Missoula Public Library
Envision - A Feasibility Study
“In his great, satiric novel *Main Street*, Sinclair Lewis elevates the Carnegie library in a little Minnesota town to a central symbol of enlightenment. His heroine is a big-city librarian, bent on improving and updating the unlovely community into which she marries. When Carol dreams of reforming the architecture of Gopher Prairie, it is on the basis of magazines borrowed from the library. When she feels stifled by the smug, four-square rectitude of her neighbors, it is because she has seen Gothic France and far Cathay in the books she has shelved.” Karal Ann Marling in the Foreword to *Carnegie Libraries Across America*.

“Library usage is at record levels....Montana libraries are issuing more library cards, circulating more materials, providing more computers and Internet service, and hosting more programs than at any time in our collected history of serving Montanans.” Darlene Staffeldt, Montana State Librarian, editorial in the *Missoulian*, September 15, 2010
Envision!
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INTRODUCTION

Mission Statement and Collection Summary

Mission Statement: Missoula Public Library welcomes all people in pursuit of their freedom to read, learn and discover. We are a leader in library services. We provide cultural, recreational, and educational programs and materials including new advancements as they become available. (Missoula Public Library)

Collection Summary: With over 270,900 volumes, the Missoula Public Library strives to supply materials in a variety of subject areas and formats. These include multiple copies of best sellers, a vast collection of how-to books and video recordings, an ever-increasing collection of audio books, music CD’s, a strong young adult fiction and nonfiction collection, as well as a variety of children’s materials. MPL has a wide variety of graphic novels for children and young adults and has added an adult graphic literature collection as well as downloadable audio and MP3 players for patron checkout. (MPL)

Participants

The Missoula Public Library Staff
Honore Bray, Library Director
Elizabeth Jonkel, Assistant Library Director
Tove Elvrom
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Kathy Mitchell

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Jim Semmelroth
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The MPL Board of Trustees
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Member: Meth Antonopulos
Member: Brenda Jackson
Member: Rita Henkel
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Executive Summary

The Missoula Public Library (MPL) was founded in 1882 and started serving the citizens of Missoula County as a Carnegie Library in 1902/3. MPL moved into the current building in 1974. As MPL looks toward serving the residents of Missoula County in the 21st century, it is worthwhile to consider the broader role of libraries in our society and culture:

The function of libraries is to make knowledge and information accessible. (Webb)

Library users often assume the library to be the repository of all information. (Webb)

…voices are rising to reassert the library’s primacy as a preserver of accumulated knowledge, as an information provider, and as a social institution. This reasoning contains certain themes: the continued relevance of library mission; providing service to the information have-nots; access vs. ownership of information sources; the need for facility and organizational flexibility to meet an uncertain and changing future; the opportunities to be gained by partnering with other agencies; the sense of place that a library gives its users. (emphasis OZ) (Webb)

Libraries both nationally and internationally, are experiencing record levels of change and the rate of change is accelerating. In recognition of this, the MPL should consider these important issues:

1. Libraries worldwide are undergoing rapid change in how they provide and deliver services.
2. The demographics of Missoula County are changing—the loss of major industries/employers has caused many to pursue re-training. Both emigration and outward migration trends are redrawing the types of services needed.
3. The MPL facilities are aging, major mechanical equipment is in need of replacement and the amount of existing space is inadequate to provide the program and services that the residents of Missoula County expect.

The Missoula Public Library has the greatest use of any public library in the state of Montana (MPL). For every book MPL purchases, another book must be removed from the shelves. (MPL) In combination, these two factors are confirmation of Missoula County resident’s desire for the services offered by MPL, while clearly stating the limitations of the existing facility. The size and condition of the existing facility are substantial obstacles for MPL as it looks forward to becoming a 21st century library.

While the existing facility is in compliance with current building codes and has been well maintained, there are important issues that will need to be addressed. The building heating, ventilating, exhaust and air conditioning equipment and domestic water service piping are well past their service life and will need to be replaced.

The building with certain interim modifications could better serve as a “bridge” for the next 8-10 years until a new facility is constructed. Recent remodeling projects have updated finishes and the elevator has undergone modifications to improve performance and accessibility.

The building is structurally functional though there have been historical concerns expressed about the deflection in the main floor slab. The cause of the deflection cannot be specifically determined and no additional deflection has occurred over time by loads imposed by the library stacks. The lower level (Front Street) features reinforced concrete columns supporting a concrete floor slab. The upper level (Main Street) is steel column and roof joist framed systems. The structural systems incorporated into the building can last in excess of 100 years if maintained. Adding additional floors to the existing MPL is not feasible due to the design limitations of the existing footing and foundation system.

This report relies upon a study commissioned by the state of Colorado for its public libraries and benchmarks the Missoula Public Library according to the findings. This report will show the current library building is approximately 1/3 the size suggested for libraries serving communities of similar size and providing comparable services.

Because the library serves as a community center and attracts a broad spectrum of users, security of patrons can be a concern as demonstrated by an incident in September 29, 2010 as reported in the Missoulian newspaper, and resulted in the library being evacuated. Security measures implemented through building features and staff protocols should be carefully considered and included in future planning of the library.

RFID (Radio-Frequency Identification) systems and
other emerging technologies will become increasingly important in 21st century libraries and should be thoughtfully integrated.

Background, Purpose and Process of the Study

The Library Board of Trustees and Administration began the process of a building assessment in 2010 to determine the functional life of the existing building. Community growth, 10 years of library statistics, professional consulting, and predicted future use of the library were taken into consideration. (MPL)

With this information, the Library Board of Trustees will determine if the existing building is adequate for the next 20 years. Following the decision, building plans for the future of Missoula Public Library will be discussed and acted upon. (MPL)

Any future actions should be evaluated in order to help achieve MPL's stated goals:

Goals
(Goals from the MPL Long Range Plan 2009-2014)

- Collect quality literature in various formats for all users
- Offer quality programs for all users
- Increase staff/patron interactions through Reader's Advisory and Reference Help
- Provide quality public service
- Increase interdepartmental and external communication
- Foster a positive, healthy environment for all staff and users
- Increase participation in statewide and national collaborative projects
- Administer information literacy tools and instruction to all staff and users.

This feasibility study was commissioned to identify the concerns with the existing facility, to assess current and future needs and make recommendations for the MPL as it moves into the 21st century. The assessment portion of this study was written by the team of OZ Architects, Beaudette Consulting Engineers (structural) and Associated Construction Engineering (mechanical, electrical and plumbing). All firms are located in Missoula.

This report was written by OZ Architects. Substantial references are made to the Boulder Public Library/Facilities Sustainability Study, March 12, 2009 for benchmarking the MPL against similar libraries in the State of Colorado. (There are 115 public libraries in Colorado.)

Guiding Principles
A set of guiding principles were developed through the charrettes, public meetings and focus groups. Along with MPL's stated goals, this will help guide future decision-making. Following architectural programming standards these principles are listed under the major headings of Time, Function, Form, Economy and Energy. These principles should be reviewed and prioritized when the library building project begins and used as a method of decision making during the design and building process.

Time

- The generally stated goal is for a new / remodeled library opening in 8 years. The reality is that from the solicitation for architectural services, through programming, design and construction drawings and actual construction (including time for remodel of the existing building), 5 years (minimum) will be expended. This leaves 3 years for strategic planning and fundraising.
- The new building should achieve an 80-100 life expectancy
- Consider and design for change, adaptation and growth over the life of the building(s).
- With MPL remaining at the present location as a recognized Arts and Cultural anchor identified in the adopted Downtown Master Plan the new construction must allow for continued operations of the library—moving into the new building so that the old building may be remodeled for new uses—phasing is important.

Function

- The MPL seeks to expand its community services/center functions and capabilities—and to pursue private/public partnerships.
- Parking should be dealt with off-site and through creative partnerships with the City of Missoula and Mountain Line.
- The primary function of the facility is a library—other uses are secondary.
- Create a facility that is open, welcoming, inviting and innovative.
• Separate the community service functions from the library proper, so they can operate independently.

**Form**

• Any new addition will need to occur in the existing parking lot. Consider the implications on site landscaping.
• Renew, rehabilitate, and reuse the existing building/facility.
• The new building must be expressive of its time, yet timeless.
• Make the most of day-lighting potential in the new library spaces; plan for effective environmental controls for heating and cooling in all spaces.
• Design for public safety and universal/ADA access.
• Create a library that becomes a destination—iconic and connected to the Missoula community.

**Economy**

• The institution must be financially sustainable.
• Choices based on the highest and best use of available funds.
• Build and remodel to the best construction practices at the time and create a balance between life-cycle costs and return on investment.
• Minimize operating and maintenance costs
• Budget of 30 to 35 million dollars for the future total project costs

**Energy**

• Design to LEED Gold standard or the highest level possible.
• Create a facility based upon principles of green architecture, healthy indoor environmental quality and sustainability.

**History of the Missoula Public Library**

The Missoula Public Library began in 1882 through the efforts of the Missoula Ladies Reading Circle and this effort evolved into a subscription library. The first library was created by city ordinance April 5, 1894, and the two-room Missoula Library opened November 19, 1894 upstairs in the Higgins Building at Higgins and Main (still standing). Rent of $20 a month was paid and the salary of appointed librarian Mrs. Sue Reinhard was $25 per month. The weekly hours were 2 to 5 and 7 to 9 P.M. In 1897 the library moved to the Allen Block (location unknown) and remained there until 1903 when a permanent library was erected at the corner of Pattee and Pine with a $12,000 grant from industrial philanthropist Andrew Carnegie. A second story was added in 1913, through a $9,000 Carnegie grant. This was the library until 1974.

A new 40,000 square foot library was authorized by the citizens, and the library moved to its current location at East Main and Washington (the site of the old Thornton Hospital), by April 1, 1974. Total cost was $1,335,084.

The current library includes a special Montana Room featuring more than 4,000 regional volumes, and items of local interest, including an E.S. Paxson painting of Chief Charlo. Also offered in the library are thousands of volumes, magazines and periodicals, microfilm readers of newspapers, musical records, as well as reading and meeting rooms (from Missoula Valley History).

Today the Missoula Public Library boasts over 270,000 volumes, these include best sellers, a vast collection of how-to books and video recordings, audio books, music CD’s, a strong young adult fiction and nonfiction collection, as well as a variety of children’s materials. MPL has a wide variety of graphic novels for children and young adults and has added an adult graphic literature collection as well as downloadable audio and MP3 players for patron checkout. Currently over 60,000 persons have a MPL library card and in 2009, there were 803,713 items circulated—that’s over 300 items an hour, every day! The MPL has the greatest use of any public library in the state of Montana—an average of 70,000 visits every month or 17,500 a week or 2,500 a day! (MPL) All these new and expanded programs, materials and services are provided in the original 1974, 40,000 square foot building.
Branches & Partner Libraries & Resources
The Missoula Public Library has four branch locations: Seeley Lake / Seeley-Swan High School; Frenchtown / Frenchtown High School; Swan Valley / Condon; and Missoula / Big Sky High School.

In May 2004, MPL and three other library systems in western Montana (Flathead County Library, Hearst Free Library—Anaconda, Bitterroot Public Library—Hamilton) began allowing patrons to check out and hold materials from one another’s libraries. These libraries formed a group called “Partners” which now consists of over twelve libraries and their branches. (MPL)

Drummond School / Community Library
Glendive Public Library
Lincoln County Libraries
Miles City Public Library
Miles City Community College Library
Mineral County Public Library
North Valley Public Library (Stevensville)
Polson City Library
Rosebud County Libraries

Online resources such as Infotrac, Auto Repair, and Heritage Quest are provided through a statewide contract. MPL has purchased other databases such as Ancestry.com and Novelist. These and the iBistro interface on the Montana Shared Catalog are available in the library and remotely. As a participant in the Montana Shared Catalog, MPL users can browse the collections of 92 other libraries in Montana.

Process
Methodology:
Community and MPL staff input was gathered over the summer 2010, using the following methods: meetings, charrettes, focus groups/interviews and an online survey.

- **Meetings**: An initial meeting with stakeholders was held Thursday, June 24.
- **Charrettes**: An MPL staff charrette was held on July 7 and another on Monday, August 23; A Building and Steering Committee programming charrette was held at MPL on Monday, July 27 with 15 attendees; a public charrette was held at MPL on Saturday, July 31 with focused-topic tables.
- **Focus groups / interviews**: A public focus group was held at MPL on Saturday, August 14 (filmed by MCAT and broadcast on cable access TV) and an interview with the Young Adult Writer’s group on Friday, August 20 with 10 attendees.
- **Online survey**: Was conducted by MPL using SurveyMonkey.com beginning July 11, with 158 responses received.

Current Funding of the Library
The Missoula Public Library is funded through county property taxes but does not receive city or federal funding. In 2006 a permanent levy for $995,000 was voted on by county residents and passed. In 2008 / 2009, the library received $2,233,618 in property taxes; $148,985 in state entitlement; $9,600 in state aid; $44,000 in fines and forfeitures; and $50,000 in coal tax / interlibrary loan money. The FY09 budget included 11.83 mills. The library receives donations, some of which are earmarked for special collections such as audio books. The Friends of the Library and Foundation Board also contribute to the materials budget on occasion, particularly if the library receives a bequest. Funding formulas are not tied to cardholders. (MPL)
FACILITIES ASSESSMENT

Introduction
As previously noted the Missoula Public Library maintains the facility very well and have remodeled including new finishes in many areas of the building. Following is a brief narrative of improvements since 2003 specially addressing accessibility.

September 2003 began a remodel to enhance ADA access to users, starting with the Library’s main floor entryway and new shelving with generous aisles for increased accessibility. In 2006-2007, resurfacing of the parking lot, relocation of handicap parking, new door handles, restroom redesigns, and new handrails on stairways brought the ADA access to near completion. The 2008 budget included the ADA upgrade for the elevators. That concluded the ADA deficiencies outlined in the Missoula County Federal ADA Compliance document.

Main Library
The following summaries of the individual reports assess the condition of the existing facilities.

Building Envelope, Elevators, Finishes
The building envelope, elevators and finishes assessment was completed by OZ Architects through on-site observation. Following is a summary of the findings:

1. Floor Finishes: floor coverings have recently been replaced throughout the library and appear to be in good condition. Walk-off carpet has been installed at entries, ceramic tile in the restrooms and resilient flooring is used in service areas.

2. Wall Finishes: painted gypsum wall board appears to be in good condition throughout. Ceramic tile wainscots in the restroom and special wall treatments have been used to help to create interest.

3. Ceiling Finishes: ceilings are the most visible surface on both levels of the library—there are a few tiles exhibiting water stains that should be replaced. The ceiling tiles on the lower level could be replaced as there is a noticeable difference in contrast brightness between the recessed fluorescent light fixtures and the surrounding ceiling. Upgrading the fixtures to direct/indirect type would also help to alleviate the contrast. In the stacks there is a perceptible difference in light quality between conditions where the shelves are parallel to the lights and where they are perpendicular. The perpendicular orientation provides the best light to the books. Upgrading the fixtures to direct/indirect at the entry lobby / self checkout would provide better task oriented lighting and brighten the space.

4. Signage is good, legible, informative, and is in both English and Spanish.

5. Exterior finishes: face brick, marble-crete and stucco are all in good condition. Aluminum roof cap/coping is in good shape with no evidence of moisture problems in the walls below.

6. Windows: the original 1972 windows are single pane glass and were retrofitted with a single pane inner glazing panel and on the south exposure with solar shading film. Window and door frames do not appear to be thermally broken.

7. Elevators: existing equipment has recently been upgraded. The cabs are small compared to those meeting current ADA standards. There is no freight sized elevator which would be beneficial in the moving of book carts and other bulky items.

Structural Assessment Report
The structural report was completed by Beaudette Consulting Engineers, Inc. (BCE) of Missoula. BCE has an archive of the original Fox Ballas Barrow Architects drawings for the library. Their recommendations are based upon these documents and on-site investigations using specialized concrete rebar detectors. A summary of their findings:

1. The library is in good condition and well maintained. There is a shrinkage crack in the lower level masonry wall, but is not considered to be structurally related.
2. The main level floor has noticeable deflection between supporting columns. BCE performed an analysis in 2001 and again in 2010. There are hairline cracks in the bottom of the slabs—these relate directly to deflection, but do not compromise the slabs.

3. BCE confirmed the adequacy of the original structural components and found that the original design loading is satisfactory according to present 2009 International Building Code loading requirements.

4. Seismic bracing is adequately sized and appropriately located.

5. The cause of the significant deflection in the main level slabs has not been specifically determined. BCE has found no change in slab deflection within the last 9 years. The floor levels should be monitored through the years for any future movement.

6. The main floor concrete floor slabs are stable and safe for continued library occupancy.

7. To address the issue of adding another floor to the existing building, BCE offers the following: The present building will not allow for an additional floor or floors....The footings are only adequate for the present condition...Expanding up would be very expensive and totally disruptive.

8. Expansion to the south into the parking lot is feasible. A new structure could be designed and constructed, fully independent of the existing. A seismic joint would be incorporated to separate the structures.

**Mechanical, Electrical, Plumbing Systems Report**

The existing mechanical and electrical systems were evaluated by Associated Construction Engineering, Inc. (ACE) of Missoula. A summary of their findings:

1. The existing boilers have 16 more years of service life and appear to be in good condition.

2. For the chilled water system—the heat exchanger and base mounted pump are well within their service life and appear to be in good condition.

3. The main air handling units (2) are well past their service life and are in poor condition.

4. The exhaust systems for the restrooms are past their service life and in poor condition. The exhaust fan wheel appeared to be inoperable.

5. The temperature controls system is still within its service life and appears to be in good condition.

6. The domestic hot water system appears to be in good condition.

7. Plumbing fixtures—the upper level fixtures appear to be in excellent condition and the basement level fixtures are in fair condition.

8. Domestic water piping service—the galvanized pipe is corroded and old valve bodies are showing severe wear, thus it is recommended that the system be replaced.

9. Electrical service—the building is fed by a 600 amp, 480 volt service and is more than adequate for the current demand load on the building of 150 amps. The main circuit breaker may be reaching the end of its useful life and should be tested and replaced if necessary.

10. The motor control center—any of the original motor starters in this equipment are well past the end of their useful life of approximately 17 years.

11. Lighting—most fixtures have been upgraded to energy efficient T8 fluorescent bulbs. Light quantity and quality in the book handling area on the lower level is poor.

12. Emergency lighting—reports indicate that this lighting is sufficient to evacuate the building in case of an emergency.

13. Communications systems—these systems appear to be in excellent condition and well maintained. Currently, the building's bandwidth needs are being served by three DSL-type connections. Optical fiber should be considered for future projects for higher bandwidth.

14. Fire alarms—the building is covered by a code compliant automatic fire detection and alarm system. Many of the devices appeared to be of the newer type, but the control panel is outdated and should be replaced.

**Existing Site Features**

OZ Architects reviewed the existing site features and zoning. A summary of these findings:

1. The library block is zoned Commercial C1-4 on the north and Business B2-2 on the south. Buildings on the north half may be 125 feet tall, but the south is restricted to 50 foot maximum. If the expansion occurs in this portion a variance should be pursued or the entire site rezoned to Central Business District CBD which is adjacent to and includes Washington Street to the west. The CBD does not require on-site parking.

2. The site is within the downtown master plan's Arts and Culture District. The library is located at the end of a proposed Sculpture Garden and mall...
extending north from Kiwanis Park and is a main feature of the plan.

3. Public transportation—buses run along both Front and Main streets. A proposed streetcar loop would link the library to the downtown transfer center and parking garages.

4. Public parking—a new 300 car + garage is to be constructed at Pattee and Front streets, approximately 2 blocks away. The Central Park / Main street garage is 3 blocks away.

5. Automobile parking on the site was recorded as 20 staff and 38 public spaces. This is well below the current Title 20 Zoning Ordinance requirement of 134 spaces for a library of 40,000 sf (1/300).

6. The landscape plantings appear in good condition although along Main Street need attention.

7. Bicycle parking appears to be more than adequate in meeting the Title 20 requirements.

Sustainability Issues
According to the 1972 drawings, there is only 2” of thermal batt insulation in the walls and soffits. There is no record that this has been upgraded. Insulation on the roof was added during the roof covering replacement project. The 2009 International Energy Conservation Code requires R-20 at the roof deck and walls at R-19.

Addressing operation and maintenance items would be a good sustainable strategy in the short term within the existing building. These have been mentioned under the MEP report. In addition, it is possible to improve the performance of the exterior walls by blowing in more insulation. This should be evaluated based upon a cost-benefit analysis and considered in the light of the future remodel of the existing building as part of the main library expansion.

Existing Conditions Recommendations
The building is now 38 years old and systems are reaching the end of their life and beginning to require replacement and upgrades. The facility and the grounds are however in relatively good condition and well maintained.

Usability Recommendations
The focus groups, charrettes and online surveys identified the following usability concerns with the existing library:

1. Lack of Parking: Parking on-site is currently an issue and future additions will eliminate on-site parking altogether. In the interim any solutions will need to come from the management of the parking lot. This should include staff incentives to RideShare, use public transportation and to park offsite. Consider restriping the lot for Quik-Stop spaces. Pursue an active campaign to get library users to walk, bike, and use public transportation. During special events consider use of the MCT lot, the First Interstate Bank lot across the street and the Spiker Communications lot to the west. Long-term solutions will require the completion of convenient, affordable public parking and public transportation.

2. Poor Lower level entry experience: zone the space for traffic and seating—clearly define how the space is to be used. Evaluate whether additional fresh air supply or other odor control method would be effective.

3. Web Alley: there is likely no space for additional computers, therefore solutions will need to come from the management side. Consider how additional laptops or netbooks for checkout (onsite use only) may address access problems.

4. Cell phones: create a clearly defined cell phone policy. Designate space(s) for their use; study rooms, checkout/lobby, the lower level, etc. Texting or web access (smart phones) should not be restricted.

5. Insufficient meeting spaces: re-consider the current management policies and scheduling procedures. Subdivide the large meeting space per the remodel suggestion elsewhere in this report.

6. Lack of Staff spaces: there are few options given the current spatial limitations. Consider the impact of the remodel suggestion elsewhere in this report.

7. Uneven thermal comfort: the HVAC unit on the upper level has only 4 zones; the HVAC unit for the lower level has 7 zones. Consider having the systems rebalanced and thermostats upgraded. Re-assigning office spaces may be an option. These systems would be totally replaced in a future expansion project.

8. Noise issues: acoustically zone the library building. Clearly define quiet and conversation zones to meet user expectations.
LIBRARY SERVICE NEEDS ASSESSMENT

Introduction

“Libraries are perhaps our most enduring public institutions—priceless repositories of history, language, and culture. The dawn of the “information highway” threatened to make them less relevant, even obsolete. Yet now, these institutions are as pertinent as ever, with a wave of innovation as the next generation of libraries extend their mission well beyond the storage of knowledge.” (Jackson, Nikitin)

Libraries, both large and small are committing to “…forming partnerships and creating innovative programs that bring new people to the library and extend the library’s role into the community...a truth that all libraries should take to heart: In order to draw people in, first you have to reach out.” (Jackson, Nikitin)

“If the old model of the library was the inward-focused community “reading room,” the new model is more like a community “front porch.” (Jackson, Nikitin)

These quotations are contained in a white paper from those at Project for Public Spaces (PPS) in New York City. PPS has been studying public spaces across America and internationally for decades, to determine what works and what doesn’t. In this paper, they set their sights on public libraries and confirm that “…many cities and towns now recognize the importance of re-positioning libraries as destinations.” (Emphasis by OZ)

During the course of this feasibility study, OZ mentioned the need for MPL to consider itself as a destination, one in which the public would overcome limited parking to reach “the community front porch.” The ability for the MPL institution and facility to adapt and change, quickly and dramatically to new technologies and society’s expectations are key to the sustainability of the library. This section identifies current and future space needs and service demands for MPL. [The existing building is 26,757 sf on the main level and 15,484 sf on the lower level for a grand total of 42,241 sf.] Reference is made to the American Library Association/Public Library Association (PLA) service guidelines.

The 18 Public Library Association Library Service Responses and new Missoula Public Library facilities needed to meet these services (items in red have spatial implications):

1. Be an informed citizen: equipment for podcasts / videocasts
2. Build successful enterprises: space for business center or grants center; equipment for podcasts / videocasts
3. Celebrate diversity: exhibit and display space
4. Connect to the online world: workstations that are large enough for people to work comfortably
5. Create young readers: family computer areas that support shared use of digital resources; listening and viewing stations; appropriate seating at computer workstations to encourage adults and young children to use computer programs together
6. Discover your roots: equipment required to read, print, and copy all formats in which the information is supplied, including microfilm and microform; exhibit shelving and display
space and related furniture and equipment; temperature and humidity controlled storage; secure storage for irreplaceable items in collection

7. Express creativity: media production space; media production equipment; exhibit and display space; music practice rooms; performance space

8. Get facts fast: space for a telephone reference center

9. Know your community: community events bulletin board, in a visible location

10. Learn to read and write: small study rooms for tutoring

11. Make career choices: dedicated space for a job and career center

12. Make informed decisions: display shelving to merchandize the selected portions of the collection

13. Satisfy curiosity: small-group meeting rooms; comfortable seating

14. Stimulate imagination: listening and viewing stations; identifiable reader’s advisory services station or roving personnel

15. Succeed in school: space for homework center; workstations and study rooms for several students to work together

16. Understand how to find, evaluate, and use information: mobile computer lab; data projector

17. Visit a comfortable place: café; gallery, exhibit, and performance spaces

18. Welcome to the United States: multilingual signage; information rack for free materials from agencies and organizations serving new immigrants

Important for all service responses:

1. Meeting and collaboration spaces

2. Building and grounds that are safe, welcoming and attractive

3. Sufficient parking

4. Signage that is visible, informative, and large enough to be easily read

5. Stack areas that have appropriate lighting and adequate aisle width

6. ADA compliant in all facilities and services

Definition of Programs and Services

How current programs and services can meet and address the MPL’s mission and goals (not a complete list)

Informational

1. “Warehousing of printed materials, video/audio, etc.”

2. Portal access to the internet resources (virtual library materials)

3. Research assistance

4. Health Info...To Go (MPL Homepage link)

5. Project Vote Smart (MPL Homepage link)

6. Job Searching Resources (MPL Homepage link)

7. Ask Our Reference Team (MPL Homepage link)

8. Teens Only (MPL Homepage link)


Cultural

1. “Preserving knowledge in collections for future generations”

2. Treasure State Award

3. Montana Book Award

4. Display cases and space for public exhibits

Recreational

1. World Wide Cinema

2. Cheap Date Night

3. Adult programming

4. Book clubs

5. Board and video games

6. Download Audiobooks (MPL Homepage link)
7. NextReads (MPL Homepage link)
8. Online Book Clubs (MPL Homepage link)

Educational
1. Computer classes
2. Adult programming
3. Book clubs
4. Socrates Café
5. Children's story time
6. Writer's groups (various ages)
7. Talk Time (for English as a second language)
8. Every Child Ready to Read (MPL Homepage link)
9. MPL's Web2.04u (MPL Homepage link)
10. Mângo—learn a language (MPL Homepage link)

Community Input

Summary of Public Charrette Meetings
1. Computer stations: Not nearly enough computers (how many is enough), too long of a waiting time (how long is too long), too cramped, not enough variety of spaces, age appropriate (children, YA, adult, aged).

2. Seating Areas: Seating is significantly inadequate and not properly zoned—alcoves for private (quiet) areas, as well as areas for group seating / discussion areas, better designed spaces (like YA).

3. Meeting Rooms: Large auditorium (200-300 seats), several 8 -10 person meeting rooms, and a few 3-4 persons “impromptu” meeting rooms.

4. Community Center: Art displays, piano rooms, vending machines, sense of place / destination, auditorium, children's play area.

5. Lobby: Sense of entry, give the space meaning and direction, advertising, larger / better functioning elevators, café, vending machines.

6. Stacks: General need for more collections (number and types), Special Collections, periodicals, foreign, etc.

7. Transportation: Need for better access to the Library—Mountain Line and parking garage.

Online Survey
The Missoula Public Library provided county residents and patrons an opportunity to address seven questions/comments via an online survey during the summer of 2010. A total of 158 responses were received and a comprehensive list of the responses to the questions can be found in the appendix. Following are the most common responses recognizing deficiencies or recommending improvements in descending order to the questions asked:

What do you like best about the Library?
✓ Collection
✓ Librarians and service
✓ Self Checkout
✓ Friendly/Comfortable Atmosphere
✓ Holds
✓ Wireless/Internet access
✓ Downloadable Audio and E-books
✓ Location

Biggest Challenges Facing the Library
✓ Too crowded
✓ Funding, budget
✓ Parking
✓ Technology
What should we consider in the future?

- More online resources

Users home location

- City residents – 68.2%
- County residents – 28.3%
- Other – 3.5%

How often do you use the library?

- Daily – 10%
- Weekly – 53.5%
- Monthly – 32.6%
- Yearly – 3.9%

What would make it easier for you to visit the library?

- Parking

Other

- Excellent staff and services

**Parking**

As stated in the Existing Site Features, the existing surface parking lot satisfies less than 50% of the parking required per Title 20 for the Library. Although there may be some interim recommendations, such as managing the existing surface lot more effectively, there are really no long-term financially viable solutions to providing on-site parking while solving programmatic space needs of the Library. The addition of 300+ spaces in the new Front & Pattee Street Parking garage will help to provide parking within short walking distance of the Library. With this in mind the following strategies could be effective in addressing public comments received on the lack of available parking at the main library:

- Encourage an interface between the Mountain Line routes (especially the streetcar route) and the UM Shuttle to Park-and-Ride lots.

**Benchmarking Standards of Service & Target Size for Facilities**

**Standards of Services**

The Missoula Public Library was benchmarked against the public libraries in the state of Colorado (Colorado State Library study). The Boulder Public Library in particular, has some notable similarities to the Missoula Public Library. The city of Boulder is approximately 100,000 and has a major university. Demographics of Boulder are similar to Missoula’s—each has a highly educated population, both populations exhibit strong desires for cultural programming, both libraries provide services to many of the city (county) disadvantaged, and each provides similar levels of service.

The Colorado State Library Study identifies three standards of service, those being:

- Essential Standards – The “minimum” level of basic library services that satisfy building & accessibility codes, are properly managed, with suitable exterior, interior and public spaces, and satisfy the area (square feet) per capita as benchmarked against other Essential facilities in the State.

- Enhanced Standards – meeting Essential plus provide specialized usage (i.e. storytime space, study rooms, etc).

- Comprehensive Standards – meeting Enhanced plus provides space which enables the library to serve as a community meeting space (i.e. meeting rooms, larger group seating areas, etc).
The standards of service and population served are used to benchmark each library in the state of Colorado. Based on this study Missoula meets the Comprehensive Standards as it serve as a Community Center.

Population

The projections for library size are based upon service population or locality’s population. For MPL, this was taken as the population of Missoula County. A recent plan from Missoula Parks & Recreation (MP&R) provides the following population projections. “Two population projections models are available for Missoula County. The low projections are based on an analysis by James Sylvester in 1999. The higher projections are based on population trends in U.S. census data from 1990 to 2000. The Sylvester Report included birth, death, and migration rates in Missoula County and was created before the 2000 Census data was available. Sylvester assumed a 1.1% growth rate until 2000, and 1.0% growth rate from 2010 to 2020. U.S. census projections use an average growth rate of 2.3% from 2000 to 2010 and 2.0% from 2010 to 2020.”

Population Projections for Missoula County

<table>
<thead>
<tr>
<th>Year</th>
<th>Low Projection (Sylvester 1999)</th>
<th>High Projection (Census 1990-2000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>95,802</td>
<td>95,802</td>
</tr>
<tr>
<td>2010</td>
<td>106,877</td>
<td>120,262</td>
</tr>
<tr>
<td>2020</td>
<td>118,058</td>
<td>146,597</td>
</tr>
</tbody>
</table>


Missoula County’s official 2010 population as of March 15, 2011 was 109,299 people up from 95,802 in 2000 or a 14.1% increase. Based on this finding the population of Missoula is between the two projection models. Other data in the MP&R plan cites Missoula county’s “…population in the year 2000 was 36.9 people per square mile as compared to 6.2 across Montana (U. S. Census Bureau 2002). Missoula County’s growth rate is higher than both the state of Montana and the Nation…. Personal income in Missoula County is similar to the state of Montana; both Missoula County and Montana have consistently lower per capita than the United States.”

The Boulder Public Library report further elaborates that “percentiles...have been calculated using statistics from the 2003 Colorado Public Library Annual Report.” These are as follows:

For square footage (s.f.) per capita at 100,000+ population:
Essential (50% percentile) 0.47s.f. / per person served
Enhanced (75% percentile) 0.68 s.f. / per person served
Comprehensive (95% percentile) 1.12 s.f. / per person served

For a population of 100,000+ the projection for Missoula Public Library at the Comprehensive Level is 1.12 x 118,058 (Missoula County 2020) or 132,225 square feet. The current facility is 26,757 s.f. on the main level and 15,484 s.f. on the lower level for a total of 42,241 s.f.—meaning that the MPL is roughly 1/3 the size recommended to meet the service needs of Missoula County.

In addition MPL would fall below the recommended size for the Essential Level of 55,487 sf (.47 x 118,058).

Hours of Service

For hours of operation at the 100,000+ population:
Essential (25% percentile) 51.4
Enhanced (50% percentile) 56.9
Comprehensive (75% percentile) 62.3
95th percentile is 70.0 hours.

Here again, the MPL meets Comprehensive Standards (75% percentile) at 64 hours for the main library. If combined with the hours of the branch libraries, MPL is part of a group of only 5% of the libraries in Colorado meeting the highest level.

A second approach was taken to verify these projections by asking the MPL staff to project their departmental needs for the future—this is explained in Collection Allocation below.
Collection Allocation

In order to validate the benchmarking with the Colorado public libraries, the MPL staff was asked to project their shelving and space needs into the future. The following chart illustrates their needs:

<table>
<thead>
<tr>
<th>Program Areas</th>
<th>Existing Space</th>
<th>MPL Growth (Staff projected)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin Team</td>
<td>3,240</td>
<td>5,700</td>
</tr>
<tr>
<td>Books/Access Services</td>
<td>5,255</td>
<td>10,510</td>
</tr>
<tr>
<td>Display/Public Art</td>
<td>59</td>
<td>1,200</td>
</tr>
<tr>
<td>Common (unassigned)</td>
<td>2,773</td>
<td>0</td>
</tr>
<tr>
<td>Info Svcs-Children</td>
<td>4,065</td>
<td>11,382</td>
</tr>
<tr>
<td>Info Svcs-Adult</td>
<td>6,808</td>
<td>10,232</td>
</tr>
<tr>
<td>Info Svcs-YA</td>
<td>1,754</td>
<td>4,630</td>
</tr>
<tr>
<td>I &amp; T Services/Web Alley</td>
<td>860</td>
<td>1,720</td>
</tr>
<tr>
<td>Meeting Rooms</td>
<td>2,477</td>
<td>6,600</td>
</tr>
<tr>
<td>Montana Collection</td>
<td>1,206</td>
<td>2,412</td>
</tr>
<tr>
<td>Convenience Facilities</td>
<td>1,757</td>
<td>2,500</td>
</tr>
<tr>
<td>Reference &amp; Periodicals</td>
<td>2,573</td>
<td>4,220</td>
</tr>
<tr>
<td>Circulation</td>
<td>4,028</td>
<td>0</td>
</tr>
<tr>
<td>Mechanical / Support</td>
<td>2,263</td>
<td>0</td>
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<tr>
<td>Storage</td>
<td>357</td>
<td>12,000</td>
</tr>
<tr>
<td>Partnership Spaces</td>
<td>0</td>
<td>6,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>39,475</strong></td>
<td><strong>79,106</strong></td>
</tr>
</tbody>
</table>

Note that in the MPL Growth column, program areas listed as ‘0’ are included in the efficiency factor.

Using this information of 79,106 sf and dividing by the efficiency factor for libraries at 0.65 equals 121,700 sf total. The efficiency factor accounts for differing room sizes, occupancy levels, circulation requirements, and special mechanical requirements (Pena).

Comparing the two results, the target size by Colorado standards is 132,225 sf and by staff projections is 121,700 sf or about a 9% difference (or 10,525 sf), which is within an acceptable range.
Building Evaluations

Existing Building Envelope Evaluation (including Elevators)

Basis of assessment—existing architectural drawings dated 1972 FBB and on-site visual inspection.

Exterior wall finishes:
- Face brick, marble-crete, and stucco on metal lath—all in good condition.
- Existing stucco is a combination of marble-crete and trowelled surface finishes.
- Main level is matt/velour faced red brick with a ribbed/hammered texture concrete foundation along Main Street.
- Lower level is a combination of exposed 4” split-face concrete block and formed concrete with a smooth surface.
- Aluminum roof cap / coping is in good shape—no evidence of moisture problems.

Windows:
- Original 1972 windows are single pane glass. These were retrofitted with an single-pane inner glazing installed in the face of the non-thermally broken aluminum frames. Along the south wall solar shading film was added on the interior face (surface 4). Ideally, this would have been installed on the interior side of the exterior glass (surface 2) to avoid heat build-up between glass panes and to achieve better energy efficiency.
- New exterior storefront is modern construction with thermally broken frames and insulating glass. The lower level exterior doors/glass are still single pane on both pair of entrance doors and windows.
- Windows appear to be fully caulked and sealed to the brick.

Elevators:
- Existing public and staff elevators are Montgomery 2000# capacity, holed-hydraulic type. Entrance doors are 3ft. x 7ft. single slide. Cabs are 3’-6” x 7’-0” (clear dimensions). Cab finishes (p-lam) and lighting (luminous ceiling) are in good condition. Modern hole-less hydraulic elevators 2500# would have cab dimensions of 4”-3” x 6’-8”. Newer elevators are about the same width but deeper—meeting ADA access requirements.

Insulation systems:
- According to the 1972 drawings, there is only 2” of thermal batt insulation (R=5 or 6) in the walls, soffits and on the roof deck. The roof was likely 2” rigid board insulation. We understand the roof system may have been upgraded with more insulation and a newer roof membrane.
- The 2” wall insulation is well below current standards—this installation would have been questionable in light of the Arabian Oil Embargo and the growing attention to energy conservation at the time. Have the walls been upgraded with additional insulation?

Current 2009 IECC would have the roof at R-20 and walls at R-19 (batt + cont.).
We have completed a structural conditions assessment of the above noted building. Tom Beaudette, PE and Mark Bradford, EIT are project engineers on this assessment. As a part of this assessment, we have completed a general walk-around and walk through the library structure. Our inspection has included assessment of visual structural elements only, in conjunction with areas exposed in the rebar detection work. We have completed no destructive investigation. However, we are aware of the structural components and general conditions from previous work on the building. We have completed a thorough analysis of the structure utilizing the original construction drawings. The original drawings were prepared by Fox Ballas Barrow Architects (drawings dated December 1972). Construction took place in 1973. We have also field verified the existence and extend of reinforcement in the main floor concrete slab with an electromagnetic rebar detector. We further shot floor levels to compare to the thorough floor level assessment completed by our office in 2001.

This structural assessment synopsis is based on our visual inspection, verification of reinforcement in the concrete slabs, subsequent analysis of the existing structure, and our experience with this building and similar buildings. The intent of the investigation and this report is to assess the level of conformance of the existing structure to the International Existing Building Code (IEBC – 2009). Our recommendations and any subsequent renovation effort are required to conform to this code. The IEBC code allows the design criterion for existing buildings to be established for life safety parameters and general construction standards. Existing structures need not necessarily meet every specific code requirement for new construction. We completed no destructive testing or material testing prior to this report. In this report, we will provide the existing structural description, describe the results of our analysis, comment on material quality through visual inspection,
discuss the results of our floor reinforcement investigation and floor level assessment and include our recommendations for continued future health of this structure.

Please reference the Executive Summary at the end of this report for a synopsis.

GENERAL STRUCTURAL DESCRIPTION

The building was constructed in 1973. It is a two level structure with partial, open parking, shipping and receiving on the lower level. The main level has approximately 26,750 s.f., while the lower level has around 14,000 s.f. enclosed.

The roof structure consists of long span steel bar joist at 7’-6” o/c. The joist are typically 36” deep. The bar joist are supported by steel girders running along the north and south wall lines with a center girder line. The girders are supported on steel columns at 30’ o/c. The structural roof diaphragm is a 2” type “B” metal decking.

The main floor structure is a 9” thick, two-way reinforced concrete flat plate slab. Typical column grid dimension is 30’ in each direction. The interior columns have 12’ square x 13 ½” deep, drop panels. The columns also have 3’-4” square capitals.

The lower level columns are 24” sq. concrete on the 30’ gird. There exists a concrete foundation wall (basement wall) along the north side of the building, which allows for main floor, grade level access on the north side. The column footings range from 6’ sq. to 8’-6” sq. designated to bear on native Missoula gravel.

The lateral force resisting system has a metal decking diaphragm at the roof and a concrete diaphragm at the main floor. The upper floor walls are typically brick veneer on steel studs. The steel stud walls have regularly spaced steel strap bracing. There are some upper floor masonry walls which assist with lateral resistance. The lower level relies on the concrete columns for lateral stability.

Masonry Crack in Lower South Wall

Lower Level Concrete Column and Exposed Capital (drop panel and slab hidden above ceiling.)
INSPECTION
We typically find the Library to be in good condition and well maintained. There is a shrinkage type crack in the lower level masonry wall, but is considered not be structurally related.

The main level floor has noticeable deflection between the supporting columns below. In 2001, we completed an initial analysis of the floor system and also field determined the levels throughout the main floor (please find our 2001 floor level map attached). With this 2010 assessment, we re-verified the status of the floor levels (compared to the 2001 levels) and further verified the extent of reinforcement in the slab. During our inspection, we noted consistent, hairline cracks in the bottom of the floor slabs at mid-span between columns. These cracks directly relate to the deflection.

ANALYSIS
We have analyzed the main structural components of the Library building utilizing the Fox Ballas Barrow structural drawings. Per the original drawings, the structure was designed for the following:

- **Roof Snow**: 30 psf
- **Floors – Stack & Reading Rooms**: 150 psf
- **All other Floors**: 100 psf
- **UBC Seismic Zone**: II
- **Wind**: 20 psf
- **Allowable Footing Pressure**: 5000 psf

We have confirmed design adequacy for the above noted loads. While the design criteria has changed through the years, the original design loading meets reasonably with the present 2009 International Building Code loading requirements.

Our analysis of the roof systems shows the building’s structural components meet present day Missoula snow loading requirements. The roof structure allows for strategically placed mechanical units, but placement is key.

Our analysis of the main floor, flat plate concrete slab system shows the slab and drop panels meet present day standards for library stack and reading rooms. The concrete slab thickness and reinforcement designated on the drawings meets the design loading requirements for library loading. However, our analysis finds calculated deflection to be around 1 ½”. Field deflection readings show up to 2 ½” to 3” deflection in the floor slab between columns.

Per the original drawings, we analyzed the library building for present day design, wind and earthquake loads. From ground to main level, the building relies on the
reinforced 24” sq. concrete columns with a moment transfer connection and the top and bottom. The columns are doweled to footings at the ground and tied with reinforcement to the column capital slabs at the main level. The designated dowels to the footing are deemed to be appropriate. The reinforcement connections at the main floor level could not totally be verified from the drawings or on-site assessment. However, the overall system has sufficient redundancy to determine that the main floor to ground lateral system is adequate. From the main floor to roof deck diaphragm, the building relies on steel strap bracing buried on the exterior face of the steel stud walls, in conjunction with some minor masonry walls. We find the bracing to be adequately sized and appropriately located.

**FLOOR LEVEL ASSESSMENT**
The floor deflection issue continues to be a concern. As noted above, the floor structural system consists of a 9” thick, flat concrete slab. The slab has considerable reinforcement in both directions. The slab thickens at the columns (30’ o/c each way) to allow for additional load transfer strength. Supplemental reinforcement is designated at the columns and between the columns to allow for the floor to act as a single system element. The system relies on specifically placed reinforcement and high strength concrete.

In 2001, we interviewed the original construction foreman. It was his memory that the concrete floor slabs (concrete strength and reinforcement) was installed exactly per plans. He also stated that the floors were dead level when they turned the building over to the County. He stated that if otherwise, he would have remember and it would have been noted as such at the time. He also was very adamant that all the designated reinforcement was installed. With this 2010 investigation, we field verified the location, size and cover of reinforcement in the slab. Our electromagnetic unit is reliable to location and depth of the reinforcement, but not totally reliable when determining the size. However, we are comfortable that the reinforcement designated on the drawings and further verified as being placed by the original construction foreman, is in place.

The cause of the significant deflection has not been specifically determined. The deflection can be somewhat attributed to mid to long term creep and the strength of the concrete. As noted, the 2 ½” to 3” deflection at is excessive. However, we found no change in the slab deflection within the last 9 years. We find the main floor concrete floor slabs to be stable and safe for continued library occupancy.

**EXECUTIVE SUMMARY - RECOMMENDATIONS**
We find the Missoula County Public Library building to be structurally adequate for present day design loading criteria. The main floor is safe for continued library book stack loading. With any significant renovation of this existing building, supplemental
structure can be added for insurance redundancy and the floors can be leveled. Strengthening the floors is not recommended as necessary at this time, but the floor levels should be monitored through the years for any future movement.

The present library building will not allow for an addition floor or floors. The roof structure, which is nominally structured for snow, would require complete removal and replacement. The existing lower level columns are more than adequate for additional floors, but the footings are only adequate for the present condition. The existing lateral force resisting system is adequate for the present condition, but will no way be adequate for additional upper levels. Expanding up would be very expensive and totally destructive.

Expanding the facility to the south is feasible. A new structure could be designed and constructed, fully independent of the existing. A seismic joint would separate the structures and allow for total independence. Specific design of a new structure is considered beyond the scope of this report.

Please feel free to contact us with any questions that you might have at this time. We look forward to moving forward with the future with the Missoula County Public Library.

Sincerely,

BEAUDETTE CONSULTING ENGINEERS INC.

Tom R. Beaudette, PE
Mechanical, Electrical & Plumbing Conditions Assessment

OVERVIEW:

On July 1, 2010 Associated Construction Engineering, Inc. (ACE) performed an on-site visual inspection and verification of the existing mechanical & electrical systems serving the library.

The inspections were conducted for the following purpose:

1. To determine the condition of the mechanical & electrical equipment in the building.
2. To determine specific areas where mechanical & electrical systems do not meet current codes and standards.

The basis for inspection was recommended design practice based upon ACE’s experience and the following codes and standards currently adopted by the State of Montana and the City of Missoula.

- 2006 International Building Code (IBC)
- 2009 International Mechanical Code (IMC)
- 2009 Uniform Plumbing Code (UPC)
- 2010 National Fire Alarm Code

Assumptions:

The facility falls under the International Building Code Institutional Group “A-3”.
BOILER PLANT:

The facility is served by (3) three natural gas low pressure steam boilers. The boilers are equipped with a duplex boiler feed water pump and chemical feed system which tie into the steam condensate return line. The boilers are located in an individual mechanical room in the basement of the facility.

A 5” steam header ties the three boilers together with (4) four branch steam mains off the header. The mains provide low pressure steam to ductwork humidifiers, air handling unit heating coils, the absorption chiller and to a shell and tube heat exchanger for the domestic hot water system.

A.C.M. (asbestos containing material) was not evident in the boiler room.
The American Society of Heating, Refrigerating and Air-Conditioning Engineers Applications Handbook lists estimates of the service life of mechanical components. Service life is defined by “The length of time during which a machine, tool, or other apparatus or device can be operated or used economically before breakdown.”

### Ashrae Applications Handbook - Estimate of Service Life

| Boilers – Cast Iron | 35 Years |

The boilers have 16 more years of service life and appear to be in good condition.
CHILLED WATER PLANT:

The facility is served by a combination of chilled water systems. There exists an absorption chiller coupled with a cooling tower and a ground water cooling system. Upon further investigation and discussion with maintenance personnel it appears that the absorption chiller and cooling tower are no longer in operation.

The ground water system extracts water from Missoula’s geothermal aquifer through a submersible variable speed pump which delivers the water up through one side (the ground water loop) of a plate fin type heat exchanger located in a basement mechanical room. The water is then re-injected back into the aquifer via a reinjection well.

Figure M-4 Plate Fin Type Heat Exchanger

On the opposite side (the building loop) of the plate fin type heat exchanger is the building chilled water distribution system. A base mounted pump distributes chilled water through a 4” pipe header to (2) branch mains. The mains provide chilled water to the air handling unit chilled water coils. The circulated chilled water system utilizes water only with no glycol.
The heat exchanger and base mounted pump are well within their service life and appear to be in good condition.
HVAC SYSTEMS:

The facility is serviced by two central station multi-zone air handling units. The units deliver low pressure supply air ductwork to ceiling diffusers throughout most areas and are original to the facility (1973). Both units are located in basement mechanical rooms, one near the west perimeter (AC-1) and the other in a room directly east of the boiler mechanical room (AC-2).

AC-1 is a 4 zone unit which incorporates a mixing box, roll pre-filters, supply fan, chilled water cooling coil, and steam heating coil. This air handling unit services the upper level of the facility.

AC-2 is a 7 zone unit which incorporates a mixing box, roll pre-filters, supply fan, chilled water cooling coil, and steam heating coil. This air handling unit services the basement level of the facility.
The units are well past their service life and are in poor condition.
EXHAUST SYSTEMS:

General restroom exhaust ventilation is provided by a roof mounted exhaust fan located near the west end of the roof. It pulls air from the first and second floor restrooms through low pressure ductwork up and out of the building. The unit is original to the facility.

Figure M-8 Roof Mounted Exhaust Fan

<table>
<thead>
<tr>
<th>Ashrae Applications Handbook - Estimate of Service Life</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhaust Fans</td>
</tr>
</tbody>
</table>

The unit is well past its service life and is in poor condition; however, the motor has recently been replaced. Note in this photo, the belt is broken and the fan motor sheave is rotating, but the exhaust fan wheel sheave is not.
TEMPERATURE CONTROL SYSTEMS:

The primary temperature controls for the facility is a pneumatic system. In the east basement mechanical room there exist an air compressor and AC-2’s controls. The west basement mechanical room facilitates AC-1’s temperature controls.

The system is still within its service life and appears to be in good condition.
DOMESTIC HOT WATER HEATING SYSTEM:

Hot water is generated through a combination of a shell and tube heat exchanger and a gas fired domestic hot water heater, Ruud Model GL85-200-4, 85 gallons/200 mbh input. The dual system allows the facility to use the steam boiler plant for domestic hot water heating via the shell and tube heating exchanger during the winter months. When the boilers shut down for the summer the gas fired hot water heater produces hot water.

Figure M-10 Domestic Hot Water Generation Plant

The domestic hot water system appears to be in good condition.
PLUMBING FIXTURES:

The facility is served by flush valve type water closets and urinals. Upper floor restroom lavatories are under-counter mounted with single lever faucets. Basement level restroom lavatories are wall mounted with dual lever handles.

Figure M-12 Upper Floor Water Closet

The upper floor fixtures appear to be in excellent condition and the basement level fixtures are in fair condition.
DOMESTIC PLUMBING WATER SERVICE:

A 3” domestic water service feeds the facility. It enters the building through a combination of valving, strainers, and a backflow prevention device and is located in the west mechanical room.

Figure M-13 Domestic Water Service

The galvanized pipe is corroding and old valve bodies are showing severe wear, thus it is recommended that the system be replaced.
### EQUIPMENT TABLES:

#### Table M-1
Boilers Specifications

<table>
<thead>
<tr>
<th>Equip. Description</th>
<th>Boiler 1</th>
<th>Boiler 2</th>
<th>Boiler 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Input</strong></td>
<td>840,000 btu/hr</td>
<td>840,000 btu/hr</td>
<td>840,000 btu/hr</td>
</tr>
<tr>
<td><strong>Output</strong></td>
<td>672,000 btu/hr</td>
<td>672,000 btu/hr</td>
<td>672,000 btu/hr</td>
</tr>
<tr>
<td><strong>Approximate Efficiency</strong></td>
<td>80%</td>
<td>80%</td>
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#### Table M-2
Air Handling Unit Specifications

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<td><strong>Approximate Age</strong></td>
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ELECTRICAL SERVICE & DISTRIBUTION:

The building is fed by a 600 Amp, 480 Volt underground service from a pad mounted transformer near the southeast corner of the current site.

Pad Mount Transformer and Meter
This equipment is owned and operated by Northwestern Energy and appears to be in satisfactory condition. The bushes screening the equipment appear closer than the utility company typically prefers.

Figure E-1 Utility Transformer
Main Switchboard
The main switchboard, located in the basement electrical room, was installed as original equipment to the building. This 600 Amp equipment is more than adequately sized to handle the current demand load on the building of 150 Amps. If properly maintained, this quality switchboard and can realistically be expected to function properly for another 20 years or more. However, replacement parts would be very difficult to obtain as the manufacturer no longer makes parts for this equipment and they are only available from an aftermarket company. Also, the main circuit breaker may be reaching the end of its useful life and should be tested and replaced if necessary.

The switchboard is divided into two sections: one to handle 480/277 Volt loads such as lighting and motors, and one to serve 208/120 Volt loads such as outlets. The transformer used to convert the voltage between the sections has reached the end of its useful life and is likely not properly sized for the existing load. The load on the transformer should be analyzed and the transformer replaced with one of the proper size and type.

While the switchboard does have spare capacity to carry additional load, options for connecting new loads are limited by physical space within the equipment and the availability of parts due to age.

Figure E-2 Main Switchboard
Motor Control Center
This equipment was installed as original equipment to the building and contains the starters for most of the HVAC equipment. Because this equipment has moving parts, its expected life is shorter than the switchboard. Any of the original motor starters in this equipment are well past the end of their useful life of approximately 17 years. As with the switchboard, replacement parts for this equipment will be difficult to obtain due to its age.

Figure E-3 Motor Control Center
Branch Circuit Panels
These panels are located throughout the building and appear to have been installed as original equipment. Useful life for these panels is quite long and parts are likely available although somewhat difficult to obtain. Many of the panels have space to add loads if circuit breakers can be found.

Figure E-4 480/277 Volt Branch Panel
LIGHTING:

It appears as though almost all of general lighting in the building has been upgraded at some point to use energy efficient T8 type fluorescent lamps and electronic ballasts. In some cases this involved retrofitting existing recessed fixtures with new lamps and ballasts. Therefore, some of the fixtures are showing their age. Although more efficient lighting systems do exist, the T8 lamp and ballast combination is the benchmark for lighting efficiency and represents the most economical option. The building operators have gone to considerable effort to use quality lamps to maximize efficiency and lighting quality. There are some areas where the lighting quality is less than ideal but the overall system appeared to provide adequate lighting for the tasks. That said, there is always room for improvement and some areas could certainly benefit from lighting fixture upgrades.

Best lit areas included the ground level offices where new indirect fixtures and warmer color lamps were used.

Light quantity and quality in book handling area on the lower level was among the worst lit work areas. Building maintenance staff indicated that lamps in the old fixtures would soon be replaced. This would help some but would not fix the lighting quality issues in this area.

Occupancy sensors have been installed in some areas to save energy. This can be an effective energy conservation strategy but many areas of the building do not lend themselves well to this type of control. Adding additional lighting control would likely not be cost effective without rebates or other incentives from a third party source.

Below is a good example of the use of incandescent task lighting used to supplement more efficient general lighting to create a reading area with high visual comfort. This figure also shows the generally good condition of the lighting systems.

Figure E-6 Reading Area Lighting
EMERGENCY LIGHTING:

Emergency egress lighting appears to be provided by battery packs in some of the fixtures used for general lighting. Reports indicate that this lighting is sufficient to evacuate the building in case of emergency.

Exit signs with battery back-up are located throughout the facility. Coverage is fair but there are some areas where exit signage is not readily visible. One important example of this is on the egress pathways out of the children’s area.

Figure E-7 Exit Sign Example
Figure E-8 Children’s Area Exit Path
COMMUNICATIONS:

Communications system in the building appeared to be in excellent condition and well maintained. Computer network equipment appeared to be selected and configured for a high level of performance. The main shortcoming of this system was that equipment had to be installed in inconvenient and insecure locations because of the building’s age and layout. Also, cable pathways between equipment locations were lacking. Access to the space above the grid ceiling appeared to be the only factor making the cable routing possible. A significant effort would be required to install dedicated communications closets to properly house the equipment.

Currently, the building’s bandwidth needs for data are being served by three DSL type connections. Options for higher bandwidth connections, such as optical fiber, should be considered for any future project as bandwidth requirements continue to grow.

Voice communications are provided by a phone system housed in the basement electrical room. This equipment is part of the Missoula County phone system and appeared to be fully functional and in good condition. All indications are that the equipment and infrastructure are adequate to meet the facilities voice communication needs.

Figure E-9 Typical Data Rack Installation
Figure E-10 Main Communications Backboard and Equipment
FIRE ALARM:

The building is covered by a code compliant automatic fire detection and alarm system. Many of the devices appeared to be of a newer type but the control panel is outdated and should be replaced. The existing panel is a conventional zoned type and appeared to be barely sufficient to control the system. The system has very limited capacity for expansion. The latest annual inspection report indicated some trouble with the system’s handling of the elevator recall functions. This type of problem is not uncommon on these conventional type systems. The control panel has been replaced at least once before but should be upgraded to a new digital addressable type. Device coverage should also be analyzed and upgraded as required.

Figure E-11 Fire Alarm Control Panel
**Existing Site Features**

**Parking Summary — Street Parking**
- East Main Street: (7) parallel spaces, 2hr time limit
- East Front Street: (9) parallel spaces, 2hr time limit
- North Adams Street: (5) parallel spaces, 2hr time limit
- Washington Street: (8) parallel spaces, 2hr time limit

**Parking Summary — Off Street Parking / MPL Parking Lot**
- Staff Only: (11) head-in parking spaces
- Public: (23) head-in parking spaces, 3hr time limit

**Parking Summary — Under-building spaces**
- ADA access parking: (2) ADA compliant parking spaces
- Public: (13) head-in parking spaces, 3hr time limit
- Staff: (9) head-in and parallel spaces

NOTE: The Title 20 Zoning Ordinance requires 134 spaces for a library of 40,000 sf (1/300).

**Landscape Notes**
- Most street trees are in good condition, but should be trimmed.
- At the Adams Street entry there is an existing tree that has died and should be removed.
- At the Adams Street entry there are two trees growing too close to each other—remove the north tree so that the south tree may continue to grow. The south tree has the greatest chance of survival of the two trees.

**Bicycle Parking**
- Lower level entry,
- (2) Missoula standard bike racks
- (1)9-ft bike rack (approx. 8 bikes, 2 each side)
- 10 X 20 covered & secured long-term parking (approx. 10 spaces)
- Upper level entry, (10) bikes on two ribbon rail/racks

Required by Title 20:

One per ten motor vehicle spaces for short-term parking, and one space per five employees for long-term.
### Sustainable Sites

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### Materials and Resources

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#### Indoor Environmental Quality

**Possible Points: 15**

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#### Innovation and Design Process

**Possible Points: 6**

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#### Regional Priority Credits

**Possible Points: 4**

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**Total Possible Points: 110**
MPL Feasibility Study Evaluation Form

1. **Does the existing building hinder the delivery of services in any way?**

**Pros:**
- Downtown location is central for many people
- The YA room is a wonderful addition as is the picture book room on the north wall of the children's area. The self check out stations are useful.
- Bright, cheerful, clean, somewhat efficient
- Handicapped access is adequate,
- Existing building has designated areas specifically designed to serve children, teens, and adult populations, meeting their unique needs.
- That there is a dedicated space for each of the departments, especially the YA & children's areas; No appropriate space for archival materials
- Nice location – might be better to be closer to the main thoroughfare. Lots of free parking, though (despite what the general public thinks...)

**Cons:**
- Crowded Self-Check/Accounts desk area. Circ room too crowded to move around in and to process materials efficiently, not enough floor space as our existing adult collections grow & as we add new formats. Audra Browman Room is running out of space for its collections.
- Wasn't built for today's technology (space for laptop use, outlets, clear wifi signal); some people don’t like to use the lift from Main Street for handicap access; location of meeting rooms can be confusing
- The lack of parking keeps people away.
- The lack of an efficient method for moving items from bookdrops to checkin PCs adds difficulty to circ staff. Create a single bookdrop location, into a place inside the building, protected sufficiently from unreasonable acts, with a checkin station, so that books can processed there and then sent to the stacks.
- The lack of a staff stairwell is inconvenient.
- The lack of a staff restroom and shower makes me sad.
- Space is a limiting factor in almost every kind of service we offer.
- An area with sufficient lighting, seating, access to electrical power, Internet access (both wired and wireless), and printing would be very popular with our patrons.
- The kid's game PCs area should have a place where a parent can use their notebook while monitoring their child.
- We could use a larger classroom.
- Dare I say it? Do we need more Web Alley PCs?
• Get the management of the Room PCs away from the Reference desk. Our most highly trained staff should spend their time helping patrons find answers, not tracking down why something won’t print.
• We need a better way to get from floor 1 to floor 2 from the Main St. door. The “lift” is a bit cumbersome. We need better lighting around the “gnome” entrance.
• lack of space. We often have to make hard decisions about weeding. It would be very nice to have dedicated programming space in the YA area. ADA compliance lacking in some areas due to tight quarters. Parking lot (lack of parking) hinders folks wanting to come to the library.
• parking for loading and unloading of library materials can be a problem, accessibility of bookdrops to drive up patrons vs. getting the materials into the building for check-in needs to be considered
• More space is needed for the “back room” side of circulation – it is often hard to move through the space with a cart to get to the elevator due to the sea of carts. We should consider a larger large meeting room, as we’ve had to limit attendance at certain events.
• No privacy when talking with patrons, especially at the accounts desk; Lack of parking; No place for delivery vehicles to park without taking up public parking spaces or blocking entrances to the parking lot
• Building has a strange layout – no flow from upstairs to downstairs. Strange configuration with meeting rooms and their location. Bathrooms “seem” cramped and smelly.
• Need more operational space in downstairs– our partner programs are only going to grow and we need more space to do so. Not enough room now for volunteers, donations, surplus materials, carts, tables, etc.

Comments:
• I think the existing building is fine for deliveries. It seems that the bay doors/garage could be utilized for large items. i.e. When we got the furniture and self-check machines and other large items during the redesign, the guys struggled to get some of these items in the front door.
• Audra Browman Room gets used more & more so we need to accommodate that growth.
• Sometimes there are lines at the self check or one of them is down. We need at least 1 more.

2. Issues with the physical condition of the building

Pros:
• It’s a beaUtiful library!
• redesign updated some areas with fresh paint, shelves & signage
• I love the j and YA areas. I think they stimulate the imagination and welcome children and their parents into the areas. And YAs. I like the way the gnome entrance mimics the gnome house, which is kind of our de facto symbol. I am very pleased with the new espresso bar! And I like Entertainment Central and the new reading area near the R desk.
• Rob and crew keep it working to the best of their ability.
• The windows along the south let in a lot of sunlight and the 2 levels allow for the internet area to be separated from the main part of the library.
• Updated elevator; Recent remodel helped to update the look of the building inside
• Upstairs is nice aesthetically. Power walls, entertainment central and YA are all modern and clean looking. Good intro to the building.

Cons:
• the thermostat/heating-cooling system doesn’t seem to be adequate to satisfy all staff. It should be cooler in the circ area where we are constantly moving and more comfortable (warmer) for those sitting at desks.
• Uneven, inefficient heating/cooling system.
• Infrastructure is slowly crumbling – pipes, air conditioning/heating, ceilings are stained & make the rooms feel dark/closed in
• The plumbing leaks, causing closures.
• It is difficult to get appropriate heating and cooling in many areas.
• There is a dearth of network drops in some areas.
• Network cabling would be more convenient with established pathways on high traffic routes.
• The restrooms seem to be out of order frequently
• more lighting, more space, more custodial to keep bathrooms clean and neat. Weekend custodial needed. More room for programming. I would like the j area to be full of light and nearer the windows. In the best world, I would like the j area to open out into a natural area like the Bozeman Public Library’s children’s area. More even heat distribution and not so cold in parts of building!
• Many expensive fixes that don’t fix everything—lack of ability to control heating/cooling, many complaints of too hot and cold. Elevator was an expensive project. Lack of wiring/outlets for the computer age.
• copper plumbing (most recently), heavy use leads to dirt and deterioration of the facility, temperature levels are variable and difficult to control
• Not enough natural light. Poor air circulation. Poor climate control. Many patrons complain about how cold the quiet study and typing rooms are in the winter. Some of the staff offices are also quite hard to heat.
• Heat, water and air are all areas of concern. It is difficult to keep the library at a uniform temperature throughout the building and the air system allows for outside air to enter unfiltered. Just recently there have been water leaks because of older plumbing. Also the elevator feels antiquated even with the repairs.
• Outside looks very outdated; HVAC system; Cleanliness of the building; sagging and uneven floors; Steps inside the Main St. entrance are dangerous in the winter—could be a liability
• Building has dated look to it – very 1970s, which isn’t a good thing. Weird configuration of building coming from upstairs and downstairs – not user friendly or handicapped friendly.
• HVAC system insufficient and problematic. Too cold, too hot, no stable air flow. It’s not suited to the service areas: Web Alley stifling and stinks due to no flow. Areas around stacks are freezing. No hepa filters – pollen comes directly into my office, triggering my allergies.

Comments:
• Other than the old pipes wearing out, I’m not aware of any issues, but I’m sure there are some. (roof?)
• Lacks general storage space.
• I don’t see parking in the evaluation. We need more parking and a better designed parking lot. Cars sometimes race through there or get caught in a cluster while awaiting parking. It is especially an issue during the Tiny Tales programs, because the parents are getting their kids out of car seats and into strollers. They need more room. Corners need to have better visibility, and maybe even designated lanes so cars aren’t going every which way. In fact, just a new parking lot altogether!

3. **Is collection growth displacing usage, programming or service delivery?**

Pros:
• Redesign allowed more space for YA collection and AV materials
• We always need new and better collections and I think we are accomplishing this. Sometimes the crowded shelves can be a barrier to finding what we need.
• Up-to-date collection; logical arrangement (mostly) of collections
• Our circulation continues to increase rapidly. Patrons are pleased with collection growth.
• Have a great collection and can usually satisfy patron needs

Cons:
• Need more public seating (comfortable chairs) as well as chairs and tables (smaller tables), study/quiet areas. Children's dept. storytime area too small. Reference desk too small and too crowded for staff sitting behind desk. A little bigger desk would give more privacy when helping patrons. Not enough counter space behind Reference desk for equipment, supplies, etc.
• Lack of study space in children's & teen areas make homework use difficult; little/no space for group study throughout building
• On the one hand, we should weed more, we aren't a museum but a dynamic ever changing place, but on the other hand I love the old stuff and sometimes have problems with weeding out the books I still love!
• Lack of space for more face-out shelving, lack of shelving space. More room for shelving would be great, and more room for meetings and programming would also be great.
• We are out of room for our current collection, which hinders growth and availability of materials for patrons. At the same time, the current collection is taking up space that is also needed for additional seating and study spaces. We are essentially out of space for both collection and patrons.
• Shelves are overflowing; Aggressive weeding has to be done to keep them manageable; Limited space for patrons at the accounts desk & self-check areas because of shelving

Comments:
• do not think so – as we go virtual, space is not as critical for hard items.
• Seating has been displaced by adult collection.
• I think our various delivery services are awesome! The partner and shared library services are wonderful for the public. I know some of the public would like to see us reinstitute our Bookmobile, esp. to the schools in the summer. That would be a wonderful delivery service.
• We are trying to figure out how to fit more programming space into the kids’ programming area. We have some ideas that might work.
• We maintain a constant balance between the three and if anything collection growth has suffered to maintain program and service delivery

4. Atmosphere of the library—for staff

Pros:
• Like color scheme and each defined space. Children’s and YA depts. look great!
• Many desks have exterior windows in sightline; we have a staff break room; we have a relatively large workspace for processing
• I love walking through the gnome entrance to my desk every day. It puts me in the proper mood.
• Dedicated staff room. Some personal space for staff, ie, lockers, shelves, desks.
• Busy
• Overall we deal with a public that is thankful for our help
• Nice Tech Services work area; Nice YA and children’s area; Signs are presenting neatly throughout the building and are not taped to walls and other surfaces
Cons:

- Reference staff needs to be able to see out some windows from Reference desk as other public service desks can.
- Web Alley is separate from the rest of the staff; temperature fluctuates throughout the building.
- I wish [the gnome house] were better lit (from the underside). I still feel we need more staff to help patrons with the catalog and finding materials. Often no staff is to be found when someone needs help.
- Not enough personal space for staff to work—in my situation, three of us share an office space, two of us share one desk. This makes it difficult to lay out a project and come back to it later. We have no phone in our office so we have to chase back and forth from the YA desk to the office for phone calls. It is difficult to make calls from the public desk—we would like to call volunteers, etc, on a more regular basis.
- Busy.
- Not enough natural light. Poor air circulation.
- Necessity to wake sleeping patrons or ask disruptive patrons to leave is unpleasant. Web Alley is full of the same patrons day after day that can be obnoxious, rude and odiferous.
- No staff bathroom; Front St. entrance lobby smells; Temperatures are very inconsistent throughout the building.

Comments:

- The redesign was an improvement, in all departments. I can't imagine that the current atmosphere is not conducive to a pleasant workplace.
- I know that's not a response about the physical atmosphere of the library.
- with the steady increase in use of the library staff on the floor are often answering questions wherever they go, whether or not they are scheduled for floor time; it would be nice to have views of the outside world available to staff, most public desks do not have a view of the windows.

5. Atmosphere of the library— for customers

Pros:

- They like the colors throughout the library and the entries to Children and YA departments. Living Room area well used and appreciated. I think they like all the media together in Entertainment Central. Open area on upper level by Book Return is welcoming. Good traffic flow except at Holds area & Self Check/Accounts desk.
- browsing space; comfortable seating (although limited)
- all the self checks are great and the browsing collections. It makes it easy for people to get in and out fast when they want to, but also allows the luxury of hanging out if they wish
- Folks seem to like the layout for the most part.
- Welcoming
- Redesign added colors and open spaces that are welcoming. Patrons love the addition of the living room space and quiet study rooms.
- Comfortable reading areas for all ages; Self check makes for a speedy and private checkout
- Study rooms and reading areas; Signs are presenting neatly throughout the building and are not taped to walls and other surfaces
Cons:

- Lower level entrance uninviting & ugly with free magazines and books (these should go somewhere else). Lower lobby has become crowded with wifi tables & WA patrons.
- Noise travels easily; traffic patterns are not intuitive
- More lighting, more staff available to help.
- More outlets for laptop users would be nice, folks have requested more comfortable seating areas. This, of course requires more floor space.
- Noisy
- Not enough natural light. Poor air circulation (we get many complaints about lingering smells and climate control).
- Transient community can monopolize reading areas and web alley. There have been complaints of obnoxious behavior and/or odors from these folks. The library can be noisy with cell phone use, children, staff.
- Entrances, especially Front St. entrance are not welcoming; Too many people congregated in lobby which can be intimidating for patrons and staff; Foyer with magazines and free books messy which doesn’t give a good first impression

Comments:

- Our patrons love our library. (obvious from our LRP surveys, as well as being at a service desk every day) I would imagine some patrons would favor more computers, but where’s the limit? I believe our patrons are looking for helpful, courteous staff more than “bells and whistles”.
- As I move around the library, tending to various public use stations, it is common for me to find all manner of trash left around. There is wrappers, lint, hair, boogers, mud, etc.
- It is a difficult place to keep clean. And anything I see, patrons also see at these places.
- We need a better way for people to “run the gauntlet” downstairs. Some parents and others have expressed concern about having to navigate the sometimes dicey atmosphere near web alley.
- We’ve have positive public comments since the redesign but I think that the color scheme and choices left a bad taste in the mouth of many on staff, e.g. giving the reference department and non-fiction collection the color gray implied that the collection was colorless and uninteresting
- Entryway from the Main St doors can be less than inviting for customers and staff. Having to walk in and immediately be confronted with a waiting area that can often have less than pleasant folk seated in it has a negative impact.

6. **Is there currently enough space for products and services?**

Pros:

- Power Wall displays adequate in size and number; newspaper & magazine displays adequate; patron Book Return area traffic flow good; Reader’s Advisory area okay.
- As above, the themed browsing areas “power walls” are great
- Power walls are a plus, but they take up a lot of room.
- We are making good use of the space that we have.
- Recent redesign has made the best possible use of a tight space.
- Nice area for display of recent arrivals and power walls.
Cons:

- Not enough space for Holds, the growing media collections, Will Call, Book Chat Bag storage. Too congested around Self Check/Accounts desk. Reference office lacks space for all Reference staff to work on projects away from public desk (it would be nice if each Ref. Librarian had their own desk and file drawers in the Ref. office – that currently doesn’t exist). Back Circ office doesn’t have enough computers to accommodate those who need them to work on projects (Pages use too).
- There’s no central gathering space for library-wide events
- No.
- No there isn’t enough room. The middle section where patrons walk through and the accounts desk and self checks and power walls all need more room. We know we are busier than ever, and we need more space to accommodate the movement of patrons and staff. I sometimes get stuck near the self checks because so many people are waiting for the next available station. (especially when I am loaded down with a cart or moving supplies from one area to another).
- We constantly struggle to find room for great ideas. An example—we would like to try a project called “book bundles” in the YA room. This will require a dedicated space, and we are struggling to find one. It would be nice to have an area for gaming/crafting/programming in the YA area so staff could both cover the desk and supervise programming.
- overcrowding in collection, MT room is out of room and hinders research due to lack of space, shelving area is limited and so the shelves are often overfull
- The reference department needs an office that can accommodate desk space for each of the full-time reference librarians, as each has files and projects that are inappropriate for the public space. Currently there is only space for two of the three. We are also sharing the room with volunteers who need access to computers for indexing and it gets very crowded. Sometimes there are four people in the office vying for space on three computers
- We have run out of room for our physical collections
- Continual shifting of materials to make room as collection ebbs and flows.
- No space for the collection to grow; Not enough parking, Not enough space for incoming books in Tech Services area; Circ and check-in are not big enough to work effectively in; No appropriate space for archival materials

Comments:

- I doubt there is, but I’m not aware of any that can’t be corrected with shelving.
- I believe there is currently enough space for most collections, but no room for growth.
- With the expansion of computer driven services we have made good use of the existing facility but it is apparent from the use that we get on our public computers that many do not have access to free internet which is vital currently; job applications, filing taxes, etc are everyday uses for our patrons as well as entertainment. I don’t believe that we need to increase that area but its heavy use should be taken into account. More dedicated children’s space would be nice since it is so cramped now and it would be nice to have more programming space closer to their area.
- It would be nice to have enough room so that items could easily be reshelved without always having to shift materials to make room and then the next week shift materials back as other materials are returned/checked out.
7. Does the staff like the building?

Pros:
- Generally yes.
- The redesign improved the building a lot – carpeting & paint makes it more appealing.
- I like having an office close to the server room, not accessible from public areas, and not visible from public areas because of my frequent clutter.
- I like having plenty of vertical height in both the upper and lower ceilings.
- I do.
- Personally, I am quite fond of the old girl.
- I like the job and the library so the building is not a real factor
- Overall yes. Nice public desks, and arrangement of OPACS and materials.
- Downtown location; Public meeting rooms; Keypad entry instead of keys

Cons:
- Too COLD year round! Heat uneven throughout building.
- I hear staff complain about lighting, ventilation and outlying corners that have to be “policed.”
- The lack of space I have to work with in my office area is extremely frustrating. It diminishes productivity because projects must be worked on serially rather than in parallel. As in many offices in this building, there are too many of us in this office. It is annoying having to work around each other’s clutter, and no more storage space is available for items that may yet have a future use, or for storage of large deliveries.
- The restroom entrances should be more secluded rather than right on the highest traffic paths.
- That said, I’d love to have a brand new building where the areas flow smoothly from one to the next. And lots of parking. And lots of space. Lots of programming areas and easily accessible storage. And as I said before, a children’s area that can open to the outdoors.
- Not enough space…
- the building makeup creates problems with internet capability which is essential now and unheard of when the building was designed, there is not enough room to house the collections to their best advantage, the staff entry area is not very welcoming, outdoor security lighting is sometimes not adequate to make staff feel safe when leaving the building after dark
- Not enough natural light. Poor air circulation. We are running out of space needed to provide materials and services for patrons.
- Web Alley is not a pleasant place to work for many because of the lack of air circulation.
- Inconsistent temperatures; Poor lighting in areas which causes eye strain & headaches; Need more natural light and a way to let in fresh air

Comments:
- Need a staff bathroom.
- I wouldn’t know why not. It is a welcoming community facility in which we serve.
- As staff has grown, we may need a slightly larger staff room with more lockers and coat racks. Also staff room greatly needs more storage for programming reception supplies.
- I think in general staff would like more work space (less cramped), a staff bathroom facility, and less makeshift in the public and work areas
8. Does the public like the building?

Pros:
- Generally yes.
- I get lots of positive comments about it.
- Folks really like the coffee shop and the comfortable seating areas. We get comments about how nice the redesign looks.
- many positive comments
- Patrons seem delighted with the redesign changes – the space is more user-friendly and has more seating/study/use options.
- I’ve heard a lot of comments complementing us on our nicely redesigned library.
- Like the location and the redesign changes that have been made the last few years

Cons:
- Complaints about cold temperature, especially in winter and summer.
- Folks complain about the lack of parking, sometimes are surprised that older titles are no longer in the collection. Meeting rooms are often booked. Comfortable seating is in very high demand, as are places to plug into for computers. Especially in the children's area, there are not a lot of good places for parents to use laptops whilst supervising children. Some folks would like more areas for quiet study/reading.
- heavy use of building can make for crowding of public spaces, e.g. living room area, wifi laptop spaces
- Not enough natural light. Poor air circulation (we get many complaints about lingering smells and climate control).
- I’ve heard complaints regarding the lack of accessibility for people with disabilities, in particular the lift that must be used in entering from the Main St door.
- Not enough parking; Many don’t like the Front St. entrance

Comments:
- YES!
- a mixed bag. I think they like the contents, but not the structure.
- Mostly what I hear about is the parking situation.
- it is my impression that in general the public finds the library to be welcoming and adequate, looking at other libraries I believe it could be better with more room as there are currently no real open spaces because space constraints have necessitated moving things closer together

9. Issues related to joint use / public use of the building & spaces

Pros:
- Variety of meeting room sizes, display cases available for public use.
- Space is available to everyone.
- We are a community center.
- We have public meeting rooms. We often display community art and have community display space.
- public meeting spaces are heavily used due to the desirability of the central location and no charge for use
- Meeting rooms are a hot commodity. Quiet study areas are also popular.
- 3 rooms available for free public use, wifi
- Have meeting rooms that are free for public use

Cons:
- Need a meeting room with capacity for 200. Need more floor space for public receptions and exhibits. Bigger bathroom on lower level (more stalls and sinks) as the lower level becomes busier.
- Room use conflicts can occur between public and staff in timing & needs, as well as the condition in which the rooms are left.
- Sometimes groups want to use the library either before we are open or after we close. We often don’t have enough meeting rooms to go around.
- It would be really nice to have more display space for public art. Meeting rooms are often hard to book. The children’s department is a very heavy user of the large meeting room. If this department had dedicated programming space that was more easily utilized (the current area is quite small for a group over about 15-20) the large meeting room would be more easily freed up.
- No public after-hours use of building available because public space gives access to library facilities
- Our large room is more and more frequently stretched beyond capacity.
- Could use more meeting rooms of varying sizes to accommodate the number of public meetings and activities that need public space and the number of library activities that required the use of public meeting rooms.

Comments:
- We have adequate meeting space, in 3 different sizes. If we had more, we’d possibly have more public use. Again, where’s the limit?
- MPL is dedicated to providing programming for the community, but we need adequate space for our larger events. Great need for more parking for staff, volunteers, and patrons. Friends sale books – keep on upper level (more visible there), but in their own special store-like space where they won’t hinder traffic flow as they do now.
- Use by public can be disruptive at times due to the nature of the meetings being held
- Would like to have an entrance for meeting rooms that is separate from the library entrance; Have different sized rooms (in between the ones we now have) or large rooms with partitions
- It would be nice if MPL could sponsor or partner with other community groups to host events like art shows, theater, presentations, etc. There’s no free lecture hall in Missoula. I’d love it if MPL could have a theater of some sort that could be used for poetry readings, showing films, having guest lecturers, etc. And/or a gallery room that could feature local artists but double as a meeting room.
- We need more efficient meeting rooms – maybe four small ones, a medium sized one and a large one. Demand is there and will only grow. Need to modernize what we do have, though. They’re aesthetically ugly (boardroom excepted).xb
Public Charrettes

Public Charrette July 31, 2010

Programs

- Wants digital photography classes.
- Enjoys MPL book group.
- Enjoys World Wide Cinema.
- Join with another local group (history group, genealogy society) to offer evening educational “get to know the MT Room” programs. This is a way to educate people about what is in the MT Room collection.
- Something planned for every hour of the day, especially JD/YA programs. Planning ahead for room bookings and having a policy to follow concerning the use of the room
- Kids computers
- More computer classes with greater variety
- Classes on how to use the MT Room materials and genealogy
- Good array of programs for all ages
- More programs for TWEENS

Materials

- Likes TV shows (especially BBC shows) on DVD.
- DVD collection adequate
- Magazine collection good.
- New Books selection good – 2 comments.
- Wants feminist magazines, more art magazines, and off-the-grid living magazines (how to live self sufficiently).
- Great Reference/Adult, YA, Children’s collections.
- Great collection of Large Type books.
- Enjoys the newspapers.
- E-readers and Kindles: poor vision which makes it difficult to read print. Computers allow increased font but it still is hard to read books and notes. Software for scanning books to read back to you. Keep on top of the technology to see what is available.
- Good collection. Easy to walk in and go where the materials are.
- DVD Collection is good (lived in Gt Falls and this is a better library)
- More space for books
- Don’t keep so many old magazines. More room for books – let the U store the magazines.
- Movies and Music are great
- Collection has limitations and ILL is inconvenient
Services

- Loves using catalog from home to search & to place holds.
- Likes Inter-Library Loan.
- Need more computers for Internet – 2 comments (I said the wait for a computer is too long & wanted to know if we could pull data from sign-up to know the average wait time).
- Have a way to scan parental signature into computer so child can get a library card without parent present if child come to library with another adult (ex. comes in with another family). That way child can get card that day to check out materials.
- Wants classes on E Bay, how to sell on E Bay, how to make Web pages either offered in St. Ignatius or advertise our computer classes better there so people are aware of them and can come to MPL to take them.
- Appreciates homebound outreach.
- Loves self check out.
- Children’s desk too far back in the department (staff too hidden).
- Good to have use of public meeting rooms.
- Need a variety of smaller and medium sized meeting rooms (one for 20 – 40 people)
- Helpful staff.
- Saturday self-help group attendee compliments MPL for letting meetings happen here. Saves money for individuals who cannot afford private psychologist sessions
- Rare book collection and collections of original documents for historical research
- People need help locating a good book
- More people need to know what is available
- Self check is great
- English as a second language classes
- Lose kids after the tween years, need something for the teens and early 20’s
- Community outreach is great
- More computer classes
- Self check is great
- Readers pm KUFM is a great connection

Building

- Reuse other building in Missoula (like BigLots bldg) instead of building a new one.
- Keep building downtown.
- Add on third floor to this building.
- More daylight – shelving hides windows to the south.
- Loves the look of YA department.
- Have fewer branches and focus on one big library where people can get to easily using mass transit.
- More space needed in library.
• Keep library centrally located downtown or stay where we are – 3 similar comments.
• Wants branches within Missoula community.
• Keep library on bus line.
• Free 2 hour parking is great.
• Another location with larger space for computers and an increased number of computers.
• More room
• Very Packed
• Meeting rooms
• Group study rooms and quiet rooms
• Should be a community center
• Multiple use spaces needed
• Music performance area
• Separate space for teens is necessary
• “Cool” place for the 19-25 yr olds as well as teens
• Keep this building and build stand alone branches in Missoula
• Consolidate instead of branches
• More rooms with windows for meetings
• Room between the size of the small room and large room
• Atmosphere of lower level is good for gathering together. It gives people with mental health issues a place to go.
• I agree that the expansion of a new library would benefit the community, more books, computers and social spaces
• Heating, cooling and ventilation is poor quality
• More seating in natural lite spaces
• Designate areas for different populations
• More meeting rooms
• Support new library in downtown Missoula, job openings, more computers, community center

Other
• Thinks we are perfect!
• Desires longer hours on Saturday.
• Wants to immediately see a human face when comes into upper level instead of seeing a person through glass windows into Circ room & seeing Self-Check machines. You don’t see a person to speak to until Accounts desk. This arrangement is too impersonal.
• Ban cell phone use in lower lobby because the first impression coming into building is the volume & noise of people talking on their phones - would make visitors wonder if upstairs is noisy too – 2 similar comments.
• Library is responsive to community needs (they didn’t elaborate).
• A web like letting people make direct donations to the library
MPL can always expand. It seems well utilized. Jackson, WY library is planning to double its size. Smaller town and smaller building but Missoula deserves the same.

The Seattle library considered artistic vision and is an architecturally significant building. I hope this isn’t a utilitarian exercise where a building is constructed with no consideration for beauty or doesn’t add to the whole landscape of Missoula.

More bike parking there are bikes up against the building
Multi-size meeting rooms
NO cell phone use in building (many comments)
Art gallery
Complete project sooner than later
Consider study or reading tables that are well lit or next to windows
Outside entrance to coffee café
Safe and supportive of families
Community space
Use existing structure

Location
- Build over parking lot and park someplace else
- Do we want a new location
- Do we need dual libraries
- Great location but maybe we need to build a new library – the building seems like it is bursting at the seams and seems inadequate. It would be to everyone’s benefit to grow. We shouldn’t be inhibited by lack of space.
- Remain downtown in this location
- This is a nice location close to mass transit, downtown and the university
- Would be too bad to move to a S/SW location away from mass transit
- Location good for tourist traffic
- Consider the FOX site with parking underneath
- Consider the height for view
- Remain in current location
- Remain downtown
- Branches around town (full service)
- Buy or lease property and build a new building so there is more open space

Public Computer Access
- More computer and more space in Web Alley – the wait is too long, support new library
- More machines and computers in Web Alley
- Users abuse privileges and cause resentment among WA users
- Plug-ins for computers with tables in lobby great idea, like the big tables, it is open and people cannot hide and be secretive. Libraries are community space.
- Tables allow people to work together on one computer
• Need more plug-ins in area
• Connectivity to digital materials or hardware services is what the library should provide. What relevance will hardware have in ten years? (I include books in hardware)
• Tacoma limits patrons to one time and one hour use of the computers. You get 15 minutes more if desperate. How often do people need to be on a computer to play games, etc? Consider limiting patron time on computers.
• Good Wireless use
• More computers (5)
• Demand on WA is a challenge

Staff
• Better use of Professional Staff now than a few years ago
• Great staff
• Good friendly staff
• Staff personality is best asset
Public Charrette August 14, 2010

Focus Group #1: Information Access (including Web Alley)

- Web Alley:
  - Currently 24 computers available
  - A senior’s computer area would be appreciated. Standing computers don’t work well
  - Currently waiting times are too long. A variety of “use” times are needed with more computers. Some 10 minute computers all the way to 1 hour computers. Some patrons need an hour or more for resumes and job searches.
  - Reasonable waiting times (with those present) ranged from 10 min. to 30 min.
  - Web Alley could be available in more locations both within the library, as well as partnering with the commercial community. A branch location at the mall, school, bus stations, airport etc.
  - Comments that Web Alley feels too stuffed-in, without enough space. Would prefer to use the YA computers where it is better designed with daylight, and not so compact.
  - Would like more of a variety of computers, ie. Macs, larger screens, graphic machines, I-Touch or I-Pads.
  - Ability to check out laptops and take anywhere in the library to study, work, prepare documents, or play. Easy to move to a comfortable location. (even the possibility of checking it out of the library for overnight work.)
  - Currently the Library is planning on 5 check-out laptops as a trial program

- Card Catalog:
  - Access to card catalog computers is easy. Some prefer using the online access instead.
  - Easy to use from home
  - A discussion focused around how Pandora will actively review your account and make suggestions based on your listening tendencies. The suggestion is if there was a way for the Library to do the same thing and offer suggestions to the reader based on media previously searched or viewed.
  - The previous bullet-point led into a conversation that the Library evolves into more of a commercial mentality, where the Library is actively searching for books and for patrons – a retail business with customers.
  - Desire for more power outlets along the window or works stations where people sit, for laptops, and charging stations.
  - There are distractions from people using laptops / computers where the patron is talking to himself or others. For these reasons, creating areas designated for social computers and areas for quiet computer areas would be helpful

- Question was asked “where would you get info if the library wasn’t available?”
  - U of M; Can’t get by w/o it; Internet; Share with neighbors and friends.
- Question was asked “How do you reach those that don’t use the Library?”
  - The concept of “Edutainment” was discussed. Edutainment it the process of learning or gaining information thru entertainment. If library provided
more entertainment for the various age groups and incomes, it would draw more people to the library.
  o Question was asked “will libraries go away”
    ▪ NO!
    ▪ People love to read, social aspect of libraries, civic functions, sharing of books would lead to a stockpile of books and a place to store them…also called a Library!

Focus Group #2: Public Meeting Spaces and other Facilities
- Community Center
  o Libraries serve as a place for people to get together
  o Need for social interaction grows as people isolate themselves due to availability of information outside the library
  o Libraries may become less important as warehouses for books, but librarians will become more important as resources to find information.
  o Libraries help to organize information and social groups / programs
- Meeting Place
  o No monopolizing of the schedule for specific rooms / nights
  o Free to the public
  o Difficult to reserve – not nearly enough meeting spaces
  o Larger meeting rooms that are flexible 50 – 100 seats
  o Natural light
  o Small meeting rooms with glass fronts
  o Auditorium with 250 – 300 seats. Possible partner uses such as city / county government; IMAX / Planetarium; Documentary series (free film Festival). This room would require controlled lighting and acoustics.
  o Art Gallery / Display area
  o Integrate visual signage into the library with exterior signage and more interior information boards (fixed or media).
  o Library would provide the space only, and exhibitors would tailor their exhibit to the space.
  o Children’s play area / indoor jungle-gym, drop off or daycare.
  o Piano room or areas for guest players
- Tool Lending
  o A good idea – provide a variety of tools for gardening, house cleaning, maintenance etc. this would require a fair amount of space, upkeep and staffing. Could be done via MUD.
- Multi-Media Production
  o MCAT or spectrUM – library would provide a space and the business would provide all the staffing. Provide tools for the public to use and learn skills.
  o Would like to have scanners available
- Parking
  o Should press to improve public transportation with increased night, and weekend hours / routes
- Remote pick-up locations for materials – similar to drop-off locations
- Consider satellite locations (rather than Branches). Where there is free computer use.
• Public Showers for people who bike to work, travelers. There are concerns about homeless use / how to manage and maintain the facilities. Would the showers be pay operated or free?
• Programs have seemed to have shifted to youth / child centered programs. There is the desire to have more adult centered programs and activities. (art, clubs, business classes, social groups etc.)

Focus Group #3: Book Access Services / Convenience Facilities
• Self-Checkout Stations
  o Wished that they gave more direction when there was a problem with checking out.
  o Many enjoy the confidentiality of them
  o Because it is at the lobby – it becomes a bit congested with those that are checking out, returning books and those that want to socialize.
• Photocopiers – pocket change is somewhat outdated, the need to allow for credit / debit cards, or somehow charged to a library card.
• Need for more printing locations within the library.
• Vending Machines
  o Candy bars, flash drives, disposable cell phones or cameras, stationary, etc.
  o Could provide some funding for the library
• In general – access and spaces for the aging population, including computer labs, reading areas, better elevator, etc.
• Integrate the Griz card with the library card so they would work at either location. Also giving the card some intelligence to use as a debit card for either library
• Accounts – May need a private location to discuss books, dues, etc.
• Cell Phone
  o Provide areas for cell phone use (ie taking or making calls).
    ▪ Make use of acoustical zoning within the library, where one could use a cell phone, or have group conversations, along with areas designated as quiet areas.
  o Use of phones in the library allows for information access. Some patrons find it simpler to use the online catalog to look up books or review account information while in the library.
• Seating Areas
  o Not enough seating by the periodicals
  o More areas to encourage small group seating, as well as individual quiet seating.
  o Overall not enough seating, reading, studying areas
  o Likes the YA seating area and wished there were more areas like it in the library
• Elevators – Way too small, especially for those with strollers and kids. Currently 2 or 3 people is the maximum comfortable occupancy, and feels uncomfortable
• Signage
  o Exterior signage or reader board giving scheduling / announcements.
  o Email notices for programs / activities within the library, new books, links, announcements etc.
Talk with local business to include library information on their reader boards

- Lobby / Entry
  - Primary entry at stairs does not communicate well that you are in a library, or where to go.
  - At the downstairs entry, you must pass thru a gauntlet of people, smells and activates to get to the stairs / elevator. This entry also does not portray where the library is.
  - The entries into the building are too far into the building and not distinguishable.
  - Would like to have an atrium space dividing the library from the group meeting areas – which would provide a 3rd public space.

Comment Cards left at Charrette
1. Maybe the new library should move into the old Bon Marche building
2. I would like to see longer sessions at web alley than 1 hour. I came in here to apply for jobs especially on weekends. Sometimes I also do research for topics like diabetes – job searching and other websites. Also expand books sections, help with genealogy research.
3. Web Alley needs expanding to accommodate more Missoulians. I would also like to see more training DVD’s – word, excel, PowerPoint, access, outlook, window operating systems (XP, Vista, Windows 7)
4. Washable chairs, clean doors, handle, computer desks, keyboards, bathroom stalls with non-imposing sprays
5. I would suggest a small senior corner for senior citizens. Have a couple of computers, some nice comfortable chairs if anyone wants to read a while. -Not necessarily as a senior citizen I would really like just a quiet space somewhere in library
6. Frugality is rarely a concern in industrial / public buildings, reasonable level of AC (76 – 77 deg f) minimize money spent of flashy paint colors, displays, bulletin décor - quality investments in furniture and building make-up.
   - Isolated, focused, quality art or information displays even in children’s and YA sections.
   - Slow down the community event slides in info. Corridor
   - No rushed or finicky computer sign-in system. Rather, use simple agreement acceptance, wide stations and 2 hour blocks – turn on and off.
Summary of Public Charrette Meetings

Computer Stations: Not nearly enough computers (how many is enough), too long of a waiting time (how long is too long), too cramped, not enough variety of spaces, age appropriate (children, YA, adult, aged)

Seating Areas: Wide range of complaints, not enough seating, zoned seating - alcoves for private (quiet) areas, as well as areas for group seating / discussion areas, better designed spaces (like YA)

Meeting Rooms: Large Auditorium (200 – 300 seats), Several 8 – 10 meeting rooms, and a few 3-4 person “pick-up” meeting rooms

Community Center: Art displays, piano rooms, vending machines, sense of place / destination, auditorium, children’s play area

Lobby: Sense of entrance, give the space meaning and direction, advertising, larger - functioning elevators, café, vending machines

Stacks: General need for more collections (number and types): Special collections, periodicals, foreign, etc.

Transportation: Need for better access to the Library – Mountain Line, parking garage
Online Survey

Survey Monkey Results from Envision Study - 158 completed surveys

1. What do you like best about the Library?
   - Collection 57
   - Librarians and service 36
   - Self Checkout 18
   - Friendly/Comfortable Atmosphere 16
   - Holds 13
   - Wireless/Internet access 13
   - Downloadable Audio and E-books 10
   - Location 10
   - Interlibrary Loan 8
   - Meeting Rooms 5
   - Tiny Tales 4
   - Children’s collection 3
   - DVDs 3
   - Ease of use 3
   - Catalog kiosks around building 2
   - Gnome house 2
   - Online renewals 2

     Online Services 2
     Open space and tables 2
     Recycled magazines 2
     Variety of Programs 2
     Book Chat kits 1
     Booklists and staff suggestions 1
     Cheap date night 1
     Email notices 1
     Good Community PR 1
     Good Value for Tax $ 1
     Hours 1
     Montana Room 1
     Newspapers 1
     Power walls 1
     Sale books 1
     Willingness to improve & grow 1

2. Biggest Challenges Facing the Library
   - Too crowded 47
     - includes collection, personal space
   - Funding, budget 22
   - Parking 13
   - Technology 11
   - Faster Catalog 9
   - Added copies of titles 7
   - Space for computers 6
   - Collection not adequate 4
   - Branches around town 3
   - Haven for homeless 3
   - Hours of operation 3
   - Benches outside 2
   - Catalog not reliable 2
   - Lack of Friendly Staff 2
   - More DVDs 2
   - Noise control 2
   - Patron odor 2
   - Varying needs of users 2
   - 2-6 grade collection improvement 1

     ADA/Front stair case 1
     Atmosphere 1
     Better air 1
     Better service outside city 1
     Bigger, longer computers classes 1
     Bike parking 1
     Building not inviting 1
     Christian fiction more 1
     Clean books 1
     Digital Collection 1
     Just provide books 1
     - that will make the library continue to exist
     Location 1
     Larger, brighter building 1
     More beg reader titles 1
     More controversial books 1
     Outdated building 1
     PR to community 1
     Staying relevant 1
     Table space for users 1
3. What should we consider in the future?

<table>
<thead>
<tr>
<th>Suggestion</th>
<th>Votes</th>
</tr>
</thead>
<tbody>
<tr>
<td>More online resources</td>
<td>12</td>
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<tr>
<td>Doing Great</td>
<td>7</td>
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<tr>
<td>EBook titles</td>
<td>5</td>
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<tr>
<td>Increase number of books</td>
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<tr>
<td>Better air circulation</td>
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<tr>
<td>Flexible space</td>
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<tr>
<td>More public free space</td>
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<tr>
<td>Better hours</td>
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<tr>
<td>- early one day and more hours Sunday</td>
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<tr>
<td>Branches in city</td>
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<tr>
<td>Circ EBook Readers</td>
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<tr>
<td>Computer classes</td>
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<tr>
<td>Courtyard</td>
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</tr>
<tr>
<td>Green Building</td>
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<tr>
<td>Keeping up with new collections</td>
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<tr>
<td>Search by material types</td>
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<td>Add other states to Partner’s</td>
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<tr>
<td>Adult education classes</td>
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<tr>
<td>Book club for ages 6-8</td>
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<tr>
<td>Checkout laptops for home</td>
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<tr>
<td>Completing book series</td>
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<tr>
<td>Downloadable music</td>
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<tr>
<td>Enlarge space for new books</td>
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<tr>
<td>Expand</td>
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<tr>
<td>Expand Partner’s</td>
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<tr>
<td>Fire rude staff</td>
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<tr>
<td>Increasing population</td>
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<tr>
<td>Improve k-5 selections</td>
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<tr>
<td>Keep downtown location</td>
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<tr>
<td>Keeping good public contact</td>
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<tr>
<td>Links to newspapers online</td>
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<tr>
<td>More audio books</td>
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<td>More children’s programming</td>
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<tr>
<td>More comfortable seating</td>
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<td>More comfortable seating</td>
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<tr>
<td>More computers for kids</td>
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<td>More kids activities</td>
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<td>More OPACs</td>
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<tr>
<td>More computing for kids</td>
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<tr>
<td>More kids activities</td>
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<tr>
<td>More OPACs</td>
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<tr>
<td>New inviting library</td>
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<td>New Search Engine</td>
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<td>New website</td>
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<td>Parking</td>
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<td>Private listening rooms</td>
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<td>Space for cell phones</td>
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<td>Study rooms</td>
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<tr>
<td>Wi-fi around town</td>
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</tbody>
</table>

4. Users home locations?

City residents: 68.2%
County residents: 28.3%
Other: 3.5%

5. How often do you use the library?

Daily: 10.0%
Weekly: 53.5%
Monthly: 32.6%
Yearly: 3.9%

6. What would make it easier for you to visit the library?

<table>
<thead>
<tr>
<th>Suggestion</th>
<th>Votes</th>
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</thead>
<tbody>
<tr>
<td>Parking</td>
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<tr>
<td>Nothing - doing great</td>
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<td>Very user Friendly now</td>
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<tr>
<td>Expand hours</td>
<td>10</td>
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<tr>
<td>- before 10 AM and later than 9, weekend</td>
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<tr>
<td>Great</td>
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<td>Different location</td>
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<td>More checkout stations</td>
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<tr>
<td>More remote bookdrops</td>
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<tr>
<td>Nicer staff</td>
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<tr>
<td>Better Air Flow</td>
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<tr>
<td>Benches outside</td>
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<td>Branch on West side</td>
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<tr>
<td>Clean up building</td>
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<tr>
<td>Disabled parking increase</td>
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<tr>
<td>Early evening story time</td>
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<tr>
<td>Entrance on main stroller friendly</td>
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<tr>
<td>Extended due dates</td>
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<tr>
<td>Keep the location on bus route</td>
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<tr>
<td>Larger collection</td>
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<tr>
<td>More computers</td>
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</tr>
<tr>
<td>More seating</td>
<td>1</td>
</tr>
<tr>
<td>More space very crowded</td>
<td>1</td>
</tr>
</tbody>
</table>
### 7. Other

| Excellent | 48 | Location with better access | 1 |
| Staff, and services | | Mobile branch at Clinton or Bonner | 1 |
| Great Staff – marvelous | 7 | Monitor Homeless | 1 |
| Awesome to look toward future | 5 | More Christian authors | 1 |
| Support expansion | 2 | More Documentaries & DVDs | 1 |
| Better little kids area | 1 | No cell phone use | 1 |
| Better Search engine | 1 | Parking | 1 |
| Coffee and food not necessary | 1 | Provide access to book sellers | 1 |
| Curb Bad Staff Attitude | 1 | Self-check is good | 1 |
| Don’t like shelf check | 1 | Subscriptions for low vision | 1 |
| Downtown location | 1 | - bookshare.org, fbd.org, nlsbard.loc.gov | |
| Easier catalog | 1 | | |
| Great Quality PR | 1 | Way to preview media | 1 |
| Like partner’s | 1 | Wonderful service to community | 1 |
Selected Bibliography


5. Missoula Public Library Long Range Plan 2009-2014, by the MPL.


13. Library Stacks and Shelving, by Earl Siems and Linda Demmers, Libris Design Project, supported by the U.S. Institute of Museum and Library Services, accessed online 7/2010 at www.librisdesign.org


18. Thanks to all the public libraries in the U.S. that made a wealth of information available on their websites.