
Re-Envisioning the
Library for a 21st
Century Clayton

Hocutt- Ellington Memorial Library



This project was made possible in part by the Institute of Museum and Library Services, and with contributions from the Friends of the Library.

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“A Healthy Community is where people come together to make their community better for themselves, their family, their friends, their neighbors, and others.”

Introduction

The Town of Clayton is a rapidly growing community that has experienced an unprecedented population surge in recent years. Along with the positive results of this growth, Clayton is also feeling repercussions to this sudden influx of people through many factors:

- Loss of the local newspaper
- Infrastructure challenged to keep pace with spike in population
- Adequately serving newcomers
- Local education and student performance
- Preserving history of place

These challenges call for the library to step up in its role as public advocate and fill in the gaps the town is facing. Clayton is experiencing a boom of diversification in social, ethnic, and economic backgrounds, revealing a great need for the public library to provide platforms for social equity, income equality, social cohesion and pathways to economic success and opportunity. At the center of a vibrant community is a 21st Century Library- a library that serves its community in a broader sense than simply books and reading, but plays a role in fostering literacy, education, and growth in society. This library serves to enhance communities and guarantees the library’s ongoing

relevance in a complex era. Through its central location downtown, Clayton's Hocutt-Ellington Memorial Library is uniquely positioned to serve as a catalyst for economic development by bringing the community together and activating the downtown landscape.

Through the funding and support of IMLS grant, The Hocutt-Ellington Memorial Library was able to hire Margaret Sullivan Studio to conduct a space needs and library services assessment that will help The Clayton Library envision the future of the library in the growing community of Clayton while balancing the town's strong ties to local history. To accomplish this, the team set out to:

1. Evaluate existing building conditions and library services
2. Facilitate focus groups to reveal current and future library space and service needs
3. Use feedback to create an assessment that will inform future library building designs and service models.
4. Present findings to the Clayton Town Council and public.

As the town of Clayton moves into a new era of growth and transformation, this space and services assessment takes inventory of the library's current capacity to serve its population and challenges the library to pivot with the times to achieve greater reach, relevance and public value. This report documents MSS's analysis of the library and town's current position and proposed road map for the library to become a trusted partner, collaborator and community asset for Clayton's future. The result will be a library that is innovative, impactful, and a valued contributor to local educational, economic and social well-being. In this plan, the library's business is defined as the community's business, and the library's success is tied to the success of local residents, businesses, students, families and neighborhoods.



Letter from the Director

The Hocutt-Ellington Memorial Library is excited to meet the challenges of a maintaining a vibrant, welcoming library in a small town that is experiencing rapid growth. Clayton's best asset is its people, and our goals are to celebrate Clayton's history, educate and connect patrons to one another, and build a future that benefits all who call Clayton "home." This study has allowed us to focus on specific needs of our public, young and old alike, while also helping us to envision the space we'll need to make our library and town as successful as possible. We want to create an environment in which Claytonites can relax, learn, connect, work, and dream. This study is the first step in that process. I am so grateful for the invaluable input of the library's patrons, staff, board members, and Friends of the Library in our focus groups and visioning sessions. Their hopes and ideas are the basis for everything we do here, and we aim to make our supporters proud.

A handwritten signature in white ink that reads "Joy Garretson". The script is fluid and cursive.

Joy Garretson, *Library Director*

Who is Clayton?

Healthy Communities

“A Healthy Community is where people come together to make their community better for themselves, their family, their friends, their neighbors, and others. A Healthy Community creates ongoing dialogue, generates leadership opportunities for all, embraces diversity, connects people and resources, fosters a sense of community, and shapes its future.”

Introducing “Defining Healthy Communities” (an article by Health Resources in Action) as a framework allowed MSS and the library to use this assessment process as an opportunity to not only look inward at the library and its performance, but also outward at the state and condition of the town. This framework enabled conversations with town stakeholders to focus on the broader Clayton community and explore together how the library can be a contributing factor to the individual’s quality of life.

Research indicates that the health and wellbeing of the individual is not just dependant on education, which the library has historically always served well, but also on social cohesion and the sense of stability. The library of the 21st Century is committed serving the community in this capacity, focusing on these overarching themes of a healthy community.

Our Ultimate Goal is to Contribute to the Public’s Quality of Life

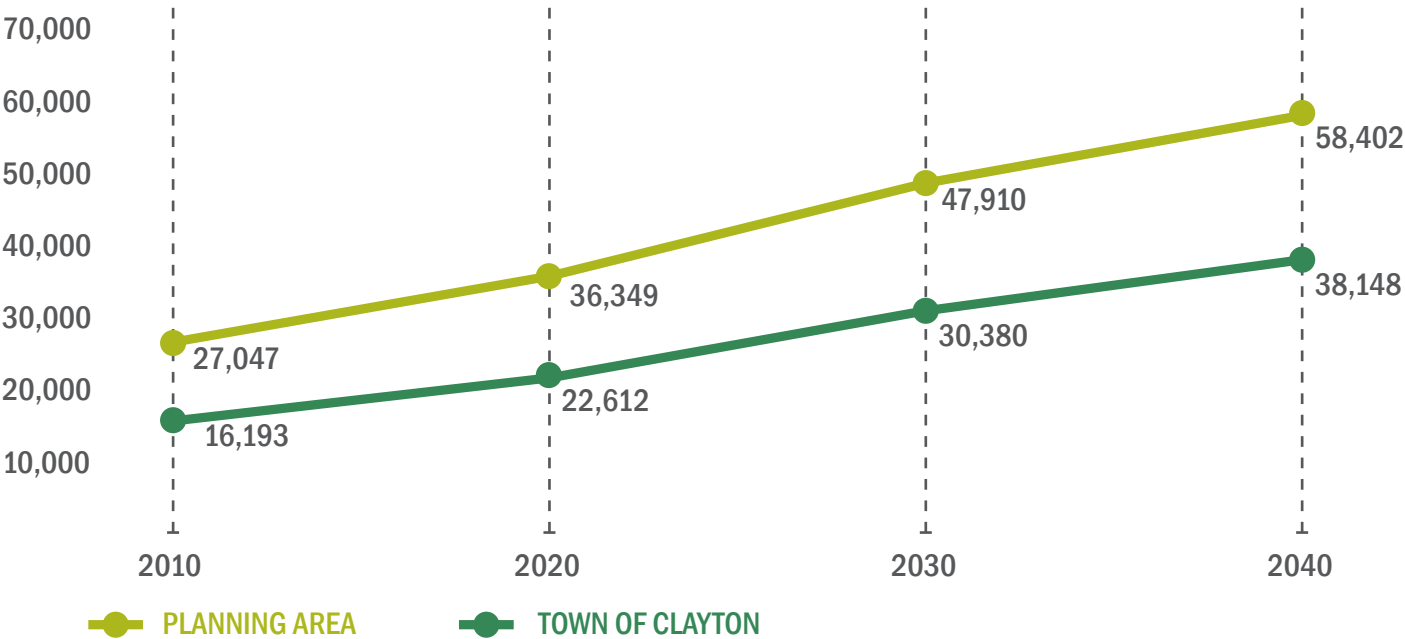


Clayton Demographics & Statistics

Clayton is a growing community! In fact, the population of **Clayton has increased by more than 150% from 2000 to 2013**. If current projections maintain, **the Town could double in size during the next 20 years**. As of July 1, 2018, the population totalled 22,850.

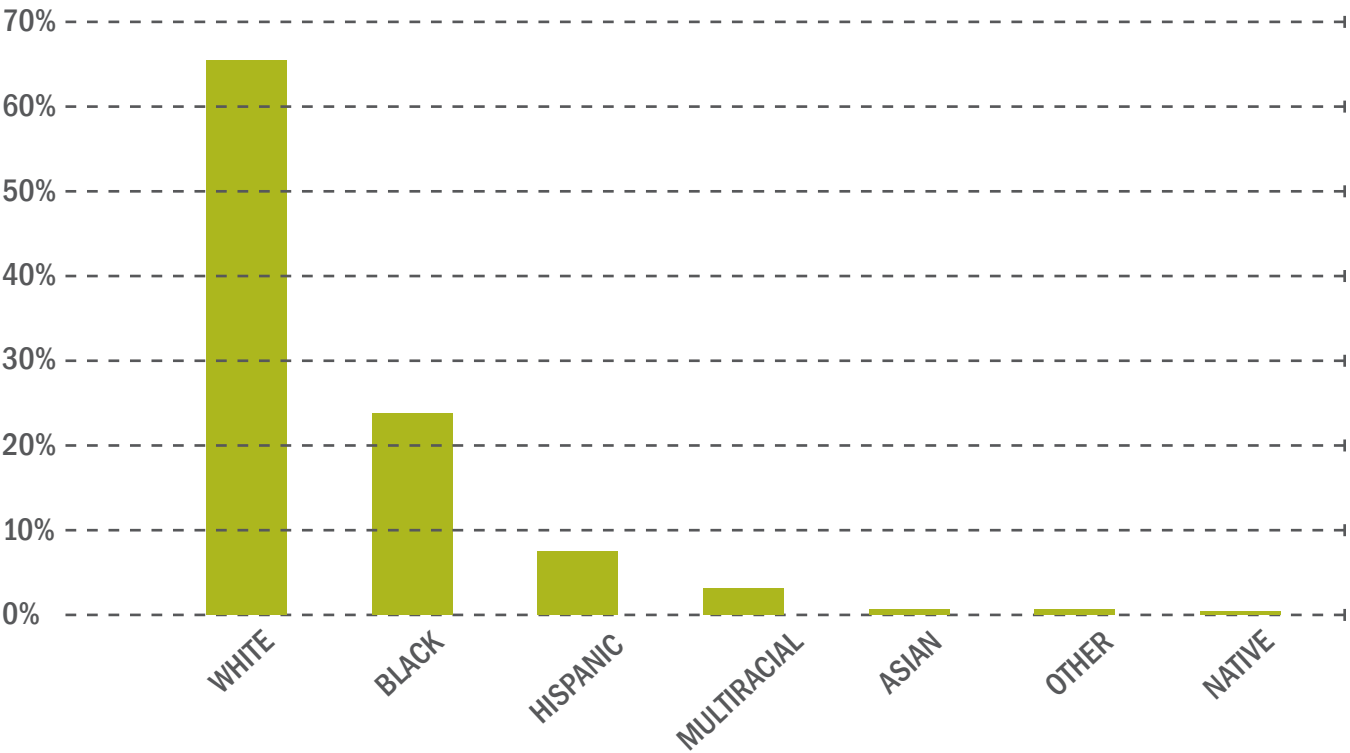


PROJECTED GROWTH CHART

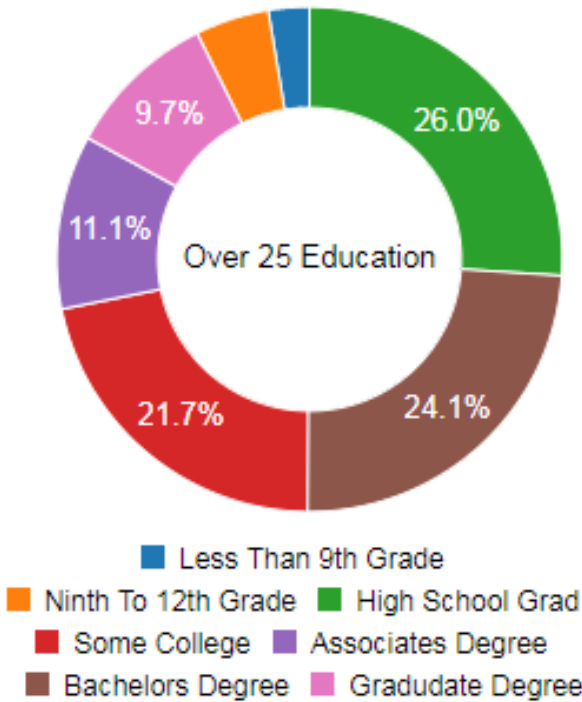


SOURCE: LAND DESIGN AND TOWN OF CLAYTON

CLAYTON RACE AND ETHNICITY



CLAYTON EDUCATION



EMPLOYMENT

The most common jobs in Clayton, by number of employees, are:

- 1. Management
- 2. Sales
- 3. Administrative
- 4. Education, Training, & Library
- 5. Business & Financial
- 6. Computer & Mathematical
- 7. Construction & Extraction
- 8. Transportation

Median Household Income: **\$60,989**

Pride of Place

MSS conducted numerous focus groups to gain insight and feedback that represented Clayton and its diverse community. These groups included: Community Leaders, Library Staff, Clayton Teens, and Town Administrators.

To prompt Clayton citizens to articulate their values, MSS asked the community, “Why do people love living in Clayton?” The answers to this question helped identify how the library can use its role to further foster these qualities.

Why Do People Love Living in Clayton?



What are the Needs of Clayton?

While the library seeks to serve all people, there are certain core user-groups in the community that the library resonates with best. In Clayton, these groups include: Early Childhood, Tweens and Teens, New Mothers, Newcomers, Job-Seekers, Retirees/Seniors, Homeschoolers, and the people who go to public places to be “Alone Together.” Though the library reaches these users in its current state, there is a desire to improve outreach and service. How can the Hocutt-Ellington Memorial Library better serve their current users and expand to the greater community need as well? To answer this question, MSS conducted a series of focus groups to prompt these types of users through exercises, activities, and conversations. As a result, the following overarching needs were identified:

1. The library has the power to revitalize Clayton and its downtown corridor.
2. The community is ready for the library to play an expanded role. It should still offer the conventional library services, but the people are primed for a library that provides activities and programs that fall outside of the traditional role of the public library.
3. The Clayton community is a community that cares for each other. Though the town will grow, the commitment to community integration will persist, and the library can serve in this need.



The following pages feature exercises used to prompt discussion with synthesized results and responses.

In contrast to the beloved qualities of Clayton, the community also identified the needs they see in town. The Staff identified key age groups and the resources they seem to lack. The teens navigated the downtown scene to mark places they frequent and amenities they wish they had. The community members analyzed the “Needs and Challenges” and what could be “Opportunities” for the town. These focus groups were led by MSS, beginning with an icebreaker to get the room talking, a presentation to spark imagination, and a series of activities, worksheets and hand outs to get ideas on paper. The results informed the activities, programs, and services the library should offer in the future, which then help inform the building assessment as a whole. MSS synthesized this feedback to create “A Thriving Downtown Plan” found on page 26-27 of this document as well as an exploratory study for “What the Library Could Do Now” found on pages 24-25.



Clayton Library Staff Member Workshop

Workshop #1 began with Staff Engagement. MSS spent time in the library with full-time and part-time staff observing their daily tasks, their interactions with the customers, and their programs and services provided to the public.

MSS asked staff members: Who does your library serve and what are their daily needs? The following users and needs were identified.

I see A YOUNG ADULT in this community who needs A SPACE TO BECOME A LEADER.

I see A CHILD in this community who needs A PLACE TO CREATE.

I see A SENIOR in this community who needs TO LEARN TO USE TECHNOLOGY.

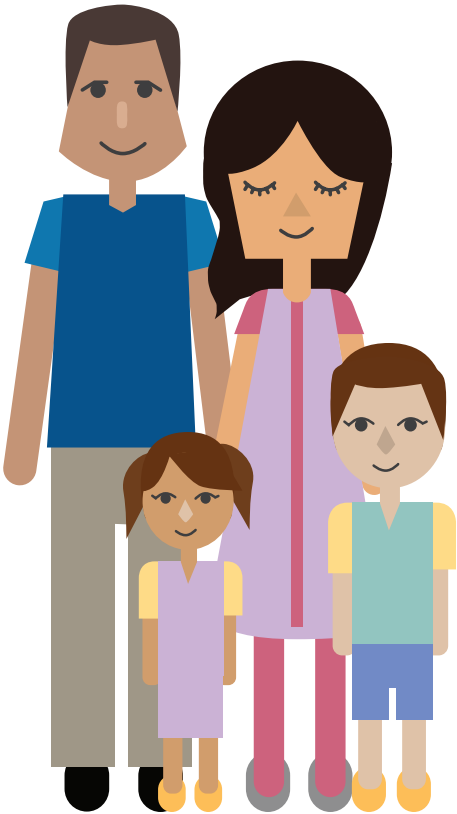
I see A YOUNG ADULT in this community who needs A PLACE TO HANG OUT.

I see A CHILD in this community who needs STIMULATING GROWTH ENVIRONMENT AND LEARNING OPPORTUNITIES.

I see A SENIOR in this community who needs A GROUP TO JOIN TO SHARE INTERESTS.

I see A NEW MOTHER in this community who needs A SUPPORT SYSTEM.

I see A TEEN in this community who needs A THIRD PLACE TO SPEND HIS FREE TIME AND BE HIMSELF.



Clayton Community Member Workshop

During the Community Member focus group, MSS heard feedback regarding the needs and challenges that Clayton faces as well as the opportunities the community sees in response to these challenges. These topics prompted group discussions revolving around Clayton’s best qualities, such as a welcoming atmosphere, vibrant history, and caring citizens. Central themes to included how Clayton can keep up with the shifting times while maintaining the

positive aspects of their town identity.

The Clayton Community believes that its “public library is where anyone can be introduced to any interest,” but the building limits this ability in its current state. The following results from this focus group explore the current limitations and future opportunities Clayton has and how the Clayton Library can be a catalyst for community vitality.

NEEDS & CHALLENGES: OPPORTUNITIES:

- Space to conduct a variety of services for a diverse population
- Low test scoring in schools
- Communication barriers- no local paper/news source
- Library card fees for users outside of city limits
- Vacant properties that could be used for vibrant business

- Bringing people together
- Faster sense of connection and community
- Cooperation between town, civic groups, businesses, and community members
- Resources available
- Sharing of information/resources

COOL IDEAS YOU WANT TO SEE AT THE LIBRARY:

- More events for adults, bringing culture/the arts
- “Finer Things” Club
- Coffee/Café
- Garden
- Fill in the social gaps for people who are not involved in a church
- Lending Toy Library
- Storytelling at the Laundromat, grocery store, etc.
- Free library cards for high schoolers

WHAT DO YOU WANT THE YOUTH IN YOUR COMMUNITY TO LEARN?

- History of the area
- Learn about our neighbors
- Get to know each other
- Help children with improving reading/math skills

What the Library Could Do Now!

While the current facility does limit the ability for the Clayton Library to function as a 21st Century Library, there are many ways the staff can program its space to better serve the community and its Life-Long Learners! The following diagram illustrates how the

library can reactivate its current spaces to foster creativity, problem solving, hands-on learning, project-based learning, active lifestyles, community gathering and much more!



A Thriving Downtown Plan

The following plan is a synthesis of community feedback, informing an ideal downtown environment for the town of Clayton. The elements serve to activate the downtown core, giving Claytonites of all age and stages a place to go for a variety of activities and needs. This plan also begins to inform how the library can move in to vacant spaces and serve as pop-ups or library annexes, cueing the question- How can the Clayton Library infiltrate and activate Downtown Clayton?

**KEY
FEATURES
TO A
VIBRANT
DOWNTOWN!**

- EVENTS SPACE
 - HOUSING
 - PLACES OF WORSHIP
 - BUSINESSES
 - RETAIL STORES
 - CONVENIENT STORE
 - CAT CAFE
 - RECORDING STUDIO
- DINER
 - BARBER SHOP
 - BEAUTY SHOP
 - PLANT SHOP
 - MAKER STUDIO
 - ARCADE
 - RESTAURANTS
 - COFFEE SHOP
- GALLERY
 - ART STUDIO
 - THEATER
 - GYM
 - INDOOR SPORTS FACILITY
 - NAIL SALON
 - BAR

- EVENT SPACE
 - FOOD TRUCKS
 - BENCHES/ SEATING
 - BIKE SHARE
 - PUBLIC ART
 - SCULPTURE PARK
- FOUNTAIN
 - DOG PARK
 - PLAYGROUND
 - AMPHITHEATER
 - TENNIS COURT
 - SPORTS FIELD
 - PUBLIC FORUM
 - POCKET PARK



Who Does Clayton Aspire to Be?

Library as Community Catalyst

The Clayton Library has an opportunity to become a highlight of the Clayton community in its time of transition and growth. It is clear that the library already serves as an anchor of its community as it is cherished by all ages and stages. As Clayton enters a new era, its Library will support “Old Clayton” and Newcomers alike by providing the population with a place to access materials and technology, foster community, facilitate healthy growth and build healthy relationships, and prepare its people for the future.

We Will Build a Stronger Clayton!

We will do so through the following:

1. Provide Access to Materials and Technology

- Library collection meets community demand
- User-focused spaces allow community to use resources and technology comfortably within building
- House a retail destination space (coffee shop, quirky accessories store, etc.)

2. Create Community

- Create a visual and sensory experience within the library
- Host diverse programs within the library that reach patrons of all ages and stages
- Increase zones of activity where patrons can interact with each other

3. Facilitate a Healthy Community

1. Fill the Education Gap
2. Support and Encourage Lifelong Learning
3. Ensure Economic Advancement
4. Provide Social and Governmental Resources

4. Prepare Our Community for its Future

- Exposure to new technologies and learning experiences
- Digital literacy instruction and guidance
- Resource/technology management for various population groups

These will be implemented through these

3 Strategic Initiatives:



3 Strategic Initiatives

Celebration of our Shared Story

Clayton is deeply connected to its history and finds great pride in its roots, but with the influx of new people, the community finds itself negotiating ways of celebrating its past while welcoming its newcomers with open arms. The community looks to embrace change but fears losing a sense of history and identity in the process. The library has the opportunity and responsibility to serve both “Old Clayton” and “New Clayton”, serving each and bringing the two together for one collective story.

Not only will the library play a role in showcasing the history of Clayton for both established



Clayton citizens and newcomers alike, but it will be the place in town to gather, meet, and share experiences. The library will serve as “a place to welcome” by opening up its doors and extending an intergenerational living room to the community, giving Clayton a place for seniors to connect with youth, new neighbors to have chance encounters and people in similar life stages to meet and bond. The library will take on a role as Clayton’s Visitor’s Center, becoming the go-to place for new people to come and learn about their new town, meet and interact with their community, and find an opportunity to contribute back to the place they call home!

Education and Growth for All Ages and Stages

The town’s rapid growth has exposed opportunities for the library to support Clayton’s education system and provide resources for adult learning. As a people-centered, community-focused organization, the library has the opportunity to partner in education and prides itself on providing residents of all ages with lifelong learning opportunities. These programs and services can include family-centered programming, ESL and citizenship classes, computer assistance and technology help, health and wellness programming, student support, and the summer reading program. The library is committed to investing in the personal learning journey of all residents, and staff recognize there is room for growth in this area including opportunities to provide more afterschool and out-of-school-time programming, experiential learning, 21st Century skill development programs, services to meet

unique populations such as homeschool families, STEM programs, and interest-driven learning opportunities for all ages including adults and seniors.

Catalyst for Economic Growth

Strategically located in the center of town, the Hocutt-Ellington Memorial Library will take advantage of its prime real estate and serve as activator for the downtown landscape. A clear indicator of a healthy community is a vibrant and active Main Street, and the location of the library will be key to its role as champion for public advancement!

The Clayton Library fully commits as contributor

to economic growth and wellbeing, building upon the town’s work through programs and services that support the business community. Building on the Clayton’s 2040 Strategic Plan, the Library will expand upon its role as a key contributor to economic growth, primarily in the areas of small business and entrepreneurial support. The library will prepare its community for the job force by offering “a place to work” for the remote worker, the college student, the career advancer, and serve as the local business meeting place. It will be the place to find job seeking assistance and resources for expand skill sets. The Clayton Library will be an integral piece to the town’s commitment to fostering vital communities.



STRATEGIC AREAS
OF FOCUS
IDENTIFIED:

1
CELEBRATION
OF OUR SHARED
STORY

2
EDUCATION &
GROWTH FOR
ALL AGES AND
STAGES

3
CATALYST FOR
ECONOMIC
GROWTH

ACTIVITIES & PROGRAMS
IMPORTANT TO THE LIBRARY:

- | | |
|---|--|
| <ul style="list-style-type: none">• GREETING AND WELCOMING• INFORMATION• POPULAR MATERIALS• COMMUNITY CONNECTIVITY• RECREATION SIGN-UP• MATERIALS CHECK-OUT• BOOK BROWSING• GOVERNMENT INFO• VOLUNTEERING• VOTER REGISTRATION• SOCIAL AWARENESS• RECIPE SHARE• HANDS-ON EXPLORATION• TASTE TEST TRAVEL• HEALTHY SNACKS• COOKING DEMONSTRATIONS• ESL COOKING CLASSES• COOKING CLASSES• INFORMAL MEETING• INFORMAL GATHERING• TEEN ENGAGEMENT• BOARD GAMES• FAMILY READINESS• INFORMAL CONVERSATION• MILLENNIAL ENGAGEMENT• GAME NIGHT• SUMMER READING• HOMESCHOOL | <ul style="list-style-type: none">• HOMEWORK HELP• TUTORING• YOUTUBE LEARNING• EARLY LITERACY EDUCATION• PRESCHOOL• STORYTELLING• PUPPET SHOWS• ART MAKING• CRAFTS• LEGO CLUB• INFORMAL COLLABORATION• MUSIC• FILMING• GRAPHICS• PRINTING• COMMUNITY TINKERING• ADULT KNITTING GROUP• SUMMER CAMPS• AUTHOR SIGNING• THEATRICAL PERFORMANCES• BIRTHDAY PARTIES• PARENTING WORKSHOPS• ADULTING• FESTIVALS• LECTURES• POETRY SLAM• TOWN HALL MEETINGS• DEBATES• JOB FAIRS• COMMUNITY FAIRS• MEDITATION• YOGA• PILATES |
|---|--|

ROLE & PURPOSE OF
THE BUILDING:

A PLACE TO BE
WELCOMED

A PLACE TO
GATHER

A PLACE FOR
FUN & ACTIVITY

A PLACE TO
COLLABORATE

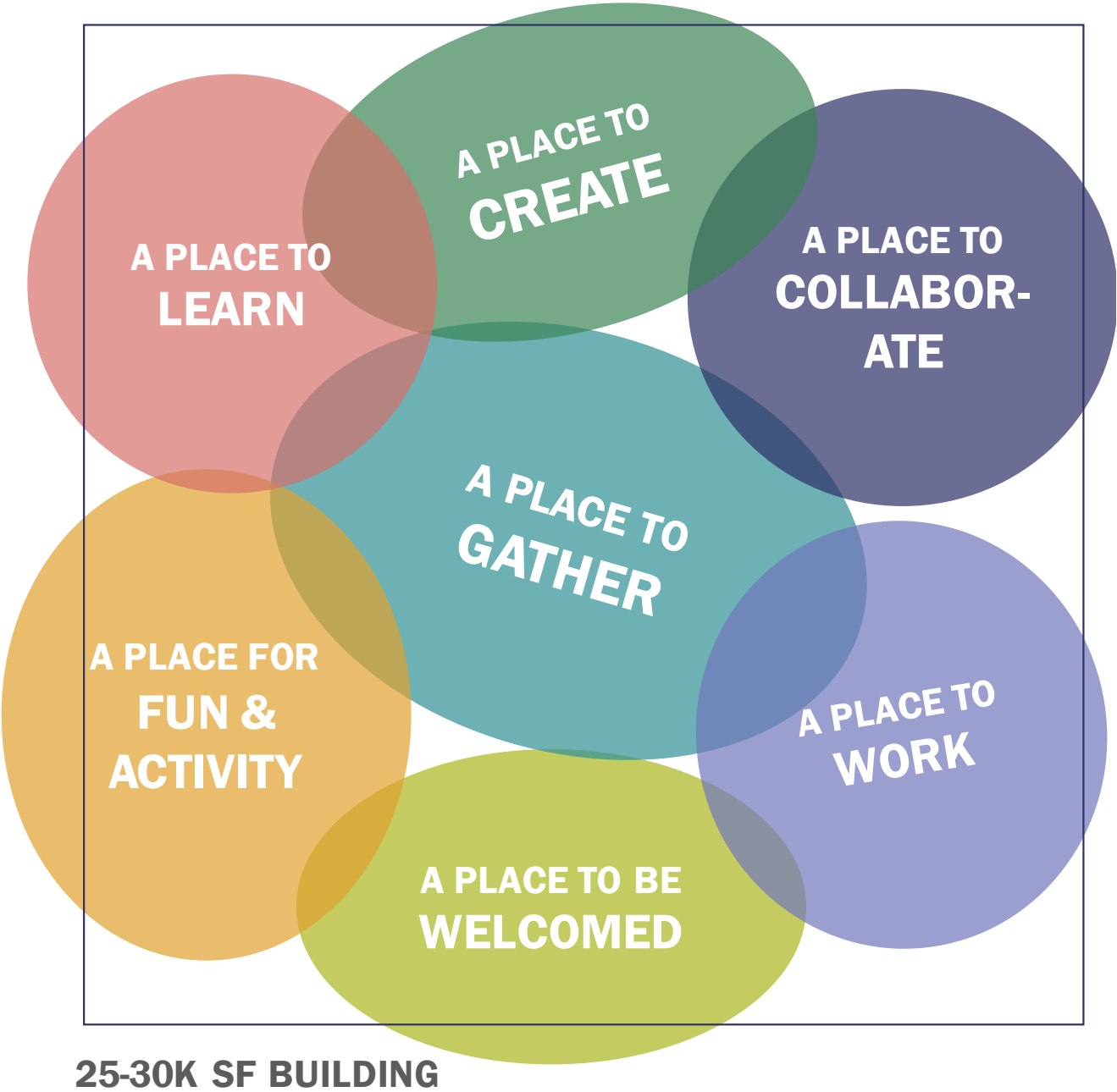
A PLACE TO
CREATE

A PLACE TO
LEARN

A PLACE TO
WORK

In order to accommodate the activities and programs that the Library aspires to provide, the building must foster these styles of learning rather than hinder the staff’s ability to provide this variety to the Clayton community. In order to do so, the role and purpose of the building must work together with its physical walls and layout.

Ideally, the 21st Century library is a square- this allows for flexibility between spaces and increased sightlines which then frees up staff to program rather than supervise for security. The following diagram indicates the ideal appropriation of space and preferred adjacencies for the proposed role and purpose of the new Clayton Library.



User Profiles

In order to better understand the needs of the community and the power the library has to respond, MSS worked alongside the library to develop User Profiles describing the population types that call Clayton home. This user-centered strategy role plays a day in the life of a potential library customer, how they will use the library, when they will use the library, and what spaces they will use. This exercise illuminated the need for a multitude of space types, serving a multitude of customer types at various of times of day, resulting in the following places:

- A Place to be Welcomed
- A Place to Gather
- A Place for Fun & Activity
- A Place to Collaborate
- A Place to Create
- A Place to Learn
- A Place to Work

The following Library User Cards take an in-depth look at the potential bustle of the Hocutt-Ellington Memorial Library from 9:00 am - 11:00 am, 11:00 am - 1:00 pm, 1:00 pm - 3:00 pm, 3:00 pm to 5:00 pm, and 5:00 pm - 7:00/9:00 pm.

The Morning Crowd, 9:00 am - 11:00 am

Time of Day:
9 am to 11 am

Who Are We?
"Breakfast Club"

How Many People?
10 - 20

Who are They and What are They Doing?
This is a group of men that currently meet at McDonald's each week for discounted coffee and conversation. When they move to the Library, they will gather at cafe tables or hang out on the comfy living room furniture. The group is casual and has no specific end-time. They like to catch up each week on the latest in sports and current events.

What Spaces Do They Use?

- LIVING ROOM
- FRONT PORCH
- VIBRANT CAFE
- HISTORY ROOM

Time of Day:
9 am to 11 am

Who Are We?
"Friends of the Library"

How Many People?
10 - 20

Who are They and What are They Doing?
This is a group of senior women who like to socialize and volunteer during their mornings. They are a group of long-time friends with common interests and in similar stages of life. They enjoy an active lifestyle, but also appreciate taking time to just hang out together.

What Spaces Do They Use?

- LIVING ROOM
- CLUB ROOM
- VIBRANT CAFE
- GARDEN
- HISTORY ROOM
- GALLERY
- MAKER SPACE
- TECH LAB

Hocutt-Ellington Memorial Library Users

Time of Day:
9 am to 11 am

Who Are We?
Active Seniors

How Many People?
20 - 25

Who are They and What are They Doing?
Clayton's Active Seniors are men and women who are interested in keeping healthy, active, and in shape. They self-organize workout classes and outdoor excursions. They have significant down time after retiring and are looking to fill the voids with their partners and friends.

What Spaces Do They Use?

- BACKYARD
- GARDEN
- PROGRAM ROOM
- MAKER SPACE

Hocutt-Ellington Memorial Library Users

Time of Day:
9 am to 11 am

Who Are We?
"Alone Togethers"

How Many People?
3 - 8

Who are They and What are They Doing?
These are daily Library users who drop in throughout the day to lounge, browse, and chat with each other. They are avid readers who check out material each week. They like to chat with the staff and meet newcomers.

What Spaces Do They Use?

- LIVING ROOM
- READING ROOM
- FRONT PORCH
- GARDEN
- COLLECTION ROOM
- HISTORY ROOM
- WELCOME AREA

Hocutt-Ellington Memorial Library Users

Time of Day:
9 am to 11 am

Who Are We?
Remote Workers

How Many People?
10 - 20

Who are They and What are They Doing?
These are freelancers ranging in age from 20's to 50's. They mostly keep to themselves, but they often need space to Skype, prototype, Photoshop, consult, and conduct presentations and meetings. They are coming to the library for its variety of spaces and resources to get their business going. In the mornings they are using the cafe for coffee and a bite to eat, then using tables at the business incubator to get on their laptops and start the day.

What Spaces Do They Use?

- MEETING ROOMS
- BUSINESS INCUBATOR
- VIBRANT CAFE
- PRIVATE PHONE ROOMS
- PUBLIC MEETING ROOMS
- CLUB ROOMS
- AUDITORIUM
- LIVING ROOM
- MAKER SPACE
- TECH LAB

Hocutt-Ellington Memorial Library Users

Time of Day:
9 am to 11 am

Who Are We?
"Newcomers"

How Many People?
10 - 15

Who are They and What are They Doing?
These are new people to Clayton, typically young families, from diverse backgrounds, and mid-to-low income. They don't have much connection to Clayton, and are looking to learn about the town, find resources, meet residents, and tune into the local goings-on. They come for Library programs and to hang out. At this point of the day they are bringing young children for programs and taking advantage of resources such as computers, printers, and the Internet.

What Spaces Do They Use?

- HISTORY ROOM
- PROGRAM ROOM
- TECH ROOM
- LIVING ROOM
- BACKYARD
- GARDEN
- FRONT PORCH
- VIBRANT CAFE
- NURSING MOTHER'S ROOM
- WELCOME AREA

Hocutt-Ellington Memorial Library Users

Time of Day:
9 am to 11 am

Who Are We?
Early Childhood

How Many People?
50 - 60

Who are They and What are They Doing?
These are young children not yet in preschool. They are coming to the library with their stay-at-home parent, caregiver, or grandparent. They spend time at the library mostly in the mornings, just before lunch, for play-dates, story-time, crafts, programs, and outdoor activities. They stay to check out books and play while their chaperons use the computers and other library resources.

What Spaces Do They Use?

- CHILDREN'S AREA
- NURSING MOTHER'S ROOM
- LIVING ROOM
- VIBRANT CAFE
- PROGRAM ROOM
- BACKYARD
- GARDEN
- MAKER SPACE
- BUSINESS INCUBATOR

Hocutt-Ellington Memorial Library Users

Time of Day:
9 am to 11 am

Who Are We?
Home-Schoolers

How Many People?
15 - 30

Who are They and What are They Doing?
These students (Pre-K to High School) come routinely, using the same tables or equipment each day. They do a good bit of group activity, pursuit some individual study too. Some days are self directed, other times they like to participate in Library programs put on by the Librarians. They need quiet space for studying, collaboration space, classroom set up and messy space.

What Spaces Do They Use?

- MEETING ROOMS
- BUSINESS INCUBATOR
- TECH LAB
- CLUB ROOM
- PROGRAM ROOM
- GALLERY
- BACKYARD
- VIBRANT CAFE
- QUIET ROOM
- MAKER SPACE
- LIVING ROOM

User Profiles

The Lunch Crowd, 11:00 am - 1:00 pm

Hocutt-Ellington Memorial Library Users

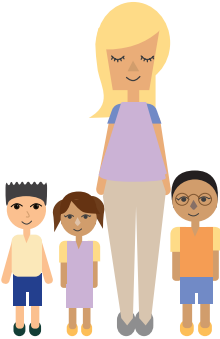
Time of Day:
11 am to 1 pm

Who Are We?
Early Childhood

How Many People?
10 - 15

Who are They and What are They Doing?
Attendance drops during this time as Parents and Caregivers run errands, pick-up siblings from school and make lunch. Some kids continue playing in the Children's Area or participate in Library organized crafts and programs. In the cafe, some families bring lunch and eat in the area, while others take to the Back Yard on nice days.

What Spaces Do They Use?
• CHILDREN'S AREA
• GARDEN
• BACKYARD
• MAKER SPACE
• VIBRANT CAFE



Hocutt-Ellington Memorial Library Users


Time of Day:
11 am to 1 pm

Who Are We?
Home Schoolers

How Many People?
10 - 20

Who are They and What are They Doing?
Some leave for home, some stay and eat in the Cafe or outdoors on a nice day. They use this time slot for lunch and test-taking.

What Spaces Do They Use?
• VIBRANT CAFE
• PRIVATE ROOMS
• STUDY ROOMS
• QUIET AREAS
• GARDEN



The Afternoon Crowd, 1:00 pm - 3:00 pm

Hocutt-Ellington Memorial Library Users


Time of Day:
11 am to 1 pm

Who Are We?
Local Business People

How Many People?
10 - 20

Who are They and What are They Doing?
This is a group of surrounding downtown businessmen and women who stop in on their lunch break for a change of scene. They like to stop by the cafe for a quick bite or coffee to go, picking up a magazine for a light afternoon read. When the weather is nice many lunch-goers gather on the porch or sit in the garden with others.

What Spaces Do They Use?
• VIBRANT CAFE
• GARDEN
• FRONT PORCH
• LIVING ROOM
• GALLERY



Hocutt-Ellington Memorial Library Users

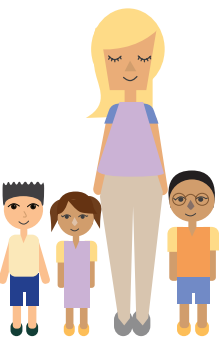
Time of Day:
1 pm - 3 pm

Who Are We?
Early Childhood

How Many People?
15 - 20

Who are They and What are They Doing?
This time of day is for individual play - Legos, Lightbright, iPads, etc. The parents, nannies, grandparents, and caregivers get to know each other while the kids play. The games spill out to the backyard during the warmer months. There the kids play sports and tag while the caregivers sit in the shade and socialize.

What Spaces Do They Use?
• CHILDREN'S AREA
• BACK YARD



Hocutt-Ellington Memorial Library Users

Time of Day:
11 am to 1 pm

Who Are We?
Seniors


How Many People?
10-20

Who are They and What are They Doing?
"Alone Togethers" tend to linger throughout the day, but most heavily between the morning and the afternoon.

"Friends of the Library" come and go, but like to organize volunteer activities at these times of the day.

"Active Seniors" return for Zumba Class in the Garden, or Program Room during winter.

What Spaces Do They Use?
• VIBRANT CAFE
• WELCOME AREA
• LIVING ROOM
• CLUB ROOM
• GARDEN
• PROGRAM ROOM



Hocutt-Ellington Memorial Library Users

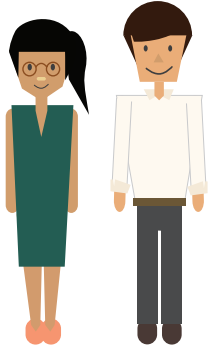
Time of Day:
11 am to 1 pm

Who Are We?
Remote Workers

How Many People?
10 - 20

Who are They and What are They Doing?
The Remote Workers continue to use the library in a similar capacity later in the morning/afternoon. However, there are the occasional lunch meet-and-greets or presentation in the cafe and program room. Some bring clients in for small group meetings or lunch-and-learns. The library also like to host monthly lunch socials for their remote workers to get to know one another.

What Spaces Do They Use?
• MEETING ROOMS
• BUSINESS INCUBATOR
• VIBRANT CAFE
• PRIVATE PHONE ROOMS
• PUBLIC MEETING ROOMS
• CLUB ROOM
• LIVING ROOM



Hocutt-Ellington Memorial Library Users


Time of Day:
1 pm - 3 pm

Who Are We?
Home - Schoolers

How Many People?
15 - 30

Who are They and What are They Doing?
The home-school crowd uses the library in the afternoon to pursue elective interests like music, robotics, graphic design, and more. They may explore on their own, or have an expert come in to teach small classes. At the end of the year, they perform/ present their creations for the community!

What Spaces Do They Use?
• TECH LAB
• MAKER SPACE
• RECORDING STUDIO
• PRIVATE ROOMS
• PUBLIC MEETING ROOMS



Hocutt-Ellington Memorial Library Users


Time of Day:
1 pm - 3 pm

Who Are We?
Stay-At-Home Parents

How Many People?
10 - 20

Who are They and What are They Doing?
These are parents that come in the library (with and without their children) to participate in a Parent's Book Club together. Some arrive early to drop off books and check out the upcoming events, while others use time before and after to get some reading done. Many take advantage of the library and its convenient downtown location between their errands and chores.

What Spaces Do They Use?
• LIVING ROOM
• CLUB ROOM
• VIBRANT CAFE
• QUIET READING ROOM

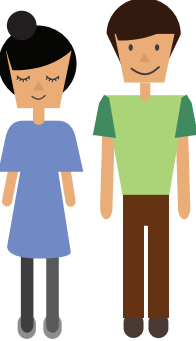


The Afterschool Crowd,
3:00 pm - 5:00 pm

Hocutt-Ellington Memorial Library Users

Time of Day:
3 pm - 5 pm

Who Are We?
Teen/Tweens



How Many People?
20 - 30

Who are They and What are They Doing?
The after-school crowd comes in for activities, snacks and a place to hang out. The computers fill up with kids playing games and doing school projects. The Tween and Teen Areas serve as spots for kids to lounge, read, play games and chat. There are dedicated maker programs, book club gatherings, tutor groups and individual studies.

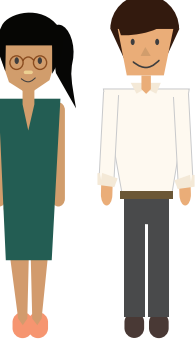
What Spaces Do They Use?

- MEETING ROOMS
- PRIVATE ROOMS
- CLUB ROOM
- MAKER SPACE
- TWEEN AREA
- COMPUTER LAB
- LIVING ROOM
- VIBRANT CAFE
- BACKYARD
- GAMING LAB
- TEEN ROOM

Hocutt-Ellington Memorial Library Users

Time of Day:
3 pm - 5 pm

Who Are We?
Remote Workers



How Many People?
10 - 15

Who are They and What are They Doing?
Freelancers are a little more sparse at this time of day. Some stick around as they use the library as their office throughout the day. Others take their creative breaks. During this time they utilize different areas of the Library then they do during their work day: checking out materials, taking a stroll through the garden, catching a segment of the news in the Living Room, and etc.

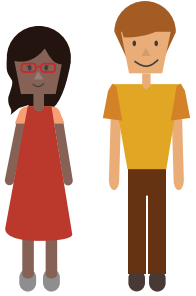
What Spaces Do They Use?

- VIBRANT CAFE
- GARDEN
- LIVING ROOM
- COLLECTIONS

Hocutt-Ellington Memorial Library Users

Time of Day:
3 pm - 5 pm

Who Are We?
Juvenile



How Many People?
20 - 30

Who are They and What are They Doing?
These Kids come with a chaperon, typically a car-pool parent. The Library has scheduled STEAM programs for the kids to jump straight into. Some continue throughout the week, like science fair projects, art activities, plant growing, and movie making. Many kids stay with a care-giver until their parent(s) get off work and pick them up at the Library.

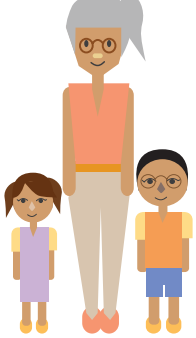
What Spaces Do They Use?

- LIVING ROOM
- PROGRAM ROOM
- MAKER SPACE
- GARDEN
- RECORDING STUDIO
- PRIVATE ROOMS
- VIBRANT CAFE

Hocutt-Ellington Memorial Library Users

Time of Day:
3 pm - 5 pm

Who Are We?
Grandparents



How Many People?
15 - 20

Who are They and What are They Doing?
Seniors who pick up their grandchildren often take them to the Library after school until their parents get home. There are organized activities targeted for these grandparents while the kids play with their friends like knitting, book club, yoga, etc. In addition, there are programs for geared for grandparent and grandchild, like crafts, story-time, and collaborative projects. Many like this time to sit and relax, maybe read to their young ones, or watch the news in the Living Room.

What Spaces Do They Use?

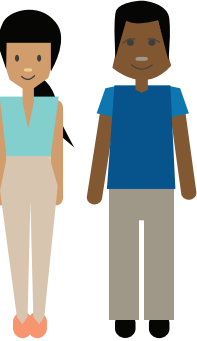
- LIVING ROOM
- QUIET READING ROOM
- PROGRAM ROOM
- GARDEN
- CLUB ROOM
- MAKER SPACE
- CHILDREN'S AREA

The Evening Crowd,
5:00 pm - 7:00/9:00 pm

Hocutt-Ellington Memorial Library Users

Time of Day:
5 pm - 9 pm

Who Are We?
Community Leaders



How Many People?
20 - 60

Who are They and What are They Doing?
This group is mainly composed of City Hall, PTA, and other civic groups that use the public meetings room for open forums, public meetings, and hot-topic discussions. There are often snacks in the cafe and volunteers serving.

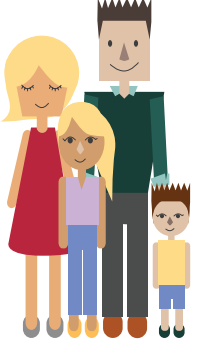
What Spaces Do They Use?

- PROGRAM ROOM
- VIBRANT CAFE
- STAGE AND/OR AUDITORIUM

Hocutt-Ellington Memorial Library Users

Time of Day:
5 pm - 7 pm

Who Are We?
Families



How Many People?
150 - 200

Who are They and What are They Doing?
The Library organizes activities and projects for families to do together: cooking classes, game night, trivia, costume party, Harry Potter yoga, escape room, and more! It is a great time for family bonding and making friends with other community members.

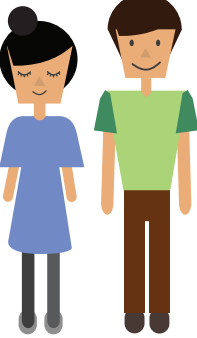
What Spaces Do They Use?

- PROGRAM ROOM
- LIVING ROOM
- VIBRANT CAFE
- MAKER SPACE

Hocutt-Ellington Memorial Library Users

Time of Day:
5 pm - 7 pm

Who Are We?
Teens



How Many People?
20 - 30

Who are They and What are They Doing?
Teens head to the library after homework, practices, and other after-school activities for movie nights, game nights, and open mic nights! There is something to participate in or be an audience to every night of the week!

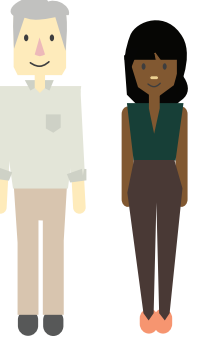
What Spaces Do They Use?

- PROGRAM ROOM
- STAGE AND/OR AUDITORIUM
- TEEN ROOM
- MAKER SPACE
- CAFE

Hocutt-Ellington Memorial Library Users

Time of Day:
5 pm - 7 pm

Who Are We?
"Alone Togethers"



How Many People?
3 - 8

Who are They and What are They Doing?
Various people still scatter throughout the Library, mostly reading or with a program on TV. This is a calm time in the living room as most programs are conducted in the large meeting spaces. Here the "Alone Togethers" can read in a comfy chair and people watch as others come in for scheduled programs. They see friends and acquaintances, allowing them a little small talk before heading home for the evening.

What Spaces Do They Use?

- LIVING ROOM
- QUIET READING ROOM
- WELCOME AREA
- FRONT PORCH

The 21st Century Library

“All libraries and museums—and the people they serve—stand to benefit from becoming more intentional and purposeful about accommodating the lifelong learning needs of people in the 21st Century and doing this work collaboratively in alignment of community needs.”

This statement hails from the 2009 report “Museums, Libraries and 21st Century Skills ” from the Institute of Museum and Library Services, speaking to the importance of aligning library services and learning and educational opportunities to community needs. It informs “what” should be done.

Six years later, the Aspen Institute in its report called “Rising to the Challenge: Re-Envisioning Public Libraries,” reframed this discussion as a call for libraries to work more intentionally to level the playing field so that anyone can enter the knowledge economy. It challenges today’s libraries to understand that “lifelong learning must be abundant and people need skills as knowledge creators, not simply information consumers.”

Through this process of assessment and research made possible by the IMLS grant, Margaret Sullivan Studio has worked alongside the Clayton Library to identify how they will achieve a 21st Century Library.

As a public institution, how do we create an environment and a culture that is customized for the individual’s unique process to flourish? What will incite curiosity? What will catalyze creativity? How will our environment, comprised of librarians and customers, the physical character of the space and the resources in the environment enable a learning culture that is relatively new to the public library, yet critically important to the future of “life-long learning”

for communities, individuals and institutions to be relevant in the 21st century knowledge economy? The 21st Century Library puts people first: their activities, programs and learning outcomes. When the library’s focus shifts to the user, the library materials become more relevant to the user’s experience as enablers to learning, rather than a driver for design.

A focus on learning outcomes enables greater meaning and purpose to the design process. A clearly articulated vision generated from meaningful customer experiences and learning needs will create a dynamic, vibrant and relevant contemporary library reflecting the libraries goals and aspirations.

“The push to prioritize 21st century skills is motivated by the belief that all citizens should be equipped with the knowledge, skills, work habits, and character traits they will need to pursue continued education and challenging careers after graduation, and that a failure to adequately prepare citizens effectively denies them opportunities, with potentially significant consequences for our economy, democracy, and society.”



Program for Testing Out Virtual Reality -
Richland Library Main

Library As...

The following images represent experiences customers can have in a 21st Century Library!

Library As TINKER LAB



Ives Innovation Commons - New Haven Free Public Library

Library As HANG OUT SPACE



Richland North Main - Richland Public Library

Library As CAFE



Ives Innovation Commons - New Haven Free Public Library

Library As CONCERT VENUE



Anythink Libraries - Adams County Colorado

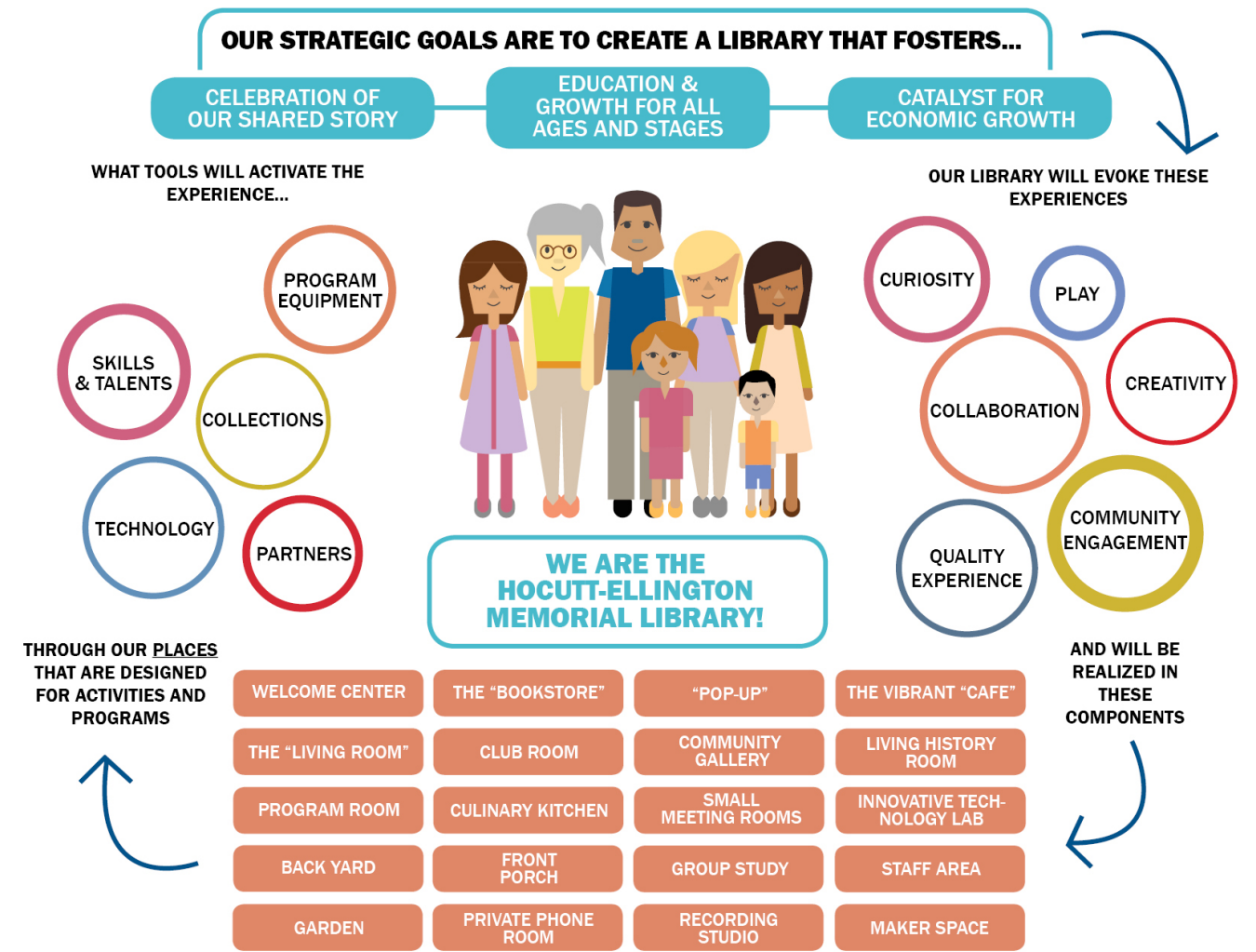
Library As DJ BOOTH



East Las Vegas - Clark County Library District

Clayton Recipe Diagram

In the Recipe Diagram below, the transformation of the Hocutt-Ellington Memorial Library to a 21st Century Library is made clear through the articulation of 3 Strategic Goals which aim to evoke positive customer experiences, which are realized through numerous space components, and activated by tools and enablers.



How Will the Library Support Clayton's Aspirations?

Facilities Analysis

The following diagrams identify the current layout/function of The Clayton Library as compared to the standards of a 21st Century library. Due to infrastructure and programmatic inefficiencies, the library is unable to achieve its aspirational goals as listed on the following page.

Aspirational Analysis

Goals:

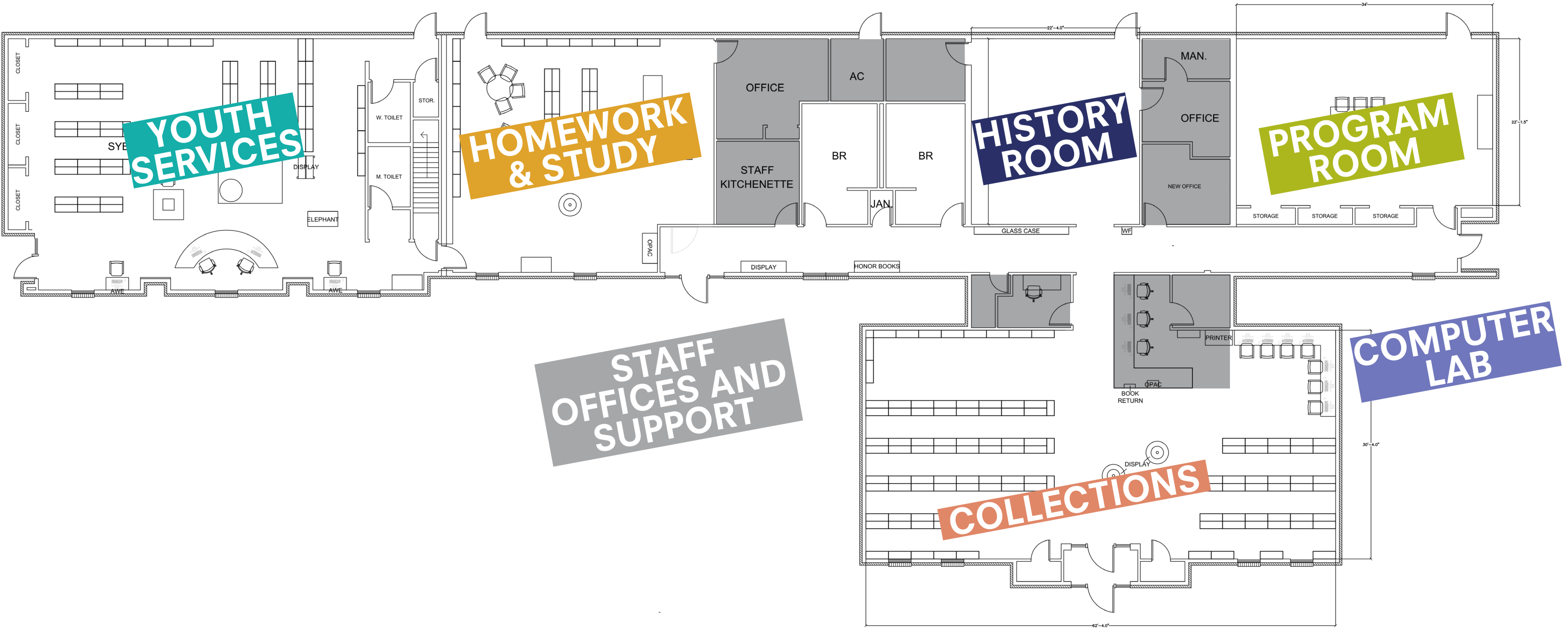
- A PLACE TO BE WELCOMED
- A PLACE TO GATHER
- A PLACE FOR FUN & ACTIVITY
- A PLACE TO COLLABORATE
- A PLACE TO CREATE
- A PLACE TO LEARN
- A PLACE TO WORK

Impediments:

- 9 Potential Entrances/Exits
- No Beautiful Space to Draw You In
- “Warehouse for Books”
- Insufficient Seating
- No Space to Relax Together or Alone
- Building Can Only Host One Program at a Time
- No Meeting Rooms
- Not Enough Collaborative Tables
- Need Designated Messy Space for Projects
- Need Display Space to Show Off Community Creations
- Limited Study Space/Furniture
- No Place for Adult Learning
- Lacking Computers/Technology
- Insufficient Access to Power Outlets
- No Dedicated Area of Working

Building Layout & Current Function

This diagram indicates the allocation of spaces in the current Clayton Library. Space is dedicated to Adult Collections, Youth Services, and the History Collection. Small areas are carved out for a computer lab and study space. The Program Room also serves as a multipurpose area. All staff offices and support areas are shaded gray.



Building Efficiency Analysis

The diagram below illustrates the allocation of public space versus staff and support. Furthermore, the public space is broken down between usable area (in green) versus space dedicated to stacks to hold collections (in purple). It is clear that very little space in this building can be used by the staff and public for activities and programs services as only 32% of all public space is usable.



- 32% OF SPACE DEVOTED TO THE PUBLIC
- 40% OF PUBLIC SPACE DEVOTED TO COLLECTION
- 40% OF SPACE DEVOTED TO STAFF, SERVICE, & SUPPORT

*With only 2,800 SF devoted to public space, the building can host 56 people at a time (@ 50 SF per person)

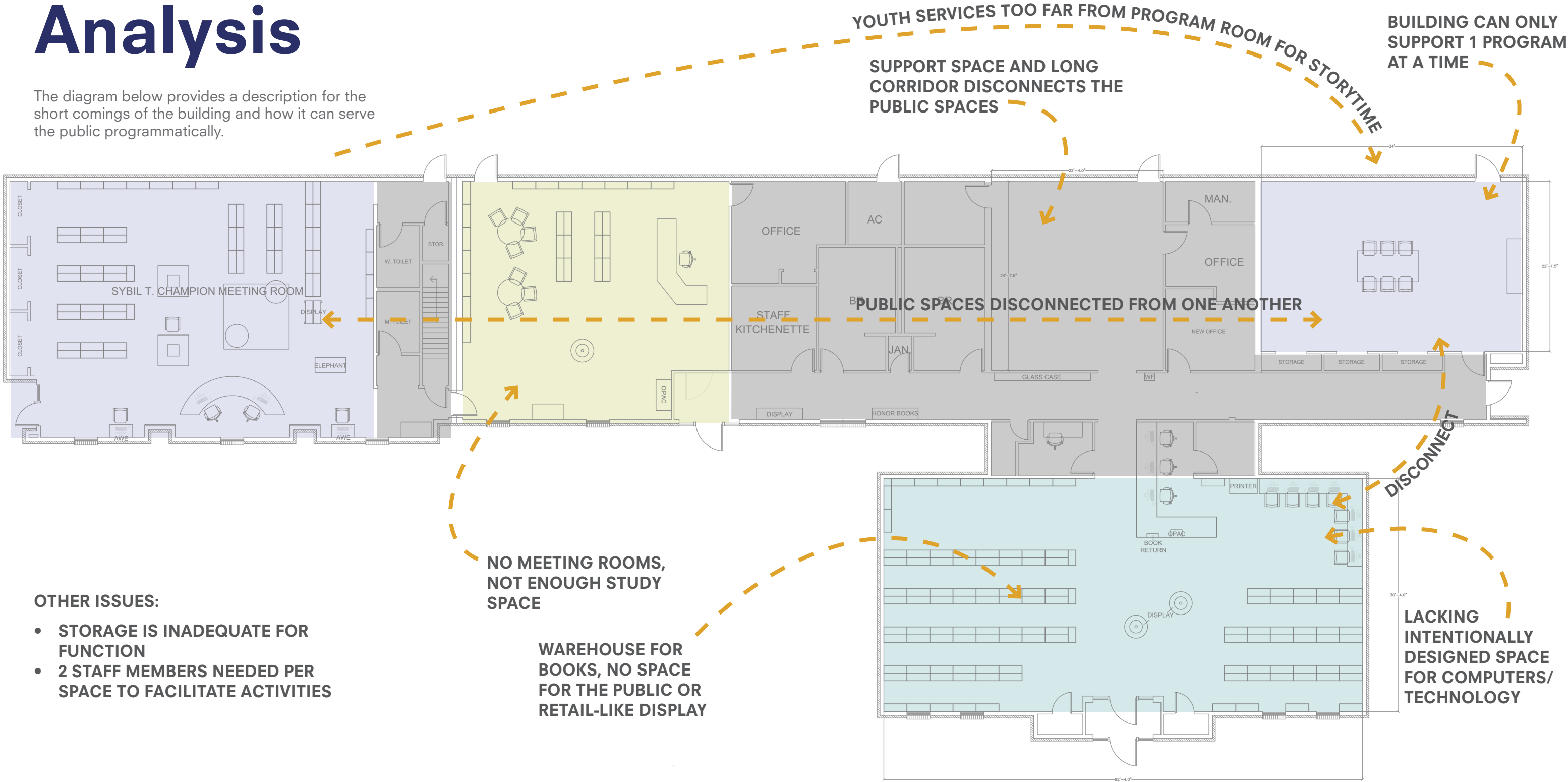
Best Practices for the 21st Century Library

As this diagram illustrates, the current building configuration does not conform to 21st-century standards. In order to make the library a place that fosters play and learning, 70% of all public space should be usable space. This means only 15 - 20% of the public space should be dedicated to storing the collection, and 25% of the building as a whole should be allocated to staff, service, and support.



Programmatic Analysis

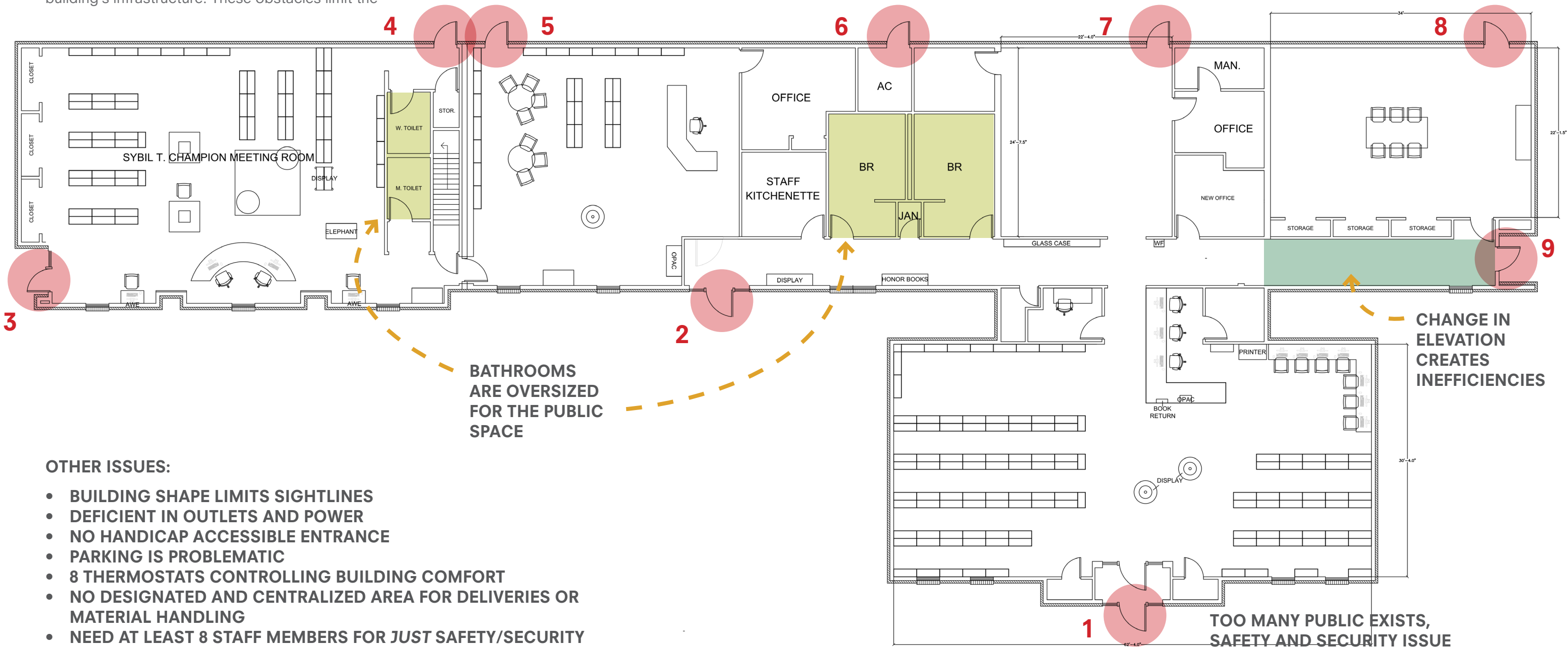
The diagram below provides a description for the short comings of the building and how it can serve the public programmatically.



Infrastructure Analysis

This diagram illustrates safety concerns, security issues, and other problems with the current building's infrastructure. These obstacles limit the

way the staff can activate the building to best serve its users.



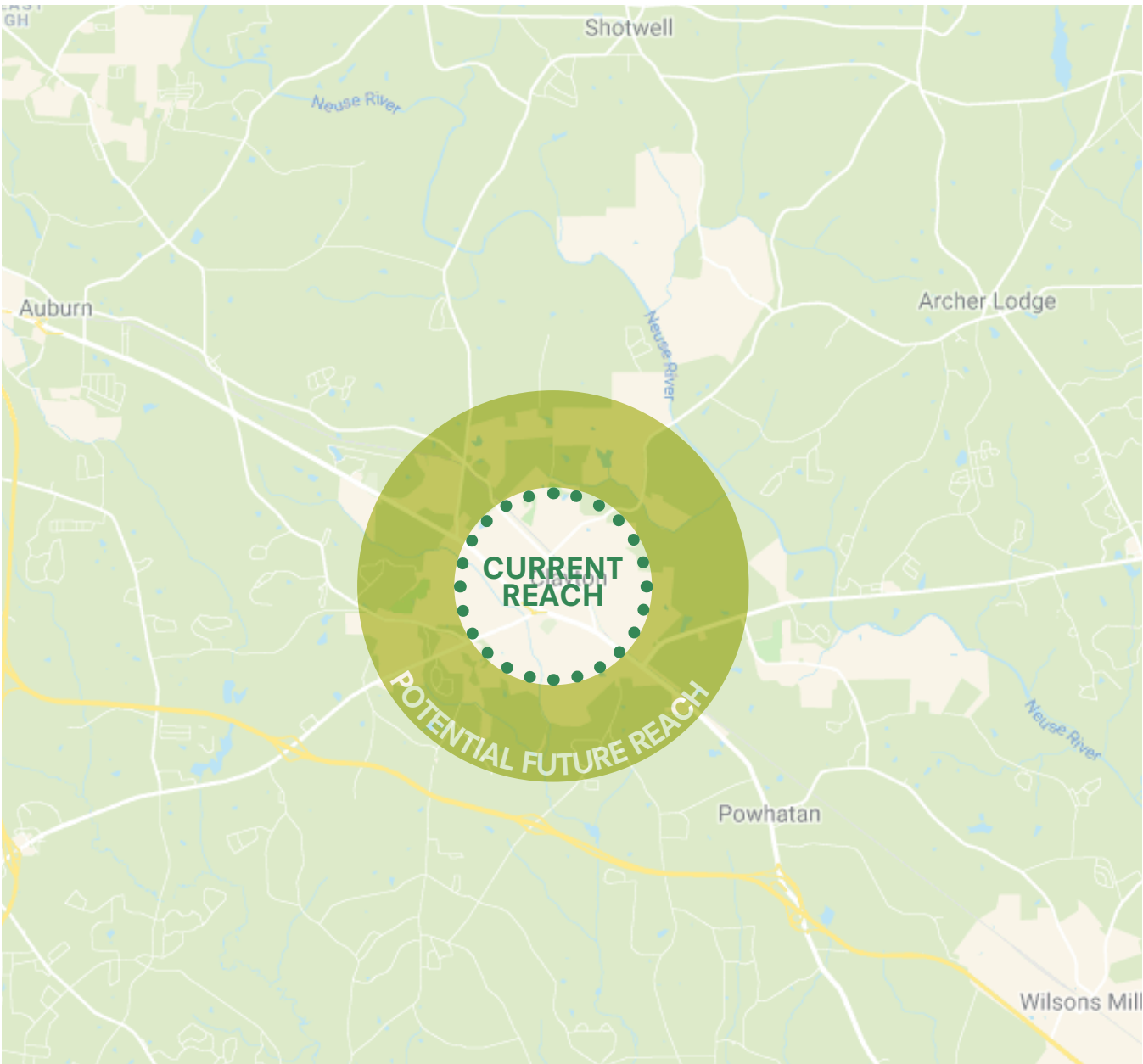
Optimal Utilization

In the past, a reference point of a 1 SF per resident benchmark was used to size to determine the appropriate size and capacity of a community's library. This calculation indicates the Hocutt-Ellington Memorial Library should currently be sized at 21,000 SF to adequately support the community it serves. This square-footage would continue to increase as Clayton's population is projected to grow to over 35,000 by 2040.

However, no evidence has been found to support this benchmark. Instead, MSS uses the human-centric approach of sizing the building according to the activities and programs that will allow the Clayton Library to become a vibrant, active and accessible library for its community. The research and results listed in this document indicate that a 25,000 SF building will set up the library for success for its next 20 years. This library will be sized to provide meaningful and intentional experiences to its customers while preserving space to expand in response to needs of Clayton's future generation.

Benchmark: 1 SF per Resident
Current Population Served Within the Town
= 21,000 People

Expected Population Growth by 2040
= 35,000 / 40,000 People

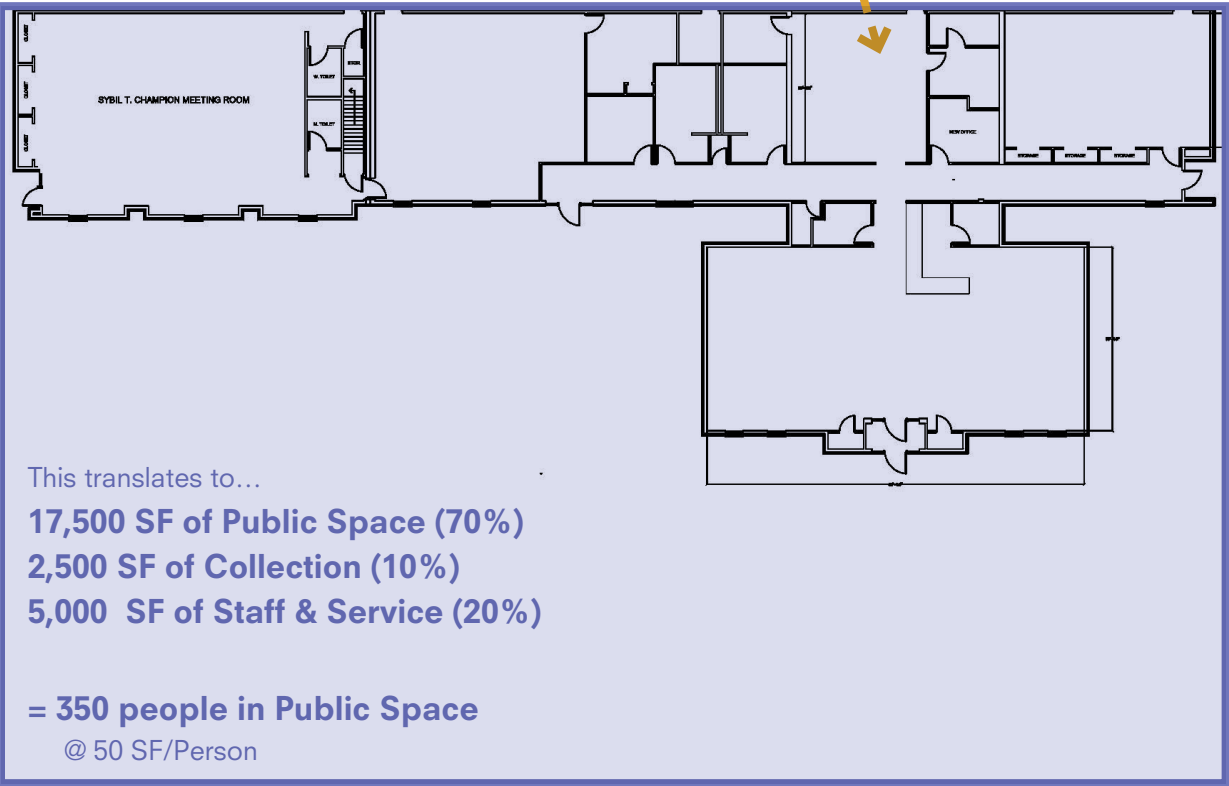


Optimal Building Footprint

The current facility, severely undersized at 8,900 SF, will not have the capacity to sufficiently support its growing community and will therefore be strained to serve as catalyst for the Clayton community as it should. Additionally, the shape of the building hinders its optimal use. The ideal 21st Century Library is squared off to allow for sightlines, staffing and flexibility.

FUTURE BUILDING:
Population Serving = 25,000+
Total SF of Building = 25,000
60-70% of Public Space
10-15% of Collections
20-25% of Staff and Service Space

**Current Building:
8,900 SF**



Potential Building: 25,000 SF

Site Capacity

The Hocutt-Ellington Memorial Library currently sits on a plot land on the corner of Main and Church Street. Its location is ideal for its role as community catalyst as it is a vital piece of Clayton's downtown scene.

MSS performed a site analysis for this location to understand the limitation of the site. If the current building were demolished and rebuilt, the maximum floor plate could be 20,875 SF and the building could top out at 50 ft. This indicates

that a new building could potentially be about 83,500 SF on this particular site.

Therefore, a 25,000 SF building is well within the bounds of the current library site and achievable with the addition of a second story.



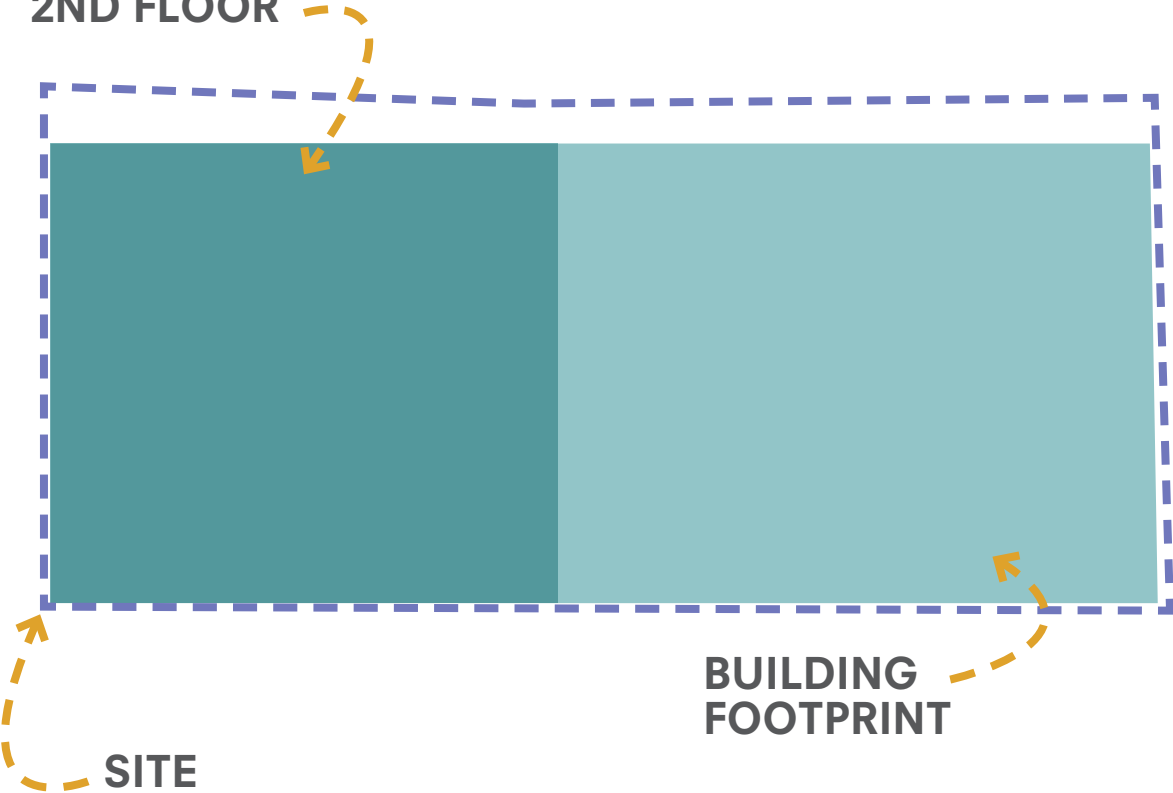
Optimal Solution for the Clayton Community

On the basis of population served, goals of the community as a whole, site limitations and future programs and activities to be offered, MSS recommends demolition of the existing Hocutt-Ellington Memorial Library to allow for a new 25,000 SF building to be built on the same site. This building will be 2 stories and expand to the property edge, optimizing the site and providing a sense of density on the downtown corridor. Parking will move off site, allowing the building to activate the streetscape with an inviting storefront that draws in visitors. The library will serve as an anchor for downtown activity and catalyze the Clayton community for years to come!

25,000 SF NEW BUILDING



2ND FLOOR



Envisioning a New Clayton Library

A 21st Century Public Library is vital to the health and wellbeing of a community. Through the process of this grant, it is clear that the Hocutt-Ellington Memorial Library has the opportunity to serve its public in this way: Providing access to knowledge for all through materials and technology, being a welcoming beacon for newcomers learning about their new home, preserving the history of Clayton for its members, serving the youth as a Third Place, fostering community through the offerings of services and programs, and being the place for Clayton to gather. It is also clear that the building as it stands is limited to serving the public as fully as it should. However, by optimizing the site and anchoring the downtown corridor, the New Clayton Library has the potential to transform the town in a dynamic way. The library will serve as a foundation for its users and community to look forward into the 21st century.

