



OMAHA PUBLIC LIBRARY

"Branch 14" Building Program Document






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Introduction

In Fall 2019, the Omaha Public Library hired Margaret Sullivan Studio to design a library building program for a new Omaha Library.

The new library will serve over 110,000 residents of Omaha and the surrounding community. The new branch will be located in West Omaha, in the Southwest region of Douglas County. It is an amazing opportunity and privilege to be able to serve a population that currently does not have a public library.

About Building Programming

The purpose of Library Building Programming is to create a document that will define the qualitative and quantitative goals of the project.

The programming process is the initial step in the design process, and establishes the Vision, Design Objectives and Functional Objectives of the project. Programming is the phase of architectural design when a structured research and problem-solving process is used to identify, examine, and elaborate upon the various needs underlying a building project.

The programming process results in a "recipe" for the components that will create the Library, but it is not yet a design. The building program is comprised of program spaces with allocated square footage, space diagrams with furniture, collections, technology and special equipment illustrated, and any additional descriptions of space needs including building systems. The building program document provides the basis of design for the forthcoming architectural design process.

As the role of the library is advancing, the building programming process also allows the client and the design team to develop strategic goals that can advance building design, service design and the customer service experience. These are often developed with staff and constituents, as a technique for ownership, buy-in and on-going iteration.



About this Document

This building program document is the culmination of a four-month building programming and community engagement process characterized as highly participatory, interactive and thoughtful. Margaret Sullivan Studio organized and conducted 4 Library Leadership workshops, 4 New Branch Working Group meetings, two Town Hall style meetings, and 7 library program observations and conversations to create the library program.

Asking questions such as: “What do you want for the future of your community?” “What do you value most about Omaha?” “How can the new Omaha Library support the needs, aspirations and the goals of how you envision using the new Omaha Library?”, the design team approached the building programming process with a community-driven, human-centered, outcome-based methodology.

The new Omaha Library will be designed to intentionally support the variety of programs that the staff is already facilitating, fostering more impactful outcomes. With a focus on flexibility, the building will be designed to adapt to innovative ideas in services and programs that already characterize Omaha’s talented staff. It will be designed to support many different learning styles. It will be designed to ebb and flow throughout the day, as the building experiences surges, such as heavy early literacy-use in the morning and teen-use in the afternoon. It will also be designed for the variety of 21st century library functions we heard from the community, including spaces for serendipitous discovery of books and collections; a variety of areas for storytelling in all its vibrant forms; quiet, reflective spaces for reading and studying; social spaces for community gathering;

messy, creative spaces for making, writing, and tinkering; and outdoor spaces for play, reading, and socializing.

The new library will also be designed to reflect Omaha’s unique character. The new library will be an active platform for all to connect more meaningfully. Community members stated that the library’s strength is to provide community connection, lifelong learning & flourishing, and foster storytelling in all its vibrant forms.

This program represents a successful, community-driven library program design, generated for the Omaha community by the Omaha community.

The Contemporary 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 a 2009 report of the Institute of Museum and Library Services that served as a wake-up call for library professionals about the importance of aligning library services to learning and educational opportunities to community needs. It told us "what" we should be doing.

Six years later, the Aspen Institute in its "Re-Imaging Libraries" report re-framed 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." The Aspen Institute report helped us articulate the "why" of our new reality.

Public librarians across the country recognize that we are not only providing different services to our customers, but customers' needs and expectations are also changing, forcing the library's physical spaces to support a variety of activities and programs unimagined even ten years ago. As a result, we must be intentional about creating a design methodology to create 21st century libraries that not only advance the library but more importantly, the community.

About the Library

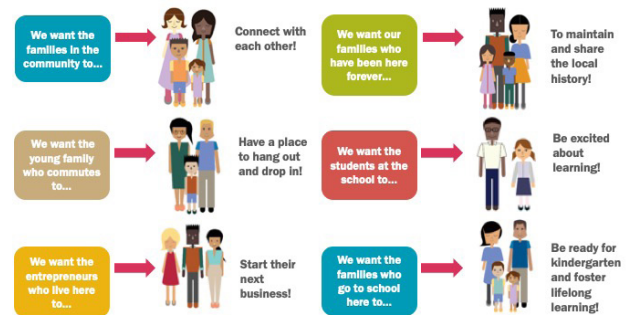
The new library is planned to be located adjacent to the Millard Public School Horizon High School at 209th Street and Q Street. Currently the two nearest libraries are the Elkhorn Branch and the Millard Branch. These two libraries are both far over-capacity for the communities they serve, as the surrounding area is growing exponentially. Since the year 2000, the population has grown 420% between Elkhorn and Gretna.

Nearly 50% of our core customers in our 2015 big data study lived in the Millard, Elkhorn, and Saddlebrook service areas.

Through analysis of demographics, library use statistics, and conversations with residents of the area, we have learned that this is a community of readers, that this community enjoys family-centric activities and focuses on early literacy, and that this community is committed to community. The new library will serve will busy and families seeking convenience, efficiency, great experiences for their children, and education resources. Access to basic technology is expected to be a secondary need for these users. The average age of this area is 31.7, and 35.7% of this community are younger than age 19, an exceptionally young community. Residents of the area make an average income of \$136,571. Residents of the area a heavily dependent on driving and on their cars, and the addition of a library to this community will be one

of the greatest assets of the area. A goal of the new library branch is to create a prosperous and connected community, as a great need seen for this community is a real community/neighborhood hub.

WHO ARE WE SERVING AND WHY?



Outcomes envisioned for the community.



Preliminary future library example layout, created to visualize proposed library location.

The Omaha Library's strategic goals are executed through services, programs and activities. These activities require physical spaces and areas that will bring the customer experience to life, fostering positive experiences and learning outcomes.

The relationship of the library's spaces and areas to each other will create purposeful and meaningful experiences for the customer. These are called adjacencies.

Spaces and areas are activated by the following tools: collections, technology, special equipment, strong partnerships and staff skills and talents that enable a positive Customer Experience.

Methodology

From September 2019 to January 2020, the Margaret Sullivan Studio conducted a series of meetings, interactive workshops and community engagement sessions with the New Branch Working Group, Library Leadership, and the Omaha community. The New Branch Working Group served as the leadership for the programming process, the Library Leadership served to validate the design team's findings, and the community served to gather feedback for their needs and aspirations.

This engagement methodology was used by the design team intentionally to create a 21st century library building program. The building program design is based on real community needs, positive customer-service experiences and 21st century library activities, programs and learning outcomes. The design team's community engagement sessions intentionally shifted the dialogue toward questions about community aspirations and user experiences, producing a program rooted in the what the library will do and will be for the Omaha community. The library will not only provide core services that the community has always enjoyed, but it will be a showcase for the region of what a 21st century library looks like when intentionally designed to foster transformational experiences for all, wherever they may be on their life journey.

As a result, the library building program design process incorporated a combination of the following techniques. New Library Working Group meetings, Staff Leadership workshop sessions and community engagement sessions were designed to:

1. Educate participants to the transforming role of the public library;
2. Introduce participants to the trends and innovations nationally;
3. Introduce participants to the human-centered, empathy-driven design process;
4. Observe the way that current users utilize the library;
5. Listen to current library users for what they value, and what they would enjoy or need from a new library building for an enhanced experience;
6. Facilitate productive conversations around community needs and aspirations and identify opportunities that the library can support.

This combination of educating, facilitating, listening and synthesizing—with strong leadership by the New Library Working Group—resulted in the library building program represented in this document.

OPL Vision

Omaha is a vital and vibrant city, with Omaha Public Library as an essential catalyst, collaborator and connector.

OPL Mission

**Omaha Public
Library strengthens
our communities
by connecting
people with ideas,
information, and
innovative services.**

**We are committed
to listening and
responding to
our community's
needs by providing
excellence and
focus in our:**



COLLECTIONS

TECHNOLOGY

LITERACY

The Vision for the New Omaha Library

THE NEW OMAHA LIBRARY WILL:

- Serve all by sharing our assets with a developing area with fewer public resources.
- Be a transformative place by being people-centered and idea-centric.
- Be a regular destination for our community, "on the way."
- Be aware and responsive of community happenings and needs to provide the greatest impact.
- Be a connection, community, and neighborhood hub for the area.



The new Omaha Library will be...

Beautiful • Cheerful • Joyful •
Exciting • **Amazing**
• Inspiring • Comfortable •
Usable • Intuitive & Easy
Imaginative & Interesting •
Organized & Clean
• Welcoming & Warm •
Kid-Friendly, Parent-Friendly •

When they visit the new library we want our community to say...

"WOW!" ●

"I want to spend time here" ●

"**I feel like I belong here**" ●

"I love it here" ●



Come to the New Library and participate with us!

Book Club • Summer/Winter
Reading Club • Book Discussion
• Local History Research •
Imaginative Playtime • Story-based
Play • Storytime • **Movie Night** •
New Experiences & New Learning
Opportunities • Concert Series •
Outdoor Activities • **Unstructured
Activity Time** • Opportunities
& Activities Always Available •
Programs & Activities for the
Entire Family to Interact Together
• Programs & Activities for Kids to
Interact Together •

- **Programs & Activities for Adults to Interact Together** •
 - Yoga • Dancing • Live Music • Refreshments • **Co-working**
 - Quiet Areas • Arts & Crafts • **3D Printing** • STEM Classes • Scientific Saturdays • **Studying**
 - Gaming • Coding Classes (Girls!)
 - Sound/Recording Studio • BYO Technology • Homeschool Support • Programs for Older Elementary School Kids •
-

The New Library will serve a diverse group of Users

0-5

HOMESCHOOL STUDENTS

THE GRANDPARENTS NANNIES, AND CAREGIVERS

ACTIVE FAMILIES

SCHOOL FAMILIES

AFTERSCHOOL ACTIVITIES

SOCIAL MOMS

STUDENTS ON BREAK

COLLEGE STUDENTS

TWEENS & TEENS

CREATIVES

READERS

WORK ALONE-TOGETHERS

GENEALOGY STUDIERS

RETIREEES

About the Users

The exercises and activities related to User Experience form the core of our work. Throughout the programming process, we listened for and heard from the variety of library customers that currently use OPL and those that are envisioned as future users of the New Library. Our premise is that we are not designing for “department” users, as has been the basis of library design in the past, but for a unique customer with unique challenges and expectations.

As a way to further articulate this idea, we asked the Library Leadership Team to write User Narratives. The participants were divided into small groups, each group selected a user based on the customers they typically serve, and wrote stories based on the following key questions:

Who are your users?

Why are they coming to the library? What is their desired outcome?

What are the positive experiences and feelings that the library will provide?

Consider the space where these activities occur; what is their look and feel?

What are the “enablers”? Collections? Technology? Staff and community partners?

How is a user spending a day? An hour? When will the customer return and what will they do?

Why is the user choosing the library over going to other cultural and educational public places in the community?

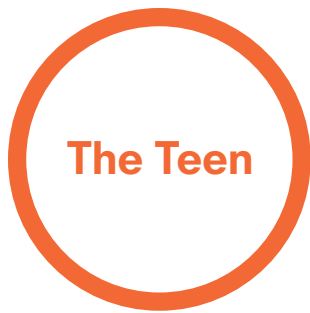
The participants took their narratives home to continue to build upon them as homework between workshops. MSS then analyzed the narratives to cull important aspects that will inform both a re-envisioned service model and re-envisioned physical space.

Outcomes
Experiences
Programs and Services
Marketing and Outreach
Spaces
Collections
Technology and Equipment
Look and Feel

The goal of this structure is to create a holistic approach to designing a re-envisioned library and to create a qualitative program that augments the quantitative program.

In the following pages you will meet the users that each participant group selected to write about. These narratives are a great window into the library customers and their interests. However, since each group of participants was allowed to select their users, there are a number of users you will not meet in the following pages. The others users that have not been mentioned include:

Retirees
Entrepreneurs and Freelancers
Researchers
Work-Alone Together
The Efficient, Goal-Oriented Users
The New User



By xxx

This teen attends Keith Lutz Horizon High School. Her mom and dad are divorced, so she ended up missing a lot of school and falling behind. She is now trying to catch up in her classes. School goes till 3 pm, and on most days she stays at the library till 7 pm when her grandmother gets off of work and can pick her up. She is trying to focus heavily on school, so she attends the homework center most days. Her most difficult class right now is chemistry, so that is always what she asks for one-on-one tutoring for first. After she gets her chemistry homework done, she is able to enjoy the subject she loves most: English! She goes to the story-telling lab where she writes another chapter in a fiction book she's been working on for her creative writing class. After she comes to a good stopping point, she grabs a snack from the café and sits at a computer in the digital business center. Not only is she determined to excel in school, but she is also determined to be career ready when she graduates. She hopes to start her own dog-sitting business when she leaves school because she has done some dog-sitting in the neighborhood and sees there is a need. She is fascinated in learning more about what a business plan entails and how one can start their own. While sitting at a desktop computer, she has access to the internet where she can research business tips and talk to nearby librarians about entrepreneurial resources. After doing some independent research, she attends a Girls Coding class that's offered once a week to learn how to build her own website. She is also planning on attending the Graphic Design 101 workshop this weekend so that she can create a logo for her dog-sitting business. She knows this process will take time, but her commitment to learning academically and professionally, combined with the access to educational and technological resources provided by the library, will allow her to achieve all of her dreams.

The Teen

Domain

Use

Connecting
Community

Storytelling
in All its
Vibrant Forms

Learning &
Flourishing

Outcomes

- First one to attend college
- Found a great place to get work done
- Learned new skills
- Gained knowledge of colleges
- Found a possible career path
- Created confidence
- Discovered resources

Marketing & Outreach

Technology & Equipment

- Computers
- Mobile devices
- 3-D Printer

Furnishings

- Comfortable
- Lounge seating
- Round Tables
- Big ottomans

Collections

Programs & Services

- Homework Assistance
- Tech Classes
- College Search Help
- Volunteer Program
- Summer Reading
- Crafting Classes
- Affordable Food
- Adults with Interest in Helping

Spaces

- Homework Help Lab
- Fabrication Lab
- College Center
- Teen Cafe

Look & Feel

- Completely different
- Industrial vibe
- Easy-to-clean
- Well-lit with multiple layers

Experiences

- Finding a safe place
- Place to call his own
- Getting help from advisors
- Assisting with sign-up events
- Hanging-out after school
- Eating while working
- Easy to access resources

Father and 3-year-old

Outcomes
Experiences
Programs and Services
Marketing and Outreach
Spaces
Collections
Technology and Equipment
Look and Feel

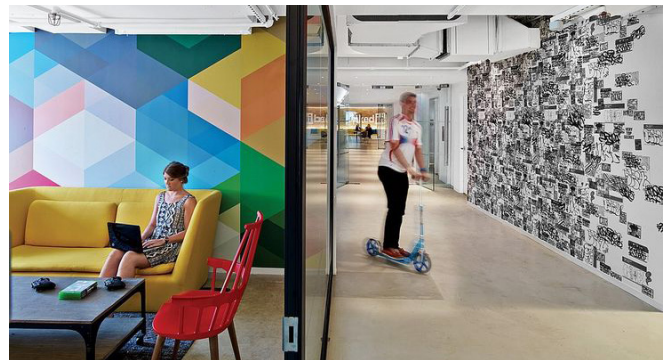
By xxx

A mother and father live in Elkhorn, Nebraska with their three year-old. The mother is a lawyer who works full time, so Dad is responsible during the week for their child. Every weekday, he brings his daughter into the library because she loves stories. He has a flexible schedule, so he's able to arrive at the library with her around 9 am for **morning storytime**. Here they sing songs and rhymes that teach the kids the names and sounds of animals. After this activity, Dad and his three year-old head over to the **early childhood playspace** in the **family literacy center**. They have fun at the **shadow puppet gallery**, where Dad and his daughter are able to **create shadow puppet characters** using the animals that she just learned in storytime. Around 11 am they go to the **cafe** where Dad **drinks coffee and feeds his daughter lunch**. They sit there for about an hour while he socializes with other stay-at-home parents. They **chat** about the upcoming town events and what they're most excited for. After lunch, the three-year old is tired so they head over to the **community living room** where they can **relax**. On the way, Dad stops at **popular materials** to grab a **magazine** and catch up on the **news**. They **hang out** in the **community living room** for a while and relax on the **couch**. Once the three year-old regains some energy, she starts playing in the **dress-up area** and with **toys in nearby bins**. In this playspace, there are also **low shelves** with **children's books** so the three year-old is able to **explore different books herself** and pull out the ones she wants to read at home. Afterwards, they go to the **self-check stations** and check out their books. They head home for the daughter to take a nap and Dad to make dinner because Mom will be coming home from work soon and the three year-old can't wait to read stories and **act out the characters she**

learned today with her mom. Storytelling **fuels their daughter's curiosity and excitement for learning**, while **bringing their family closer together** through a **shared activity** each day.



BRIC Arts Media House in Downtown Brooklyn



LinkedIn in Midtown Manhattan



Domain

Use



Outcomes

- Art work on display

Marketing & Outreach

Technology & Equipment

- Latest creative software
- High-powered computers

Furnishings

- Colorful
- Comfortable furniture

Collections

Programs & Services

Spaces

- Creation spaces
- Display areas
- Digital creation labs
- Studio spaces
- Co-working spaces

Look & Feel

- Buzzing with activity
- Diverse environment
- Wide and open
- Natural light

Experiences

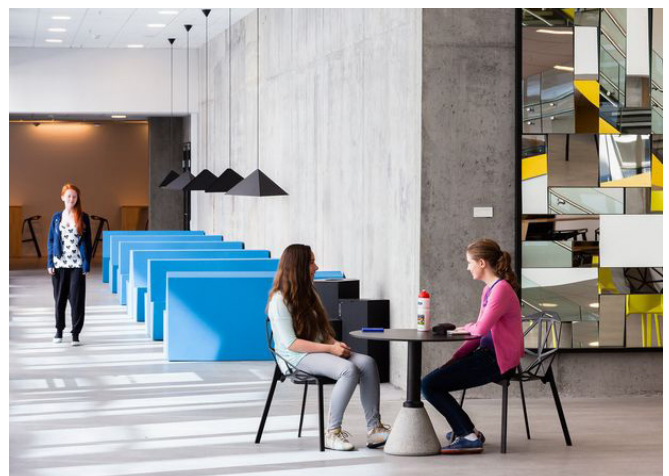
- Serendipitous meeting
- Jump-starting business



By Lawrence and Theresa

The busy family is a mom, dad, tween daughter, and elementary school-aged son. Both parents work, and the whole family is active with lots of extracurricular activities, such as sports, music lessons, and PTO meetings. They often come to the library between activities and to check out new books for their children. On a typical weekday, dad drops the kids off at school on his way to work, and mom picks them up. They head over to the library where the mom brings the younger child to a young inventors club. They meet three times a week, so he has gotten to know the other kids very well. During this time, the mom socializes with the other parents of children in the young inventors club. They make plans for get-togethers with their families outside of the library and bond over their shared interests. Meanwhile, the tween daughter is in the podcast studio. She and her two friends from school have been working on a series where they interview local community members on the town's history. They all love to get together and chat during these times with people from different generations who they may not have gotten to know otherwise. She often spends hours with her friends in the studio after school. When the younger son's young inventors club is over, his mom brings him over to the gaming room where he and his friends are planning on playing basketball e-sports so they can improve their skills for next season. Mom has her monthly book club at this time, so she heads over to meet them in one of the conference rooms. She loves getting to talk about fiction books with other people in town because she gains perspective on how people around her think about the world. She has also made long-lasting friendships with many of the book club members throughout the years. When the book club is over, she picks up her younger son

from the gaming room. They walk over to self-check where she checks out the book assigned for book club next month and the new graphic novels her son wants to read. By this time, Dad has gotten out of work and is on his way to meet his family at the library for the open mic night where their tween daughter will be performing a story she wrote. They're all very excited to see her perform, and many of her friends from school are in the audience. When she walks on stage, her family and her community are all rooting her on.



Norwegian School of Economics



Domain

Use

Connecting
Community

Storytelling
in All its
Vibrant Forms

Learning &
Flourishing

Outcomes

- Safe Place to be
- Adult advice and guidance
- Art for library

Marketing & Outreach

Technology & Equipment

- Computers
- Screens to display work

Furnishings

Collections

Programs & Services

- Poetry slam
- Weekly poetry workshops
- Art projects

Spaces

- Art room
- Writing studio
- Recording booth
- Café
- Performance space

Look & Feel

- Always changing

Experiences

- Poetry contest
- Group art project

Building Narrative & Learning Culture

Our Vision for the future of Omaha will be vital and vibrant, with the Omaha Public Library catalyzing collaboration throughout the community. The Omaha Public Library will strengthen our community by connecting people with ideas, information, and innovative services. This new library will be a representation of a re-envisioned OPL, where the library will thrive as a community-centric location offering programs and services that support the local community's needs and aspirations. For its community, this library will foster storytelling in all its vibrant forms, connecting community, and learning & flourishing. When you walk into the new library, it will be an inspiring and joyful environment that encourages a sense of belonging and imagination for users of all ages and backgrounds. Walking into the new library will be like walking into a story, and everyone is inspired to explore and open their imagination to the endless possibilities. At the new library, we will create and share stories, we will celebrate literature, we will be a neighborhood hub for dropping-in, we will provide amazing and interactive learning experiences for children and families, and we will nurture a desire for lifelong learning for all.



Connecting
Community

Storytelling in
All its Vibrant
Forms

Learning &
Flourishing

The Learning Culture at the new library will be designed to embrace the history, connections, and stories that have shaped Omaha. By providing youth

and adults with opportunities to both play and learn in exciting, accessible, and interactive programming, Omaha's history will continue to be created each day. It will be a Workplace of the Future, promoting both entrepreneurship and equality. At OPL, all ages will be encouraged to tell stories, strengthen their community bonds, and learn academically, socially, professionally, and personally.

This new library will also be a unique destination for communities in Omaha because it will focus on education in all of its forms. For instance, pop-ups will inspire innovation through program activity carts and interactive exhibits. Additionally, the bookstore will provide new and popular materials that are up-to-date and forward-thinking. Local authors and creators will be highlighted and celebrated. The community living room will serve as an intergenerational gathering space with a variety of welcoming seating for patrons to casually meet or be alone while together. Another community space will be the gallery, which displays local and program based art to inspire visitors to think creatively. Public computers distributed throughout the entire library will provide equitable access to digital resources for students, researchers, entrepreneurs, freelancers, and others. Stories will be shared every day in both the storytelling creation lab and the storyteller's globe. The story creation lab will be home to many kids after school in search of a creative and productive outlet, while the storyteller's globe will invite members of the community to gather, listen, and learn collectively.

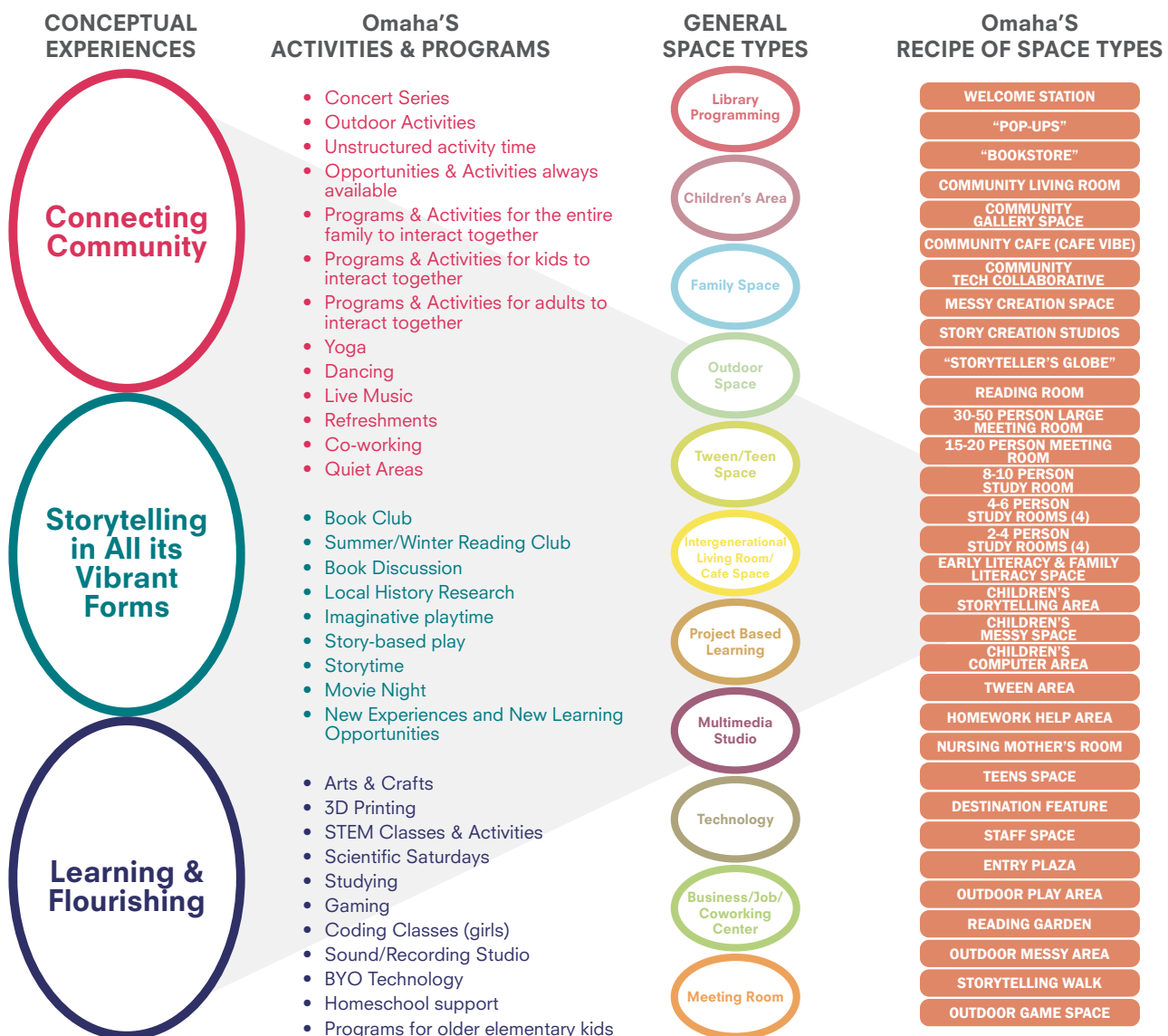
Omaha will be proud of the outcomes and experiences that the library services provide this community! And the community will be the ones integral to activating the new library!



Pictured clockwise from top left: "Shimmer" Opening reception at W. Dale Clark Main Library; Teen Poetry Bash at W. Dale Clark Main Library; Snake petting at the Halloween Storytime at Millard Branch; One of the LEGO Challenge Winners at Abrahams Branch; Halloween Storytime at Millard Branch.

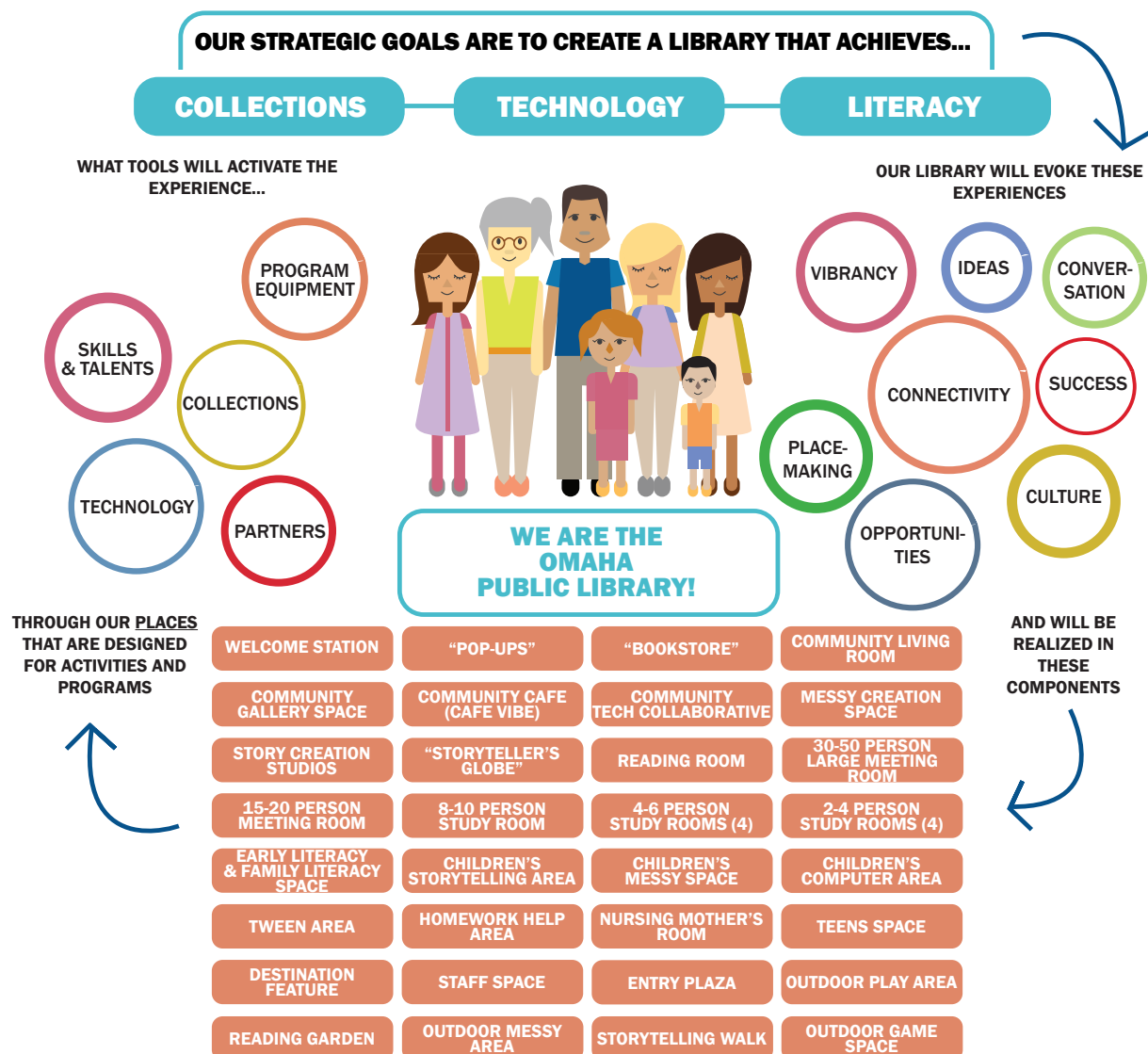
Activity Diagrams

Below is a diagram of activities-current and future-that the new library will offer. These activities and programs activate the conceptual experiences and are realized in a combination of general space types and in the Omaha Library's specific recipe of space types.



Omaha Library's Recipe

The purpose of this diagram is to illustrate the customer-centered approach to library design. Omaha Library designs its services and programs to support the vision of OPL and of the new Omaha Library. The customers' experience will be guided by the experience principles, activated by the recipe of space types enabled by tools such as the collections, technology, special equipment, strong partnerships and the skills and talents of staff.



Day-in-the-Life

Below is a diagram of an envisioned daily schedule for the new library branch. The programs will be a variety of facilitated, passive, and self-directed activities, for an "on the way" library for all in the community to drop-in and find an engaging experience throughout the day. The following pages illustrate a "database" of programs, services, and activities generated by the Library Leadership Team, community feedback, and through creative placemaking research. The database will be used and built upon by the library to continue to innovatively activate the new library fully for the community.

TIME	WEEKDAY					WEEKEND				
	ACTIVITY	WHO	QTY.	SPACE		ACTIVITY	WHO	QTY.	SPACE	
9 AM - 11 AM	COFFEE / TEA TASTING	SOCIAL MOMS	15	WELCOME AREA		BOOK BROWSING	STAY AT HOME PARENTS	30	WELCOME AREA	
	EXPLORE & PLAY	PARENTS/CARE-GIVERS & KIDS	50	YOUTH & TWEEN SERVICES		BABY STORYTIME	BABIES & CAREGIVERS	50	YOUTH SERVICES	
11 AM - 1 PM	MUSIC & MOVEMENT STORYTIME	PARENTS/CARE-GIVERS & KIDS	15	YOUTH & TWEEN SERVICES		READING	ALONE TOGETHERS & HOMESCHOOLERS	12	COMMUNITY MEETING	
	MEMOIR WRITING	RETIREEES	3	COMMUNITY GATHERING		FAMILY STORYTIME	PARENTS & KIDS	15	YOUTH SERVICES	
1 PM - 3 PM	TUESDAY BOOK CLUB	RETIREEES & STAY AT HOME PARENTS	20	COMMUNITY MEETING		50+ BOOK CLUB	RECENT RETIREEES, ACTIVE SENIORS	25	COMMUNITY MEETING	
	WISHING TREE WRITING	EVERYONE	30	WELCOME AREA		HEALTHY SNACK DEMO	SOCIAL MOMS, STAY AT HOME PARENTS	24	COMMUNITY GATHERING	
3 PM - 5 PM	ETSY WORKSHOP	STAY AT HOME PARENTS	30	COMMUNITY GATHERING		MURAL BRAINSTORMING	EVERYONE	50	COMMUNITY MEETING	
	HOMEWORK HELP	TEENS	30	YOUTH SERVICES		GAMING TOURNAMENT	TEENS	10	TEEN SPACE	
5 PM - 9 PM	LEGO CLUB	EARLY CHILDHOOD	30	YOUTH & TWEEN SERVICES		BUILD CLUB	TEENS/TWEENS	30	COMMUNITY GATHERING	
	PICKING UP HOLDS	RESEARCHERS, STAY AT HOME PARENTS	20	WELCOME AREA		PODCAST MAKING	ALONE TOGETHERS, REMOTE WORKERS, ACTIVE SENIORS, GENEALOGY STUDIES	5	COMMUNITY GATHERING	
	BILINGUAL STORYTIME	EARLY CHILDHOOD	60	YOUTH SERVICES		OPEN MIC POETRY SLAM	TEENS	100	COMMUNITY MEETING	
	FAMILY PJ STORYTIME	PARENTS & KIDS	50	YOUTH & TWEEN SERVICES		LEARNING VIA YOUTUBE	RECENT RETIREEES	15	COMMUNITY GATHERING	
	FAMILY MOVIE NIGHT	PARENTS & KIDS	70	COMMUNITY MEETING		DANCE LESSON	PARENTS & KIDS	50	COMMUNITY GATHERING	

FACILITATED

PASSIVE

SELF-DIRECTED

TIME	ACTIVITY	SPACE	WHO	QTY.
9 AM - 11 AM	Llama Llama Visit	Storyteller's Globe	Children & Adults	250
	Storytime	Early & Family Literacy	Children & Adults	180
	Book Recommendations	Children's Storytelling Area	Children & Adults	180
	Playing with Toys	Children's Storytelling Area	Children	180
	Staff one-on-ones with patrons	Living Room	Retirees	25-40
	Periodical Browsing	Reading Room	Students on Break	20-25
	Laptop Work	Reading Room	Researchers	35
	Coffee/Tea Tasting	Social Moms	Coffee/Tea Tasting	30
	Outdoor Yoga	Stay-at-Home Parents	Outdoor Yoga	35
Total qty. on this day 9 AM - 11 AM				345

TIME	ACTIVITY	SPACE	WHO	QTY.
11 AM - 1 PM	Meeting with a Friend	Living Room	Social Moms, Students on Break	15
	Self-directed Tech Usage	Audio/Sound Space	Teens	6
	Crossword Puzzles & Activity Sheets	Community Cafe	Adults & Children	15
	Reading, Relaxing, Chatting	Community Cafe	Adults	20
	Book Club Meetings	Reading Room	Retirees	15
	Studying & Collaborating, Computer Use	Homework Area	Homeschool Families	30
	Homeschool Family Meetups	Homework Area	Homeschool Families	30
	Alone Time	Reading Room	College Students	15
	Sand Box with Farm Animals	Family Outdoor Play Area	Families	25
Total qty. on this day 11 AM - 1 PM				111

TIME	ACTIVITY	SPACE	WHO	QTY.
1 PM - 3 PM	Health Fair	Storyteller's Globe	All Community Members	250
	Toddler Calming	Community Cafe	Adults & Children	20
	Book Club Meeting	Community Cafe	Adults	25-40
	Reading Lounge	Living Room	Adults, Teens, Tweens	25
	Work Alone/Together	Living Room	Seniors, Researchers	20-25
	Reading, Cozy	Reading Room	Creatives	30
	Basic Tech Help	Community Tech Space	Retirees	30
	Faxing, Copying, Printing	Community Tech Space	College Students, Businesspeople	30
Total qty. on this day 1 PM - 3 PM				355

TIME	ACTIVITY	SPACE	WHO	QTY.
3 PM - 5 PM	Teen Discussions	Storyteller's Globe	Teens	35
	Community Meetings	Messy Meeting Room	Social Moms, Teens, Retirees	20
	Podcast-making	Audio/Sound Space	Teens	4
	Literacy Bags & Kits	Social Moms, Adults with Children	Teens	30-50
	Minecraft Club	Teen Space	Teens	30
	Tech Help/Tutorials	Community Tech Space	Parents Waiting for Children	30
	SRP Programs	Outdoor Reading Room	Retirees, Social Moms, Readers	20
	Storytelling Walk	Outdoor Reading Room	Retirees, Social Moms, Readers	20
	Chatting	Community Cafe	Parents Picking Up Children from School	20
Total qty. on this day 3 PM - 5 PM				155

Program

After confirming the vision of the library, listening and gathering information and needs of the community, and workshopping, the design team set to define the program for the new Omaha Library.

The program comprehensively enumerates the size and use of the various spaces in the new library building, and is the key document in preparing the detailed plans for the library.



Space Types

Welcome Area

Welcome Station / Service Desk

A welcoming entrance area with a service point, displays and community information.

"Pop-ups"

Carts for smaller mobile units that can be used for multiple functions such as summer reading sign-ups or program activity carts.

Popular Materials "Bookstore" Display

A dedicated bookstore-like area designed for browsing new materials, popular materials.



UdK Bookshop, Berlin, Germany

Community Gathering

Community Living Room

An intergenerational community gathering space with a variety of seating for patrons to casually meet, relax and to be alone/together.

Community Gallery Space

A dedicated gallery space to display community and program based art.

Community Café (Café Vibe)

An informal gathering space with a variety of seating for patrons to casually meet, relax, enjoy a snack and to be alone/together in a coffee shop-like setting.



9¾ Bookstore and Café, Medellín, Colombia

Community Tech Collaborative

An open space dedicated to individual technology access, laptop use, individual or group study, and/or instructional programming.

Public Computers

An open space dedicated to individual technology access and/or instructional programming.

Community Meeting

Messy Creation Space

An area dedicated for content creation and storytelling, especially intended for artists, writers, and creatives. Based on the history of storytelling, prepared for all kinds projects for all in the community to explore interests and passions in an active community-centric studio space.

Storytelling Creation & Content Creation Lab:

Coding/Technology/Tinker Lab

An area dedicated for content creation and storytelling equipped with audio, visual and creative tools for all in the community to explore interests and passions in an active community-centric studio space. Also allows for people to bring their own technology and provides wonderful spaces for using their own technology.



New York Public Library Washington Heights, New York City, NY

Storytelling Creation & Content Creation Lab: Sound Recording/Podcast Studio

A area dedicated for content creation in the sound department. The area will be designed for entry-level sound recording.

"Storyteller's Globe"

A semi-enclosed multi-purpose space for storytelling in all of its vibrant forms! This space is for all ages and provides the perfect platform for them to tell their story. Will accommodate 50-80 people regularly and 300 people during special events. Open to Community Living room to hold surge.



West Hill Primary School, London

Reading Room/Club Room

A dedicated room primarily for adults to gather comfortably for reading and respite.



Raheen Library, Melbourne, Australia

30-50 Person Meeting Room

A room for groups of 30-50 to have discussions, presentations, and meetings.



Program Room, Richland (SC) Library North Main, Columbia, SC

15-20 Person Meeting Room

A room for groups of 15-20 to have discussions, presentations, and meetings.

Study Rooms

A series of dedicated rooms and areas for groups of various sizes to gather for collaboration and heads down work. (4) 4-6 Person Study Rooms, (4) 2-4 Person Study Rooms.

Youth Services

Early Literacy & Family Literacy Space

The area will be designed for safe and active engagement for babies, toddlers, and school-aged children and their adult caregivers.



Hjorring Library, Hjorring, Denmark

Children's Messy Space

The area will be designed for safe and active messy-making, STEM, and art engagement for kids and tweens and their adult caregivers.

Children's Storytelling Area

A dedicated area for Storytelling for children and storytellers. Designed for children of all ages and their caregivers. A changing table will be included in this room, and both a family restroom and nursing mother's room will be located nearby as well



Ames Public Library Storytelling Room, Ames, IA

Children's Computer Area

A dedicated area for children's computers which has access to different technologies for entertainment and learning.

Homework Help Area

A dedicated area for informal and instructional learning equipped with furnishings, tools and equipment for homeschoolers, elementary and middle school aged students, and their families.

Tween Area

A dedicated area for informal and instructional learning equipped with furnishings, tools and equipment for homeschoolers, elementary and middle school aged students, and their families.

Teen Space

Teen Space

An area dedicated for teens to hang out, mess around and geek out. This area will be equipped with the latest and greatest furnishings, technology and equipment for informal and instructional learning. It will not be fully enclosed.

Staff Spaces

Staff Area

A separate staff area with an office, desks for each staff member and materials processing. The staff area will contain areas for collaboration and space to relax.

Outdoor Space

Entry Plaza

An outdoor space designed for the community, youth and their families for active outdoor programming, play and recreation.

Outdoor Play Area

Reading Garden

Outdoor Messy Area

Storytelling Walk

Outdoor Game Space

Conceptual Experience Design

Activating Literature & Storytelling

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Creating Omaha's History

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Ideation & Innovation

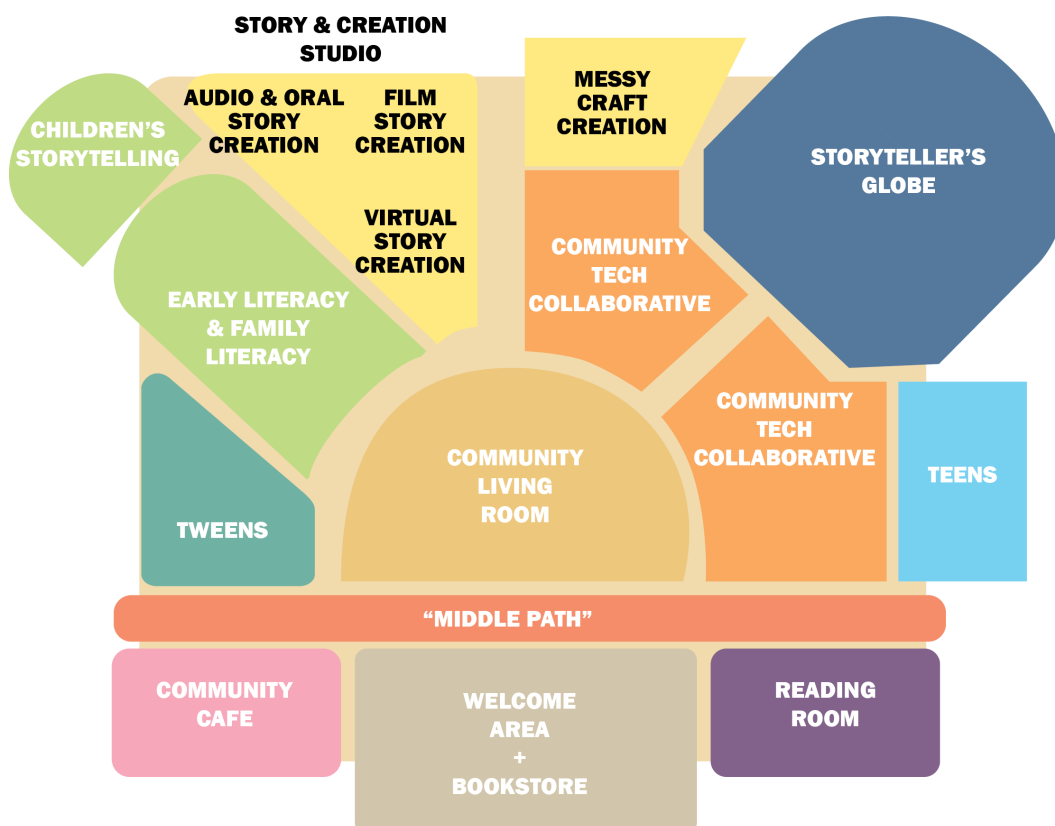
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Conceptual Experience Design "Activating Literature & Storytime": This diagram was developed to describe the types of experiences the new library will foster for the community. It is layered with specific age groups that are frequent users of the library. It is not necessarily a building layout, but a diagram of experiences that will inform the forthcoming building design.



Conceptual Experience Design "Creating Omaha's History": This diagram was developed to describe the types of experiences the new library will foster for the community. It is layered with specific age groups that are frequent users of the library. It is not necessarily a building layout, but a diagram of experiences that will inform the forthcoming building design.

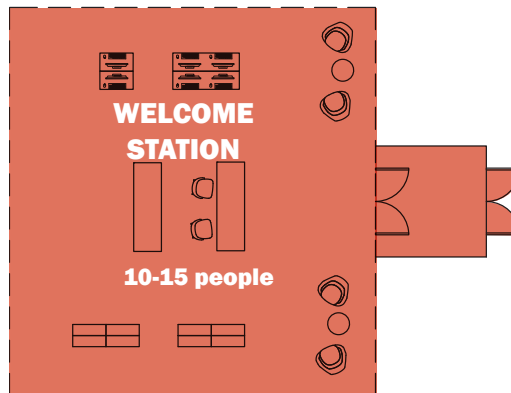


Conceptual Experience Design "Ideation & Innovation": This diagram was developed to describe the types of experiences the new library will foster for the community. It is layered with specific age groups that are frequent users of the library. It is not necessarily a building layout, but a diagram of experiences that will inform the forthcoming building design.

Room Data Sheets

The final section of the program describes the functional objectives of the individual spaces represented in the program. These are intended to be diagrammatic as the design team develops the building design.





Welcome Station / Service Desk

The welcome entrance area with a service point, designed to be welcoming and accessible to everyone in the community. There will be displays so everyone will know what is going on in the Library and around the community.

Adjacencies

Entrance, Community Living Room. Should be in-sight of large program rooms for easy direction.

Furniture, Finishes, and Equipment Considerations

Self check-out machines with an adjacent counter for setting material and personal items. Two workstations with computers and phones at service point. Community message board and display shelving or information area for staff/patrons to post information for programs/activities.

Shelving:

Display shelving may be located in this area.

Environmental + Engineering Needs

Acoustics

Open Public Area: 35-40 NC rating

Lighting

Natural lighting and general indirect lighting; Provide direct, non-glare task lighting on any staffed service points

HVAC + Control

User comfort 35-65% RH

Electrical + Data:

Power/data to each computer and self check-out machine as well as power for any staffed service points. WiFi for Public access.

Technology:

Self check-out machines, catalog computers



POP-UP
100 SQFT

“Pop-ups”

Carts for smaller mobile units that can be used for multiple functions such as summer reading sign-ups or program activity carts.

Activities

Staff and customer interaction, community interaction, retail, visual displays, demonstrations

Adjacencies

Entrance, Public Space, centrally located

Furniture, Finishes, and Equipment Considerations

Carts should be flexible for various user needs- possibly modular components, signage and be lockable.

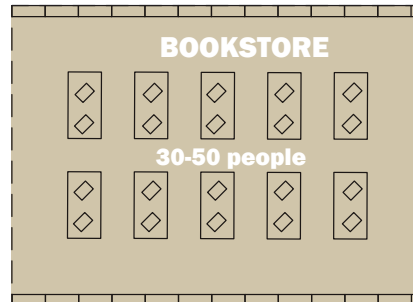
Environmental + Engineering Needs

Acoustics

Open Public Area; 35-40 NC Rating

Electrical and Data

Integrated power and data



"Bookstore"

A dedicated bookstore-like area designed for browsing new materials, popular materials.

Adjacencies

Welcome Area

Furniture, Finishes, and Equipment Considerations

Easy wayfinding, special displays for popular materials and Friends of the Library books for sale.

Shelving:

Popular materials display shelving should be located in this area. Friends of the Library Bookstore should have equally interesting browsing shelving.

Environmental + Engineering Needs

Acoustics

Open Public Area: 35-40 NC rating

HVAC + Control

User comfort 35-65% RH

Lighting

Natural lighting and general indirect lighting



Community Living Room

An intergenerational community gathering space with a variety of seating for patrons to casually meet, relax and to be alone/together.

Adjacencies:

Centrally located

Furniture, Finishes, and Equipment Considerations

Lounge furniture, table and chairs, interactive games, collections, book bins, monitor/screen for projections. The furniture should be easy to move and arrange for difference configurations to accommodate children and their caregivers. Children may primarily sit on the floor but some child friendly furniture may be desirable. Carpet flooring, colors and finishes should be welcoming, comfortable and inviting.

Shelving:

Display shelving or information area for staff/patrons to post information for programs/activities. Shelving for early literacy collections possibly, book bins

Environmental + Engineering Needs

Acoustics

Open Public Area; 30-35 NC Rating

Lighting

Natural light and general indirect lighting
30 fc

HVAC and Control:

User comfort; 35-65% RH

Electrical and Data:

Power throughout perimeter of room as well as integrated into furniture when possible to allow for easy charging of personal electronic devices, WiFi throughout

Finishes:

Acoustical absorption considered for ceiling



Community Gallery Space

A dedicated gallery space to display community and program based art.

Adjacencies

Entrance, Bookstore, Cafe, Community Living Room

Furniture, Finishes, and Equipment Considerations

This space should be flexible to allow for various configurations and display types, which may include projections, displays directly on the wall, or furniture in the center for patrons to browse.

Environmental + Engineering Needs

Acoustics

Open Public Area; 35-40 NC Rating

Electrical and Data

WiFi available throughout

Lighting

Track lighting or recessed down-lighting fixtures with movable lens

Technology

Consider infrastructure provided for projector

HVAC and Control

User comfort; 35-65% RH



Community Café (Café Vibe)

An informal community gathering space with a variety of seating for patrons to casually meet, relax, enjoy a snack and to be alone/together in a coffee shop-like setting.

Adjacencies

Welcome Area, Bookstore, Community Living Room

Furniture, Finishes, and Equipment Considerations

Sink, counter tops, bench seating, cafe tables and chairs, stools at the counter. Vending machines would be a great alternative to having no vendor. Easy to clean surfaces, finishes, furniture. Colors and finishes should be welcoming, comfortable and inviting.

Environmental + Engineering Needs

Acoustics

Open Public Area; 35-40 NC Rating

Lighting

General indirect lighting; 30 fc.
Direct task lighting over counter surfaces
Separate control switch for this room

HVAC and Control:

User comfort; 35-65% RH
Isolated exhaust and fire protection at kitchen

Electrical and Data:

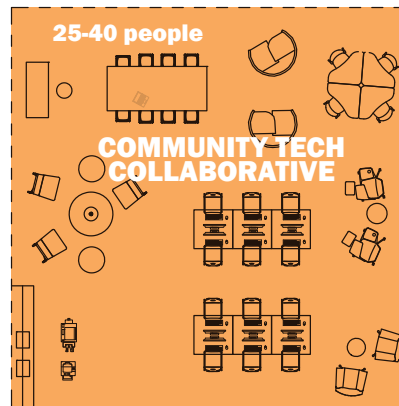
42" GFCI above counter outlets along with power along perimeter wall. Provide necessary power for selected appliances. Integrated outlets to furniture for charging capabilities, WiFi throughout

Utilities:

Water

Finishes:

Acoustic ceiling, hard surfaces for easy cleanability



Community Tech Collaborative

An open space dedicated to individual technology access, laptop use, individual or group study, and/or instructional programming. Included in the area is an open space dedicated to public computers for individual technology access and/or instructional programming.

Adjacencies:

Semi-Private Meeting Room, Study Rooms, Entrepreneurial Center, Messy Program Room

Furniture, Finishes, and Equipment Considerations

12 Full-Service Desktop Computers, 4 Tech help and Business Center Computers, and a Laptop checkout machine. Laptop bar with stools, lounge and table seating for casual and heads down work. Mobile marker boards and TVs should be easily moved throughout. Flooring should be carpet.

Shelving:

Adult Non-fiction collection may be located here

Environmental + Engineering Needs

Acoustics

Open Public Area; 25-30 NC Rating

Lighting

Natural light and general indirect lighting
30 fc

HVAC and Control:

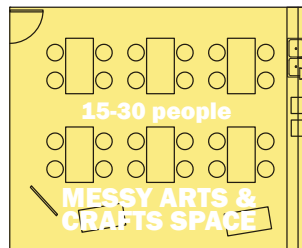
User comfort; 35-65% RH

Electrical and Data:

Power throughout perimeter of room, floor boxes, and power integrated into furniture when possible to allow for easy charging of electronic devices, WiFi throughout

Finishes:

Acoustical absorption considered for ceiling



Messy Creation Space

An area dedicated for content creation and storytelling, especially intended for artists, writers, and creatives. Based on the history of storytelling, prepared for all kinds projects for all in the community to explore interests and passions in an active community-centric studio space.

Adjacencies

Community Living Room, visible from Welcome Center. It is important that individuals going to this program room do not have to walk through or past any quiet spaces.

Furniture, Finishes, and Equipment Considerations

Training tables that can be easily reconfigured and on casters. A mobile TV should be dedicated to this space for easily changeable program signage, instructions, or slide shows. Flooring should be linoleum or an easily cleanable surface. Two sinks are needed for various program use in this space

Environmental + Engineering Needs

Acoustics:

Closed Room: 25-35 NC Rating

Lighting:

General indirect lighting; 30 fc.

HVAC and Control:

User comfort; 35-65% RH

Finishes:

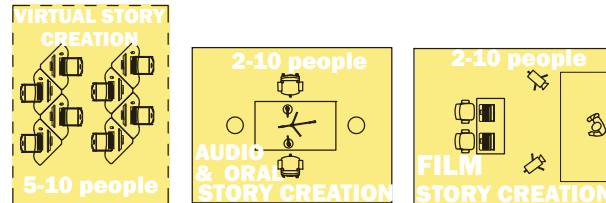
Acoustic ceiling/sound absorption

Electrical and Data:

Power throughout perimeter of room, floor boxes, WiFi throughout

Technology:

Built-in speaker system, projector and screen



Story Creation Studio

An area dedicated for content creation and storytelling equipped with audio, visual and creative tools for all in the community to explore interests and passions in an active community-centric studio space. Also allows for people to bring their own technology and provides wonderful spaces for using their own technology. An area dedicated for content creation in the sound department. The area will be designed for entry-level sound recording.

Adjacencies

Family Gathering, Community Tech Zone, Study Rooms

Furniture, Finishes, and Equipment Considerations

Workstations which allows for adult, teen, tween and elementary-aged student use. Adjustable height chairs or stools. Flooring that is easily cleanable. The furniture should be easy to move and arrange for different configurations. Acoustical absorption considered for ceiling.

Environmental + Engineering Needs

Acoustics

Open Public Area; 25-30 NC Rating

Lighting

General indirect lighting; 30 fc.

HVAC and Control:

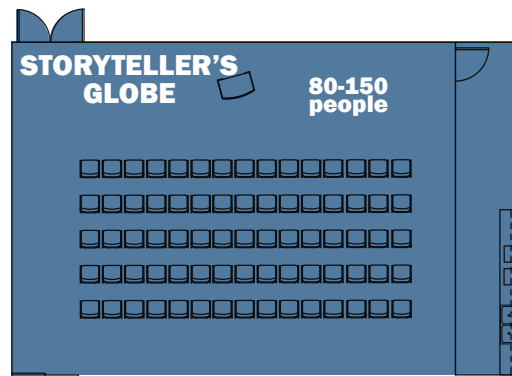
User comfort; 35-65% RH

Electrical and Data:

Power throughout perimeter of room as well as floor boxes with data and power within a raised floor system for flexible configurations, WiFi throughout

Finishes:

Acoustic ceiling, hard surfaces for easy cleanability



“Storyteller’s Globe”

A semi-enclosed multi-purpose space for storytelling in all of its vibrant forms! This space is for all ages and provides the perfect platform for them to tell their story. Will accommodate 50-80 people regularly and 300 people during special events. Open to Community Living room to hold surge.

Adjacencies

Early Literacy, Community Living Room, Green Room/Meltdown Room, A/V Room, Catering Kitchen

Furniture, Finishes, and Equipment Considerations

Stackable chairs, poufs, tables which are easily movable and easy to store away. Flooring should be durable, easily cleanable, but comfortable to sit on. Area rug or flooring design that indicates the story area. A projector and screen will be needed for movies, presentations, and special storytelling.

Shelving:

Lockable storage cabinets

Environmental + Engineering Needs

Acoustics:

Three-sided room open to Community Living Room; Semi-Public Area: 35-40 NC Rating

Lighting:

General indirect lighting; 30 fc
Dimmable lighting; Entry-level stage lighting

HVAC and Control:

User comfort; 35-65% RH

Electrical and Data:

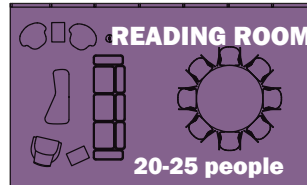
Power throughout perimeter of space
WiFi throughout.

Technology:

Built-in speaker system, projector and screen

Finishes:

Acoustic ceiling/ sound absorption



Reading Room

A dedicated room primarily for adults to gather comfortably for reading and respite.

Adjacencies

Bookstore, Community Showcase, Community Living Room; Not adjacent to Teen Hang Out Space or Storytelling Lab.

Furniture, Finishes, and Equipment Considerations

Comfortable lounge chairs, sofas, and side tables. Carpeted flooring, colors and finishes that promote relaxation and focus. Acoustical ceilings. Walls should be glass and a sliding door or French doors should be considered for visibility and sound.

Shelving

Periodical shelving

Environmental + Engineering Needs

Acoustics

Semi-Open Area: 25-30 NC Rating

Electrical and Data

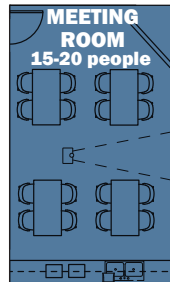
Power throughout perimeter of room,
WiFi throughout

Lighting

General indirect lighting, reading lamps;
30 fc.
Natural lighting

HVAC and Control

User comfort 35-65% RH



30-50 Person Meeting Room

A room for groups of 30-50 to have discussions, presentations, and meetings.

Adjacencies

Community Tech Zone, Entrepreneurial Center

Furniture, Finishes, and Equipment Considerations

Conference table with built-in power for laptops and other devices, task chairs. Walls should be writeable. One wall should have a built-in TV, projector, or Smart Screen for presentations and group screen sharing.

Environmental + Engineering Needs

Acoustics:

Closed Room: 25-35 NC Rating

Lighting:

General indirect lighting; 30 fc.
Separate control switch

HVAC and Control:

User comfort; 35-65% RH

Electrical and Data:

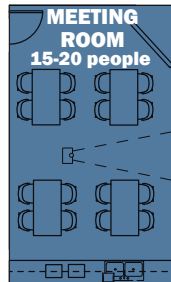
Power throughout perimeter of space
WiFi throughout.

Technology:

Built-in speaker system, projector and screen

Finishes:

Acoustic ceiling/sound absorption



15-20 Person Meeting Room

A series of dedicated rooms and areas for groups of 2-6 to gather for collaboration, group study, mentoring, and heads down work. Used by all ages, these spaces will be distributed throughout the library.

Adjacencies

Community Tech Center, Semi-Private Meeting Room

Furniture, Finishes, and Equipment Considerations

Study table and chairs. Study rooms should have glass or partial glass walls for visibility from the public space and be viewable from central service point/s.

**Note: During Schematic Design, the design team will look at potential room size variations ranging from 75 sf to 125 sf. Program allocation target for Study Rooms to be 625 sf, regardless of individual room size.*

Environmental + Engineering Needs

Acoustics:

Teleconference Room: 25 maximum NC Rating

Electrical and Data:

Integrated power in furniture, WiFi throughout

Lighting:

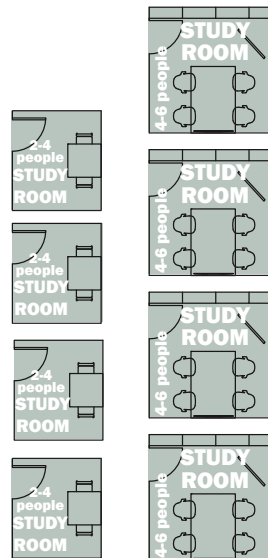
General indirect lighting; 30 fc.
Separate control switch for each room

Finishes:

Acoustic ceiling

HVAC + Control:

User comfort 35-65% RH



4-6 & 2-4 Person Study Rooms

A series of dedicated rooms and areas for groups of 2-6 to gather for collaboration, group study, mentoring, and heads down work. Used by all ages, these spaces will be distributed throughout the library.

Adjacencies

Community Tech Center, Semi-Private Meeting Room

Furniture, Finishes, and Equipment Considerations

Study table and chairs. Study rooms should have glass or partial glass walls for visibility from the public space and be viewable from central service point/s.

**Note: During Schematic Design, the design team will look at potential room size variations ranging from 75 sf to 125 sf. Program allocation target for Study Rooms to be 625 sf, regardless of individual room size.*

Environmental + Engineering Needs

Acoustics:

Teleconference Room: 25 maximum NC Rating

Lighting:

General indirect lighting; 30 fc.
Separate control switch for each room

HVAC + Control:

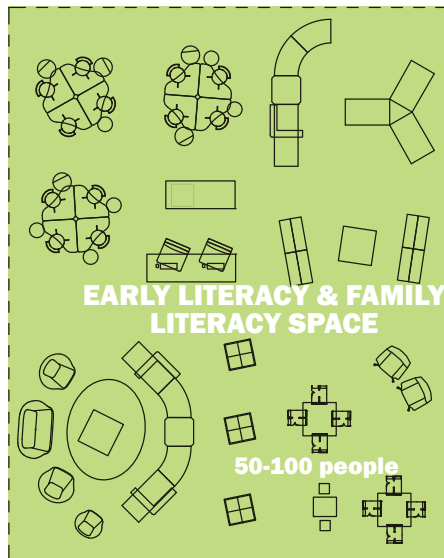
User comfort 35-65% RH

Electrical and Data:

Integrated power in furniture, WiFi throughout

Finishes:

Acoustic ceiling



Early Literacy & Family Literacy Space

The area will be designed for safe and active engagement for babies, toddlers and school-aged children and their adult caregivers.

Adjacencies:

Early Literacy, Children's Interactive Play Area, Digital Literacy Zone, Library Program Space/Storytelling Lab, Community Living Room, not located near an exit. Visibility to Teen Hang Out Space is a plus.

Furniture, Finishes, and Equipment Considerations

Lounge furniture, interactive games, collections, book bins. Children may primarily sit on the floor, child friendly furniture to also be available. Carpeting should be comfortable, soft, and cleanable.

Shelving:

Children's collection shelving along the perimeter of the space, popular and award-winning books on display shelving. Shelving should be appropriate for each genre within the Children's collection.

Environmental + Engineering Needs

Acoustics:

Open Public Space; 30-35 NC Rating

Lighting:

General indirect lighting; 30 fc.

HVAC and Control:

User comfort; 35-65% RH

Electrical and Data:

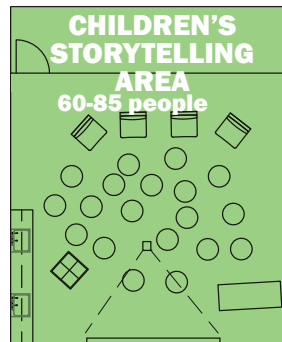
Power throughout perimeter of space
WiFi throughout.

Technology:

Built-in speaker system, projector and screen

Finishes:

Acoustic ceiling/sound absorption



Children's Storytelling Area

A dedicated area for Storytelling for children and storytellers. Designed for children of all ages and their caregivers. A changing table will be included in this room, and both a family restroom and nursing mother's room will be located nearby as well.

Adjacencies:

Family Gathering, Children's Interactive Play Area, Digital Literacy Zone, Library Program Space/Storytelling Lab, Community Living Room

Furniture, Finishes, and Equipment Considerations

Lounge furniture, family activity tables, interactive games, collections, book bins, reading nooks. Children may sit on the floor, child friendly furniture to also be available. Carpet flooring, colors and finishes should be welcoming, comfortable and inviting. Clear signage to indicate Children's Space and visual markers to identify change in material/collections.

Shelving:

Shelving should be appropriate for each genre within the Children's collection

Environmental + Engineering Needs

Acoustics

Open Public Area; 25-30 NC Rating

Lighting

Natural light, but no direct lighting on collections. General indirect lighting; 30 fc.

HVAC and Control:

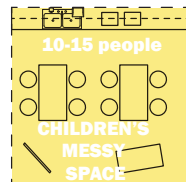
User comfort; 35-65% RH

Electrical and Data:

Power throughout perimeter of room, WiFi throughout

Finishes:

Acoustic ceiling



Children's Messy Space

The area will be designed for safe and active messy-making, STEM, and art engagement for kids and tweens and their adult caregivers.

Adjacencies:

Early Literacy, Children's Interactive Play Area, Digital Literacy Zone, Library Program Space/Storytelling Lab, Community Living Room, not located near an exit.

Furniture, Finishes, and Equipment Considerations

Carpeting should be comfortable, soft, and cleanable.

Shelving:

Shelving should be appropriate for each genre within the Children's collection.

Environmental + Engineering Needs

Acoustics

Open Public Area; 25-30 NC Rating

Lighting

Natural light, but no direct lighting on collections. General indirect lighting; 30 fc.

HVAC and Control:

User comfort; 35-65% RH

Electrical and Data:

Power throughout perimeter of room as well as power integrated furniture, WiFi throughout

Finishes:

Acoustic ceiling



Children's Computer Area

A dedicated area for children's computers which has access to different technologies for entertainment and learning.

Adjacencies:

Family Gathering, Children's Interactive Play Area, Digital Literacy Zone, Library Program Space/Storytelling Lab, Community Living Room

Furniture, Finishes, and Equipment Considerations

Lounge furniture, family activity tables, interactive games, collections, book bins, reading nooks. Children may sit on the floor, child friendly furniture to also be available. Carpet flooring, colors and finishes should be welcoming, comfortable and inviting. Clear signage to indicate Children's Space and visual markers to identify change in material/collections.

Shelving:

Shelving should be appropriate for each genre within the Children's collection

Environmental + Engineering Needs

Acoustics

Open Public Area; 25-30 NC Rating

Lighting

Natural light, but no direct lighting on collections. General indirect lighting; 30 fc.

HVAC and Control:

User comfort; 35-65% RH

Electrical and Data:

Power throughout perimeter of room, WiFi throughout

Finishes:

Acoustic ceiling



Tween Area

A dedicated area for informal and instructional learning equipped with furnishings, tools and equipment for homeschoolers, elementary and middle school aged students, and their families.

Adjacencies:

Early Literacy, Children's Interactive Play Area, Digital Literacy Zone, Library Program Space/Storytelling Lab, Community Living Room, not located near an exit.

Furniture, Finishes, and Equipment Considerations

Carpeting should be comfortable, soft, and cleanable.

Shelving:

Shelving should be appropriate for each genre within the Children's collection.

Environmental + Engineering Needs

Acoustics

Open Public Area; 25-30 NC Rating

Lighting

Natural light, but no direct lighting on collections. General indirect lighting; 30 fc.

HVAC and Control:

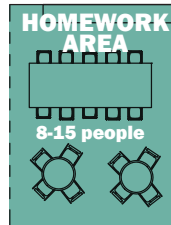
User comfort; 35-65% RH

Electrical and Data:

Power throughout perimeter of room as well as power integrated furniture, WiFi throughout

Finishes:

Acoustic ceiling



Homework Help Area

A dedicated area for informal and instructional learning equipped with furnishings, tools and equipment for homeschoolers, elementary and middle school aged students, and their families.

Adjacencies:

Family Gathering, Children's Interactive Play Area, Digital Literacy Zone, Library Program Space/Storytelling Lab, Community Living Room

Furniture, Finishes, and Equipment Considerations

Lounge furniture, family activity tables, interactive games, collections, book bins, reading nooks. Children may sit on the floor, child friendly furniture to also be available. Carpet flooring, colors and finishes should be welcoming, comfortable and inviting. Clear signage to indicate Children's Space and visual markers to identify change in material/collections.

Shelving:

Shelving should be appropriate for each genre within the Children's collection

Environmental + Engineering Needs

Acoustics

Open Public Area; 25-30 NC Rating

Lighting

Natural light, but no direct lighting on collections. General indirect lighting; 30 fc.

HVAC and Control:

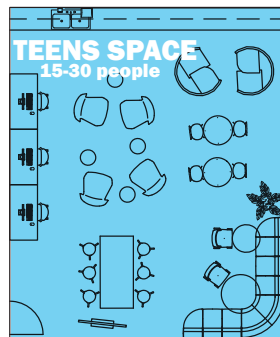
User comfort; 35-65% RH

Electrical and Data:

Power throughout perimeter of room, WiFi throughout

Finishes:

Acoustic ceiling



Teen Space

An area dedicated for teens to hang out, mess around and geek out. This area will be equipped with the latest and greatest furnishings, technology and equipment for informal and instructional learning. It will not be fully enclosed.

Adjacencies

Cafe, Community Living Room, not located close to Early Literacy or Club Room.

Furniture, Finishes, and Equipment Considerations

Soft seating, tables with chairs, appropriate for ages 12-18. Finishes should be fun, colorful and inspiring. Two computers should be dedicated to teen use. The area should be in-view of the central service point. Screens for projectors and portable TVs should be considered for everyday use or special programming. Carpeted floor, tackable or writable wall surfaces. Interior finishes should be fun and inviting to teens.

Shelving:

Shelving for Young Adult Collection, various displays; provide area for Teens to share own work/creations.

Environmental + Engineering Needs

Acoustics:

Open Public Area: 35-40 NC Rating

Lighting:

Natural Light and general indirect lighting;
30 fc

Direct non-glare lighting at workstations

Electrical and Data:

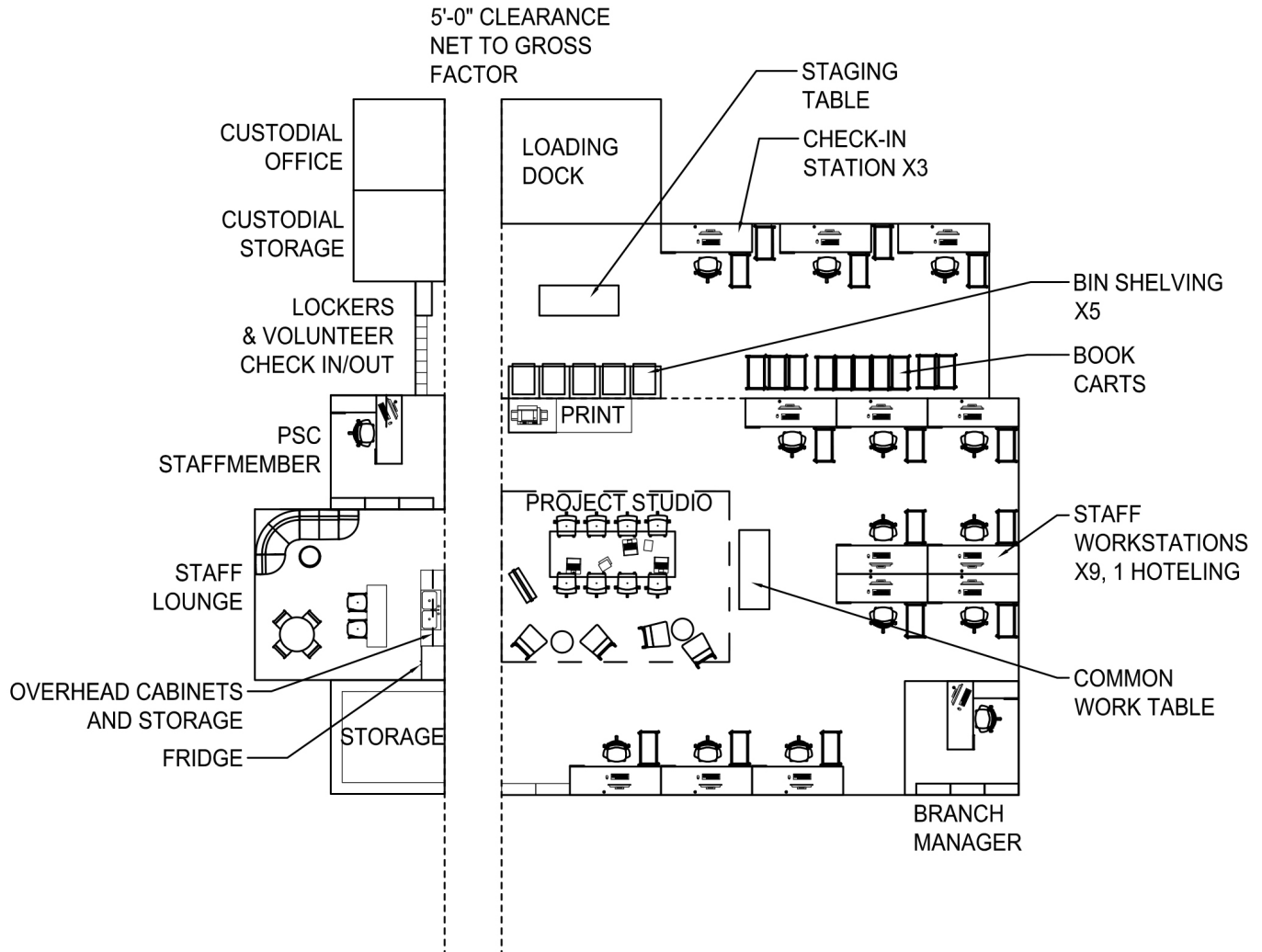
Power throughout perimeter of space as well as floor boxes with data and power, integrated power to furniture when possible, power/data for computer areas, WiFi throughout

HVAC and Control:

User comfort; 35-65% RH

Finishes:

Acoustic ceiling/ sound absorption



Administration + Support

Workstations

Ten workstations should be provided so each staff person has a place to access the Internet, use the phone and store paper files. The workstations should consist of desks that can be used standing or sitting with ergonomic chairs that are easy to adjust since more than one person will be using them. The workstations must have enough room around them for a staff person to pull up a couple of book-carts to use for rough sorting while they are working at their computer. A straight line of workstations is preferred so it is easier for everyone to have what they need around them and still have room to move in and out of their work area with and without their book carts. Drawer, shelf, and cabinet storage should be available at each work area.

Enumerated Program

Omaha Public Library New Branch Proposed Program						
Qty.	Space	ANSF/ Person	Number of Occupants		Sq Ft Total/Space	Notes
Welcome Area					2,215	
1	Vestibule				150	
1	Welcome Station / Service Desk	50	2		100	Incorporate a children's platform
2	Book Carts	10	2		20	For reshelving
1	Security Station	50	1		50	
1	Pop-Ups				100	
1	"Bookstore"				1,150	
1	Book Drop (Interior)				75	Prefer not at service desk
	Book Drive-Through					
	Sorter					
1	Holds				400	About 20,000 Volumes
3	Self Check Stations	30	3		90	3 up front, 1 at childrens
5	PACS	20	4		80	Distributed throughout building, end
Community Gathering					5,300	
1	Community Living Room	30	50		1,500	
	Storage				100	
1	Community Gallery Space				300	Love idea of Local Art, "Middle Path"
1	Community Café (Café Vibe)				700	No vendor
	Seating Area (Soft but Vinyl)					
	Table Area (Messy/Snacks)					
	Vending/Coffee					
1	Community Tech Collaborative				1,300	
	Public Computers, Laptops	25	28			Based on 25 sf/person @ 700 sf
	Laptop Kiosk					
	Collaborative Stations					(600 sf)
	Printing Center, Fax					Ideally wireless
1	Messy Creation Space				600	Writers, Authors, Crafts
	Built-in Counter / 1 Sink					
	Storage				50	
1	Story Creation Studios				750	
	Audio & Oral Story Creation (Sound Recording / Podcast Studio)					200
	Virtual Storytelling (Coding / Technology Tinker Lab)					200
	Green screen?					
	Storage					150
Community Meeting					4,225	
1	"Storyteller's Globe" (a storytelling space for all the people, functions as Multi-Purpose Room)	10	120		1,200	
	Built-in Counter / Sink				100	
	Table & Chair Storage				100	
	Storage				100	
	AV Storage				50	

Omaha Public Library New Branch Proposed Program						
Qty.	Space	ANSF/ Person	Number of Occupants		Sq Ft Total/Space	Notes
1	Reading Room	20	25		500	
	Reader Seating					
	Lounge Seating					
	Periodicals and Newspapers					
1	30-50 Person Large Meeting Room	25	30-50		800	
1	15-20 Person Meeting Room (Conference Room)	25	15 - 20		375	
1	8-10 Person Study Room	25	8 - 10		200	
4	4-6 Person Study Rooms	20	4 - 6		480	
4	2-4 Person Study Rooms	20	2 - 4		320	
Youth & Tween Services					4,180	
1	Early Literacy & Family Literacy Space					
	Early Childhood Play Space	30	30		900	
	Activity Space for Kids	15	30		450	
	Dedicated Tables and Reading Areas	20	30		600	
1	Children's Storytelling Area				600	Like Ames, Iowa. Speaker System.
	In-Room Changing Table					
	Built-in Counter / 1 Sink					
1	Children's Computer Area				150	
6	Children's Computers				150	
1	Tween Area	25	16		400	
1	Homework Help Area	25	12		300	Collaboration/Homeschool/Tutoring
1	Nursing Mother's Room				100	
1	Self Check Station	30	1		30	3 up front, 1 at childrens
1	Staff Prep and Storage Space				100	
Teens Space					700	
1	Hang Out	25	10		250	
1	Mess Around	25	10		200	
1	Geek Out	25	10		250	
Destination Feature					500	
1	Library Destination Feature				500	
Public Restrooms					950	
1	Women's Restroom				450	
1	Men's Restroom				350	
1	Family Restroom				150	
Public Spaces Sub Total					17,570	

Omaha Public Library New Branch Proposed Program									
Qty.	Space			ANSF/ Person	Number of Occupants		Sq Ft Total/Space		Notes
Collections									
Adult Collection/DVD+CD+Audio Books						40%	2,280		
Teen Collection						5%	285		
Children's Collection						45%	2,565		
Magazines and Special Collections						10%	570		
Collections						Sub Total	5,700		
24% of overall Public Space									Assumes 150,000 Vol. @ 100%
Administration and Support									
Management							200		
1	Branch Manager			200	1		200		
Library Associates									
							2,375		
8	Librarians			100	8		800		Full Times - dedicated
5	Clerks			115	5		575		Part times (3:1 / employee:cpu)
1	Hotelling			100	1		100		
40	Lockers			10	40		400		Half size top/bottom
1	Coatrack						100		
1	Staff Workroom						400		
Circulation Workroom									
							3,200		
1	Circulation Staff				7		1,300		
1	Drive-Thru Book Drop-off/Pick-up						300		
1	Drive-Thru Holds						400		About 20,000 Volumes
1	Sorter						500		
1	Print Area						200		
20	Book Carts			10	20		200		
1	Storage						300		
Staff Support									
							545		
1	Staff Lounge						320		
	Cubboards, Kitchen, Microwave, Refrigerator, etc.								
1	Staff Zen Room						75		
2	Staff Toilets						150		
Delivery and Distribution									
							450		
1	Staging Area						250		
1	Delivery Room						200		

Omaha Public Library New Branch Proposed Program						
Qty.	Space	ANSF/ Person	Number of Occupants		Sq Ft Total/Space	Notes
Building Support		Included in Grossing Factor				
1	Custodial Storage					
1	Tele. Equip/IT/Server Room					
1	Mechanical Room					
1	Electrical Room					
1	Fire Riser Room				-	
1	Maintenance Storage (outdoor storage)				-	
Admin and Support					Sub Total	6,770
					Total Area	30,040
					Circulation Factor	1.00
					Total Area + Circulation	30,040
					Net to Gross Multiplier	1.30
					Building Area Total	39,052
					Targeted SF	40,000
School District Classrooms						
School District Classrooms					4,400	
4	Classrooms	1,100			4,400	
School District Classrooms					Sub Total	4,400
					Building Area Total with Classrooms	43,452

Omaha Public Library New Branch Proposed Program						
Qty.	Space	ANSF/ Person	Number of Occupants		Sq Ft Total/Space	Notes
Outdoor Spaces						
1	Entry Plaza				400	
1	Outdoor Play Area				1,000	
1	Reading Garden				600	
1	Outdoor Messy Area				1,200	
1	Storytelling Walk				2,000	
1	Outdoor Game Space				600	
1	Loading Docks					
1	Site Utilities					
1	Parking Area					
1	Streetscape					
	Site FF&E					
	Benches					
	Trash Receptacles					
	Bike Racks					
Sub Total					5,800	
SUMMARY						
Overall GSF					43,452	
Public SF					17,570	
Target Capacity (50sf/person)					351	
Collections SF					5,700	
Staff SF					6,770	
COLLECTIONS (Volumes)					100,212	
TECHNOLOGY						
Adult Computers					28	
Adult Laptops					-	
Youth Computers					6	
Youth Laptops					-	
Special Equipment:					-	

Collections

This part of the building program represents an approach to Collections Development where the collections that are housed in the new Omaha Library will be “curated” by the library staff based on the community’s interests and needs.

We approached the allocation of square footage and the size of the collection based on research of peer institutions and deliberately creating a proper “balance” of learning opportunities and dedicated space to the materials that enable these. The collection will be distributed throughout the space types.

This building program document lists collections priorities, indicating dedicated square feet. The design team will continue to work with the library staff to develop the collections as the building program develops.

Omaha Regional Library Shelving Summary										
Sq Ft for Collections		Sq Ft Collection Allocation in New Library								
5700		Adults	Teens	Children	Magazines & Special Collections					
		40%	5%	45%	10%		100%			
		2280	285	2565	570					

Collections	Storage Units							Total		
Subjects	Type	Shelves per Side	SqFt /Unit	Fill	Spine Size	Books/Unit @ 100% Fill	# of Units @ 100% Fill	Percent of Total*	SqFt Total @ 100%	Collections Total @ 100%
Children Collection									2565	
Children Nonfiction	DF 42"	3	15	100%	3/4"	288	46	27.0	692	13,248
Children Fiction	DF 42"	3	15	100%	1/2"	432	120	70.7	1813	51,840
Children Media	DF 42"	3	15	100%	1/2"	432	3	2.3	60	1,296
Young Adult Collection									285	
Young Adult Nonfiction	DF 66"	5	15	100%	1"	360	1	8.6	25	360
Young Adult Fiction	DF 66"	5	15	100%	1"	360	16	85.7	244	5,760
Young Adult Media	DF 66"	5	15	100%	1/2"	720	1	5.7	16	720
Adult Collection									2280	
Adult Nonfiction	DF 66"	5	15	100%	1"	360	59	39.1	892	21,414
Adult Fiction	DF 66"	5	15	100%	1"	360	56	37.0	844	20,251
Adult Media	DF 66"	5	15	100%	1/2"	720	36	23.9	544	26,110
Special Collections									570	
Reference	DF 66"	5	15	100%	1"	360	3	7.2	41	982
Special Collection	DF 66"	5	15	100%	1"	360	5	14.4	82	1,975
Magazines**	SF 66"	5	12	100%	8"	23	19	40.3	230	60
Mass Market Paperbacks	DF 66"	5	15	100%	1"	360	14	38.0	217	5,203

Total Collections	149,220
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Research & Engagement

Over the course of three months, design consultants worked with two dedicated client representative teams—the New Branch Working Group and Library Leadership Team—to lead programming and visioning decision-making and synthesizing the community input.

Community input was derived from series of community forum meetings, and program observation sessions.

The following provides a description of the meetings, what we learned from each of the sessions and visuals illustrating participation and workshop results.



Library Research

Demographics

Observations

Library Statistics Research

Case Studies



Envisioning the Future

Designing the Ideal Experience

Designing the Day-in-the-Life Experience

Human-Centered Design Techniques

Community Placemaking Techniques





Photos from the Community Forum Meeting #2

Community Engagement

COMMUNITY FORUM MEETING #1

When

October 3, 2019

Where

Keith Lutz Millard Horizon High School

Attendees

Over 30 Community Members

What We Did and What We Learned

A community conversation forum meeting was held to provide community members with a status update on the Omaha Library design process, and to gather public input on the project. Following a presentation by the design team on the programming process, and possibilities for activities, programs, and spaces that could be included in the new library, the community was asked to provide their input in several ways. First, participants were asked to reflect on what they loved Omaha. Common themes were that Omaha is a place where people feel at home, it is the perfect size--it has a small town vibe but big city amenities, that the city has a rich arts history, and that it's a hub for business. Attendees also broadly agreed that the Omaha library supported the community by providing engaging programs and activities that bring community members together for shared experiences. Attendees suggested that the new library would be much improved if there were fantastic children's spaces, outdoor spaces like a porch, and that it is unique to Omaha. Following the conversation, attendees split into break out groups to imagine the possibilities for the new library by developing narratives about experiences that Omaha community members might have in the new library.



Photos from the Community Forum Meeting #1 During the first

community forum meeting we gathered so much valuable information on what makes Omaha and the community that makes up Omaha such an incredible place. Not only did we get to learn how much Omaha values its community, but we also heard how much the community values the Omaha Library. Through

the workshop after the Town Hall presentation, we were able to understand more about how the community will use the library. We learned it should be a place to create community, learn something new, and read! The activities each group brought forth for their personas informed the spaces and places the library will need in order to accomplish the goals the community set forth. We learned that customers want to feel Optimistic, Empowered, Inspired, and Energized when they leave the new library. It should be a place that honors all members of the community in all walks of life, and offer a welcoming place for all the activities the community will participate in there.



Photos from the Community Forum Meeting #1

COMMUNITY FORUM MEETING #2

When

December 4, 2019, 6:30pm

Where

Omaha Police Officer's Association Hall

Attendees

Over 15 Community Members

What We Did and What We Learned

A similar Community Forum was held on December 4, 2019 at 6:30pm at the Omaha Police Officer's Association Hall nearby the library's future site. MSS presented an update on the programming process and findings so far, and were shown ideas of what the new library could foster for the community and they were invited to share their ideas, thoughts, and questions. Participants also used an "Opportunities, Challenges, and Needs" worksheet to jot down their thoughts, discuss them in small groups, present the consensus of their ideas to the entire group. After, the participants engaged in a similar future-envisioning activity from the first Community Conversation where they were invited to design an ideal library for a future patron they saw a need for in the community. Some ideas that came out of this forum were that the community would love to have a drive-through book drop-off/pick-up, that the library should be there to support families and children, that the library will be a great learning outlet and people-connector for this community, and that the library should capitalize on their location by creating wonderful outdoor space for the community to use.



Photos from the Community Forum Meeting #2

New Branch Working Group

When

October 4, 2019
October 31, 2019
December 5, 2019
January 7, 2020

Where

W. Dale Clark Main Library

Attendees

xxx

What We Did and What We Learned

Representatives of Omaha Library staff and volunteers and representatives of Contra Costa County Library met to kick off a series of three programming workshops. Each participant in this group will be involved in the day-to-day operations of the new Omaha Library, and was asked to share his or her expertise to inform the programs and activities that take place within the facility, as well as day-to-day operations for the building. At the first workshop, the design team reviewed the programming process then shared a presentation on strategic goals, brand promises and experience principles. In the discussion that followed, community building, intergenerational experiences, innovative and immersive programming and project-based learning emerged as key characteristics of Omaha Library's brand. The metaphor of a "big tent" was used to describe a library where multiple groups can see one another engaging in a wide range of learning activities. Participants agreed that the library aims to spark creativity and fuel potential through a learning culture that is open, innovative and project-based. Following this discussion of Omaha's brand, the design team

shared several innovative library programs from around the country, and discussed programming possibilities for the new library. Many of these programs incorporated the concept of HOMAGO (hang out, mess around, geek out), which suggests that library experiences don't always have to be "productive" or "educational" in a traditional sense to be considered valuable. The most successful programs, all agreed, were developed in response to needs that had been identified in the communities that each library served. To elucidate the needs of the Omaha community, and the ways in which the new library might address them, participants worked in small groups to .

Library Leadership Team Workshops

When

October 2, 2019
November 1, 2019
December, 4, 2019
January 8, 2020

Where

Millard Branch Library, Abraham Branch Library, and Washington Branch Library

Attendees

xxx, Laura Marlane, Margaret Sullivan, Maddy Orick

What We Did and What We Learned

Library branch heads and managers met for a series of four workshops led by Margaret Sullivan Studio. The first workshop was all about understanding our patrons and their experience at the library. Workshop participants joined into groups to create a patron persona, which they then continued to develop between Workshop #1 and Workshop #2.

During Workshop #2,



Library Leadership Team Workshop #1

Julie

New Branch Library Users

Time of Day: Weekday
3:30-5:30 pm

How Many People? 25 in program

Who Are We?
Busy Family

Who are They and What are They Doing?

- Elem. aged son
Attending program in tinker lab
- ~~mom~~ mom is browsing book displays, book sale area, etc.
- if time, will sit and flip through magazines ~~etc~~
- if older daughter is here instead,
Spends time browsing books and in homework central or storytelling lab with friends

What Spaces Do They Use?

- Popular materials
- Community cafe or living room, depending
- book sale area
- tinker lab
- Homework Central
- Outdoor garden if nice out
- Storytelling lab

Draw your patrons below!

Julie

New Branch Library Users

Time of Day: Weekday
3:30-5:30 pm

How Many People? 25 in program

Who Are We?
Busy Family

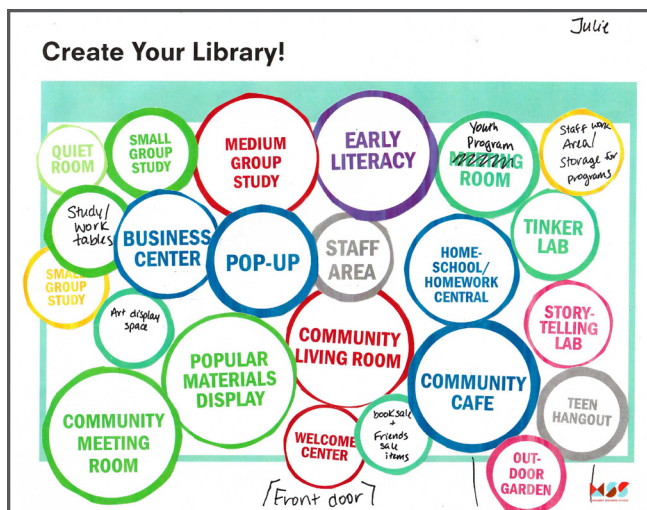
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What Spaces Do They Use?

- Popular materials
- Community cafe or living room, depending
- book sale area
- tinker lab
- Homework Central
- Outdoor garden if nice out
- Storytelling lab

Draw your patrons below!



Patron narrative for a busy family created by a staff member.

Activating the Space!

Space

Teens Space

How is this space being activated?

Facilitated Activities

Book clubs

Passive Programs

Book/matrix/diaphys
Recently returned after teen user picks

Self-Directed

Hang out

Drawing/creative

study

Eating

Quantity of People

15-30

Time(s) of day:

After school

to close,

some use by

nontraditional

learners during

day

Who are the patron types that are using this space?

Teens

Teens

After school Activities

Our Community of Users

Board of Library Trustees

When

October 2, 2019
January 8, 2019

flexible study/small rooms,

Where

Washington Branch Library, Abrahams Branch Library

Attendees

Carol Wang

What We Did and What We Learned

At the first meeting with the Board of Trustees, MSS facilitated a presentation and a conversation about goals for the new branch library. The trustees introduced themselves and what they are excited about and proud to play their role for the Omaha Public Library. A conversation on how the library will work hard for the community followed, and common ideas that arose were that the new library will have partnerships that are core to the library, that staff are the greatest asset, the facility is our most visible asset, and that the building will adapt to the community's needs. The trustees also used a worksheet to help the consultant team understand the area and new library's greatest needs, challenges, and opportunities. Greatest needs included making sure the library is big enough for the activities and programs envisioned for this growing community, addressing equity, and making sure the library assists in creating a community and cultural identity for the neighborhoods and areas nearby. Greatest opportunities are to bring new people to OPL, and support the population in West Omaha that do not currently have a library. Ideas that the board have for the new library include a unique children's and teens space, a drive-thru book pick up for the busy families,



Observation Sessions

Storytime at Millard

When

November 27, 2017

Where

Omaha City Hall

Attendees

Micheal Harris, Sue Noack, Brooke Converse, Greg Fuz, Andrew Murray, Mario Moreno, Martin Nellis, Patrick Remer, John Baker, Melinda Cervantes, June Catalano

What We Learned

The design team met with the Friends of the Library and members of the Omaha Library taskforce to discuss brand promises, project goals/aspirations and observations from the planning process to date. The group agreed that the library was essential to

the community, acting as an inclusive community gathering space that offered community members of all ages the opportunity to learn, explore and connect with one another. Attendees' concerns about the project were also addressed, with site issues, cost/budget, space constraints and parking all being raised as issues to watch. Finally, the group shared how they used the library, with most participants stating that they use the library to pick up books that they have put on hold, but that they also enjoy browsing and would like book recommendations and feature book displays, as well as comfortable, quiet places for reading. Multi-purpose space for lectures, readings and musical performances was also of interest.

Halloween Storytime

When

December 20, 2017

Where

Omaha Library

Attendees

Laura Seaholm + 2 members of Project Second Chance Staff + 3 Project Second Chance students + 1 Project Second Chance volunteer

What We Learned

A group of Project Second Chance (PSC) staff, volunteers and students met with the design team to discuss the ways in which the new library can support adult literacy and the Project Second Chance program. The group discussed PSC pedagogy, space planning criteria for the PSC administrative space, and described the ways in which staff, volunteers and



students use the library now, and might use it in the future. Participants shared that PSC students may desire confidentiality, and may also be hesitant to visit public spaces in the library when they begin the program, but that the library becomes a welcoming and comfortable place for many as they progress in the program. Participants thought that spaces like a café and an area for pop-up programming activities might make students more comfortable in the library, and encourage them to extend their stay in the building beyond tutoring time. Following the group discussion, PSC staff took the design team on a tour of the spaces that the program uses now, as well as the program's former space in the library's administrative wing.

Baby Storytime

When

November 28, 2017

Where

Omaha Senior Center

Attendees

15 Members of the Community + 1 City Staffmember

What We Learned

A focus group was held at the Senior Center to solicit Omaha Seniors' feedback on the new library. The group shared their reasons for being active in the Omaha community, and their interests in the Omaha Library. Omaha was described as a community-oriented town with progressive ideas and big aspirations. Participants value the opportunities that they had to interact with those in other generations, both in the library, and through programs elsewhere

in the community. Teen phone training at the Senior Center was highlighted as a successful program of this type. For many, the library served as a place to check out materials (most did so through the hold program, but also occasionally took advantage of the "Lucky Day" program), but also as a place to volunteer and to take part in community events and activities. The group's interests included reading, adult literacy, genealogy, astronomy, crafting, fine arts, performing arts and local history. All agreed that they would like to be able to browse for books



in the library (recommended books were of interest), and to read books and periodicals in a quiet and comfortable space. There was discussion about the increase in noise and activity that occurs when school lets out, with most believing that the library should continue to welcome tweens, but that it should also include spaces that would remain peaceful during the after-school period so that other customers could continue to read in quiet if they wished. Finally, transportation and parking were identified as priorities, with all agreeing that the library needed

sufficient parking, and most participants agreeing that the amount of parking at the current library was sufficient.

Explore & Play

When

November 29, 2017

Where

Omaha Library



Attendees

30+ Tweens (Middle School Students) + Patrick Remer and Adriana Nino

What We Learned

Middle school students who visit the library after school on a regular basis participated in a focus group aimed at understanding their interests, and how they hoped to use the library in the future. The



group's interests were wide-ranging, with common interests including food, sports, connecting with peers, games, and maker activities including recording, drawing and illustration, writing, coding and robotics. Students reported that they visited the library to pass the time between the end of school

and when their parents picked them up, and that they enjoyed the activities, their relationships with the librarians, and access to computing, Wi-Fi and games. Some reported doing homework in the library during this time, but more of this group said that they wanted a place to socialize, unwind from the school day and participate in activities before going home to do homework. Many suggested that a dedicated space for teens would allow them to make noise without disturbing others in the library. The group also emphasized the need for outdoor spaces and a place to purchase and/or eat food and drinks. Following this discussion, participants worked in groups to draw their ideas for the new library. Dedicated teen spaces with computers, comfortable seating, games, and nearby access to food and library

staff were included in most of the schemes. Many of the tweens’ library plans also included outdoor recreational space, dedicated quiet areas, children’s areas, and amenities like movie screening rooms or recording studios.

Last Wednesday Book Club

When
November 29, 2017

Where
Omaha Library

Attendees

20+ Children and Caregivers

What We Learned
After attending the regularly scheduled Wednesday morning Storytime, the design team conducted interviews with small groups of parents and caregivers about their current use of the library, and about aspirations for the new building. Many of those interviewed were enthusiastic about the developmental opportunities that the library’s early education programming provided for their children, and also appreciated that these events and the unstructured play after these events provided parents and caregivers with opportunities to interact with

ENGLISH AS A SECOND LANGUAGE CONVERSATION FOCUS GROUP

SPACE NEEDS	TOOLS	OTHER OBSERVATIONS	GROUP LEARNING CULTURE	BRAND QUALITIES
VIBRANT CAFE	• Large map of the world	• Like to be with the community and socialize	To foster community connection	HELPFUL
INTERGENERATIONAL LIVING ROOM	• White board	• Room does not need to be private	To foster community conversation	WITTY
CLUB ROOM [20 PPL] (CONVERSATION)	• Digital TV	• More international books	To foster interest-based learning	CREATIVE
QUIET SPACE FOR READING	• Comfortable chairs	• Hard to use a new language	To foster “Marketplace”	WELCOME
PLACE FOR MAKING, LEARNING, TEACHING	• A high filament screen (talk to family)	• Amazing stories		COMFORTABLE
		• Great support group		INFORMED
		• Diversity to be celebrated		

Diagram of ESL Needs and Observations



one another. Most appreciated the play area, the children's book displays and the carpeted story time area, although several mentioned that they would prefer if the children's area were further away from the main entrance to the building. Several interviewees shared that they would appreciate space for their children to play outside, as well as either indoor or outdoor space where snacks or meals could be consumed. Several parents with young children also shared that they are preparing to transition from providing full-time childcare back to work, and that they would also like to use the library as a resource for professional development.



Toddler Storytime at Swanson

When

November 29, 2017

Where

Omaha Library

Attendees

12 Community Members

What We Learned

The design team attended the ESL Conversation Group's regularly scheduled meeting to discuss goals and aspirations for the new library. The group, which included many retired individuals as well as several adults who worked either full- or part-time, shared that they saw the library as a place to pass time, build community connections and pursue interests. Several shared that they had active lives in their native countries, but could experience loneliness now that they were farther from family and friends. Many used the library as a place to build a sense of belonging and community identity in their new home, and enjoyed being able to see all of the activities that took place in the building. The group was very interested in having a café space for eating, drinking and conversation and also expressed interest in reading books and periodicals in quiet, watching TV and movies, crafting, cultural activities, cooking, low-cost or free citizenship coaching and improved access to foreign language books.

Afternoon Book Club at Elkhorn

When

November 29, 2017

Where

Omaha Library

Attendees

About 20 Children and Caregivers + Patrick Remer and Anne Baker

What We Learned

The design team visited the regularly scheduled Eco Studio to observe how the space was used during this program, and to conduct small group interviews on attendees' aspirations for the new building. During these interviews, attendees worked on a range of projects, including making holiday decorations and sewing pillows, accessories and clothing. Program leaders showed the team the program's current storage space and expressed a desire for compact built-in storage with the flexibility to adapt to changing program needs. They also shared the desire for a sink in the multi-purpose space. The current space was completely full, with short waits for some equipment. Attendees shared that they appreciated having the opportunity to learn about sewing and crafting in the library, and that the program offered positive opportunities for intergenerational experiences (many attendees came with parents or grandparents). Several attendees shared that they would be interested in exploring other types of hands-on learning experiences at the library, with gardening, fine arts, computer coding, animation, cooking and cutting hair all suggested as potential hands-on activities that the library could provide.

Teen Halloween Party

When

November 29, 2017

Where

Downtown Omaha

Attendees

136 Surveys Collected

What We Learned

The design team conducted intercept interviews at Omaha's annual Light Up the Night event, asking residents "How can Omaha Library enlighten your life?" Respondents ranged in age from under five to over 66, and had a wider variety of suggestions for the new library. The most popular suggestions for programs and activities that the library provided were arts & crafts, technology, performances and storytime. Those who participated in the survey were given a booklight or a light-up toy, and were invited to take their photos in a custom picture frame that was made for the event.

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