-on learning
- Multi-age groups
- Paper towels in the restrooms
- I'd most like to see some better bathrooms, because there's only 3 of them now
- More function than form - not like Havre de Grace
- Would also like to see more LEED certified environmentally sound design and more Baywise landscaping and rain gardens to protect our natural resources
- At the Abingdon drive-thru, we need a lower book drop chute for drivers of small cars

INPUT GATHERED | SURVEY RESPONSES

Parking

- **More parking in general x3**
- Better parking at Bel Air
- Better parking in general
- Parking

Programming

- **More STEM Programs x3**
- **Book signings / meet the author nights x2**
- **Summer reading x2**
- **More art exhibits x2**
- Scavenger hunts
- More book clubs
- Class on how to buy stocks
- Reading challenge
- Famous people
- Home School support programs
- Demonstration or craft rooms
- More activities for adults
- Print and book-making for kids
- Kids programs
- More STEM for younger kids
- Computer classes for seniors
- Puppet shows
- More fun science experiments
- Christian guest speakers
- More interactive activities
- Opportunities for storytime with crafts relating to the book. My kids love these!
- Master gardener class registration
- Classes in drug addiction counseling
- Forum for political debates for local candidates
- Spanish classes
- Educational seminars
- Free public classes and classrooms
- My wife and I both enjoy the services that the library offers now. We would hope there is the funding and desire to continue to provide the extra services. As well, we sometimes get up to the library for special talks and presentations. For example I enjoyed one by a Military Photographer. Both of us went to a talk about the conservation of the Chesapeake Bay, and one given by one of her authors. Thank you very much.
- Live music
- More programs on the weekends / evenings for working parents. I'd love to come to storytime, but I work and the branches that have Saturday storytimes are too far away.

Quiet Spaces

- More quiet study rooms x14
- More quiet places to sit and read x8
- Quiet rooms in general x7
- Quiet x7
- More private study rooms x6
- Private quiet area for adult computer use x4
- Quiet nooks x4
- Quiet reading corners x3
- More private study rooms / reading nooks with power, Wi-Fi and a door x3
- Study rooms for 2-3 people only x2
- More small group study rooms x2
- Comfortable and quiet reading areas x2
- Meeting rooms
- Genealogy lab
- More study rooms like they have at HCC
- More designated quiet areas for reading and computer use. All the branches I use have gotten much too noisy. Makes it difficult to concentrate!
- Quiet room to listen or view books
- A place to meditate
- Flexible spaces
- Lots of natural light
- Places to do Homeschooling
- Small private study rooms that can be signed out
- More tables
- Semi-private study rooms
- Better sound-proofing between the quiet study rooms at the Bel Air Library
- More individual working space
- Quiet space in the Havre de Grace branch
- More private places to read near windows and plants
- Beautiful relaxing spaces
- Separate areas for quiet study and community interaction
- Charging stations in quiet areas
- More private reading spaces at Fallston
- More private study areas at Aberdeen (similar to Bel Air and Abingdon)
- More staff accessible to quiet study rooms
- Windows / glass into private / quiet study rooms
- Better acoustics/sound-proofing, particularly near areas that generate more noise e.g. children's areas like Schooner's Cove. Spaces that encourage activity and play are great, but please don't forget traditional quiet reading areas!
- Quiet reading rooms
- Areas where you can read and enjoy coffee
- Sound-proofing the business center at Havre de Grace branch
- More tutoring space

INPUT GATHERED | SURVEY RESPONSES

Seating

- **More comfortable seating x4**
- **Flexible seating / furniture x2**
- **Comfortable seating conducive to reading, near books x2**
- **More seating in the Children's Area x2**
- More comfortable chairs for adults
- More innovation areas
- More seating in general
- Comfortable seating for parents in the Children's Area
- Tables to sit and eat
- More space in Children's Area to do homework
- More comfortable and ergonomic furniture at computers
- More benches outside that are durable and comfortable
- Easy to clean and maintain seating in work areas
- Easy chairs
- More comfortable single seating for quiet reading
- Homey furniture
- Place to sit and eat / drink so I could bring my kids and a lunch and eat there

Service

- **More customer service, less self-service / machines x8**
- **Career center / resources x3**
- **Able to suggest books and movies x2**
- **More tutors x2**
- **3-D printers with trained staff to facilitate first-time users x2**
- **Automatic renewals x2**
- **Longer video rental times x2**
- **Smiling librarians / happy staff x2**
- Passport services
- Color printers
- More 14-day rental for DVD's
- Computer help
- More group meetings
- Printing
- Career exploration for teens
- Educator cards (see Howard County policies)
- Open earlier than 10am during week days and stay open later than 5pm on a Friday
- Open on Sundays
- Ability to renew books
- People at desk at all times
- Movie list
- Longer hours at Darlington
- Longer hours in general
- Reading strategies for secondary school teachers
- Longer computer times, at least 3 hour sessions
- An area with equipment to listen to / preview music CD's or audiobooks on CD before checking them out.
- Centralized Genealogy Department in one branch
- Reference librarians want their own desk, like it was before, especially at Jarrettsville
- Literacy Room
- Employees at the front desk
- College Admissions/Preparation Counseling/Help/Workshops, Job Readiness Counseling/Help/Workshops, Grad School Readiness Counseling/Help/Workshops, Support Groups for Grief, Illness, Divorce, Addiction, etc.

Service *Continued*

- Nice people who are always happy to help
- Open late on weekends
- No cost for ILL if the item is not available in the county system
- How to do a resume
- Self-service kiosks
- Posters that explain the Dewey Decimal System (basic and in detail)
- Waive fines for seniors
- Ability to pick up books when library is closed
- Help with passwords to sign on
- Periodically ask questions to customers and staff as to what they needed/wanted in their library
- Clean building
- Training for the newest of new items for the library for customers and staff, to have staff keep an open mind for "what if"
- Keeping on track with training for staff so customers always find our staff pleasant with a smile
- Administrators and Board keeping things on track and supporting staff
- Strive for contact to all possible customers
- Extended book due dates
- Help from a real person
- A tech help desk would be great! I have a NOOK that I can't get to work linking e-books through MD Consortium Library
- No library cards, just use your license number
- Perhaps the library can collect nonperishable food, cleaning supplies, personal care items and give items to area food pantry closets. Also, can the buildings be used as overnight housing for homeless during harsh weather.
- More staff available to help
- Quicker check-out
- Child-friendly environment
- Clean restrooms
- More information about receiving ILL materials
- More control over younger children. They run around, scream, etc. and parents do not control them. This is at the Whiteford branch. I have been in Jarrettsville, and it is always quiet even with a lot of children. A place to have the younger children run and play that is sound-proof.

Technology

- More computers x10
- Updated computers x6
- Secure, fast, better Wi-Fi x6
- Charging stations x6
- Color printers / copiers x5
- A 3-D printer space x4
- YouTube Studio x3
- Beam by EyeClick x2
- VR equipment / HTC Vive / Oculus Rift x2
- Maker shop x2
- Interactive technology in general
- Interactive Whiteboards
- Game room
- Computer facilities
- Less focus on technology in children's programs
- More 3-D printing classes available
- More TV's / updated technology
- At my local library people use the computers all of the time. It would be great to see updated computers and more tvs sharing the awesome events happening at the library!
- At least 2 more computer stations in the business center at the Havre de Grace branch
- Great internet at Bel Air
- Mini digital theaters
- More scanners
- More printers
- Beam by EyeClick in every branch!
- Active content advisory off
- Education-based VR headsets that show historical landmarks and places around the world, etc.
- Applications
- Upgrades loaded across all buildings with staff training prior to upgrades & staff having both pre and post upgrade PCs at the service desk in order for staff to assist customers
- Technology labs for learning
- More tablets
- Digital lab for scanning photos
- More computers in quiet rooms

Technology *Continued*

- Virtual reality room
- Virtual reality games
- Training rooms complete with audio visual equipment and rooms that would be open to teaching home skills so equipped with those supplies
- Free Wi-Fi for customers at home
- Apple Macs for customers to use
- More book copy machines
- Roblox
- Interactive / digital catalogs on wall-mounted touch screens
- Wi-Fi for downloading content
- Ear buds and headphones for computers and audio books
- Wi-Fi hotspots that people can check out and take home
- USB sockets in outlets, especially in quiet room / study areas
- 3-D Printers in all buildings
- Noise cancelling headphones in Havre de Grace branch

Teens

- **More activities for teens x3**
- A teen area that is as cool as the Children's area (seating, shelving, etc.)
- A teen section for books
- More older kid-friendly toys / STEM activities
- More things for teens
- More younger people helping out
- A teen room with computers
- More events for teens 13-18
- Young Adult rooms with comfortable furniture, Wi-Fi, and some supervision to give our teens a safe place to go and grow
- Enclosed Teen Area
- Designated Teen programming and meeting spaces
- According to my daughters: "More stuff for teens. Everything is for kids"
- More space for teens
- Expand the teenager programs so that we can get them invested in our library system and give them a positive and safe environment to hang out in



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