

**Pierce County Library System's Pierce County Library 2030 Open Houses
Summary of Comments
March 2, 2009**

Following is a summary of comments from Pierce County Library System's open houses regarding Pierce County Library 2030. The Library conducted 17 open houses in January – February 2009 to talk with people about community needs and how the Library might help meet those needs with future services and buildings.

Attendance at Meetings

In all, 153 people participated in the evening community meetings:

Bonney Lake Library, Wednesday, Feb. 4:	7
Buckley Library, Monday, Jan. 26:	21
DuPont Library, Tuesday, Feb. 3:	12
Eatonville Library, Wednesday, Jan. 28:	2
Graham Library, Wednesday, Feb. 4:	4
Key Center Library, Thursday, Feb. 5:	16
Lakewood Library, Thursday, Jan. 29:	11
Milton Library, Tuesday, Feb. 10:	9
Orting Library, Monday, Jan. 26:	5
Parkland/Spanaway Library, Thursday, Jan. 29:	9
Peninsula Library, Wednesday, Feb. 4:	13
South Hill Library, Wednesday, Feb. 4:	9
Spanaway-Frederickson, Pioneer Valley Elementary School, Thursday, Feb. 5:	4
Steilacoom Library, Tuesday, Feb. 10:	9
Summit Library, Wednesday, Feb. 11:	5
Sumner Library, Thursday, Feb. 5:	9
Tillicum Library, Tuesday, Feb. 10:	8

Most attendees were strong library users and supporters. Each of the meetings had some distinct flavors and provided keen dialogue and ideas, yet all had some similar themes.

Library Services

Overall, participants valued nearly all library services and voiced very positive comments about current services. However, when the facilitator asked meeting participants to cite services that could be improved, individuals offered an even longer list of ideas and direction.

Services Currently Working Well

Adult services

- Adult programs
- Partnership programs

Children's services

- Children's programs
- Partnership programs
- Story times
- Summer reading, in particular reading rewards/incentives
- Toys in kids area

Community services

- Art displays
- Community meeting rooms
- Friends of the Libraries used book sales
- Library involvement in community events (parade)
- Museum passes, specifically Tacoma Art Museum
- Pierce County READS community one book program
- The library as a gathering place/center in the community with community information (bulletin board space)

Customer services

- Assistance finding difficult to find/expensive reference materials
- Book lists
- Hours, in particular evening at Tillicum
- Interlibrary loans
- Recently reduced DVD late fees
- Self service holds and checkout; notification of books on hold via e-mail and ELVIS (phone); renewing materials on phone and online
- Timely arrival of books from other libraries

Materials in library building (books, DVD, CDs, etc.)

- Audiobooks
- Book selection
- Books plus to go (bookcase of current paperbacks)
- Clean books
- DVD selection, in particular children's movies
- Large print materials
- Magazine selection
- Newspaper selection
- Playaways

Online services

- E-books (downloadable)
- Live Homework Help® (online help with homework)
- Online catalog
- Online e-sources, in particular genealogy
- Online meeting room reservations
- Paying fines online
- Web site

Services outside library building

- Bookmobile
- Outreach services

Staff

- Staff interactions
- Friendly
- Knowledgeable
- Helpful

Technology (computers)

- Computers (but too slow)
- Wi-Fi

Teen services

Teenage programs, in particular game programs

Special Needs Noted

Serving people in library building

- Flood information (Orting)
- Headphones and information for hearing impaired
- Limited number of items people can check out is difficult for people who travel a long distance to a library branch
- Resources for blind people
- World languages materials needed

Serving people outside library building

- Consider online resources for people who cannot get to the library
- Possibly a mail service for outlying areas

Services Needing Improvement

Access to library building

- 24/7 access, perhaps access for card holders to libraries after hours
- Hours: open earlier in the morning; later in the evening (10 p.m.); Sunday (DuPont); consistent hours

Community services

- Be a drop-off center for computer recycling
- More of a community center
- Promote more community activities; provide community information; provide information about local clubs
- Volunteer opportunities; volunteers to help with programs

Customer services

- Better organize and shelve faster: DVDs and CDs
- Coffee stand/café
- Downloads in libraries and easier to use
- Have customer decide date materials should be due
- Help to set up Wi-Fi
- Improve process to request a title
- Improve security to make people feel safer
- Increase the number of items people can place on hold at a time
- Information/communication kiosk/greeters desk — make library more inviting
- Invite people to the library
- Kitchen equipment in meeting room for public use, such as hot plates, coffee makers, etc.
- Laptops to check out
- Live person answering phones
- Mail books
- More classes about job training, resume writing, help to find a job, and help to manage money
- More kiosk displays
- Requests for materials: inform customer as to status of request; add a preference section to notify customers of new materials
- Summer reading for teens and older
- Verbal homework help; tutoring live in person, one on one

Marketing

- Communicate/advertise library's services and materials; staff need to better promote services
- External reader boards; digital reader boards
- Internal plasma screens
- Market library more with mass e-mails about current events, services
- Reach out to parents through students

Materials in library building (books, DVD, CDs, etc.)

- Access to local school textbooks
- Check out of some reference materials
- Do not offer games
- Each library should have local history/genealogy materials
- Emphasize books, not A/V
- Good academic journal collection
- Higher level of research materials; need research library
- Improve quality of DVDs/fewer scratches
- Larger selection (Buckley)
- More bestsellers in multiple formats
- More children and teen materials
- More current DVDs; more rare DVDs
- More depth in selection of materials
- More direct access to archived/rare materials
- More newspapers and magazines online
- More paperbacks
- More space for books
- Reduce duplication of reference materials
- Rotation/turnover of collection at branches
- Software and computer games to check out

Online services

- Clarify finding info on Web site, such as fines info
- Improve searching in catalog for DVD series, such as TV series
- Make online catalog more user-friendly; note the number of copies of items in the catalog
- Put books plus to go in catalog

Partnerships

- Better relationship with community groups and healthcare nonprofit groups to connect people in need
- Coordinate and partner with schools (to create shared community centers), transit system (to get people to programs), and community groups
- Partner with Heritage Quest Research Library

Services outside the library building

- Add library kiosks
- Expand bookmobile services to include adult family homes, hospitals
- Reach remote residents

Staff

- Accessibility to staff; staff should not crowd behind a desk and not respond as customers walk in
- Staff should be trained for emergencies, CPR
- Staff training

Technology (computers)

- Become more computer tech self-sufficient. Open-source software would be cheaper for Library than MS — such as Linux or Ubuntu (software originated in Africa.)
- Be on the lookout for technological advances — be ahead of the curve
- Computer and techno gadget classes using community resources/volunteers
- Computers in children's areas
- Do not have beverages near computers
- Faster computers/Internet/greater bandwidth
- Flexible computer use time: short term/express, more than an hour, varying time limits
- Internet telephone
- More computer space
- More computers
- More computers for online catalog
- Projector screen in meeting rooms
- Put keyboards with self checkout stands
- Reduce number of computers with recessed monitors
- Reserve public computers two – three days in advance
- Smart board in meeting rooms
- Wi-Fi: better, more reliable

Buildings

Positive Building Attributes

Bonney Lake

- Meeting room pretty soundproof
- Nice public restrooms
- Parking
- Seating

Buckley

- Appearance
- Historical design blends well
- Lighting
- Location

DuPont

- Comfortable, cozy feel
- Good layout for its small size

Eatonville

- Always clean
- Landscaping nice and maintained

Graham

(Not noted.)

Key Center

- Collaboration and community building; joint use building offers affordable services
- Meeting room location well-situated for community use
- Sculpture, gardens
- Seating is OK
- Warm, welcoming, friendly place, comfortable

Lakewood

- Appearance (exterior and interior)
- Good signage and arrangement, with natural break points
- Well-divided sections, obvious where things are located

Milton

(No responses forthcoming.)

Parkland/Spanaway

- Appearance
- Good division of separate areas
- Meeting rooms
- Outside lighting is nice, but could use more
- Seating is OK
- Study rooms
- Temperature is comfortable

Orting

- Carpet, upholstery
- In good repair
- Inviting
- Landscape, nature outside

Peninsula

- Comfortable chairs
- Landscaping
- Light-filled building; lots of windows
- Meeting room, but want more
- Rain cover on sidewalk
- Visually appealing; attractive

South Hill

- Clean bathrooms, meeting rooms
- Hobby cabinet/display cabinet is great
- Kids area, especially computer area in kids section
- Meeting room size
- Overall layout is good
- Quiet areas
- Well-lit

Steilacoom

- Accessible for persons with limited mobility
- Art
- Attractive building; gathering place; nice, intimate space; welcoming
- Children's area shelving works for kids
- Landscaping, nice setting
- Meeting room
- Reading area
- Soft chairs

Summit

- Designated teen area
- Lighting is great
- Size

Sumner

- Meeting rooms are nice, especially separate climate control
- Small, comfortable library branch

Tillicum

- Clean bathrooms
- Noise level OK
- Welcoming and kid friendly

Special Needs

Lakewood and Parkland/South Hill/Spanaway/Tillicum

More handicapped parking spaces/access

Steilacoom

More than minimum ADA

Building Improvements Needed

Bonney Lake

- Ability to handle future capacity and different activities; make the library more of a community gathering place; encourage more hangout space; places to de-stress: an internal (and external) “parks of the future” (metaphor); walkway outside
- Buy land now to create library as haven or oasis
- Children’s area with enough space for story times and comfortable reading
- Dividable meeting rooms with soundproof walls; meeting room needs to be large and flexible to accommodate less-traditional library activities, for free or with a small fee
- Entrance off of 90th Street needs to be wider
- Friends of the Library storefront in the library with books, gifts, coffee and snacks
- Library should be a part of Bonney Lake’s Main Street civic project
- More flexibility in computer arrangement
- More outlets for laptops
- Separation between kids’ areas and quiet areas; separation between technology and quiet spaces
- Signage on Highway 410 or the old Sumner-Buckley Highway
- Soundproof the restrooms

Buckley

- Computers in/near quiet, reference areas; separate computers used for playing games
- Larger meeting room, with external door
- More area/space in front of checkout desk
- More comfortable, cozy personal areas and seating
- More electrical outlets
- More parking; more bike stands
- More SPACE
- Outside landscaping and shade around bench area; gazebo/park like area
- Permanent, ongoing book sale area
- Separate area for small children, with tiered seating and padded carpeting
- Soundproof study rooms
- Soundproofing/acoustics
- Space to display artwork
- Ventilation and temperature controls

DuPont

- Add meeting/study rooms
- Add small stage in children's area for puppet shows and acting out books; add pillow/bean bag seating in kids area for reading; add seating for parents in kids area; enlarge kids area; address space to accommodate noisy kids area and game night
- Better parking in front of building
- Book drop in front of building
- Climate control
- Larger building
- Window blinds — too much glare from sun

Eatonville

- Larger building
- More outlets
- More space for study and lounge areas
- More space in aisles
- Quiet area; noisy area
- Seating for seniors

Graham

- Better entry from road; realign entrance with intersection with crosswalk and traffic signal
- Carpeting design is too loud/busy
- Exterior lighting; sidewalks/pedestrian paths
- Larger building; separate kids area to contain sound
- Larger meeting room
- Make landscaping sustainable; add community gardens
- Make sign in front of building more visible from street
- More parking

Key Center

- Annex with specialty shops
- Café
- Community meeting area
- Larger space
- More parking

Lakewood

- Better division between adults and children/teens (soundproofing); provide living room areas so parents can be with their children and still be on the computer
- Bigger book sale area
- Book drop: move to front entrance
- Larger location for more multi-purpose areas
- Meeting room: larger
- More seating; add seating upstairs for quiet area
- Parking: larger lot, better lighting; need secure area for bikes

Milton

- Add meeting room and study rooms
- Better exterior signage
- Increase number of electrical outlets
- Larger building needed for current and projected growth
- Shared parking area is limited

Orting

- Add meeting room
- Add quiet area
- Exterior OK, but could be more appealing
- Larger building
- Perhaps add an area for seniors
- Spaces for people to sit
- Street parking adequate, but not reserved for library only
- Street signs directing people to library

Parkland/Spanaway

- Add drive-up book return
- Add drive-up window for to pick up items on hold
- Better lighting along walkways/sidewalks; smooth out walkways; more lights in parking area
- Comfortable children's chairs
- External signage: needs to be higher and more visible from Pacific Avenue
- Separate, convenient reserves pick-up location kiosks

Peninsula

- Larger Friends book sale space
- More parking
- More seating space
- More shelf space
- Need community meeting rooms
- Quiet and noisy area for teens, as well as for adults
- Spaces for children's programs away from bookshelves

South Hill

- Better acoustics; reduce noise; quiet spaces needed
- Community garden with produce and flowers; deck as a reading area outside, perhaps near garden
- Display area for historical donations; designated historical area (displays, donations, information about history); display area for artwork
- Facilities for teaching; space for tutoring
- Green building — more sustainable for long term
- Lighting in parking lot
- More meeting room space and study rooms
- Signage directing people to the library on 152nd

Steilacoom

- Add meeting rooms
- Good coffee
- More space overall, especially for sitting, shelving
- Outside seating
- Quiet area and teen area

Summit

- Add a second meeting room
- Add mid-size (larger than study room) separate room
- External lighting
- Signage directing people to library on Canyon

Sumner

- Add electrical outlets
- Add study areas
- More space
- Parking lot difficult to access and crowded

Tillicum

- Area for teenagers
- Benches outside; community garden
- Better external signage directing people to the library, in front of the library, and internal signage in the library
- More parking; bigger bike rack
- More space
- More toilets/restrooms
- Outside safety; improve outdoor lighting; gates and doors to library are too heavy
- Table/chairs for working

Locations of Library Branches

Bonney Lake Library

Varying opinions re: location

Buckley Library

- Good location
- Historical location

DuPont Library

- Good location
- Next to coffee stand/café and I-5

Eatonville Library

Centrally located

Frederickson/Spanaway Area

- Build a large building: accessible for all, children, blind, hearing impaired
- Frederickson has no library or community space
- Good location for a library: 176th and Canyon — perhaps a community center; heart of Frederickson park is planned, further west — closer to Spanaway
- Put library where heavy traffic naturally flows
- Security for children, separate from general public

Graham Library

- OK location; future community center
- Recommend a library in the Kapowsin area

Key Center

- Great location
- Libraries needed at both Key Center and north of the Key Peninsula
- Noted changes coming to Highway 302

Lakewood

Like that library is on a corner, near high school, and close to transit center

Milton

- Co-locate with city services
- Edgewood needs a branch; perhaps co-located with city property
- Fife should have a library branch
- Good to have library next to the community center
- Large regional library needed for Milton and Edgewood communities; located on North Meridian, in a high-traffic area
- Library is not visible and is difficult to find

Orting

Good, convenient, central location

Parkland/Spanaway

- Convenient, central location
- Good access from Pacific Avenue

Peninsula

Good location near Borders, school, senior garden, highway

South Hill

- Popular area, middle of community
- Easy on/off access from Meridian

Steilacoom

- Convenient; walkable for some
- Easy access; easy to find

Summit

Good access

Sumner

- Add regional library in Edgewood
- Sumner Library in a good location; walkable location for some

Tillicum

Convenient, central, walkable location, near school

Envisioning the Future

Facilitators asked participants to envision the Pierce County Library of the future. Following is a summary of that discussion.

Community services/Collaborative spaces

- All-purpose public center; partnership with museum, coffee shop, deli, etc. all within the library — literary mall
- Book recycling center
- Co-located with retail spaces or city halls
- Part of the civic hub of the community; a gathering place

Customer services

- Combination of 24-hour self-help and personal contact
- Continuing education classes
- Exchange of materials, magazines/paperbacks
- Give out Kindle-like readers to every child at birth
- Help the elderly to learn technology
- Mail books and materials to customers
- More reciprocal agreements; global use; service to everyone, regardless of residence; universal drop off for materials from all Washington State libraries
- No late fees
- Open 24/7 (building access)
- Promotes and advocates literacy; offers literacy classes
- Public sponsorships of individuals, such as supporting people who aspire to be poets, philosophers, etc.
- Rewards to customers for returning materials on time
- Services for deaf people
- Staff fluent in languages other than English
- Travelling trunk of historical artifacts for kids areas

Building (tangible areas/components of library buildings)

- Art gallery, with a place for kids to show their art
- Cafes
- Concert space
- Different sections for different groups/activities; quiet/loud spaces
- Drive-up windows
- Larger; more flexible space; plan for growth
- Multimedia language learning rooms
- Music library with built-in recording studios
- Onsite medical facilities/clinic
- Outside amphitheater
- Parking spaces for electric cars/other new forms of transportation
- Projection wall in children's area
- Separate locations for books/materials and technology/computers/socializing
- Sustainable/green building practices; alternative energy sources
- Technology center: computers, classes, machines for picture editing and video editing
- Themed libraries, e.g. fairy tale library that is magical inside

Locations

- Located along transit routes
- Locations in malls

Materials (items to check out)

- Exercise equipment (Pilates, yoga)
- Handicap equipment
- Portable DVD players
- Portable, handheld “Reader” computers
- Tools

Online services

- Amazon.com-like feature “customers who checked out this book also like reading...”
- Netflix-type subscriptions
- Universal catalog system with libraries worldwide
- Virtual games
- Virtual libraries, such as in Second Life; virtual reality space
- Web site viewable on mobile phones and other mobile devices

Services outside the library building

- Automats/vending machines at locations around the county, with plug-ins to download materials
- Book drops offsite of libraries, such as at train stations
- Multiple information centers/kiosks around the county where people can pick up books and other items and use computers, etc.

Technology services

- Computer chips in library cards, to filter computer usage by age via library cards
- Digital bookmark for customer who would like to reshelv while browsing
- IM/text messaging between Library and customers re: items people put on hold, books/materials customers may like, and programs
- Libraries virtually accessible by classrooms
- Self checkout and check-in of materials; book drops with electronic check-in

Top Service Priorities

At the conclusion of each open house, facilitators asked participants to select their top three priorities for services. Following is their overall response to “If you had three dollars/three million dollars how would you allocate your dollars for library services?”

Materials	81
Technology	51
Hours	41
Program/Meeting Space	37
Quiet Seating	33
Location	32
Staff	31
Café	30
Sustainable	28
Children and Family areas	24
Teen Areas	18
Group Study	15
Self-Service	12
Seating	10
Parking	5