

APPENDIX II

FULL SERVICE FACILITIES MINIMUM DESIGN PARAMETERS

QUALITATIVE MINIMUMS

Every Full Service Sacramento Public Library facility will include each of the following design parameters, at a minimum:

A. Customer Services and Service Spaces

1. Specific areas to address the needs of individual community groups, including, in each facility:
 - a. separate areas for children, which areas are specially designed to appeal to children and are acoustically isolated from other reading areas.
 - b. a cozy preschool reading and story time area in every full service facility.
 - c. space for support for the curriculum of home schooled children.
 - d. a teen friendly zone with dedicated technology stations; the Teen Space will be a signature space in each community library.
 - e. other areas in which to provide services and programs that respond to the individual community's needs, such as those of the homeless, unemployed, or individuals with health problems, seniors, various ethnic groups, etc.
2. All but the smallest full service models will include a Learning Center that is designed to support a variety of formal education or life improvement activities, ranging from a homework center to tutoring and literacy services to career and training centers to local history to environmental studies, all as identified by specific, individual community needs assessments.
3. Reading areas that support community "living room" goals with ample seating including lounge chairs, study tables, and café tables available throughout the facility.
4. Entry area with open space for effective display of materials, etc, which areas include furniture and equipment necessary for implementation of merchandising programs and that encourages customer browsing.

B. Community Areas

1. A Community, Multipurpose Meeting Room to seat at least 100 people, with the size increased incrementally based on the size of the service population. Larger rooms will be divisible to support smaller or simultaneous programming.

This room would be supported with current multimedia presentation technology and a warm up kitchenette.

2. At least one group study room, with an increased number of group study rooms and additional conference rooms in larger facilities.
 3. Display space for local history, art, culture, and other materials provided by community organizations.
 4. Venues for food and drink.
- #### C. Collections Spaces

Collections of all types will occupy up to 25% of the total gross square footage in a full service facility. Adequate spaces must be designed to house all collections now and be flexibly designed for future changes as community needs change. The collections will be carefully selected, in content and type/format, to meet the needs of the specific demographics of the individual community being served by the branch, such as:

1. Collections that meet the needs of limited vision or limited mobility customers, including large print and audio books areas.
2. Collections in multiple languages appropriate to the community the facility serves.
3. Electronic and online information resources.
4. Multimedia and print resources materials for children, teens, seniors, and all other user groups appropriate to the particular community the facility serves.

D. Technological Support

1. Adequate public use technology to meet the needs of an economically and demographically diverse population.
2. Required spaces to allow for maximizing the use of technology to automate routine business transactions, including the following:
 - a. space for an automated digital materials handling system, whether or not the equipment is included in the initial furniture and equipment budget.
 - b. self-check stations as described in Customers' Ease of Use, below, with a goal of a minimum of 90% of all transactions being accomplished by the customer utilizing a self-check station.
3. Adequate space for needed technological support for all "back-of-house" functions, document delivery, printing, etc.

E. Customers' Ease of Use

1. All facilities will be highly visible for customers, in convenient locations, with realistic access to public transportation and a prominent street presence.

2. Within each facility provision will be made to ensure excellent wayfinding and signage to promote patron self-sufficiency.
3. Effectively-designed options will be included for self-service or assisted service at each customer's option.
4. Easy and effective availability of a sufficient quantity of self-check stations to support expected customer demand for this service. Each 100,000 transactions, or portion thereof, would trigger the need for an additional self-check station.
5. Self-service reserves and holds located conveniently adjacent to self-check stations.

F. Administrative and Support Services

1. Service desks will be smaller and less prominently featured, as more roving staff resources are placed throughout the library to proactively address customer needs where those arise, rather than at centralized service points.
2. Facilities built around the three smaller models will be outfitted with a single customer service desk (location), which provides reference and information service to both children and adults. When necessary the largest facilities will include a separate Children's Desk and a Reference Desk, with a smaller customer service station for routine business and self-check assistance.
3. Staff will share a large open floor plan workroom with workstations for librarians, paraprofessionals, volunteers, and for all support tasks. The design will foster staff collaboration, including a limited number of individual offices, open shared workrooms, and shared public service desks.
4. A venue will be included in all facilities for the Friends of the Library (FOL) to sell materials in support of the library's programs, and some amount of workroom/storage area for use by the FOL group – lesser amounts of space in smaller model facilities, more space and functions in the larger one..
5. Workstations will be included for use by library.

G. Effective Use of Taxpayer Dollars

1. Libraries will be strategically located to assist in creating civic or community centers or community redevelopment opportunities.
2. Facilities will address long range requirements at the outset, saving the costs of expensive future additions and expansions.
3. Spaces will be designed for maximum flexibility so that they can be re-purposed for multiple uses, to do double and triple duty where needed, with no "just in case" spaces included in any facility of any size.
4. Specific functions will be delineated with furniture and finish materials where possible without compromising the acoustical integrity of the facility.
5. Workrooms will be designed for maximum flexibility with shared task stations and an open floor plan, including only one enclosed office, generally intended for the branch manager.
6. The capacity of the "holds" area will be limited, to reduce space requirements and to move books out to customers more quickly.
7. Facility design will minimize storage areas in branch libraries.
8. Services will be identified that can be enhanced by location in a focused service facility, such as a reserve book pick up or computer lab outpost
9. Additional efficiency and sustainability design parameters are defined in the Qualitative Design Guidelines section of this plan.

QUANTITATIVE MINIMUMS

These basic quantitative minimums for design of Sacramento Public Library full service facilities are intended to represent a place to begin, quantitatively, in design of a facility for an individual community and do not represent a prescriptive,

unchangeable mold. These will be used in conjunction with documented local conditions and service needs to define the specific facility (full service or otherwise) which best meets the individual uniqueness of the community to be served. Basic, Quantitative Standards for Full Service Facilities

Range of Standards	Square Feet Per Capita	Collections Items Per Capita	Meeting Room Seats Per 1,000	Reader Seats Per 1,000	Technology Stations Per 1,000
Threshold	0.4	1.75	2.00	3.00	.75
Target	0.5	2.15	3.00	4.00	1.00
Prime	0.6	2.75	5.00	5.00	1.25

EVERY FULL SERVICE FACILITY WILL INCLUDE THE FOLLOWING MINIMUM SPACES

Browsing	Browsing Area & AV Library	794
Children’s Library	Children’s Collection & Seating	500
	Children’s Reading and Story Time	180
Circulation & Support Services	Children’s Reference & Technology	265
	Juvenile Collection and Seating	1,073
	Automated Sort and Check-in	390
	Branch Manager Office	149
	Customer Service Station	270
	Computer/Telecom Room	116
	Copy Area	90
	Custodial Sink & Storage	101
	General Library Storage	178
	Self Check Out	160
Fiction	Self Service Reserve Books	80
	Staff Entrance and Lobby	50
	Staff Lounge	306
	Staff Workroom	1,050
	Fiction Collection & Seating	594
	Friends Book Storage & Workroom	174
	Friends Retail	60
	Non-Fiction Collection	1,160
	Quiet Reading Room	360
	Periodicals	Current Magazine Area
Public Meeting Rooms	A/V Storage	121
	Kitchenette	91
	Community Meeting Room	1,230
Reference	Reference Collection, Seating & Tech.	800
	Study/Tutoring Room/Learning Center	160
Young Adult Services	YA Area/Learning Center	884
	Net Assignable Square Feet	11,676
	GSF*	15,568

The 11,676 net assignable space can be allocated differently from the detail above, depending on local need; however, the minimum 11,000 – 12,000 net square footage is essential for a full service branch to operate effectively in today’s library environment. Larger service populations will have larger full service facilities, with increased numbers of service and operations spaces. See Appendix III for basic parameters for the larger-size full service branch models: 20,000, 25,000, and 35,000 square feet.

*Gross Square Feet = Net Assignable + Non-assignable square feet. The non-assignable square feet include space for walls, corridors, elevators, stairs, rest rooms, facility lobby, etc. It is calculated at 33% of net assignable square footage in this model, which is a typical percentage.