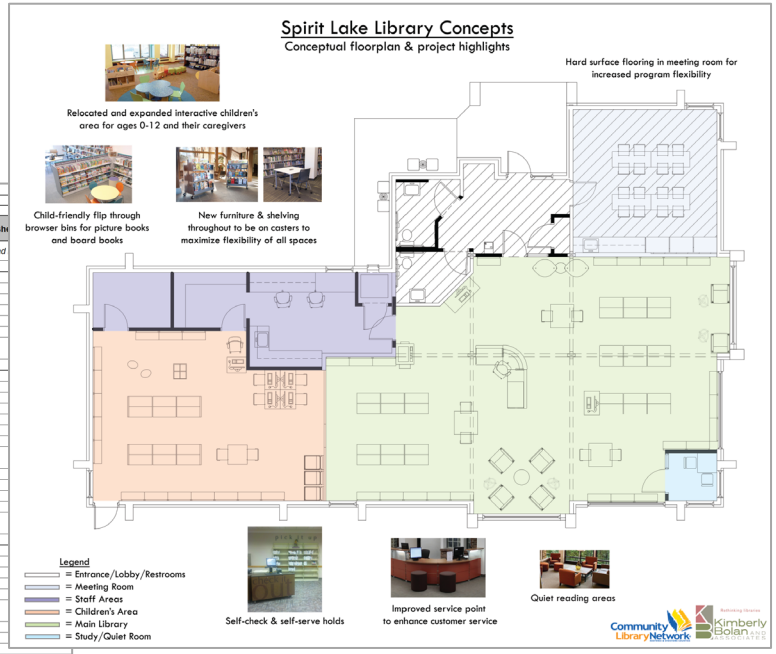
INSTITUTE of Museum and Library SERVICES

Small Spaces, Big Possibilities

Rob Cullin & Janet Nelson

Presentation Overview

ReThinking Libraries: Facility Self-Assessment Exercise	Version 1.0	
Library (Library System):		
Branch/Location (if applicable):		
Feature / Area / Function	**Assessment Score**	**Comments/Explanation/Insight/Wishe**
Scoring: *Strength=3, Acceptable=2,*	*Deficient=1,*	*Needed but Missing=0, Not Needed but Present=P, Not Needed and*
LIBRARY VISIBILITY	#DIV/0!	**:Section Average Score**
From a distance		
Upon approach		
Of entry points		
Intuitive wayfinding-exterior		
Easily identifiable as library		
Building/Monument signage		
Additional Comments		
LIBRARY ACCESSIBILITY	#DIV/0!	**:Section Average Score**
Pedestrian Access		
Patron Vehicle		
Daily Parking		
Event Parking		
Staff Parking/Access		
Proximity to Major Roads		
ADA accessibility (via exterior, Parking, Sidewalks, ramps, etc.)		
ADA accessibility (within the building, aisles, service points, restrooms, etc.)		
Delivery vehicle		
Drive-thru pick-up/drop		
Exterior materials return(s)		
Exterior holds pick-up		
Additional Comments		
ENTRY EXPERIENCE & GENERAL SERVICES	#DIV/0!	**:Section Average Score**
Lobby/Entrance(s)		
Ease of wayfinding/intuitive wayfinding / multi-lingual		
Circulation/Plan organization		
Interior materials return (automated receipt)		
Interior holds		
Service point(s) (Visible from entry, good visibility out, ingress/egress, defensible space, universal design)		
Self-check (In/Out)		
Friends area (sale area not storage or work area)		
Food & beverage area(s)		
Restrooms		
Additional Comments		
COLLECTION & USER AREAS	#DIV/0!	**:Section Average Score**
New Books/Popular library		
Periodicals		
Adult collection space & area(s)		



Offering a small library, focused overview for:

- Reflecting on current space utilization
- Understanding how to assess community needs and library use
- Maximizing limited space to meet community priorities
- Creating more engaging, flexible, and impactful spaces that work for patrons and staff

Presenter Backgrounds

- **Rob Cullin:** 25+ years of working with public libraries, 20 years of library consulting with the last 12 as a full-time consultant, co-founder of Evanced Solutions (2001), Kimberly Bolan and Associates (2006), and ReThinking Libraries (2020), and founder of LibraryStewards (2026)
- **Janet Nelson:** 25+ years of working with libraries, 17 years of industry leadership at Demco, 7 years of full-time library consulting, and co-founder of ReThinking Libraries (2020)







ReThinking Libraries

2026 MODERN LIBRARY AWARDS
SERVICE OF THE YEAR

Understand It:

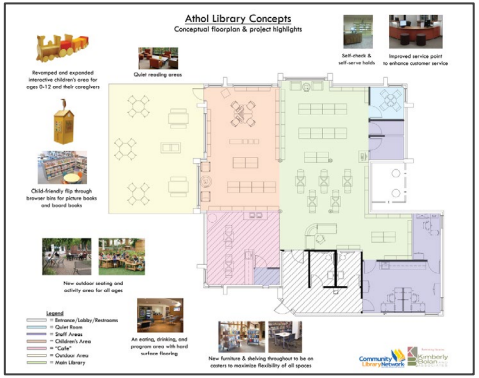
Understanding how community and users' needs are evolving, and what libraries can do to meet those changing needs and preferences

Library Trends

Library Utilization Evolution = Space Approach Evolution

- Small libraries are heavily impacted
  - May have more pressure to evolve
  - Typically have more limitations due to space constraints and budget
- Universal and accessible design considerations
- Increased importance of programming and the library as a place or third space
- Decreasing prominence of physical collections (though NOT going away)
- Increased space flexibility needed, but how?







Interior Design Considerations

- Function
  - What are your project goals?
  - What types of spaces are needed?
  - What is your service model?
  - Why are these things important?

- Building Flow
  - How should the pieces fit together?
  - Adjacencies, sightlines, safety & security

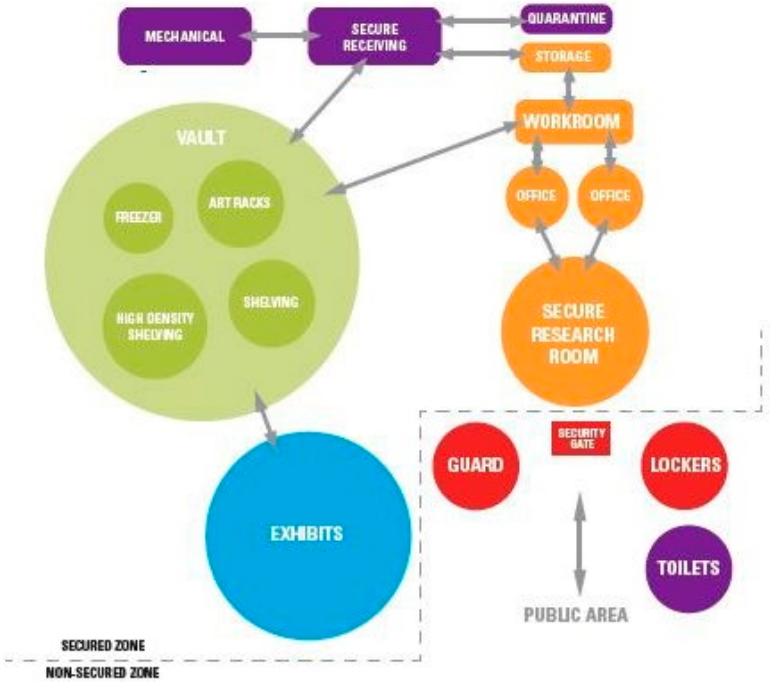
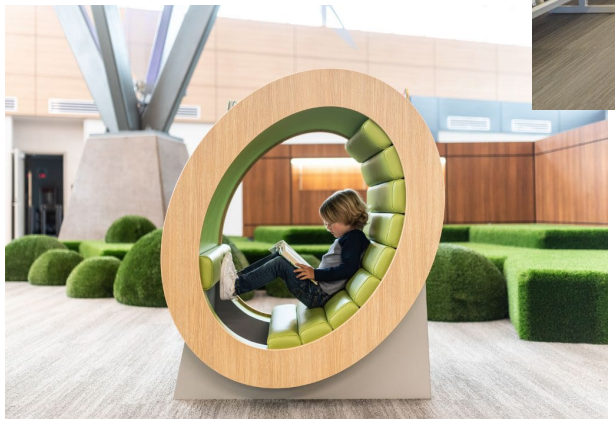


Image: Purdue University Thomas S. and Harvey D. Wilmeth Active Learning Center RATIO

Universal Design Considerations

- ADA/accessibility/barrier-free
- Blind/Low Vision
- Deaf/Hard of Hearing
- Neurodiversity
- Sensory Sensitivity
- People of Size
- Trauma-Informed
- Choice & Control

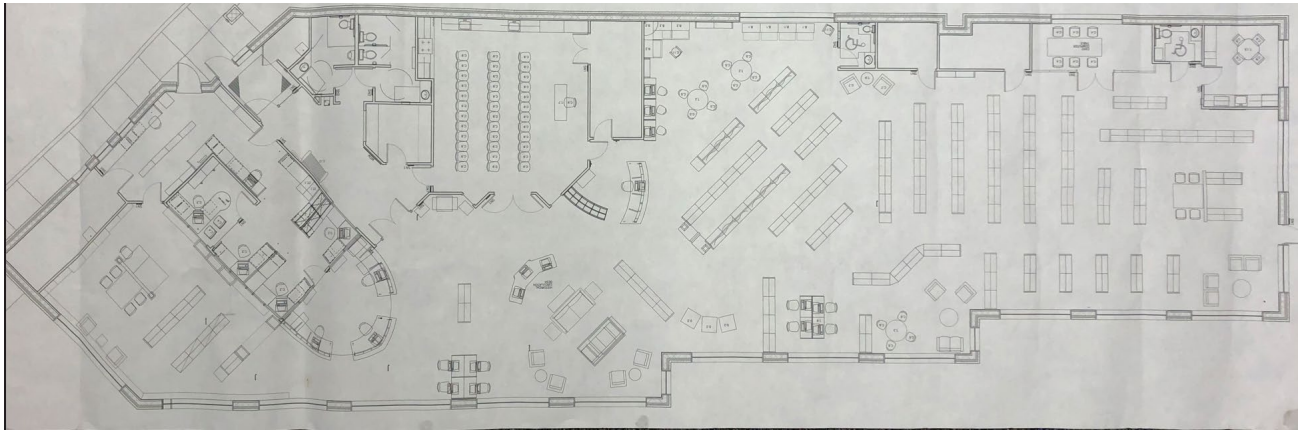


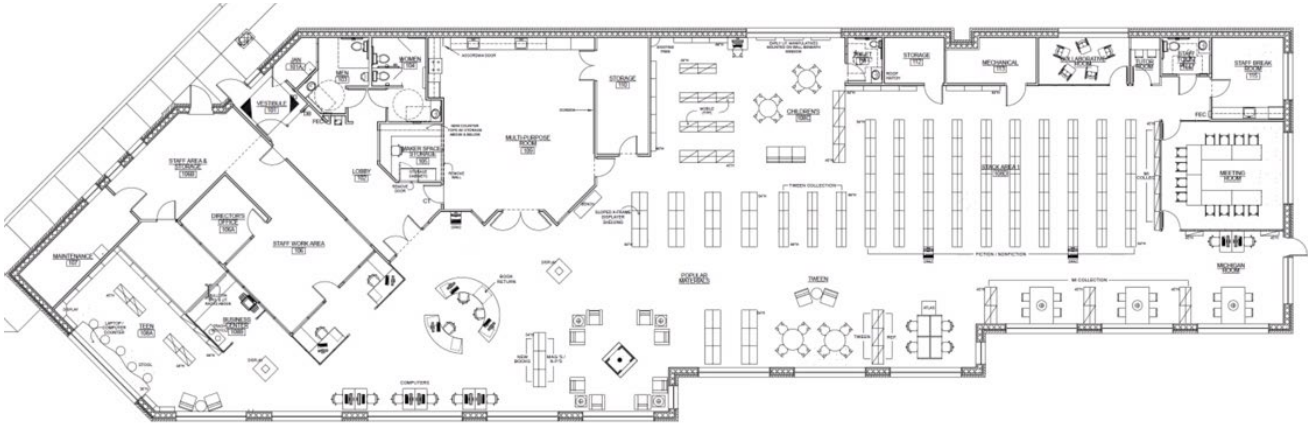


Images: RATIO

Impact of Reduced Collection Sizes

- Creates space for people, not just collections
- Improves sightlines with lower-height shelving
- Allows for more community spaces
  - Additional meeting and study rooms
  - Defined teen space
  - Creation space





Merchandising & Display

- Weed collections to allow for display within the stacks
- Take advantage of underutilized spaces like end panels
- Use mobile displays for more flexible use of space







Merchandising & Display, cont.

- Create thematic displays that resonate with your community
- Extend themes such as anniversaries or special community happenings throughout the year
- Incorporate signage and programming for more impact







Merchandising & Display







Amplify impact:

- Blend national and local history
- Connect materials, programming, and events
- Carry the theme throughout the library
- Use analog and digital options

Multi-functional Meeting Spaces

- Create multi-functional meeting rooms
- Incorporate adequate storage for multiple uses
- Use flexible, mobile furniture
- When possible, open walls to the main library to maximize use









Small Study Spaces

- Increased need for meeting and study spaces
- Create a variety of 1, 2, and 4+ options, if space
- Consider pods if construction is not an option
- Strive for visible, but soundproof spaces

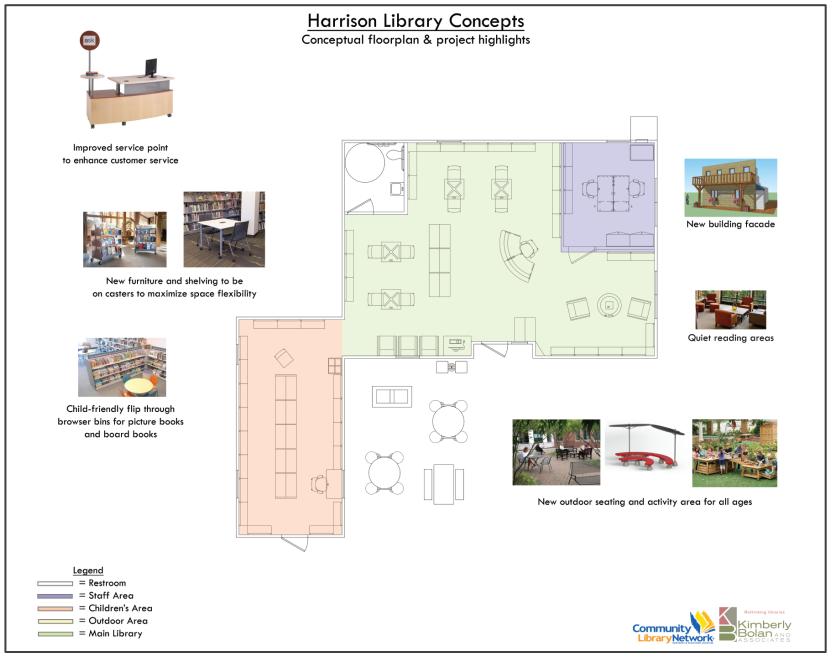






Quiet vs. Collaborative Spaces

- Separate quiet reading room can help in an active library
- Quiet hours vs. quiet spaces are an option if space doesn't allow a separate room
- Defining expectations for different areas is helpful







More Flexible, Multi-use Spaces

- Use mobile and multi-use furniture options
- Minimize fixed computers and offer laptops for in-library use
- Smaller, mobile service points
- Teen-friendly library if a separate teen space isn't available
- Alternating teen and senior space use based on time of day
- Utilize outdoor space to expand capacity







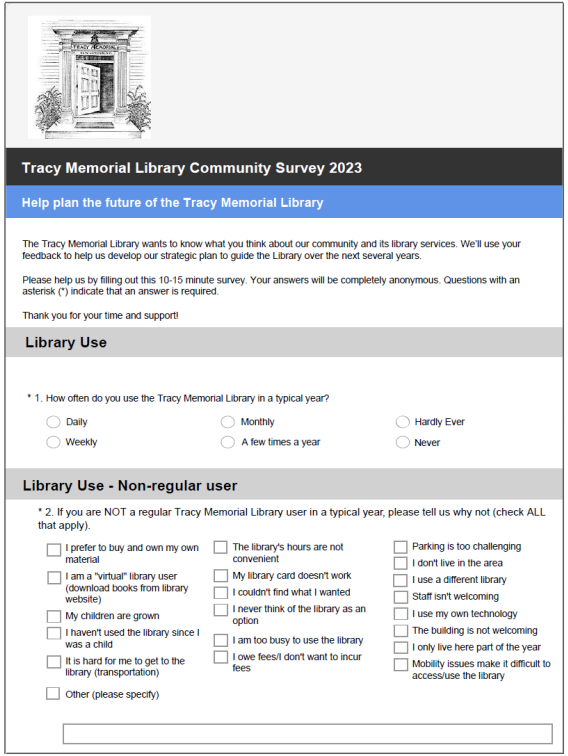


Assess It:

Assessing your community and library and identifying where changes might be needed to meet their shifting needs and preferences

Community Survey

- Use to gather quantitative & qualitative information about preferences
- Offer online and paper versions for accessibility
- Work to engage both users and non-users of the Library
- Important to have library staff and board support in promoting the survey



Tracy Memorial Library Community Survey 2023

Help plan the future of the Tracy Memorial Library

The Tracy Memorial Library wants to know what you think about our community and its library services. We'll use your feedback to help us develop our strategic plan to guide the Library over the next several years.

Please help us by filling out this 10-15 minute survey. Your answers will be completely anonymous. Questions with an asterisk (*) indicate that an answer is required.

Thank you for your time and support!

Library Use

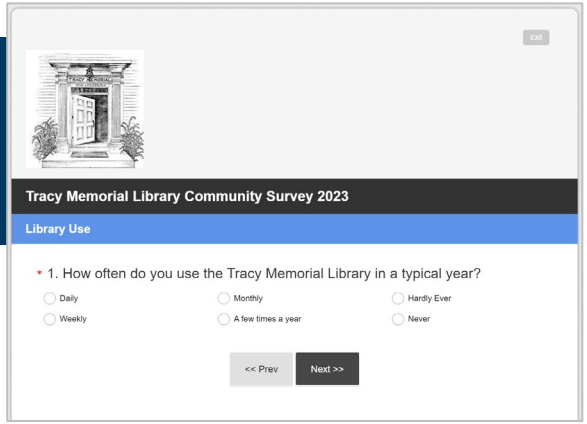
* 1. How often do you use the Tracy Memorial Library in a typical year?

Daily | Monthly | Hardly Ever
Weekly | A few times a year | Never

Library Use - Non-regular user

* 2. If you are NOT a regular Tracy Memorial Library user in a typical year, please tell us why not (check ALL that apply).

- I prefer to buy and own my own material
- I am a "virtual" library user (download books from library website)
- My children are grown
- I haven't used the library since I was a child
- It is hard for me to get to the library (transportation)
- Other (please specify)
- The library's hours are not convenient
- My library card doesn't work
- I couldn't find what I wanted
- I never think of the library as an option
- I am too busy to use the library
- I owe fees/I don't want to incur fees
- Parking is too challenging
- I don't live in the area
- I use a different library
- Staff isn't welcoming
- I use my own technology
- The building is not welcoming
- I only live here part of the year
- Mobility issues make it difficult to access/use the library



Exit

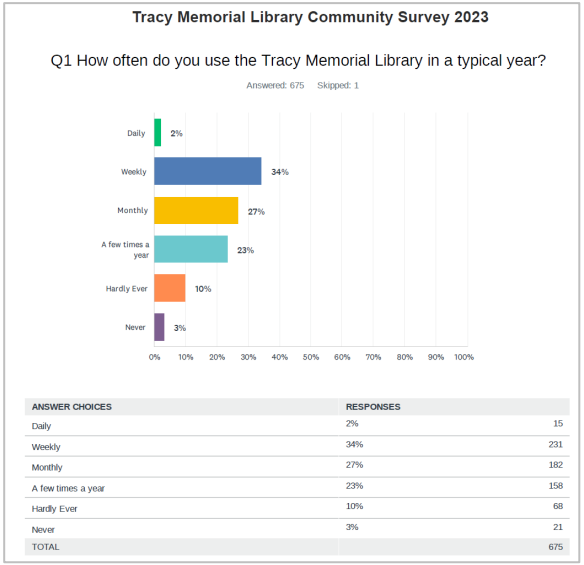
Tracy Memorial Library Community Survey 2023

Library Use

* 1. How often do you use the Tracy Memorial Library in a typical year?

Daily | Monthly | Hardly Ever
Weekly | A few times a year | Never

<< Prev | Next >>



Tracy Memorial Library Community Survey 2023

Q1 How often do you use the Tracy Memorial Library in a typical year?

Answered: 675 Skipped: 1

ANSWER CHOICES	RESPONSES	
Daily	2%	15
Weekly	34%	231
Monthly	27%	182
A few times a year	23%	158
Hardly Ever	10%	68
Never	3%	21
TOTAL		675

Engagement Sessions







- Generate discussion about the library and the community
- A slide presentation can be used to guide
- Involve library staff, board, key stakeholders, and general community members
- Invite both users and non-users
- Important to have library staff and board support in inviting participants and promoting the sessions

Intercept Activities

- Simple image-centric engagement voting activity
- Can be deployed both inside the library and out in the community
- Gains quantitative data from a broader audience when used outside the Library
- A good way to engage both users and non-users of the Library quickly and “lightly”

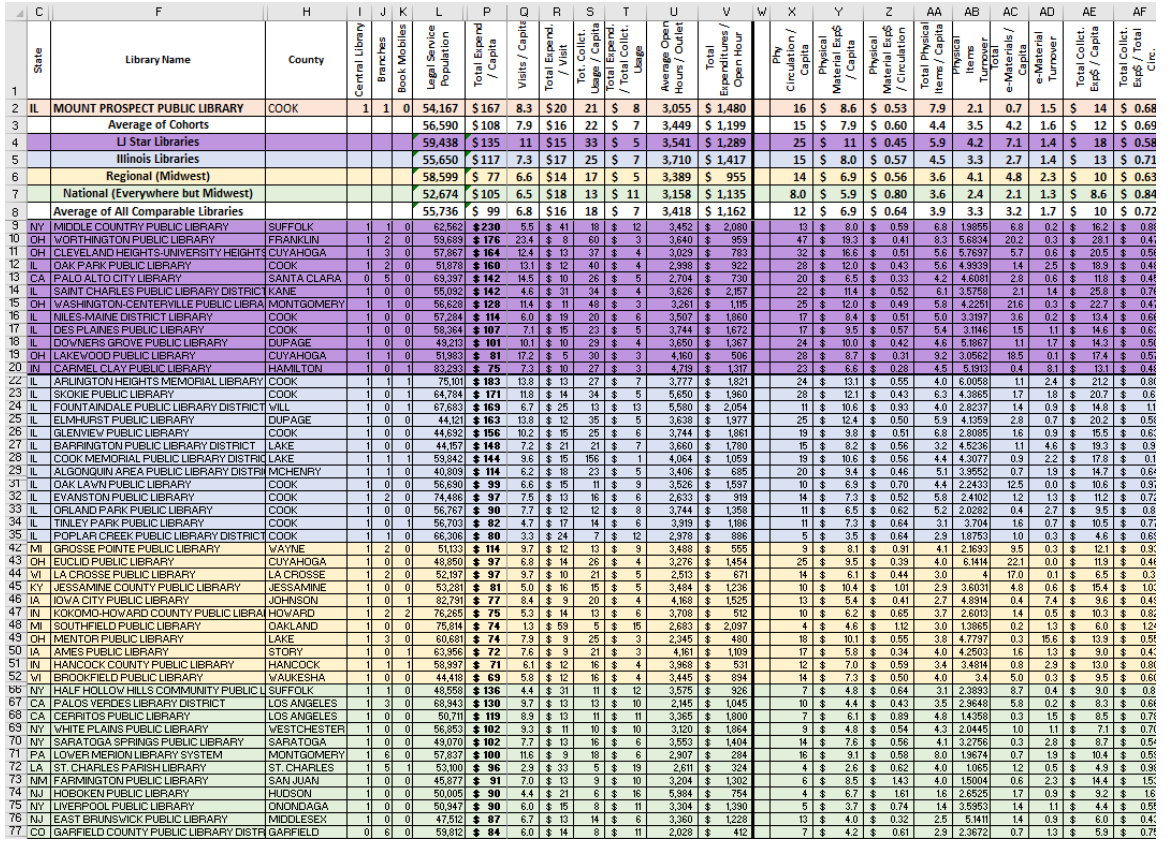






Benchmarks

- Data is available through IMLS
- Select libraries of similar size, type, and governance structure
- Ideally, create multiple comparison cohorts: for instance, state, regional, and highest-usage (elite) libraries
- Select enough comparison libraries to develop an average for each group
- Add some calculations to equalize on a per capita basis
- Understand how funding impacts performance
- Review the areas where your library is under- or overperforming



State	Library Name	County	Central Library	Branches	Book Mobiles	Legal Service Population	Total Expend / Capita	Visits / Capita	Total Expend. / Visit	Tot. Collct. Usage / Capita	Total Expend. / Total Collct. Usage	Average Open Hours / Outlet	Total Expenditures / Open Hour	Phy Circulation / Capita	Physical Material Exp$ / Capita	Physical Material Exp$ / Circulation	Total Physical Items / Capita	Physical Items Turnover	Total e-Materials / Capita	e-Material Turnover	Total Collct. Exp$ / Capita	Total Collct. Exp$ / Total Circ.
IL	MOUNT PROSPECT PUBLIC LIBRARY	COOK	1	1	0	54,167	$167	8.3	$20	21	$ 8	3,055	$ 1,480	16	$ 8.6	$ 0.53	7.9	2.1	0.7	1.5	$ 14	$ 0.68
	Average of Cohorts					56,590	$108	7.9	$16	22	$ 7	3,449	$ 1,199	15	$ 7.9	$ 0.60	4.4	3.5	4.2	1.6	$ 12	$ 0.69
	LI Star Libraries					59,438	$135	11	$15	33	$ 5	3,541	$ 1,289	25	$ 11	$ 0.45	5.9	4.2	7.1	1.4	$ 18	$ 0.58
	Illinois Libraries					55,650	$117	7.3	$17	25	$ 7	3,710	$ 1,417	15	$ 8.0	$ 0.57	4.5	3.3	2.7	1.4	$ 13	$ 0.71
	Regional (Midwest)					58,599	$ 77	6.6	$14	17	$ 5	3,389	$ 955	14	$ 6.9	$ 0.56	3.6	4.1	4.8	2.3	$ 10	$ 0.63
	National (Everywhere but Midwest)					52,674	$105	6.5	$18	13	$ 11	3,158	$ 1,135	8.0	$ 5.9	$ 0.80	3.6	2.4	2.1	1.3	$ 8.6	$ 0.84
	Average of All Comparable Libraries					55,736	$ 99	6.8	$16	18	$ 7	3,418	$ 1,162	12	$ 6.9	$ 0.64	3.9	3.3	3.2	1.7	$ 10	$ 0.72
NY	MIDDLE COUNTRY PUBLIC LIBRARY	SUFFOLK	1	1	0	62,562	$230	5.5	$ 41	18	$ 12	3,452	$ 2,080	13	$ 8.0	$ 0.59	6.8	1.9955	6.8	0.2	$ 16.2	$ 0.8
OH	WORTHINGTON PUBLIC LIBRARY	FRANKLIN	1	2	0	59,689	$176	23.4	$ 8	60	$ 3	3,640	$ 959	47	$ 19.3	$ 0.41	8.3	5.6834	20.2	0.3	$ 28.1	$ 0.4
OH	CLEVELAND HEIGHTS-UNIVERSITY HEIGHTS	CUYAHOGA	1	3	0	57,867	$164	12.4	$ 13	37	$ 4	3,029	$ 783	32	$ 16.6	$ 0.51	5.6	5.7597	5.7	0.6	$ 20.5	$ 0.6
IL	OAK PARK PUBLIC LIBRARY	COOK	1	2	0	51,878	$160	13.1	$ 12	40	$ 4	2,988	$ 922	28	$ 12.0	$ 0.43	5.6	4.9339	1.4	2.5	$ 18.9	$ 0.4
CA	PALO ALTO CITY LIBRARY	SANTA CLARA	0	5	0	69,397	$142	14.5	$ 10	26	$ 5	2,704	$ 730	20	$ 6.5	$ 0.33	4.2	4.6081	2.8	0.6	$ 11.8	$ 0.4
IL	SAINT CHARLES PUBLIC LIBRARY DISTRICT	KANE	1	0	0	55,092	$142	4.6	$ 31	34	$ 4	3,626	$ 2,157	22	$ 11.4	$ 0.52	6.1	3.5758	2.1	1.4	$ 25.8	$ 0.7
OH	WASHINGTON-CENTERVILLE PUBLIC LIBRA	MONTGOMERY	1	1	0	56,628	$128	11.4	$ 11	48	$ 3	3,261	$ 1,115	25	$ 12.0	$ 0.49	5.8	4.2251	21.6	0.3	$ 22.7	$ 0.4
IL	NILES-MAINE DISTRICT LIBRARY	COOK	1	0	0	57,284	$114	6.0	$ 19	20	$ 6	3,507	$ 1,860	17	$ 8.4	$ 0.51	5.0	3.3197	3.6	0.2	$ 13.4	$ 0.6
IL	DES PLAINES PUBLIC LIBRARY	COOK	1	0	0	58,364	$107	7.1	$ 15	23	$ 5	3,744	$ 1,672	17	$ 9.5	$ 0.57	5.4	3.1146	1.5	1.1	$ 14.6	$ 0.6
IL	DOWNERS GROVE PUBLIC LIBRARY	DUPAGE	1	0	0	49,213	$101	10.1	$ 10	29	$ 4	3,650	$ 1,367	24	$ 10.0	$ 0.42	4.6	5.1867	1.1	1.7	$ 14.3	$ 0.5
OH	LAKEWOOD PUBLIC LIBRARY	CUYAHOGA	1	1	0	51,983	$ 81	17.2	$ 5	30	$ 3	4,160	$ 506	28	$ 8.7	$ 0.31	9.2	3.0562	18.5	0.1	$ 17.4	$ 0.5
IN	CARMEL CLAY PUBLIC LIBRARY	HAMILTON	1	0	1	83,293	$ 75	7.3	$ 10	27	$ 3	4,719	$ 1,317	23	$ 6.6	$ 0.28	4.5	5.1913	0.4	8.1	$ 13.1	$ 0.4
IL	ARLINGTON HEIGHTS MEMORIAL LIBRARY	COOK	1	1	1	75,101	$183	13.8	$ 13	27	$ 7	3,777	$ 1,821	24	$ 13.1	$ 0.55	4.0	6.0058	1.1	2.4	$ 21.2	$ 0.8
IL	SKOKIE PUBLIC LIBRARY	COOK	1	0	1	64,784	$171	11.8	$ 14	34	$ 5	5,650	$ 1,960	28	$ 12.1	$ 0.43	6.3	4.3865	1.7	1.8	$ 20.7	$ 0.6
IL	FOUNTAINDALE PUBLIC LIBRARY DISTRICT	WILL	1	0	1	67,683	$169	6.7	$ 25	13	$ 13	5,580	$ 2,054	11	$ 10.6	$ 0.93	4.0	2.8237	1.4	0.9	$ 14.8	$ 1.1
IL	ELMHURST PUBLIC LIBRARY	DUPAGE	1	0	0	44,121	$163	13.8	$ 12	35	$ 5	3,638	$ 1,977	25	$ 12.4	$ 0.50	5.9	4.1359	2.8	0.7	$ 20.2	$ 0.5
IL	GLENVIEW PUBLIC LIBRARY	COOK	1	0	0	44,692	$156	10.2	$ 15	25	$ 6	3,744	$ 1,961	19	$ 9.8	$ 0.51	6.8	2.8085	1.6	0.9	$ 15.5	$ 0.6
IL	BARRINGTON PUBLIC LIBRARY DISTRICT	LAKE	1	0	0	44,157	$148	7.2	$ 21	21	$ 7	3,660	$ 1,780	15	$ 8.2	$ 0.56	3.2	4.5236	1.1	4.6	$ 19.3	$ 0.9
IL	COOK MEMORIAL PUBLIC LIBRARY DISTRIC	LAKE	1	1	1	59,842	$144	9.6	$ 15	156	$ 1	4,064	$ 1,059	19	$ 10.6	$ 0.56	4.4	4.3077	0.9	2.2	$ 17.8	$ 0.1
IL	ALGONQUIN AREA PUBLIC LIBRARY DISTRI	MCHENRY	1	1	0	40,809	$114	6.2	$ 18	23	$ 5	3,406	$ 685	20	$ 9.4	$ 0.46	5.1	3.9552	0.7	1.9	$ 14.7	$ 0.6
IL	OAK LAWN PUBLIC LIBRARY	COOK	1	0	0	56,690	$ 99	6.6	$ 15	11	$ 9	3,526	$ 1,597	10	$ 6.9	$ 0.70	4.4	2.2433	12.5	0.0	$ 10.6	$ 0.9
IL	EVANSTON PUBLIC LIBRARY	COOK	1	2	0	74,486	$ 97	7.5	$ 13	16	$ 6	2,633	$ 919	14	$ 7.3	$ 0.52	5.8	2.4102	1.2	1.3	$ 11.2	$ 0.7
IL	ORLAND PARK PUBLIC LIBRARY	COOK	1	0	0	56,767	$ 90	7.7	$ 12	12	$ 8	3,744	$ 1,358	11	$ 6.5	$ 0.62	5.2	2.0282	0.4	2.7	$ 9.5	$ 0.8
IL	TINLEY PARK PUBLIC LIBRARY	COOK	1	0	1	56,703	$ 82	4.7	$ 17	14	$ 6	3,919	$ 1,186	11	$ 7.3	$ 0.64	3.1	3.704	1.6	0.7	$ 10.5	$ 0.7
IL	POPLAR CREEK PUBLIC LIBRARY DISTRICT	COOK	1	1	0	66,306	$ 80	3.3	$ 24	7	$ 12	2,978	$ 886	5	$ 3.5	$ 0.64	2.9	1.8753	1.0	0.3	$ 4.6	$ 0.6
MI	GROSSE POINTE PUBLIC LIBRARY	WAYNE	1	2	0	51,133	$114	9.7	$ 12	13	$ 9	3,488	$ 555	9	$ 8.1	$ 0.91	4.1	2.1693	9.5	0.3	$ 12.1	$ 0.9
OH	EUCLID PUBLIC LIBRARY	CUYAHOGA	1	0	0	48,850	$ 97	6.8	$ 14	26	$ 4	3,276	$ 1,454	25	$ 9.5	$ 0.39	4.0	6.1414	22.1	0.0	$ 11.9	$ 0.4
WI	LA CROSSE PUBLIC LIBRARY	LA CROSSE	1	2	0	52,197	$ 97	9.7	$ 10	21	$ 5	2,513	$ 671	14	$ 6.1	$ 0.44	3.0	4	17.0	0.1	$ 6.5	$ 0.3
KY	JESSAMINE COUNTY PUBLIC LIBRARY	JESSAMINE	1	0	0	53,281	$ 81	5.0	$ 16	15	$ 5	3,494	$ 1,236	10	$ 10.4	$ 1.01	2.9	3.6031	4.8	0.6	$ 15.4	$ 1.0
IA	IOWA CITY PUBLIC LIBRARY	JOHNSON	1	0	1	82,791	$ 77	8.4	$ 9	20	$ 4	4,168	$ 1,525	13	$ 5.4	$ 0.41	2.7	4.8914	0.4	7.4	$ 9.6	$ 0.4
IN	KOKOMO-HOWARD COUNTY PUBLIC LIBRA	HOWARD	1	2	2	76,265	$ 75	5.3	$ 14	13	$ 6	3,708	$ 512	10	$ 6.2	$ 0.65	3.7	2.6013	1.4	0.5	$ 10.3	$ 0.8
MI	SOUTHFIELD PUBLIC LIBRARY	OAKLAND	1	0	0	75,814	$ 74	1.3	$ 59	5	$ 15	2,683	$ 2,097	4	$ 4.6	$ 1.12	3.0	1.3865	0.2	1.3	$ 6.0	$ 1.2
OH	MENTOR PUBLIC LIBRARY	LAKE	1	3	0	60,681	$ 74	7.9	$ 9	25	$ 3	2,345	$ 480	18	$ 10.1	$ 0.55	3.8	4.7797	0.3	15.6	$ 13.9	$ 0.5
IA	AMES PUBLIC LIBRARY	STORY	1	0	1	63,956	$ 72	7.6	$ 9	21	$ 3	4,161	$ 1,109	17	$ 5.8	$ 0.34	4.0	4.2503	1.6	1.3	$ 9.0	$ 0.4
IN	HANCOCK COUNTY PUBLIC LIBRARY	HANCOCK	1	1	1	58,997	$ 71	6.1	$ 12	16	$ 4	3,968	$ 531	12	$ 7.0	$ 0.59	3.4	3.4814	0.8	2.9	$ 13.0	$ 0.8
WI	BROOKFIELD PUBLIC LIBRARY	WAUKESHA	1	0	0	44,418	$ 69	5.8	$ 12	16	$ 4	3,445	$ 894	14	$ 7.3	$ 0.50	4.0	3.4	5.0	0.3	$ 9.5	$ 0.6
NY	HALF HOLLOW HILLS COMMUNITY PUBLIC L	SUFFOLK	1	1	0	48,558	$136	4.4	$ 31	11	$ 12	3,575	$ 926	7	$ 4.8	$ 0.64	3.1	2.3893	8.7	0.4	$ 9.0	$ 0.8
CA	PALOS VERDES LIBRARY DISTRICT	LOS ANGELES	1	3	0	68,943	$130	9.7	$ 13	13	$ 10	2,145	$ 1,045	10	$ 4.4	$ 0.43	3.5	2.9648	5.8	0.2	$ 8.3	$ 0.6
CA	CERRITOS PUBLIC LIBRARY	LOS ANGELES	1	0	0	50,711	$119	8.9	$ 13	11	$ 11	3,365	$ 1,800	7	$ 6.1	$ 0.89	4.8	1.4358	0.3	1.5	$ 8.5	$ 0.7
NY	WHITE PLAINS PUBLIC LIBRARY	WESTCHESTER	1	0	0	56,853	$102	9.3	$ 11	10	$ 10	3,120	$ 1,864	9	$ 4.8	$ 0.54	4.3	2.0445	1.0	1.1	$ 7.1	$ 0.7
NY	SARATOGA SPRINGS PUBLIC LIBRARY	SARATOGA	1	0	0	49,070	$102	7.7	$ 13	16	$ 6	3,553	$ 1,404	14	$ 7.6	$ 0.56	4.1	3.2756	0.3	2.8	$ 8.7	$ 0.7
PA	LOWER MERION LIBRARY SYSTEM	MONTGOMERY	1	6	0	57,837	$100	11.6	$ 9	18	$ 6	2,907	$ 284	16	$ 9.1	$ 0.58	8.0	1.9674	0.7	1.9	$ 10.4	$ 0.5
TX	ST. CHARLES PARISH LIBRARY	ST. CHARLES	1	5	1	53,100	$ 96	2.9	$ 33	5	$ 19	2,611	$ 324	4	$ 2.6	$ 0.62	4.0	1.085	1.2	0.5	$ 4.9	$ 0.9
NM	FARMINGTON PUBLIC LIBRARY	SAN JUAN	1	0	0	45,877	$ 91	7.0	$ 13	9	$ 10	3,204	$ 1,302	6	$ 8.5	$ 1.43	4.0	1.5004	0.6	2.3	$ 14.4	$ 1.5
NJ	HOBOKEN PUBLIC LIBRARY	HUDSON	1	0	0	50,005	$ 90	4.4	$ 21	6	$ 16	5,984	$ 754	4	$ 6.7	$ 1.61	1.6	2.6525	1.7	0.9	$ 9.2	$ 1.8
NY	LIVERPOOL PUBLIC LIBRARY	ONONDAGA	1	0	0	50,947	$ 90	6.0	$ 15	8	$ 11	3,304	$ 1,390	5	$ 3.7	$ 0.74	1.4	3.5953	1.4	1.1	$ 4.4	$ 0.5
NJ	EAST BRUNSWICK PUBLIC LIBRARY	MIDDLESEX	1	0	0	47,512	$ 87	6.7	$ 13	14	$ 6	3,360	$ 1,228	13	$ 4.0	$ 0.32	2.5	5.1411	1.4	0.9	$ 6.0	$ 0.4
CO	GARFIELD COUNTY PUBLIC LIBRARY DISTR	GARFIELD	0	6	0	59,812	$ 84	6.0	$ 14	8	$ 11	2,028	$ 412	7	$ 4.2	$ 0.61	2.9	2.3672	0.7	1.3	$ 5.9	$ 0.7

Collection Analysis

- Looks at how your collections are being utilized
- Tool helps to right-size the collection to the needs of the community
- Focus on **turnover** and **relative use**
  - Turnover = Circ/Holdings
  - Relative Use = % of Circ/% of Holdings
- A tighter collection will drive up circulation due to the paradox of choice
- Non-fiction books and physical CD/DVD/Audiobook use are declining in MOST libraries
- Understand how digital materials are impacting physical circulation

Collection Analysis - GPPL Library

ReThinking Libraries

Location: Overall

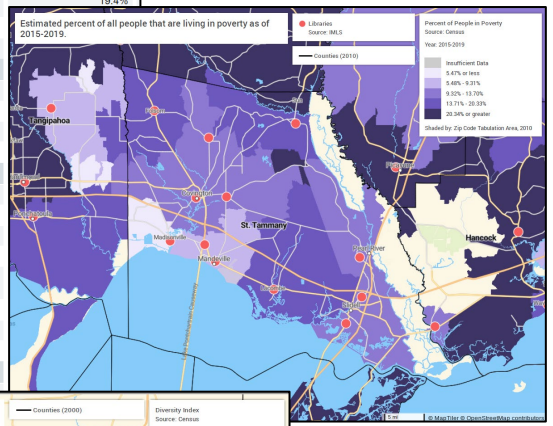
Last rev:	Version 1.0			Library Service	55,292		
Collection	**Holdings**	**Circulation**	**Turnover Rate**	**Relative Use**	**% of Total Collection**	**% of Total Circulation**	**Notes**
Adult							
Adult Popular Library							Circulation statistics are tracked by item type and not by individual collections. Some item types will be comprised of multiple collections. Turnover is the number of times the "average" item in that particular collection circulates in the 12 month period. Generally most collecitons follow near an 80/20 balance where 20% of the collection is making up about 80% of the circulation. Ideally for the whole collection we'd like the Turnover to be closer to a 3.0, with no colleciton segment coming in under 1.5 but at very minimum 1.0. Though targets here vary with the overall level of per capita circulation. Relative use is the ratio of % Circ to % of Collection. Anything over a 1 is doing well, performaing better than other collections and anything under a 1 is less than ideal and is underperforming its collection size. The further below 1 the worse that collection is being utilized relative to other collection segments.
New Fiction	2,407	7,259	3.0	1.8	1%	2%	
New Non Fiction	1,115	2,283	2.0	1.2	1%	1%	
DVDs/Blu-ray	14,054	28,196	2.0	1.2	8%	10%	
Audiobooks	4,805	2,386	0.5	0.3	3%	1%	
Music CDs	3,091	2,655	0.9	0.5	2%	1%	
Tools	253	2,590	10.2	6.2	0%	1%	
ADULT POPULAR TOTAL	**25,725**	**45,369**	**1.8**	**1.1**	14%	15%	
General Adult Collection							
Fiction	32,096	69,767	2.2	1.3	18%	24%	
Large Print	5,200	10,068	1.9	1.2	3%	3%	
Non-Fiction	33,339	34,116	1.0	0.6	19%	12%	
Biography	5,428	6,090	1.1	0.7	3%	2%	
Adult Graphic Novel	978	1,016	1.0	0.6	1%	0%	
Periodicals	1,935	1,822	0.9	0.6	1%	1%	
Technology Tools	44	627	14.3	8.6	0%	0%	
Book Discussion Kit	49	47	1.0	0.6	0%	0%	
GENERAL ADULT TOTAL	**79,069**	**123,553**	**1.6**	**0.9**	44%	42%	
"Non-Circulating" - includes Local History, Genealogy, Reference, etc.							
Reference	1,418	10					
ADULT TOTAL	**104,794**	**168,922**	**1.6**	**1.0**	59%	57%	
Children (Ages 0 - 12)							
Children's Popular Library							
J New Books	2,053	4,396	2.1	1.3	1%	1%	
J DVDs/Blu-ray	3,865	5,708	1.5	0.9	2%	2%	
J Holiday DVD/Blu-ray	465	706	1.5	0.9	0%	0%	
J Audiobooks	755	193	0.3	0.2	0%	0%	
J Music CD's	732	404	0.6	0.3	0%	0%	
J Holiday Book	2,360	5,360	2.3	1.4	1%	2%	
J Story Kits	94	863	9.2	5.6	0%	0%	
J STEAM Kits	33	247	7.5	4.5	0%	0%	
J Popular Library Total	**10,357**	**17,877**	**1.7**	**1.0**	6%	6%	
Early Literacy							
Picture Books	12,062	26,448	2.2	1.3	7%	9%	
Board books	823	4,075	5.0	3.0	0%	1%	
Easy Readers	5,259	14,555	2.8	1.7	3%	5%	
Early Literacy Total	**18,144**	**45,078**	**2.5**	**1.5**	10%	15%	
Young School Aged and Pre-Teen							
J Fiction	11,320	16,577	1.5	0.9	6%	6%	
J Graphic Novels / Manga	4,931	13,431	2.7	1.7	3%	5%	
J Non-Fiction	20,583	22,491	1.1	0.7	12%	8%	
J Bio	2,364	1,427	0.6	0.4	1%	0%	
J Reference	87	3	0.0	0.0	0%	0%	
Upper Level Total	**39,285**	**53,929**	**1.4**	**0.8**	22%	18%	
CHILDREN'S TOTAL	**67,786**	**116,884**	**1.7**	**1.0**	38%	40%	
Teen (Ages 13 - 18)							
Teen New Books	664	1,624	2.4	1.5	0%	1%	
Teen Book	3,649	4,936	1.4	0.8	2%	2%	
Graphic Novels	1,356	1,756	1.3	0.8	1%	1%	
TEEN TOTAL	**5,669**	**8,316**	**1.5**	**0.9**	3%	3%	
TOTAL COLLECTION	**178,249**	**294,122**	**1.7**				

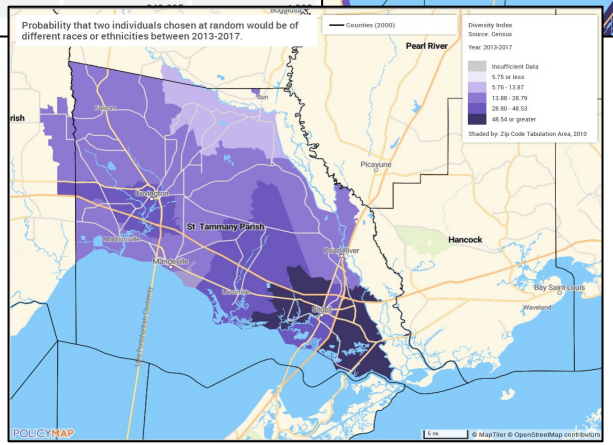
E-Materials			
ebooks - Fiction	0	50,008	For E-Materials, the Circulation is the important data here. Holdings are interesting but turnover in E-Materials does not have the same relative meaning that it does in physical materials.
ebooks -Non-Fiction	0	8,474	
eaudiobooks - Fiction	0	53,355	
eaudiobooks - Non-fiction	0	14,228	
Adult Total Ebook	**0**	**126,065**	
J ebooks - Fiction	0	6,337	
J ebooks - Non-fiction	0	445	
J eaudio - Fiction	0	2,963	
J eaudio - Non-fiction	0	90	
Children's Total Ebook	**0**	**9,835**	
Teen ebooks - Fiction	0	4,392	
Teen ebooks - Non-fiction	0	54	
Teen eaudiobooks - Fiction	0	3,915	
Teen eaudiobooks - Non-fiction	0	60	
Teen Total Ebook	**0**	**8,421**	
Hoopla Totals		**67,154**	
Other Digital Circulation		**37,127**	
Grand Total Ebook	**0**	**248,602**	
Ebooks % of Total Circulation		**46%**	

Community Demographics

- Not always as important for smaller, single-location libraries, but still helpful for better understanding your community.
- How do library patrons align with the community's demographic profile?
- What needs do your community demographics highlight?
- Basic census data is available online
- Check with your municipality, county, or other state/regional library resources to see if additional mapping data or reports are available

All Topics	Louisiana	Slidell city, Louisiana	Covington city, Louisiana
Median household income (in 2019 dollars), 2015-2019	$49,469	$54,906	$71,548
PEOPLE			
Population			
Population estimates, July 1, 2019, (V2019)	4,648,794	27,633	10,564
Population estimates base, April 1, 2010, (V2019)	4,533,487	27,265	8,850
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	2.5%	1.3%	19.4%
Population, Census, April 1, 2010	4,533,372	27,068	
Population, Census, April 1, 2020	4,657,757	X	
Age and Sex			
Persons under 5 years, percent	6.5%	6.8%	
Persons under 18 years, percent	23.4%	26.8%	
Persons 65 years and over, percent	15.9%	15.9%	
Female persons, percent	51.2%	53.9%	
Race and Hispanic Origin			
White alone, percent	62.8%	76.7%	
Black or African American alone, percent (a)	32.8%	17.0%	
American Indian and Alaska Native alone, percent (a)	0.8%	0.7%	
Asian alone, percent (a)	1.8%	2.2%	
Native Hawaiian and Other Pacific Islander alone, percent (a)	0.1%	0.0%	
Two or More Races, percent	1.8%	2.4%	
Hispanic or Latino, percent (b)	5.3%	7.1%	
White alone, not Hispanic or Latino, percent	58.4%	71.8%	
Population Characteristics			
Veterans, 2015-2019			
Foreign born persons, percent, 2015-2019			





Self-Assessment Tools

These tools help evaluate detailed aspects of your buildings and services

- Services Self-Assessment Worksheet
  - Focuses on your service offerings
  - In some areas, also views how services intersect with space
- Facility Self-Assessment Worksheet
  - Focuses on physical aspects of your building and spaces
  - In some areas, also views how space intersects with services
- Scoring is subjective, but the most important aspect is getting you and your leadership thinking about all the often forgotten aspects of your building and services
- Complete these with your team and/or some of your Trustees/local leadership as a group exercise

ReThinking Libraries: Services Assessment		*This assessment is a composite view of everything RTL has heard and learned about SCL through this process. It is also informed by this same exercise done as a self-assessment exercise by the SCL Staff across all of the outlets of SCL.*
Library (Library System): Springfield City Library		
	Assessment Score	**Comments/Explanation/Insight/Wishes**
Scoring: *Strength=3, Acceptable=2, Deficient=1, Needed but Missing=0, Not Needed but Offered=P, Not Needed and*		
General Services	**17**	**:Section Score Total**
Circulation/Checkout	1	Acceptable or better in most locations from a service standpont, but systemwide policies need clarification and documentation
Self-checkout	0	Self-Checks are an expected and needed servcie option for all public libraries. If nothing else as an option that supports higher patron privacy and their borrowing choices.
Holds placement process	2	
Holds pickups in the library	2	
Interlibrary Loan	2	System limitations re: patron communication about ILL status
Staff greet visitors and make them feel welcome	1	Varies by location but some negative user comments in the survey and community sessions.
Staff available near the entry to assist visitors	2	
Library card process (issuing cards/renewal)	1	Renewal policies and procedures could use a review, to improve patron convenience. Some inefficiencies in the overall process.
Holds pickup lockers outside of the library (24/7)	0	Could be good option if hours can't be expanded, should probably test in 1 or 2 locations before rolling out further. Some staff and patrons felt this would be good addition.
Book returns	2	New book drop will be located on State St side and monitored by staff for timely returns at the Central Library
Curbside pickup	P	How needed is this service still? Might be something that is offered at some locations vs. others.
Meeting room scheduling/usage	1	Varies by location, but system needs improvements for efficiency and better service for users.
Wayfinding and signage	1	Signage throughout the system could be better both internally and externally. Some locations are difficult to find. Stacks signage, bathroom labels, and directional signage lacking in most locations.
New materials and displays	2	Working with what currently have but could improve. Access to new materials could be better.
Additional Comments		
Technology	**11**	**:Section Score Total**
Computers & technologies for the public	2	

Evolve It:

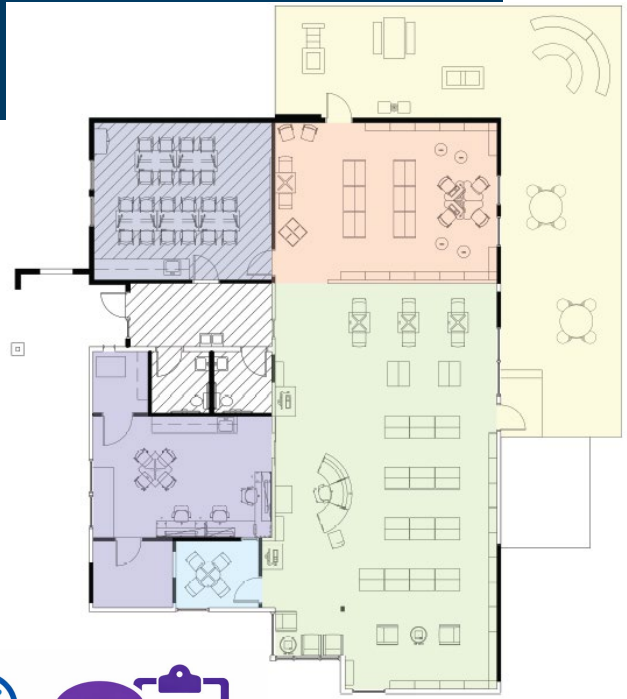
Developing an actionable plan, finding the money to support it, and then making it happen

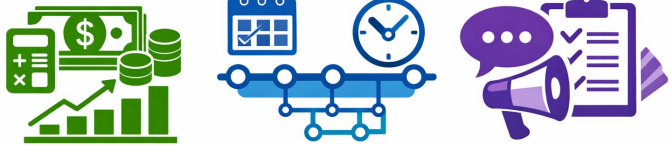
Priorities and Desired Outcomes

- Establishing priorities
  - Find a balance between aspiration and pragmatism
  - Focus on changes that bring MORE flexibility to your spaces
  - Think about users who are most positively impacted by the proposed changes, and how their needs compare to those of other library users/community members
  - It's okay to start small and get a flywheel going and gain momentum
- Defining desired outcomes and goals of the changes
  - Be specific about how changes will positively impact your users and residents
  - Is this impact measurable?
    - If so, do you have "before" measurements for comparisons?
    - Is it safe to establish a numeric goal for improvement in the measurement? Or do you need to be more general and say a positive "increase" in the stated metric
  - Think about outcomes that will resonate with those you are seeking funding approval or funding support from (local donors, grants, etc.)

Developing the Plan

- Detail what changes will be made
- What is your budget?
  - How are you paying for the project?
- What help is needed?
  - Architect/Interior Designer
  - Furniture Dealer
  - Carpet Installers/Furniture Movers
  - Other skilled trades: electricians, plumbers, carpenters, painters, etc.
  - Collection movers
- What is your timeline?
- What is your communication strategy?
  - Internal and External





Preparing for Upgrades

- Creating additional space
  - Weeding Collections – getting aggressive with targeted collection reductions will create space and increase overall circulation
  - Decluttering
  - Letting go of the “Sacred Cows” when possible
- Building Schedule Modifications
  - Site relocation
  - Building/area closure
  - Schedule changes





Funding Sources

- General Fund/Budget/Reserves
- Municipal Funding – Extra support from state, city, and county entities when available
- Foundation/Friends – Communication is key to their support
- Grants – Opportunities vary by state/community, but can be a good choice
- General Fundraising – Underutilized path for many libraries
- Specific and targeted local sponsors/funders
  - Naming rights/Donor recognition
- Transparency and communication are key with all funding options
- Understand how your peers are funding their projects



Executing the Plan

- Architectural/Interior Design Partners – IF needed, usually if you are moving walls
- Vendors/Furniture Dealers – Often can roll design services into the furniture purchase costs; explore State or buying contracts when possible/needed
- Shelving Considerations
  - Moving Collections – Often not an easy job. Coordinating and keeping things organized requires thought and planning
- Can often be a lot of moving parts; think through your timing and logistics
- Managing the Process – Designate your most organized person as the Project Manager
- Executing Moves or Closures
- Celebrating the Improvements – Celebrate with your team and your community, and don't forget to invite and thank your partners on the design and implementation side ☺

Closing Thoughts



Even the smallest libraries have space opportunities.



Strong plans have a better opportunity for success.



Evaluating current space and community needs is critical.



Focus on flexibility and meeting expressed community needs.



Plan, plan, plan.



Employ experienced professionals when needed.



Evaluate and use multiple funding opportunities.



Create transparency and engagement through strong internal and external communication.



Thank you!!

Questions/Feedback:
RTL@ReThinkingLibraries.org

File Share URL: https://shorturl.at/VnLNH