

INTERIOR DESIGN FEEDBACK SESSION SUMMARY

Main Library – July 21, 23, 25, 2019

CREATE:

- More hours on Friday night
- Better utilization of 2nd floor
- Quiet space for teens to work – teen friendly area/tables
- Drive-thru pick-up
- Utilize windows better (e.g. makerspace) for collaboration, not just individuals
- Space to get coffee that's more social
- Make spaces flexible so that we can adjust and move in the future
- Website hard to navigate
- Hard to find things in catalog
- Event registration: don't type in info 2 times

TOSS:

- Too much sound on 2nd floor (from 1st floor)
- Parking crazy with areas going each way
- Lobby is ugly
- More inviting colors
- Set the tone
- Too much space before you get to anything

KEEP:

- Garage paint is improved
- Love extracurricular activities, especially STEAM Fair, animal guy, etc.
- Meeting rooms for groups
- Study rooms for business
- Make sure WiFi works t/out
- Display cases, especially for kids' collections
- Digitize microfiche
- Free magazine table
- Art displays 2D & 3D
- FOL space
- Meeting rooms
- Self check-outs not visible now

QUIET SPACE:

- Collaborative spaces important for teens
- Autistic (& other) kids need quiet area – doesn't have to be big
- Like booths to contain conversations without walls
- More study rooms
- Fill in the hold above children
- Like the north quiet space

- Doesn't work now near café
- Current room is a good size – more of work room than relaxing
- Needs to be walled off
- 2nd floor by pond is not too noisy - Area by pond can be too loud from kids
- Make a “phone room” for people to go. Etiquette is an issue.
- More outlets t/out with USBs, under tables
- QRR needs both tables and lounge chairs
- Multiple places/areas
- Study the acoustics – sound proofing
- Wing chairs in corners
- Fireplace? Yule log video

TEENS:

- They hang out now in café
- Proximity to café and technology - Put coffee bar near teens
- Glass walls
- Need own, defined teen area space
- Need teen librarian inside space
- Space to watch movies, study
- Currently seems underutilized
- Need social spaces – more study rooms
- Libraries evolving into more social spaces
- Also need spaces for quiet study
- Having a dedicated space is important to attract teens (sense of ownership), even if it sits empty part of day
- Also consider sound dampening
- Never want to be where “kids” are
- Schaumburg teen area – makerspace, green screen
- Deerfield – kids/middle Jr. High separate areas like that production rooms are for everyone – adult like to use
- Staff facing area
- Concerned about space it takes up
- Current study rooms have no sound proofing

PRINT COLLECTIONS:

- Like children's fiction and non-fiction together
- Adult non-fiction can be just as interactive as fiction
- 2nd floor is so quiet, it's intimidating – wish there was a division between silent spaces and social spaces
- 2nd floor – so many shelves, no seating throughout (within the stacks) OR counters, high-tops to place books
- Don't like to take kids upstairs – get dirty looks if loud
- Like idea of fiction and non-fiction (adult) together, want them all together

- People more comfortable with noise
- DIY books by makerspace
- Like all adult on one floor - Ideal on 2nd Floor - like the visual of larger collection in one area.
- Kids stuff on 1st floor important – no one wants to put a kid in the elevator
- Magazines?
- I like having 2 floors because see more of library
- Joining consortium
- Fiction and new non-fiction – another library
- Holds – limited on # needed to return to be able to check-out – can't use book drop because takes 2 days
- Other –Barrington and Indian Trails – automated with receipt that you returned
- 20 minutes in line waiting at counter
- Non-fiction reader – would not object at all if they were together. Don't reduce non-fiction size.
- Wouldn't want to lose Popular Picks at check-out.

TECHNOLOGY:

- Need staff more visible
- I paid Apple store for a genius to convert VHS to DVD
- Lab for kids to turn their research into a project
- Lots of tech to borrow, but it's intimidating – need someone to help – could be on website
- Would like a silhouette machine, cricut, die cuts workshop
- Need a library (makerspace)
- Similar to HWLC – drop-in times and scheduled classes
- 3D printer, Spiro, Lego Mindstorms
- Computers not good when facing each other – cell phone use
- Is Harper facility available to the public?
- Need more training and instruction; people are intimidated – someone to teach me
- Schools using video in classroom; students would appreciate equipment.
- Don't use library PCs, bring own laptop. More interested in fast WiFi
- See usage increasing. Need more bandwidth.
- Use scan capability – scan to myself
- I produce content for YouTube in DMC. Need workshop for newbies (e.g. green screen, audio editing)
- Need both quiet and social areas – especially for student projects.
- Video conferencing room for business.
- OCR for scanners.
- Digital media – noisy vs. quiet work --Quiet environment when editing vs. social when recording
- Daughter has collaborative projects and needs to talk
- Computers – especially when job searching
- We need better lighting, dreary, low ceiling
- Copy machines – need a table

CHILDREN:

- Love that they can make noise and have fun
- Need to get rid of hole to deal with noise – noise can carry
- Layout could be more friendly, especially non-fiction – pics of dinosaurs, etc.
- Shelves too tall, lower and smaller
- Early chapter books hard to find
- Switch out Pre-K activities quarterly
- Need distinction between kids and teen sections (shelving runs together, too fluid) – more distinct space
- Space to sit in elementary collections – elementary seating area
- Physical boundary around early literature area to contain toddlers
- More display/recommended areas to narrow it down for kids
- Should be modular and flexible - fluid
- Love having specific space for elementary kids – space for them, not toddler area.
- Elementary kids love tablets on wall
- Elem kids love to find spaces to read. Round ottomans often in use. Space for me and my kid. Cool nooks to read in.
- Flexible seating – target different needs to be more comfortable
- Enjoy play area, puppet theater – appreciate range of things
- Makerspace for kids to engage with variety of materials
- Frosted glass on story rooms to avoid distraction
- Like open (vs. discreet) areas, easy to see/move from one to next, use colors to define.
- Can I bring my dog? Read to dogs
- Computers – different from younger ones on the wall
- Make and take crafts – makerspace – like schools hands on learning
- Excellent collection
- Adult and kids – comfy places for 3 to sit – love the ambiance and flexibility (wheels) of Arlington Heights library
- Someone to keep some type of order, places to put books, backpacks, purse, strollers, coats

A/V:

- More use of streaming/download (not subject to damage)
- Kids 16-28 – no physical materials – strictly streaming
- Streaming – Hoopla, TV shows limited to 5 episodes
- Still using video games
- Audiobooks good for reading disability
- Audio books on CD are helpful
- Still need access to physical
- Kids: A/V can be a hook into library
- Wish there was a Palatine Public Library app on my TV
- Kids love Playaways
- I'm 25 and still check out DVDs – older titles I don't want to pay for
- I'm younger, but I don't stream - 3. Use physical materials. – 3
- Like being able to preview movie in AV area, as mom
- Like CDs, tons available – used to use a lot / Still use CDs and DVDs a lot

- Have not used DVDs - Cars are getting away from CDs
- Older DVDs no longer here
- Open space/face out – helps you see what is available
- More space for DVDs – use meeting rooms that are available
- Library of Things – very cool – add more musical instruments – power tools
- Would prefer to stream music.
- DVD drives/CD players going away, this tech going away
- It's a balancing act.
- Gathering space is great.
- Gaming would be highly utilized, not sure about A/V (as a sampling area).
- Allow beverages near viewing area. Prefer fresh coffee or Keurig, not vending machine.
- Didn't know about upstairs café.

DRIVE-UP:

- Pick-up is important – want to be able to pick up books
- Handy for people with kids, disabilities – convenient for moms not to have to get out of car
- Grocery store: Pull into space, text you are ready to pick-up – like Walmart app – drive up and text and one dedicated staff
- Could be another location, like park district – that does cause delay in turnaround
- Self-service (e.g. lockers) good for adults, but not for kids
- Would help if current book drop available 24/7
- AHML in garage is nice
- Don't like having to go thru garage
- Curbside pick-up - Indian Trails – pull up/give items back
- Not get out of car – no u-turn
- Satellite locations – different
- Amazon – open til 10:00 pm
- Barrington kiosks at train station
- I like idea in winter – lockers good alternative
- Alternative – parking garage

MAKERSPACE:

- Laser cutters high end, high maintenance – well used in schools
- Would use robotics (local leagues), computer coding. Draw a lot of people.
- Like to see self using technology I couldn't afford.
- Need someone to provide instruction, hand-on lessons. Some self-discovery.
- Opportunity to use volunteers; partner with Harper
- Industrial look – less appealing, more appealing -- manly
- Concerns about damage to equipment and safety of users.
- Movable walls add visual element, attract users
- Lots of schools are doing it - would be nice for kids to have another place to go
- More kid focus – kids classes
- Like it if it is monitored and always working with librarians who know how
- Would like to retain 4 seat tables around building with natural light – natural light is nice

- Like that it is next to teen – so sound is not a big issue
- Is there thought of ventilation for cooking? Outside space for outside cooking
- Craft tables for cutting foldable work with daughter

OTHER:

- Computer lab size? Power and recharging – cool – more
- Branches – changing- librarian/bookmobile
- NHB – small, but well maintained. Staff friendly/gym for larger programs
- Choice of where to go
- Always find pic books – on display at NHB
- Upgrades on WIFI
- Tables to work at still need to exist

INTERIOR DESIGN FEEDBACK SESSION

Tuesday, July 23 4:00 – 5:00 pm

Rand Road Branch

6 people in attendance

HOW YOU USE THE LIBRARY:

- Live in Palatine – new, use LP, also furniture sales rep
- Lived in Palatine 26 years and appalled how small branch – needs to be larger, quiet study, private spaces, more books and more adult and YA
- Fundraising – with sleepover, rent cots blankets and pillows, etc.
- Main library – so much space, very loud
- Whole library seems to be a loud space
- Need more books – books are disappearing
- Staff fabulous – want Friday and Saturday nights
- Mostly go to Rand because it mostly meets my needs – also go to Main
- Use this branch the most because it's close
- Place books on reserve and pick up here
- Use the internet
- In summer, computers are full
- Get rid of fireplace and blue couch and use that space

In Spanish:

- Need more space, more room, more books and privacy – kids can't "hang out" at branch – need to go to Main for some
- Have young children and worries that they will play too much

- Hal – would like to see more meeting rooms available – live closer to Rand
- Would like to do meetings at Rand and when we had staggered hours it is difficult and it is harder
- Walking distance
- We have an awareness issue for the branch – not well advertised at front

ONE ELEMENT TO ADD:

- Collaborative work area
- Internet
- Drop box outside
- Broadcast that you can reserve a book for pick up anywhere

GET RID OF:

- Any waste of space – couch
- Aesthetically – looks like things don't match

OTHER:

- Likes that there are kids programs going on
- Likes the family atmosphere – one of the only safe spaces
- HVAC – sometimes right below vent
- Privacy screens for computers
- Reminder notices and marketing – not just on door
- Parking – not enough spaces, parking at Walmart
- Catalog better
- Internet PC res pop ups – so annoying, especially time at A.H. able to do it – liked when it automatically give more time.

WHERE THEY HEARD ABOUT SESSION:

- Reminders good – email, Facebook, sign, staff reminder
- Was not advertised bilingual

INTERIOR DESIGN FEEDBACK SESSION
Thursday, July 25, 2019 4:00 -5:00 pm
North Hoffman Branch
Attendees: 3

GENERAL:

- Like open spaces
- Don't want to lose shelving
- Use this for pick-up location – 2
- Mostly use main – 1
- Weekly -1
- Don't use activities – more when little at Main

COMPUTERS:

- Need privacy (privacy screens)
- When printer is broken, Fremd only has 5 computers. Could high school students print from their I-pad?

WHAT WOULD YOU ADD?

- Play space for kids – 2. We go to Main on rainy days.
- Add another exit for safety (even to gym)
- Open later

COLLECTIONS:

- DVDs – 3
- Books – 5
- Childrens is wonderful – more YA options needed, older teens, especially.
- CDs and magazines less so