SLC
Public Library

Sprague Branch
Salt Lake City Public Library

Table of Contents

This document was produced on May 2, 2017

How to Use This Document

This document is a future framework to illustrate the program vision generated during the Space Utilization Study conducted by Blalock and Partners and Margaret Sullivan Studio. This document, an excerpt of the comprehensive report, Branch Library Space & Architectural Study, is intended to tell a story of a re-envisioned Sprague Branch through a series of narratives and diagrams generated from community meetings, interviews with staff, and library leadership workshops.

This document represents the results of a user-centered, service design process of design, which empowers participants to envision their future and to root this vision in community-centric and specific user-centric scenarios. The narratives are visions, not literal, and can be referenced as guiding principles for not only future architectural designs as this work was intended, but also for on-going program and service design. The goal of the work is to represent the unique character of the branch so that all future development is informed by patrons' needs, goals and aspirations.

The Framework

Included in this document are the following sections:

"The Future"
The document opens with a fictional future-state narrative, "The Future," describing an experience of a patron entering a renovated Sprague Branch for the first time. In the "Return Here if You Like…" section, strengths in programming are identified. In the "5 Cool Case Studies" section, institutions and programs that provide similar programs and services as those identified for the branch's future are listed. Additional descriptions of these Case Studies are in the Appendix and we encourage more in-depth investigation and additions by staff.

"About Sprague"
Describes the community as synthesized from branch manager questionnaires, staff feedback and community engagement sessions. These pages also provide factual information about existing and future activities and programs and a comparison of existing and future space analysis, culminating with a description of the Primary Space Types that will make up the recipe of the future Sprague Branch.

"Concept Diagrams"
The Concept Diagram illustrates the guiding program vision. "The Library as…" description is a metaphorical tool to describe the multi-faceted roles the library takes on to serve the community.
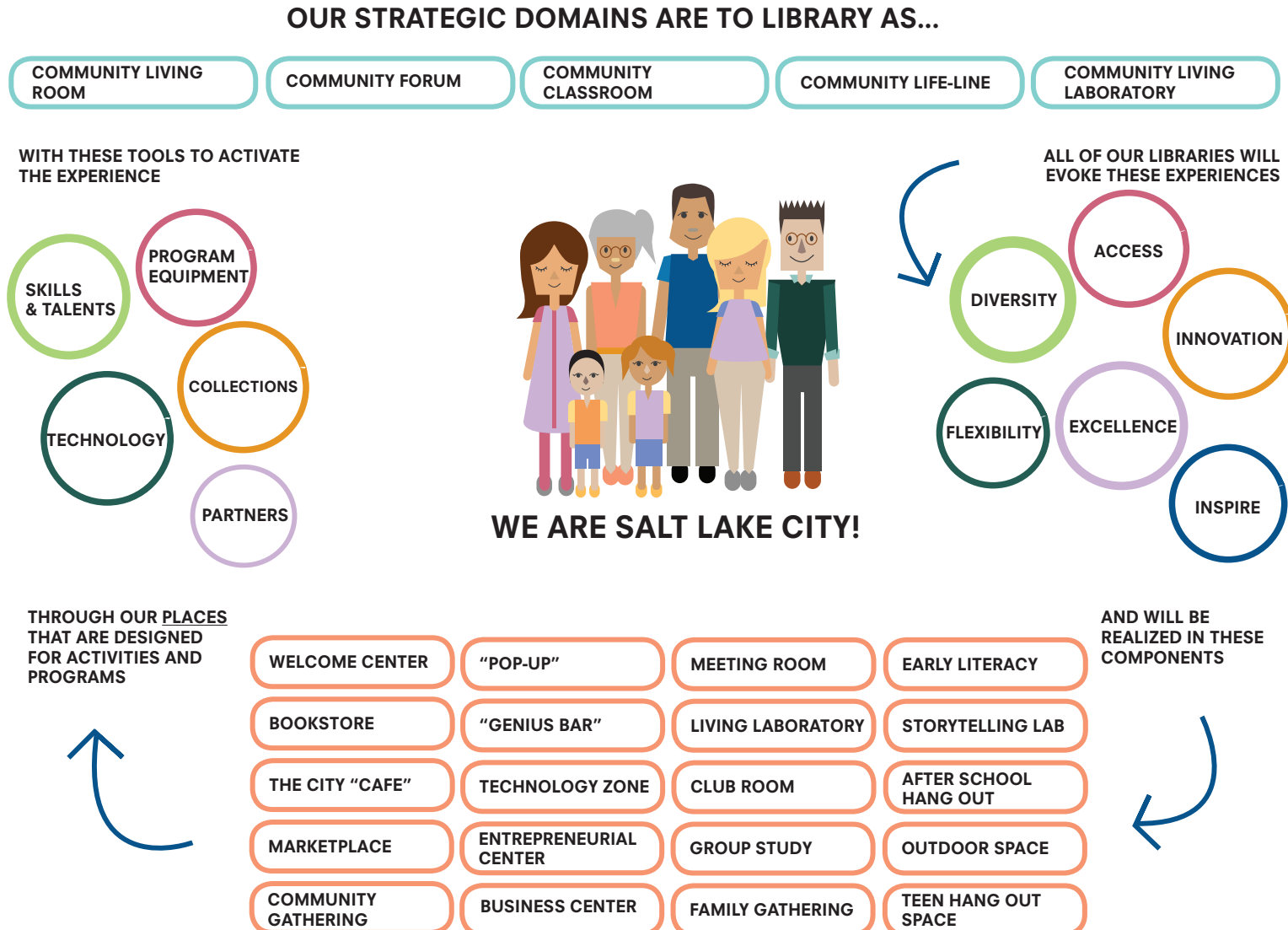
"Patron Narratives"
Patron Narratives are future-state narratives based on ESRI Tapestry Segment patron personas. Not intended to be a realistic representation, the patron narratives are analyzed to identify the Strategic Areas of Focus* the patron engages in with the library and the Tools and Enablers that create the comprehensive experience.

"Look and Feel"
This page contains imagery of preliminary design character intended to be inspirational and directive as the design develops.

The Framework

*During the process, MSS created a Strategic Framework to root the physical program around the Strategic Areas of Focus for The City Library as illustrated below:

OUR STRATEGIC DOMAINS ARE TO LIBRARY AS...

| COMMUNITY LIVING ROOM | COMMUNITY FORUM | COMMUNITY CLASSROOM | COMMUNITY LIFE-LINE | COMMUNITY LIVING LABORATORY |

WITH THESE TOOLS TO ACTIVATE THE EXPERIENCE

- SKILLS & TALENTS
- PROGRAM EQUIPMENT
- COLLECTIONS
- TECHNOLOGY
- PARTNERS

WE ARE SALT LAKE CITY!

ALL OF OUR LIBRARIES WILL EVOKE THESE EXPERIENCES

- DIVERSITY
- ACCESS
- INNOVATION
- FLEXIBILITY
- EXCELLENCE
- INSPIRE

THROUGH OUR PLACES THAT ARE DESIGNED FOR ACTIVITIES AND PROGRAMS

AND WILL BE REALIZED IN THESE COMPONENTS

WELCOME CENTER	"POP-UP"	MEETING ROOM	EARLY LITERACY
BOOKSTORE	"GENIUS BAR"	LIVING LABORATORY	STORYTELLING LAB
THE CITY "CAFE"	TECHNOLOGY ZONE	CLUB ROOM	AFTER SCHOOL HANG OUT
MARKETPLACE	ENTREPRENEURIAL CENTER	GROUP STUDY	OUTDOOR SPACE
COMMUNITY GATHERING	BUSINESS CENTER	FAMILY GATHERING	TEEN HANG OUT SPACE

THE FUTURE!

When you arrive at the Sprague Branch...

Sprague Library, a gabled English Tudor-style building located in the heart of the Sugar House Business District, is a destination for its neighborhood and has been a highly active community gathering space since its opening in 1928. The architecture of the building inspires patrons of all ages, stages and walks of life and since it opened its newly renovated doors, the community has come together in more creative ways to reinvent and infuse new energy into the beautiful building.

Sprague's community was primed with an entrepreneurial spirit and ready to utilize Sprague's new "Business Incubator" spaces to develop their next big start-up idea. Sprague has the tools and equipment ready for career advancement and innovation. The library serves as the neighborhood's living room where local readers come to browse the freshly picked collections or socialize with the library staff. The innovation technology zone offers classes for all levels of computer users. Families gather at Sprague for the creative children's programs and immersive storytelling lab. There is a hip maker space where teens can hang out after school or attend take and make programs. Entrepreneurs in the community can teach or stop by to learn a specific skill in the maker space. The large community meeting room hosts active library programs. When not in use by the library, the community meeting room holds community council meetings or exciting performances from the Utah Fringe Festival. The outdoor community gathering space hosts concert series and yoga classes; it also has a small community garden – an unexpected sight in the concrete plaza that surrounds it.

Return Here if You Like...

- **Starting a Business**
- **Music and Art Shows**
- **Book Browsing**
- **Community Dialogue**
- **Health and Fitness**

Integrating Exhibits and Creative Space at The Children's Museum of The Arts, New York City

THE FUTURE!

The library has the spirit of inclusiveness. The clubroom is an inviting, cozy place for reading and reflection, but most of all it gives patrons a place to get away from the vibrant bustling of the rest of the library. The new renovations complement the gracious architecture and the library is bright and active with hip new furnishings and new technology making it a special place to be, full of creativity around every corner. Sprague functions not just as a community gathering place, but an entertainment destination for its community; full of education, entertainment and community incubation!

Member Enjoying The Co-Working Space at General Assembly, New York City

5 Cool Case Studies For Sprague:

- **General Assembly, nationwide**
- **Eureka Loft, Scottsdale Public Library**
- **Children's Museum for The Arts, NYC**
- **Memory Lab Project, DC Public Library**
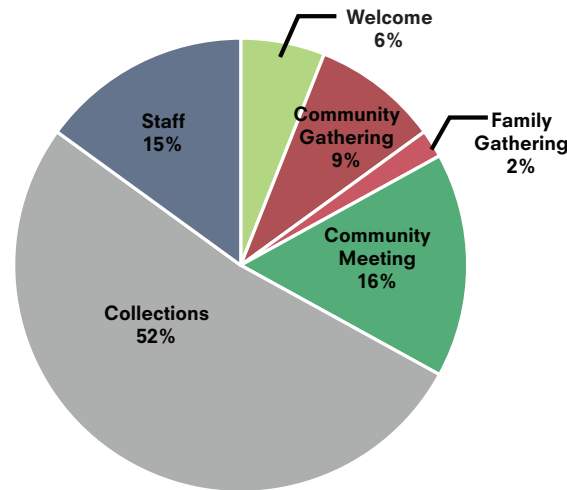- **StoryCorps, nationwide**

Ideating at The Eureka Loft, Scottsdale Public Library

About Sprague

Characterized as a "high touch" branch, Sprague's current core customer enjoys a strong relationship with the staff, engaging in library programs such as reader's advisory, robust youth programming, creative programming for teens; active adult programs such as garden clubs and recreational programs including yoga; and Library Olympics for children. The Sprague Branch Library IS the symbolic heart of the community! The community has a strong affinity for the historic, charming character of the 1920s domestic Tudor building, with its cozy reading room and fireplace that invites patrons to curl up with a good book.

"A tiny but mighty space," Sprague is a "mini-Main" serving a diverse population with a diverse set of needs. On any given day, you may encounter a Westminster professor seeking more in depth research materials, or a recent retiree seeking community and a good book to read, or a new mother bringing her children to Storytime because this was the library where she developed a love of literature. You might also see a patron working with the librarian to gain access to social services, affordable housing options and another using the computer because it's their only access to technology. Despite the fact that the predominate population served are white collar professionals, observing "a day in the life of Sprague" is indicative of the wide range of Sprague's patrons' socioeconomic status, needs and expectations.

The staff is passionate about serving their community, taking great pride in the individual relationships they have nurtured with their patrons. This is despite the lack of functional staff spaces, yet they have designated their staff break room as the Serenity Room for staff rest and refresh.

Existing Space Breakdown

Welcome 6%
Community Gathering 9%
Family Gathering 2%
Community Meeting 16%
Community Meeting 16%
Collections 52%
Staff 15%

Proposed Space Breakdown

Welcome 8%
Staff 12%
Community Gathering 21%
Collections 20%
Community Meeting 20%
Family Gathering 12%
Living Laboratory/Teen 7%

Popular Programs

- Book Babies
- Storytime
- Legos in the Library
- Origami Afternoons
- Code Club
- CUAC - Art Workshops
- Teen DIY
- Teen Take and Make
- Teen Monthly Question
- Adult Coloring
- Amigos y Libros
- Art Shows and Receptions
- Sounds of Summer
- Monthly Programs
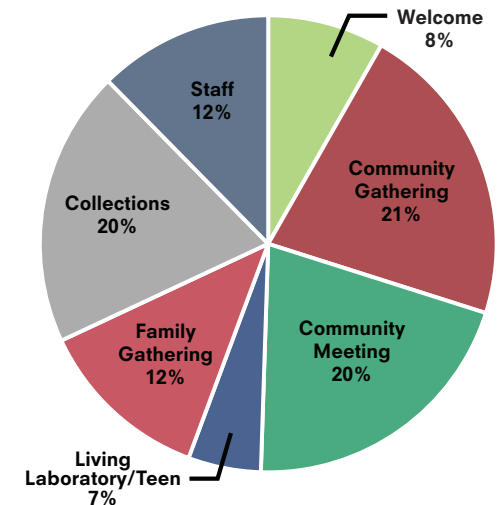
Future Quantity Breakdown

Collections 20% of Public SF will be dedicated to collections.
(41,400-55,360 materials)

Technology 28 Total
Full Service   15
Computer (Child)   10
Catalog Comp.   3

Staff 23 Total
Library Manager   1
Full Time   7
Part Time   13
Custodians   2

Note: Existing collections percentage represents percentage of SF allocated on the shelving plan, not material count.

Library-ing in all of its Vibrant Forms!

The community is rapidly changing. With new development, Sprague is uniquely positioned geographically to reach a new audience, including new residents, millennials, young single professionals, college students and even high school students with an entrepreneurial spirit! During programming, it became evident that Sprague has the potential to be a robust Business Incubator, Start-Up Center, Meet-Up Space, Co-Working Center, and the go-to place for the most current state-of-the-art technologies, resources, skills and talents, assisting a patron's American Dream to become a reality!

At the community programming, long-time residents spoke of a community that is creative and unique and doesn't want development to diminish the Sugar House character. The Sprague Branch, as it looks to its future, has the opportunity to tap into this "quirky creative" character and re-invent itself to "be more than a library" to its generation of core customers and to augment its brand, its offerings and its service model to reach a rapidly growing population that is making the Sugar House neighborhood its home!

Because of its location in a high traffic retail area, Sprague can be OF its community and maximize its potential to provide programming within and without the physical building. We encourage that Sprague operates through the lens that the Sugar House neighborhood IS the Sprague Branch Library, utilizing outreach programming to host programs and to develop relationships with neighborhood developers, retailers and neighborhood partners, including political, non-profit and educational leadership. We also encourage the library to maximize use of the outdoor space for popular recreational, cultural and arts programming.

Future Programs

- Health and Wellness Programs
- Instructional Gardening
- Craft Programs
- More Music on The Patio
- Front Lawn Activities
- Recreational Programs
- Outreach Programs
- A Repository for Community Archives

"Sprague's greatest strength is its spirit of inclusiveness. As the Sugar House neighborhood continues to transform and develop rapidly, the library will have the opportunity to be that inclusive space for all; modeling, demonstrating and creating programming to encourage and foster Community Incubation."

**- Mary Maloney
Branch Manager**

Space Types

Welcome

Welcome Center
A welcoming place for returning core customers, visitors and newcomers to showcase the unique past, present and future of the branch.

Bookstore
A dedicated retail-like area designed for browsing new materials, popular materials and community-based art and displays. The area will be designed for patrons to find "just what they are looking for!" and to foster browsing and serendipitous discoveries.

"Pop-up"
Carts for smaller mobile units that can be used for multiple functions. The Pop-up provides the opportunity to experiment with programs, and offer something new with each patron's visit.

Community Gathering

The City "Cafe"
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.

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

"Genius Bar"
An Innovative Technology Zone that showcases and provides access to computers, laptops and new technologies, providing space for demonstrations, consultations and collaborative technology engagement.

Innovative Technology Zone
An extension of the Genius Bar, the Innovative Technology Zone will be an open space dedicated to individual technology access and/or instructional programming.

Community Meeting

Large Meeting Room
A large program room designed for flexible programming. The room will have capacity of 80-150.

Medium Meeting Room
A medium program room designed for flexible programming. The room will be able to be used for groups of 10-15 for conference-like meetings and/or use for Skype video interactions.

Club Room
A dedicated room primarily for adults to gather for reading and respite. The room will also be able to be used for book clubs, garden clubs, travel clubs, history and writer's clubs. The Club Room will accommodate 10-20 people.

Group Study
A series of dedicated rooms and areas for groups of 4-6 to gather for collaboration and heads down work.

Living Laboratory

Maker Space
An area dedicated for content creation equipped with audio, visual and creative tools for all in the community to explore interests and passions in an active community-centric studio space.

Teen Hang Out Space
An area dedicated for teens to hang out, mess around and geek out.

Family Gathering

Family Literacy
An active learning environment dedicated to play, learning and PLA's Every Child Ready to Read approach to youth services. The area will be designed for safe and active engagement for babies, toddlers and school-aged children and their adult caregivers.

Storytelling Lab
A dedicated semi-closed space for storytelling in all of its vibrant forms! When not in use as a storytelling space, the area will be an extension of the early literacy area.

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

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

Sprague Branch is...
Library as Community Incubator

On this page, a conceptual space diagram illustrates the main program concept as articulated in the program narratives. Subsequent pages illustrate the main program concept applied to the actual building, utilizing program space types as bubble diagrams showing basic adjacencies. Option 1 does not assume a building addition; Option 2 does assume an addition.

Library As Library
The community's library: a space that provides access to collections of materials that inspire, inform, enchant and delight.

Library as Community Gathering
The community's anchor: a lively intergenerational gathering space for the entire community and families to enjoy being together at the library.

Library as Incubator
The community's incubator: a place where start-ups may flourish and career changes are supported! Along with the Group Study spaces, the Genius Bar, staff support and collections access, patrons will be able to advance their goals with the tools to succeed at their City Library.

LIBRARY AS INCUBATOR

LIBRARY AS LIBRARY

LIBRARY AS COMMUNITY GATHERING
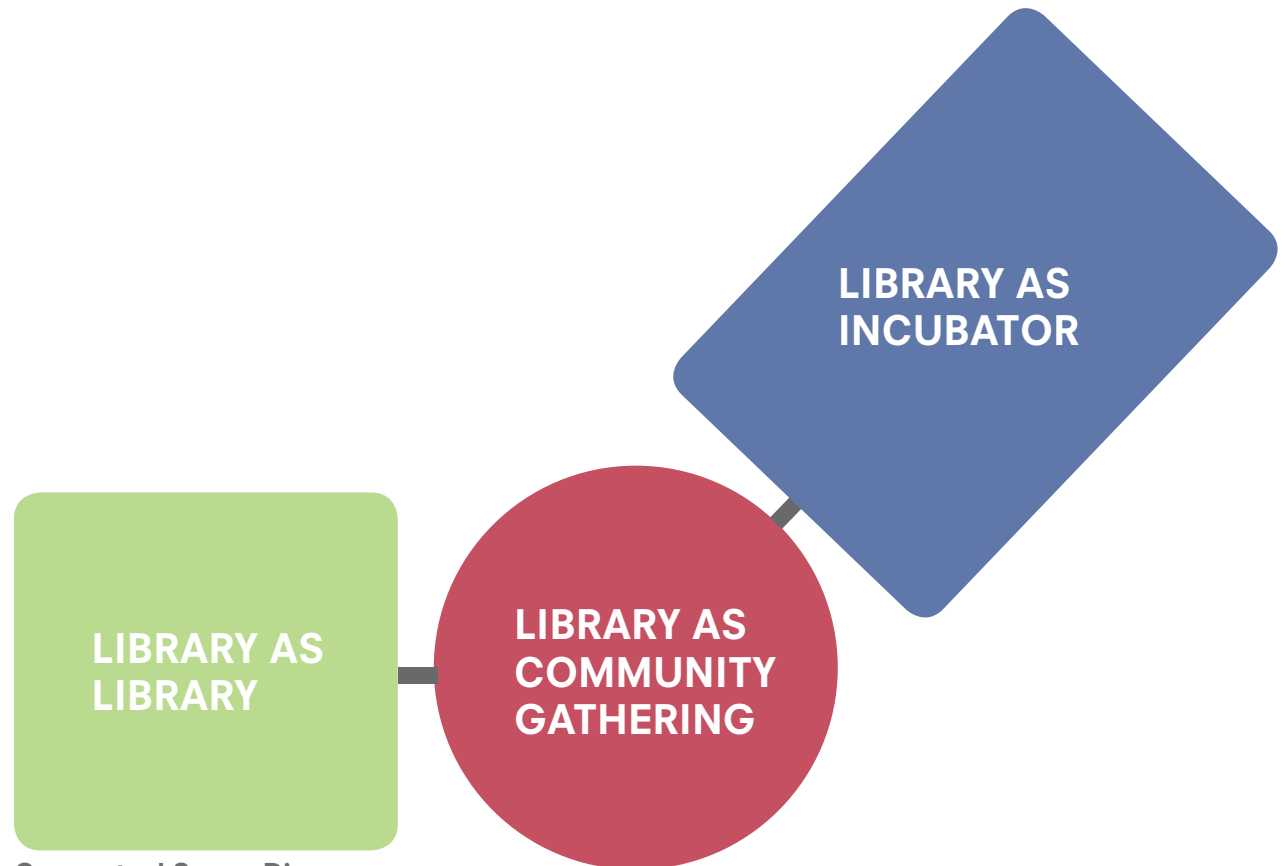
Conceptual Space Diagram

SPRAGUE BRANCH: OPTION 1 (WITHOUT ADDITION)

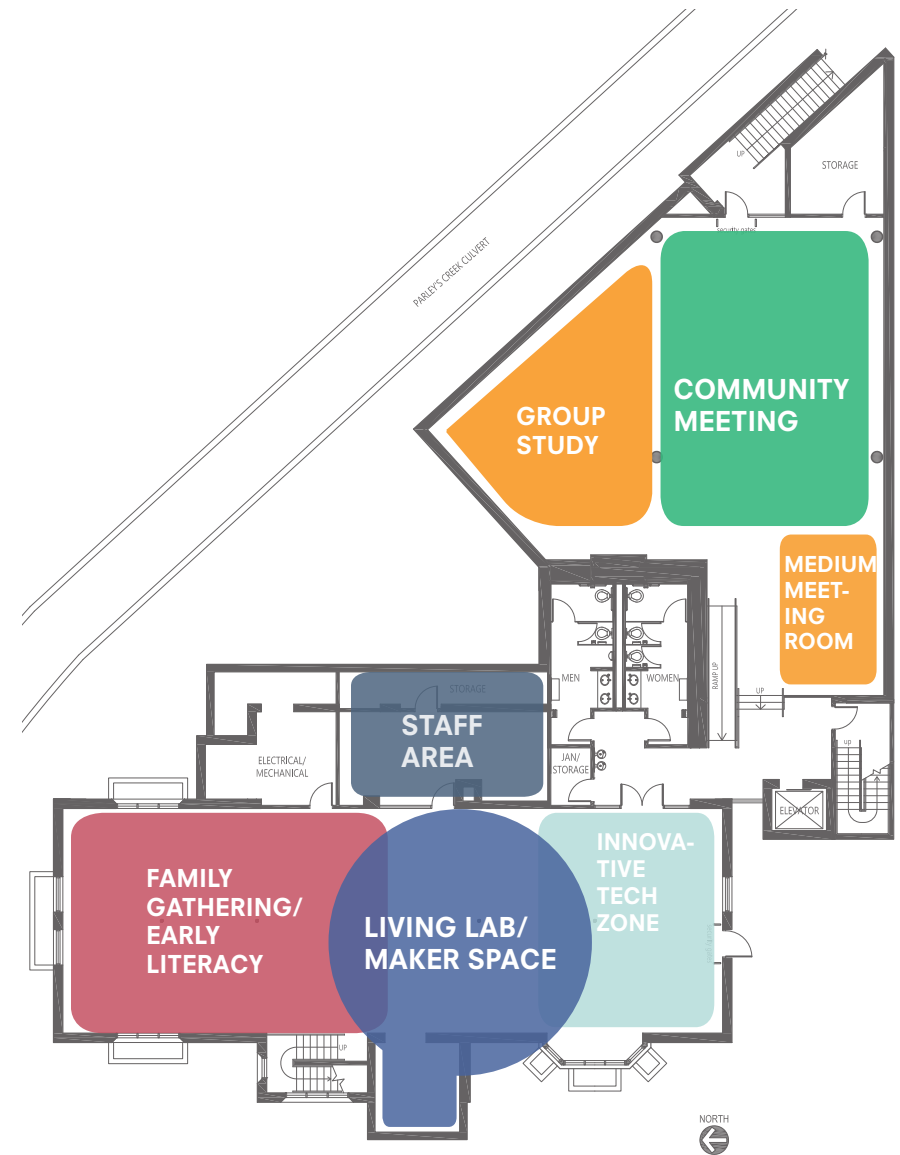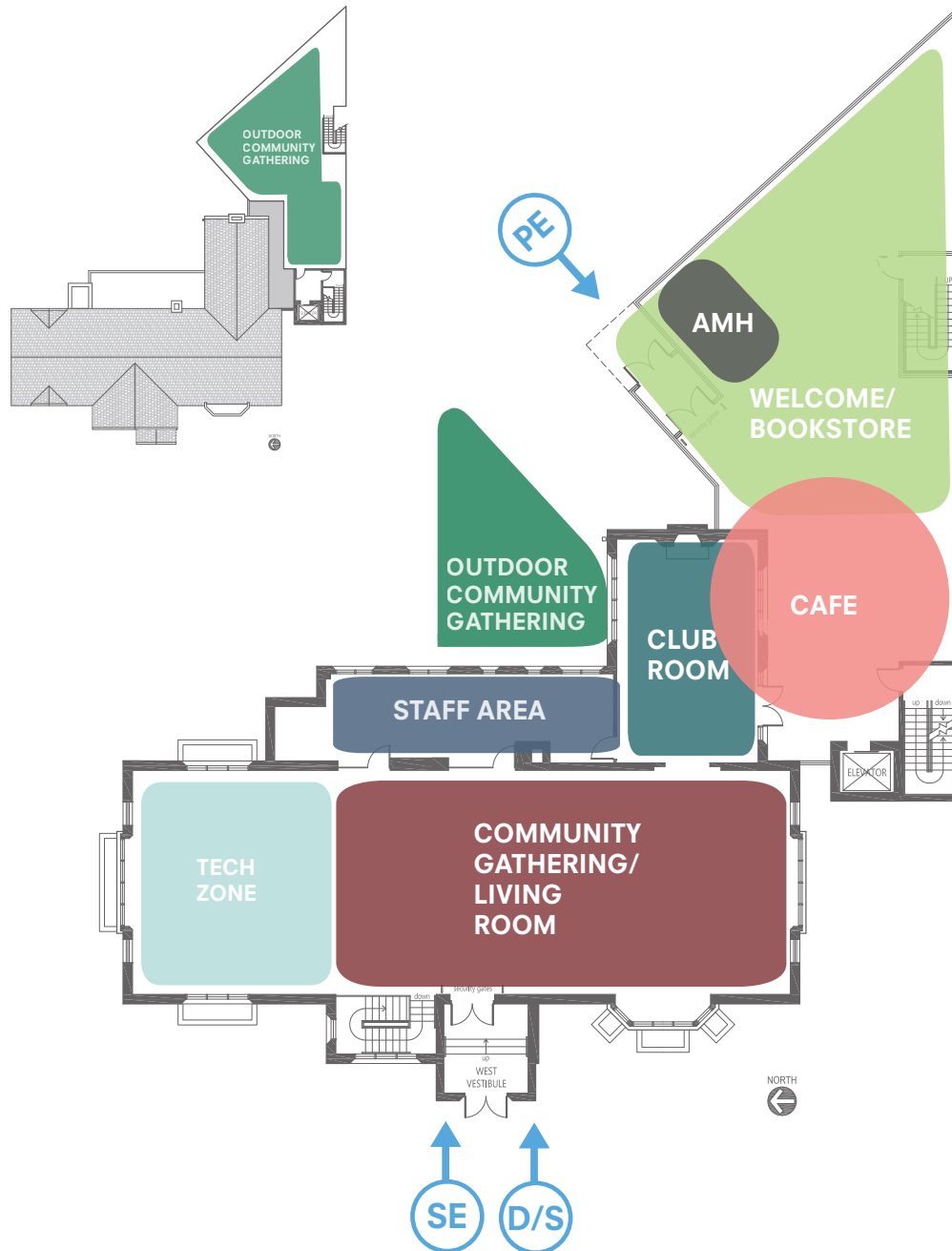**entry symbol key:**

PE → primary entry
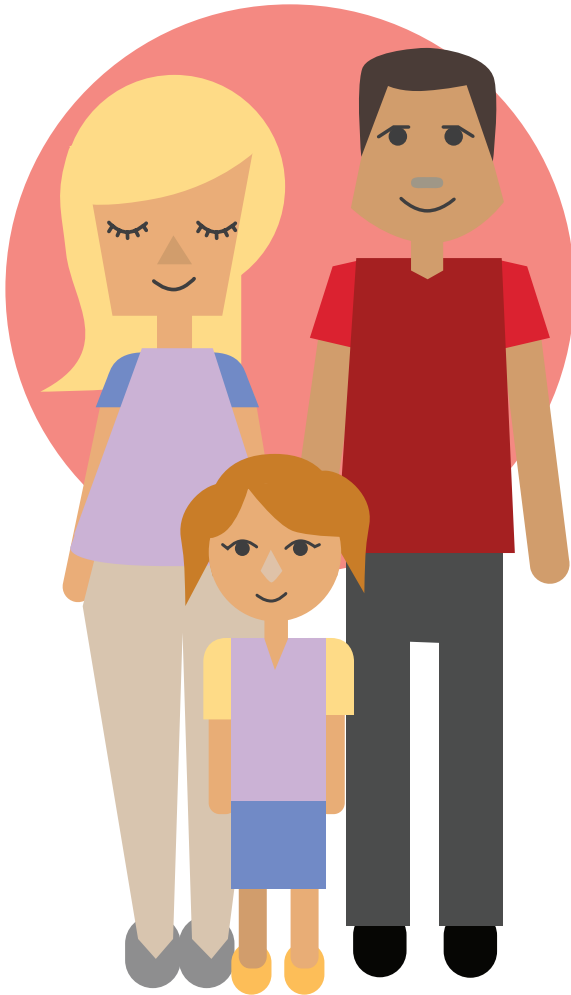
SE → secondary entry

D/S → delivery/service entry

PE D/S

OUTDOOR COMMUNITY GATHERING

COMMU-NITY LIVING ROOM

new security gates

ELEVATOR

down

STAFF AREA

FAMILY GATHERING/ EARLY LITERACY

WELCOME/ BOOKSTORE

CAFE

down

up

WEST VESTIBULE

NORTH

SE

PARLEY'S CREEK CULVERT

UP

STORAGE

GROUP STUDY

COMMUNITY MEETING

MEDIUM MEETING ROOM

GROUP STUDY

ELEVATOR EQUIP.

RAMP UP

LIGHT WELL

UP

ELECTRICAL/ STORAGE

MECHANICAL

UNEXCAVATED

ELEVATOR

UP

STORAGE

MEN

WOMEN

UP

LIVING LABORATORY

INNOVATIVE TECHNOLOGY ZONE

CLUB ROOM

UP

NORTH

SPRAGUE BRANCH: OPTION 2 (WITH ADDITION)

OUTDOOR COMMUNITY GATHERING

FAMILY GATHERING/ EARLY LITERACY

PE

D/S

OUTDOOR COMMUNITY GATHERING

LIVING LAB/ MAKER SPACE

CAFE

TECH ZONE

WELCOME/ BOOKSTORE

COMMUNITY GATHERING/ LIVING ROOM

new security gates

ELEVATOR

down

WEST VESTIBULE

up

SE

NORTH

STORAGE

GROUP STUDY

COMMUNITY MEETING

PARLEY'S CREEK CULVERT

MEDIUM MEETING ROOM

GROUP STUDY

ELEVATOR EQUIP

RAMP UP

ELECTRICAL/ STORAGE

MECHANICAL

LIGHT WELL

UNEXCAVATED

ELEVATOR

MEN

JAN

STORAGE

WOMEN

UP

STAFF AREA

INNOVATIVE TECHNOLOGY ZONE

CLUB ROOM

NORTH

SPRAGUE BRANCH: OPTION 2.1 (WITH ADDITION)

OUTDOOR COMMUNITY GATHERING

PE

AMH

WELCOME/ BOOKSTORE

OUTDOOR COMMUNITY GATHERING

CLUB ROOM

CAFE

STAFF AREA

TECH ZONE

COMMUNITY GATHERING/ LIVING ROOM

WEST VESTIBULE

SE   D/S

NORTH

STORAGE

PARLEY'S CREEK CULVERT

GROUP STUDY

COMMUNITY MEETING

MEDIUM MEETING ROOM

STAFF AREA

MEN   WOMEN

JAN/ STORAGE

ELECTRICAL/ MECHANICAL

FAMILY GATHERING/ EARLY LITERACY

LIVING LAB/ MAKER SPACE

INNOVA- TIVE TECH ZONE

ELEVATOR

NORTH

In Style

With an empty nest, Clark and Amanda downsized to a bungalow-style home in Sugar House. They are busy professionals and frequent the library weekly, generally not together. Clark is a commercial developer who utilized the online databases for all aspects of his professional work. He visits in the evening to return and pick up held items. Each enjoy talking with librarians about recent reads and sharing notes on music and movies.

Amanda is a real estate agent with a creative flair. During her Saturday morning visits she enjoys the hands-on experience and getting inspiration from art, home & gardening and decorating books and magazines. During her weekly routine, Amanda uses the reading room for the natural light, fireplace and warm feel of the space. She is an avid reader and efficient with her time. Amanda also used eAudio. Amanda meets out-of-state clients via Skype in the small meeting room. She uses the professional business center to scan documents and upload new listings.

Their grandchildren are coming to visit during spring break and the library staff are helping Amanda and Clark gather books and movies for their visit. They also received a schedule of children's events for the week.

The Children's Librarian has given a tour of the vibrantly-colored children's area, which includes educational early literacy stations and room for children and adults to move around and sit together to read or play.

When it comes to programming, Amanda will return to the library for Basic Organic Gardening classes. And Clark returns monthly for the Sugar House Community Council meeting. They might catch an outdoor music performance in the summer.

Amanda and Clark are choosing the library over other options because it's central to the community in which they live and the librarians are friendly!

In Style

Strategic Areas of Focus

- The City's Living Room
- The City's Forum
- The City's Classroom
- The City's Life-Line
- The City's Living Laboratory

Tools and Enablers

Outcomes
- Utilizes online databases
- Conversation with Librarians
- Immediate help from staff
- Learned about children's programming

Experiences
- Toured the children's area
- Helped with professional work
- Attended a Community Council meeting

Space Types
- Family Gathering
- Living Room/Cafe
- Community Meeting
- Club Room

Programs & Activities
- Basic Organic Gardening
- Teach Yourself Tech
- Author Readings
- Religion Versus Spirituality
- Music Together
- Shakespeare Sundays
- Sugar House Winter Carnival
- Coffee and Chocolate
- Art Shows and Receptions

Look & Feel
- Flexible
- Charming and Historic
- Sufficient Lighting
- Comfortable/Open
- Welcoming/Friendly

Technology & Equipment
- Business Center tools
- A/V equipment
- Smaller PCs for quick access
- Computers for digital creation

Furnishings
- Comfortable/adaptable seating
- Varying size furniture for family gathering

Collections
- Adult Collections
- Youth Collections
- Home improvement/gardening
- DVDs

Emerald City
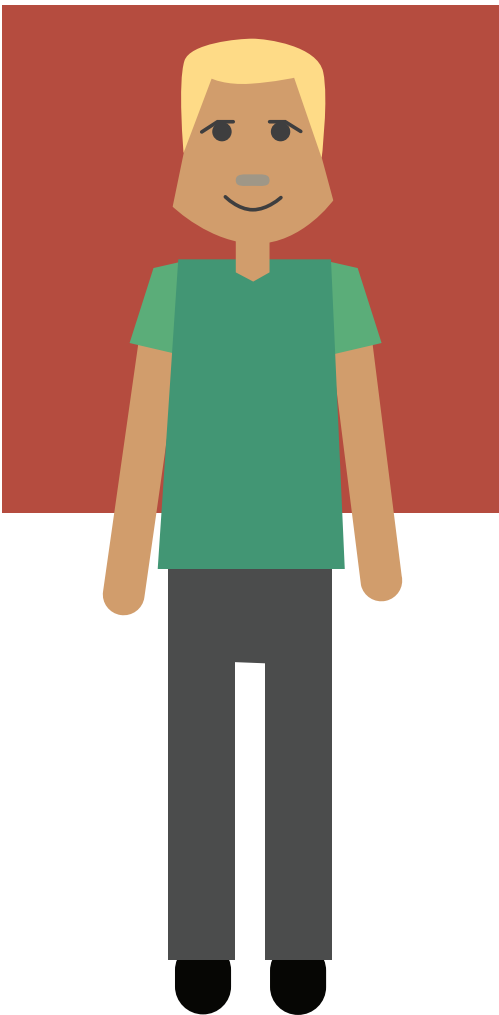
Darren is a 34-year-old web developer from the Sugar House neighborhood of Salt Lake City, Utah. He is an outdoor enthusiast and spends most of his free time in the mountains. He's the ultimate explorer and enjoys physical activities such as mountain biking, skiing and hiking.

He loves to socialize and meet new people. After his day on the mountain, he frequently visits the Sprague Library. He attends the sounds of summer program where he is exposed to local jazz music and gets to meet with his neighbors. Darren is highly connected and loves to share his knowledge with others.

Recently, he formed a group that meets up at the library once a week to discuss the latest innovations in web developing. Before Darren leaves, he stops by the service desk to pick up a book he had on hold. He always looks forward to his visits to the library, but this time he can't wait to go back!

Emerald City

Strategic Areas of Focus

- The City's Living Room
- The City's Forum
- The City's Classroom
- The City's Life-Line
- The City's Living Laboratory

Tools and Enablers

Outcomes
- Gained a better sense of community
- Love for the neighborhood
- Got a smile from the Librarian

Experiences
- Picked up a book on hold
- Met some of his neighbors
- Attended a business program

Space Types
- Community Gathering
- Innovative Technology Zone
- Community Meeting
- Living Laboratory

Programs & Activities
- Entrepreneurial Programs
- Web Design
- Music Events
- Yoga Classes
- Music Together
- Shakespeare Sundays
- Sugar House Winter Carnival
- Art Shows and Receptions

Look & Feel
- Flexible
- Hip and Innovative
- Sufficient Lighting
- Charming/ Historic
- Welcoming/Friendly

Technology & Equipment
- Business Center tools
- A/V equipment
- Smaller PCs for quick access
- Computers for digital creation

Furnishings
- Comfortable/adaptable seating
- Tech savvy
- Variety of workstations and reading nooks

Collections
- Adult Collections
- Youth Collections
- Business Collections
- Outdoor Sports

Urban Chic

My husband and I moved to Salt Lake City from Portland, Oregon, six months ago and are currently living in a new apartment building while actively looking for a single-family home to purchase in the historic area of Sugar House. We love the vibe in Sugar House, it reminds us of neighborhoods in Portland: great architecture, restaurants, local shopping in a neighborhood that is walkable and bikeable, close to public transportation with easy access to major arteries and the freeway since my husband, Gary, commutes downtown to his office at the Nature Conservancy. I work from home as an HR recruiter for a local outdoor retailer.

A couple months ago, we were eating at Kimi's Chop House and Oyster Bar and asked our server about the beautiful building to the east. "Was it another restaurant?" Our server informed us that it was the Sprague Branch Library and had recently undergone a renovation. She told us to check it out if we liked historic buildings with a contemporary aesthetic. We made plans to visit the following day.

We were happily surprised to learn the library is open 10-6 on Sundays since so many retail and restaurants don't offer Sunday service in Salt Lake City. The place was full of people; a real microcosm of the community we've grown to love in our six short months here. We've found a few new friends through our workplaces but since I'm a telecommuter, we've really relied on Gary's contacts for social activities. We're hopeful that this branch library will offer opportunities to make more connections that will translate to new friendships.

While the footprint of the library is relatively small, we were really amazed at how the architects maximized the space for a diverse range of activities. We loved that the noisier active spaces were found on the first floor. The art exhibit was especially compelling since we try to collect works from local artists and were pleased to see that this branch showcases work from Sugar House artists. We loved the bookstore feel of the first floor that invited browsing through the many display areas of books and DVDs as well as the library staff person who immediately greeted us as we arrived through the front vestibule. We found her to be friendly and welcoming and genuinely interested in learning about what brought us to the library. We told her that we were interested in making connections within our new community. She told us about the monthly Community Council meetings, the book group that met at the brew pub across the street and the weekly summer concert series and BBQ made up of local musicians and chefs collaborating on a theme. She encouraged us to explore the building and pointed out some of the highlights including the first-floor Family and Children space, the downstairs quiet spaces which include the non-fiction and magazine collections, meeting room and glasses in study or co-working spaces as well as a small computer technology lab. I was especially excited to learn that I could reserve the smaller meeting spaces. I like to get out of the house occasionally to work and find a change of scenery that's energizing and one that allows me to work without distraction and ambient noise. I was doubly excited to learn that I could reserve a space online through the library's website. We ended our conversation with the library staff person and started exploring the space.

Urban Chic

Strategic Areas of Focus

- The City's Living Room
- The City's Forum
- The City's Classroom
- The City's Life-Line
- The City's Living Laboratory

Tools and Enablers

Outcomes
- Found a better sense of community
- Explored new opportunities
- Found a nice place to work
- Made new friendships

Experiences
- Attended Library Socials
- Browsed the displays of books and DVDs
- Conversed with the staff

Space Types
- Community Gathering
- "Business Incubator" Spaces
- Community Meeting
- Innovative Technology Zone

Programs & Activities
- Summer Concerts
- Community Council
- Book Groups
- Community Discussions
- Coffee and Chocolate
- Art Shows and Receptions

Look & Feel
- Energizing
- Contemporary and Historic
- Sufficient Lighting
- Comfortable/Open
- Welcoming/Friendly

Technology & Equipment
- Business Center tools
- A/V equipment
- Smaller PCs for quick access
- Computers for digital creation

Furnishings
- Comfortable/adaptable seating
- Varying size furniture for individual and collaborative work

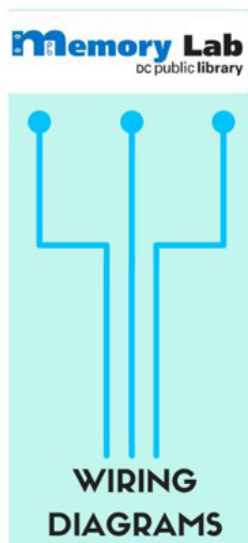### Collections
- Adult Collections
- Magazines
- SLC Guide Books

Sprague Feels Like...

Appendix: Case Study Slides

The following pages include descriptions of the"5 Cool Case Studies" illustrated on page 7. We encourage you to explore these as well as other institutions and programs that create meaningful experiences for their users.

DCPL – Memory Lab Project

What is the Memory Lab? It's a place. The lab provides equipment for digitizing home movies and scanning photographs and slides. It's a DIY model, with the library staff providing step-by-step instructions, but patrons control the process from start to finish.

http://www.dclibrary.org/labs/memorylab

Appendix: Case Study Slides

Eureka Loft - Scottsdale Public Library

The Eureka Loft Scottsdale is a collaborative environment in Civic Center Library. Scottsdale Public Library hosts a variety of programs in the Eureka Loft Scottsdale.

The Eureka Loft Scottsdale is free and open to the public. The area is equipped with free Wi-Fi, business networking space, a computer meeting station and access to library resources.

http://www.scottsdalelibrary.org/eurekaloft

Appendix: Case Study Slides

CASE STUDY – Children's Museum of the Arts

"The Children's Museum of the Arts is organized around a large central gallery. It's designed to inspire children to both make art and learn about it: a place where production and presentation of art occur seamlessly."

http://work.ac/cma/
http://cmany.org/

http://cmany.org

Appendix: Case Study Slides

General Assembly

General Assembly's function is primarily educational, offering workshops and courses that promote budding tech entrepreneurs.
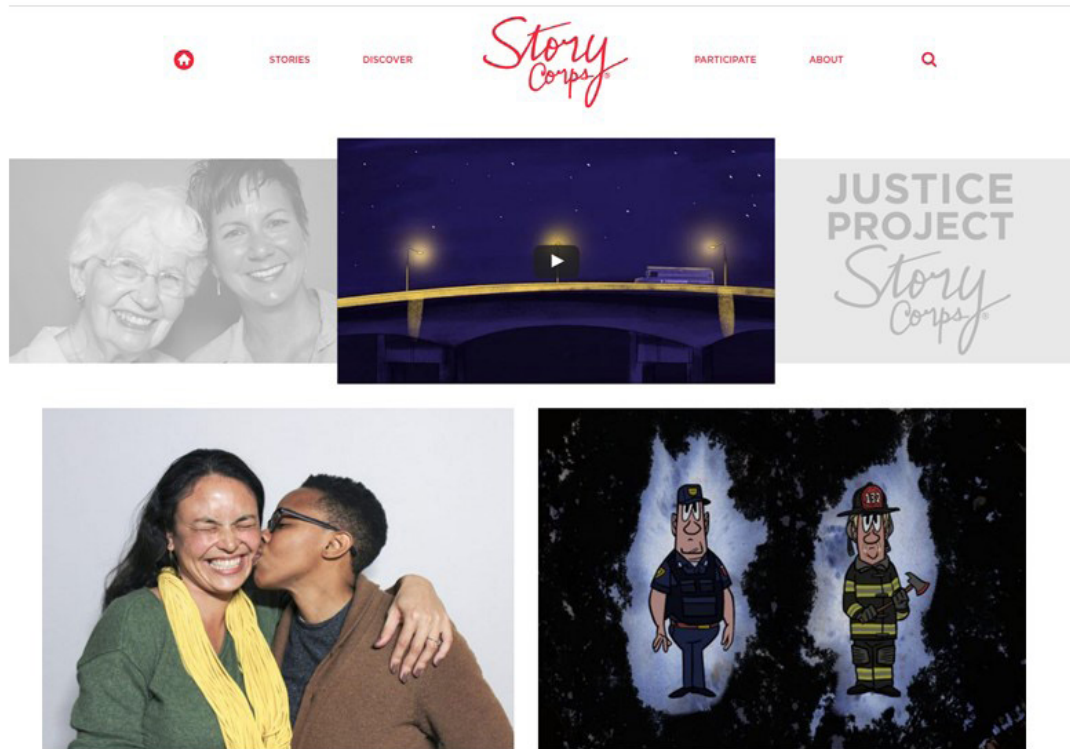
It is more than a space for people to work – it provides educational experiences for both beginners and experts alike. From day long workshops to full blown courses, GA customers receive all the tools needed for their own digital projects.

https://generalassemb.ly/

Appendix: Case Study Slides

STORYCORPS

StoryCorps' mission is to preserve and share humanity's stories in order to build connections between people and create a more just and compassionate world. The purpose of StoryCorps is to remind each other of shared humanity, to strengthen and build the connections between people, to teach the value of listening, and to weave into the fabric of our culture the understanding that everyone's story matters.

StoryCorps gives people of all backgrounds, typically two at a time, the opportunity to record meaningful conversations and archives the recordings at the Library of Congress. Recording a StoryCorps interview couldn't be easier: Patrons invite a loved one, or anyone else they might choose, to one of the StoryCorps recording sites to share a 40-minute conversation.

https://storycorps.org/

SLC
Public Library

Chapman Branch
Salt Lake City Public Library

Table of Contents

How to Use This Document

This document is a future framework to illustrate the program vision generated during the Space Utilization Study conducted by Blalock and Partners and Margaret Sullivan Studio. This document, an excerpt of the comprehensive report, Branch Library Space & Architectural Study, is intended to tell a story of a re-envisioned Chapman Branch through a series of narratives and diagrams generated from community meetings, interviews with staff, and library leadership workshops.

This document represents the results of a user-centered, service design process of design, which empowers participants to envision their future and to root this vision in community-centric and specific user-centric scenarios. The narratives are visions, not literal, and can be referenced as guiding principles for not only future architectural designs as this work was intended, but also for on-going program and service design. The goal of the work is to represent the unique character of the branch, so that all future development is informed by patrons' needs, goals and aspirations.

The Framework

Included in this document are the following sections:

"The Future"
The document opens with a fictional future-state narrative, "The Future," describing an experience of a patron entering a renovated Chapman Branch for the first time. In the "Return Here if You Like…" section, strengths in programming are identified. In the "5 Cool Case Studies" section, institutions and programs that provide similar programs and services as those identified for the branch's future are listed. Additional descriptions of these Case Studies are in the Appendix and we encourage more in-depth investigation and additions by staff.

"About Chapman"
Describes the community as synthesized from branch manager questionnaires, staff feedback and community engagement sessions. These pages also provide factual information about existing and future activities and programs and a comparison of existing and future space analysis, culminating with a description of the Primary Space Types that will make up the recipe of the future Chapman Branch.

"Concept Diagrams"
The Concept Diagram illustrates the guiding program vision. "The Library as…" description is a metaphorical tool to describe the multi-faceted roles the library takes on to serve the community.
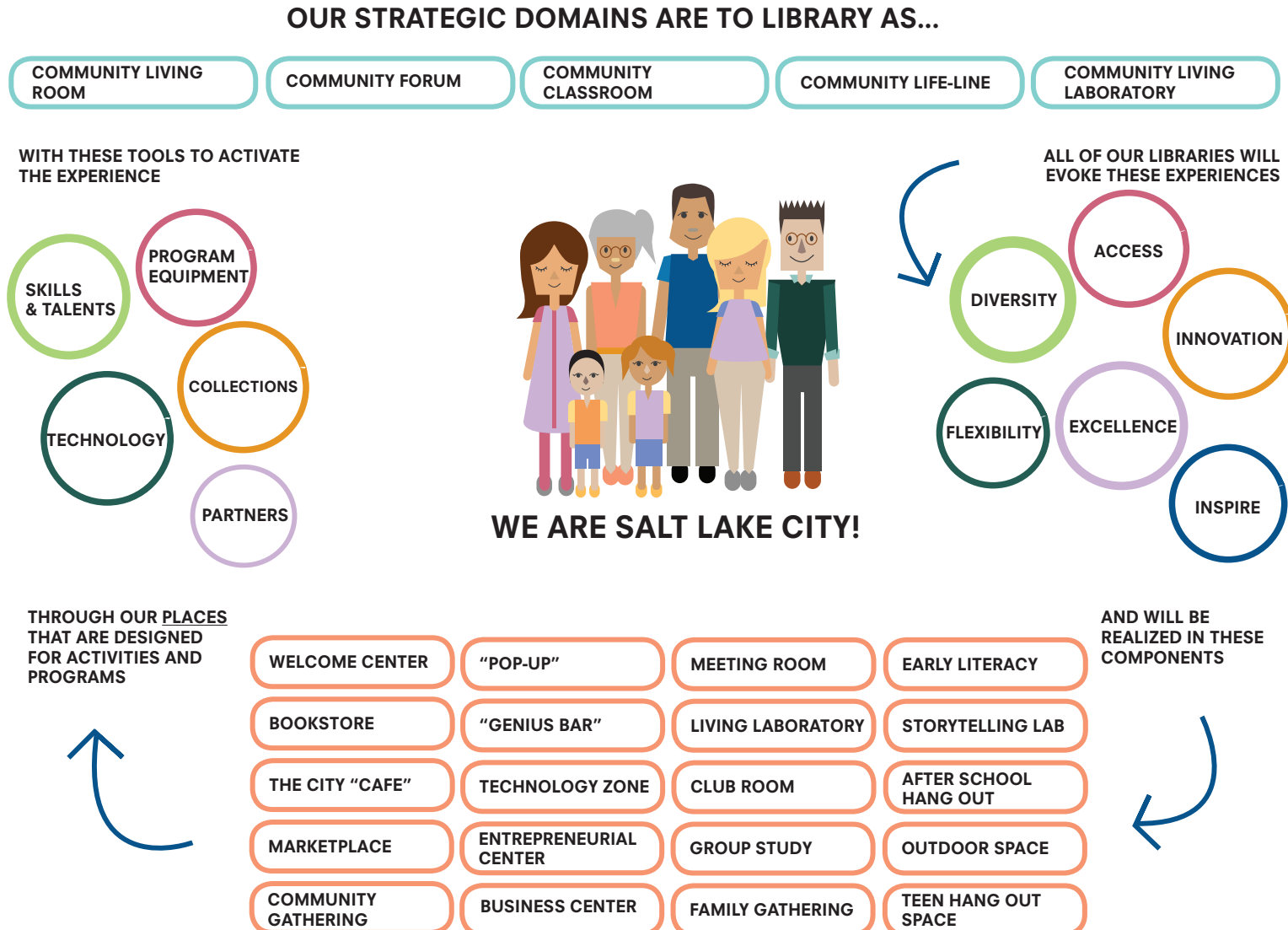
"Patron Narratives"
Patron Narratives are future-state narratives based on ESRI Tapestry Segment patron personas. Not intended to be a realistic representation, the patron narratives are analyzed to identify the Strategic Areas of Focus* the patron engages in with the library and the Tools and Enablers that create the comprehensive experience.

"Look and Feel"
This page contains imagery of preliminary design character intended to be inspirational and directive as the design develops.

The Framework

*During the process, MSS created a Strategic Framework to root the physical program around the Strategic Areas of Focus for The City Library as illustrated below:

OUR STRATEGIC DOMAINS ARE TO LIBRARY AS...

| COMMUNITY LIVING ROOM | COMMUNITY FORUM | COMMUNITY CLASSROOM | COMMUNITY LIFE-LINE | COMMUNITY LIVING LABORATORY |

WITH THESE TOOLS TO ACTIVATE THE EXPERIENCE

- SKILLS & TALENTS
- PROGRAM EQUIPMENT
- COLLECTIONS
- TECHNOLOGY
- PARTNERS

WE ARE SALT LAKE CITY!

ALL OF OUR LIBRARIES WILL EVOKE THESE EXPERIENCES

- DIVERSITY
- ACCESS
- INNOVATION
- FLEXIBILITY
- EXCELLENCE
- INSPIRE

THROUGH OUR PLACES THAT ARE DESIGNED FOR ACTIVITIES AND PROGRAMS

AND WILL BE REALIZED IN THESE COMPONENTS

WELCOME CENTER	"POP-UP"	MEETING ROOM	EARLY LITERACY
BOOKSTORE	"GENIUS BAR"	LIVING LABORATORY	STORYTELLING LAB
THE CITY "CAFE"	TECHNOLOGY ZONE	CLUB ROOM	AFTER SCHOOL HANG OUT
MARKETPLACE	ENTREPRENEURIAL CENTER	GROUP STUDY	OUTDOOR SPACE
COMMUNITY GATHERING	BUSINESS CENTER	FAMILY GATHERING	TEEN HANG OUT SPACE

THE FUTURE!

When you arrive at the Chapman Branch...

Chapman Library, a functioning Carnegie Library, was built during the last year of WWI and in many ways symbolizes some of the same values held prior to the war: elegance and dignity. There is no doubt that Chapman "then" and "now" stands with firm reverence within its community, sprinkled with exuberant joy and whimsical exploration. A sense of uplift, curiosity and a universe of possibilities opens when patrons enter its newly renovated, high and spacious rooms.

When you walk into Chapman, you will see a diverse population who are proud of their neighborhood library. The patrons especially love the new innovative technology zone where locals come to test the latest and greatest technology. Regular classes are offered, one-on-one or in groups, as well as technology access for personal use. The new renovations include a cozy and uplifting community living room where patrons come for respite; a true home away from home. Families come from all over the neighborhood to participate in the family craft programs in the funky craft café. Or they attend the variety of children's programs in the family gathering/early literacy center, where Chapman's beloved stage is updated to accommodate even more active programming. There are also immersive performances for teens, tweens and patrons of all ages and stages. Chapman engages teens and tweens with its after school hang out zone where youth can hang out, mess around and geek out, which works like this cool place in San Francisco called 826 Valencia. Patrons enjoy the gadget garage and technology petting zoo where they share new ideas and explore new technologies.

Return Here if You Like...

- **Learning About New Technology**
- **Library Festivals**
- **Storytelling and Performances**
- **Art, Art and More Art**
- **Family Crafting!**

Intimate gathering at The Sketchbook Project, Brooklyn, New York

THE
FUTURE!

Chapman's excellent art exhibitions are scattered throughout the library giving patrons pops of unexpected inspiration. The new community room hosts artist receptions that give local artists a venue to share their work and the ability to do pop-up programming. Many local organizations set up shop in the meeting room to share resources with patrons that can't gain access elsewhere, making the library seem larger than life! The meeting room extends beyond the library walls into the outdoor gathering area that surrounds the library where the streetscapes come alive with pop-ups and food vendors. The community is flourishing, coming together for potlucks, cookouts, outdoor solstice celebrations and annual concerts. Each day at Chapman is a new adventure, a new chance to carve a path towards individual and collective progress, a new path filled with play and purpose!

Youth Writing at 826 Valencia, San Francisco

5 Cool Case Studies For Chapman:

- **Sketchbook Project, Brooklyn NY**
- **826 Valencia, nationwide**
- **Hi-Res Gigabyte Interactive, Chattanooga Public Library**
- **Storyville, Baltimore County Library**
- **Idea Box, Oak Park Public Library**
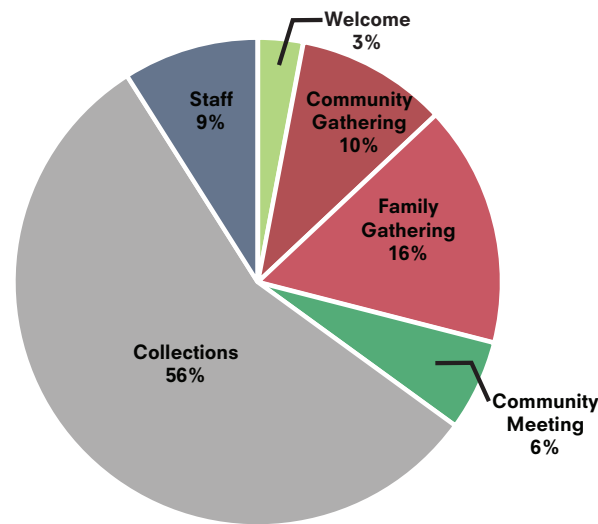

Play at Storyville, Baltimore Public Library

About Chapman

The Chapman Branch Library is Salt Lake City's only functioning Carnegie Library and as it approaches its centennial in 2018, is well-positioned for a renovation to celebrate its future! With an uplifting classical architecture and soaring double-height spaces filled with natural light, the Chapman Library provides a dignified respite to a patron community experiencing many of life's harshest realities.

Located in the Poplar Grove neighborhood of Salt Lake City, the Chapman Branch Library serves a population facing severe economic, educational and employment challenges. Chapman provides services to a diverse ethnic population that includes recent immigrants and refugees, including Pacific Islanders, Africans and Vietnamese, as well as descendants of original Pioneers. Poplar Grove's Hispanic population is one of the largest Chapman serves and you are likely to hear a librarian assisting a patron in Spanish or teaching a popular Spanish language computer class.

Chapman's librarians offer a variety of basic services and literacy skills, including access to social services and basic computer skills. Patrons prefer one-on-one consultation and small computer classes. Computer classes in Spanish are popular and impactful. The digital divide is evident in this community and providing patrons access to education, employment and financial stability is a high need here, in every way that the library can support. The staff embodies boundless creative energy. They uplift patrons by creating popular family craft programs and seasonal festivals. Warm Up and Chill nights, Makers and Movies craft programs, Dungeons and Dragons Tuesday nights, Las Posada, the Mad Hatter's Tea Party, Spooky Saturdays and the annual Candlelight Solstice Concert are examples of the special events that Chapman patrons enjoy. Chapman is known for its excellent art exhibits which the Carnegie building is perfectly suited to showcase.

Existing Space Breakdown

Welcome 3%
Staff 9%
Community Gathering 10%
Family Gathering 16%
Collections 56%
Community Meeting 6%

Proposed Space Breakdown

Welcome 6%
Staff 17%
Collections 15%
Community Gathering 28%
Community Meeting 11%
Family Gathering 17%
After School Hangout 6%

Popular Programs

- Book Baby
- Story Time
- Legos in the Library
- Dungeons and Dragons
- Computer Classes in Spanish
- Warm Up and Chill Nights
- Makers and Movies
- Discovery Hour
- Coding Club
- Kitchen Fun with The Kids
- Art Exhibits and Receptions
- Peculiar Day
- Mad Hatter's Tea Party
- Spooky Saturdays
- Solstice Concert
- Las Posadas
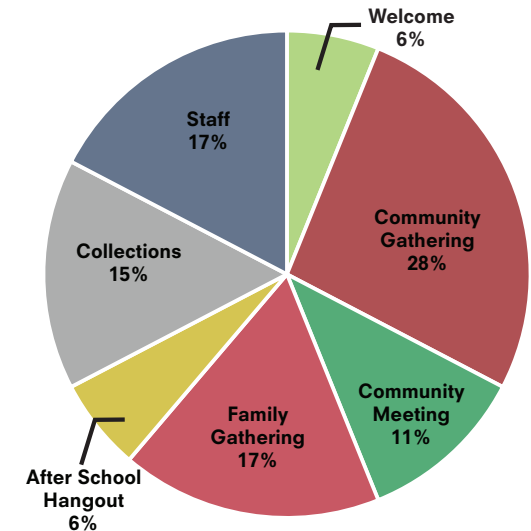
Future Quantity Breakdown

Collections 15% of Public SF will be dedicated to collections.
(23,520-31,680 materials)

Technology 25 Total
Full Service	15
Computer (Child)	8
Catalog Comp.	2

Staff 13 Total
Library Manager	1
Full Time	3
Part Time	8
Custodians	1

Note: Existing collections percentage represents percentage of SF allocated on the shelving plan, not material count.

A Path to Play, Purpose and Progress!

With the renovation, this branch will build on its status as an essential presence in the community, providing services and convenient, local access to arts and cultural programming. Through classes and technology access, the library will continue to foster opportunity and career and job skills development providing a pathway for upward mobility. Spaces, furnishings, technology, and equipment for children, tweens and teens will be designed to foster accomplishment, confidence and competency.

Chapman's greatest asset - the dignified Carnegie building which was designed for books with limited staff space – is also one of the key challenges. The space does not support the delivery of contemporary library programs and services that would best address local community needs. The old library ethos of "Come in, read and be quiet," has been replaced with the 21st century ethos, "Come in, learn and be heard!"

The Poplar Grove community needs the Library to provide more multi-purpose and multi-use space. More flexible spaces would support the library in meeting community needs through diverse programming such as ESL classes and workforce development programs for adults, homework help and other out-of-school programs and activities for youth.

The challenge and greatest opportunity for the Chapman branch will be to create an impactful library experience for the Poplar Grove community within its historic shell. By reinventing the Carnegie Library to include activating outdoor spaces, redefining programming, and incorporating state-of-the-art technologies, Chapman will be well-equipped to serve the Poplar Grove community well into its second century!

The City has big plans for the development of new shops, businesses, trails, green space, and affordable housing in the Poplar Grove neighborhood to help it emerge from blight and the economic downturn. Young professionals and young families are moving into the area to be closer to downtown. The Library is well-positioned to contribute to an improved and vibrant quality of life for all residents new and old!

When Chapman celebrates its Centennial, we envision a joyous day, with a community being gifted with opportunity to turn Carnegie's 20th century mission of providing free knowledge to all into their unique 21st century Pathway to Play, Purpose and Progress in their Secular Sanctuary!

Future Programs

- Community Pot Luck
- Hot Sauce Tasting Contest
- Chili Cookout
- Gadget Garage
- Technology Petting Zoo
- Summer Camps For Families, Teens and Kids
- Cooking Programs
- Budget Cooking Ideas
- Open Mic
- Cafe Indoors and Outdoors
- Sunday Afternoons
- Community Swap Meet
- Annual Pancake Breakfast

"Poplar Grove is an incubator; a place where people have the opportunity to grow and renew. There is a vibrancy that comes from this dynamic community. Faces in the library are continually changing; children that move to different neighborhoods come back as teens or adults and tell us how much the library means to them. Senior patrons return and recall how the library was here in the 1930s when they were children; some get teary-eyed. All of them emphasize that they are glad we are still here doing what we have done since 1918."

**- Mary Anne Heider
Branch Manager**

Space Types

Welcome

Welcome Center
A welcoming place for returning core customers, visitors and newcomers to showcase the unique past, present and future of the branch.

Bookstore
A dedicated retail-like area designed for browsing new materials, popular materials and community-based art and displays. The area will be designed for patrons to find "just what they are looking for!" and to foster browsing and serendipitous discoveries.

Community Gathering

The City "Cafe"
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.

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

Innovative Technology Zone
The Innovative Technology Zone will be an open space dedicated to collaboration and consultation, individual technology access and/or instructional programming.

Community Meeting

Large Meeting Room
A large program room designed for flexible programming. The room will have a capacity of 45-85 people. When not used for programming, the room can be set up to extend public use.

After School Hang Out

An area dedicated for teens and tweens 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. Students will also have access to the Hi-Tech Innovative Technology Zone for media projects.

Family Gathering

Family Literacy
An active learning environment dedicated to play, learning and PLA's Every Child Ready to Read approach to youth services. The area will be designed for safe and active engagement for babies, toddlers and school-aged children and their adult caregivers.

Stage and Play Area
A dedicated space for storytelling in all of its vibrant forms! When not in use as a storytelling space, the area will be an extension of the family gathering area.

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

An area designed for the community, youth and their families as an extension of the community gathering spaces.

Chapman Branch is...
Library as Community Portal

On this page, a conceptual space diagram illustrates the main program concept as articulated in the program narratives. Subsequent pages illustrate the main program concept applied to the actual building, utilizing program space types as bubble diagrams, showing basic adjacencies. Option 1 does not assume a building addition; Option 2 does assume an addition.

Library as Living Room

The community's living room: a vibrant place for all members of the community to come together. It promotes intergenerational interaction, exchange and connections.

### Library as Innovative Technology Zone

The community's Innovative Technology Zone: an open space dedicated to collaboration and consultation, individual technology access and/or instructional programming.

Library as Craft Cafe

The community's craft cafe: an informal community gathering space with a variety of seating for patrons to casually meet. It also can accommodate messy projects where patrons can work together, alone, or with librarians on special projects, with easy access to tools and supplies.

Library as Outdoor Living Room

The community's outdoor living room: an area designed for the community, youth and their families as an extension of the community gathering spaces.

LIBRARY AS INNOVATIVE TECHNOLOGY ZONE
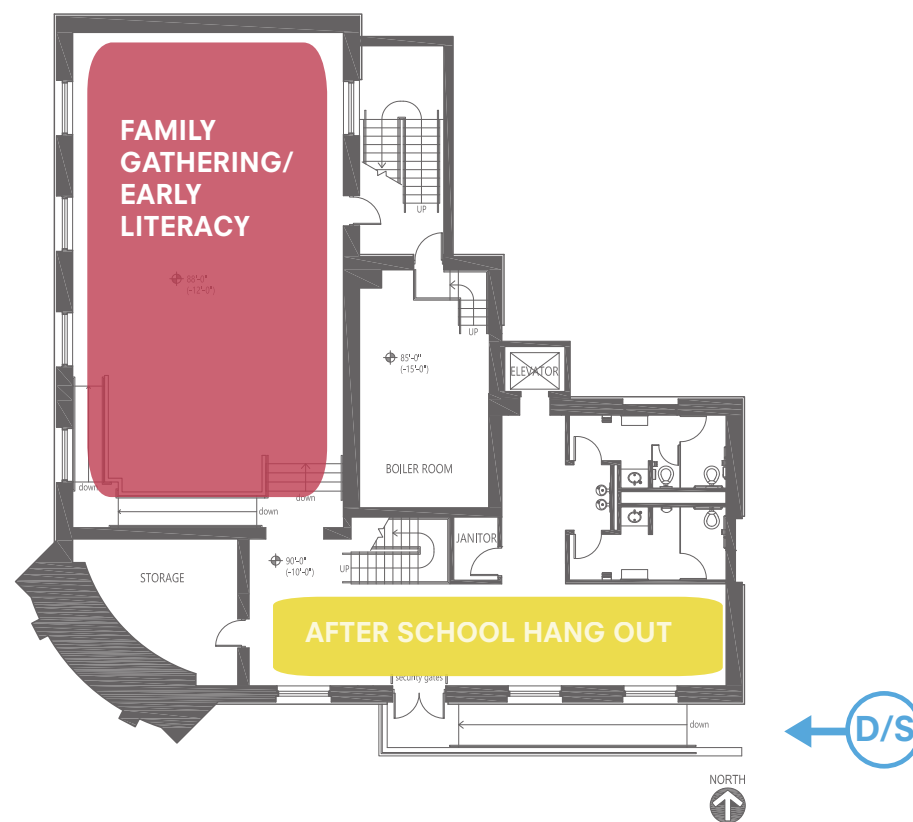
LIBRARY AS OUTDOOR LIVING ROOM

LIBRARY AS LIVING ROOM

LIBRARY AS CRAFT CAFE
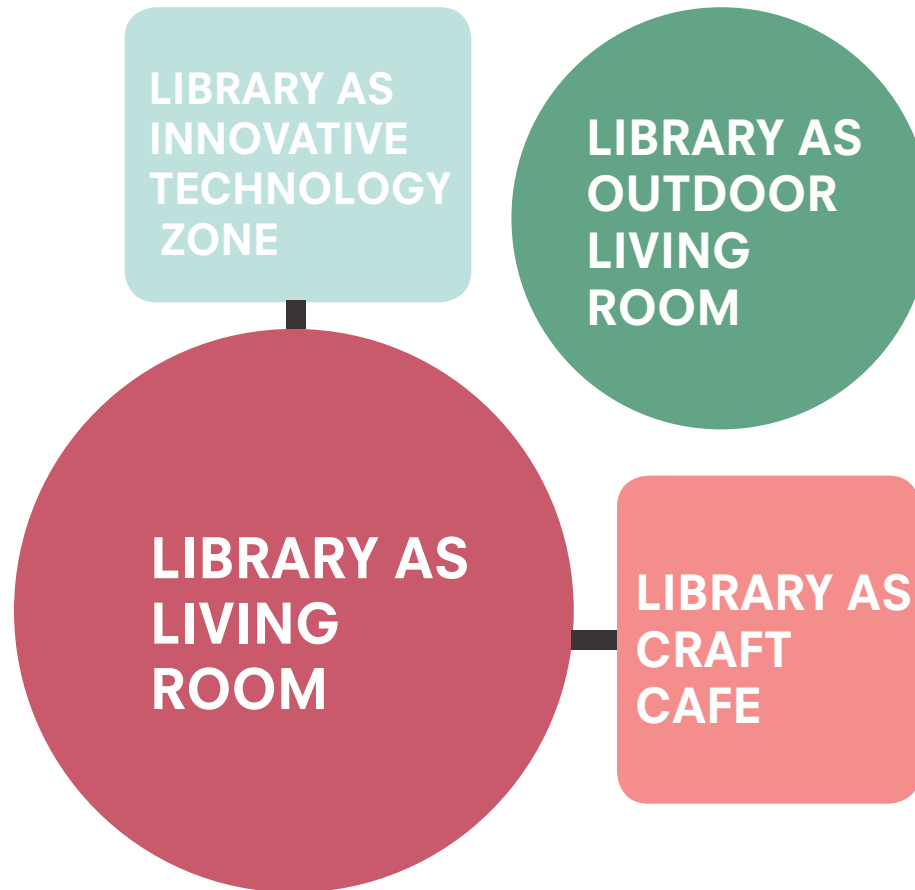
Conceptual Space Diagram

CHAPMAN BRANCH: OPTION 1 (WITHOUT ADDITION)

entry symbol key:

(PE) → **primary entry**

(SE) → **secondary entry**

(D/S) → **delivery/service entry**

SE

INNOVATIVE TECHNOLOGY ZONE

OUTDOOR LIVING ROOM

COMMUNITY GATHERING/ LIVING ROOM

STAFF AREA

WELCOME/ BOOKSTORE

LIVING ROOM

CRAFT CAFE

FAMILY GATHERING/ EARLY LITERACY

BOILER ROOM

STORAGE

JANITOR

AFTER SCHOOL HANG OUT

PE

D/S

NORTH

NORTH

LIBRARY AS ACTIVE STREETSCAPE

CHAPMAN BRANCH: OPTION 2 (WITH ADDITION)

INNOVATIVE TECHNOLOGY ZONE

COMMUNITY MEETING

STAFF AREA

COMMUNITY GATHERING/ LIVING ROOM

STAFF AREA

emergency exit with security gates

emergency exit with security gates

ELEVATOR

WELCOME/ BOOKSTORE

VESTIBULE

LIVING ROOM

CRAFT CAFE

down

SE

PE

NORTH

LIBRARY AS ACTIVE STREETSCAPE

FAMILY GATHERING/ EARLY LITERACY

Addition Above

BOILER ROOM

ELEVATOR

JANITOR

STORAGE

AFTER SCHOOL HANG OUT

security gates

down

D/S

NORTH

American Dreamers

I visited the Chapman branch for the first time after hearing about its award-winning renovation on the Library's Facebook page and on the radio. It was a beautiful spring Saturday and I'd just had my bike tuned up. I'd been meaning to stop in since moving into the neighborhood a few years ago and I finally found myself with some free time. I was a little nervous about leaving my bike out front, but they had secure bike parking that I could use by swiping my library card - I couldn't believe it! I used to go to the Day-Riverside branch as a kid, but I stopped going when I started high school. After I finished college and moved back to Salt Lake, I went to the Main Library with some visiting friends to look around. During that visit, I signed up for a library card and since then, I've been getting the email newsletters. I've been to a few events at Main, and I started following them on Facebook, but I haven't used my card since I first signed up--I'm just so busy. I work for a local nonprofit specializing in disability law, so I'm intrigued by the way old buildings are remodeled to comply with ADA accessibility. I must say I was really impressed at how an accessible entrance was incorporated onto this old building. Upon entering the building, I was taken with the charm of the classical woodwork and impressed with the high ceilings and ample light. I was immediately greeted by a friendly librarian and instantly felt at home. The furniture blended with the classical architecture, but was also stylish and inviting. It looked so nice! There were so many different seating options and workspaces and the walls were lined with books, but more like a bookstore.

I could definitely see myself spending a lot of time there. Since my sister and my little nephew moved in with me and my mom, it's been hard to study at home--I'm preparing to take the GRE--so I'm happy this spot is right in my neighborhood! It's not especially quiet, but I don't mind a little noise and there are little nooks where I could work and even a few tables where I could spread out. For such a small amount of space, I was impressed with how well it was used and how many computers there were! When I came into the library, it all felt so nice and it made me proud that this library was in my neighborhood. I could tell that they really cared about making this place feel special and that they cared about their community. A local artist's paintings hung on the walls, which added some vibrant color and texture and the artist's information (an alum of my high school) was prominently featured. There were also so many books, DVDs, and magazines in Spanish! My mom takes care of my nephew during the day and she speaks Spanish with him, but mostly, we speak English so I was happy to find a bunch of bilingual kids books and even a new release cartoon I know he'll love. I'm excited to tell my mom and sister about all the great programs for kids and families. Visiting this library reminded me that my community is full of people and organizations who are really committed to making this a great city for everyone!

American Dreamers

Strategic Areas of Focus

- The City's Living Room
- The City's Forum
- The City's Classroom
- The City's Life-Line
- The City's Living Laboratory

Tools and Enablers

Outcomes
- Found a comfortable place to study
- Neighborhood pride
- Felt special for having this library in her neighborhood

Experiences
- Found bilingual kids books for her nephew
- Checked out art exhibition
- Attended a Community Council

Space Types
- Community Living Room
- Craft Cafe
- Community Meeting
- Innovative Technology Zone

Programs & Activities
- Studying for the GRE
- Reading Clubs
- Spanish Language Programs
- Children's Programs
- Computer Classes
- Art Shows and Receptions

Look & Feel
- Stylish/Inviting
- Charming and Classical
- Ample Light
- Comfortable/Open
- Friendly

Technology & Equipment
- Printers/Copiers
- A/V Equipment
- Computer/WiFi

Furnishings
- Blended with classical architecture
- Different seating and workstation options

Collections
- Adult Collections
- Spanish books
- GRE study books
- DVDs

Barrios Urbanos
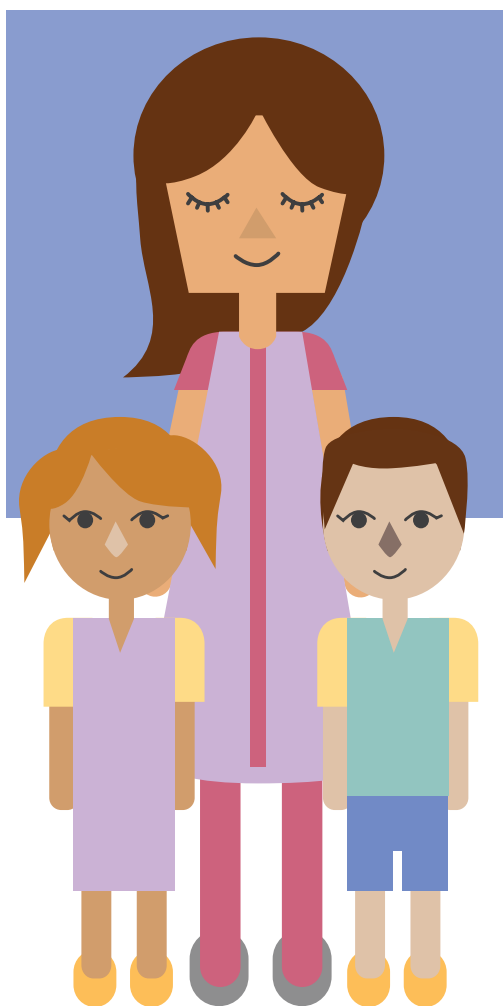
Gloria is a 30-year-old Hispanic, single mother from the "Popular" Poplar Grove neighborhood in Salt Lake City, Utah. Gloria knows little English and frequently needs her children to translate for her. She enjoys exploring and is a fantastic storyteller. She tells colorful generational stories about her family's rich history. She's creative and loves the family craft programs at Chapman Library.

Gloria's focus is her kids' well being and education. She wants them to succeed and does everything she can to give them the right opportunities. Before coming to the library, Gloria picks her kids up from the elementary school nearby and goes straight to the library afterward. She arrives with a positive attitude but often feels pressure from her economic worries and anxieties about the future for her and her children. During her time at the library, she attends craft programs and socializes with the staff; they've all become very close friends. Her kids participate in the story time or play around the colorful stage.

Gloria browses the English and Spanish collections, she checks out DVDs and a few Spanish magazines. She and her kids always have a positive experience at the library and they leave excited to take their things home to continue the experience.

Barrios Urbanos

Strategic Areas of Focus

The City's Living Room

The City's Forum

The City's Classroom

The City's Life-Line

The City's Living Laboratory

Tools and Enablers

Outcomes
• Found things to take home to continue the experience
• Neighborhood pride
• Felt special for having this library in her neighborhood

Experiences
• A very positive experience
• Interacts with staff
• Finds Magazines in Spanish and English

Space Types
• Family Gathering
• Craft Cafe
• Community Meeting
• Innovative Technology Zone

Programs & Activities
• Family Craft Programs
• Cross-Cultural Programs
• Annual Programs
• College Prep
• Entrepreneurial Pathway
• Art Shows and Receptions

Look & Feel
• Traditional with a modern edge
• Unexpected moments/spaces
• Ample Light
• Innovation Hub
• Friendly

Technology & Equipment
• Activity Carts
• Mobile TV/Markerboards
• A/V Equipment
• Computer/WiFi

Furnishings
• Blended with Classical Architecture
• Adaptable/Comfortable

Collections
• Adult Collections
• Spanish books
• Magazines
• DVDs

American Dreamers
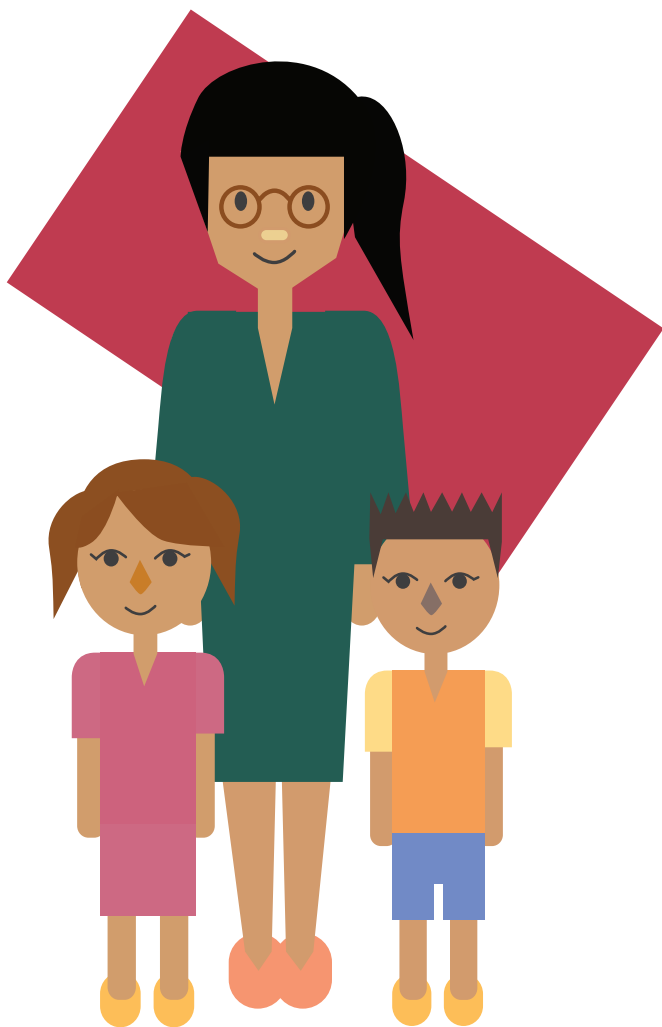
We came from El Salvador in the 1980s as refugees from the civil war when my sister and I were very little. Although my father has passed away, my mother still lives with us (my husband and our two kids) in the house they worked very hard to buy when they both worked two jobs each. We love the house in the Chapman library neighborhood, even though it is very small. There are many memories here and we like that we have so many Spanish-speaking friends and neighbors, though we are also proud that we are bi-cultural and bilingual. My husband and myself both have high school diplomas, but we want our kids to go to college.

When I was little, I remember going to the Chapman library for the very first time. At first I was scared – the building seemed scary; it was big and dark and you had to go up a lot of steps and through a very old door. My mother said it reminded her of the English missionary school buildings she remembers in El Salvador. But as soon as I was inside, I loved it. It was filled with lots of books and music and magazines (and later they got movies on video tape! And then came DVDs) and my mother took me to fun programs on Saturdays when she had time off. Today, I am proud to say that I carry on this tradition with my own kids, Andre, age 10 and Estrella, age 8. Saturday programs work well for us because I work full-time during the week at a call center. I also plan to use the library more when my kids are in high school. I graduated from East High and I would like to go to Salt Lake Community College and eventually to the U of U to get a degree in Social Work. If I can't make it to the college libraries, I can always go to Chapman if I need to do computer work. I have a laptop and can just use their WiFi service and printer since I don't have a printer at home. My husband sometimes comes with us to the library when his schedule allows and when they do special programs. Chapman hosts many interesting programs and the ones in the evenings and on weekends work best for us. We also enjoy their concerts and holiday programs. My mother comes with us to these programs, too, as she loves listening to live music. I like that the library looks like an old church. It's beautiful and it's been in our neighborhood for a long time and I like that it has always been a library. I am glad that Salt Lake City keeps this library open and looking great. The community also really respects the building; it doesn't get tagged as much as other buildings in the neighborhood (I am sorry to say). There is only one "tag" on a pole outside the library that the librarians have kept. It reads "Sliterin" –from the Harry Potter books –and my kids think this is great!

And that's why I love the Chapman library. It is a nice mix of old and the new; it has many things that we enjoy –especially the DVDs –it has great connections with our neighborhood and my family loves coming here. And the new bathrooms are beautiful!

American Dreamers

Strategic Areas of Focus

The City's Living Room

The City's Forum

The City's Classroom

The City's Life-Line

The City's Living Laboratory

Tools and Enablers

Outcomes
- Found a place for her whole family
- Gained a deeper love for her community
- Gained more opportunities for her and her children

Experiences
- Attended weekend programs with her family
- Checked out DVDs
- Used printing resources

Space Types
- Family Gathering
- After School Hang Out
- Craft Cafe
- Community Meeting
- Innovative Technology Zone

Programs & Activities
- Concerts and Holiday Programs
- Family Programs
- Cross-Cultural Programs
- Children's Programs
- Computer Classes
- Movie Screenings

Look & Feel
- Cozy Reading Nooks
- Open/Spacious
- Relaxing
- Comfortable/Quiet
- Friendly

Technology & Equipment
- Printers/Copiers
- A/V Equipment
- Computer/WiFi
- Chromebooks

Furnishings
- Mix of old and new
- Different seating and workstation options

Collections
- Adult Collections
- Spanish books
- Picture books
- DVDs

Chapman Feels Like...

Appendix: Case Study Slides

The following pages include descriptions of the"5 Cool Case Studies" illustrated on page 7. We encourage you to explore these as well as other institutions and programs that create meaningful experiences for their users.

Chattanooga Public Library: 4th Floor

The 4th floor is a public laboratory and educational facility with a focus on information, design, technology, and the applied arts. The 14,000 sq. foot space hosts equipment, expertise, programs, events, and meetings that work within this scope. While traditional library spaces support the consumption of knowledge by offering access to media, the 4th floor is unique because it supports the production, connection, and sharing of knowledge by offering access to tools and instruction.

http://chattlibrary.org/4th-floor

Appendix: Case Study Slides

IDEABOX @ OAK PARK LIBRARY

What is Idea Box? Idea Box, located just inside the Main Library entrance, is a dedicated 19' x 13' space that each month provides a new and dynamic participatory community experience. Visitors are encouraged to learn through tinkering, fun, experimentation and play.

What's inside is always changing! By changing exhibits, Idea Box offers fresh ways to engage library customers in lifelong learning through creative play and fun.

Installations vary to reflect the diverse interests in our community. One installation may feature participatory art and culture; another may solicit opinions on an upcoming initiative or library service, or be hands-on, demonstrating new technology.

http://oppl.org/visit/idea-box

Appendix: Case Study Slides

STORYVILLE

"Storyville was designed and created to foster early literacy and school readiness skills. We know through scientific research that success in school begins at birth and that the ages of birth to five are critical learning years.

The engagement of parents and caregivers with their young children through reading and playing together is key to their child's success. Storyville is a place where books and purposeful play come together to provide valuable experiences that nurture young children and support parents and caregivers in their role as their child's first and best teacher."

http://www.bcpl.info/storyville

Appendix: Case Study Slides

826 VALENCIA

The writing center supports under-resourced students ages six to eighteen by enhancing their creative and expository writing skills. The center also helps teachers inspire their student's with personized one-on-one writing.

Their Values:

Closing the Academic Achievement Gap

Individualized Support

Demystifying the Writing Process

Individualized Support

http://826valencia.org/

Appendix: Case Study Slides

Sketchbook Project, Brooklyn NY

The Sketchbook Project began in 2006 in Atlanta, GA and moved to New York City in 2009. Since that time, the small organization has grown into a worldwide community of more than 70,000 artists. By focusing on the intersection of hands-on art making and new technology, The Sketchbook Project nurtures community-supported art projects that harness the power of the virtual world to share inspiration in the real world.

https://www.sketchbookproject.com/

SLC
Public Library

Day-Riverside Branch
Salt Lake City Public Library

Table of Contents

How to Use This Document

This document is a future framework to illustrate the program vision generated during the Space Utilization Study conducted by Blalock and Partners and Margaret Sullivan Studio. This document, an excerpt of the comprehensive report, Branch Library Space & Architectural Study, is intended to tell a story of a re-envisioned Day-Riverside Branch through a series of narratives and diagrams generated from community meetings, interviews with staff, and library leadership workshops.

This document represents the results of a user-centered, service design process of design, which empowers participants to envision their future and to root this vision in community-centric and specific user-centric scenarios. The narratives are visions, not literal, and can be referenced as guiding principles for not only future architectural designs as this work was intended, but also for on-going program and service design. The goal of the work is to represent the unique character of the branch so that all future development is informed by patrons' needs, goals and aspirations.

The Framework

Included in this document are the following sections:

"The Future"
The document opens with a fictional future-state narrative, "The Future," describing an experience of a patron entering a renovated Day-Riverside Branch for the first time. In the "Return Here if You Like…" section, strengths in programming are identified. In the "5 Cool Case Studies" section, institutions and programs that provide similar programs and services as those identified for the branch's future are listed. Additional descriptions of these Case Studies are in the Appendix and we encourage more in-depth investigation and additions by staff.

"About Day-Riverside"
Describes the community as synthesized from branch manager questionnaires, staff feedback and community engagement sessions. These pages also provide factual information about existing and future activities and programs and a comparison of existing and future space analysis, culminating with a description of the Primary Space Types that will make up the recipe of the future Day-Riverside Branch.

"Concept Diagrams"
The Concept Diagram illustrates the guiding program vision. "The Library as…" description is a metaphorical tool to describe the multi-faceted roles the library takes on to serve the community.
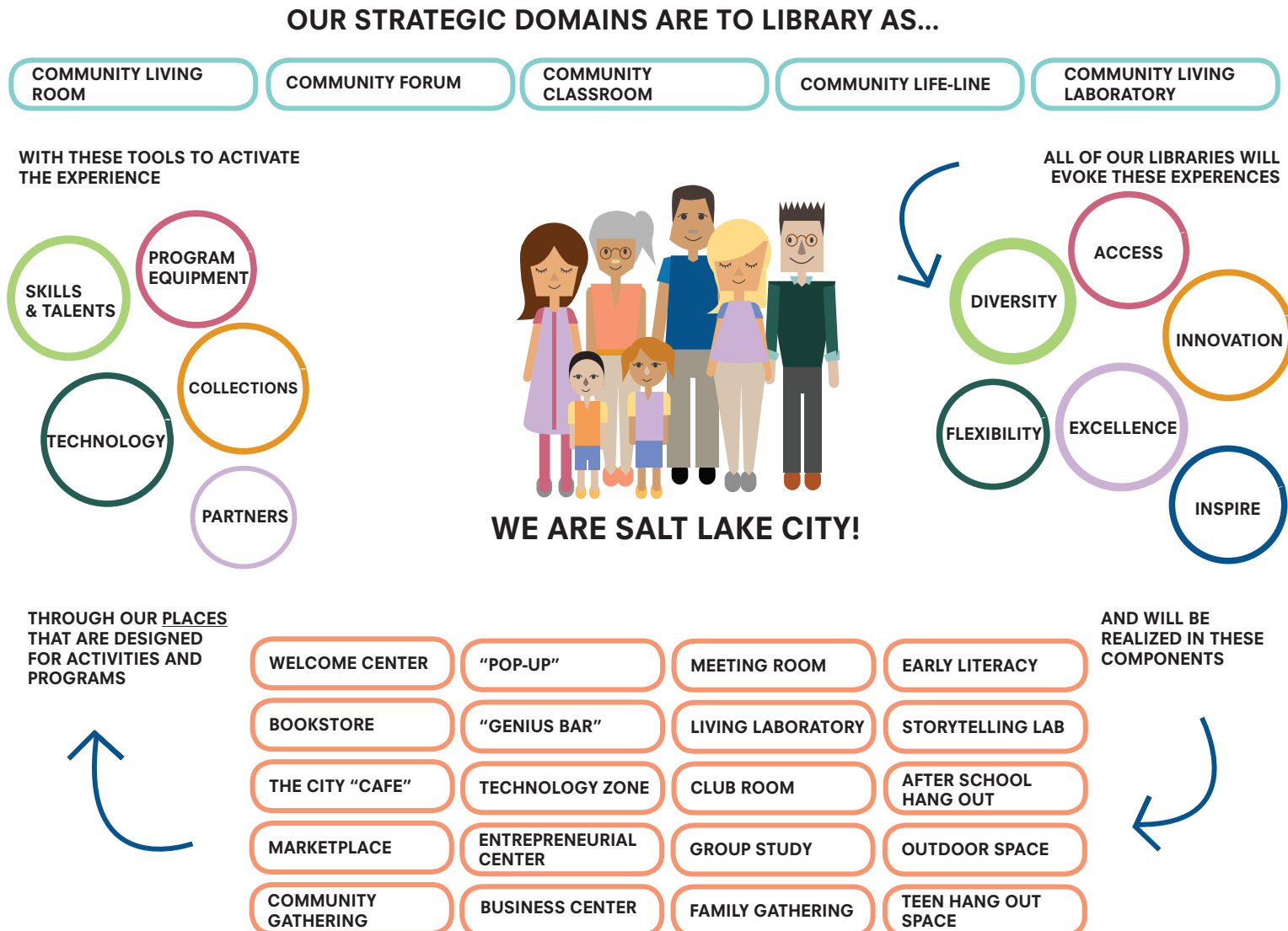
"Patron Narratives"
Patron Narratives are future-state narratives based on ESRI Tapestry Segment patron personas. Not intended to be a realistic representation, the patron narratives are analyzed to identify the Strategic Areas of Focus* the patron engages in with the library, and the Tools and Enablers that create the comprehensive experience.

"Look and Feel"
This page contains imagery of preliminary design character intended to be inspirational and directive as the design develops.

The Framework

*During the process, MSS created a Strategic Framework to root the physical program around the Strategic Areas of Focus for The City Library as illustrated below:

OUR STRATEGIC DOMAINS ARE TO LIBRARY AS...

| COMMUNITY LIVING ROOM | COMMUNITY FORUM | COMMUNITY CLASSROOM | COMMUNITY LIFE-LINE | COMMUNITY LIVING LABORATORY |

WITH THESE TOOLS TO ACTIVATE THE EXPERIENCE

- PROGRAM EQUIPMENT
- SKILLS & TALENTS
- COLLECTIONS
- TECHNOLOGY
- PARTNERS

ALL OF OUR LIBRARIES WILL EVOKE THESE EXPERENCES

- ACCESS
- DIVERSITY
- INNOVATION
- FLEXIBILITY
- EXCELLENCE
- INSPIRE

WE ARE SALT LAKE CITY!

THROUGH OUR PLACES THAT ARE DESIGNED FOR ACTIVITIES AND PROGRAMS

AND WILL BE REALIZED IN THESE COMPONENTS

WELCOME CENTER	"POP-UP"	MEETING ROOM	EARLY LITERACY
BOOKSTORE	"GENIUS BAR"	LIVING LABORATORY	STORYTELLING LAB
THE CITY "CAFE"	TECHNOLOGY ZONE	CLUB ROOM	AFTER SCHOOL HANG OUT
MARKETPLACE	ENTREPRENEURIAL CENTER	GROUP STUDY	OUTDOOR SPACE
COMMUNITY GATHERING	BUSINESS CENTER	FAMILY GATHERING	TEEN HANG OUT SPACE

THE FUTURE!

When you arrive at the Day-Riverside Branch...

Whether you are a soccer fanatic, food lover, gaming enthusiast or a maker and shaker of the community, Day-Riverside has it all for you! With the new renovation, many patrons tout that their neighborhood library is the best in Salt Lake, a one-stop-shop for unconventional and unique community experiences. Day-Riverside serves a variety of hardworking, family oriented and incredibly diverse patrons who are eager to explore what the new spaces offer and to find their passions on Day-Riverside's "campus." Day-Riverside is located on beautiful property and the renovation seamlessly ties the outside with the inside.

Families love to come to the spacious, colorful family gathering space where lively children's programming take place like storytime and baby dance party. Day-Riverside is the neighborhood's living laboratory; it contains a media lab, tinker lab, and a large collaborative messy space for content creation to inspire real "grit" and innovation within its community. Many local makers come to share their expertise with new technologies like 3-D printing and virtual reality gaming programs. The living laboratory sets the tone for the rest of the library, making the library alive with community activity. The library is loud, vibrant and its colors reflect the nature that surrounds it. The outdoor areas are witty and inventive. They serve as an extension of the library and host numerous recreational activities and programs. Day-Riverside's garden is one of the gems of the community and all of the produce is used in the library's new culinary kitchen during harvest season. The culinary kitchen holds culinary classes and gives patrons a space to share their favorite recipes from their cultures and childhood.

Return Here if You Like...

- **Gaming, Making and Tinkering!**
- **Culinary Programs**
- **Discovering New Ideas**
- **Recreational Activities**
- **To Play!**

Soccer Interactive

THE FUTURE!

Day-Riverside actively engages teens by providing a safe teen hangout space that promotes productive afterschool activities, homework assistance and the coolest new gaming technology. A day at Day-Riverside is full of discovery, where patrons can explore interests, work towards a new career, or gain individual expertise. The meeting rooms are active all day long with programs or used for community events, such as community council meetings. With its newly renovated spaces, Day-Riverside is the anchor of the community, fostering interest- and passion-based learning and sharing.

Playing Arcade Games at Can Can Wonderland, Minnesota

5 Cool Case Studies For Day-Riverside:

- **Library of Things, United Kingdom**
- **Nature Exploratorium, Middle Country Public Library**
- **Can Can Wonderland, Minnesota**
- **TechShop, nationwide**
- **Culinary Literacy Center, Philadelphia Free Public Library**

Youth Gardening at The Nature Exploratorium, Middle Country Public Library

About Day-Riverside

The Day-Riverside Branch Library is a vibrant and busy branch! Serving one of the most diverse populations in the City's West Side, when you walk into Day-Riverside you will see a community playing, learning, socializing, creating and LIVING at the library!

Located in the Rose Park neighborhood of Salt Lake City, the Day-Riverside Branch serves a community in need of 21st century skills enabling job placement, career advancement, technology access and digital literacies. Families and youth of all ages are ever-present at Day-Riverside. With 13 schools within three miles of the location, many of the youth come to the library after school and are highly active, enjoying gaming programming, computer access and any number of creative programs that the staff designs to offer productive out-of-school activities. This diverse patron community includes new Americans, recent refugees, Hispanic and Latinos, Pacific Islanders as well as "native" SLC pioneers. What binds this community of primarily low and middle income families together is an aspiration to improve their station in life and provide educational opportunities for their families. The neighborhood was hit very hard by the recession. Many patrons have smart phones, but do not have Internet or desktop computers at home and depend on the library for comprehensive technology tools and computer literacy. Many students depend on the library computers for homework. Early literacy programming including Storytime and Book Baby are critical and successful. Teen programming is increasing, including pop-up programming responding to the teens who may be present on any given day!

Existing Space Breakdown

Staff 11%
Welcome 10%
Community Gathering 13%
Family Gathering/ Youth Services 3%
Collections 43%
Large Meeting 11%
Medium Meeting 5%
Small Meeting 4%

Proposed Space Breakdown

Welcome 5%
Staff 13%
Community Gathering 16%
Collections 17%
Community Meeting 18%
Living Laboratory 14%
Teen Hangout 5%
Family Gathering 12%
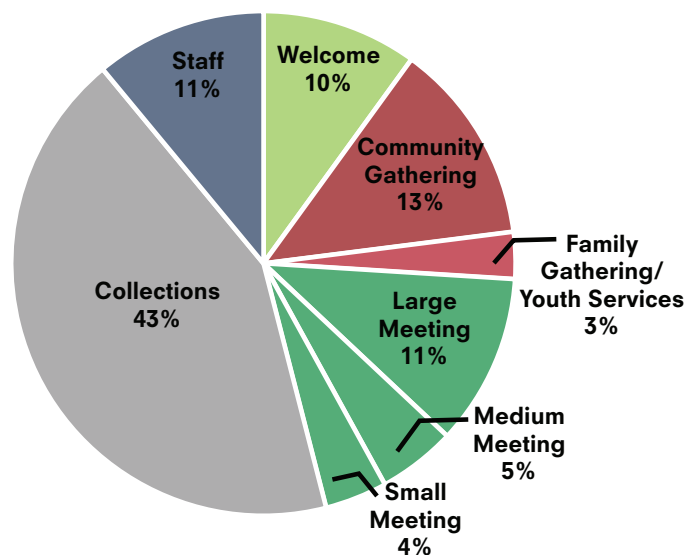
Popular Programs

- Book Baby
- Storytime
- Wednesday Afterschool Activities
- Playtime
- Code Club
- CUAC-Art Workshops
- Baby Dance Party
- Movie Day
- Sidewalk Chalk Creations
- STEAM Club
- Teen DIY Program
- Video Gaming
- One-on-One Computer Training
- Yarn Social
- Tech League
- Art Displays & Receptions

Future Quantity Breakdown

Collections 17% of Public SF will be dedicated to collections. (54,560-72,640 materials)

Technology 33 Total
Full Service	20
Computer (Child)	10
Catalog Comp.	3

Staff 21 Total
Library Manager	1
Full Time	4
Part Time	14
Custodians	2

Note: Existing collections percentage represents percentage of SF allocated on the shelving plan, not material count.

Showing off Talents Up, Down and Sideways!

Family & Cultural programming such as Dia de los Muertos, the Twenty-Year Anniversary Party and Car Shows are unconventional and popular!

The location has physical assets and physical constraints. Its location is almost three miles from the nearest retail shopping center, including grocery stores and coffee shops. Adequate public transportation is one of the biggest challenges that the library faces in serving its community. Yet, its seemingly isolated, natural landscape adjacent to the Jordan River is one of its greatest assets. Any renovation has the potential to maximize its location and adjacent recreational potential to create a library vibrant with life, work and play!

The staff is innovative, creative, artistic, has a "YES and" approach and has an appetite to try anything and everything to enhance their patron's experience! Day-Riverside's staff is proud to be the Movers and Shakers of Salt Lake City's Library-land, prototyping and innovating to meet the needs of the community!

The Day-Riverside branch has the potential to tap into an already vibrant creative energy to be The City Library's model for Library as Living Laboratory! Connecting community, patrons and families to each other, their community, skills, innovative technologies and content creation fundamental to a 21st century knowledge economy will catapult this library into the 21st century!

Future Programs

- Programs to activate the Outdoor Area
- Pop-Up Programming
- Homework Help
- Graffiti Wall
- Automotive Repair Programs
- Culinary Programs
- Childcare during Adult Programming

"Due to our proximity to the Jordan River and the large, untamed area surrounding our building, I love to encourage programming and activities that take advantage of our surroundings, especially since we represent an underserved area of the city, where access to recreational luxuries is less common."

**- Erin Morris
Branch Manager**

Space Types

Welcome

Welcome Center
A welcoming place for returning core customers, visitors and newcomers to showcase the unique past, present and future of the branch.

Bookstore
A dedicated retail-like area designed for browsing new materials, popular materials and community-based art and displays. The area will be designed for patrons to find "just what they are looking for!" and to foster browsing and serendipitous discoveries.

"Pop-up"
Carts for smaller mobile units that can be used for multiple functions. It provides the opportunity to experiment with programs and offer something new with each patron's visit.

Marketplace
A market-like informal gathering space that provides community members and librarians a chance to share their creations, ideas and materials.

Community Gathering

The City "Cafe"
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.

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

"Genius Bar"
An Innovative Technology Zone that showcases and provides access to computers, laptops and new technologies, providing space for demonstrations, consultations and collaborative technology engagement.

Innovative Technology Zone
An extension of the Genius Bar, the Innovative Technology Zone will be an open space dedicated to individual technology access and/or instructional programming.

Community Meeting

Large Meeting Room
A large program room designed for flexible programming. The room will have capacity of 100 and will be able to be divided for maximum programming utilization.

Culinary Kitchen
A dedicated area designed for creative culinary programming and culinary teaching. It will be adjacent to the Large Meeting Rooms.

Club Room
A dedicated room primarily for adults to gather for reading and respite. The room will also be able to be used for book clubs, garden clubs, travel clubs, history and writer's clubs. The Club Room will accommodate 10-15 people.

Group Study
A series of dedicated rooms and areas for groups of 4-6 to gather for collaboration, group study and heads down work.

Living Laboratory

An area dedicated for content creation equipped with audio, visual and creative tools for all in the community to explore interests and passions in an active community-centric studio space. The Living Laboratory will include the following areas:

> **Collaborative Messy Space**
> **Media Lab**
> **Tinker Lab**

Teen Hangout 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.

Family Gathering

Family Literacy
An active learning environment dedicated to play, learning and PLA's Every Child Ready to Read approach to youth services. The area will be designed for safe and active engagement for babies, toddlers and school-aged children and their adult caregivers.

Storytelling Lab
A dedicated semi-closed space for storytelling in all of its vibrant forms! When not in use as a storytelling space, the area will be an extension of the early literacy area.

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

An area designed for the community, youth and their families as an extension of the community gathering spaces. The area will utilize the outdoor surroundings for highly activated programming, gardening, play and recreation.
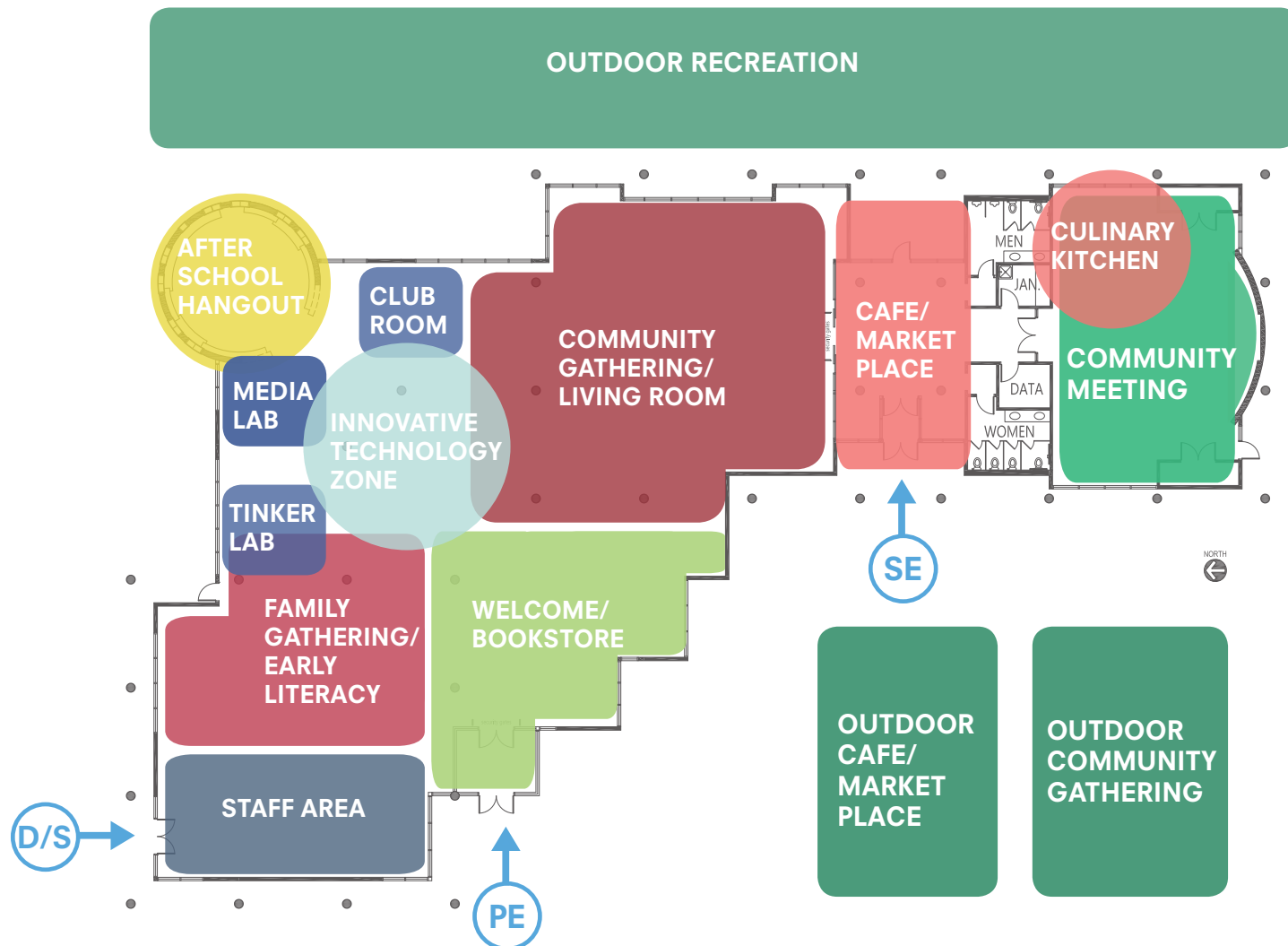
Day-Riverside Branch is...
Library as Living Laboratory

On this page, a conceptual space diagram illustrates the main program concept as articulated in the program narratives. Subsequent pages illustrate the main program concept applied to the actual building, utilizing program space types as bubble diagrams showing basic adjacencies. Option 1 does not assume a building addition; Option 2 does assume an addition.

Library as Living Laboratory

The community's living laboratory: is a set of spaces/areas that foster creativity, innovation, risk-taking, prototyping and co-creating. Spaces/areas include:

Media Lab
Collaborative Messy Space
Tinker Lab
Community Meeting

Library As Library

The community's library: a space that provides access to collections of materials that inspire, inform, enchant and delight.

Library as Community Garden

The community's garden: an area designed for the community, youth and their families as an extension of the community gathering spaces. The area will utilize the outdoor surroundings for highly activated programming, gardening, play and recreation.
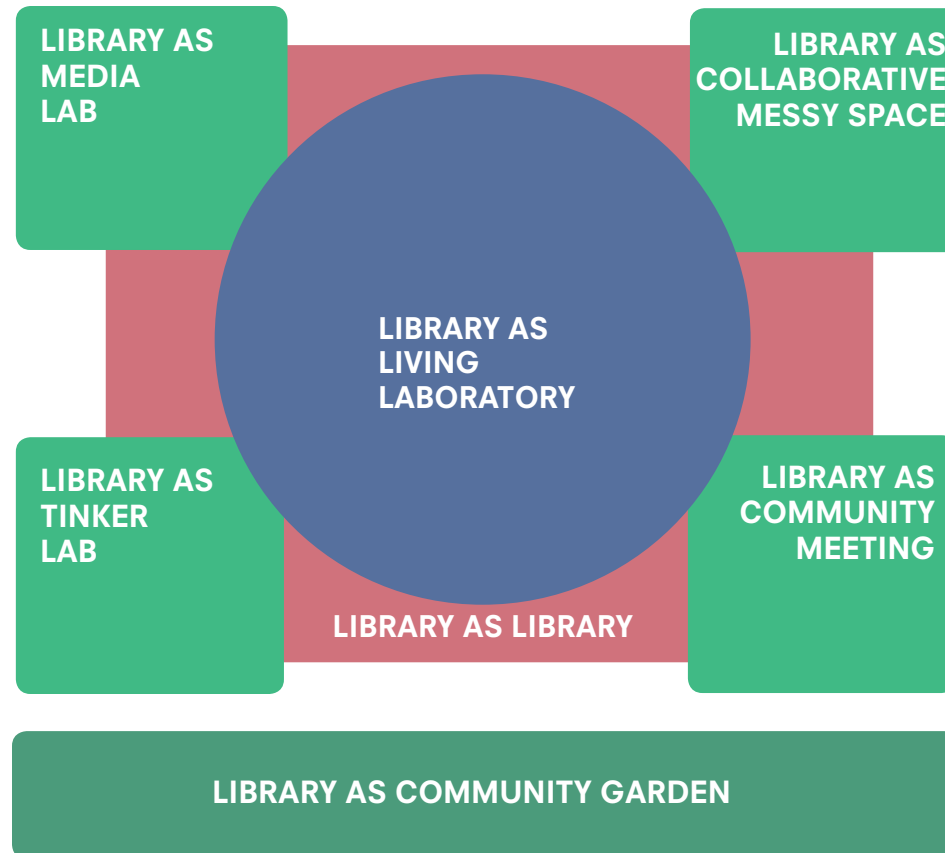
Conceptual Space Diagram

DAY-RIVERSIDE BRANCH: OPTION 1 (WITHOUT ADDITION)
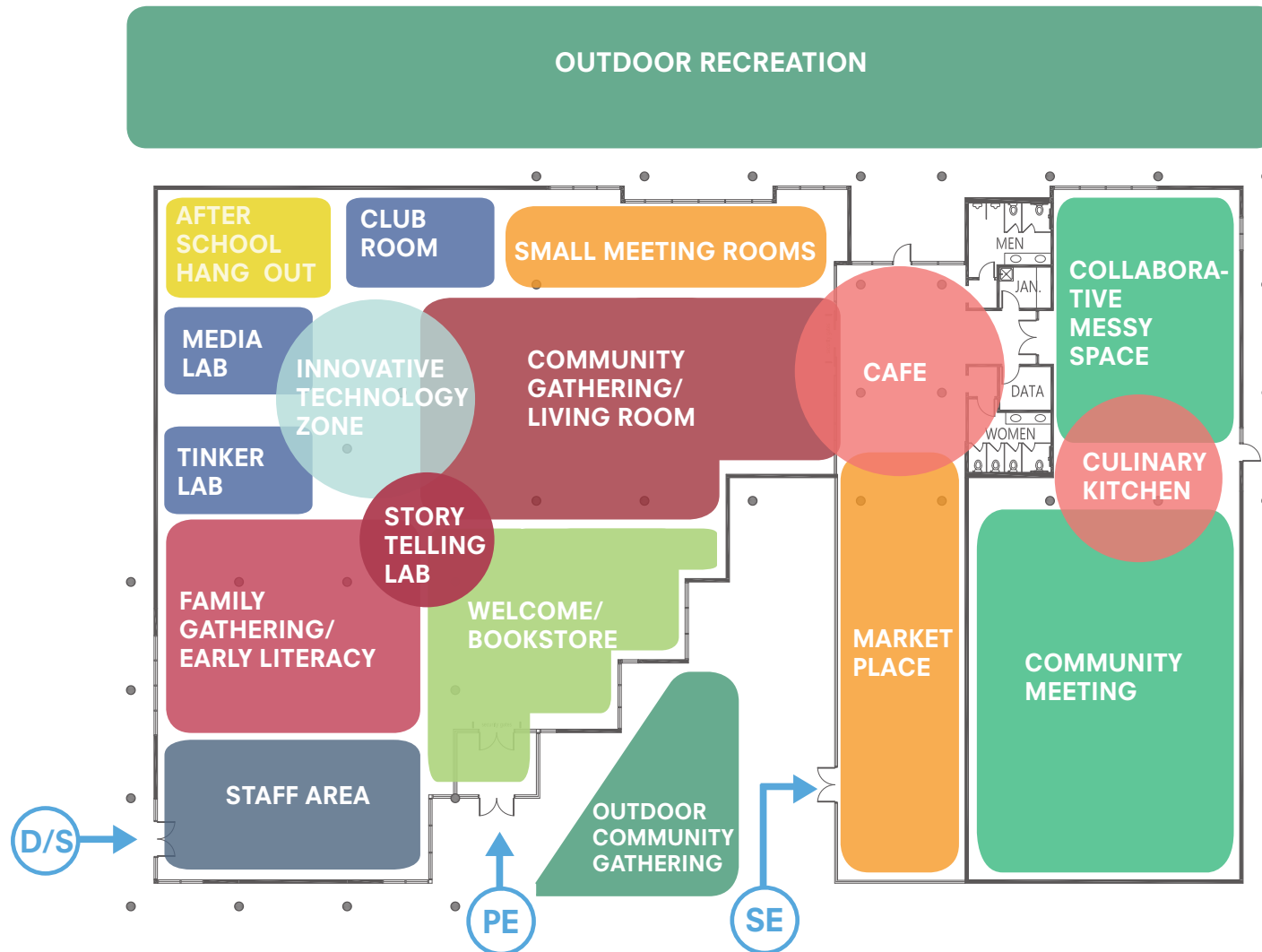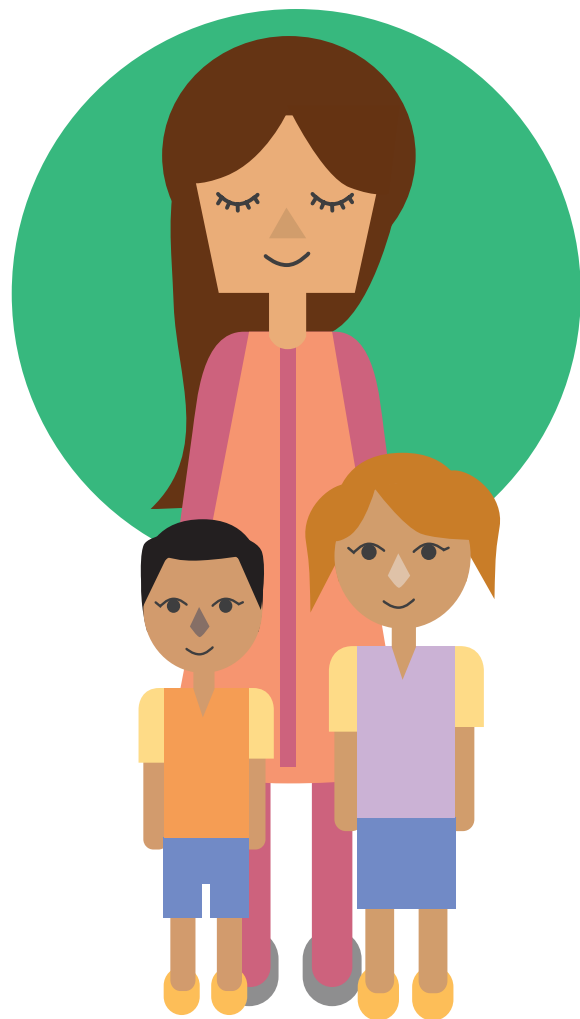
entry symbol key:

PE → primary entry

SE → secondary entry

D/S → delivery/service entry

OUTDOOR RECREATION

AFTER SCHOOL HANGOUT

CLUB ROOM

MEDIA LAB

INNOVATIVE TECHNOLOGY ZONE

TINKER LAB

COMMUNITY GATHERING/ LIVING ROOM

CAFE/ MARKET PLACE

MEN

JAN.

DATA

WOMEN

CULINARY KITCHEN

COMMUNITY MEETING

SE

NORTH

FAMILY GATHERING/ EARLY LITERACY

WELCOME/ BOOKSTORE

STAFF AREA

D/S

PE

OUTDOOR CAFE/ MARKET PLACE

OUTDOOR COMMUNITY GATHERING

DAY-RIVERSIDE BRANCH: OPTION 2 (WITH ADDITION)

Urban Villages

I come to the Day-Riverside Branch a few times a week. Sometimes when I come, there are special programs going on for kids. I have two kids, Martine and Rosario. They really love to make art and are big gamers. They can spend hours on computers with their friends from the neighborhood. I like cookbooks and always find new recipes to try at home.

My friend told me that Day-Riverside just had someone come to talk about where and how to get the best coupons online and I would really like to attend that program the next time it happens. My husband likes programs on how to make our house better and he always finds home improvement ideas that aren't too expensive. I put a few DIY books on hold for him to pick up when he gets off work. I looked at the community boards and found a flyer for a program that helps you find financial resources to fix up your house. Some of the librarians speak Spanish and they are all very nice. They always make my experience at the library enjoyable.

I see people outside gardening and playing sports. Even though I am very shy, I think I will ask the librarians how to get involved with the outdoor programs. Day-Riverside has a lot of outdoor space that would be perfect for a big garden. My yard is too small and it is filled with kids and dogs. I could even use the produce from the Day-Riverside garden in the recipes I find in my favorite cookbooks!

I use the color copier and fax machine at the library. The library makes it very convenient for me to do paper work, especially since I don't have anything at home. There are also computer classes in Spanish I try to attend once a week, but sometimes it's hard if I can't find someone to watch my kids. I overheard the librarians talking about a child care program which would be so cool and helpful! The library makes it very easy for my family and me to find opportunities and feel like we belong in our community!

Urban Villages

Strategic Areas of Focus

- The City's Living Room
- The City's Forum
- The City's Classroom
- The City's Life-Line
- The City's Living Laboratory

Tools and Enablers

Outcomes

- Found opportunities for her whole family
- Discovered resources in her community she did not know about
- Felt a sense of belonging

Experiences

- Discovered new culinary kitchen
- Signed up for garden program
- Talked with Spanish-speaking Librarian

Space Types

- Family Gathering
- Culinary Kitchen
- Community Meeting
- Innovative Technology Zone

Programs & Activities

- Computer classes in Spanish
- Reading clubs
- Spanish language programs
- Children's programs
- Computer classes
- Cooking classes
- Tinkering and making

Look & Feel

- High quality/intentional
- Connection to outdoors
- Ample light
- Comfortable/open
- Friendly/inviting

Technology & Equipment

- Printers/copiers
- Computers
- Garden/outdoor equipment
- Power stations

Furnishings

- Fun/colorful
- Comfortable/adaptable seating
- Varying size furniture for family gathering

Collections

- Adult Collections
- Spanish books
- Children's books
- DVDs

Barrios Urbanos
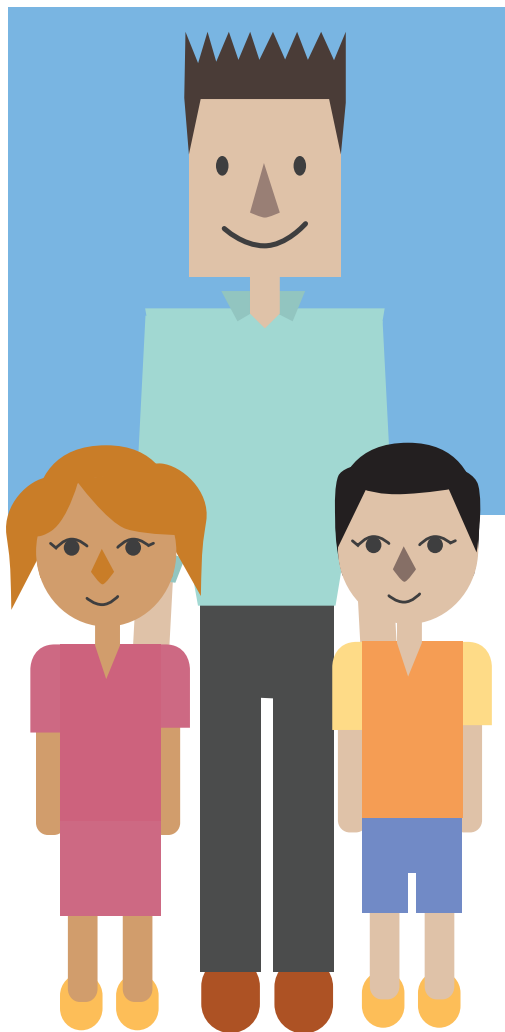
Carlos is a 35-year-old Hispanic man, married with two kids, Carlos Jr. and Claudia. His wife, Concepción, is currently pregnant and on bed rest, therefore, Carlos is taking on most of the parental responsibility. He is a soccer fanatic and works at a refinery during the day. When he's not working, you'll find him in his backyard fixing up his car or at the grill preparing for his summertime BBQs. Carlos is an avid collector, particularly when it comes to experiences with his family and friends. He has a talent for getting people together and has a dedicated soccer league with his extended family. His kids also play on a soccer league.

One of his favorite things to do on the weekend is to take the family to the community events at the Day-Riverside Library. They love the annual Día de los Muertos celebration. While Carlos is at the library he always checks out the automotive manuals and loves the DIY display the librarians curate. Afterwards, Carlos and his kids use the resources of the new media lab. Carlos Jr. attends a game design program and Claudia creates a trailer for her book report in the production studio.

While his kids explore their own interests, Carlos attends a 3-D modeling program to build a mock-up car engine. On his way out of the library, he walked to the patio to listen to the band and socialize with his neighbors. Carlos leaves the library in great spirits with a sense of belonging. He thinks that the library is an important place that ensures opportunity and access for his children to have successful futures.

Barrios Urbanos

Strategic Areas of Focus

- The City's Living Room
- The City's Forum
- The City's Classroom
- The City's Life-Line
- The City's Living Laboratory

Tools and Enablers

Outcomes
- Found opportunities for his whole family
- Met like-minded neighbors
- Felt a sense of belonging

Experiences
- Discovered new Living Laboratory
- Signed up for 3-D printing program
- Community togetherness

Space Types
- Family Gathering
- Living Laboratory
- Community Meeting
- Innovative Technology Zone

Programs & Activities
- Music, food and culture programming
- Children's programs
- Vocational classes
- Family-focused programs
- Tinkering and making

Look & Feel
- Lots of dedicated space for kids and teens
- Connection to outdoors
- Ample light
- Not institutional

Technology & Equipment
- Printers/copiers/scanners
- Circulating internet
- Outdoor equipment
- Computers for content creation

Furnishings
- Fun/comfortable
- Adaptable seating
- Varying size furniture for family gathering

Collections
- Adult Collections
- Spanish books
- Children's books
- DVDs

NeWest Residents
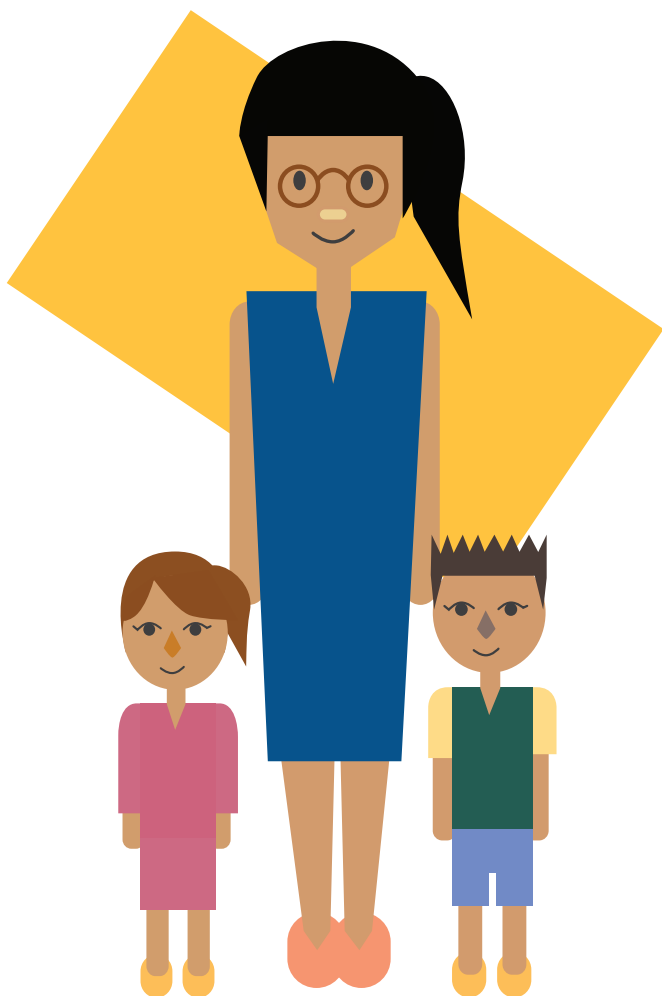
Susan is a 30-year-old single mother who lives in the Rose Park neighborhood of Salt Lake City, Utah. Her parents live nearby and they help watch her kids while she's at work. Susan is naturally creative and loves all things involving home improvement and urban gardening. When she's not working at her administration job, Susan is usually DIY-ing on another one of her creative projects or doing crafts with her kids. She is an active jogger and enjoys taking her kids with her in their fancy jogging stroller that their grandparents gave them this past Christmas. She goes jogging a few times a week on the Jordan River path behind the Day-Riverside Library. It is usually the first thing she does with her day. On her jog, she makes a stop at the Day-Riverside Library to attend the interactive Storytime programs. Her kids love these programs and she particularly loves the library's newly renovated space, it gives her inspiration for her own home. While her children attend Storytime, she socializes with the other mothers and caretakers. Before she leaves, she always browses the stacks and stops by the DIY display to see if she can find any new ideas to try. Susan always wishes she had a little more time at the library, but her day is full of other errands and restless little kiddies.

When Susan arrives home, she uses the library's online database and catalog to request the newest best seller to put on hold. She'll return the following week to pick up the book and to attend more children's programs. Susan is immensely grateful for the library and all the wonderful opportunities they offer her and her kids.

NeWest Residents

Strategic Areas of Focus

The City's Living Room

The City's Forum

The City's Classroom

The City's Life-Line

The City's Living Laboratory

Tools and Enablers

Outcomes

• Learned about community events and more library programs
• Discovered resources for DIY and Urban Farming
• Social Interaction

Experiences

• Was inspired by the library for her own projects
• Signed up for garden program
• Shared learning with her kids

Space Types

• Family Gathering
• Storytelling Lab
• Community Meeting
• Innovative Technology Zone

Programs & Activities

• Storytime
• Gaming Programs
• Children's Programs
• Computer Classes
• Music, Food and Culture Programming
• Tinkering and Making

Look & Feel

• Warm and bright
• Clean and well-maintained
• Shapes and colors to reflect outdoors
• Current, comfortable and cozy

Technology & Equipment

• Printers/copiers/scanners
• Computers/Wi-Fi
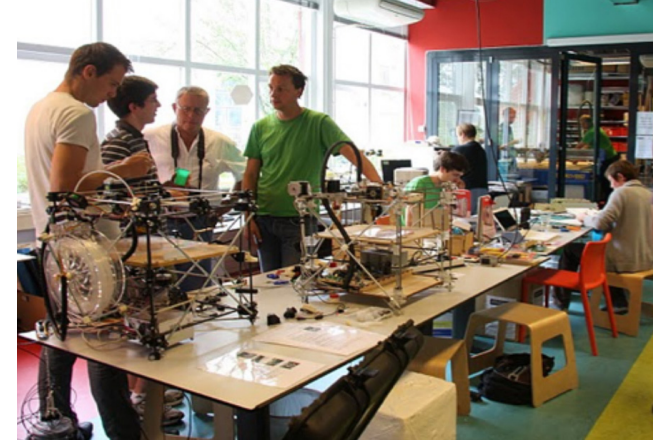• Garden/outdoor equipment
• Power stations

Furnishings

• Flexible furniture
• Comfortable/approachable
• Varying size furniture for family gathering

Collections

• Adult Collections
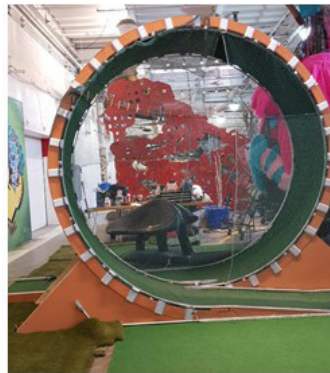• Children's books
• DIY/gardening books

Day-Riverside Feels Like...

Appendix: Case Study Slides

The following pages include descriptions of the"5 Cool Case Studies" illustrated on page 7. We encourage you to explore these as well as other institutions and programs that create meaningful experiences for their users.

CAN CAN WONDERLAND

Located in St. Paul's Hamline Midway neighborhood and the Creative Enterprise Zone, Can Can Wonderland combines art and play to create a one-of-a-kind arts immersive environment for people of all ages to enjoy.
Offering a truly unique, 18-hole artist designed, indoor mini golf course. But Can Can Wonderland isn't just mini golf; it's a wonderland full of arts-based fauna and flora for you to explore and delight in! The boardwalk is full of attractions and amusements (created by/with artists). It has two stages offering a wide array of local and regional talents.

http://www.cancanwonderland.com/

Appendix: Case Study Slides

CULINARY LITERACY CENTER

Culinary Literacy Center at the Free Public Library of Philadelphia is revolutionizing the way Philadelphians think about food, nutrition, and literacy. It aims to advance literacy in Philadelphia in a unique and innovative way— with a fork and spoon. It is a commercial-grade kitchen that serves as a classroom and dining space for Philadelphians, supporting culinary literacy through nutrition education, understanding how cooking can support disease prevention and healthy lifestyles, and offering "edutainment" cooking classes & demonstrations.

Free and low-cost public programs that teach consumer skills to help parents make recipes fit their families' needs and emphasize nutrition and health literacy to help with disease prevention.

https://libwww.freelibrary.org/programs/culinary/

# Appendix: Case Study Slides

NATURE EXPLORIUM

Middle Country Public Library is proud to be the first library in the nation to offer the Nature Explorium, an outdoor learning space for children and families. Developed in collaboration with the Dimensions Educational Research Foundation and Long Island Nature Collaborative for Kids (LINCK), the Nature Explorium contains a variety of areas, all geared toward connecting children to a different aspect of nature.

https://www.mcplibrary.org/children/nature-explorium/

Appendix: Case Study Slides

LIBRARY OF THINGS, UNITED KINGDOM
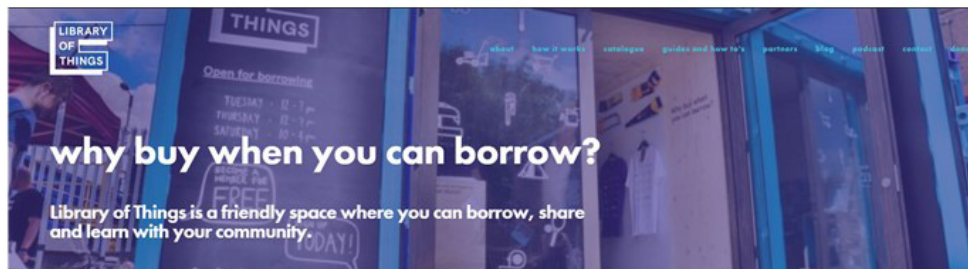
Library of Things is a space where the patrons can borrow useful items like DIY tools, gardening things, kitchenware, camping kit and events equipment. Patrons can also learn how to use items in 1-to-1 sessions and workshops To get to know their neighbors at regular open night.
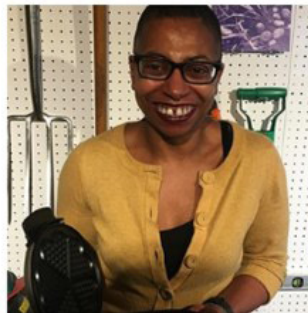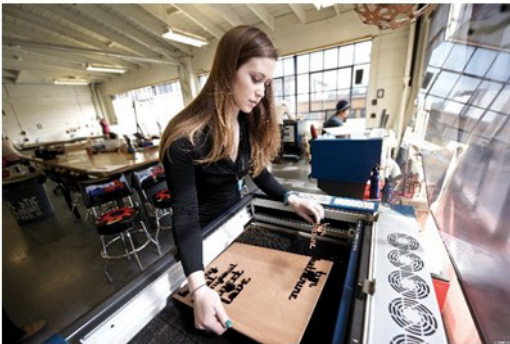
Library of Things started in West Norwood, South London in 2014, when a community created a Library of Things on a shoestring budget for the public library.

http://www.libraryofthings.co.uk/

Appendix: Case Study Slides

TechShop

TechShop is a chain of do-it-yourself workshop spaces where individuals pay a monthly fee in order to gain access to working desks, classes, computers, equipment and consultation. TechShop prides itself on having up-to-date equipment that is hard to find elsewhere.

TechShop promotes and encourages entrepreneurs to develop prototypes for their own businesses. A number of successful companies have gotten their start from utilizing the resources TechShop offers.

http://www.techshop.ws/