

## V. Existing Facilities Service Assessment

### *Sharp Park Library*

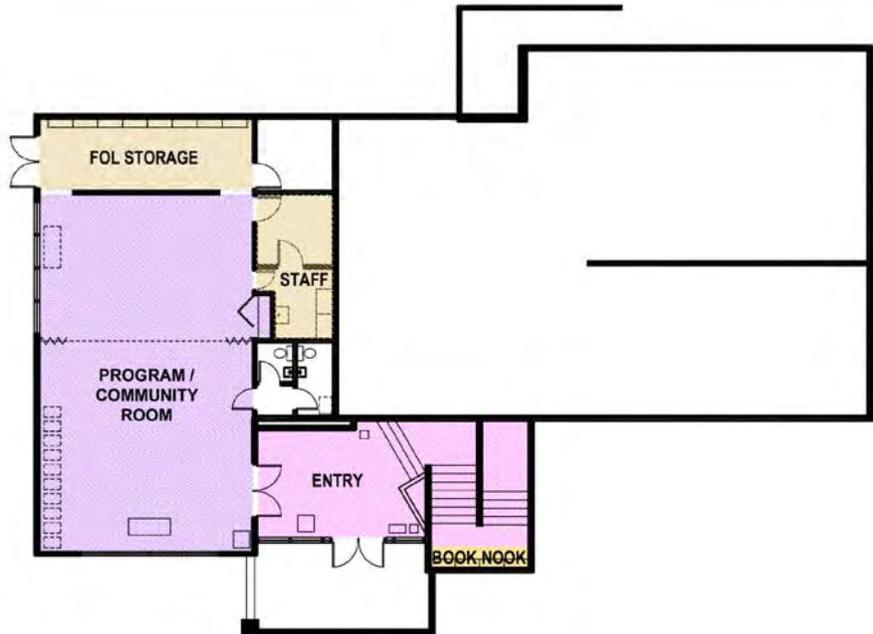
#### **Existing Floor Plan and Zoning**

Sharp Park Library is composed of two floors. On the first floor is the Community Program Room, a kitchenette, restrooms and storage space. The main library is on the second level. The second level has a direct entry from the outside and is also accessible from the first level by stair. Both entries to the second level arrive at a central marketplace, displaying new and popular materials, and the service desk. The staff work area and public restrooms are beyond the service desk.

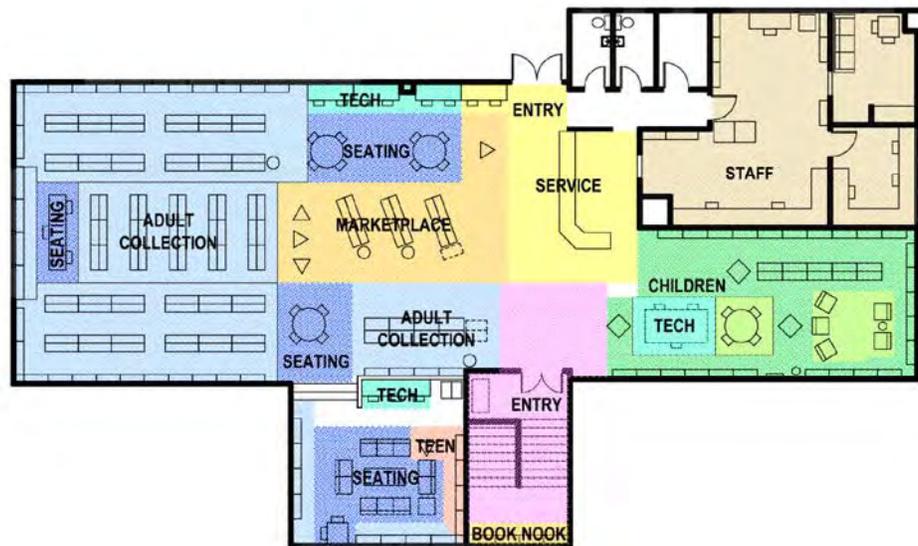
On one side of the Marketplace is the children’s area with collection and seating. There are also a few computer stations in this area. On the other side is the main collection. There is a large, step-down alcove off the main collection, near the stair entry. This alcove accommodates a seating area, periodicals, the young adult collection, and additional computer stations.

<b>Zone</b>	<b>Area</b>
Entry	669 NSF
Marketplace	379 NSF
Service Points (Self and Assisted)	349 NSF
Technology	164 NSF
Children’s Collection	430 NSF
Children’s Seating	131 NSF
Adult Collection	1,591 NSF
Seating	502 NSF
Teen Collection	48 NSF
Program/Community Room	1,119 NSF
Pacifica Friends of the Library Sales and Storage	249 NSF
Staff	858 NSF
Building Support Space	793 NSF
<b>Total Building</b>	<b>7,082 GSF</b>
Parking	20 spaces

## V. Existing Facilities Service Assessment



Sharp Park Library - First Floor Plan



Sharp Park Library - Second Floor Plan

## V. Existing Facilities Service Assessment

### Welcoming Environment

The site location is well known to the community, but challenging for newcomers to locate. Site signage is small, limited and almost invisible from the street. Exterior building signage is hidden from street view.



*Sharp Park - Street view*

The civic presence of the building is limited by multiple factors. The building character is very similar to adjacent residential buildings. In addition, the mass of the building is minimized by the sloping site.

The parking area for the lower entry is very steep and not well lit. The slope is treacherous and safety is a strong concern after dark. The upper entry has very limited parking.

There are two entry points to the library, one on each level. Both entries are obscured from street view. The path from the parking to these entries is not accessible. The most visible door from the street is an exit door from the Program/Community room. This door is not used, but its high visibility increases the confusion on where to enter the building. Other significant accessibility challenges include the steep site, the exterior book drop being too high, and the lack of any elevator or accessible interior path connecting the two floors.



*Sharp Park - Entries*



## V. Existing Facilities Service Assessment

The lower entry is the access point for the Program/Community Room. It features a bright and colorful mural, but is crowded with many competing uses, including the Book Nook, copier, and community information postings.



*Sharp Park - Entry mural, community information postings, and Book Nook*



*Sharp Park - Copier and entry to collections*

The upper entry is open and inviting on the interior, but is not easily found from the exterior and is remote from parking.

Several areas in the library are dark and the main collections space is a drab grey.



*Sharp Park - Upper entry*

## V. Existing Facilities Service Assessment

### Space that Excites and Inspires

Sharp Park Library, on first impression, appears very dated, cramped and small. Staff has created some interesting and vibrant displays highlighting programs, services, and new books.



Sharp Park – Displayed collection

The children’s area is fun, colorful and whimsical. However, because of its size, it provides little “face-out” displays and limited children sized furniture. Since it is part of the “one-room” layout, offering children’s programs is acoustically challenging to other concurrent uses.



Sharp Park – Children’s Area

There are large windows facing the ocean view, but they are too high to see the ocean while seated.



Sharp Park – Windows facing the ocean

## V. Existing Facilities Service Assessment

The Program/Community Room is very well used with over 400 meetings a year. However, it is not big enough to hold the larger program events SMCL would like to offer in Pacifica.



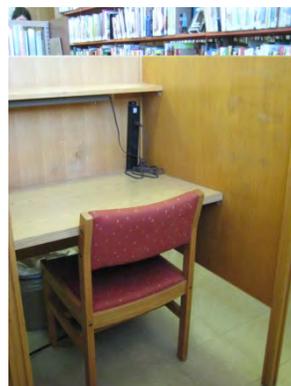
*Sharp Park – Program / Community Room*

### **Intuitive Systems and Layout**

Sharp Park Library has an open one-room layout for the collection. This layout provides high visibility and easy wayfinding. The service desk is easily recognizable. There are display areas for browsing immediately at the entry. The only challenging elements to find are the Book Nook (Pacifica Friends of the Library sales area) and study carrels.



*Sharp Park – Collection shelving and Service Desk*



*Sharp Park – Study carrel*

## V. Existing Facilities Service Assessment

### Operational Efficiency

Sharp Park's one-room layout also allows a high level of staff oversight and easy access for staff to service the collection. However, this space is crowded and the collection overflows on to temporary shelving.



*Sharp Park – Temporary shelving*

Although the exterior book drop is mounted too high for many to use comfortably and does not meet accessibility guidelines, it is highly used by customers. In addition, an improvised interior drop near the Service Desk is used. However, the interior drop is not physically secured, limiting its use. There is not an interior book drop by the lower entry. Despite numerous signs, patrons often mistakenly use the Pacifica Friends of the Library Donation Box by the lower entry for returns.

Due to inadequate workspace, the Service Desk is used to process returns. If returns were processed elsewhere, the service desk could be smaller.

The staff area is overcrowded and inefficient. There is limited office space and as a result, most staff do not have appropriate or adequate space to work. The staff space has been adapted for different uses over the years.



*Sharp Park – Staff space*



## V. Existing Facilities Service Assessment

### Customer Driven Service

Self-check stations at Sharp Park Library are highly visible, but underutilized (67%). Since they are currently located at the Service Desk, many customers opt to check-out their materials with staff.



*Sharp Park – Self-check station*

Holds and loans are located conveniently, well used, and well liked. However, although their location makes the items readily available, it is not very aesthetically pleasing.



*Sharp Park – Holds shelving*

SMCL offers account services and access to the collections catalog through its website. Customers can review their account and request materials online.

## V. Existing Facilities Service Assessment

### *Sanchez Library*

#### **Existing Floor Plan and Zoning**

Unlike Sharp Park Library, the Sanchez Library is on one level with one main entry. The public toilets are located directly off the entry space. The entry opens to the Marketplace and Service Desks. Behind the front Service Desk is the staff work area and toilet room. On the right side of the Marketplace is the teen area and part of the adult fiction collection. Also on the right side toward the back is the children’s area with collection and seating. On the left side of the Marketplace is the adult nonfiction collection, media, periodicals, and seating. The legs of the L-shaped building define a courtyard. Windows and doors provide access to the courtyard. Several computer stations are located along these window walls, facing the courtyard.

<b>Zone</b>	<b>Area</b>
Entry	100 NSF
Marketplace	194 NSF
Service Points (Self and Assisted)	555 NSF
Technology	131 NSF
Children’s Collection	264 NSF
Children’s Seating	229 NSF
Adult Collection	966 NSF
Seating	408 NSF
Teen Collection	84 NSF
Teen Seating	73 NSF
Staff	545 NSF
Building Support Space	580 NSF
<b>Total Building</b>	<b>4129 GSF</b>
Parking	21 spaces

## V. Existing Facilities Service Assessment



*Sanchez Library – Floor Plan*

## V. Existing Facilities Service Assessment

### Welcoming Environment

The location of the Sanchez Library is well known to the community, but harder for a newcomer to find. There is one small site sign along the street that is almost invisible. There is no exterior building signage.



*Sanchez - Signage*

Sanchez Library's civic presence is limited, primarily because it is set back far from the street. Clerestory elements enhance the building massing.



*Sanchez - Views from street and parking lot*

Exterior accessibility challenges include gravel pathways and a book drop that is mounted too high. The book drop is not located along the entry path. Instead, it is hidden from view on the other side of the front tower element with a drinking fountain.



*Sanchez - Entry with gravel path*

## V. Existing Facilities Service Assessment

Sanchez Library has a single entry point. The entry lobby is crowded with competing uses including security gates, community information, the copier, and restrooms.



*Sanchez – Interior entry security gates, community information*



*Sanchez – Copier and restrooms at interior entry*

Just beyond the entry, the interior is more open and inviting. However, the collections are less welcoming with tall shelves and narrow aisles.



*Sanchez – Open and inviting interior*

## V. Existing Facilities Service Assessment

### Space that Excites and Inspires

On first impression, Sanchez Library provides good natural light, but is dated and crowded. There is limited display area for new items, but local artwork is also featured.



*Sanchez – Display areas for new and featured items*

The children’s area is fun, colorful and whimsical. However, it has little “face-out” displays and limited children sized furniture. The children’s shelving is too tall for children to easily access. Since it is part of the “one-room” layout, having children’s programs is acoustically challenging. Many children’s and family programs utilize the courtyard.



*Sanchez – Children's area and musical storytime*



*Sanchez – Storytime*

There is a small teen area consisting of a single table and some shelving, but there is little distinction between it and the rest of the library.

## V. Existing Facilities Service Assessment

### Intuitive Systems and Layout

Sanchez Library has an open, "L" layout. This allows high visibility and easy wayfinding. There are two service desks- one for reference and one for accounts. The accounts desk is more visible and gets used more, even for reference questions.

There is a strong connection to the outdoors with lots of windows and doors looking onto a dedicated courtyard. The courtyard is highly used and well liked by the community.



*Sanchez - Courtyard*

The collection shelving is crowded, so there is limited display area for browsing.



*Sanchez - Holds and limited display area*

Overcrowding has placed the adult collection closer to the children's collection than ideal. Although collections shelving is labeled, there is limited signage for wayfinding.



*Sanchez - Overcrowded adult, children's, and teen collections areas*

## V. Existing Facilities Service Assessment

### Operational Efficiency

The open "L" layout provides easy access to collections, but the tall shelving allows limited oversight for staff.



*Sanchez – Tall shelves limit visibility.*

Although the exterior book drop is not close to the entry and placed too high for accessibility or for many to use comfortably, it is still highly utilized by customers. An improvised book drop is also set up inside. However, the interior drop is not physically secured, limiting how much customer use it.



*Sanchez – Interior bookdrop*

## V. Existing Facilities Service Assessment

Similar to Sharp Park, the staff use the Service Desk as a workspace to process returned materials. If these materials were handled elsewhere, the Service Desk could be smaller.



*Sanchez – Reference desk*

Even more than Sharp Park Library, the staff area is overcrowded and inefficient. There is limited office space and as a result, most staff do not have appropriate or adequate space to work. In addition, there is no partition between staff workspace and the rest of the library creating acoustical challenges.

### **Customer Driven Service**

The Self-check station at Sharp Park Library is highly visible, but underutilized (61%). Since the stations are currently located at the Service Desk, many customers opt to check-out with staff. In addition, any kind of queue blocks the main path forcing staff to assist with checkouts to minimize impacts to circulation.



*Sanchez – Self-check station*

## V. Existing Facilities Service Assessment

Sanchez Library also has holds and loans in a convenient location. This service is well used and well liked. However, although their location makes the items readily available, it is not very aesthetically pleasing.



*Sanchez - Holds*

Finally, Sanchez patrons can access SMCL services online. SMCL offers account services and access to the collections catalog through its website. Customers can review their account and request materials online.

## VI. Peer Library Benchmarking

### *Benchmarking Data*

Based on the information provided in Section V: Existing Facilities Service Assessment, and focusing on the quality of library services, this section offers an evaluation of key library metrics concerning library service delivery. These metrics are intended to provide strategic insight into Pacifica's Library Service Needs through direct numerical comparison.

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

- Age of the Building: 0 to 7 years
- Service Population: 38,000 to 46,500
- Size of the Building: 20,000 SF to 60,000 SF
- Preferred Location: Coastal and/or Suburban Communities

The Core Team determined a peer library to be considered a suitable benchmark if it met a substantial portion, but not necessarily all, of the criteria. For example, a library may demonstrate very strong attainment of three criteria and only cursorily align with the final one, yet be considered a suitable point of reference.

For the purposes of this study, the Core Team identified libraries throughout California and the nation. Fifty-nine libraries, including 25 different library systems, were researched in detail and then culled to a list of seven for their inclusion in the analysis for this Library Needs Assessment effort. The following facilities most strongly fit the selection criteria:

- Cole Library, Carlsbad, California
- Dublin Library, Dublin, California
- Mark Twain Library, Long Beach, California
- Millbrae Library, Millbrae, California
- Morgan Hill Library, Morgan Hill, California
- North Natomas Library, Sacramento California
- Robbie Waters Pocket-Greenhaven Library, Sacramento, California



## VI. Peer Library Benchmarking

Below is a chart outlining how the seven selected peer libraries compared to the selection criteria:

Criteria	Age of Building	Service Population	Size of Building	Location
	0-7 years	38k-47k	20k-60k	Coastal or Suburban
<b>Cole</b>	11	38k	25k	Coastal
<b>Dublin</b>	8	36k	30k	Suburban
<b>Mark Twain</b>	4	57k	16k	Coastal
<b>Millbrae</b>	7	24k	26k	Suburban
<b>Morgan Hill</b>	4	48k	28k	Isolated Suburban
<b>North Natomas</b>	1	37k	23k	Suburban
<b>Robbie Waters</b>	1	46k	15k	Suburban

Poor	Fair	Good	Very Good	Excellent
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### Key Metrics Overview

For comparison purposes, the following seven key metrics, along with their associated units of measurement, were collected for each of the identified peer libraries:

- Collection Size *items per capita*
- Reader Seating *seats per capita*
- Computer Stations *computers per capita*
- Program Rooms *seats per capita and total seating capacity*
- Children’s Area *seats per capita*
- Group Study *seats per capita*
- Size of Building *square foot per capita*

Through a comparative analysis, one can note that certain elements of Pacifica’s existing library services either exceed or fall short of the peer library metrics. This analysis was completed using a trimmed mean of the collective peer libraries data. Each key metric area includes the data from each peer library, as well as the trimmed mean of all the collected data. The trimmed mean is established by removing the highest and lowest numbers in a range of figures and then averaging the remaining numbers. Unlike an average of all the data points, a trimmed mean helps to adjust the range of information for any outlier data points that could skew the overall data to reflect results outside of normal experience and general pattern of distribution.

The benchmark trimmed mean for each key metric is a useful tool for comparing Pacifica’s existing Library Services to the services currently provided by other, recently built libraries serving similarly sized



## VI. Peer Library Benchmarking

communities. This analysis is just one factor in the Library Needs Assessment process and should be seen as a method to help illuminate any issues that may be preventing the existing facilities from supporting most fully the service goals of their operators and maximizing their value to the community.

### *Duplication*

In order to provide a valid comparison between Pacifica’s library services and the peer libraries, we must first account for the effects associated with the fact that Pacifica’s library services being offered through two facilities, rather than one. Each of the peer libraries provides services to its designated service population from a single facility. The number of facilities that are used to provide library services will affect the key metrics that are noted above and used for comparison.

In the case of Pacifica’s libraries, there is an intentional duplication of materials in the collection in order to provide some of the same items at both facilities. This means that the actual total collection in Pacifica has been inflated to maintain easy access to materials for the community at both libraries. This duplication entails both having multiple copies of a popular item to meet circulation demand and providing additional copies of an item solely to accommodate its availability at multiple facilities.

Having multiple facilities also increases the overall building size needed to provide library services in Pacifica. Along with duplicate collections at both facilities, there are a number of other services and spaces that require additional floor area. These spaces include staff work areas and building support spaces, such as restrooms, mechanical systems, and closets, to name a few.

Working closely with SMCL staff, a set of “effective data” was created for the existing Pacifica Library services. This effective data adjusts the actual data by accounting for the duplication in collection and building size. By removing these duplicate items and the space associated with them from our totals for the existing Pacifica facilities, we can compare more accurately the key metrics on an “apples to apples” basis.

	Actual Collection	Effective Collection	Actual Building Size	Effective Building Size
Sharp Park Branch Library	55,223	38,983	7,082 SF	6,153 SF
Sanchez Branch Library	43,395	30,633	4,129SF	3,588 SF
<b>Total</b>	<b>98,618</b>	<b>69,616</b>	<b>11,211 SF</b>	<b>9,741 SF</b>



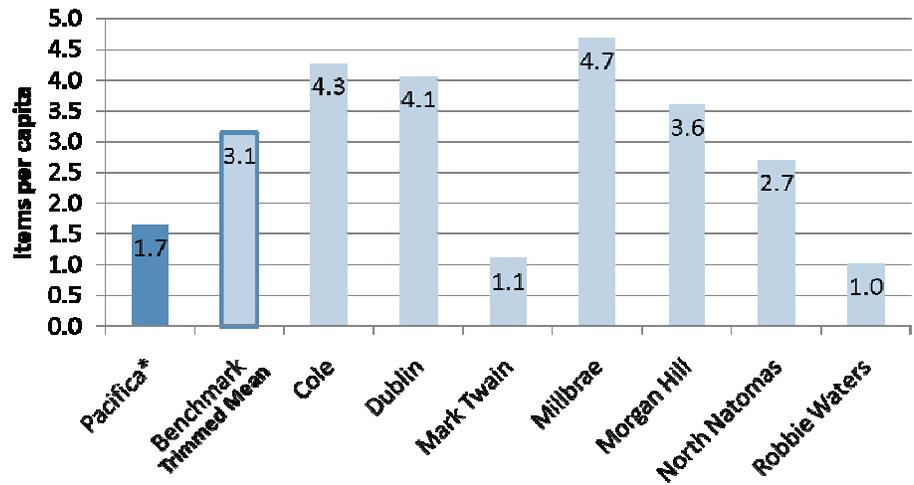
## VI. Peer Library Benchmarking

### Key Metrics Summary

Following, are observations and a summary of the key metrics for Pacifica's libraries and the peer libraries benchmarked.

#### Collection

- Peer libraries provide 1.0 – 4.7 items per capita.
- Pacifica currently provides 1.7 items per capita.
- The benchmark trimmed mean indicates the peer trend toward 3.1 items per capita.
- Pacifica's collection size is currently 1.4 items per capita below the benchmark trimmed mean.

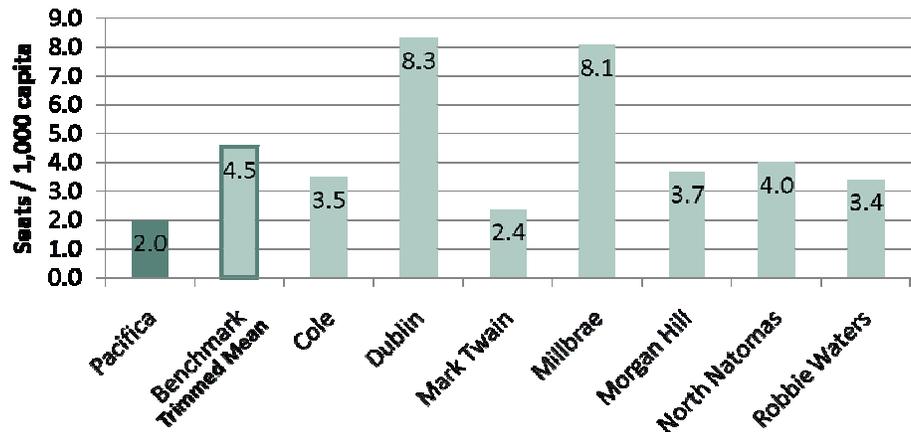


\*Collection adjusted to account for duplication

## VI. Peer Library Benchmarking

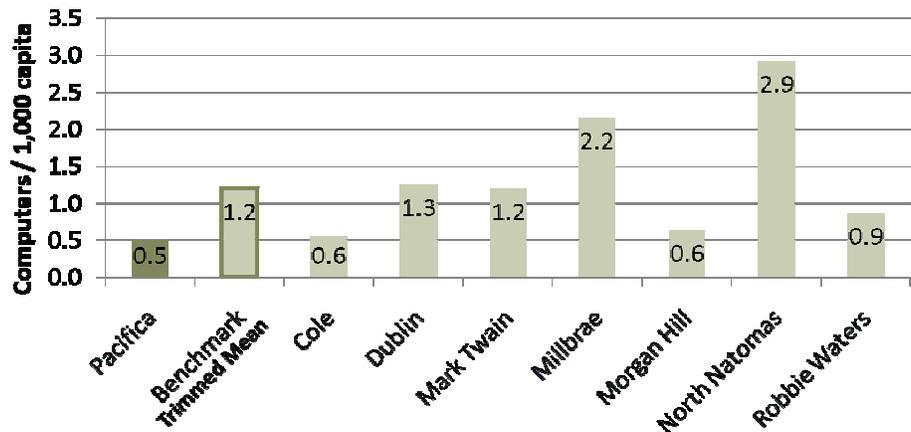
### Reader Seating

- Peer libraries provide 2.4 – 8.3 seats per 1,000 capita.
- Pacifica currently provides 2.0 seats per 1,000 capita.
- The benchmark trimmed mean indicates the peer trend toward 4.5 seats per 1,000 capita.
- Pacifica’s amount of reader seating is currently 2.5 seats per 1,000 capita below the benchmark trimmed mean.



### Computer Stations

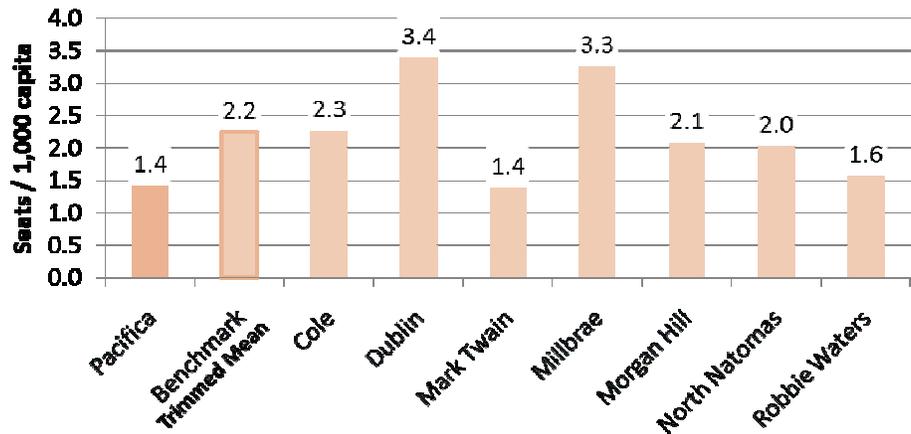
- Peer libraries provide 0.6 – 2.9 computers per 1,000 capita.
- Pacifica currently provides 0.5 computers per 1,000 capita.
- The benchmark trimmed mean indicates the peer trend toward 1.2 computers per 1,000 capita.
- Pacifica’s amount of computer stations is currently 0.7 computers per 1,000 capita below the benchmark trimmed mean.



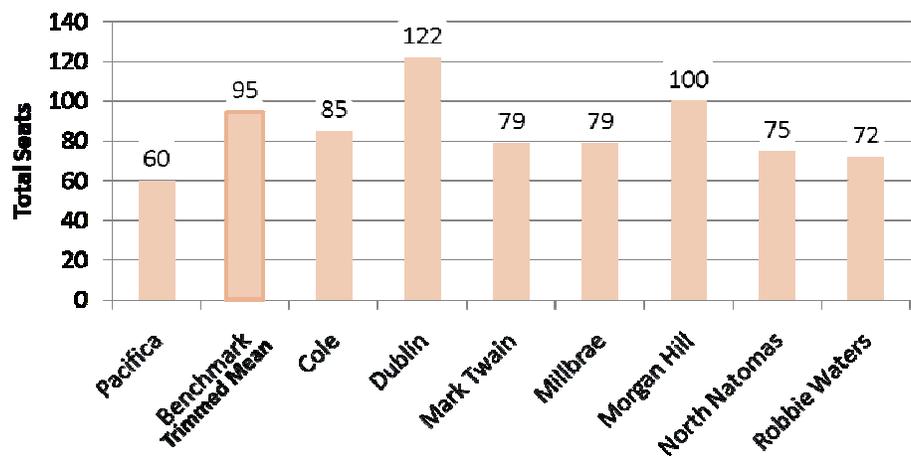
## VI. Peer Library Benchmarking

### Program Rooms

- Peer libraries provide 1.4 – 3.4 seats per 1,000 capita.
- Pacifica currently provides 1.4 seats per 1,000 capita.
- The benchmark trimmed mean indicates the peer trend toward 2.2 seats per 1,000 capita.
- Pacifica’s program room capacity is currently 0.8 seats per 1,000 capita below the benchmark trimmed mean.



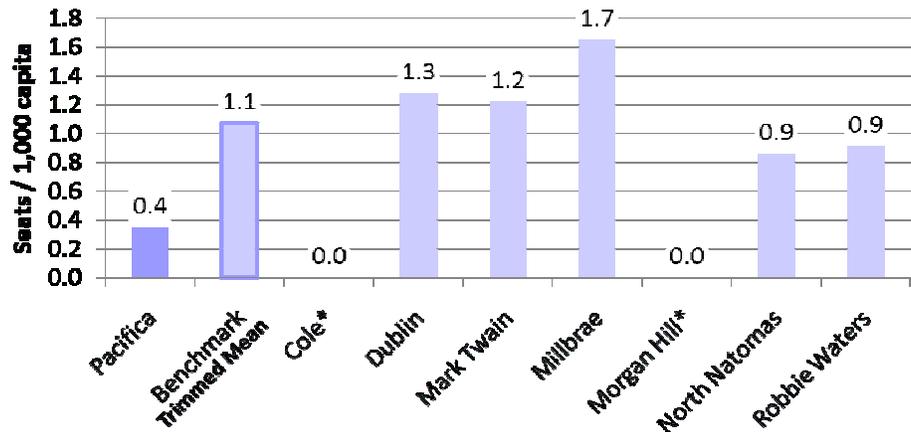
- Peer libraries provide a total seating capacity of 72 – 122 seats.
- Pacifica currently provides a total seating capacity of 60 seats.
- The benchmark trimmed mean indicates the peer trend toward 95 seats for the total seating capacity.
- Pacifica’s program room capacity is currently 35 seats below the benchmark trimmed mean.



## VI. Peer Library Benchmarking

### Children's Area

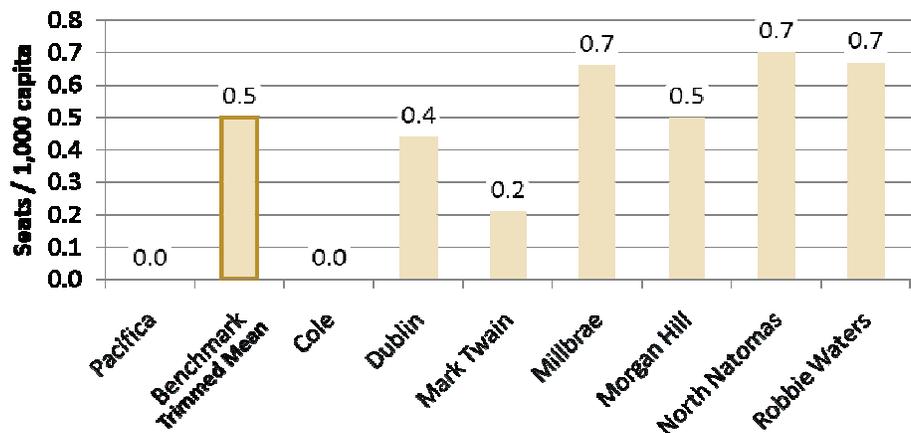
- Peer libraries provide 0.9 – 1.7 seats per 1,000 capita.
- Pacifica currently provides 0.4 seats per 1,000 capita.
- The benchmark trimmed mean indicates the peer trend toward 1.1 seats per 1,000 capita.
- Pacifica's children's area seating capacity is currently 0.7 seats per 1,000 capita below the benchmark trimmed mean.



\* Children's Program are held in the general Program room

### Group Study

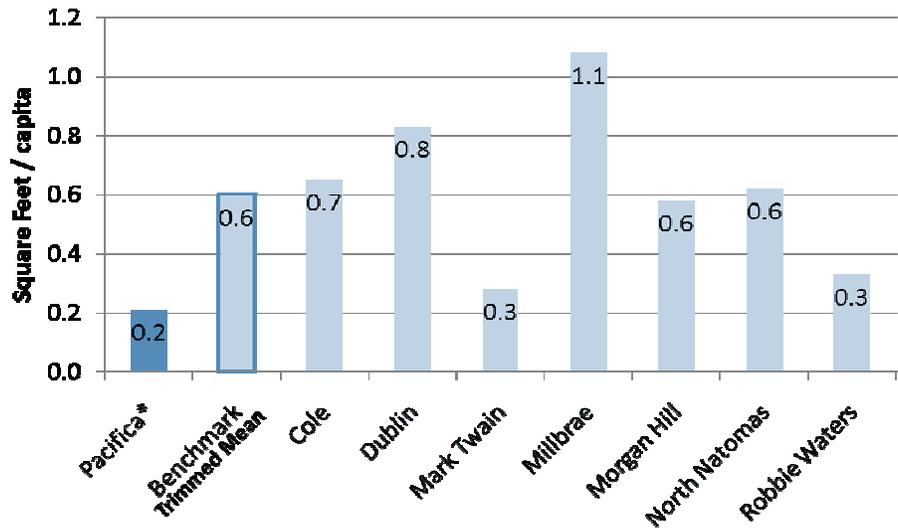
- Peer libraries provide 0 – 0.7 seats per 1,000 capita.
- Pacifica currently provides no seats for group study.
- The benchmark trimmed mean indicates the peer trend toward 0.5 seats per 1,000 capita.
- Pacifica's group room capacity is currently 0.5 seats per 1,000 capita below the benchmark trimmed mean.



## VI. Peer Library Benchmarking

### Square Feet of Building

- Peer libraries provide 0.3 – 1.1 square feet per capita.
- Pacifica currently provides 0.2 square feet per capita.
- The benchmark trimmed mean indicates the peer trend toward 0.6 square feet per capita.
- Pacifica's library build size is currently 0.4 square feet per 1,000 capita below the benchmark trimmed mean.



*\*Size adjusted to account for collection duplication*





## VII. Recommendations

### *Basis for Recommendations*

The Pacifica Library Needs Assessment has considered numerous sources of information and influences as they pertain to the delivery of library services in Pacifica:

- Community Background and Demographics
- SMCL Service Model Principles
- Community Input
- Existing Facilities
- Peer Library Benchmarking



### **Community Background and Demographics**

Concerning the Community Background and Demographics, this Library Needs Assessment provides data and trends for the service population size and expected population growth over the next 20 years. It also accounts for demographic profiles and lifestyles of Pacifica's residents, offering insight into the community's preferences and needs.



## VII. Recommendations

### **SMCL Service Model Principles**

Implementing the five SMCL Service Model Principles affects the overall recommendations substantially. As stated earlier, these principles are based on current goals for all libraries within the SMCL system, and build upon important trends in the delivery of library services. Most notably, these principles will require additional space to accommodate different methods of materials display and seating, as well as to provide a variety of settings and options for users to interact and choose settings that are most aligned with their chosen library experience (quiet and contemplative, exciting and conversational, or educational and active).

The tangible ways in which the Service Model Principles factor into the recommendations are expressed in shelving display densities, face-out displays, and proposed enclosed spaces, intended to provide acoustical separation for the distinctly different activities occurring simultaneously on any given day.

### **Community Input**

Community Input is a cumulative summation of the community outreach process that occurred as a part of this study. It is comprised of the anecdotal and statistical responses by the participants in the community outreach, including two public outreach meetings, a focus group, a staff workshop, three key informant interviews, and an online survey. The summary of the community's input expressed in this report reflects the overarching concepts and themes established in the process. It also validates alignment or misalignment with other statistical measures, such as benchmarking and library services best practices for Pacifica. Community Input is also factored into the metrics by influencing the overall mix of the recommended collections, seating, and technology, within the framework of the established projected growth.

### **Existing Facilities**

The Existing Facilities are evaluated from a services perspective with regard to how well the existing libraries meet the SMCL Service Model Principles. This analysis allows for a deeper understanding of the current strengths and limitations of library services in Pacifica. The recommendations take into consideration the gaps in library services between the existing facilities and the SMCL goals.



## VII. Recommendations

### Peer Library Benchmarking

Benchmarking of peer libraries illustrates a comparison of facilities in similar communities. For the purposes of this study, the Core Team identified a series of key criteria to vet suitable libraries for benchmarking. Analysis of these benchmarks, especially in conjunction with the SMCL Service Model Principles, informed a recommended metrics target for the library. These metrics included collection size, number and types of seats, technology, program rooms, children's programming, group study, and total building area.

### *Recommendations Overview*

This assessment makes several types of recommendations. The first group is Service Recommendations, both qualitative and quantitative. The next group translates these service recommendations into Facility Size recommendations. These recommendations address the different impacts of providing library services to Pacifica in either a single or multiple facilities.

Although many of these recommendations are given in square foot areas, they do not outline a building program. A future effort will use the information in this Library Needs Assessment to develop a detailed building program for design and construction.

### *Service Recommendations*

The service recommendations are broken into qualitative and quantitative categories. The qualitative recommendations describe the essential character of the service needs while the quantitative recommendations define the amount of the service needs.

### *Qualitative Service Recommendations*

The qualitative service recommendations address facility design and layout, but on their own, do not add square footage to the service needs. The space required to follow them is included in the overall growth, which is discussed in the quantitative recommendations.

### Entry

The current Pacifica entries are overcrowded and pose significant accessibility challenges. Facilities should provide space for a welcoming, visible, and accessible entry. There should be an appropriate space for posting community information. Near the entry should be an accessible bookdrop with direct access into staff workspace. The entry should also provide easy access to accessible restrooms.

### Marketplace

The Marketplaces are located close to the entry, but are overcrowded. Improve the sense of entry and path of arrival to the Marketplace. It should not be crowded by other uses near the entry. Emphasis should be placed on user-friendly browsing and display of new materials.



## VII. Recommendations

### **Gathering Space**

The current overcrowded facilities have little to no room for visitors to meet and socialize. Provide a welcoming space that allows and encourages gathering with an emphasis on social interaction and discussion. The facilities can achieve this within the quantitative space recommendations for seating.

### **Community Living Room**

This library space, identified in the SMCL Service Model, includes comfortable seating, an area for gathering, and a quiet place for reading. Facilities can provide a community living room for this need within the quantitative recommended space for reader seating.

### **Children's Programming**

The existing children's areas are crowded and too small for the larger children's programs. The existing space is not only inadequate for children's library service needs, but it also negatively affects other library areas.

The quantitative recommended space for children's collection and seating will incorporate the space needed for typical children's programs. However, there should be additional space available for special events and larger children's programs to occur in or near the children's area. This need has been accounted for in the Library Program Room/Community Room recommendation.

The children's area should be vibrant and engaging, designed with appropriate aesthetics and scale that appeals to children. It should also support acoustical separation from other spaces within the library. Separate rooms may be ideal, but are not necessarily the only means to achieving the desired acoustical goals.

### **Accessibility**

Accessibility as a service includes arrival at the library and access to information and facilities. Although staff is very helpful with finding information, the existing facilities do not meet the current standards for physical accessibility. The paths of travel to the libraries are not compliant either. Spaces within the entries and restrooms are not accessible and make it difficult for people with disabilities to use the libraries. The library facilities need to be accessible to the library users and to staff. Space for required accessibility improvements is accommodated within the overall recommendations.



## VII. Recommendations

### ***Quantitative Service Recommendations***

After considering each of the five influences listed above; community background and demographics, application of SMCL Service Model Principles, community input, analysis of the existing conditions from a service delivery perspective, and comparison to peer benchmark libraries, these are the specific recommendations. Each recommendation is compared to the current facilities' numbers and quantifies the change in items and area to achieve the recommendation.

The recommendations are categorized by the type of need: collections, reader seating, technology, meeting rooms, etc. Each recommendation describes the amount of space needed and the quantity of associated items for a category of library service need. The space needed is given in Net Square Feet (NSF). NSF is the square foot area allocated to an individual library service need to support its function. The NSF only accounts for the space needed for a service and does not represent the non-assignable, but necessary areas.

The various NSF recommendations are then totaled and multiplied by a grossing factor to determine the Gross Square Footage (GSF). The grossing factor accounts for the additional support areas and space the building itself requires. These include corridors, toilet rooms, mechanical rooms, janitor/electrical/telephone closets, the thickness of walls, etc. This increase due to the grossing factor is listed as Building Support in the recommendations. The GSF or Gross Total describes the total building size.

#### **Collections**

Current	*69,600 items	*2,650 NSF
Recommended	136,500 items	12,380 NSF
Increased by	1.96 x items	4.67 x SF

*\*Collection adjusted to account for duplication*

All collections require more room for adequate display and marketing. This increases the overall space requirements due to both the larger anticipated collection and the need for more space for each item.

#### **Reader Seating**

Current	84 seats	1,340 NSF
Recommended	182 seats	4,370 NSF
Increased by	2.16 x seats	3.26 x SF

All seating requires more room to serve users adequately. Distribute seating between active and quiet areas. Also, provide separate seating areas for teens and children.



## VII. Recommendations

### Technology

Current	21 computers	300 NSF
Recommended	45 computers	1,370 NSF
Increased by	x 2.14 items	x 4.57 SF

In addition, to computer stations, power outlets should be provided with seating to encourage laptop use. Any space for technology should be flexible to allow adaptation to future technology needs.

### Library Program Room / Community Room

Current Total	60 seats	1,120 NSF
Recommended Total	150 seats	2,630 NSF
Increased by	2.50 x seats	2.35 x SF

A key service of SMCL is planning and facilitating library programs. A Library Program Room is necessary to be able to realize this service fully. SMCL intends to provide some of their large program events in Pacifica if adequate facilities become available. This program room would also serve as a Community Room for Pacifica. The space described also includes a kitchenette and storage.

### Group Study / Meeting Rooms

Current	0 total seats	0 NSF
Recommended	24 total seats	*840 NSF

*\*This space can be provided in multiple rooms with 4-10 seats each.*

Many users come to the library to work in groups. Separate meeting rooms will allow them to work without concern of disturbing other patrons. Community groups could also use these rooms to meet.

### Pacifica Friends of the Library

Sales Area		
Current	30 NSF	
Recommended	50 NSF	
Increased by	1.67 x SF	

Storage Area		
Current	220 NSF	
Recommended	300 NSF	
Increased by	1.36 x SF	

Pacifica Friends of the Library is an important volunteer organization which supports fundraising for special programs and collections. It is important that they have a distinctive space for their use.



## VII. Recommendations

### Teen Room

Current	0 NSF
Recommended	*300 NSF

*\*This is the additional space needed to have a separate teen room beyond the space for teen seating, collection, and technology.*

Teens need a space specifically designed for them. They also need a place for their library services that they can use without worrying about disturbing other patrons. The area recommended above is the additional space required to provide a separate room for teens. The space for collections, seating, and computers in this room is included in the earlier recommendations and is in addition to this recommendation.

### Staff Spaces

Current	1,400 NSF
Recommended	2,820 NSF
Increased by	2.01 x SF

Staff need adequate and efficient space to provide library services and process the collection. This recommendation also takes into consideration technological requirements for staff space, such as future automated sorting machines.

### Service Needs Summary

	Current	Recommended
Collections	*2,650 NSF	12,380 NSF
Reader Seating	1,340 NSF	4,370 NSF
Technology	300 NSF	1,370 NSF
Program/Community Room	1,120 NSF	2,630 NSF
Group Study	0 NSF	840 NSF
Pacifica Friends of the Library	250 NSF	350 NSF
Teen Space	0 NSF	300 NSF
Staff Space	1,400 NSF	2,820 NSF
<b>Service Need Subtotal</b>	<b>*7,060 NSF</b>	<b>25,060 NSF</b>

*\*Size adjusted to account for collection duplication*

### Facility Size Recommendations

The Facility Size Recommendations take the spaces described in the Service Needs Recommendations and translate them into approximate building sizes. Although this is not based on a detailed building program, it does give a sense of the scale of any future facility for planning purposes.



## VII. Recommendations

### *Single Facility*

	<b>Current</b>	<b>Recommended</b>
Service Needs	*7,060 NSF	25,060 NSF
Building Support	2,680 NSF	8,350 NSF
<b>Gross Total</b>	<b>*9,740 GSF</b>	<b>33,410GSF</b>
Increased by	3.43 x SF	
<i>*Size adjusted to account for collection duplication</i>		

	<b>Current</b>	<b>Recommended</b>
Parking	41 spaces	134 spaces

The City requires 1 space per 250 gross square feet. This recommendation is based on 33,410 GSF Single Facility Building Size.



## VII. Recommendations

### *Multiple Facilities*

Providing library services in multiple facilities requires additional adjustments to the Service Needs Recommendations. Intentional duplication of services for multiple facilities is addressed in a similar manner as in the Peer Benchmarking section. The duplication factors used to adjust the collection size down are now factored in to bring it back up.

While the recommendations can evenly divide the space for some services between the two facilities, they handle the Program/Community Room differently. Library services in Pacifica need a Program/Community Room for 150 people. For large events, two rooms for 75 people in separate facilities are not equivalent. Thus, the 150-person program room is recommended for one facility and the other facility will provide a smaller 50-person room to support typical library programs.

Another impact of multiple facilities is the increase of the overall building size needed to provide equivalent level of library services in Pacifica. Along with the duplicate collections at both facilities, there is a number of other services and spaces that require additional floor area. These duplicated spaces include staff work areas and building support spaces, such as restrooms, mechanical systems, and closets, to name a few.

#### **Additional Area Recommended**

<b>Collections</b>	5,590 NSF
<i>increased for required duplication</i>	
<b>Program/Community Room</b>	930 NSF
<i>150 seats at one, 50 seats at the other</i>	
<b>Pacifica Friends of the Library</b>	50 NSF
<i>duplicate sales at each location, split storage evenly</i>	
<b>Teen Space</b>	300 NSF
<i>duplicate teen room at each location</i>	
<b>Reader Seating, Technology, Group Study</b>	0 NSF
<i>split evenly between locations</i>	
<b>Staff Space</b>	890 NSF
<i>increased in proportion to overall growth</i>	
<b>Total Additional</b>	<b>7,760 NSF</b>



## VII. Recommendations

### Building Size

	1st Branch	2nd Branch
Collections	**8,990 NSF	**8,990 NSF
Seating	2,190 NSF	2,190 NSF
Technology	680 NSF	680 NSF
Program/Community Room	2,630 NSF	930 NSF
Group Study	420 NSF	420 NSF
Pacifica Friends of the Library	200 NSF	200 NSF
Teen Space	300 NSF	300 NSF
Staff Space	1,850 NSF	1,850 NSF
Building Support	5,750 NSF	5,180 NSF
<b>Gross Total</b>	<b>*23,010 GSF</b>	<b>*20,740 GSF</b>

\*\* Size adjusted to account for collection duplication

### Facility Comparison

<b>Single Library Branch</b>	<b>33,410 GSF</b>
Service Need:	25,060 NSF
Parking Required:	134 Spaces
<b>Two Library Branches</b>	<b>43,750 GSF</b>
Service Need:	32,820 NSF
Parking Required:	176 Spaces
First Branch	23,010 GSF
Service Need:	17,260 NSF
Parking Required:	93 Spaces
Second Branch	20,740 GSF
Service Need:	15,560 NSF
Parking Required:	83 Spaces

### Considerations Overview

The purpose of this Library Needs Assessment is to establish the need for library services in Pacifica. Determining how these needs will be met is a future effort that the community will need to undertake. In developing this report, the following considerations were discussed in reference to one library versus multiple libraries.

### Considerations for a Single Facility

#### Opportunities

- Efficient use of resources by consolidating in one location
  - Services and Programs
  - Collections
  - Staff and hours
- Lower one time construction cost
- Stronger "Sense of a Central Place" for the Community
- Lower on-going maintenance and operational costs

#### Constraints

- Single library branch in Pacifica
- Limited phasing opportunities in construction



## VII. Recommendations

### *Considerations on Multiple Facilities*

#### **Opportunities**

- Maintains multiple library branches in Pacifica
- More phasing opportunities in construction
- Distributed library services

#### **Constraints**

- Resources divided or duplicated for multiple locations (decreased efficiency)
  - Services and Programs
  - Collections
- Total allocated staff and hours divided between locations
- Increased one time construction cost
- Diluted "Sense of a Central Place" for the Community
- Increased on-going maintenance and operational costs



## VII. Recommendations

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## Appendices

### APPENDIX

- A. **Outreach Meeting Documents**
  - 1. Outreach Meeting #1 Presentation
  - 2. Focus Group Meeting Minutes
  - 3. Staff Workshop Meeting Minutes
  - 4. Key Informant Interview #1 Meeting Minutes
  - 5. Key Informant Interview #2 Meeting Minutes
  - 6. Key Informant Interview #3 Meeting Minutes
  - 7. Outreach Meeting #2 Presentation
- B. **Community Survey**
- C. **Outreach Meeting Publicity Information**





# Appendix A

## Outreach Meeting Documents

1. Outreach Meeting #1 Presentation
2. Focus Group Meeting Minutes
3. Staff Workshop Meeting Minutes
4. Key Informant Interview #1 Meeting Minutes
5. Key Informant Interview #2 Meeting Minutes
6. Key Informant Interview #3 Meeting Minutes
7. Outreach Meeting #2 Presentation





# San Mateo County Library

## Pacifica Library Needs Assessment

Community Outreach Meeting #1  
February 17, 2011



ABA

### Agenda

- Introduction
- Needs Assessment Overview
- Community Background Information
- Changing Library Services
- Library Experience Exercise
- Brainstorming Exercise
- Conclusion



ABA

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## Needs Assessment Overview

- Goals of Needs Assessment
- Process and Approach

ABA

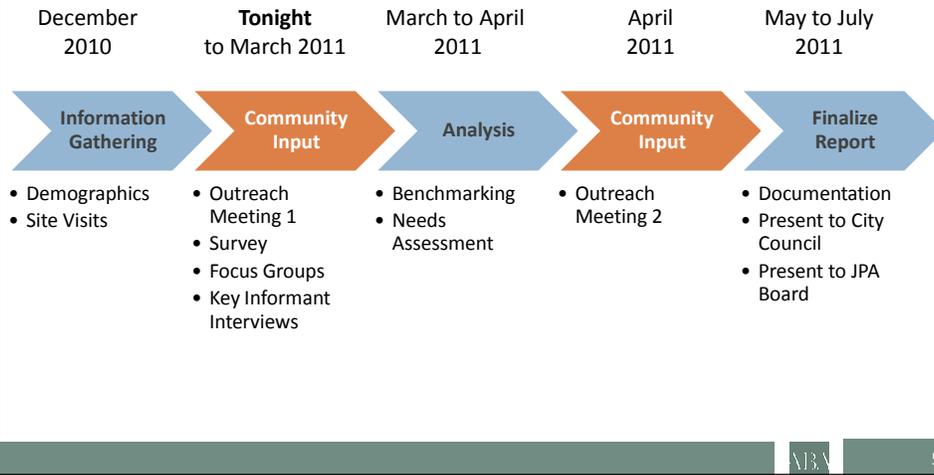
## Goals of the Needs Assessment

- Establish a Common Understanding of Current Library Services
- Include a Broad and Diverse Spectrum of the Community
- Identify Pacifica's Unique and Specific Library Needs
- Describe how the Current Buildings Either Enable or Limit the Provision and Enjoyment of the Library's Collections and Services
- Describe the Minimum Space Required to Provide for the Identified Needs Based on Current and Future Demand for Library Services
- Generate a Community Consensus to Move Forward with the Library Project

ABA

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## Needs Assessment Process



## Approach



## Community Background

- History of Library Services in Pacifica
- Demographic Information

ABA

## History of Library Services in Pacifica

- Pacifica Incorporated in 1957
- Friends of the Library Established in 1979
- Joint Powers Authority Founded in 1999
  - San Mateo County provides Library Services
  - City provides Library Facilities
- Pacifica Library Foundation Established in 2003



ABA

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## **Sharp Park History of Library Services in Pacifica**

- 1932 – Branch Library Opened in San Pedro School Building
- 1948 – Library Moves to Francisco Boulevard
- 1961 – Library Displaced by Highway 1 Expansion,  
Relocates to Rented Space on Palmeto Avenue
- 1965 – Sharp Park Library Building Opened at 104 Hilton Way



## **Sanchez History of Library Services in Pacifica**

- 1960 – Sanchez Library Opens as Storefront  
in Linda Mar Shopping Center
- 1978 – Sanchez Library Closed Due to Budget Constraints
- 1979 – Library Reopened in Former San Pedro School Building
- 1982 – Sanchez Library Opens at 1111 Terra Nova Boulevard



## Community Service Area

- ❑ The Pacifica Libraries serve the community of Pacifica
- ❑ The City's boundaries delineate the community for this needs assessment



## Pacifica Demographics Overview



<b>Population:</b>	<u>Pacifica (2010 est)</u> 40,431	<u>CA</u> 36.7m
<b>Race:</b>	White 67.5% Asian 18.4% Other 14.1%	60% 11% 29%
<b>Median Age:</b>	42.3 years	36.8 (U.S.)
<b>30.5%</b> of Households are Families with Children		
<b>19.7%</b> of the Community is Foreign Born		
<b>36.3%</b> Holding a Bachelor's Degree or Higher		24% (U.S.)
Average Household Income is <b>\$101,000</b>		

## Population Segments

- ❑ Population Segmentation is Done Based on Socioeconomic and Demographic Compositions
  - Income, Employment, Education, Age, Housing Type, and Other Key Determinant Factors
  - Combines Lifestyle Demographics (Who) with Local Neighborhood Geography (Where)
- ❑ Deeper Understanding the Community
  - Overall Demographic Makeup
  - Lifestyle Characteristics
  - “Intangibles” of a Community – Ambience and Character

## Population Segments

