



March 23, 2018

# Space Program

for



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## **EXECUTIVE SUMMARY**

*The Wadleigh Memorial Library in Milford, NH is composed of a 1950s 3-story brick building and a 2-story 1980s addition, totaling approximately 14,000 square feet. Several years ago, a new library building was proposed on the same site, but did not receive town approval. In 2018, under the leadership of a new director, the library would like to understand programmatic square footage requirements and explore space planning options. This information is the first step to creating an environment better suited to serve the community and meeting its mission to be the “educational, cultural, technological and social center supporting lifelong learning and improving quality of life by connecting the community to resources and services.”*

*The library staff, trustees and stakeholders have identified the following priorities in the 2016-2020 strategic plan, to be addressed in the space planning process:*

- Create a welcoming, stimulating and transformative space for all, that showcases the vibrant sense of community in Milford.*
- Improve the patron experience, including accessibility, for a diverse population of patrons*
- Optimize staff efficiency and support training; Provide adequate & accessible storage*
- Expand growing collections for all levels of educational and informational needs*
- Increase meeting and gathering spaces, including program space for the children’s library, a community meeting room with after-hours access and small group meeting spaces*
- Expand teen (YA) area as part of a strategy to engage more teen readers*
- Support technology and its evolving role in the library setting*
- Provide spaces for quiet reading, study and reflection*

*Stibler Associates has met with key staff members from each department to prepare the following Space Program, including design goals, functionality and work flow priorities. This space program will then be used to inform test fit space plan options for a renovation and/or potential expansion of the current library building, answering the questions:*

- What can we do with what we already have? (Make better use of existing space)*
- How much more do we need? (modest addition in the future)*



### Abbreviations:

p	person (full time)
PT	part time
V	volunteer
lf	lateral file
vf	vertical file
TD	touch down
sf	square footage
MEP	mechanical/electrical/plumbing
HVAC	heating, ventilation, air conditioning

Usable sf      occupied interior space,

Gross sf      total building area

**STAFFING SUMMARY**

<b>Department</b>	<b>Year 2018</b>	<b>Future</b>
Director	1p	-
Circulation	1p/11PT/3V	-
Reference	1p/1PT	+2PT
Tech Services	1p/3PT/3V	-1p/+2PT
Young Adult	1p	-
Children's Librarian	1p/2PT	-
Facilities	1p	+1PT
<b>Totals</b>	<b>7p/17PT/6V</b>	<b>6p/22PT/6V</b>

Notes:

1. Cross-trained staff are not duplicated. They are listed under their primary department.

**DEPARTMENT DETAIL**

Department: Director  
Spokesperson: Betsy Solon  
Current Location: Main Floor

<b>Staffing</b>	<b>Year 2018</b>	<b>Future</b>
Library Director, Betsy Solon	1p	
<b>Totals</b>	<b>1p</b>	<b>-</b>

**Adjacencies:**

Desires good visibility to circulation and beyond

**Comments:**

Okay for the office door to open into the "action". Door is open 90% of the time. Would also like exterior and interior office windows.

Small meeting table/guest chairs in office for 3-4p

Secure storage (locking files) includes: 2-dwr file for passport documentation & file drawers for personnel & financial records; add lock to office door for additional security

Bookshelves for professional info (existing is good quantity)

Current desk too big. Desires sit-stand, likes side return

Needs surface for printer/fax machine

Phone needs to reach desk, but doesn't necessarily need to be on the desk (prefers to get up)

**DEPARTMENT DETAIL**

Department: Circulation  
 Spokesperson: Mary Ann Shea  
 Current Location: Main Floor & shared lower level office

<b>Staffing</b>	<b>Year 2018</b>	<b>Future</b>
Head of Circulation, Mary Ann Shea	1p	
Library Assistants (desk staffed full time with 2 people)	6PT	
Inter Library Loan (ILL)	1PT	
Pages (high school staff, shelving books)	4PT	
Book sale volunteer	1V	
Volunteer program	2V	
<b>Totals</b>	<b>1p/11PT/3V</b>	<b>-</b>

**Adjacencies:**

Visual adjacency to reference (need to hand off patrons with reference questions frequently)  
 High adjacency to main entrance for maximum visibility to patrons and visitors  
 Adjacency to staff workroom  
 Note: overlap/cross training for staff between circulation/reference/technology (designed for customer service)

**Comments:**

Circulation is the face of the library, a public service hub.

Tasks include (many can be done in workroom):

- 1<sup>st</sup> touch point/greeting for public
- Answer phones, including passport questions & appointments
- Check materials out & in (check in is separate from desk, in back work area)
- Re-stock book shelves (by Pages)
- Manage Inter Library Loan service (run by State of NH, receive materials & ship out, currently shelving space in workroom too tight!)
- Coordinate van delivery service (12-library consortium, need dolly access from van to workroom; space for cart and bins)
- Process magazines & newspapers
- Provide Reference department back up
- Monitor 3D printing (for security and staff skills)
- Manage DVD & CD security cases
- Store (2) laptops & (2) tablets for check out within library; museum passes
- Sort mail (in-coming and out-going)
- Receive book donations (handled by volunteer, sorted in the book sale area)
- Provide office supplies for patrons to borrow

Circulation desk (aka "Fort Circulation")

- Too much open space between desk and back work counter
- Consider safety access/exit from behind the desk

- Does not have an ADA height counter (would like seated face-to-face interaction; kids also like to see)
- Move the book holds from back wall (reduces look of clutter and provide patrons direct access) **in progress**
- Disconnect the book drop from check-in desk
- Move ADA door access button to a better location for patrons to use (and less tempting for kids)
- Current L-shape desk configuration guides patrons to one computer station much more than the other. Guest do not always see the 2<sup>nd</sup> check out station.
- There are no sight lines to/from the stacks
- Challenging to keep at least one staff member at the circulation desk at all times, but this is critical.
- Good location for AED and 1<sup>st</sup> aid kit
- Position phone so that back is not to patrons at desk
- Security camera monitor screen
- Cash register used frequently
- Require storage for wide variety of items (see above; paper types, 3D printer supplies, swag bags, tech devices, security cases, etc.)

Staff back work area

- Inadequate staff locker/cubby space; existing coat hooks
- ILL work space
- Check-in station
- Phone (helpful to answer in back, can give call full attention)
- Visibility to the front/other areas via security camera
- Enjoy sharing this space with Children's library staff for team comradery
- Snack counter (better consolidated with break room?)
- White board for shared communications (also use e-mail; many PT staff covering wide range of hours)
- Need separation of public access/view and staff work space
- Shelf or storage area for volunteer cleaning supplies & sign-in book

Need public access space for:

- Hospitality area (good visibility from circulation desk for the purpose of monitoring unattended children; hygiene)
- Self-pick up holds
- Book restocking (after check in, but before pages return to the shelves, current set up works well)
- Book club books
- Book donation drop off (book sale is currently on lower level)
- Office supplies (stapler, 3-hole punch, pens, etc.)

Collection wish list:

- Need more storage for books; quantity TBD (3-4 more shelves for adult non-fiction?)
- Need more storage for DVDs and to consolidate media into one area (audio books, CDs, DVDs)
- Movable stacks and furniture
- Lower stacks for visibility and light
- More display areas & ability to display books facing outward

**DEPARTMENT DETAIL**

Department: Reference  
Spokesperson: Kim Gabert  
Current Location: Main Floor & shared lower level office

<b>Staffing</b>	<b>Year 2018</b>	<b>Future</b>
Head of Adult Services, Kim Gabert	1p	
Part time staff (Susan)	1PT	+1PT
Tech Squad (student?)		+1PT
(Katie S. & Diana L. are counted elsewhere)		
<b>Totals</b>	<b>1p/1PT</b>	<b>1p/3PT</b>

**Adjacencies:**

“Floating/Roaming” department  
Adjacency to the books! (Non-fiction and reference collection)  
Visibility to patrons & circulation desk (PT reference person at circulation?)  
Away from loud, interactive areas like DVDs  
Adjacency to public computers?

**Comments:**

Primary role is to be available to patrons for questions and help using the library, including:

- Research
- Looking up books
- Assistance with printing, computers, copiers, fax, etc.
- Provide office supplies (similar role to front desk)
- Notary service
- Phone and walk-up meeting room reservations (for 2-45p)
- Proctoring exams (requires balance of quiet computer access with good visibility)
- NH History Room (needs additional programming; requires good ventilation & controlled light)

Opportunities for improvements:

- Would like to provide patrons with privacy for confidential questions/research (currently public computers are very close quarters)
- Current reference desk is large and does not provide good access between staff, the “Great Wall of Reference”
- Current reference desk is not “open and friendly”; patrons hesitate to interrupt “off desk” project work (which is not the priority and should be interruptible); desire work area that is more open & integrated
- Need to increase visual communication between circulation and reference to better hand off patrons to reference
- Small study rooms for 2-4p would be better than reserving larger meeting rooms for this number of people.
- A new teenage helper to assist with computer/printer/technology questions?

Public Computers

- Used all day
- 8 computers seems like a good number
- Not “too” comfy
- Need good “air flow”, some breathing space
- See notes above regarding proctoring exams & patron privacy
- See notes in YA and Children’s area (re: additional computers)



**DEPARTMENT DETAIL**

Department: Tech Services  
Spokesperson: Diana LeBlanc  
Current Location: Lower Level

<b>Staffing</b>	<b>Year 2018</b>	<b>Future</b>
Head of Technical Services, Diana LeBlanc	1p	-1p
Part time (Theresa, Tiger, Kathy)	3PT	+2PT
Volunteers	3V	
<b>Totals</b>	<b>1p/3PT/3V</b>	<b>5PT/3V</b>

**Adjacencies:**

Agency to exterior door for shipping and receiving (UPS/FedEx trucks on the street; ILL and van uses main door at parking lot)

**Comments:**

Tech services is “behind the scenes”.

Typical tasks include:

- Receiving (unpackage, inspect, sort, process & check-in to database)
- Shipping (decommission books and package/ship to non-profits)
- Repairing CDs & DVDs

Work flow requires:

- (3) computer stations
- Counters (option for standing/seated heights, good lighting, open work surface)
- Storage for supplies
- Shelving
- Space for carts

Current Tech Services room also serves the following un-related functions:

- Town IT “closet” moving to electrical room **in progress**
- Staff break room (1 of 2 in the building)
- Back-issues of newspapers
- Archival supplies (supports NH room)
- General office supplies storage
- Lower level security (locks exterior door after 5pm, glass door provides visibility, currently only camera is at elevator; panic button)
- NOTE: this room is pre-plumbed for a future restroom

**DEPARTMENT DETAIL**

Department: Young Adult (Teen)  
Spokesperson: Katie Spofford  
Current Location: Main Floor and shared lower level office

<b>Staffing</b>	<b>Year 2018</b>	<b>Future</b>
Katie Spofford	1PT	
<b>Totals</b>	<b>1PT</b>	<b>-</b>

**Adjacencies:**

Adjacent to circulation (for full time monitoring)  
Better transition from children's/juvenile and to adult non-fiction

**Comments:**

The Young Adult department is for kids in grades 6 – 12. The current space is much too small and a new area would ideally include the following:

- Total square footage closer to the size of the Keyes meeting room
- 2 smaller display fixtures
- Space for programs and social clubs
- Seating area
- Touch down work space for Katie
- 2 public computers with capacity for gaming (and headphones)

The materials overlap with juvenile fiction and includes graphic novels. The physical distance between the children's area and YA can be intimidating for some kids. Likewise, kids need to be able to use the adult non-fiction area for homework comfortably.

After school, kids will walk to the library. Typically about 20p currently, want to increase those numbers. Looking for opportunities to increase patronage for this age group.

Want to maintain good visibility but contain some of the noise.  
Past feedback for this "teen area" has mentioned closed off glass walls. Still a good idea??

**DEPARTMENT DETAIL**

Department: Children’s Library  
 Spokesperson: Letty Soule, Trina McLenon & Katie Ondre  
 Current Location: Main level, lower level & 3<sup>rd</sup> floor

<b>Staffing</b>	<b>Year 2018</b>	<b>Future</b>
Head of Children’s Services, Letty Soule	1p	
Part time (Trina & Katie)	2PT	
<b>Totals</b>	<b>1p/2PT</b>	<b>-</b>

**Adjacencies:**

Adjacency to YA (overlap with Juvenile fiction)  
 Ideally all children’s programming would be on one floor

**Comments:**

The Children’s Library serves kids under the age of 12, adults with disabilities and their caregivers. There is some overlap with YA/teens, who use the juvenile fiction and also tables and computers in the children’s area.

Overall comments include:

- Desire large programming space, adjacent but with the ability to close it off. Currently they are using three floors:
  - Toddler programs, ages 0-4 on 3<sup>rd</sup> floor (storage in corridor)
  - Storytime, including school visits (40-50p), in children’s area by moving tables
  - AV meeting room on lower level for school age programs (storage cabinet)
  - Maker space/craft projects at tables in children’s area, 14-24p of all ages (materials stored lower level & 3<sup>rd</sup> floor)
  - Acoustic café and other large general library programs are held in the children’s area (up to 99p) because with mobile stacks and furniture, it is the largest open area in the building.
- Programming space would include sink, storage cabinets, both hard surface and carpet flooring types.
- Juvenile fiction is currently just outside of the children’s area. Stacks are 100% full, with regular “weeding”. Visibility is not good, but can easily hear what is going on, Staff can be in the stacks regularly to re-shelf books and keep an eye on things. Missing comfy reading space for kids (existing built in wood bench)
- “Off desk” project work is completed in the lower level shared office.
- There is a storage room in the lower level for games, craft supplies, decorations, etc.
- 2 computers and open desk surface, accessible to the kids, works well for children’s circulation desk (accommodate 2 staff members, occasionally a 3<sup>rd</sup>)
- Current layout in children’s room works well (mobile book bins and angled stacks)

**DEPARTMENT DETAIL**

Department: Facilities  
Spokesperson: Jeff Mackey  
Current Location: Lower Level

<b>Staffing</b>	<b>Year 2018</b>	<b>Future</b>
Jeff Mackey, full time	1p	
		+1PT
<b>Totals</b>	<b>1p</b>	<b>1p/PT</b>

**Adjacencies:**

**Comments:**

- Needs only modest desk area
- Would like workshop/bench space for tools & projects
- Building needs more storage... opportunity with new, larger garage?
- Could the current facilities office/storage/workshop be used for something better? (Used to be a reading room in the original library)

## **COMMENTS**

Overall building/site notes:

- Need overall, cohesive & updated LED lighting building-wide, including exterior
- Larger garage for equipment and storage
- Large 1980s palladium window gets too much sun/too hot (broken seals)
- Fewer walkways! Better access for kids and seniors
- 1950s building = infrastructure & code challenges (ADA, fire/life safety, MEP, etc)
- Fireplace no longer working, but electrical insert provides ambiance
- 3<sup>rd</sup> floor stairwell landing is very tight! (consider as emergency exit only??)
- Security cameras... can be expanded? **In progress**
- Existing garage and two houses will be demolished and expanded parking lot work scheduled to begin this spring
- Exterior fountain has been restored and will be re-installed this spring (view from interior?)

Refer to page 1, Executive Summary, for project goals.

## **SHARED/COMMON AREAS**

### Visitor entry:

- Desire welcoming sense of relaxation
- Clean, open & inspiring
- ADA accessible parking
- Obvious main entry from exterior/parking

### Meeting Rooms:

- Programming space for 125p (infrequently used, can be created by moving mobile stacks/furniture)
- Separate, locked after-hours meeting space for public (requires RR, kitchenette), 20-30p
- 1 Large conference room (Keyes), 75p, used frequently
- 4 – 5 Medium meeting rooms, 8-12p
- 2 – 3 Small meeting/study/reservable rooms, 2-4p

### Business Center(s):

- Copier/printer/fax for patron use

### Quiet reading nooks

- Integrated into overall space (library is not a quiet place anymore)

### Book Sale:

- Currently on lower level, out of the way location is good
- Currently a good size
- Not a priority

### Passport desk/cart:

- Semi-secure (stores forms & supplies, not completed documents)
- Scheduled by appointment
- Current cart is stored in director's office; could be semi-private desk
- Opportunity to market the service to library patrons?

### Notary services:

- Secured supplies (locking drawer)
- Shared with passport cart/desk?

### Hospitality area:

- Coffee for patrons
- Located near entry and within view of circulation

### Break Rooms:

- 1 staff break room
- Away from work space and public

### Server/Computer Room:

- Managed by town for multiple buildings... monument?

Secure archive room:

- NH History room (see reference)
- Doubles as small conference room

Storage:

- Children's programs (see Children's Library)
- Building maintenance (see Facilities)
- Circulation carts?
- Office supplies (see Circulation, Reference & Tech Services)

Restrooms:

- Add more restrooms (lower level opportunity)
- Existing plumbing located in current tech services space
- 3<sup>rd</sup> floor staff restroom doesn't work (pipes too small) **in progress?**

ADJACENCY DIAGRAM

