



Brentwood Library, early 20th century

Brentwood Library Needs Assessment Draft

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City of Brentwood, California

Prepared by

md^D

+

FOG

The partnership of Mark Davis Design + FOG Studio has been commissioned by the City of Brentwood to prepare this Needs Assessment for the Brentwood Library.

Brentwood has grown substantially over the past decade, and further growth is projected. While the existing Library staff does an admirable job in terms of programs and services, there is an identified need for a larger Library facility that is better able to serve its constituents. This Assessment will provide the City Council with the information it requires to make the best decision in regards to an expansion of the Library.

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Glossary of Terms

Benchmark – Standard, or point of reference, by which to measure existing operations, services or size

Benchmarking Metrics – Key statistics or data shared by each peer library that establishes a baseline for the Brentwood Library services and spaces.

CCCL – Contra Costa County Library

Circulation – Comprises the activities around the lending of library books and other material to users of a lending library

Collection – A library's total accumulation of resources. Also used to refer to a Community Library's collective resources.

F F & E – Furniture, fixtures and equipment

FTE – Full Time Equivalent

NSF – Net Square Footage

GSF – Gross Square Footage

Peer Library – Libraries that are within the Contra Costa County Library system, or other libraries with a comparable population base

Program Area – the allowable square footage in which to design building spaces and operations

Service Model Principles – Library Service Approaches designed by Contra Costa County to better meet increasing and evolving community demands.

Turnover Rate – Collection usage over the span of a year. Turnover rate is one way to indicate that more materials (or space for the collection) are needed to meet the demand.

Volume – Number of items the library owns, regardless of format.

draft

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Executive Summary

Executive Summary

Reference U

Considering operating budget constraints, current location, infrastructure available, and the County's Community Library model, this report will recommend a downtown Library whose area ranges from **20,000 SF - 25,000 SF**. Supporting documentation for this finding can be found in the "Library Needs Summary" section of this document.

Strategic Plan

In 2006, the Contra Costa County Library (CCCL) published the results of years of user analysis in their Strategic Plan. The document is intended to guide Library development vision county-wide. As published in the Strategic Plan, the following Findings reflect the needs and preferences of the Community:

- Emphasis on children and teens
- Library as a leader / advocate for reading
- Information support for lifelong learning
- Library as place
- Easy, independent exploration
- Tie-in with the arts

The CCCL lists these Strategic Initiatives as priorities for its community libraries "towards building long-term capacity for success":

- Reading
- Information for lifelong learning
- Collaboration
- Branding

Reading

The Brentwood Library should continue to build the largest possible collection of books, with a specific focus on collections geared towards children and families to better meet County goals for lifelong learning. The current facility has a good-sized collection of books but is severely hampered in its ability to offer them up in a way that encourages "easy, independent exploration".

Libraries are also critical resources for adults learning to read English, whether as a second language or as part of an adult literacy program. To ensure the privacy of individuals striving to better their reading comprehension, it is essential that the facility offer quiet, confidential rooms.

Information for lifelong learning

While children are an important demographic in terms of library use, the goals of the organization are to provide a learning space for all ages and education levels. The City's seniors are another key user group who make strong and consistent use of Library programs.

Technology has revolutionized our society in the past decade, and has resulted in "changes in the ways libraries do business". Access for persons of all income levels to computers and the Internet is increasingly important. As with most community libraries, Brentwood experiences a high use of its public computers. To better serve its growing population, the Library needs to expand its number of available computers with a focus on providing technology services that the community needs and uses.

Collaboration

In spite of the prevalence of "digital" learning spaces, humans still need physical places in which they can interact safely and freely. One of the most important things a Library can offer its patrons is a place that fosters community cohesiveness - whether the programs are directly sponsored by the Library or not. To do this, the Brentwood Library needs exhibit areas and meeting spaces for small and large groups alike.

The Library partners effectively with many local groups, as illustrated in the "Library Partnerships" section of this document. It is especially crucial that the Library continue to engage with local schools. Including the Liberty Union High Schools, Brentwood's 2011 school average API score was 807, compared to the statewide average score of 791. Brentwood's High School graduation rate is 89%, while the State Superintendent of Public Instruction reports the state's graduation rate for 2013 as 78.5%. The community has a strong foundation for learning and the Library must continue to foster tools for literacy. Through local partnerships, Library-run programs can connect more strongly with the greatest number of people in the community.

Branding

The concept of "branding" incorporates not only logos and letterhead, but everything in the visual realm that speaks to an organization's values. The brand of the Brentwood Library is embodied in its hardworking staff and volunteers, in its pride of place at the center of Downtown, in its tidiness and welcoming nature, in its accessibility to people of all stripes. In most Libraries, branding is apparent in the lobby display cases, in the public art, in the cafe and outdoor reading rooms, and in the book readings and community programs on offer.

Most visibly, a Library's brand is expressed in its building. The Downtown City Park location is ideal in that it grants the Library a sense of place as part of a collection of noble civic institutions. The facility itself need not be vast or expensive, but it should be appropriately scaled and finished. The entrance of a Public Library should be generous, and transparent enough to welcome all comers. Brentwood has a strong heritage and culture that can and should be expressed by means of a good public facility. The physical surrounds of a Public Library are a direct expression of its community pride - a place to showcase what is unique and wonderful about the area and its history.

Executive Summary

Looking Towards the Future

In 2012, the Brentwood Library recorded 21,674 cardholders: 4.5% of the total cardholders in the CCCL system, and 29.85% of the population of Brentwood. During the month of May 2013, the average number of visitors to the library was 385 per day.

Projections show that the Brentwood population will grow 70 percent, to over 77,500 people by 2035, as compared to an approximate 28 percent projected increase for Contra Costa County. In 2008, 36% of people living in the East Bay region fell within 'Generation X' (Age 26-42) and another 22% 'Generation Y' (18-27). This hints at a significant amount of young professionals, more specifically young growing families (68% in Brentwood) which is one of the larger served populations for community libraries.

The greater Brentwood community is generally characterized by its small-town farming heritage turned modern bedroom community. This is a well-educated community, with an above average household income. Further, this is a growing community that uses its Library well and takes pride in its culture. To grow with this community, Brentwood Library needs better infrastructure and more space.

1 - Overview

History of the Brentwood Library

City of Brentwood

Reference N

After untold years of undocumented occupation by native Miwok, Brentwood began its modern existence as part of a Mexican land grant to Spaniard Jose Noriega in 1835. By 1837 the Rancho Los Meganos had been sold to English-born John Marsh and the property became known as the Marsh Ranch. Through a series of unfortunate mortgages and foreclosures, the Marsh family lost the land and it became property of British agricultural investment company Balfour Guthrie in 1910. This signaled the start of Brentwood as a major source of agricultural products in the Bay Area.

The below excerpts regarding the development of the Brentwood Library are taken from a timeline put together by the East Contra Costa Historical Society:

- 1908 *Liberty Union High School library was started-by 1910, there were 859 volumes in their collection of books. The public paid a membership fee of 25 cents a month to have library privileges.*
- 1914 *Article in Contra Costa Gazette: "The new library and reading room at Brentwood will be opened to the public January 5, 1915. Brentwood can claim the distinction of being the first town in the field to put up its own building. Entire credit is due the Library Association which was formed last February, with Mrs. Andrew Bonnickson at its head and executive committee of earnest and progressive women."*
- 1914 *First official library building was built at the corner of Third & Oak. Building was a 16' x 20' structure costing \$400 to build. Zelia Cook was the first librarian.*
- 1919 *Library building burned in July, 1919. Books that were salvaged from the flames were stored in Herk Logan's home on First Street.*
- 1920 *The Brentwood Library Association bought the domestic science building from the LUHS school district for \$850 and had it moved from the school campus (corner of Maple & First) to 648 Second Street. The lot on Second Street was owned by Balfour Guthrie.*
- 1926 *Letitia Gregory, from Gregory Nursery, donated trees and plants to landscape the grounds around the library.*
- 1931 *The Brentwood Library Association reorganized and became the Brentwood Women's Club.*
- 1933 *The Brentwood Women's Club and Balfour Guthrie deeded the library building and the lot to the County.*
- 1979 *New library built in the City Park with funds from a federal community grant. On April 30, 1979 the first two books were checked out to Supervisor Eric Hasseltine and Mayor Bruce Ghiselli.*
- 1981 *Diane Alexander hired as librarian.*
- 1988 *Brentwood Library has 47,000 books.*

Since the Eighties, Northern California has seen major changes. Especially in the last decade or so, population and housing have seen rapid growth along with disastrous falls. Brentwood's expansion is illustrated in the "Population Base" section of this document. Along with technological and transportation changes, the spread of construction related to growth has drastically changed the nature of the city, from farming land to suburban bedroom community.

Contra Costa County Library System

Reference U

The Brentwood Library is part of the Contra Costa County Library (CCCL). This system has for decades offered a “shared county collection” of volumes, housed in Pleasant Hill's Central Library, that could be delivered to any Community Library in the county. From the “Contra Costa County Library New Strategic Plan” dated January 9, 2006:

The Pleasant Hill Library was not always the “Central Library.” This designation evolved over time. After World War II, as the county population increased, the Contra Costa County Library's primary function was to augment community library collections, which in that era were quite limited. This was accomplished by purchasing supplementary materials and moving entire collections of additional books from community to community on a rotating basis. This operation was managed from the County Library administrative offices located in Martinez.

The rotating collections service had proved to be quite popular and had been expanded. The County Library now needed a central location where materials could be warehoused, thereby allowing the collections that were provided to the community libraries to be reviewed, reconfigured, and maintained with each rotation. The County Library hired a consultant to project population growth and to identify the future population and transportation center of Contra Costa County. The consultant identified – accurately, as it turns out – Pleasant Hill. [...]

As the county grew, so did its many community libraries, and the rotating collection service was no longer the best use of County Library resources. Over time, the County Library created a union catalog of all the holdings in all the community libraries, and initiated a delivery service that connected all the library facilities. With these changes, library materials could be shipped from any county library location to users in any other county library location, on demand.

The transition from “just in case” rotating collections to “just in time” delivery of requested materials changed both the nature of the collections and the handling of shared resources. The warehouse of shared county collections that were already in place at Pleasant Hill was opened to the public, and countywide library functions and Pleasant Hill Community Library functions were combined into a Central Library. Since then, Central has had a dual role as primary service point for the residents of Pleasant Hill and backup reference service point for the other libraries in Contra Costa County.

The New Strategic Plan makes several Recommendations for Next Steps, including a “realignment of library services from a Central + Branches model to a Peer Library model of Community Library services.” System-wide duties that had been done by Central staff were spread out to other staff both in Administration and at the community libraries. One of Central's bigger functions had been a higher level of reference services, with subject specialists and a large reference collection to provide that. The emphasis on service now is on providing local programming in the community libraries which reflect the specific needs of those communities.

Recent Community Participation

Reference E

In 2006 a series of community meetings were held with the intent of shaping a future for the redevelopment of Downtown Brentwood. The participants included hundreds of community members, as well as designers, planners, and City staff.

The Library was located in the downtown Civic Center area at this time, appropriately for a major public institution. The value of keeping the facility downtown was appreciated by the participants, a number of whom recommended reserving a place for the Library in future downtown planning efforts.

The below excerpt is from the workshop summary entitled Brentwood 2010 Summary:

In January 2006, the Citizen's Advisory Committee Regarding Community Facilities recommended to City Council that the Downtown Civic Core include City Hall, a library, a community center, a senior center, and a cultural arts center. [...]

In April 2006, City staff selected a team of consultants, including designers for City Hall, downtown streetscapes, City Park rehabilitation, and other civic facilities to lead the community through a discussion of what Downtown Brentwood could and should be, and how these conclusions should form the design direction of a new City Hall. This process was meant to augment the recently completed Downtown Specific Plan, with a higher degree of specificity around the core.

On June 22, 2006, the City held the first community workshop for Downtown Brentwood 2010 that included a presentation on what makes a great downtown, an interactive modeling session of the Downtown Core and a modified visual preference exercise. Approximately 150 people attended. [...]

From this workshop, the team distilled the main conclusions into three different alternatives for the plan for downtown and generated a list of issues to present at the next workshop for discussion. [...]

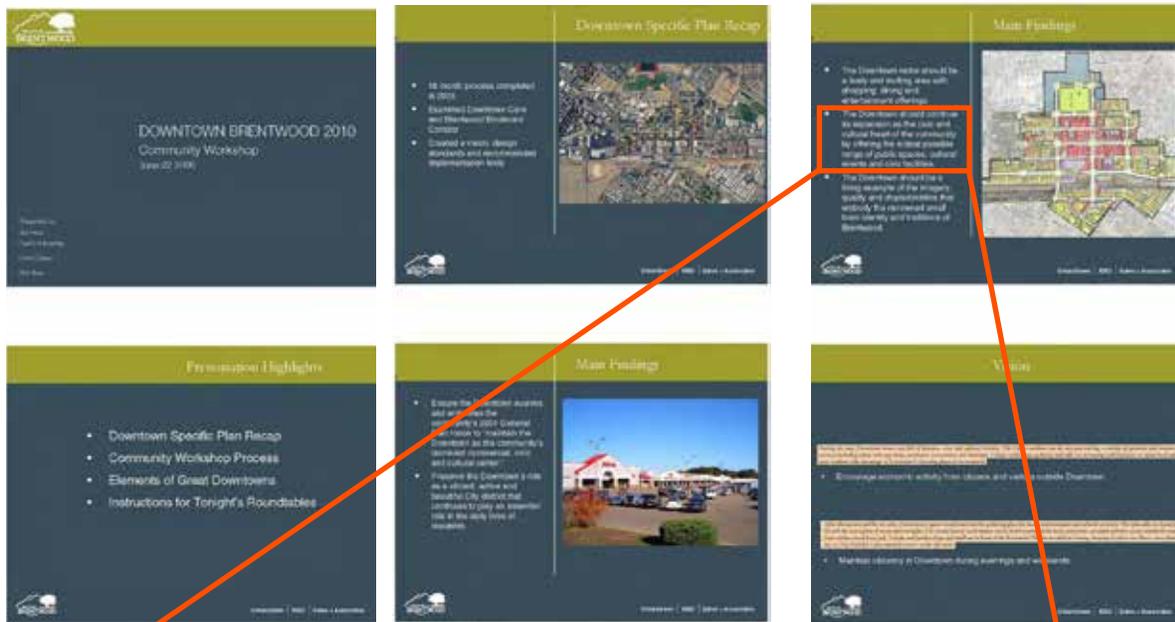
The second workshop was held August 17, 2006 and attended by approximately 50 people. One of the 15 questions posed to participants was "Move The Library [from its location where the Plaza now occupies] And Build A New One". The participants voted in favor, 41 to 3. Comments from the Summary document:

A few people suggested a joint-use library with Liberty [High School], and few suggested housing the library in already-existing buildings. The general consensus is that there needs to be updated technology and an emphasis on local history, but the library should not be too large, elaborate, or expensive.

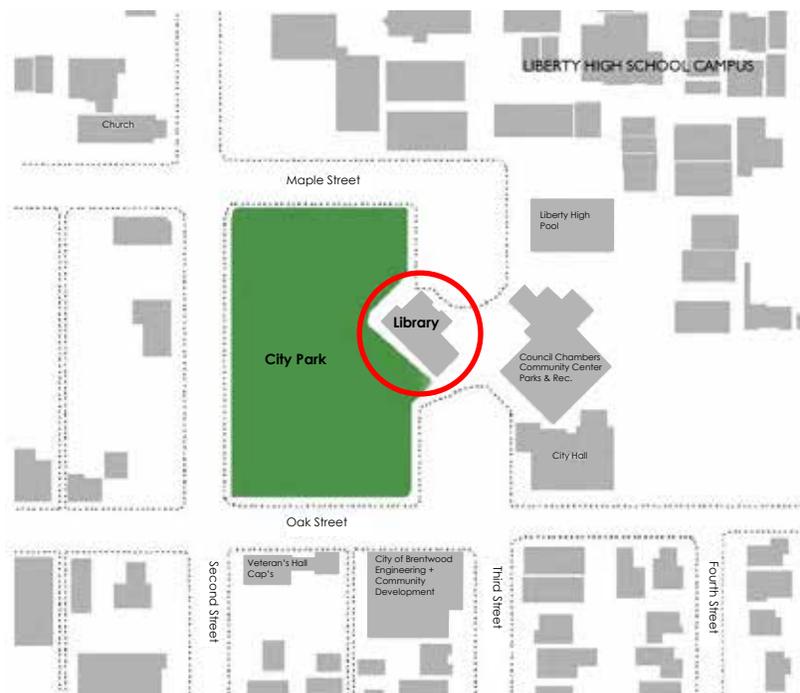
Downtown's new City Hall and civic plaza are the first fruits of this community labor, and provide real amenities to the redeveloping historic city core.



Workshop I Presentation



"The Downtown should continue its expansion as the civic and cultural heart of the community by offering the widest possible range of public spaces, cultural events and civic facilities."



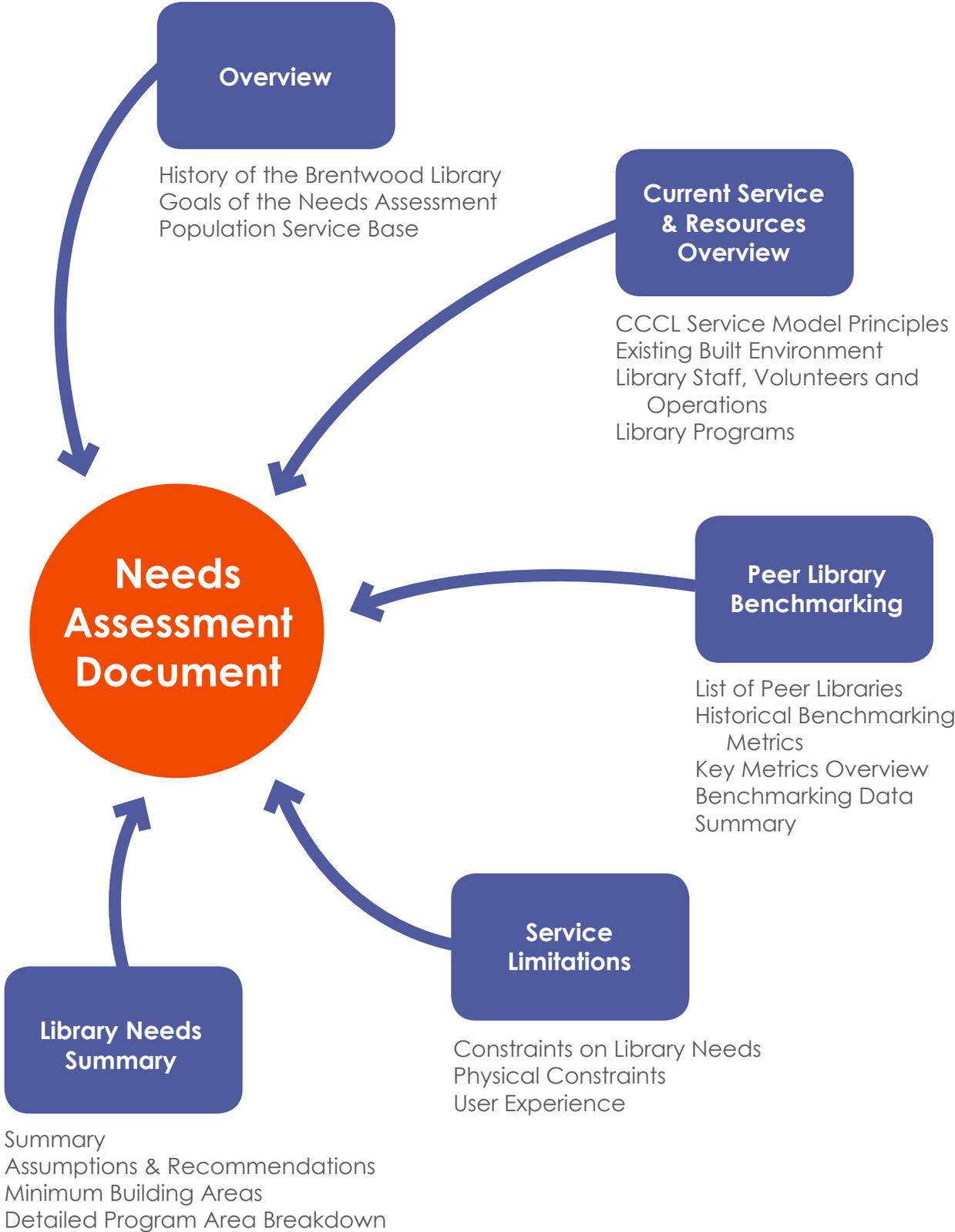
Previous Library Location

Goals of the Library Needs Assessment

This study identifies the Library spaces needed to serve the community now and into the future. The study recommendations are based on community demographics, library usage patterns, the regional library context, and current best planning practices in the library field.

This Needs Assessment will provide an extensive compilation of data, professional observations, and Library and City Staff recommendations which will allow the Brentwood City Council to make an appropriate decision as to next steps for the Library. The basic categories of investigation are as follows:

- Define the population base of the Library, both current and for a 20 year projection. Various metrics will be considered, including historical circulation numbers, census data for the City proper, and census data for portions of the surrounding region that are considered a catchment area for Library use.
- Identify resources available to the existing Library Facility
- Compare the existing Library to a group of its Peer community libraries to provide a level of comparative benchmarking.
- Identify existing deficiencies in Library with respect to its service to the community as well as its physical size and infrastructure capabilities.
- Provide recommendations for a minimum program area for the Library to serve the community now and for the next 20 years.



Population Base



Downtown Brentwood Aerial Map

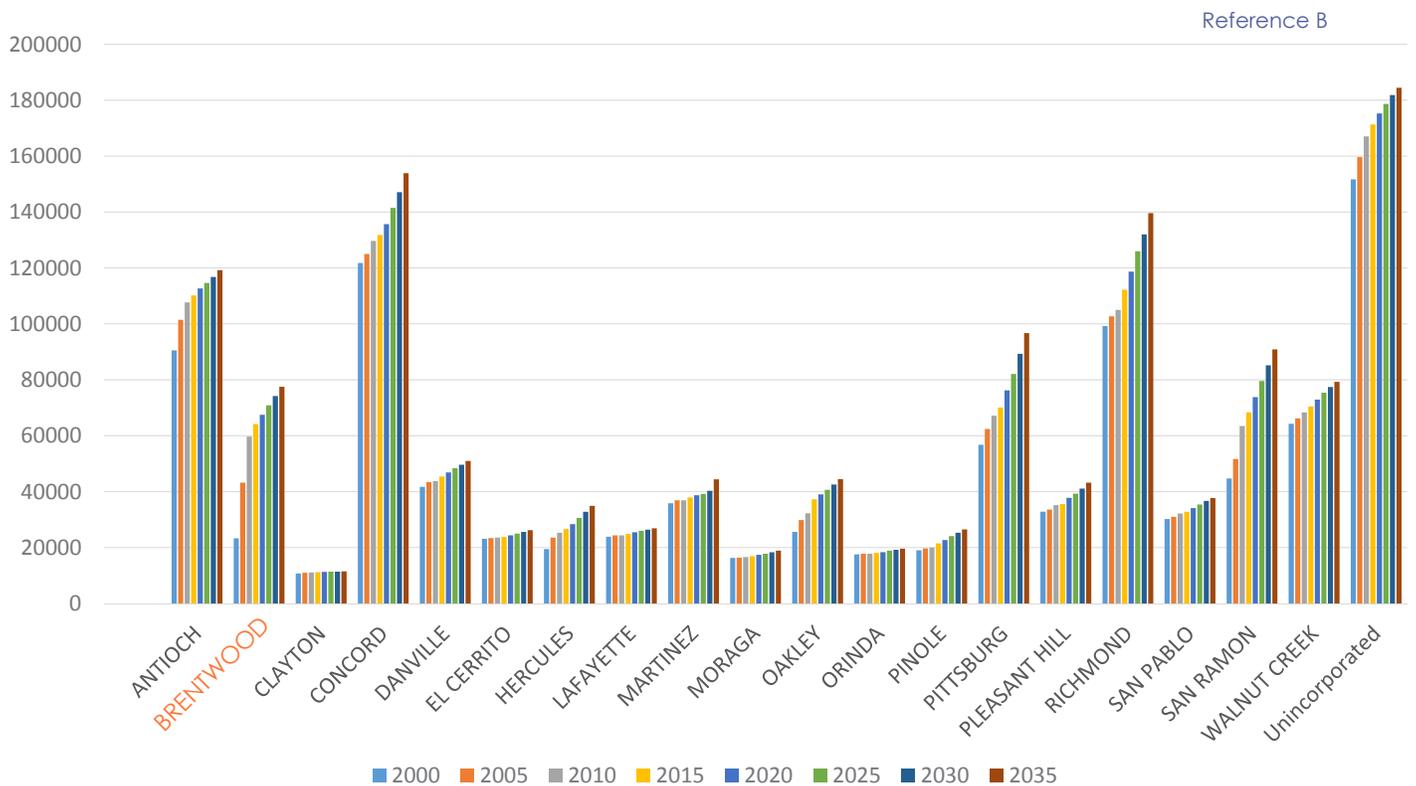


Civic Center Aerial Map

Contra Costa Population Projections

Reference B

CITY	2000	2005	2010	2015	2020	2025	2030	2035	% CHANGE
ANTIOCH	90,532	101,500	107,700	110,200	112,700	114,600	116,800	119,200	24%
BRENTWOOD	23,302	43,200	59,700	64,200	67,500	70,900	74,200	77,500	70%
CLAYTON	10,762	11,000	11,100	11,200	11,300	11,400	11,400	11,500	6%
CONCORD	121,780	125,000	129,700	131,800	135,700	141,500	147,100	153,900	21%
DANVILLE	41,715	43,400	43,800	45,400	46,900	48,400	49,600	51,000	18%
EL CERRITO	23,171	23,400	23,600	23,800	24,400	25,000	25,600	26,200	12%
HERCULES	19,488	23,600	25,300	26,600	28,400	30,600	32,800	34,900	44%
LAFAYETTE	23,908	24,400	24,400	24,900	25,500	26,000	26,400	26,900	11%
MARTINEZ	35,866	36,900	36,900	37,900	38,700	39,200	40,300	44,400	19%
MORAGA	16,290	16,400	16,600	16,900	17,400	17,800	18,300	18,900	14%
OAKLEY	25,619	29,850	32,250	37,250	39,050	40,650	42,550	44,450	42%
ORINDA	17,599	17,800	17,800	18,100	18,400	18,900	19,200	19,600	10%
PINOLE	19,039	19,700	20,000	21,500	22,700	24,100	25,300	26,500	28%
PITTSBURG	56,769	62,400	67,200	70,100	76,200	82,100	89,300	96,700	41%
PLEASANT HILL	32,837	33,600	35,200	35,600	37,800	39,300	41,100	43,200	24%
RICHMOND	99,216	102,700	105,000	112,200	118,700	126,000	132,000	139,600	29%
SAN PABLO	30,215	31,000	32,200	32,800	34,100	35,400	36,700	37,700	20%
SAN RAMON	44,722	51,700	63,500	68,400	73,800	79,600	85,200	90,900	51%
WALNUT CREEK	64,296	66,200	68,300	70,500	72,900	75,400	77,400	79,300	19%
Unincorporated	151,690	159,650	167,050	171,350	175,250	178,650	181,850	184,450	18%
County Totals	948,816	1,023,400	1,090,300	1,130,700	1,177,400	1,225,500	1,273,700	1,322,900	28%



Population Base

Overview of City of Brentwood Population and Demography

[Reference T](#)

Brentwood's population as of the 2010 US Census was 51,481. The Association of Bay Area Governments estimates a projected population of 77,500 in 2035. This equates to a compound **annual growth rate of 1.65%** per year and a growth of 70% since 2000.

The 2007-2011 American Community Survey contributed additional demographic data showing 68.6% of Brentwood households are families with children. An estimated 14.6% of the community are foreign born. The estimated median age is 34.9 years. In comparison, the U.S. median age is 37.2 years.

Overall education levels are very similar to national levels, with 28% holding a Bachelor degree or higher compared to a national figure of 28.2%. Finally, the estimated median household income of \$87,642 is significantly higher than the State median \$61,632 and the National median of \$51,484.

Circulation & Population

The Library's circulation for 2011-2012 was 211,136 volumes, on par with the County average of 212,511 volumes.

Earlier Library circulation and population data is as follows:

[Reference D, T](#)

Year	Circulation	Population
FY 2010-2011	216,822	52,326
FY 2009/2010	214,549	51,481
FY 2008/2009	159,452	51,908

2 - Library Needs Summary

Library Needs Summary

Summary

The Brentwood Library needs to provide its community with the spaces and services that meet and anticipate their growing needs. The current Library's location is ideal as it provides a high level of Civic presence and availability across from City Hall and City Park. That said, the current space devoted to the Library is too small to serve the community's current and growing service needs. To perform these roles, the Brentwood Library needs more space – for collections, for people spaces, for program space and for the staff's functional operations. The space needed to support these specific services is described below in detail:

Collection Size

Collections such as fiction, non-fiction, children, and teens need additional shelving space not only so they can be shelved in their appropriate location so patrons can easily find books, but also to provide the Library staff with more flexibility in re-shelving and adding new materials. Shelving capacity should aim to allow shelves to be kept 20% to 25% clear so that space for incoming materials are reliably available and peak return times like during holidays can be accommodated.

More space devoted to New Books and Media along with retail-display shelving is needed to support high visibility as well as accessibility to this popular public need. Trends in Community Libraries are seeing a "marketplace" or "living room" assigned to the central spine of the library, in line with the County's goal of "Library as place."

Currently Brentwood's Children's section is appropriately shelved in lower 42" shelving systems accessible to children. However, lack of space has forced a majority of the Adult Fiction and Non-fiction collection to be shelved in 90" shelves which not only creates a very closed-in unwelcoming space but also restricts natural light and staff lines-of-sight. While reducing the overall shelving capacity, it is strongly recommended that the Library utilize 66" collection shelving wherever possible for these reasons.

People Spaces

The Library currently lacks a sense of place for people; because of a lack of space, the layout must be efficient to house its collections but in doing so it lacks scale, variety of spaces and in turn character. Reflecting needs as prescribed by the County's Strategic Plan, the Brentwood Library needs to better accommodate an emphasis on children and teens and in turn better provide leadership and advocacy for youth reading.

Teens need a space in the Brentwood Library specifically designed for them where they can utilize Library services with some independence while Library staff still has the ability to visually monitor. This space should include collections, seating, and computers and ideally be enclosed with partial glazing but at the very least, segregated from Children's spaces.

The Children's area of the Library is very well used. However, as in the Teens section, it is missing out on the opportunity to engage its audience. Children react, interact and learn from spaces that vary in scale, and more specifically that relate to their scale. It is

no longer enough to just provide Children's furniture, the Community Library should harness its space, its loose and built-in furniture, its walls, ceilings and floors to stimulate the young mind and in doing so encourage learning at multiple levels.

The current Library layout has spaces set aside for reading and studying but these are often byproducts of what remains after the shelving has taken shape. In an effort to meet the County's goal of easy, independent exploration, the Library needs to invest in more furniture, specifically in a variety of types and sizes that afford a sense of comfort and maybe even a sense of home. This coupled with a focus on creating a variety of reading spaces in scale and function will allow Brentwood's diverse community more flexibility in use.

Program Spaces

The pride of Brentwood Library is its well-attended programs by youth and adults alike. This needs to be fostered and additional space needs to be dedicated to these programs. The Library staff typically needs a flexible space to hold unpredictable small and large groups like visiting elementary classes.

As seen in Libraries like Lafayette and Walnut Creek, the new Community Library model now provides an assortment of meeting spaces that meet the demands of multiple scales. Brentwood Community Center currently has the capacity to house very large groups and functions. Brentwood Library needs a Community Room that is scaled to house slightly smaller functions like visiting school classes, Local Author Workshops, Open Mic Poetry, popular Children's Storytimes and similar multi-purpose functions. The Library also needs a smaller conference room where smaller community groups can meet as well as the Library staff can meet or small classes can be conducted. Finally, the Library is in need of a handful of small quiet study rooms where small groups can meet in privacy.

As noted multiple times in this report and in-line with County trends, computers are in high demand. The Library not only needs to expand its collection of public terminals but also provide a facility like a Computer Learning Center where computers are accessible, Library assistance is accessible and computer time is managed so terminals are available to all.

Staff Spaces

Quite simply, the Library staff needs more space for working and more space for storage. As noted previously, the staff has done a commendable job with the space it has but there is a huge opportunity to harness more efficiency in layout and potentially create some symbiotic relationships that temper operating costs. It would be preferable that full-time staff members have their own desk space in an open or closed office environment. The Library absolutely needs to provide dedicated space for staff storage and dedicated space for Friends of the Library storage to house collections as they are moved, sorted, sold and donated. Also, in an effort to better enhance the workplace, a dedicated break room with standard kitchen accommodations is essential.

Library Service & Space Needs

Assumptions & Recommendations

Operating Budget

The published Operating Budget for 2013/14 per the CCCL is \$1,104,485. As noted the City of Brentwood has provided an annual subsidy to keep the library open an additional 21 hours and pay utility, communication and maintenance costs for the facility. By direction from both the City and the Library staff, the assumption must be made that this budget and subsidy can not and will not increase and, as such, that context must be heavily considered when weighing how large the Library can and should be, as well as what services to offer. The ultimate design of the new library facility will reflect the desire to maintain - or reduce - current operating costs

Collection Size

Based upon benchmarking data analysis, the projected Volumes/Capita for future Library collections assuming a future population 77,500 should range from 1-2. This translates to a 77,500-155,000 volume capacity. It is noteworthy that the County average collection is approximately 57,000 volumes and only the Pleasant Hill Hub (162,294) can come close to the high in this projected range, next closest collection being Walnut Creek (90,629). As such, the Brentwood Library Staff's recommended future capacity of **75,000-90,000 volumes** is a reasonable projection for this Library.

Circulation

The County average circulation is 212,512 volumes/year. Considering the current Brentwood Turnover rate of 4.12 and the County average of 3.64 it is reasonable to expect the Brentwood collection's popularity to continue around 4-5. Using the high end of the projected collection size 90,000, we can project an expected long-term circulation range of **360,000-450,000 volumes/year**.

Reader Seats

The County average number of reader seats is 89. The County average SF/reader seat is 144. The minimum recommendation for the Brentwood Library is **140 seats**.

Computers

The County average number of computers per Library is 18. The average SF/computer is 848 SF. The minimum recommendation for the Brentwood Library is **25 computers** and/or personal space areas for laptops and other personal electronic devices.

Minimum Building Areas

The following are minimum area projections based off of the Library's infrastructure, community demand for services, and Library staff requests and recommendations:

PROGRAM AREA	NET SQUARE FEET	% OF TOTAL NET AREA
Staff Areas and circulation desk	1,800 NSF	12%
Children's Areas	3,470 NSF	22.7%
Main Collection	5,510 NSF	36%
Teen Collection	1,200 NSF	8%
Friends Booksale Area	300 NSF	2%
Meeting Rooms	2,040 NSF	13.3%
Self Service Areas	980 NSF	6%
Total Net Area	15,300 NSF	100%
Unassignable Square feet	5,100 SF	
Total GSF (75% efficiency)	20,400 GSF	

Library Service & Space Needs

Detailed Program Area Breakdown

A detailed breakdown of minimum program area recommendations is as follows. Current program assignments noted in parentheses:

Staff Areas and circulation desk

Staff Offices (4 @ 120)	480 NSF	(Current - 225 NSF)
Staff Open Office	400 NSF	(Current - 291 NSF)
Staff Storage	100 NSF	
Friends of the Library Storage	100 NSF	
Staff Break Area	200 NSF	(Current - 213 NSF Multi-Purpose)
Book Returns	250 NSF	(Current - 239 NSF)
Staff Lockers	20 NSF	
Information Desk	150 NSF	(Current - 123 NSF)
Holds	100 NSF	(Current - 67 NSF)
Staff Total	1,800 NSF	(Current - 1,158 NSF)

Children's Areas

Children's Storytime	500 NSF	(Current - 212 NSF)
Children's Reading Areas	1,200 NSF	
Children's Collections	1,700 NSF	(Current - 688 NSF)
Family Restroom	70 NSF	
Children's Area Total	3,470 NSF	(Current - 900 NSF)

Main Collection

Fiction & Non-fiction	3,500 NSF	(Current - 1,180 NSF)
Reading Areas	1,000 NSF	(Current - 564 NSF)
Periodicals	300 NSF	(Current - 143 NSF)
New Books / Media	360 NSF	(Current - 82 NSF)
Local History Collection	100 NSF	
Spanish Language Collection	150 NSF	(Current - 94 NSF)
Reference	100 NSF	(Current - 105 NSF)
Main Collection Total	5,510 NSF	(Current - 2,168 NSF)

Teen Collection

Teen Stacks	900 NSF	(Current - 88 NSF)
Teen Reading Area	300 NSF	
Teen Collection Total	1,200 NSF	(Current - 88 NSF)

Friends Booksale Area

300 NSF (Current - 62 NSF)

Meeting Rooms

Community Meeting Room (100 people)	1,000 NSF	
Quiet study areas (2 @ 120NSF)	240 NSF	
Conference Room / Group Meeting	400 NSF	
Computer Learning Center (25 machines)	400 NSF	(Current - 211 NSF)
Meeting Room Total	2,040 NSF	(Current - 211 NSF)

Detailed Program Area Breakdown (continued)

Self Service Areas

Cafe	100 NSF	
Restrooms (2 @ 5 fixtures each)	400 NSF	
Entry Vestibule	200 NSF	(Current - 195 NSF)
Self-Checkout	200 NSF	(Current - 165 NSF)
Copy Area	80 NSF	(Current - 80 NSF)
Self Service Total	980 NSF	(Current - 440 NSF)

Total Net Square Feet **15,300 NSF** (Current - 5,027 NSF)

Unassignable Square feet 5,100 SF (Current - 1,245 SF)

Total GSF (75% efficiency) **20,400 GSF** (Current - 6,272 GSF)

Equipment & Furniture

Based off of current need and peer comparison, the following infrastructure and equipment is recommended for the Brentwood Library:

- (25) Public Computers and/or personal use spaces
 - 4 Catalog terminals
 - 14 Public Internet/Word Processing terminals
 - 4 Children's terminals
 - 3 Teen terminals
- (150) Reader Seats
- (2) Projectors and (2) Projection Screens (Community Room and Conference)
- (4) Self-Checkout Machines -
 - 1 lowered height desk
- Book drop integrated into building facade to book sorting room
- Multiple occupancy restrooms accommodating 5 Male and 5 Female fixtures
- Family Restroom within the Children's Area w/ changing station

3 - Current Service & Resources Overview

Current Service and Resources Overview

Contra Costa County Library Service Model Principles

[Reference U](#)

This Needs Assessment document uses the 2006 Contra Costa County Library Strategic Plan as a means of determining which of the many factors are the most important to the Library, and strategizing how to best fulfill unmet needs.

The 2006 CCCL Strategic Plan lists new Library Service Approaches to better meet the County's increasing and evolving demands:

- Community Library responsible for outreach
- More Community Library control over day-to-day decision making
- A new approach to Customer Service
 - 80/20 self-service
 - Fewer fixed service points
- A new approach to Reference Service
 - Completed transactions at the first point of contact
 - Online reference backup
- A new approach to Collection Development
 - Online and circulating material preferred
 - Outsourcing
 - Floating collections
 - Centralized/decentralized collection planning
- A new approach to Staff Development and Deployment
 - Diversification in Staff Specialties
 - Outsourcing as needed
 - Continued use of Volunteers as Appropriate
 - Continuous Retraining and Retooling
- A new approach to Innovation
 - Sharing ideas countywide and avoiding duplication of effort
 - Incubating/piloting innovative techniques before countywide roll-out
 - Taking full advantage of new technology
 - Enlisting volunteers to assist as appropriate
 - Outsourcing as appropriate
 - Building on local successes by developing tools for technology transfer – training, tool kits, etc.
 - Identifying and evaluating best practices in terms of positive results for users
 - Establishing a recognizable countywide library brand
- Expected results
 - Service more in line with County residents' expressed needs and preferences
 - Faster, one-stop library service
 - Better integration of the libraries in their communities
 - More cost effective library operations
 - Improved flexibility and capacity for future growth

In summation, the CCCL Strategic Plan found the needs of the Community Library to be:

- Emphasis on children and teens
- Library as a leader/advocate for reading
- Information in support of lifelong learning
- Library as place
- Easy, Independent exploration
- Tie-ins with the arts



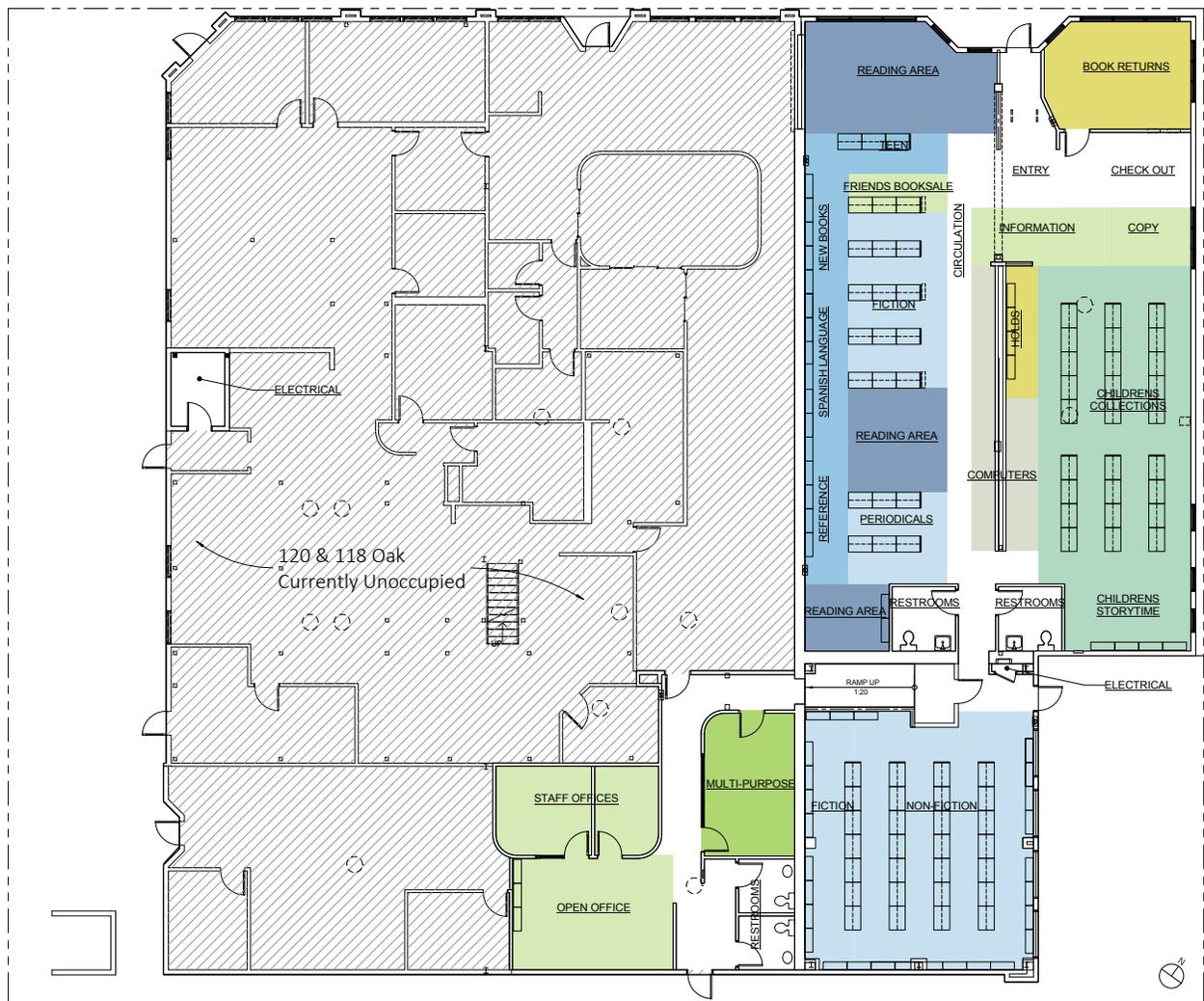
Word Cloud compilation of 2006 CCCL Strategic Plan

Current Service and Resources Overview

Existing Built Environment

For the purposes of this Needs Assessment, a detailed CAD model was created of the current Library facilities. This model includes the staff areas that were renovated in the adjacent 118 Oak Street space in 2009, in addition to the main 104 Oak Street building.

The CAD model is compiled from several sets of construction documents provided by City staff, each of which described portions of the three buildings at 104-118-120 Oak Street. These plans were vetted by site measurement and assessment visits by the Architecture and Engineering Team which took place during the month of April, 2013. A City Facilities staffer was on hand at each visit to provide entrance, assist with roof and utility room access, and provide background information on the building systems. The below is a summary of programmatic areas that, along with the CAD plans, were reviewed and vetted by Library and City staff as representative of existing conditions.



Existing Program Area Plan

Current Service and Resources Overview

Existing Floor Plan and Zoning Summary (Net and Gross Square Feet)

COMPONENT	AREA	
Entry	195 NSF	Parking = 2 Staff Parking Spaces
Self-Checkout	165 NSF	
Information	123 NSF	
Adult Collections	1180 NSF	
Teen Collections	88 NSF	
Children's Collections	688 NSF	
Children's Storytime	212 NSF	
Public Computers	211 NSF	
Copy Station	80 NSF	
Book Returns	239 NSF	
New Books	82 NSF	
Friend's Booksale	62 NSF	
Periodicals	143 NSF	
Reading Areas	564 NSF	
Reference	105 NSF	
Spanish Language Collections	94 NSF	
Holdings	67 NSF	
Staff Open Office	291 NSF	
Staff Offices	225 NSF	
Staff Multi-Purpose Room	213 NSF	
Net Square Feet Subtotal	5,027 NSF	
Building Support Space	1,245 SF	
TOTAL EXISTING AREA	6,272 GSF (80% NSF/GSF)	



Library entry



Library from City Park

Current Service and Resources Overview

Location and Welcoming Environment

The Library's location at Third and Oak Street is ideal - across from the City's new Civic Center and City Park. The City's civic buildings surround City Park providing an anchor to the east end of Oak Street, which then transitions to a residential neighborhood. The Library's adjacency to the park and its playground areas allow for a nice potential symbiotic relationship for families using both public facilities, and as such there is currently a defined crosswalk at the corner of Third and Oak.

There is free, time-restricted street parking available on the streets and alleys surrounding the Library. In addition, there is a large free public parking garage adjacent to the City Hall facility across the street. Behind the 104 Oak Street building there are two dedicated staff parking stalls.

There is one entrance to the Library on the north, directly off of Oak Street and facing City Park. The entry is visible and immediately accessible from the sidewalk and street parking. The main entry currently does not have a power-assisted ADA door. The main entry door to 118 Oak also does not have power-assistance and does not comply with code-required pull-side clearances. The rear southeast entrance is for staff only and enters into the Adult Collections area adjacent to the staff offices - which are located in the adjacent 118 Oak Street building but are not accessed through that building's front door. A ramp accommodates an existing 7-8" step up from 104 Oak to 118 Oak that runs the length of the building.



Entrance and Materials Processing

Reference Appendix A,B

The entry of the Library is currently met by an Information Desk centrally-located in the space. This is the one point of staff visual control for the entire space. Due to a support wall that splits the space in two lengthwise there are blind spots to this control, primarily at the rear of the building where the Adult Collections reside. The Info desk seats two staff, has two computers and a camera security monitoring system.

The book return room is located immediately off the entry with (2) return slots, one for items to be shelved immediately and one for items that require processing. There is currently a book drop receptacle at the main entrance door that the staff maintains daily; the building does not currently have an exterior book drop slot direct to the return area. The staff offices are located in the rear of the 118 Oak building through a security door and up a transition ramp. There is a physical disconnect currently between the materials processing and the staff offices that creates inefficiencies in staff circulation and productivity.



Information Desk



Entry and Information from Reading Area



Book Drop



Book Return Room

Current Service and Resources Overview

Staff Spaces & Operational Efficiency

Reference Appendix A,B

The Staff area is well-used and significantly overcrowded. Brentwood Library employs four full-time staff members, four part-time employees, and six 10-hour shelvers. Three Full-time staff members have their own desk space in the staff open office area, but the full-time clerk shares a desk and a computer with two part-time employees. Since the clerical position requires weekly magazine processing, ordering and inventory of office supplies, space is limited. Two Library assistants also share a desk, and must use the clerk's computer if another isn't available. There are two staff offices, one of which is shared. There is little space for confidential conversations like employee reviews.

The most functional and flexible space in the staff area is the break room. In addition to two small tables and chairs, it also stores overflow from the Friends Book Sale which occupies 42 three-foot shelves, one table, and one book drop. The break room also serves as a storage area for program supplies, decorations and documents for the Friends of the Brentwood Library. Meetings are sometimes held in this room as well. From all these uses there is an evident need for additional staff storage. Six staff lockers are currently provided for storage, but many staff members often use desk drawers or cabinets to store personal effects because of lack of space.



Staff Office



Multi-purpose Room



Staff Open Office

Collections and Layout

Reference Appendix A,B

The most common difficulty encountered in the current location is the lack of space. Despite energetic weeding, the adult fiction and nonfiction continues to overspill its boundaries and challenge library shelvers. The adult paperbacks are located in a separate room, and this positioning provides several author locations which hinder patrons from locating their items. Similar crowding is found in the Spanish and adult audiobook sections.

The teen section is also subject to tightly-packed shelves, a circumstance which is aggravated when the public returns their books en masse after a holiday. Both the children and teen section are hindered by the simple lack of display space. There isn't room on the shelves themselves, and the one display area at the end of the teen shelf juggles flyers and book recommendations.

The layout of the library is not intuitive and currently isolates most adult materials in a back room; the layout also makes the library seem very small, an opinion frequently voiced by new visitors. Many long-standing library patrons are shocked when led past the restrooms into the adult section, and express surprise that it is there at all. Nonfiction collections could use updating in many areas, and fiction collections and picture books could use multiple copies of popularly requested titles.

The children's area is a circulation hotspot, and accounts for 42.7% of Brentwood Library's overall circulation. On average, each book circulates 5.4 times a year, which doesn't include the large number which are checked out and never returned. At present there is suitable space in the children's section, but the collection itself is an inadequate size for the amount of circulation it receives.



Adult Collections



Children's Area

Current Service and Resources Overview

Technology and Customer Experience

Reference Appendix A,B

Computers with Internet access are potentially a limited resource during peak hours (2:00 – 5:30 pm weekdays). Based on a square footage projection, the Brentwood library would need 25 computers. However, the Brentwood library currently has 14 computers, 12 with Internet access, that are utilized an average of only 37.61% of the time. Conversely, the library has seen wireless usage go up from 2009 through 2012 with an average number of users at 12 per day, utilizing 16 hours of wireless access. This signifies an ongoing trend of more people utilizing personal computer devices, negating the need for more computers, but rather increasing the need for personal space within the library. Conversation with the library staff confirm this trend and the need for more “spaces” and less computers.

Self-check stations are highly visible and immediately accessible to the Information desk. The stations are utilized 87.45% of the time. Self-check usage has increased dramatically since the move to Oak St. The holds and loans area is currently behind the Information desk, generally accessible for those who use it. The Library also offers Wifi printing capability.



Self Check-Out and Photocopier



Public Computers

Existing Furniture, Fixtures & Equipment

Reading and small meeting / study areas

- (36) Reader Seats
- (4) 3'x5' Tables
- (7) Soft Seats
- (1) Bench

Public Computer access

- (16) Total Computers
- (2) computers dedicated to catalog searches
- (1) 15-minute computer
- (1) 120-minute word processing only computer
- Wi-fi printing capability
- Free wireless access throughout the Library and the Civic Center vicinity

Self-Check Machines

- (2) Pedestal Machines

Photocopier

- (1) Public photocopier
- (1) Staff photocopier



Tables and Information Desk



Soft Seating

Current Service and Resources Overview

Existing Collections

(data as provided by Brentwood Library Staff, April 2013)

Brentwood Library's existing collections currently comprise 51,516 total volumes. The collections are broken down by categories as follows:

Fiction and Non-Fiction Collections

28,971 Volumes (56% of Collection)

- New Print
- Paperbacks
- Periodicals
- Print (non-fiction, fiction, mystery, science fiction, large type, over-sized)
- Media
- Spanish
- Teen Collection (volumes included in Adult)
 - Periodicals (currently integrated with Adult periodicals due to lack of space)
 - Print
 - Graphic Novels
 - Media

Children's Collection

19,518 Volumes (38% of Collection)

- Graphic Novels
- Periodicals
- Print
- Media
- Spanish
- Holiday

Reference Materials

780 Volumes

- Adult and Children's Reference

Book Holds

760 Volume capacity (20 shelves)

Library Staff, Volunteers and Operations (data as provided by Brentwood Library Staff, April 2013)

Staff

Reference G

Brentwood currently employs four full-time staff members, four part-time employees and six 10-hour shelvers. Brentwood's reported staff in Full-Time Equivalent (FTE) is 6, which is consistent for number of open hours (56), collection size and circulation.

Other County Community Library examples:

Concord Library	7 FTE, 52 hours
Danville Library	7.5 FTE, 60 hours
Dougherty Station:	5.5 FTE, 50 hours
Lafayette Library:	7.7 FTE, 56 hours
Orinda Library	7 FTE, 60 hours
San Ramon Library	7.5 FTE, 58 hours
Ygnacio Valley Library	7.5 FTE, 56 hours

The Friends of the Library

The Friends of the Library currently manage a book sale shelf near the entrance of the Library. Additional library funds are generated by way of book sales and other fund-raising events. In 2011, 15 volunteers spent 1,560 hours raising a total of \$15,527, of this \$5,364 was spent on Library materials and programs.

Volunteers

In 2012, 50 volunteers gave 1,756 hours of their time - the dollar equivalent of \$32,015.

Operations

The Library is open 56 hours a week, which is above and beyond the County average of 41.50 hours. This is made possible by the City's subsidized funding for the Library. In 2014 the City subsidized the budget with \$223,067. Of this, \$190,395 is paid towards staff salaries to keep the Library open an additional 21 hours per week and the remainder went to insure and maintain the facility.

Hours of Operation

Sunday	Closed
Monday	10:00 am - 8:00 pm
Tuesday	10:00 am - 8:00 pm
Wednesday	10:00 am - 8:00 pm
Thursday	10:00 am - 8:00 pm
Friday	10:00 am - 6:00 pm
Saturday	10:00 am - 6:00 pm

Current Service and Resources Overview

Library Partnerships

[Reference V](#)

The Brentwood Library has developed fruitful relationships with local organizations and sponsors that help foster community programs. As of May 2013 these partners include:

Brentwood Art Society

- Co-sponsor of the annual CityRead program, usually donating approximately \$1,500
- The Library and Art Society jointly put on the monthly Open Mic sessions

Brentwood Lions

- Co-sponsor of the annual CityRead program, usually donating approximately \$500
- Co-sponsor of the annual Winter Reading Program, paying for paperback books
- Drop-off station for eye glasses

Brentwood Rotary

- Co-sponsor of the annual CityRead program, usually donating approximately \$600

Westmont Assisted Living

- Hosted field trips for residents
- Started a book club onsite for residents
- Gave two library discussions for residents

Cortona Park Assisted Living

- eReader instruction for residents
- Hosted field trips for residents

Delta First 5

- Planning monthly storytimes at First 5 site
- Working with Director to identify needs of low-income parents

Village Community Resource Center

- Partnering for Summer Reading Festival
- Working with Director to identify needs of low-income parents

HeadStart

- Early literacy training for parents
- Working with Director to identify needs of low-income parents

La Clinica Oakley

- Working with staff to identify needs of low-income parents
- Distributing information about services

East Bay Works

- Working with staff to identify needs of low-income parents
- Distributing information about services

Liberty Adult Ed

- Weekly field trips by special education students, including tours and library instruction
- Work training program for Transition students
- Distribute registration booklets to residents and other libraries

Schools

- Coordinate annual visits with second graders to get them library cards
- Promote Teen Advisory Board and programs through high schools
- Attend back-to-school night events to promote library services
- Promote winter and summer reading programs to all ages
- Promote CityRead and other library programs to schools, inviting teachers to provide extra credit to students who participate
- Provided copies of CityRead books to Independence High School
- Provide special storytimes on a regular basis to preschools, either at their site or in the library

East Bay Regional Park District

- Park staff lead a variety of programs for youth
- District staffed a table at East County 100th Anniversary Celebration

East Contra Costa Historical Society

- ECCHS staffed a table at East County 100th Anniversary Celebration
- In talks to have ECCHS staff provide a program for this year's CityRead

Meals on Wheels Friendly Visitors Program

- Partnered with them to provide access to six Kindle eReaders the library obtained through a state grant. Volunteers were trained how to use the Kindles, and then delivered them to their homebound clients for use at home

Brentwood Senior Citizens Center

- Held several events there until Community Center was available
- Gather books every month for book club
- Staffed a library information table at Senior Fair

Barnes & Noble

- Work frequently with Community Relations Manager to have books available for sale at library events

Boy Scouts and Girl Scouts

- Provide library information to local troops, including library instruction and tours of the library

Bill & Melinda Gates Foundation

- Collaboration with the Edge Initiative which helps libraries assess current public access technology

Current Service and Resources Overview

Library Programs

Reference D, V

The Library currently offers a robust weekly series of family, children and teen programs that are well-attended by the community. As of May 2013 these programs include:

Family Programs

- Local Author Workshop
- Winter Reading Program
- The “Book Ends” Book Club
- CityRead Program
- Brentwood Open Mic Poetry
- Discover & Go Museum passes
- E-Reader Instruction & Training
- Summer Reading Festival
- Monthly Beading Program

Children's Programs

- Lapsit Baby Storytime
- Toddler Time
- Pajama Storytime
- Picture Book time

Teen Programs

- Teen Advisory Group
- “Delicious” Crafts for Teens
- Summer Quilting Workshops
- Zombie Survival Seminars

Library Tours

- The Library often provides tours and instruction on Library use to students and adults with disabilities.

4 - Peer Library Benchmarking

Benchmarks: Peer Library Reviews

Peer Library Assessment

Based on the information provided in Sections 1 & 2 and focusing on the quality of library services, this section offers an evaluation of key library metrics with respect to service delivery. This data is intended to provide strategic insight into Brentwood's Library Service Needs through direct numerical comparison.

The Project Team developed a list of peer libraries in order to study key metrics. These libraries were selected because they align most closely with the following key criteria established by the Project Team:

- Population: 20,000-60,000
- Size of the Building: 11,000 SF to 35,000 SF
- Operating Budget: \$400,000 - \$1,000,000
- Collection Size: 50,000-100,000 Volumes
- Community Served: Suburban Communities & County Library Systems
- Building Opened or Renovated: within the last 20 years
- Funding for Construction or Renovation
- Ongoing Subsidies for Operations

The Project Team determined a peer library to be considered a suitable benchmark if it met a substantial portion, but not necessarily all of the criteria. Strong consideration was also given to known successful regional library models. Some key criteria ranges were extended to accommodate the speed with which the City of Brentwood has grown in the last 10 years and its significantly undersized current Library facility.

Historical Benchmarking Metrics

Through a comparative analysis, one can note that certain elements of Brentwood's existing library services either exceed or fall short of the peer library metrics. In addition to the compilation of Peer data, the analysis is also being compared to the Contra Costa County Library System (CCCL) average. Each key metric studied also incorporates the trimmed mean of the selected Peer Library data. This average is established by removing the highest and lowest numbers in the data range and then averaging the remaining numbers. The trimmed mean helps to adjust the range of information for any outlier data points that could skew the overall data to reflect results outside of normal experience and general pattern of distribution.

All said and done, the goal of this exercise is to use multiple library service metrics to establish a baseline for what other similar libraries are providing to their communities now and for future growth.

Key Metrics Overview

The following are Key Metrics studied to create a basis for Peer comparison:

Facility Size as compared to:

- Population
- Projected 2035 Population
- Circulation
- Collection Size

Collection Size as compared to:

- Population
- Building Size

Annual Circulation as compared to:

- Population
- Collection Size (Turnover Rate)
- Building Size

Operating Budget as compared to:

- Population
- Building Size

Computers and Technology (Number of Public Computers) as compared to:

- Population
- Building Size

Reader Seating (Number of Seats) as compared to:

- Population
- Building Size

Volunteer Time Contributions (Volunteer Hours)

Children's Area (measured in square feet assigned)

Meeting Rooms & Amenities

- Number & Type of Public Meeting Spaces
- Unique features like a Café, Garden or Outdoor Area

Friends of the Library Contributions

Data shown reflects the 2011-2012 fiscal year. Unless otherwise noted, Population used was from the 2010 US Census. It is important to note that no Community Library is the same; each Library serves a unique community with a unique set of service needs. With this in mind, the Project Team identified 49 libraries in 5 County and Municipal systems throughout the East and South Bay. These were researched in detail and then culled to a list of 10 for inclusion in the analysis for this Assessment effort. The following facilities most strongly fit the selection criteria:

Benchmarks: Peer Library Reviews

List of Peer Libraries

These libraries were chosen because they align most closely with the key criteria described on Page 40.

Contra Costa County

Antioch Library	11,000 SF
Clayton Library	15,500 SF
Danville Library	17,000 SF
Martinez Library	6,172 SF
Orinda Library	17,136 SF
Pinole Library	17,098 SF

Other Libraries evaluated

Los Gatos Library	30,250 SF
Almaden Library (San Jose)	20,000 SF
Alum Rock Library (San Jose)	26,500 SF
Castro Valley Library (Alameda)	34,537 SF



● Peer Libraries

○ Other libraries in the Contra Costa County system

Regional Map



Benchmarking Data

Please see bar graphs that support these findings in Appendix A of this document.

Building Size / Population (SF / Capita): Benchmarking data shows that CCCL average building size is 4 times higher than Brentwood's current library as relates to population.

Collection Size / Building Size (Volume/SF): Benchmarking data shows that Brentwood's volume per square foot is 55% higher than the County average.

Collection Size / Population (Volumes/Capita): Benchmarking data shows that Brentwood's volume per population is at the bottom quarter of the County average.

Circulation / Building Size (Volumes/SF): Benchmarking data shows that Brentwood's circulation per square foot is well above the County average. This number will drop once the library has more square footage.

Turnover Rate (Circulation/Collection Size): Benchmarking data shows that Brentwood's turnover rate is above the County average.

Circulation / Population (Volumes / Capita): Benchmarking data shows that Brentwood's volume per capita is below the County average.

Operating Budget / Building Size (\$ / SF): Benchmarking data shows that Brentwood's operating budget per square footage is significantly higher than the County average, but that is mainly due to the small amount of square footage.

Library Operating Budget: Benchmarking data shows that Brentwood's operating budget is in line with the County average.

Operating Budget / Population (\$ / Capita): Benchmarking data shows that Brentwood's operating budget per population is well below the County average.

Population / Computer: Benchmarking data shows that the number of computers in the Brentwood library per population is well above the County average.

Building Size / Number of Computers: Benchmarking data shows that the number of computers in the Brentwood library is well-proportioned to its size.

Population / Reader Seats: Benchmarking data shows that reader seats per population in the Brentwood library is well above the County average.

Benchmarks: Peer Library Reviews

Benchmarking Data (cont.)

Building Size / Reader Seating (SF / Seat): Benchmarking data shows that the number of reader seats per square footage is above the County average.

Volunteer Hours per Library: Benchmarking data shows that the number of volunteers at the Brentwood Library is just under the County average.

Children's Area (SF): Benchmarking data shows that the Children's Area per square footage is well below the County average.

Summary

The Peer Library analysis looks to use multiple means and metrics to get at the same question - Is the Brentwood Library serving its community on par with how other libraries serve theirs? Assessing the data, the simple answer is that there are some strengths and quite a few shortcomings with the current facility.

The Library's strengths are its turnover rate, its operating budget and funding, and its volunteer contributions. There is no doubt that the Library is well-used and its turnover rate is a testament to this. The Library is one of the few in the County open more than 50 hours a week, providing more service to its community and that is in large part due to the City's subsidy to the operating budget as well as its valued volunteer hours.

Brentwood Library service limitations are due to its size and its infrastructure. The Library falls within the bottom tier of the County in all metrics that deal with its facility size. Only two other County Libraries (Concord & Pittsburg) directly serve larger populations than Brentwood's. Contrast that with the fact that only four other libraries in the 26 Community Library system are smaller in facility size. Simply put, any metric involving population will show that Brentwood Library is undersized for current and future service population.

Also of note is the size of the Children's area; not only does the popularity of the collection warrant more books and more space but the size falls short with its County peers. The current trend is showing more and more space in libraries devoted to children's reading and learning. This is in line with the County's principals emphasizing children and teens as well as continuing to be a leader and advocate for reading.

Concerning infrastructure, while public computers and reader seating are proportionally appropriate to the Library's size, the numbers fall short in scale serving Brentwood. Another trend which has become almost a requirement for libraries planning for the future is the incorporation of a community or multi-purpose meeting space. This is evident in the previous list showing every library built within the last 15 years incorporating a meeting space and is a priority for Brentwood Library Staff's "wish list."

5 - Service Limitations

Service Limitations

Constraints on Library Needs

The Brentwood Library provides a valuable community resource in an ideal downtown location. The facility's available space and layout, however, place severe ongoing constraints on library services and operations. In addition, the service limitations outlined here are compounded by structural and building system deficiencies present in the old building, further impacting the Library's ability to sufficiently service the community.

Funding

Reference G

2013/14 Brentwood Library Operating Budget

County Costs:

Salaries and Benefits	\$395,819
Adult Materials	\$31,794
Youth Materials	\$7,948
Electronic Database	\$6,544
General Office Expense	\$20,087
Total Direct County Expense	\$462,192
Shared Services	\$410,108
Subtotal County Costs	\$872,300

City of Brentwood Costs:

Salaries and Benefits	\$190,395
Total City & County Costs	\$1,062,695

Additional City of Brentwood Costs:

Utilities	\$31,672
Communication	\$1,000
Transfer to Internal Services (for IT, Maint.and Ins.)	\$21,473
Subtotal Additional City Costs	\$54,145

Grand Total Library Operating Budget **\$1,116,840**

The funding limitations imply a challenge to staff the library at appropriate service levels. Supplemented with volunteer hours, the current staffing system has the ability to accommodate the Library's current size. A directive from the City and Library staff is that to conform to current budgeting, the facility's operating expenses may not increase even if the facility size is increased. This implies that regardless of how the Library expands, the change will need to work with and may be in part limited by current operations.

Operating Cost Control

There are two major components which will contribute to controlling future operating costs with expansion of the Library:

1. Lines of Sight: Design good lines of sight between the Information Desk and the entirety of the library. This will allow current Staff to maintain visual control of the facility much

more easily, and enable staff counts to remain the same even if the facility size increases. This effort will include designing sensible adjacencies between Information Desk and staff-only areas.

2. Energy Costs: As indicated by the increase in participation in energy-efficiency programs such as LEED, the cost of electricity and building conditioning will likely keep increasing over the next few decades. Such costs will become major components in the operating costs of facilities in hot climates such as Brentwood. Designing for superior building insulation and solar control will be essential in keeping control of escalating energy costs. An entry vestibule should be considered as well. Upgrading to efficient light fixtures and low-flow plumbing fixtures will also be instrumental.

Physical Constraints

Library Size

Reference A, B, G

The most evident need for the Library is space. Brentwood's Collection size compared to Community Library size averages at 10.33 vol/sf, which is almost twice as high as the County average of 5.32 vol/sf. This is a credit to the Library staff, as they have managed an overflowing collection in a small amount of space, but also a hindrance to internal efficiency and service to the public. Another metric indicating the Library's popularity is circulation compared to Community Library size: 33.66 volumes per square foot. As compared to the County average of 19.84 vol/sf, this is a clear indication that the Library is undersized to hold its current collections and is ready to grow.

When considering collection space it's noteworthy that the circulation turnover rate indicates collection usage as well. Turnover rate relates the number of materials checked out to the size of the collection, and is another indicator that more materials (or space for the collection) are needed to meet the demand. On the whole, Brentwood Library experiences above average circulation with a turnover rate of 4.12% compared to the County average of 3.64%.

County-wide, Adult nonfiction has a turnover rate of 2.5%, while Adult fiction is 2.4% (these percentages include Young Adult/Teen materials). In contrast, Children's nonfiction materials experience a 3.0% turnover rate and Children's fiction 7.1%. At Brentwood adult nonfiction has a turnover rate of 1.6%, while Adult fiction is 2.6%. Brentwood Children's nonfiction materials have an above average 3.5% turnover rate, with Children's fiction at a 6.2% turnover rate. It is evident that the popular collections are both Children's fiction and nonfiction as well as Adult fiction. Further, the specific popularity of Brentwood's Children's collection can be seen in its fiction circulation (11,913 volumes) compared to Adult fiction (11,337 volumes). This follows County-wide trends indicating that Children and Families are the Libraries' largest-served population.

Service Limitations

Staff Areas

The current staff area configuration at the rear of the building is overcrowded with a lack of space for staff, storage, and processing. The area dedicated to staff workstations and desks is being used by several more personnel than originally planned for. The issue of sharing is exacerbated by the lack of storage room for both books and personal items.

One of the most well-used spaces in the staff area is the Multi-Purpose Room. In addition to two small tables and chairs, it also stores overflow from the Friends of the Library Book Sale which occupies 42 three-foot shelves, one table, and one book drop. This room also serves as a break room and storage area for program supplies, decorations, and documents for the Friends of the Library. There is no natural daylight in the staff spaces. There is also a consistent issue in the two staff restrooms with waste line plumbing backing up, due to slope and bending issues with the sewer piping.

Seating

The Library currently houses 36 reader seats. There are currently 3 small reading areas and a Children's Storytime area with tables and seating. Comparing to the County on average, Brentwood serves over three times the population per seat (2017 vs 632). Comparing building size, the Library is above County averages (138 SF/Seat vs 174 SF/Seat), largely due to the building's small footprint. Reader seating levels are currently appropriate for the size and use of the facility. However as the Library grows to serve its population the seating levels will need to expand as well.

Internet and Public Computer Access

As noted previously, computers with Internet access are potentially a limited resource during peak hours (2:00 – 5:30 pm weekdays). The ongoing trend has seen more people utilizing personal computer devices, negating the need for more computers, but rather increasing the need for personal space within the library. Conversation with the library staff confirm this trend and the need for more "spaces" and less computers.

A relatively new partnership for the Brentwood Library is their collaboration with the Edge Initiative. The Edge Initiative was created in March 2011 through a collaboration of leading library and local government organizations with a vision that all people should have opportunities to enrich and improve their lives with open access to exceptional information, communication and technology services available in public libraries. In today's digital age, computer access and the training offered at the library are essential services.

The Edge Initiative is essentially a management and leadership tool that helps libraries assess current public access technology and how it's used, identifies ways to strengthen or enhance public technology and engages with key leaders about the value of the library in strengthening communities. As library users continue to change, the Edge Initiative will help libraries continually evolve to meet the digital needs of their communities and connect their services to community priorities.

It's too early to know where the Edge Initiative will lead libraries regarding digital access, but it will be a useful tool in capturing library usage trends and helping the Brentwood Library adjust their services and spaces accordingly.

There is currently infrastructure for computer power and data housed within the bearing wall that runs down the middle of the space. While this affords for a good wire management scenario, it prohibits the reconfiguration of technology components within the space. There are currently no floor power or data boxes within the space that could potentially provide mobile access. The information desk is currently wired for (2) computers and a staff printer. The desk is not modular nor is it mobile - a consideration for future flexibility.

Technology & Future-proofing

Libraries are becoming the technology information how-to source. This ranges from assistance with downloading electronic materials, to assistance with any number of personal devices. Innovative libraries are offering technology zones for MakerSpace technology and career training modules and presentation. This is currently a demand that Brentwood manages but has no space designed to specifically accommodate.

Small/Large Meeting Areas

There are currently no public meeting areas in the facility. Most group functions, both formal and informal, take place in the reading area space at the front of the building. While staff has learned to make-do with this space, it is not accommodating for large crowds which can leak into the entrance area. The space is not designed specifically for a meeting function and does not have accommodations for technology integration.

Restrooms

There are currently 2 single-occupancy restrooms (one per gender) servicing the Library public space, and 2 single-occupancy restrooms (one per gender) provided in the staff space. These restrooms are merely sufficient for the current size, occupancy and demand of the facility. Should the building expand, the restroom size and number of fixtures would need to expand accordingly, with two multi-occupant restrooms being the most desirable layout for space utilization and servicing.

Checkout

[Reference A,B](#)

The library has 2 self-checkout machines, and neither accommodates children's reach or certain disabilities that require lower access. The public use of these self-checkout machines (versus checking out via staff service) has grown significantly. The Library exceeds the County's model operational goal of 80% self-service at approximately 87.45% self-checkout use. There is often a line to borrow and return items at the self-checkout. The County's goal and the Library's current use dictates the need for additional machines. As such, Library Staff has suggested increasing the number of self-check machines to 4. Of those, one machine must service a lower accessible height.

Service Limitations

Teen Areas

Reference A,B

There is no well-defined area which caters to the preferences of teenagers - no real "hangout" spaces or quieter study areas which would encourage the use of the Library for solo study or group projects. The teen section is also subject to tightly-packed shelves, a circumstance which is aggravated when the public returns their books en masse after a holiday or summer break. Both the children and teen section are hindered by the simple lack of display space. There isn't room on the shelves themselves, and the one display area at the end of the teen shelf juggles flyers and book recommendations.

Quiet Study Areas

The facility currently has no acoustically or privately separated study areas. There are tables and chairs that can house small group meetings, but these lack the ability to be separated from the main public space.

Children's Areas

Reference A, B, D

As noted earlier, the Children's collection size is currently inadequate for the amount of use it sees. The current space and collections allocation is at capacity, and Library staff has managed it well. However, particularly at peak times like holidays when books are returned en masse, current space cannot handle its collection size and turnover rate. The current picture book area contains a bulletin board and many sturdy chairs and tables but it is very crowded and blocks access to the magazine displays.

There is also a distinct need for a larger space for story time. At present, story times are held near the entrance due to group size and the noise sometimes impedes information desk transactions and irritates patrons. The Children's area is also open to the main collection areas which can be distracting to other program spaces as children's programming can be loud.

In 2012-2013 there were 206 storytimes with 3,859 attendees, which is an average of about 19 per session. Attendance has reached up to 45 people at times. There are also class visits for elementary schools coming to the library on field trips and these groups will sometimes reach up to 60 people (two classes plus teachers and parents). The Brentwood Library staff estimates that a space for 50 people would accommodate future group sizes and fluctuations. This space could be used for multiple functions and programs, but the existing facility does not have a space large enough to match the popularity of some of the Library programs offered.



Children's collection and reading areas

User Experience

Lines of Sight

The current layout has the circulation desk near the entrance facing the front door – which is a pleasing strategy for greeting patrons, but is somewhat problematic in that the staff sits with their backs to the rest of the facility. There is also a long support wall bisecting much of the facility in the north-south direction, which eliminates a clear view of the Children’s area from half of the building. From the circulation desk, the staff currently have adequate lines of sight from the information desk to a majority of the served spaces only if they swivel around to the rear and look to either side of the support wall. The most vulnerable area is the Adult Collections (Fiction & Non-fiction) room at the very rear of the building, which is occluded by the bottleneck that the two restrooms currently make.

Daylighting

The Library currently receives adequate daylighting. 104 Oak has 14 exterior windows: 9 East-facing windows and 5 North-facing windows. Horizontal blinds appear to be drawn a majority of the time, and fluorescent lighting is the primary light source. The windows to the north are advantageously located to receive both indirect, ambient light as well as allow the ability to see into the library and out to City Park. None of the windows currently have good protection from either unwanted solar heat gain or from direct UV light on the books and furnishings.

The Children’s area currently has 2 through-roof daylight collector tubes supplementing windows in the space (through diffusers in the ceiling). The Staff area currently has 1 daylight collector tube feeding its space, and no windows to the exterior.

Acoustics

All spaces currently have ceilings and approximately 97% are suspended acoustical ceiling tile systems. Combined with the carpet throughout, this translates to a relatively dead acoustic space, which is good for the program uses. These same ceilings, however, have a rather generic corporate office appearance and do not afford the feeling of spaciousness found in many libraries and similar civic buildings.

Service Limitations

Universal Accessibility

In general, the accessibility of the current Library appears to be adequate for persons of most abilities and statures. The flat terrain in this part of town does not provide any challenges for accessing the Library from the surrounding rights-of-way. However, an automatic door-opener with push-button control would improve front door access to those with mobility problems, as well as those bearing arm loads of books or pushing strollers. Also in the new Library, a consideration is being made to install hearing loops in the meeting rooms and at the information desk.

The restrooms are designed to meet building and federal accessibility code requirements, and a baby-changing station is provided in the public toilet rooms. A similar station in the men's room would ensure ease of use to all family configurations.

There is a small ramp negotiating the floor height difference between 104 and 118 Oak Street, where the staff offices have been built out due to lack of space in the main building. This ramp lacks a required railing on one side.

The aforementioned self-checkout machines do not meet the needs of some smaller or wheelchair-bound patrons. Similarly, the lowest shelves - meant to accommodate books on hold - are difficult for some patrons to access themselves due to reach and mobility issues.

The somewhat claustrophobic feeling of the tightly spaced shelving units is exacerbated by their height. As a result, it is difficult to get a good overview of the Library from any vantage point, and it is difficult to browse shelves because there is not enough room to stand back and peruse them.



Ramp from staff area

Connection to outdoors and to the Civic Center

The existing Library is well-positioned with its entrance across Oak Street from the beautiful new City Hall and City Park. Its location in the downtown area is ideal from a planning standpoint, offering another civic amenity in an area planned for a concentration of civic uses. The approach is very friendly and walkable.

Once inside, the current configuration fails to take advantage of this connection to the larger neighborhood. The entrance to the Library is small and cluttered with a free-standing book depository, and its storefront glazing is inadequately sized for a good visual connection. Furthermore, the windows are tinted and have their blinds down, which eliminates visual connection to the outdoors. Patrons have requested a “skateboard parking” area as well as bike racks and stroller parking, all of which would enhance the pedestrian-friendly nature of the Library in its site.

Enhanced access to natural daylight would not only result in a decrease in lighting costs, it would improve the “feel” of the interior of the library. Daylight has been shown in numerous studies to improve the mood of occupants, as well as improve the efficiency of work or study.

Enhanced views toward the larger civic plaza would improve the safety of the streets - providing “eyes on” the public ways - and would enable patrons to keep an eye on bikes or strollers parked outside. If the windows were improved with clearer insulated glass, the Library would seem more visible, vibrant and approachable from the exterior.



Front windows with blinds drawn



View towards front windows

References

Appendices

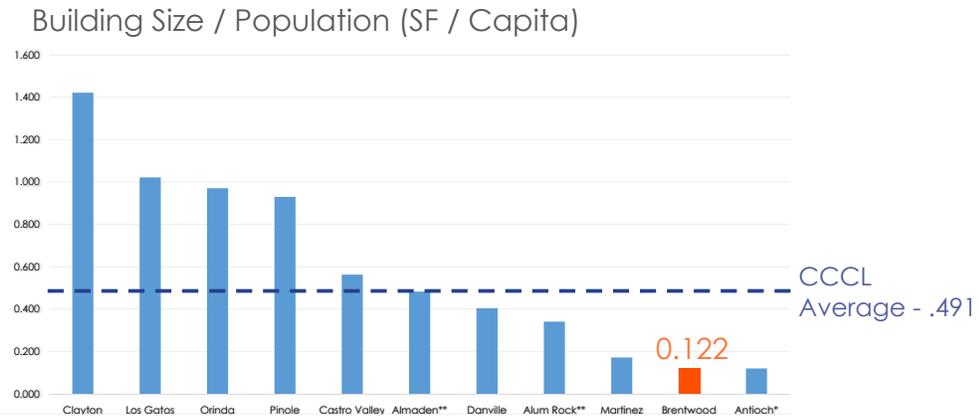
- Appendix A: Anatomy of the Brentwood Library. As provided by the Brentwood Library Staff, 2012
- Appendix B: Brentwood Library Expansion: Input for Needs Assessment. As provided by the Friends of the Library, April 28, 2013
- Appendix C: New Library Needs / Requests. As provided by Brentwood Library Staff, April 2013.

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Appendices

Benchmarking Data

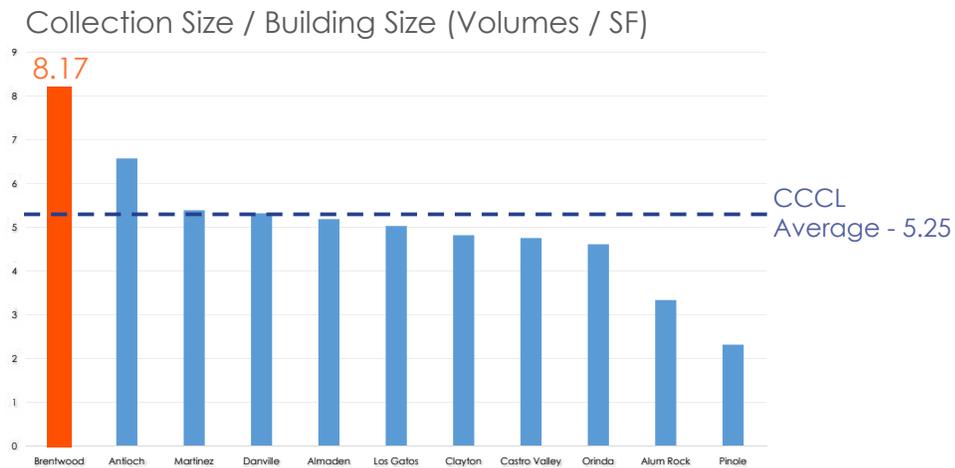


* Antioch SF/Capita includes Prewett Library square footage

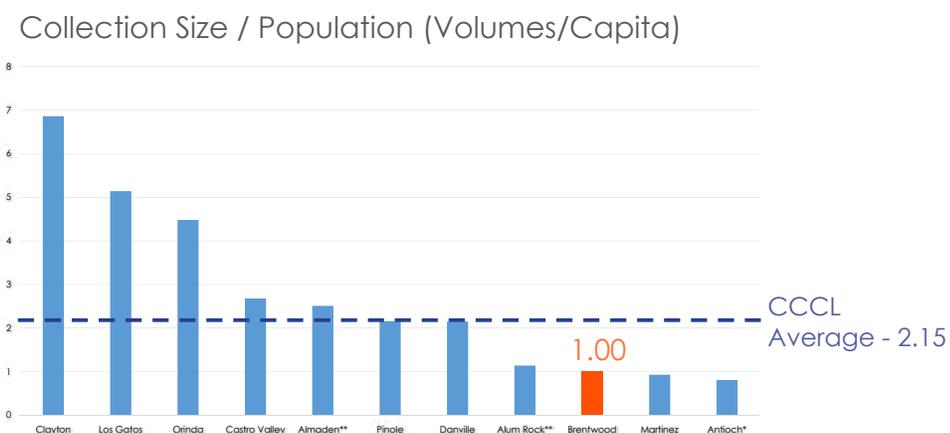
**Population Served used in lieu of 2010 City Population for Almaden and Alum Rock Libraries as they serve neighborhoods in San Jose

- Peer Library Trimmed Mean is .556 SF/Capita
- CCCL average is 4 times as much as Brentwood's
- Only Antioch/Prewett (0.120), Pittsburg (.112), Rodeo (.100) and Concord (.093) have a smaller building as relates to its population

Benchmarking Data



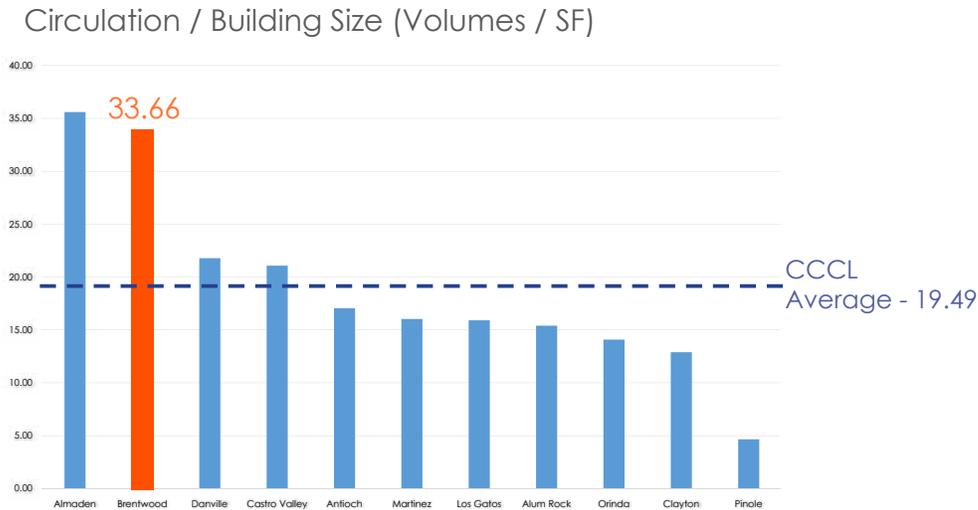
- This metric compares how dense the Library is with respect to its collections. It likely hints at the possibility that reader seating and program areas are being disproportionately taken up by collection space.
- Peer Library Trimmed Mean is 5.01 Volumes/SF
- Brentwood's 8.17 vol/SF is about 55% higher than the County average (5.25)
- At 8.17 vol/sf, Brentwood the 2nd highest in the CCCL system behind Rodeo at 8.52 vol/sf



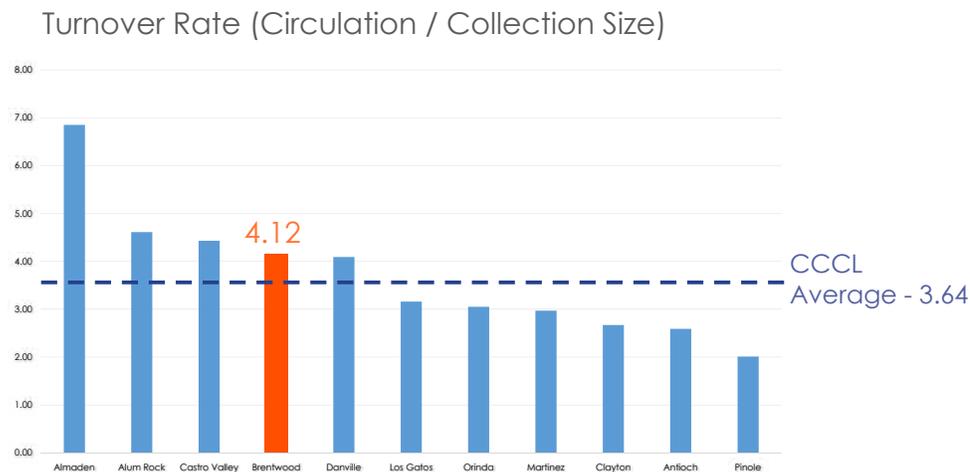
* Antioch Volumes/Capita includes Prewett Library.
 **Population Served used in lieu of 2010 City Population for Almaden and Alum Rock Libraries as they serve neighborhoods in San Jose

- This metric indicates the service a library provides through how big its collection is as relates to its population.
- Peer Library Trimmed Mean is 2.47 Volumes/Capita
- Statewide Average in 2010/11 was 2.13 volumes/capita
- Despite its density of collections/sf, Brentwood is in the bottom 1/4 of the County

Benchmarking Data

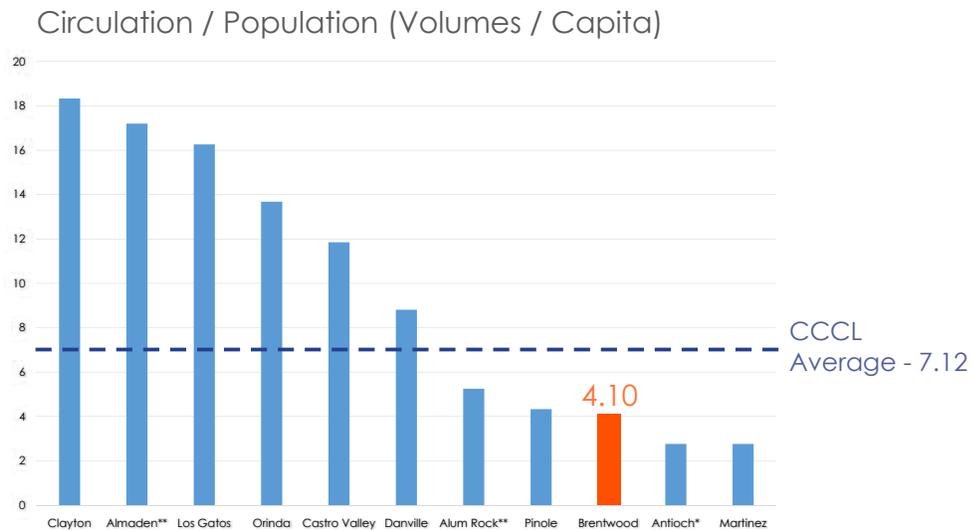


- This metric indicates how much a library is being used as relates to its size.
- Peer Library Trimmed Mean is 18.65 Volumes/SF
- Brentwood has under 2 times (1.73x) the County average. This is an indication that there is a very strong demand for the services Brentwood Library offers.
- Of County Libraries built / renovated within the last 10 years this average is 28.26 vol/sf



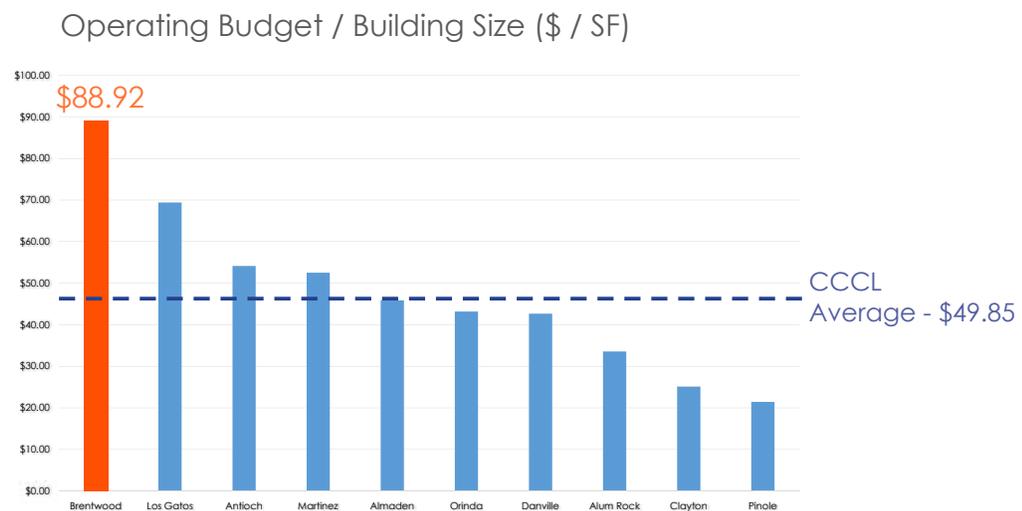
- Turnover rate indicates a library's collection usage over the span of a year. The higher the number, the more popular and circulated the collection.
- Peer Library Trimmed Mean is 3.52
- Brentwood's turnover rate (4.12) is above County average. It is noteworthy that County libraries built within the last 10 years average out at 5.27.

Benchmarking Data



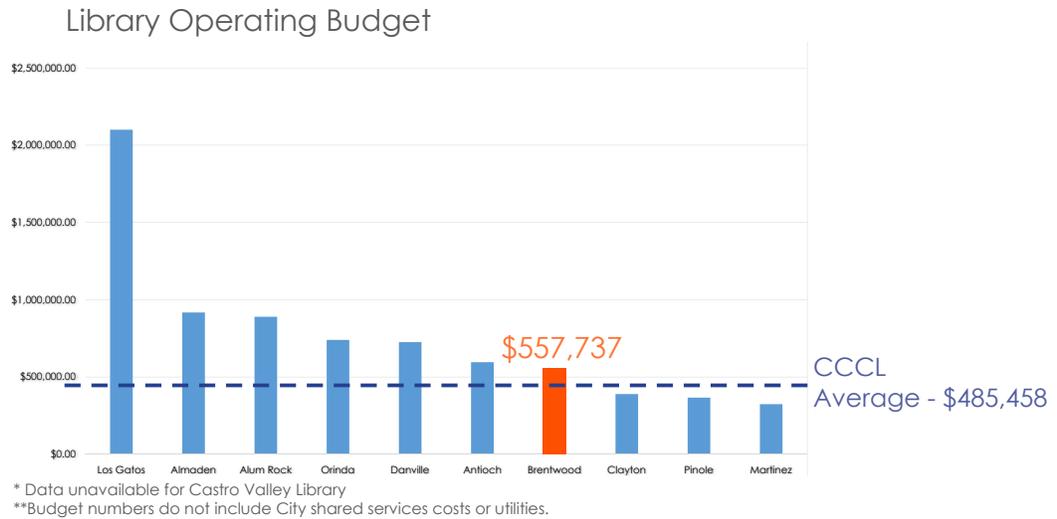
* Antioch Volumes/Capita includes Prewett Library.
 **Population Served used in lieu of 2010 City Population for Almaden and Alum Rock Libraries as they serve neighborhoods in San Jose

- Peer Library Trimmed Mean is 9.36 Volumes/Capita
- Statewide Average in 2010/11 was 6.41 volumes/capita.

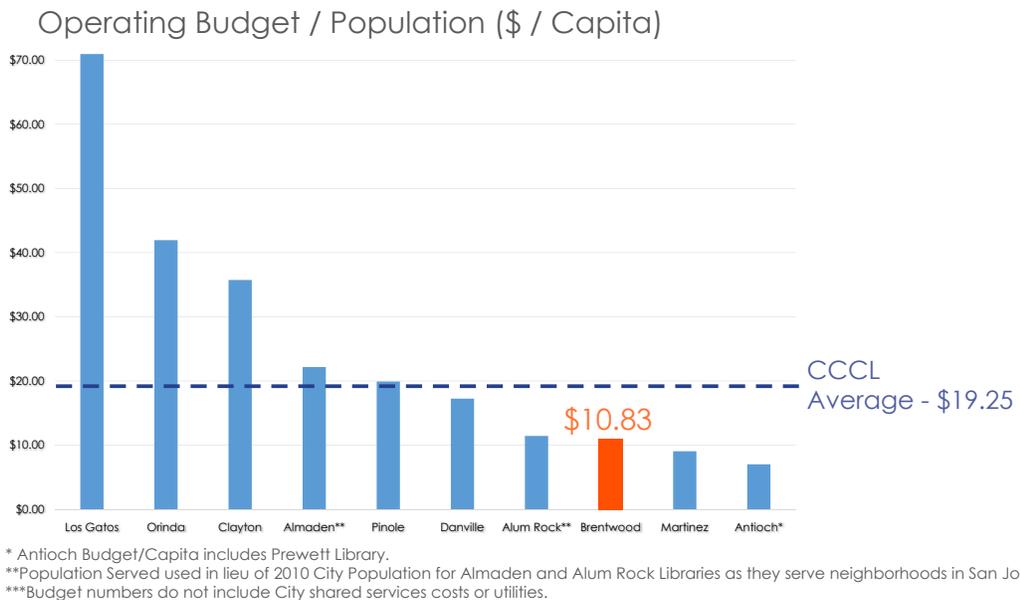


- Peer Library Trimmed Mean is \$45.81
- In the case of Brentwood Library, funding is above County average and building size is significantly lower which correlates to a Cost/SF that is almost double the County average.

Benchmarking Data

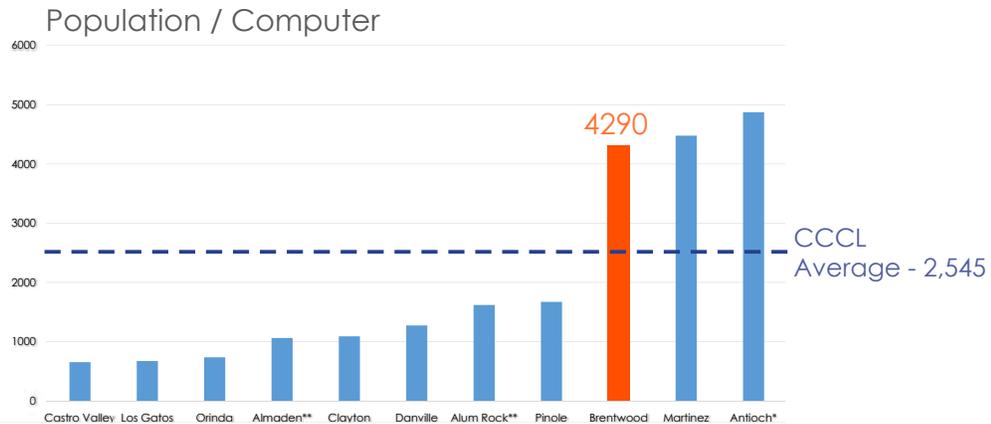


- This number indicates County budgeting for 2011-2012
- Peer Library Trimmed Mean is \$647,688



- While Brenwood's budget is above the County average, it has the 6th largest population. This equates to a Budget/Capita in the lower 1/4 of the County.
- Peer Library Trimmed Mean is \$21.04
- Statewide average for 2010/11 was \$32.36

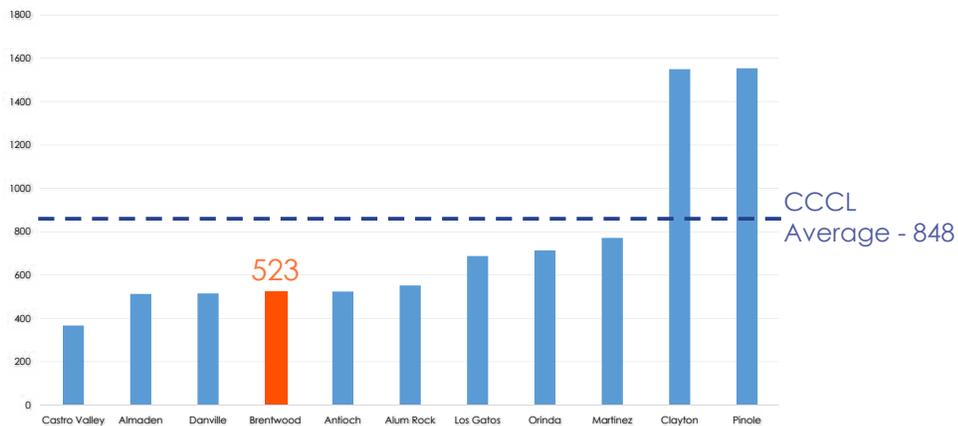
Benchmarking Data



* Antioch Population/Computer includes Prewett Library.
 **Population Served used in lieu of 2010 City Population for Almaden and Alum Rock Libraries as they serve neighborhoods in San Jose

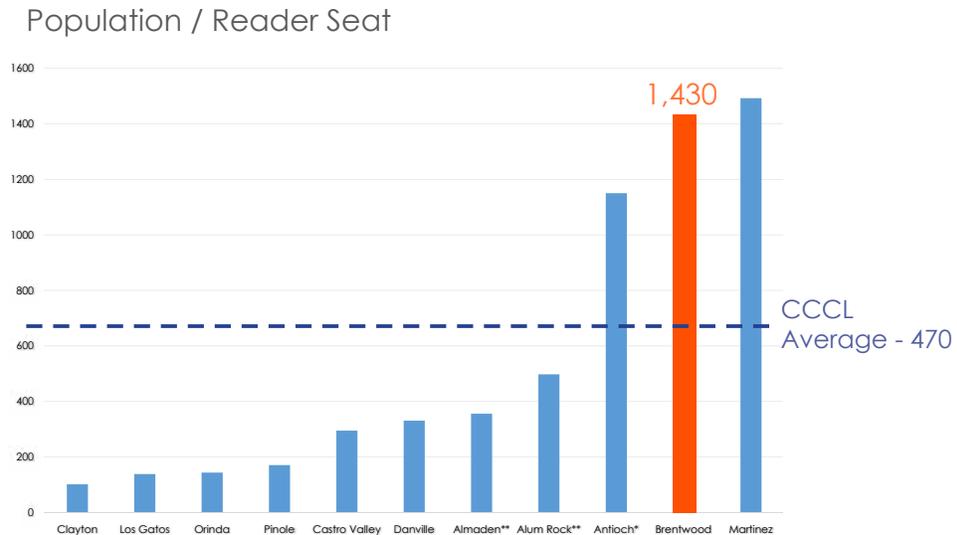
- This metric relates a library's public computer availability and capacity to the size of the population it serves.
- Peer Library Trimmed Mean is 1,876
- The County average for libraries built/renovated in the last 10 years is 885 people/computer

Building Size / Number of Computers (SF / Computer)

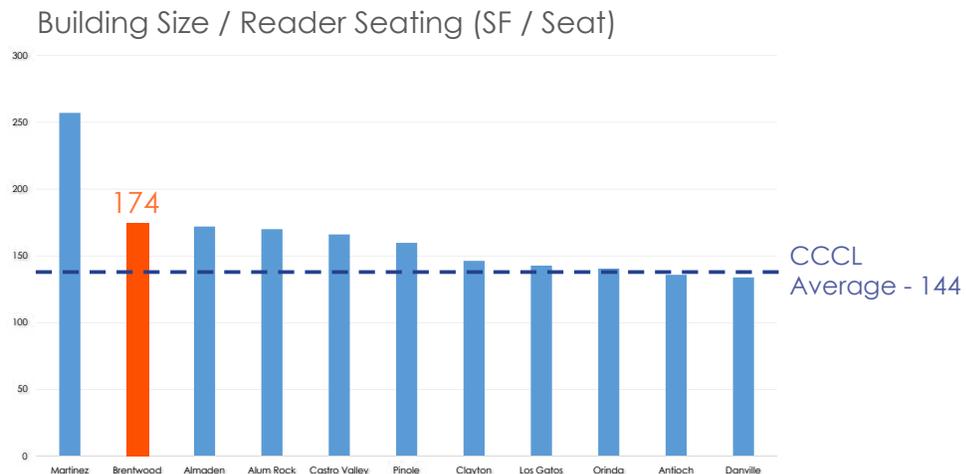


- While Brentwood's facility is undersized to serve its population, this metric shows its current number of computers is well-proportioned to its size.
- Peer Library Trimmed Mean is 706
- The County average for libraries built/renovated in the last 10 years is 622 SF/computer

Benchmarking Data

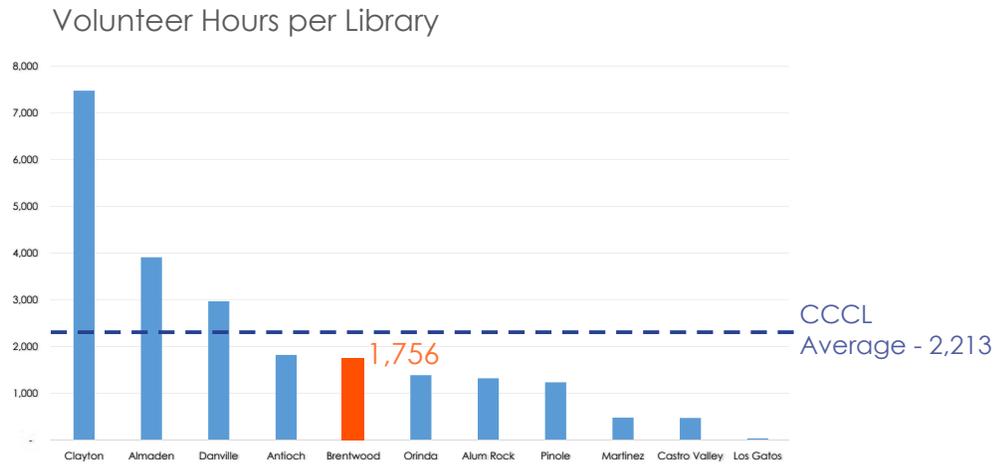


- This metric is another indicator of Library service as relates to population size.
- Peer Library Trimmed Mean is 502 people/seat
- Brentwood's population per reader seat is the 4th highest in the County behind Concord (1,719), Martinez (1,492) and Oakley (1,476)
- The County average for libraries built/renovated in the last 10 years is 268 people/seat.

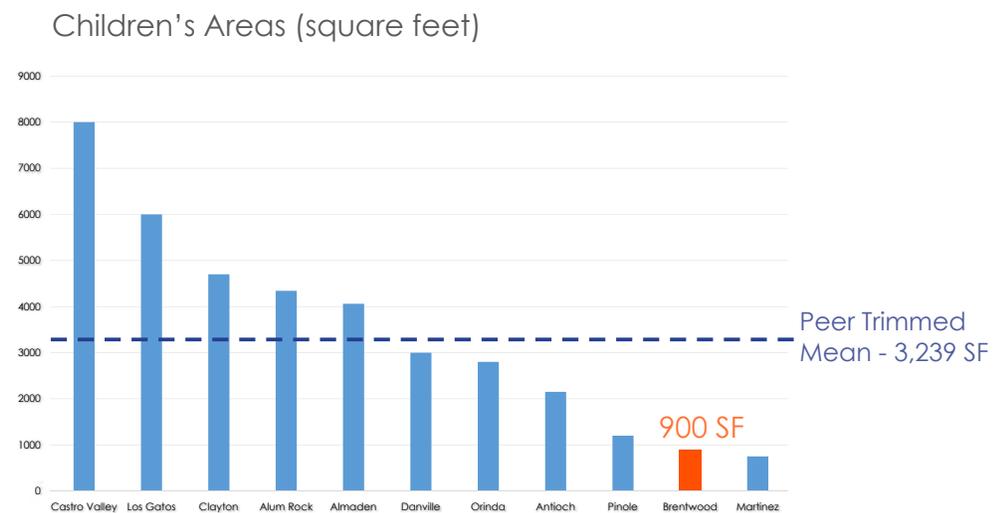


- Brentwood's current ratio of square feet per seat (174) is on above the County average (144). Similar to SF/Computer, this metric shows the reader seating areas are proportional to the current facility size.
- Peer Library Trimmed Mean is 156 SF/Seat

Benchmarking Data



- Brentwood's reported volunteer hours are just under County average.
- The County average for libraries built/renovated in the last 10 years is 2,503 hours.



- Peer Library Trimmed Mean is 3,239 SF
- Average Peer percentage of total building size is 18%.

Appendix A

Benchmarking Data

Meeting Rooms & Amenities

Antioch Library (1968)

- (1) Community Room - Capacity 110
- Gardens maintained by Antioch Gardening Club

Brentwood Library (2009)

- no public meeting rooms

Clayton Library (1995)

- (1) Community Room - Capacity 120
- (1) Group Study - Capacity 6
- Gardens maintained by Clayton Gardening Club
- Children's Restroom

Danville Library (1996)

- (1) Community Room - Capacity 250

Martinez Library (1995)

- no public meeting rooms
- Outdoor Reading Garden

Orinda Library (2001)

- (1) Tutoring Room
- (1) Small Meeting Room,
- (2) Multipurpose Room,
- (1) Community Room
- Gallery & Foyer w/ Art Display
- Children's Restroom

Pinole Library (1974)

- (1) Multi-Purpose Meeting Room
- Historical Display Case

Los Gatos Library (2012)

- (1) Quiet Study Room - Capacity 4
- (1) Conference Room - Capacity 14
- (1) Group Study - Capacity 12
- Outdoor Courtyard / Reading Garden
- Small Cafe at Entry

Almaden Library (2006)

- (1) Community Room - Capacity of 200 Banquet
- (1) Program Room - Capacity 60
- (1) Group Study Rooms - Capacity 6
- (3) Classrooms - Capacity 24
- Internet Cafe
- Children's Restroom

Alum Rock Library (2005)

- (1) Community Room - 1,498 SF - Capacity 100

Castro Valley Library (2009)

- (1) Community Room - 1,600 SF
- (1) Large Multi-Purpose Education Center
- (1) Tutoring "Discovery" Room - Capacity 64
- Cafe (3 Tables)
- Outdoor Patio / Garden



Martinez - Reading Garden



Orinda - Multi-purpose Room



Castro Valley - Cafe Area



Clayton - Viewing Garden

Friends of the Library Contributions
Calendar Year 2011

Library	# of Vols	# of Hours	Total Raised	Total Spent on Lib
Antioch	50	1,146	\$20,127	\$32,279
Baypoint	Inactive	Inactive	Inactive	Inactive
Brentwood	15	1,560	\$15,527	\$5,364
Clayton	79	1,848	\$50,448	\$42,580
Concord	32	552	\$14,000	\$18,000
Crockett	17	192	\$2,090	\$2,091
Danville	92	7,550	\$82,287	\$63,050
Dougherty Station	55	1,466	\$72,118	\$55,922
El Cerrito	182	1,511	\$14,748	\$13,124
El Sobrante	46	3,100	\$11,000	\$23,151
Hercules	30	5,800	\$17,664	\$22,460
Kensington	55	5,200	\$26,648	\$25,752
Lafayette	200	11,200	\$115,869	\$67,976
Moraga	110	5,500	\$62,390	\$56,555
Martinez	24	609	\$10,517	\$5,006
Oakley	9	425	\$5,294	\$4,692
Orinda	142	6,462	\$106,997	\$89,431
Pleasant Hill	0	5,363	\$32,950	\$38,437
Pittsburg	3	228	\$1,182	\$1,911
Pinole	58	1,696	\$6,730	\$6,248
Prewett	see ANT	see ANT	see ANT	see ANT
Rodeo	8	08	\$362	\$0
San Pablo	Inactive	Inactive	Inactive	Inactive
San Ramon	see DSL	see DSL	see DSL	see DSL
Walnut Creek	120	8,580	\$54,000	\$45,250
Ygnacio Valley	51	3,125	\$36,500	\$35,470
Grand Totals	1,378	73,221	\$759,448	\$654,749
County Averages	53	2,817	\$29,210	\$25,183

Anatomy of the Brentwood Library

Why a New Library?

Brentwood Library has the highest circulation in East Contra Costa County, and accounts for nearly 3% of Contra Costa County Library's circulation. During the last fiscal year, the Library welcomed 3,200 attendees to its storytimes, not including the over 1,083 people who attended family programs, and the nearly 2,000 students and teachers who visited the Library from 2011-2012. In addition to free programming and library materials, the Library offers a venue to print last-minute plane tickets, cool off on a hot day, learn how to repair a car, or simply alleviate boredom. With two new Book Clubs and a Teen Advisory Group on the horizon, the Brentwood Library is poised to increase its standing as a social and cultural hub.

Brentwood Library's community is anxious to receive a library which reflects their expanding community. Library staff recently began recording the number of patrons who inquired about a move or expansion; in less than a month, 56 patrons inquired when the library was moving—an average of 2 per day.

The Building

After our move from 751 3rd St. to 104 Oak St., the Library rearranged its existing resources into a very different space. The current layout has many excellent characteristics: a help desk near the front door and self-check machines, low picture book shelves for children, multiple staff offices, a comfortable seating area for storytime and after-school use, and excellent lighting in most locations. However, staff has made several suggestions to improve the new facility.

Desk Position

Ideally, the new desk location should have excellent line of sight into most areas of the library, to monitor behavior and prevent theft. Reserve shelf items and entertainment DVDs are particularly prone to theft, and should be near the desk or in high traffic areas. Similarly, any multi-stall public bathrooms should also be easily visible. Library bathrooms are very prone to graffiti, although the problem has been lessened by keeping the keys to our one-room stalls at the front desk.

Staff should also have easy access to the self-check machines and security gate, which require frequent attention. The desk should comfortably seat two people, with space for a cash register, printer, reference binders, surveillance monitor, and two phones. An increasing amount of desk space is also required for Link+ Interlibrary Loan items, which typically number from 20-30 items, and a comparable number of book club selections for both library and community groups.

Technology and Educational Needs

The Library receives frequent requests for a quiet area, which isn't possible at present in a fairly crowded building. This would probably be inhabited by our many wireless laptop users, who prefer roomy tables with access to electrical outlets. Students, scholastic tutors, and a rotating number of

Project Second Chance volunteers also use the Library. One or two study rooms, or a secluded area where quiet talking was allowed, would give these groups a place to work, without disturbing those who prefer silence. Comfortable seating for those who wish to sit and read would be welcomed as well.

Computers with internet access are a limited resource. Frequently a patron asks to use a computer, and all 12 internet stations are in use. High usage is most frequent after school, but it also occurs at surprising times, such as Saturday mornings, and Thursday evenings. Staff suggestions to solve this issue include the addition of a computer learning center with 25 computers for public and staff use, “quick-use” five minute terminals, and simply adding more computers to our existing layout. This is another area where visibility is important, since computers are a frequent hub of rowdy teen activity.

Self-check usage has increased dramatically since our move to Oak St., and there is often a line to borrow and return items. Staff has suggested increasing the number of self-check machines to four, which will require wall space close by the desk.

Accessibility

Another shortcoming of the current situation is limited ADA access. The current door, which is very heavy, often presents an obstacle to the elderly and physically challenged, and is impossible for a child to open. An automatic door would resolve this issue. Similarly, small children and the wheelchair-bound are not able to use the elevated self-check machine, and a model with a lower desk would simplify the checkout process for many patrons.

Downtown parking is at a premium, with the new park and water feature, so it is important to have time-restricted library parking spaces and handicapped spaces near the entrance to accommodate seniors and others who are unable to walk for long distances. Parents frequently complain about the parking situation, especially when they have children waiting in the car and need to drop off books in a hurry. Some patrons have suggested “drive-by drop-off” (where books could be deposited via car) or a 5 minute parking spot located near a book drop. Another solution would be to create an outside access point, like the book drop in the previous location, where books could be dropped through a door in the outside wall, directly into the staff area.

Families and Teens

Families are among the most frequent library users. An expanded storytime space which seats at least forty people and provides room for strollers would be an excellent addition. This should be in an area somewhat closed off or isolated, since children’s programming can be loud. At present, storytimes are held near the entrance and the desk, and the noise sometimes impedes desk transactions and irritates patrons.

Our current picture book area contains a lovely bulletin board and many sturdy chairs and tables, but it is very crowded, and blocks access to the magazine displays. A pleasant, attractive children’s area is a priority for the Brentwood community: in 2008 a charity golf tournament raised \$10,000 to furnish and purchase materials for “Sammy’s Corner,” a children’s space in memory of a young murder victim. This amount, which has increased with interest to \$10,287.41, is currently being stored in a CD, which will mature in May of 2013. Another \$300 was donated for the purchase of a rocking chair, so parents can sit and read to their children.

Appendix B

Young adults are also regular library users, and can be seen on the computers, or browsing the collection. Currently, we hold teen programs in the small seating area where we conduct storytimes, but an enclosed area would be better, since teen programs often involve food and lots of noise. A storytime room could do double duty for this purpose, since child and teen programs are usually held on different days and at different times.

Many teen library users ride skateboards and scooters, which are not allowed inside the Library. Unfortunately, skateboards and scooters have been repeatedly stolen when left outside. It would be wonderful to have a “skateboard parking area” inside the library, where teens could store their equipment away from aisles, and possibly keep an eye on them from their computer or seating area. As with the children, a comfortable teen area with lots of space to sit is essential. The best location for this would be next to the young adult materials.

Collection Housing

The most common difficulty encountered in the current location is the lack of space. Despite energetic weeding, the adult fiction and nonfiction continues to overflow its boundaries and challenge library shelvers. Of necessity, the adult paperbacks are located in a separate room, and this positioning, along with the new shelf, provides several author locations which hinder patrons from locating their items. Similar crowding is found in the Spanish and adult audiobook sections.

The teen section is also subject to tightly-packed shelves, a circumstance which is aggravated when the public returns their books en masse after a holiday. Both the children and teen section are hindered by the simple lack of display space. There isn't room on the shelves themselves, and the one display area at the end of the teen shelf juggles flyers and book recommendations.

The layout of the library currently isolates most adult materials in a back room, and this makes the library seem very small (an opinion frequently voiced by new visitors.) Many long-standing library patrons are shocked when led past the restrooms into this section, and express surprise that it is there at all! Ideally a new location will provide an “open” feeling to the Library, so it can be experienced as a whole.

The children's area is a circulation hotspot, and accounts for 42.7% of Brentwood Library's overall circulation. On average, each book circulates 5.4 times a year, which doesn't include the large number which are checked out and never returned. At present there is suitable space in the children's section, but the collection itself is an inadequate size for the amount of circulation it receives. Nonfiction could use updating in many areas, and fiction and picture books could use multiple copies of popularly requested titles.

More on the specifics of the collection can be seen in the Collection Profile.

Staff Needs

Brentwood Library employs four full-time staff members, four part-time employees, and six 10-hour shelvers. Three full-time staff members have their own desk space, but the full-time clerk shares a desk and a computer with two part-time employees. Since the clerical position requires weekly magazine processing and ordering and inventorying office supplies, things are fairly cramped. Two library

assistants also share a desk, and must use the clerk's computer, if another isn't available. There are two staff offices, one of which is shared. For employee reviews and confidential conversations, it is important to have an office or similar area with a door which can be closed.

The need for more storage space is a universal in staff areas. Office supplies are often stacked on top of each other, and files are stored on the top shelves of cabinets which reach nearly to the ceiling, and are not accessible without a ladder. Shelving units house a small local history collection and storytime collection, pamphlets and other paper forms, mending supplies, extra A/V cases, and shelver inboxes.

Currently, staff space is split into two spaces, one small room at the front of the Library for materials processing, and a distant area in the rear of the building, which holds the offices and staff desks. This is an awkward layout, and much time could be saved by bringing the areas closer together.

One of the most multi-functional spaces in the staff area is the break room. In addition to the two small tables and chairs it contains, it also stores overflow from the Friends Book Sale, which occupies 42 three-foot shelves, one table, and one book drop. The break room also serves as a storage area for program supplies and decorations, and documents for the Friends of the Brentwood Library. Meetings are sometimes held in this room as well.

A separate, dedicated break room is perhaps one of the most necessary aspects of the new Library building. Ideally, it would hold 2-3 tables, multiple cabinets with storage for food items and dishes, counter space with a functional sink, a refrigerator, and possibly a heating range. Another frequent request is for a couch or sofa, which could not be fitted into the current situation.

Six lockers are provided for storage, but many staff members use desk drawers or cabinets to store personal effects. A set of 16 or more lockers would provide every staff member with a personal storage space, leaving a few empty spaces for substitute employees and volunteers.

A final consideration is staff parking. Currently there are two dedicated staff spots, and additional first-come-first-serve parking on the street. Residents occasionally occupy the reserved staff parking, and street parking is limited, especially when the park is busy. Other nearby locations are dark and poorly-lit. In the interests of staff safety and convenience, a nearby, well-illuminated parking lot with reserved parking for staff should be a priority.

Volunteers

Volunteers are among the most valuable of Brentwood Library's assets. On most days, anywhere from 1-5 volunteers are on hand to collect the router, organize the book sale, and help where needed. Brentwood Library also hosts several Project Second Chance volunteers who teach illiterate adults to read, and provides a volunteer program for developmentally disabled students.

In terms of space, the largest volunteer consideration is the Friends of the Brentwood Library. The Friends conduct monthly meetings in the break room and sort through donations. Frequently the Library's small break room is so overwhelmed by donations that a temporary limit has to be instituted. The Friends have requested a book sale storefront, similar to the one in the Walnut Creek library, with room to display multiple subject categories and plenty of storage space for incoming book donations.

Appendix B

This is an important consideration, since proceeds from the Book Sale fund nearly all Library programs and supplement the reduced County budget.

The other volunteer space consideration is for Project Second Chance tutors, who lack a quiet, confidential place to tutor their clients. Current volunteers hold their sessions at a table in the library, or at a desk in the back staff area, which provides little in the way of privacy and can restrict staff operations. A small study room or secluded section, like those mentioned above, may meet this need, perhaps even in the staff area.

Community Connections

There are several characteristics which would be desirable in an expanded Library. Since many patrons want to bring their food into the Library, a café would provide an acceptable place to eat, drink, and socialize. An Art Exhibit hall or wall space could provide an outlet for Brentwood's considerable art community, which holds an annual city-wide Open House, publicized at the Library.

Brentwood places a great emphasis on community, and still has something of a small-town feel to it. One feature which was very popular at the old location was a display case which was sometimes reserved by patrons, and boasted everything from holiday crafts made by seniors to a child's toy collection. Another option might be a local history display in partnership with the East County Historical Society. This would dovetail nicely with the new City Center, which features many nods to the city's past.

One common request, which is mutually desired by the city, is a large meeting room available for rental by the public, possibly with an outside exit to provide access after library hours. The Library itself has need of a large meeting room for programming purposes. Currently the Library reserves rooms at the Brentwood Community Center, which is large and spacious, but also requires staffing fees, and is subject to approval by the City Council. Once bookings are confirmed for the coming year, the amount is approved, and no additional program dates can be added. This sometimes prohibits the Library from scheduling events, since no performance space is available. A smaller conference room, for 10-15 people, would also be useful for public rental as a meeting space, or for use by study groups.

Conclusion

The Brentwood Library already has the perfect location in the heart of downtown, surrounded by parks, schools, community events, boutiques, and restaurants. In time, with careful planning, the Brentwood Library will be the final gem to adorn Downtown Brentwood.

Brentwood Library Expansion: Input for Needs Assessment

April 28, 2013

(Note: for a key to and list of sources, refer to the end of the document)

TRENDS

1. The multi-function library, a community center with a wide variety of services (LU, p. 8 and 14)
2. Focus on services to children and teenagers (LU, p. 8)
3. Ergonomic design: to let people sit comfortably. (LU, p. 7)
4. Popular materials display and the bookstore concept. (LU, p. 7)
5. Libraries with a computer focus (LU, p. 7)

TECHNOLOGY

Norms from the literature and comparable library needs assessments

Observed needs by Brentwood library staff

- Brentwood Library currently has: 1 2-hour MS Office workstation; 12 full-service 1-hour Internet/MS Office workstations; 1 15-minute Express terminal, with Internet/MS Office; and 2 catalog only computers (LS)
- Of the current 12 Internet access terminals, sometimes all are in use. (LS)
- Need a computer learning center, with 25 computers for public and staff use. (LS)
- Need terminals to access library system: provide 5 computers for five minute use. (LS)
- Need hubs for wireless laptop users: tables with access to electrical outlets; this should be in a quiet area. (LS)
- Need printers for those who lack them: to print boarding passes, etc. (LS)
- Need four self-check machines for return and checkout : currently have only two (LS)

FRIENDS NEEDS

Norms from the literature and comparable library needs assessments

Reported needs by Brentwood Friends of the Library

- Need storage space for donated materials. The current storage area would be adequate if there was nothing else in the room. Currently Friends only have one wall and a partial section of another. (FOL)
- Need an open separate room to display materials for purchase. It would not always be staffed so people would need to be able to make their selections and pay at the box. The way it is now people often mistake it for the library collection. (FOL)
- Space for meetings of group. (FOL)
- Programs. (FOL)

SOCIAL HUB

Norms from the literature and comparable library needs assessments

Observed needs by Brentwood library staff

- Large meeting room for public rental and use (Size?) (LS) (BW2010)
- An in-house meeting space would be awesome, because we might have a little more programming freedom (currently we work around any community center bookings, such

Appendix C

Brentwood Library Expansion: Input for Needs Assessment

as weddings, seminars, and the like.) I think San Ramon has a really good system; their upstairs meeting room is accessible during closed hours, and also has the option to be rented out to citizens. (LS)

-

ACCESSIBILITY

Norms from the literature and comparable library needs assessments

Observed needs by Brentwood library staff

- Parking: need handicapped spaces close by for seniors and others unable to walk long distances
- Need short-term parking for drop-off of materials. (LS)

SERVICE TO ADULTS AND FAMILIES:

Norms from the literature and comparable library needs assessments

Observed needs by Brentwood library staff

- Provide one or two study rooms (BW2010); 2-4 study rooms, to be used for tutors, PSC, groups of students who want to study together (LS).
- Literacy (LS)
- Tutors. (LS)
- Project Second Chance volunteers: need a small study room, for privacy. (LS)
- Provide information about local history. (BW2010)

SERVICE TO CHILDREN AND YOUTH

Norms from the literature and comparable library needs assessments

- An area where children can listen to stories, see puppet shows, look at materials, get help from a librarian, or study quietly. (LU, p.15)
- A "teenscape" area with music listening and video viewing opportunities, cyber zones with computers, and group study spaces. (LU, p. 15)
- I like the teen area in Lafayette. They have a separate room with a door, but you can see in through the window. (FOL)

Observed needs by Brentwood library staff

- Enclosed space for programs for teens (could do double duty with the children's story time room).
- Dedicated spaces for kids and teens are very important. We have our storytimes and teen programs in the same open area now, and it's also shared by laptop users, so there's a constant battle to keep the noise level down. Children need to be somewhere where noise isn't as much of an issue. Teens in particular are naturally exuberant, and fun often equals noise. And we want the library to be associated with fun. (LS)
- Skateboard parking area inside the library. (LS)
- Story time room, seating at least 40 people, with room for families and strollers. (LS) (BW2010)
- Need a larger children's area; now very crowded. (LS)
- Recent library literature promotes the positives of having a "teen space" that they can call their own, personalize with a bulletin board, rotating book and art exhibits, etc.

Brentwood Library Expansion: Input for Needs Assessment

We're trying to build a teen advisory group now, and it would be nice if they had a space they could take ownership of. (LS)

STAFF WORKSPACE

Norms from the literature and comparable library needs assessments

Observed needs by Brentwood library staff

- Need more storage space. (LS)
- Need break room *with sink/kitchenette*. (LS)
- Need staff lockers. (LS)

STAFF OFFICES

Norms from the literature and comparable library needs assessments

Observed needs by Brentwood library staff

- Currently have 2 offices with 3 computers for three FTEs, and 2 desks and 1 computer for 5 part-time staff
- Need at least one more desk and computer

PARKING

Norms from the literature and comparable library needs assessments

Observed needs by Brentwood library staff

BUILDING SIZE PER CAPITA OF POPULATION SERVED

Norms from the literature and comparable library needs assessments

- Brentwood library serves a population of 71,859. (LAFCO). At full buildout, the population is expected to be 75,000 (CS).
- Current space, at 6272 square feet, works out to .87 square feet per capita. By comparison, Walnut Creek, serving 56,100, has .749 square feet per capita. (LAFCO)
- Comparing Brentwood to two other California libraries in communities similar in size, Pleasanton, at a population of 68,755, has 30,000 square feet, or .44 per capita. Yorba Linda, at 67,904 population, has 28,350 square feet, or .42 per capita. (GF)
- The usual recommendation is .7 square feet per capita. In fact, the new norm is becoming one square foot per capita (GF) Using the lower number would result in a library of 52,500 square feet for Brentwood.
- The 2006 Brentwood Citizens Advisory Committee recommended a library of 47,000 square feet; this would work out to .62 square feet per capita. (BW2010)

SPACE FOR MATERIALS

Norms from the literature and comparable library needs assessments

Appendix C

Brentwood Library Expansion: Input for Needs Assessment

Observed needs by Brentwood library staff

- Children's materials account for 42.7% of Brentwood Library's overall circulation. Collection is an inadequate size for the circulation it receives.(LS)

Sources:

LS: Brentwood library staff

FOL: Brentwood Friends of the Library

LAFCO: *Municipal Service Review: Library Services*; Contra Costa Local Agency Formation Commission, February 1, 2013

BW2010: Brentwood Citizens Advisory Committee, Jan. 2006

GF: Grand Forks (North Dakota) Public Library Needs Assessment, 2009.

CS: Brentwood City Staff.

MC: McCabe: *Planning the modern public library building*, ed. By Gerard B. McCabe and James R. Kennedy, Libraries Unlimited, 2003.

LU: Lushington: *Libraries designed for users: a 21st century guide*, by Nolan Lushington, Neal-Schuman Publishers, 2002.

NEW LIBRARY NEEDS/REQUESTS!

Top Priority

- Story time area for up to 40
- 2-3 Study rooms for 1-3 and/or 3-6 people
- Friends book shop with work area
- Accommodate up to 75,000-90,000 items – now have 51,000
- Bathrooms with multiple stalls should be in a visible or highly-trafficked area, to deter graffiti
- Drinking fountain
- Conference room for 10-15 (can rent)
- Two phones at help desk
- Staff break room with kitchenette
- Storage space for supplies, craft materials
- Space for one additional work station for staff in back room – we currently have five staff sharing one desk/PC

Second Priority

- Parking spots, bike racks for bicycles
- Drive-up book return
- Art Exhibit hall/dedicated wall space for art
- Local history collection/shelving
- Meeting room for programs for 180 people (can rent) – with AV system – ceiling mounted video/cd projector and screen
- Storage space (10 lockers?) for staff and volunteers

Spaces for age/language groups – we have these in the existing library, but would like to expand

- Spanish language collection/shelving
- Teen area
- Children’s area, including Sammy’s Corner
- Adult area

Accessibility Concerns

- Auto doors for front door and bathrooms
- Lower shelf-check machine
- Accessible signage throughout the library
- Hearing loop technology for the program room and front desk

Additional considerations

- P.A. system for opening and closing announcements in a large library
- Self-checkouts should be near the desk for quick assistance
- Book drop close by 5 minute parking, or always open, for parents with kids in car
- Media close to information desk
- Reserve items close to desk
- Wireless phone for front desk
- Code access for staff doors
- A nearby, well-lit parking lot