

09 APPENDIX

- FOCUS GROUP SUMMARY
- PRELIMINARY CONCLUSIONS / DRAFT
KEY CONCEPTS
- STAFFING CHART

FOCUS GROUP SUMMARY

Items highlighted in *orange* were mentioned multiple times by focus group attendees

When a customer enters the building, what should they see first?

- Informational way-finding / signage / building map - handouts
- Guest services desk / staff / volunteers to greet and provide directions
- Book returns
- A sense of openness - wow factor, easily visible and open stairwells, escalators, elevators
- PC reservation station
- Display space / kiosks, display area for current interest materials - artwork, historical, etc.
- Electronic bulletin board display with listing of daily activities, directory, info for new users, etc
- Security
- Coffee Shop
- Not a metal detector, an outer atrium
- Wide aisles in stack areas
- Sense of Kansas - native limestone with fossils, photos of native creatures, things that can be experienced

What should be on the Main Level?

- Circulation Services, Café, Children's Services, Meeting Rooms, Media collection, New Materials, Fiction
- Largest Meeting Rooms, public events rooms
- Information of general interest, rotating exhibits from other parts of the library – help with way-finding
- Wide open, inviting, seating, family friendly, engaging with more serious uses on upper levels
- Magazines, newspapers, current information
- Computers
- Art displays, exhibition, display space
- Reference collection
- Reception area
- Most popular items
- Restrooms, automated, family restrooms
- Not the Children's area - for security

What should be on the Lower Level?

- Storm shelter, Special Collections, Magazine Archives, Teen Space
- Storm shelter where people could still work and study, not just stand
- Children's, Restrooms, Nursing Room, Friends Bookstore, Teens, Technical Services (below Circulation), shipping / receiving / deliveries, Talking Books, Telecom room, Staff break room (could also be staff entry)
- *what about ground water & natural light?

What should be on the Upper Levels?

FOCUS GROUP SUMMARY

- Reference collection and Study Space
- Smaller Meeting Rooms
- More serious uses, collections
- Non-fiction, Reference, Computers / Lab, Business Center, Teen, Digital Services / Rack Space, Telecom Room
- Administration, Genealogy / Local History, AOSHS, Roof Garden, Special Collections

What should the building design be like?

- LEED, sustainable design, environmentally responsible
- **Timeless, not a monument to the architect, prominent**
- Prairie style with green spaces
- Evidence based things that can be special for this specific community - feed into themes of the City

Spatial Adjacencies / Considerations

- The Media collection should be near the Children's Area - crossover of family materials. Media space should be flexible for easy conversions to download stations / keep up with technology trends. All music and film collections should be kept in a centralized media space
- Talking Books should be near the mail/loading dock area for easy shipping and also have an easily accessible service desk with comfortable seating for waiting patrons
- The Friends Booksale area should be adjacent to their storage /sorting area
- Genealogy should be located on either the highest or lowest level - accessible but quiet and near elevators
- AOSHS does not have to be in the main stream but would like display space there
- Consider locating a copy center on each floor with Special Collections having their own
- Midwest would like (if staying independent) 5,000 square feet
- Consider merging Midwest, WGS, and AOSHS into a floor devoted to history with comfortable table seating, dimmer areas for microform readers, task lighting for study spaces, oversized work surfaces, group project and individual study spaces
- AOSHS would like: Space integrated into library but controlled independently, Archive space for growing collection - up to 9,000 square feet negotiable, shipping / receiving address, Research space, Exhibit space, Could share meeting spaces and computers, Reception space for archives, and Office space for 2 people

Where / what should the Teen Space be?

- Consider a dedicated space staffed by youth experts, high tech, some program space, dedicated computers
- This space may be limited by connectivity to Children's Area – consider Teen needs in Media and Collections
- This space may offer a combination of social and study space
- Teens would like to see the space contain: gaming, computers, food/vending, separate space, media/technology, bar seating, comfortable seating, a place to write / do art, performance area

FOCUS GROUP SUMMARY

- Teens would like the space to contain the following materials: adventure movies, fiction books, fantasy, graphic novels, both print and electronic book formats
- Teens have no opinion on displays
- Teens would like to have a Facebook type group
- Teens come to the library to: use study areas, use as a school, use computers, get stuff to read, get stuff online, get music from iTunes, attend book discussions (adult rather than teen), check out movies, graphic novels, and anime
- Teens do not usually come to the library to meet friends
- Consider locating the Teen Area on the 2nd floor, 3rd floor, or basement
- Consider locating different types of study areas inside or near the Teen space, including access to a computerized meeting room for preparing group projects and presentations

Where / what should the Children's space be?

- It would ideally have its own dramatic entrance, without a separate exterior entrance
- It would be ideally located on the first floor far from main entrance but near an elevator
- Consider providing access to an outdoor programming and reading space, natural "play-scape"
- This space may be an inviting area that uses themes: aviation, sunflowers, Wizard of Oz, sea life, etc.
- This space may contain: creative reading areas, spaces children can crawl in, cubby holes where children can be separated and read, tree houses, trains, a hobbit hole
- This space may have rotating themes highlighting different topics of interest
- Consider developing interactive components both for Early Literacy and for Elementary school aged children
- Consider placing a self-check unit at the Children's area entry so families do not need to stop at the building exit
- Consider including parenting magazines and other adult reading material for use while kids are playing
- The Children's Area would ideally have a designated Storytime area where kids can do activities / fidget while they listen, crafts area, adjustable in size
- Consider specifying seating that can be cleaned, and placing cushions on the floor for early childhood
- Consider developing spaces where adults and children can sit and read together
- Consider including tables and chairs for home-schooling and a small group quiet room with table and chairs
- Consider computers with educational software parents can try before they buy, listening stations, media, maps
- Consider designing wider aisles to make it harder for kids in strollers to grab things off the shelves
- Consider zoning the Children's area so toddlers not tempted by computers and other age inappropriate items
- The Children's Area would ideally have its own Family Restroom

Should the Non-Fiction collection be placed in a single run eliminating subject divisions?

- This may be a good idea because its more flexible, easier to use, and access
- This may be a bad idea because staff may need additional training to become Reference Librarians across all divisions
- This may be a bad idea because some patrons like subject headings

FOCUS GROUP SUMMARY

What are the main priorities for computer use?

- Consider developing one concentrated area with a large group of computers configured to create a sense of space/privacy but not configured into just rows and rows of workstations
- Patrons would like plenty of space to bring their own laptops / consider placing wired tables
- Patrons and staff would ideally like to have at least one instructional space that can be used for public and staff training and capable of webinars
- Consider placing express workstations for internet and catalog access near the building entry
- Consider placing catalog stations at the end of book stacks
- Consider configuring computer stations so that all of the screens are visible to a service desk
- Consider creating quiet study rooms with access to expanded remote resources / open courseware for home-schooling college credit information (Newman U model)

What are the needs of the IT staff?

- The IT staff would ideally have fiber connectivity to City Hall, city and public network management
- The IT staff would like to have space for networking equipment - could be in a glassed display
- Consider implementing raised floor systems to accommodate flexible cable management

Other Technology Needs

- Consider incorporating listening stations, a Media Room, the use of sound domes
- Consider incorporating Overdrive download stations
- Consider developing a Business Center with scanning, faxing, presentation development, etc. - mini Kinko's
- Consider incorporating Download capabilities into the new Teen Area
- Staff would like to have cordless phones for use at the Service Desks to allow for greater mobility
- Consider implementing a phone-in / instant message Reference service area
- Ideally, all of the meeting rooms would be wired with sound and presentation equipment so renters can just plug in

What are the highest priorities for Security Improvements?

- Consider utilizing Security monitoring, cameras, recording capabilities, monitoring of restrooms
- Consider incorporating a Police department workstation and a room for detaining suspects
- In the design of the Security desk consider placing a back to it, and include wiring for a telephone
- Consider outfitting Service Desks with panic buttons
- Consider methods for how to monitor adults "hanging around" the children's space

What would attract non-users?

- Cheaper, more convenient parking
- Food service / coffee shop / café

FOCUS GROUP SUMMARY

- Comfortable waiting spaces, seating, reading areas
- More Teens would come in for programs related to Teens
- Community meeting spaces with after hours access (outdoor / indoor), small meeting rooms, study rooms
- Large, unique Children's Area
- Specialty areas, reading spaces with fireplaces, inviting spaces that create character
- Computer access, wireless
- Auxiliary aids for people with special needs
- Appropriate bus drop off / access
- Integration of public art
- Cooperation with other museums for themed projects like The Big Read that can be carried out at all venues
- Theater/movies, artists, musicians, craft programs
- Skywalk to Exploration Place / River Corridor
- Good exterior signage / marquee to promote events

What should be done programmatically to connect the new Library with other agencies / activities in the area?

- Consider joint programming with Exploration Place for school trips
- Consider linking museum holdings to the library catalog
- Consider developing a rotating exhibit space that could be filled by various museums
- Placement of the Wichita transit circular route
- Taking advantage of great view corridors
- The Library may want to consider its interface with the street – developing a transparency so that passersby know what is going on inside and outside
- Consider the incorporation of outdoor space for reading, art, performing, etc. (consider sun and wind directions)
- Consider developing partnerships with Universities for continuing education classes
- Consider additional programming for Seniors
- Consider connections with artist community in Delano
- Consider bringing in exhibits that preview artists and performers to First & Final Friday

What about sustainability / LEED Design

- Consider a smart design, where the premium will be on payback, not LEED just for the sake of LEED, not creating an educational component just for the sake of teaching about sustainability
- Consider concerns about long-term sustainability
- Consider building systems that will be cost effective to maintain
- Consider limiting on site parking for library use only, cannot justify cost of stacked parking, but would like to use pervious pavement, rain gardens, etc to create some sustainability.
- Consider developing courtyards, green space, and a garden with an educational component for kids

FOCUS GROUP SUMMARY

Display Spaces

- Consider using large screens / monitors to show films about Wichita History, a permanent space in honor of Veterans, cooperation with museums for programs and displays, allowing for staffed displays from other agencies, murals, and flexible display for relics and artifacts

Other Comments

- Consider more than one bank of elevators
- Consider using escalators / concern about noise
- Consider zoning the Children's area from toddlers to Tweens
- Consider consolidating the Genealogy collections as an economic draw for the community
- Consider using a tree motif in the Genealogy area
- Ideally, adequate lighting, restrooms, and noise control would be provided
- Consider outfitting specific areas with doors that can be closed/locked if their hours differ from the Library's
- Consider incorporating lockers with sufficient space for a coat and a briefcase (for public)
- Consider holding a Teen Charrette session where ideas will be shown, groups work on design and present ideas
- Consider incorporating Braille signage for visually impaired patrons
- Consider developing a major recycling program within the Library
- **Plan for flexibility and capability for future expansion, consider using stacks that are easy to reorganize**
- Consider reserved carrels for writers and researchers where they can leave their materials
- Consider implementing an on site day care/ fee based child care program
- Consider additional opportunities for revenue generation - cell tower, wind generator
- Consider developing places within stacks for sitting and working
- Consider more visible and intuitively located Drive-up services
- Consider placing Hand washing / sanitizing stations throughout the library building
- Consider designated parking spaces for electric cars offering charging stations
- Consider designating parking for trailer services like Red Cross, Job Link, etc to connect for utilities and Wi-Fi
- Nice outdoor transition space between building and parking, tress, awnings, etc
- Consider promoting service organizations so residents can better connect with them
- **Consider increasing the size of the used bookstore, and easier ways to make Friends book donations**
- Consider a better method for queuing at checkout
- Many patrons dislike bottom shelves that are not slanted for easy reading
- Consider quantity and location of outlets for cell phone / laptop charging
- Consider providing changing tables in all of the restrooms
- **Consider incorporating a Nursing Lounge**

PRELIMINARY CONCLUSIONS / DRAFT KEY CONCEPTS

Site

- Provide plenty of free, convenient, parking
- Provide for convenient drive-up services directly into the building
- Provide for shipping / receiving services isolated from patron traffic patterns
- Provide convenient and safe patron drop off
- Provide bus drop off convenient to indoor gathering / orientation space for field trips
- Parking consideration for events at the future amphitheatre and other river walk oriented events
- Provide parking designated for staff
- Parking consideration for school buses, and trailers providing services for the Red Cross, Job Link, etc.
- Provide enclosed controlled outdoor spaces for reading and programming, this may occur on multiple levels
- Outdoor areas and entries must be protected from the wind and sun

Design

- The new central library should be the heart of the community and a gathering place
- Building design should be dynamic, timeless, distinctive and prominent
- Building design should celebrate and highlight activity
- Building design should be sensitive to the history of the area
- Orient views from inside to downtown
- The design solution should create an experience along the river
- Incorporate sustainable design strategies for operating efficiencies
- LEED Certification and LEED as an educational tool are a budget concern
- Building design and site development should address the connection and relationships to Downtown, to Delano, and to the river walk / future amphitheater / Exploration Place / museums
- Integrate public art into the design; one example is way finding
- Plan for flexible expansion
- Align staff spaces vertically

Interior

- Open, warm, and inviting with abundant natural light
- Bring the outdoors in
- Visible and inviting vertical circulation elements
- Openness and views to other floors from the Main Level
- Easily recognizable way-finding signage so that visitors know where to find exactly what they need from the moment they enter the building
- Curved forms and shapes are desired
- Habitable public and staff spaces must have finished ceilings
- Flexible spaces to accommodate change and future needs
- Provide a Café / Coffee Shop
- Provide a designated Teen Area
- Provide a dedicated Children's Story Time Room
- Develop space and programming to draw Senior's in
- Soundproofing / acoustics

Technology

- Provide Wireless internet access throughout the building and outdoor reading / program areas
- The program calls for a significant increase in computers – the building design should provide for even more growth in the future
- Provide for both a fixed and mobile Computer Lab
- Multiple meeting facilities outfitted for distance learning and state of the art audio/visual presentations

PRELIMINARY CONCLUSIONS / DRAFT KEY CONCEPTS

Meeting Spaces

- The meeting rooms should be accessible to a kitchen
- Provide after hours access to the larger meeting rooms and auditorium
- Study Rooms for small group and individual use should be placed conveniently throughout the library with oversight from staff service points
- Provide an auditorium with sloped floor and seating for 150 that could be extended with a movable wall that opens to a contiguous flat floored meeting space with seating for 100. Both the 150 seat auditorium and the extended 250 seat auditorium should be configured so movies with subtitles are easily viewed by all.
- Provide for teleconferencing and class room like space

Staff Spaces

- Staff work areas should be designed to be flexible and easily adaptable to changing needs and requirements. Custom built in workspaces that are inflexible should be avoided.
- Staff work areas should have plenty of natural light, be secure, comfortable, and efficient
- Service desks and service points must be strategically located to minimize staffing requirements while providing excellent oversight and service to library patrons

Collections

- Organize the Non-Fiction collection into a stack area on one floor using a continuous run Dewey Decimal System
- Add a special Decorative Arts Collection
- Add a special Historical Magazine Collection

Display

- Provide varied, flexible, browsable display throughout the library
- Provide display space for featured topics / collections
- Provide eye catching new materials display near the main entry that invites you to browse
- incorporate face-out display in stack areas
- Provide a great deal of face-out display for A/V items
- Provide display space to feature and celebrate the Academy Awards Program

Partnerships / Collaborations for consideration

- American Overseas School Historical Society (AOSHS)
- Wichita Genealogical Society
- Relationships to three universities
- Relationship / link to Fist Friday's and Final Friday's
- Relationships and coordinated programming with the museums
- Traveling exhibits - provide a secured space with climate and lighting controls to meet requirements for these exhibits
- Early Literacy

CUSTOMER SERVICES

Jaime Prothro

CIRCULATION SECTION

Ofonime Ikpe
My Hoa Van
Linda Woods
Kevin Wilkin
Shirley Holieworth
Angela Miles
Mohamad El Dani
Chuck Smith (shared)
Aundrea Parsons
Jane Updegrove
Melissa Stray
Jim Stenholm
Vacant
Ashley Abedini
Erica Edwards
Greg Nordyke
Patric Henson
Kien Le
Samantha Welch
Elvira Wright
Camille Sadler

INTER-LIBRARY LOAN

Gavin Thomas

DIGITAL SERVICES

Vacant

ELECTRONIC RESOURCES

Rex Cornelius
Jennifer Heinicke (shared)

IT LIASON

Randy Harrison

PROGRAM & OUTREACH SERVICES

Julie Linneman

TALKING BOOKS (BPH SUBREGIONAL)

Brad Reha
Chris Holmes
Omar Mahmassani

CHILDREN'S CENTER

Amy Ramsey
Nina Hand
Jessica Gagnon
Stephanie Vap
Thanh Chung

OUTREACH SERVICES

Anne Cravens
Gwen Harris

REFERENCE SERVICES

Larry Vos

ART, MUSIC, & VIDEO

Sarah Shetlar
Benjamin Ropp
Racine Zackula
Katie Maroney
Ram Hull
Jordan Dooms
Louis Cenatiempo

GENERAL REFERENCE

Cindy Baily
Katie Menon
Mora Singh
Ken Warner
Emon Gaines
Charles Hankins
Robert Tucker
John Green
Denise Parker
Valerie Williams
Monique Schoonover
Margaret Allen
Vacant

WULFMEYER GENEALOGY & LOUISIANA HISTORY SPECIAL COLLECTIONS

Michelle Enke
Vacant

BUSINESS & TECHNOLOGY

Melinda Stenholm
John Cleary
Allan Tanner
Lois Brown