

**LIBRARY
SERVICES
AND
FACILITY
NEEDS
ASSESSMENT**

2021

PORTERVILLE PUBLIC LIBRARY

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Executive Summary

Since 1908, the Porterville Public Library has served the educational, informational, recreational, and cultural needs of a diverse community. The tragic loss of the Porterville library to fire in February 2020 has only underscored how important a public library building is to residents of all ages and all walks of life. At the same time, Porterville's current lack of a main library facility (aside from a planned temporary location) provides a unique opportunity to explore critical community needs and to re-envision the library to address those needs.

In early 2021, the City of Porterville hired Penny Hummel Consulting in partnership with Carson Block Consulting to conduct a general needs assessment and technology assessment for a new library. The space recommendations that emerged from this effort indicate the need for a building of approximately 39,600 square feet, incorporating the following features:

- A diverse and engaging collection in both English and Spanish of over 100,000 books and other materials.
- Significantly increased programming capacity:
 - A three-way dividable 150-person meeting room.
 - A *Creation Space*, with capacity for 20 people to explore high tech makerspace activities;
 - A *Media Lab*, providing opportunities for community members to create and edit audio and video;
 - A *Teaching Kitchen*, providing space for teaching cooking skills and job training in the culinary arts.
- An expanded and improved Adult Learning Center.
- Small meeting rooms for quiet study, tutoring, community meetings and more:
 - Four 1 - 2 person rooms;
 - Two 3 – 4 person rooms;
 - One 10 – 12 meeting room;
- Increased open seating for all age groups, including a quiet reading area.
- A library café.
- A memorial to the firefighters who lost their lives fighting to save the old library.

This study outlines the service components in a new 21st century library that are needed by Porterville residents now and into the future.

Key Findings

The following fourteen key findings reflect the results of the various information-gathering activities conducted as part of the needs assessment.

- **Porterville residents have a deep sense of community pride, and the city's unique history, culture and geography are valued and celebrated.** The community's strength lies in its ethnic and linguistic diversity.
- **Supporting youth development and student success is a core community value.** The library plays a critical role in youth development. Except for sports, Porterville currently offers young people relatively few recreational opportunities.
- **There is tremendous community support for a new library.** The old library is dearly missed, and community members are eager to again have access to all the services and amenities that a library provides.
- **Community members would like the new library to include a memorial to the brave firefighters who lost their lives defending the old library.** The sacrifice made by Captain Ramon Figueroa and Firefighter Patrick Lee Jones will not be forgotten.
- **Porterville residents want their new library to be inclusive and inspiring.** It should be designed to reflect local culture and should be welcoming to all of the people who make up the Porterville community.
- **Community members want their new library to be convenient and easy to use.** Although most residents reported few barriers to using the library, the minority who expressed concerns cited lack of time, parking, transportation and range of offerings as barriers.
- **Porterville residents love print books! But they also enjoy reading e-books.** The most popular types of books are bestsellers and books for children and teens.
- **If it's not a book, people prefer to download it.** While CD audiobooks, DVDs and Blu-ray have their supporters, most residents prefer to download their media.
- **While a quality library collection is important to residents, they also want all the services and features that a 21st century public library can offer.** Expanded and improved seating, meeting rooms, makerspaces and other common features of modern libraries are all of great interest.
- **Community members want quiet spaces at the library to read, study and gather.** Seating is a huge priority for library users from all walks of life, and many crave quiet seating, whether in a designated area or a small meeting room.

- **Residents expressed strong interest in many types of library programming and dynamic learning opportunities.** These include arts and crafts programs, homework help, storytimes, help with computer skills and applications.
- **Community members asked for greater technology access and learning for all.** Key technology needs include Wi-Fi and Internet access, power for recharging, laptops or other mobile devices for checkout and tech learning opportunities. In the future, the library will need additional resources to support this much-needed technology.
- **A makerspace at the library? Yes, please!** Papercrafting, high tech makerspace and a media lab were most popular with community members.
- **People want to enjoy the outside of the library as much as the inside.** Features such as outdoor seating, a community garden and programming areas are a great fit for the local climate.

Methodology

In early 2021, library consultants Penny Hummel and Carson Block were hired to conduct an assessment and develop a plan for a new Porterville library. Penny Hummel oversaw the general service assessment and developed a program for the new library. Carson Block conducted a technology assessment and developed recommendations for this critical aspect of library operations and services. Working collaboratively, the two consultants designed and implemented a community outreach strategy to gather input about community priorities. Given safety issues relating to COVID-19, all assessment-related meetings were conducted via Zoom from the consultant's offices in Portland, OR (Penny) and Ft. Collins, CO (Carson). This project builds upon a comprehensive 2009 study conducted by library planners Page + Moris, which evaluated the library's service model and offered potential options to expand the library's footprint.

During the course of the project, the consultants met with the project's leadership team (Parks & Leisure Director Donnie Moore and Library Director Vikki Cervantes) on a biweekly basis, with additional meetings on specific library topics (such as the library collection and library technology) with Vikki Cervantes and Library Supervisor Anthony Arellano. Penny and Carson also met with the city-appointed seven-member Library Facility Planning Committee six times to share data and gather input.

Hearing the voices of the community was a critical part of the process. The consultants conducted ten focus groups from May 24 – June 23. A community survey was conducted in both English and Spanish in two formats (online and on paper) May 24 – July 5 to ensure accessibility to all. The consultant team also gathered and reviewed operational and demographic data about the library.

Community Information

Demographics

Incorporated in 1902 in California's San Joaquin Valley, the City of Porterville is located at the base of the foothills of the Sierra Nevada Mountains. With a current population of 59,697 people, Porterville is one of the three largest cities in Tulare County, California. Local industry includes agriculture (citrus fruits, olives and olive oil and pistachios), manufacturing and a Walmart distribution center.

According to U.S. Census data, Porterville's current population is distinctive in numerous ways:

- *Porterville has a younger population.* The median age of Porterville residents is 30.5, compared to 36.5 in California. This is largely due to Porterville having a higher percentage of residents under 18: 31.2% vs. 25.6%.
- *More than half of the community is Hispanic or Latino.* 65.6% of Porterville residents are Hispanic or Latino, compared to 39% in California.

- *There are fewer foreign-born residents in Porterville, but a higher number of those were born in Latin America.* 22.4% of the population is foreign-born, compared to 26.9% in California. 84.7% of foreign-born Porterville residents are from Latin America, compared to 50.3% in California; conversely, 13.4% of Porterville residents are from Asia compared to 39.4 in California.
- *A high percentage of Porterville residents speak Spanish at home.* 50.5% of children aged 5 – 17 and 48.5% of adults 18 and over reported speaking Spanish with their families. In California as a whole, 34% of children and 27.6% of adults speak Spanish at home.

Source: Census Reporter (2019 American Community Survey data)

From a socioeconomic standpoint, Porterville residents are relatively disadvantaged on all major indicators when compared to the larger region and to California as a whole:

	Porterville	Visalia CA Metro Area	California
Per capita income	\$18,250	\$21,380	\$36,955
Median household income	\$43,823	\$49,687	\$75,235
Household income under \$50,000 a year	56.5%	50.3%	34.4%
Children under 18 living below the poverty line	35.2%	31.7%	18.1%
Seniors (65 and older) living below the poverty line	15.2%	13.7%	10.2%

Source: Census Reporter (2019 American Community Survey data)

With respect to educational levels, Porterville residents are similar to residents of the larger region, but both lag behind California as a whole:

	Porterville	Visalia CA Metro Area	California
No degree	29.8%	29.2%	16.7%
High school degree	27.3%	25.5%	20.5%
High school degree or higher	70.2%	70.8%	83.3%
Bachelor’s degree or higher	11.5%	14.6%	33.9%

Source: Census Reporter (2019 American Community Survey data)

The community’s socioeconomic challenges are also reflected in data from the two local school districts. 88.9% of the students enrolled in the Porterville United School District in 2020 were characterized as socioeconomically disadvantaged, with over a quarter (25.3%) designated as English language learners. Similarly, 72% of Burton School District students are socioeconomically disadvantaged, with 17.1% designated as English language learners.

In the context of this demographic data, the Porterville Public Library functions as an essential informational, educational, and cultural hub, providing services that are critical to its relatively high proportion of young and socioeconomically disadvantaged residents.

Market Segmentation

Another lens that provides a useful perspective on Porterville is Experion’s Mosaic® USA market segmentation classification system. According to this source, the population of Porterville’s falls into into 3 of its 71 market segments. Four out of 5 Porterville residents are estimated by Experion to be in one market segment: *Expanding Horizons*, described as “middle aged families earning modest to average incomes from blue collar jobs.” Below are descriptions of *Expanding Horizons* and the two other smaller market segments identified in the Mosaic USA system as dominant in Porterville. This data is congruent with the census data noted above.

Mosaic® USA Market Segment	<i>Expanding Horizons</i>	<i>Balance and Harmony</i>	<i>Settled and Sensible</i>
Percentage of Porterville population	80.44%	17.36%	2.20%
Head of household age	36 – 45	36 – 45	51 - 65
Household description	Families, typically with teenage children, often multigenerational	Immigrant Gen X families	Older couples and singles, retired or close to retirement
Language	Spanish dominant language in nearly two thirds of these homes	Spanish is the language of choice at home and in the marketplace	(Presumably English)
Household Income	\$35,000 - \$49,999	\$50,000 - \$74,999	\$35,000 - \$49,999
Education	60% did not finish high school	Some did not finish high school, others attended college	Most with high school educations
Work	Laborers or service sector workers	Blue-collar construction and service sector jobs	Retail, manufacturing, and trades
Activities	Sports, travel to Mexico to visit family	Active, family centered lifestyle. Sports, theme parks	TV, reading, collecting
Shopping	Budget fashion (though style conscious), toys, TVs, and discount electronics	Price sensitive shoppers for clothing and cosmetics	Modest spending. Loyal to favorite brands, value conscious
Media	Traditionalists; like Spanish language movies and TV	Great media consumers, fondness for music, video games	Old fashioned media: local newspaper, radio, TV
Technology adoption	Wizards	Wizards	Novices
Internet	Parents not heavy users, younger members use social networking sites	Keep in touch with friends and family via e-mail	Limited activity
Values	Religious, hardworking, and ambitious	Somewhat old-fashioned family, work and religious values	Unassuming, home-based lifestyle. Honor, dignity, and home-grown values

Source: Simmons Mosaic® USA, accessed through SimplyAnalytics

Population Estimate

To estimate the library's future service population in twenty years, this assessment utilizes an approach recommended by regional planning staff at the Tulare County Association of Government. Given that the state's Department of Finance provides population projections at the county level, future growth of individual cities is estimated based on their percentage of the total county population. Between 2010 – 2020, the City of Porterville's proportion of population growth in Tulare County was 14.52%. Since Tulare County is estimated to grow from 481,733 in 2021 to 554,409 in 2041, the City of Porterville's estimated population in 2041 (based on anticipated growth of 14.52%) would be 70,124.

Library Needs Assessment

Review of Previous Studies

Two important local studies inform this current assessment. The first is the Porterville 2030 General Plan, which was developed with extensive community involvement and issued in 2007. Defining community facilities as including community centers, museums and galleries, civic buildings, libraries and medical facilities, the plan offers the following guiding policies:

- *Support the development of public and cultural facilities to enhance community identity and meet the civic and social needs of the community;*
- *Ensure that community centers provide sufficient space to conduct civic meetings, recreational programs, and social activities to meet the needs of Porterville's citizens;*
- *Achieve and maintain library services that provide adequate and accessible informational, recreational and research materials in a variety of formats for all ages and for a culturally diverse population. (p. 105)*

Section PSCF-I-29 of the Porterville 2030 General Plan delineates the implementation policy focused specifically on improvements to the Porterville Public Library:

Expand library facilities to achieve a standard of .5 to 1.0 square feet of library space per capita with a goal of providing up to date facilities full capable of supporting state-of-the-art technology in library services.

Expansion options may include, but are not limited to:

- *Construction or expansion of downtown library*
- *Mobile libraries to augment library services, and/or*
- *Other satellite facilities. (p. 106)*

The second important study relating to the current assessment was released in 2009, when the City of Porterville commissioned a Facilities and Space Needs Assessment from the library facility consulting firm Page + Moris. Based upon significant community input via surveys, focus groups and thoughtful participation by the Library Facility Planning Committee, this thorough report documented the extensive limitations of the library facility that was lost in the 2020 fire, including overall congestion, noise, inadequate computers, seating and shelving and poor staff work areas. As the report's executive summary notes:

The [Porterville Public Library's] original 3,824 square foot building has been expanded twice, in 1957 and 1974, to reach its current size of 17,784 square feet. The facility is now too small to meet the community's library service needs and lacks the infrastructure to support growing service demands. The interior layout is congested and convoluted. Seating is extremely limited, especially for families, children and teens. There is no physical or acoustic separation between the children's space and other parts of the library. More public computers are needed. There is a lack of good sight lines within the building.

Shelving is at capacity and the collection cannot grow to meet community needs. The meeting room and public restrooms are on an upper floor with no direct access to the public entrance. The open stairway that leads to the meeting room is often congested with family groups and strollers. The service desk configuration adversely impacts circulation operations. Staff workspace is limited and remote from most service assignments. Customers cannot return materials when the library is closed. (p. 1)

The study's primary recommendation was to replace the 17,784 square foot library with a significantly expanded 48,250 – 53,000 square foot building. This expanded facility included a significant increase in seating, shelving, public computers, and meeting room space.

Since the library facility that was assessed in 2009 disappeared in early 2020, the Page + Moris report provides useful historical documentation, as well as a context through which to look at the library's facilities needs with fresh eyes. 2009 was a pivotal moment for public libraries, as that is the year when public libraries first started offering e-books and smart phones became available. In 2021, both technologies are not only ubiquitous, but also have had a direct impact on library facility needs. As public libraries have shifted a portion of their collections from print materials to downloadable resources, less space for shelving is needed to store books and other materials. Similarly, as more people utilize smart phones, tablets or laptops, Wi-Fi (which requires no dedicated space such as desktop computers) has reduced the footprint needed for dedicated Internet access.

SOAR Process

On May 13, 2021, Penny Hummel and Carson Block conducted a SOAR (Strengths, Opportunities, Aspirations and Results) exercise with the Library Facility Planning Committee. Similar to a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis, SOAR is

particularly well suited for public libraries as it focuses on continuous improvement, collaborative opportunities, and optimism for the future. Complete notes for the SOAR process (and Service Priorities discussion) are included in the Needs Assessment Appendix. The general themes that emerged from this discussion include the following:

Strengths:

- The library is the “soul” of Porterville. Many community members have childhood memories of this library and have used it throughout their lives.
- Staff are multitalented and focus on patron needs to create positive interactions.
- The library provides a place to people to meet and to participate in a wide range of quality activities.
- The library collaborates well with local school districts.

Opportunities:

- Starting from ground zero provides the library with the opportunity to really listen to the community, and to design library spaces and services to meet their needs.
- Bridging the digital divide is a critical issue.
- Outside spaces are important: places to sit, possibly a garden.
- Positive additions: a creation lab, a small café, meeting rooms of all sizes.
- The new facility can be modern but also incorporate things that the community has previously loved: a mix of old and new. Flexibility is also important.
- Retail provides good ideas about how to provide future services.
- Outcome should be a destination library, one that feeds curiosity, provides lifelong learning, and is visually exciting.

Aspirations:

- Libraries inspire curiosity and lifelong learning for all ages: from small children to the elderly.
- Providing opportunities to diverse community members is important.
- Honoring local artists in the design would be beneficial.
- Porterville is in a rich agricultural area, so reflecting that agricultural heritage is desirable.
- The library should be a place where everybody belongs—everyone should feel comfortable walking through the door.

Results:

- Now that the pandemic is letting up, people can again be out in the community and together (pending any changes in public health conditions).
- The new library should attract increased interest from young people and volunteers.

- We have an opportunity to provide space and support for future entrepreneurs.
- The new facility should have adequate parking and restrooms on the first floor.
- Access and human comfort are important.

Service Priorities

For their second activity at the May 13, 2021 meeting, the members of the Library Facilities Planning Committee reviewed the eighteen public library service priorities developed by the Public Library Association and shared their top five priorities. Collectively, the priorities were ranked as follows (number of “votes” in parenthesis):

- *Create Young Readers: Early Literacy.* Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen. (7)
- *Connect to the Online World: Public Internet Access.* Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet. (6)
- *Visit a Comfortable Place: Physical and Virtual Spaces.* Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking. (6)
- *Satisfy Curiosity: Lifelong Learning.* Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives. (5)
- *Learn to Read and Write: Adult, Teen, and Family Literacy.* Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens, and workers. (3)
- *Express Creativity: Create and Share Content.* Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment. (3)

It is worth noting that the first five service priorities in this list are exactly the same service priorities identified by the previous Library Facility Planning Committee for the 2009 Page + Moris library study.

Focus Groups

From May 24 – June 23, Penny Hummel and Carson Block facilitated nine community focus groups, and one focus group with library staff. The consultant team designed a comprehensive approach customized for Porterville’s unique needs, and targeted areas that would provide more nuance and specific voices to compliment a community survey. Bilingual library staff member Veronica Garcia facilitated the Spanish language focus group with support from the consultant team. Complete notes from the ten focus groups are included in the Needs Assessment Appendix. The community focus groups were promoted through social media and

individual outreach efforts by library staff. In general, the ten focus groups were well attended, and represented a broad range of community members.

Day	Group	Number of Attendees
May 24	Volunteers	7
May 24	College students and faculty	7
June 1	Seniors	5
June 1	Parents and caregivers	8
June 9	Teachers	10
June 9	Spanish speakers	7
June 18	Library staff	10
June 18	City administrators and staff	12
June 23	Teens	2
June 23	Business community	1

The following themes emerged from these ten conversations:

Community Characteristics

- Porterville has strong community pride - people work together and community partnerships are essential.
- People grow up here and never leave. Or, they come back to raise families.
- Porterville’s diverse community is a huge strength.
- People choose Porterville for family and for the small-town feel.
- Parks are popular among all age groups.
- Porterville is geographically isolated and has relatively few amenities.
- Economic disparity is a growing issue.

Prioritizing Youth

- The community prioritizes young people, but other than schools, parks and sports, kids have few recreational options.
- Young people need safe places to go and opportunities to develop in-person communications skills.
- Many in the community look to the library to be a unique “third place” for young people that shows them life options and the world beyond Porterville.
- Working with community partners (such as the Pathways program) is essential.

Vision of the New Library

- Despite its many challenges, the old library was described as the soul of Porterville, and it is deeply missed. There is great anticipation for the new library.
- Another keyword for the library: family

- Community members see the library as a dynamic community center that supports literacy and learning for all ages.
- While the collection is important, there is broad understanding of the other services and amenities that a 21st century public library can offer: makerspaces, meeting rooms of all sizes, private/consultive spaces, performance and arts spaces, etc.
- The new library needs a balance of active, noisy spaces and quiet, contemplative spaces.
- Given the climate and local love of the outdoors, creating opportunities for outside experiences will be important.
- Connection to local history, community and geography should be strong.
- The new library should be culturally inclusive and welcoming to all.
- The library could highlight the community's connection to agriculture, address local nutritional needs and provide job training by incorporating a hands-on, teaching kitchen.
- Access to technology should incorporate Wi-Fi for personal devices as well as robust opportunities to use library computers and other hardware.

Community Survey

The consultants developed a 22-question community survey that was made available to the community from May 28 – July 4, 2021 in both English and Spanish, online and on paper. Most responses were completed online. Library staff conducted extensive promotion of the survey through the following channels:

- The city's June 2021 utility billing, sent to over 15,000 households
- Ads placed in the *Porterville Recorder* June 23 and July 3
- Library social media posts
- Dissemination of survey by other city departments (Community Development, Police, Fire, and Parks & Leisure)
- E-mail outreach
- In-person outreach to Spanish speaking farm workers at local food distribution sites

Library Facilities Planning Committee members also helped get the word out, particularly to schoolteachers, who distributed it to their students. All these outreach efforts paid off. 1,638 people took the survey in English and an additional 114 took it in Spanish. In total, almost 3% of the population of Porterville participated in the survey.

Survey Respondents

As noted earlier, 65% of Porterville's population is Hispanic or Latino; some are monolingual English speakers, some are monolingual Spanish speakers, and some are fluent in both languages. Offering the survey in both English and Spanish was therefore essential. The survey asked three specific questions relating to language use: 1) primary language spoken at home; 2) preferred reading language and 3) preferred viewing language. While it can be assumed that

those who took the survey in Spanish are Spanish speakers, more than twice as many Spanish speakers (as defined by their primary use of Spanish at home) took the survey in English.

The age distribution of Spanish speaking respondents varies depending upon which survey they chose to take. As the chart below indicates, those who took the survey in English are predominantly 17 and under; those who took the survey in Spanish are predominantly 25 – 64. Both slices of the survey contain a much lower percentage of respondents over age 65 than English speakers who took the English version of the survey.

	17 and under	18 –24	25–44	45–64	65+
Spanish survey (All) (114 responses)	22%	9%	34%	29%	2%
English survey—Spanish is primary language at home (280 responses)	64%	15%	16%	2%	1%
English survey—English is primary language at home (1,270 responses)	21%	9%	37%	21%	9%

As the survey results reveal, Spanish speakers taking the Spanish survey frequently express different priorities than either English speakers or those who took the English survey and who primarily speak Spanish at home. This underscores the reality that the Spanish speaking community is not monolithic, and also provides a window into the perspectives of those who are more likely to be monolingual Spanish speakers (only 11% of Spanish survey takers said they primarily speak English at home), a sector of the population that is harder for public libraries to successfully serve in comparison to bilingual Latinos. These results will be highlighted in the analysis below since they are particularly useful in designing future library programs and services.

The survey also included a question about whether the respondent’s household includes children under 18, and with both versions of the survey, a clear majority said they did: 68% for the Spanish survey and 62% for the English survey.

Top Level Survey Results

At the highest level, the results of the survey can be summarized by the following nine points:

- **Porterville residents love print books! But there is also strong interest in e-books.** For Porterville residents, the choice between physical and downloadable books is a both/and proposition.
- **Most popular types of books: bestsellers and books for children and teens.** Supporting youth development through the collection is a high priority, as is keeping up with current releases.
- **If it’s not a book, people prefer to download it.** While CD audiobooks, DVDs and Blu-Rays have their supporters, most resident prefer to download.

- **High interest offerings: arts and crafts programs, homework help, storytimes, help with computer skills and applications.** Residents gave strong support to many basic and practical types of library programming.
- **Most popular makerspace options: High tech, media, papercrafts.** When asked about an array of possible ways to create at the library, these three rose to the top.
- **Library patrons want quiet spaces to read, study and gather. They also prioritize outdoor seating areas.** Seating is a huge priority for library users from all walks of life, and many crave noise-free seating, whether in a quiet seating area or small meeting room.
- **Although most patrons use their own devices within the library, there is strong interest in the library providing laptop computers and other mobile devices.** As with the balance between print and downloadable books, this is a both/and proposition.
- **Top challenges to people using the library include lack of time, parking /transportation, lack of desirable offerings.** These challenges (expressed by a minority of survey takers) reflect the community's desire for convenient services, ease of getting to the library and a broad range of current materials and programs.
- **Spanish speakers experience higher barriers to using the library than do English speakers.** Consistently, a higher percentage of Spanish speakers reported greater difficulty or challenges in using the library.

A more detailed analysis of the results of each question follows. The full results of the English and Spanish language surveys are included in the Needs Assessment Appendix.

Survey Analysis: Community Sector

Below are the results of the survey questions, broken down by age, household situation (with children under 18), English survey takers who indicated they primarily speak Spanish at home, and Spanish survey takers. Results from English version of survey are under a blue header, while the results of the Spanish version are in coral.

The options of highest and lowest interest to various sectors of the community are indicated on some questions in yellow (high) and green (low). Unless identified as Spanish survey takers, all sectors discussed took the English language version of the survey.

When the new library opens, it will include a new collection to replace what was lost. Which materials are of most interest to you? Select up to three.

All survey takers indicated that books for children and for teens were of high priority. Spanish and English survey takers differed with respect to their third top choice: English survey takers prioritized bestsellers, while Spanish survey takers prioritized board/and picture books.

Across the board, there is relatively low interest in large print, periodicals, audiobooks, and DVDs. That said, a significantly greater percentage of Spanish survey takers prioritized large print, periodicals and audiobooks than did the English survey takers.

	English survey (all)	17 and under	18 –24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Bestsellers	59%	61%	71%	60%	49%	51%	59%	63%	32%
Adult Fiction	43%	39%	56%	45%	39%	52%	41%	35%	28%
Adult nonfiction	33%	23%	34%	37%	42%	43%	30%	27%	26%
Large print books	16%	12%	16%	17%	17%	19%	15%	18%	46%
Board books and picture books for small children	37%	27%	44%	48%	37%	33%	43%	38%	59%
Books for school-aged children	53%	33%	46%	72%	58%	50%	60%	43%	66%
Books for teens	55%	75%	52%	52%	42%	23%	61%	69%	62%
Graphic novels/manga	29%	51%	39%	20%	9%	5%	32%	45%	28%
Magazines and newspapers	14%	13%	11%	12%	17%	24%	12%	16%	34%
Audiobooks on CD	15%	9%	12%	17%	23%	19%	14%	13%	28%
DVDs	15%	7%	16%	15%	16%	10%	15%	21%	12%

Thinking about books, what format or formats do you prefer? Please select your top two choices.

The results are clear here: print books are still an overwhelming preference, followed by e-books, which are preferred consistently by 42% - 52% of all population sectors.

Nonetheless, downloadable audio is generally preferred over audiobooks on CD (with 18 – 24-year-olds being the exception).

	English survey (all)	17 and under	18 –24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Print book	93%	90%	99%	96%	94%	90%	95%	89%	75%
E-book	43%	43%	43%	43%	42%	44%	42%	44%	52%
Audiobook on CD	14%	12%	10%	43%	18%	18%	12%	13%	28%
Downloadable audiobook	32%	33%	29%	33%	32%	25%	33%	37%	32%

What is your favorite way to watch video content (movies, TV series, documentaries, etc.)?

Among all groups, downloading is by far the most popular way to watch video. While at least twice as many people in each group expressed a preference for DVDs over Blu-Rays, all these percentages are relatively low, indicating (as with audiobooks on CD) that these formats are dwindling in popularity as more and more people turn to downloadable options.

	English survey (all)	17 and under	18–24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Downloadable	73%	71%	79%	79%	70%	53%	76%	71%	52%
DVDs	15%	17%	9%	11%	15%	28%	13%	16%	10%
Blu-Ray	6%	6%	4%	6%	6%	4%	5%	6%	3%
I don't watch video.	5%	4%	6%	3%	6%	15%	5%	6%	5%

What is your preferred reading language?

	English survey (all)	17 and under	18–24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
English	94%	93%	91%	95%	97%	99%	94%	83%	15%
Spanish	3%	4%	5%	3%	1%	0%	3%	11%	66%
Other	3%	3%	4%	2%	2%	2%	3%	6%	19%

When you watch a video/movie, what language do you prefer?

	English survey (all)	17 and under	18–24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
English	93%	88%	92%	94%	97%	96%	92%	74%	17%
Spanish	4%	7%	4%	3%	2%	0%	5%	19%	61%
Other	3%	5%	4%	2%	1%	3%	3%	8%	21%

For both these questions, many respondents wrote in “Both English and Spanish” in the comment section; other languages mentioned include Arabic, Japanese, Italian, Urdu, Punjabi, Filipino and Tagalog.

More Spanish survey takers prefer to read in Spanish than watch video in Spanish (66% vs. 61%), while the preferences of English survey takers are reversed. 19% prefer to watch video in Spanish but only 11% prefer to read in Spanish.

When the new library opens, it will include increased seating. How important are the following options to you?

Consistently, over 90% of each group rank “a dedicated quiet area for reading and study” as important or very important. This finding is consistent with multiple comments from focus group participants. Individual study desks are also highly prioritized. Note that a higher

percentage of Spanish survey takers prioritized all types of seating options than other sectors.

Important/Very Important	English survey (all)	17 and under	18 –24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Lounge (armchair) seating	70%	73%	75%	74%	63%	53%	73%	76%	78%
Individual study desks	84%	86%	88%	87%	80%	75%	86%	87%	90%
Group table seating	70%	75%	78%	72%	63%	54%	72%	73%	91%
A dedicated quiet area for reading and study	92%	90%	96%	94%	92%	92%	93%	92%	94%
Private study rooms (1 – 4 people)	74%	79%	84%	76%	64%	58%	76%	83%	86%

The new library will also include improved areas for children and teens. How important are each of the following options to you?

In addition to underscoring the preference for individual desks indicated in the previous question, these results also indicate high interest in group table seating for children and teens, as well as for a storytelling area. Once again, Spanish survey takers expressed relatively higher interest in all amenities and seating options for children and teens.

Important/Very Important	English survey (all)	17 and under	18 –24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Lounge (armchair) seating	70%	78%	73%	73%	58%	47%	74%	76%	80%
Individual study desks	82%	83%	83%	84%	83%	72%	84%	83%	92%
Group table seating	80%	80%	88%	82%	79%	68%	82%	82%	88%
Dedicated storytelling area	81%	65%	83%	92%	89%	85%	82%	73%	88%
Inside play are for small children	65%	62%	68%	75%	56%	58%	69%	69%	86%

Thinking about the new library, which of the following amenities are of interest to you? Select all that apply.

Amenities and programs of greatest interest to most population sectors include arts and crafts programs, homework help, storytimes and a business center. Contrary to the higher interest in seating and youth amenities that was demonstrated in earlier questions, Spanish survey takers expressed a lower interest in these programming options and general amenities than did English survey takers.

A library café was of relatively high interest to those 17 – 24 but was a relatively low priority for other groups. Space for community meetings also ranked as a relatively low priority by most groups.

	English survey (all)	17 and under	18 –24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Storytimes	64%	44%	64%	80%	71%	60%	67%	56%	58%
Cultural events	60%	48%	74%	67%	61%	60%	59%	58%	55%
Arts and crafts programs	70%	67%	74%	82%	62%	39%	76%	74%	57%
Technology classes	54%	47%	52%	56%	60%	58%	53%	51%	53%
Homework help	67%	65%	69%	72%	67%	50%	72%	69%	58%
Cooking classes	48%	56%	55%	50%	35%	27%	52%	55%	50%
Community meetings	35%	22%	41%	40%	45%	45%	32%	27%	42%
Café	55%	64%	65%	57%	39%	30%	58%	59%	40%
Business center (faxing, copying, printing)	60%	45%	72%	71%	64%	61%	60%	60%	47%

The new library will include meeting rooms of varying sizes. How important are each of the following to you?

In general, the smaller the meeting room, the higher the percentage of people who felt it was important or very important. Consistent with earlier results, a higher percentage of Spanish survey respondents indicated that each option was important or very important.

Important/Very Important	English survey (all)	17 and under	18 –24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Private study rooms (1 – 4 people)	80%	86%	84%	81%	74%	63%	83%	85%	87%
Small conference room (8 – 12 people)	65%	71%	62%	63%	64%	59%	67%	70%	85%
Medium conference room (up to 25 people)	51%	54%	43%	51%	47%	63%	52%	53%	72%
Small meeting room (up to 50 people)	44%	46%	41%	45%	41%	49%	46%	45%	70%
Medium meeting room (50 – 100 people)	38%	40%	38%	37%	36%	37%	38%	37%	65%
Large meeting room (up to 175 people)	34%	36%	36%	34%	28%	31%	37%	35%	55%

Thinking about the outdoor space at the new library, what amenities would be of interest to you? Check all that apply.

Not surprisingly, outdoor seating is the most popular choice, followed by picnic tables (another form of seating). Those aged 17 – 24 have the highest interest in food vendors, and most groups would be interested in a community garden.

	English survey (all)	17 and under	18 –24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Seating	80%	78%	81%	80%	82%	79%	79%	80%	67%
Picnic tables	71%	75%	85%	75%	59%	45%	75%	75%	52%
Community garden	63%	61%	71%	67%	63%	51%	65%	66%	65%
Play area	57%	51%	55%	68%	54%	51%	63%	57%	69%
Stage	40%	31%	43%	47%	44%	37%	40%	36%	43%
Area for library or community programs	54%	39%	52%	63%	62%	29%	53%	45%	57%
Space for food vendors	56%	75%	69%	51%	40%	29%	61%	71%	39%

The library offers free and fast Wi-Fi and access to computers. Please tell us about your Wi-Fi and technology needs.

Within all groups, a high percentage of respondents are interested in using their own devices at the library. In addition, a significant portion of the respondents in each category are interested in using the library’s technology while at the library. Survey respondents express lower interest in checking out library devices or Wi-Fi hotspots to use at home.

Note that a lower percentage of Spanish survey takers indicate they bring in their own devices, and a higher percentage indicate interest in all the other options, particularly Wi-Fi hotspots.

	English survey (all)	17 and under	18 –24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
I have my own device and I would like to use the library’s free Wi-Fi service for internet access.	79%	76%	90%	83%	75%	70%	79%	77%	66%
I would like to use library technology devices while visiting the library	45%	56%	47%	42%	34%	28%	47%	56%	70%
I would like to be able to check out library technology devices for use at home.	24%	27%	30%	24%	18%	18%	24%	32%	47%
I would like to be able to check out a Wi-Fi hotspot for use at home.	22%	20%	31%	24%	18%	12%	22%	25%	47%
I do not use library Wi-Fi.	10%	7%	2%	8%	16%	24%	7%	7%	9%

The new library will include opportunities to use current and emergent technology. How important are each of the following options to you?

Consistent with high interest expressed in previous question for using library devices, survey respondents across the board indicated that desktop computers are important or very important. Desktop computers are followed in popularity by laptops and smaller devices.

Makerspaces are a relatively high priority for those aged 17 – 24, those in households with children under 18, English survey takers who speak Spanish at home, and Spanish survey takers. Gaming is of relatively low interest to all age groups, including teenagers.

Important/Very Important	English survey (all)	17 and under	18 –24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Desktop computer	87%	91%	91%	85%	83%	82%	88%	90%	92%
Laptop	76%	85%	78%	73%	68%	66%	78%	82%	87%
Mobile computing devices (such as iPad, Chromebook)	71%	79%	65%	69%	66%	60%	73%	79%	83%
Gaming system (such as X Box, PlayStation, Nintendo)	30%	45%	35%	24%	14%	11%	32%	39%	40%
PC gaming	29%	48%	33%	21%	14%	10%	31%	42%	49%
A place to try new and emerging technologies, (such as Virtual Reality, Augmented Reality, “smart” devices, and others)	52%	66%	49%	45%	46%	42%	52%	65%	74%
A place to make things using technology (video production and editing, sound recording and production, 3D design and printing, sewing machines and others)	66%	77%	75%	63%	58%	48%	68%	77%	88%

Many libraries now feature areas called makerspaces to give community members the opportunity to gather and create things. Thinking about a potential makerspace, what would be of interest to you?

Results from different groups show pretty clear preferences across the board for three types of makerspaces: high tech (3D printing/design), media and papercrafts, indicating relatively lower interest in other options.

Those 65+ expressed the least amount of overall interest in makerspaces but were most interested in a media makerspace. Conversely, a higher percentage Spanish survey takers expressed interest in most options than did English survey takers.

	English survey (all)	17 and under	18–24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
A high-tech makerspace that has 3D printing and design capabilities and other high-tech items	56%	61%	64%	57%	52%	28%	58%	56%	65%
A makerspace that helps develop robotics and programming skills	41%	39%	42%	46%	42%	32%	43%	39%	55%
A media makerspace that supports recording and editing video, audio (such as podcasts) and recording music	57%	58%	66%	57%	57%	42%	58%	56%	59%
A makerspace that offers tools and space for repairing electronics and small machines	39%	40%	43%	42%	36%	24%	42%	40%	53%
A makerspace that offers papercrafts, scrapbooking materials and similar activities	54%	55%	59%	60%	47%	29%	56%	60%	68%
A makerspace that offers quilting and sewing opportunities	42%	38%	53%	47%	41%	27%	44%	40%	51%
I'm not interested in a makerspace.	16%	14%	10%	14%	18%	36%	13%	17%	10%

What sort of help would you like the library to provide: how to use computers, mobile devices, and online resources?

For all groups (even youth), the most frequently desired type of tech support was help with basic computer skills. Help with using computer applications followed (except for those 18 and under) and there was also significant interest expressed in learning about the library's databases as well as security and privacy. Over half of Spanish survey takers were interested in learning how to set up their home networks—double the frequency of any slices of the English survey takers.

	English survey (all)	17 and under	18–24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Help with basic computer skills	60%	56%	65%	63%	58%	55%	59%	63%	81%
Learn how to use computer applications (such as word processing, spreadsheets, and e-mail)	58%	41%	70%	69%	63%	56%	59%	48%	66%
Learn how to navigate social media	25%	27%	24%	21%	25%	31%	24%	26%	34%
Learn how to set up my home network	23%	23%	26%	21%	25%	20%	23%	21%	57%
Learn more about computer security and privacy and how to stay safe online	51%	51%	50%	48%	51%	62%	51%	53%	37%
Learn more about all the library's free online resources	53%	41%	57%	58%	63%	57%	51%	46%	56%

If you have not been a library user in the past, why not? (Select all that apply)

The goal of this question was to identify impediments that community members experience in relationship to using the library. Parking and transportation appear to be universal challenges, inhibiting relatively high percentages of teens, young adults, and Spanish speakers. A large percentage of teens express a lack of time to visit the library.

Even though Spanish survey takers indicated they were library users at the same frequency as English survey takers (54%), other responses by Spanish survey takers indicate that they experience exponentially higher barriers to library use than those who took the English survey (which includes Anglos and bilingual Latinos.):

- 26% indicated that library hours are inconvenient, compared to 5% of the English survey takers.
- 24% say they find what they need on the Internet, compared to 8% of English survey takers.
- 22% indicated the library doesn't offer what they want or need, compared to 10% of English survey takers.
- 9% expressed concerns about fines, compared to 2 – 3 % of English survey takers.
- 9% of Spanish survey takers and 8% of English survey takers who speak Spanish at home indicated that they don't feel welcome at the library, compared to 3% of English speaking/English survey takers.

	English survey (all)	17 and under	18 –24	25–44	45–64	65+	Children under 18 in HH	Speak Spanish at home	Spanish survey (all)
Not applicable/I am a library user.	54%	35%	57%	67%	65%	57%	54%	39%	54%
Library hours were inconvenient.	5%	5%	7%	5%	5%	1%	4%	8%	26%
The library didn't offer anything I want or need.	10%	12%	17%	9%	5%	3%	10%	12%	22%
Parking or transportation was a challenge.	14%	18%	19%	9%	12%	13%	15%	19%	21%
The library's location was not convenient.	7%	11%	8%	4%	5%	7%	7%	9%	15%
I didn't feel welcome at the library.	3%	4%	5%	2%	3%	2%	3%	5%	9%
I have unpaid fines.	2%	3%	1%	4%	1%	0%	3%	2%	9%
I didn't want to incur fines.	3%	3%	1%	4%	1%	1%	3%	3%	9%
I can find what I need on the internet.	8%	9%	6%	6%	9%	14%	8%	7%	24%
I buy the books and other materials I need.	8%	7%	5%	5%	12%	19%	6%	6%	13%
I don't have time to visit the library.	15%	31%	12%	7%	6%	7%	16%	29%	18%

These results provide the library with the opportunity to consider how the perceived barriers experienced by some Spanish speakers might be addressed.

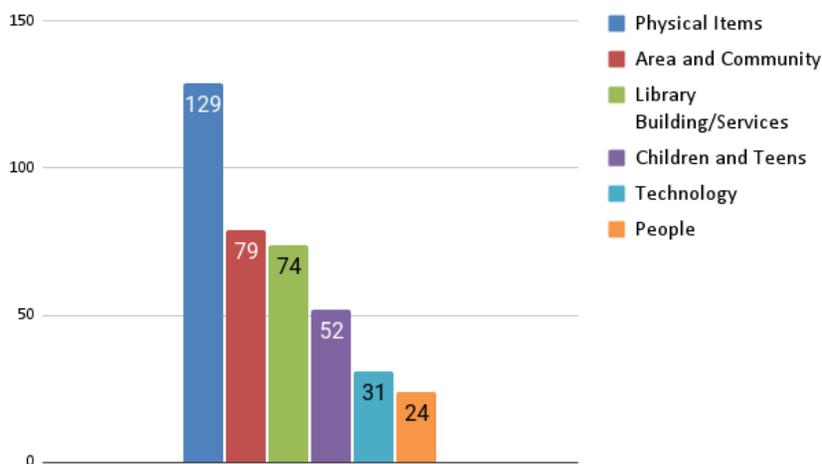
Survey Analysis: Keywords and Top Topics

In addition to the survey analysis by community sector performed by Penny Hummel described above, Carson Block Consulting also performed a detailed two-step analysis of answers to the survey’s three open-ended questions. To perform this analysis, Carson Block Consulting first ran the open-ended questions through software that identifies the most commonly used words in the survey responses. This yielded keywords that were grouped together into “trends,” which in turn provided a guide to identify “top topics.” The top topics that emerged were guided by the keywords but not bound by them. For example, the keyword “computer” may be utilized to express a variety of different and sometimes contradictory interests: anything from wanting to access to more library computers – or asking for less technology in general at the library. Since this insightful nuance is lost in a simple keyword analysis, the identification of top topics provides more revealing information about what the community is looking for in their new library.

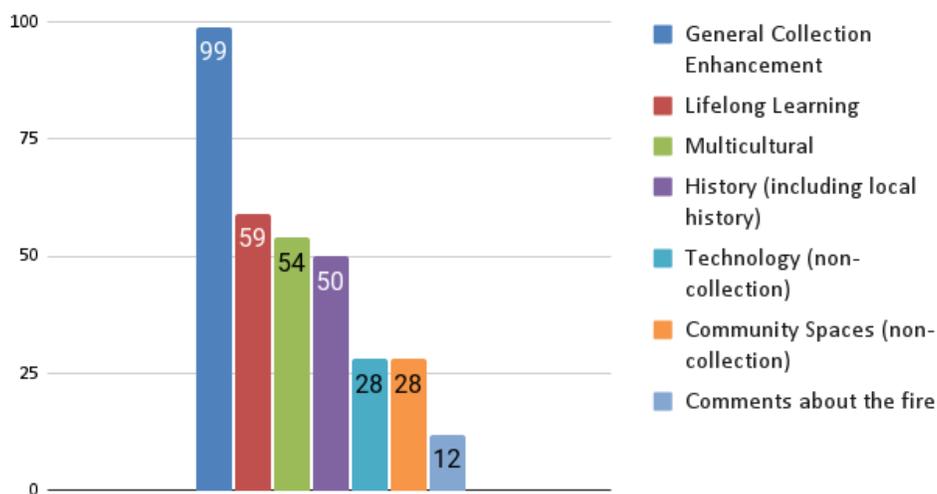
Keywords and top topics for each of the survey’s three open ended questions are detailed below, along with representative quotes for top topics. Collectively, these responses reflect the community’s interest in a library offering the full spectrum of 21st century library services, as well as celebrating the Porterville community and local culture. Comments expressing a desire to honor those who lost their lives defending the old library as well as to ensure the safety of the new library were also common.

What else would you like to tell us about the library’s collection that we haven’t asked?

Keyword Trends



Top topics



General Collection Enhancement (99 total comments; example comments below)

- I think there should be multiple copies of more popular books so multiple people can check these books out.
- A good amount of people I know would like to read superhero comics from Marvel or DC.
- Reference books should be high priority.
- Would like some Christian books.
- Access to music sheets and scripts for plays/musicals. More books of the arts.
- Complete sets would be nice to be able to read a series in order.
- I would like to have some books from the fantasy genre and newer ones as well.
- Would you be able to get more music CDs from more general artists and genres?
- Craft books would be nice!
- To have the different themed areas, making the reading environment like home.

Lifelong Learning (59 total comments; example comments below)

- Please include a greater variety of books for all groups as well as books in languages other than English.
- Maybe consider getting textbooks to help kids with school and their subjects.
- Would be nice to have encyclopedias and books on specific trades or hobbies.
- Would love to see finance and budgeting type books to help the community become better with their finances to help us all prosper.
- My family had loved the Porterville Library for almost 20 years. Our favorite books were always the different arts and crafts books. We love making and trying new things.
- Helping people navigate technology and becoming citizens.

- I would like to see more career help books for steps after college and true crime books for an outlook on criminal psychology.

Multicultural (54 total comments; example comments below)

- We need K-8th grade Spanish books for dual immersion students.
- A good culturally relevant selection of materials that suits our diverse community.
- It is important to have an area about Chicano, Asian, Black, Native history books and not a few books. This community is multicultural and not just white immigrants.
- I would like to read Japanese manga, such as Naruto.
- Books in Braille.

History (including local history) (50 total comments; example comments below)

- We lost a lot of historical documentation. I would like to see us replace what we can.
- Hope that the genealogy collection can be rebuilt.
- Library books should have a good array of essay and history books among those of nonfiction.
- Make an area for guest speakers and displays that can be used for teaching Porterville.
- I would like books on art and history.

Technology (non-collection) (28 total comments; example comments below)

- New popular video game show host tournaments and computer setups
- I want to be able to rent games from consoles such as the Nintendo Switch and PlayStation4 similar to the Tulare library.
- Streaming Wi-Fi and providing computer usage with printing, scanning and faxing services.
- Make a place to use computers to study, game or other stuff.

Community Spaces (28 total comments; example comments below)

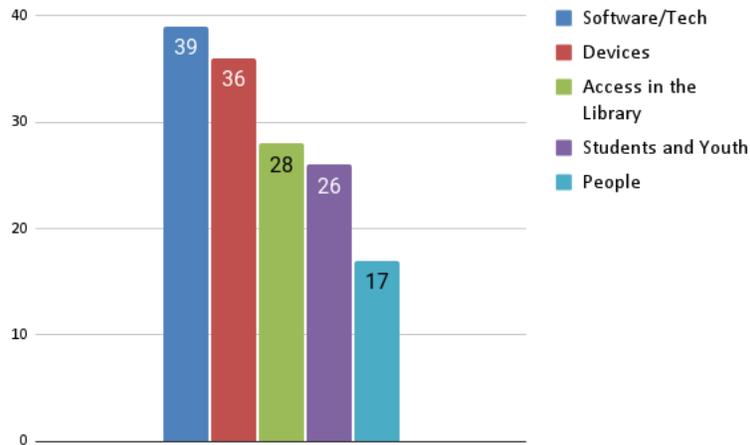
- The children's play area with stuffed toys and puppets was where I was able to interact with my children.
- It would be beneficial to have an area (outside) to have a sitting area and a small café house. An area with trees, plants, grass area, sitting benches.
- Comfortable lounging chairs to read in—to pass the time.
- It should have quiet rooms.

Comments about the fire (12 total comments; example comments below)

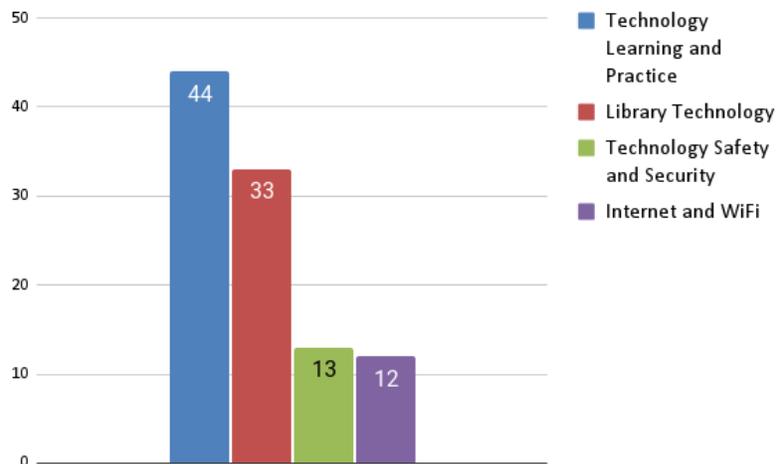
- Add a personalized lounge area in the names of our fallen firefighters.
- A memorial for the firemen lost in the fire.
- What was taken from the community goes to the very core of every child born and raised in this town for the duration of its existence.

What else would you like to share about your technology needs?

Keyword trends



Top topics



Technology Learning and Practice (44 total comments; example comments below)

- How to use our technology for school.
- I would like to learn how to set up a computer.
- Lessons and/or help for elders to navigate technology.
- Programs beyond basic computer skills such as intermediate or advanced.
- Space to create audio and video.
- Training and use of basic and advanced photoshop and photo editing programs.

Library Technology (33 total comments; example comments below)

- I would like to be able to use library desktop computers or my own laptop or iPad or phone to print from my e-mail to a library printer. I would also like to be able to use library copiers.
- My concern is the people who don't have access. We need the library to be a resource that can lift people out of poverty and join the American Dream.
- Make an area so we can charge our phones, tablets, laptops and other stuff.
- Having computers to take home to use it for homework.
- The library should be future focused with robotics and programming options.

Technology Safety and Security (13 total comments; example comments below)

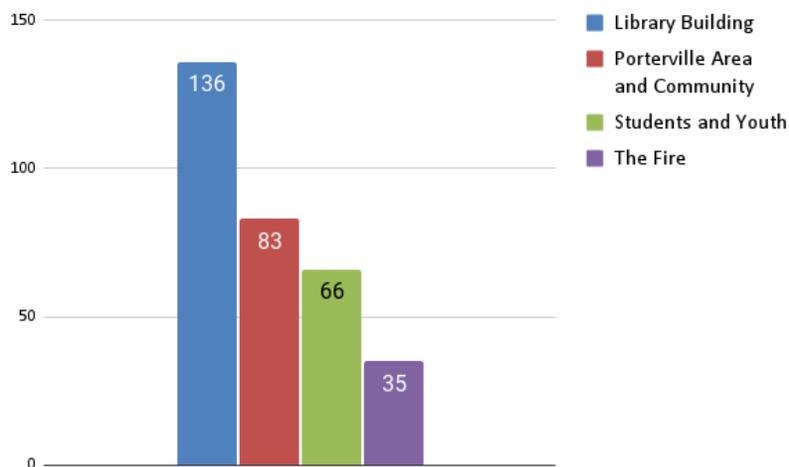
- Learn how to make my technology child safe.
- I think we should also learn about any safety hazards we can use on any devices.
- Children/teen awareness of dangers. Parental supervision and guidance to help them speak to their children of bad habits and addiction to electronics or social media.
- I would like there to be online safety courses for parents/teens, especially for Spanish speaking community.

Internet and Wi-Fi (12 total comments; example comments below)

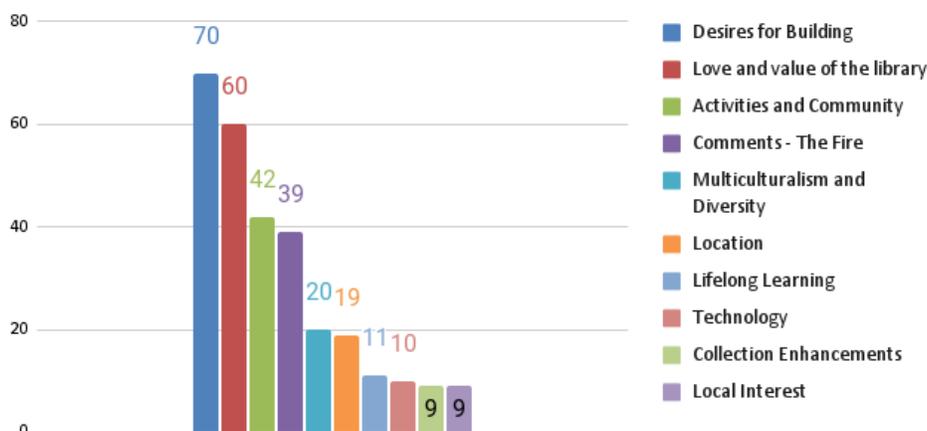
- It is important for students to be able to bring their school device and use their library's Wi-Fi.
- We need a lot of ethernet cables so each technology will have fast internet.
- I need free and fast Wi-Fi.
- Learn how to set up or fix Wi-Fi or anything like that.

Anything else you'd like to tell us that we haven't asked?

Keyword trends



Top topics



Desires for Building (70 total comments; example comments below)

- Offer a child care center to care for the children while their parents look for library materials?
- Outside playground would be amazing!
- A coffee shop outside would be loved.
- Please go big. The new library needs to be a source of community pride and serve our community for 30 – 50 years.
- I'd like the library to demonstrate energy efficiency and a green roof.
- Include a quiet area ONLY for people that have intellectual disabilities.
- Make sure quiet areas are enforced, please.
- Have some art to look at.
- Maybe keeping the children's area separate from the study rooms or quiet reading areas.
- A book drop-off and pick-up area on the west side would be helpful.

Love and Value of the Library (60 total comments; example comments below)

- I hope to see a dynamic and competitive library fit for a growing community.
- I LOVE THE LIBRARY.
- I miss the library terribly and can't wait to walk through its doors again. A town without a library is simply not complete.
- The community's support of the library following the fire only shows us how much the library meant to Porterville residents.
- I really miss the library.
- Nothing that I just miss the library! So excited to have a new library coming soon.
- When will it open?
- We loved everything about our old library but look forward to a new chapter in getting our new one up and running.

Activities and Community (42 total comments; example comments below)

- Available hours after 4/5 pm that include interactive activities with the kids.
- Movie nights maybe and partnership with the Tule River reservation, mainly the future generations, to help the youth for our future.
- Make it fun and a place that kids and teens will want to go learn and be comfortable.
- I would love to attend art classes like they have at Exeter Library.
- Bring back fitness classes to students during the summers! Just as it was done a few years back.

Comments: The Fire (39 total comments; example comments below)

- Include the READ sign that survived the fire in the new design.
- The tragic story of our library went across the country. I think people would want to see a high tech, amazingly wonderful library rise from the ashes and would put their money behind it.
- I really appreciate the response of the staff on the day we had to evacuate because of the fire. Please make sure there is an up to date alarm system and fire suppressing system in place.
- I would like to see a dedicated spot in the library for our fallen firefighters.
- I was heartbroken when it burned down.

Multiculturalism and Diversity (20 total comments; example comments below)

- I would like to see more bilingual resources.
- I would also like to suggest that you consider other languages that people speak here such as Tagalog, Russian, Urdu, Arabic and Lao.
- Judgement free environment that can make everyone feel welcome.
- The library needs to be inclusive. It needs to be accessible, safe and the people who work there able to communicate with our community members. Having this be a place where everyone feels valued is key.

Location (19 total comments; example comments below)

- I hope the city purchases a larger lot to build on and uses the old library site for other purposes. Our town has grown and we need a larger state of the art library to meet current and future needs.
- I live in Woodville, difficult for our kids to get transportation to and from Library, is there room for a mobile library?
- I want the library to stay in town.
- Having the library accessible to people of all socioeconomic backgrounds will be very vital if these resources mentioned [in the survey] will be of use.

Lifelong Learning (11 total comments; example comments below)

- I would like to see special interest classes for adults, senior citizens, community in general. In finances, real estate, Medicare, refinance, banking, etc.....?
- Would be great to offer career support services like resume and cover letter workshops, best tips for job interviews, and career coaching.

- Make sure the library offers English classes, tutoring and adult classes for reading. Author visits would also be a great idea!
- Book clubs for grandparents and grandchildren.

Technology (10 total comments; example comments below)

- I'd like the library to continue providing internet access through computers/IPads for the community.
- Build it! We need a state of the art library.
- I want them to have modern PCs.
- Evening computer classes would be good in the summer months, not in cold weather.

Collection Enhancements (9 total comments; example comments below)

- I think if there are E-books, there should also be a physical copy of that book for people who prefer physical books.
- I would love to have a library in the community where I can take my kids to show them how important reading is and it can be cool because other kids do it as well.
- We need to better our community and bring in new resources that interest our children. That way, we set a learning foundation for the real world.
- I'd like to suggest poetry books as well.

Local Interest (9 total comments; example comments below)

- I hope we can reconstruct all the historical data, pictures, etc. about Porterville. There is so much very cool history about Porterville and that loss was the most upsetting to me when our beloved library was destroyed by fire.
- It would be great to see something celebrating agriculture and education being the bridge to the American dream, as well as celebrating all cultures. Our community is very diverse and strong and everyone deserves to see a piece of their heritage.
- I loved the different glass display cases that held different and interesting collections like the display that had different stones. They were very informative.
- We would love to see the library incorporated into community events. Food vendors at the library would attract many people getting off work and just wanting a nice-safe place to relax after heading home.

Technology Assessment and Recommendations

Carson Block has prepared a separate Technology Assessment offering detailed recommendations relating to IT infrastructure, devices, and best practices. The findings and recommendations of his Technology Assessment have guided the recommendations of this general needs assessment. The following are the themes that inform the recommendations in the Technology Assessment:

- **There is tremendous community support for a new library.** The old library is dearly missed, and community members are eager to again have access to all the services and amenities that a library provides.
- **The Porterville Public Library is blessed with a tight-knit staff with close connections to patrons.** Past investments in developing a strong customer service focus have paid off and the staff's success in regrouping after the fire is truly remarkable.
- **Key technology needs include Wi-Fi/Internet access, power for recharging and learning opportunities.** The goal of the new library should be to make technology easy to use, easy to learn and maximally accessible.
- **Community members desire greater technology access and learning, with an emphasis on digital inclusion.** In an area where internet access is limited by geography and economics, the library's role in providing technology access and the skills to use tech tools and online resources is essential.
- **The library will need additional technology resources in the future to support plans, not only with respect to tech leadership and staff support, but also with respect to maintenance and management.** In order for the library to maintain the robust IT infrastructure needed to respond to community demand, adequate financial support for this infrastructure is critical.

Philosophy of Service

A successful public library today plays multiple roles in the life of the community it serves. First, it provides access to the world of learning, knowledge, and human creativity. Access to books and the printed word remains a basic library function for all age groups. As a corollary, library service to children introduces families to the joy of reading and establishes a foundation for a lifetime of reading. This role has expanded in recent years to include access to creative and informative works in many formats, including digital media and electronic content. Libraries are also a primary public gateway to online information, offering wireless and free access to the Internet.

Even as the library's role as a resource for physical and digital media continues to be important, its traditional role as a community destination and gathering place is also evolving and expanding. The public library serves as the community's principal place for solitary reading and study as well as a venue for collaboration and group interaction. Book discussion groups, storytimes and teen tech nights are a few examples of the multitude of educational and social community events that draw significant participation. The library facility can and should offer residents a safe, and comfortable place to be. This can be a sanctuary for solitary reflection, a quiet workspace in which to complete a school assignment or a social space for connecting with peers. To perform these roles, the library needs appropriate space – for collections, for people, for programming and for functional operations.

In addition, the onset of COVID-19 in early 2020 has radically changed how public libraries are providing services. Now that public libraries are reopening (as of mid-2021) after a year of

providing very restricted access, the “new normal” will be different than what it once was. With recent experience of a global pandemic in mind, library spaces should be configured with maximum flexibility to adapt should a similar health crisis emerge in the future.

The people of Porterville have experienced two challenges in rapid succession: the sudden and complete destruction of their beloved public library, followed by over a year of individual and collective isolation caused by a global pandemic. The loss of the library, as well as the loss of lives of those who attempted to save it, has left a hole in the heart of the community.

In response, the new Porterville Public Library should be designed to spark curiosity, connection, and joy. The new library should celebrate the unique characteristics of Porterville, presenting a culturally vibrant space that is welcoming and engaging to all. By integrating traditional library services with newer offerings that have emerged in our digitally connected 21st century world, the new Porterville Public Library will provide a game-changing opportunity to support lifelong learning, civic engagement, and community pride.

Library Program

A detailed library program accompanies this narrative report. The program is a series of six interrelated spreadsheets that detail the contents of the library:

- *Summary*: a summary of the proposed spaces and needed square footage
- *Detail*: description of each element included in each proposed space
- *Shelving*: the types of shelving proposed for each part of the collection, as well as other assumptions regarding shelving (percentage of each collection on the shelf, number of items that fit on one linear foot of shelving, etc.)
- *Seating*: the types and quantities of public seats for the public throughout the building
- *Computers and Equipment*: computers and other public access equipment

For the proposed Porterville Library, 70% of the building footprint is estimated to be used for the components of the library that are programmable or subject to choice (shelving, furniture, computers, desks, etc.). The remaining 30% is considered unassignable space or gross square footage, utilized for necessary components such as bathrooms, hallways, mechanical spaces, wall thicknesses and other necessary building elements. Thus, since the programmed space in this plan for the new Porterville Public Library is 27,718 square feet, at 70% efficiency the total (gross) square feet is 39,597 square feet.

It should be noted that this estimate of the library's needed square footage smaller than that provided in the 2009 Page + Moris library study (48,250 – 53,000 square feet) due to a lower estimated future population (2009 study: 90,400 people in 2030 vs. 2021 study: 70,124 people in 2041). That said, the current recommendation falls within the guidelines established by the Porterville 2030 General Plan, which recommends .5 to 1.0 square feet of library space per capita.

Porterville Public Library Program

		Total Net Assignable Square Feet:		27,718
		Total Gross Square Feet @70% Efficiency:		39,597
Code	General Area	Specific Area	SF	In GSF
Public Areas				
1.02	Public Areas	Lobby	457	IN GSF
1.04	Public Areas	Café	508	
1.06	Public Areas	Restrooms	-	IN GSF
1.08	Public Areas	Service Desk	182	
1.10	Public Areas	Express Checkout	114	
1.12	Public Areas	Business Center	314	
1.16	Public Areas	Public Access Computers	799	
1.18	Public Areas	New Materials	96	
1.20	Public Areas	Media	348	
	Total		2,818	
Adult Services				
2.02	Adult Services	Adult Fiction	2,044	
2.04	Adult Services	Adult Nonfiction	2,687	
2.06	Adult Services	Large Print	216	
2.08	Adult Services	Quiet Reading Area	1,002	
2.10	Adult Services	Adult Learning Center	532	
	Total		6,481	
Youth Services				
3.02	Youth Services	Family Space	2,747	
3.04	Youth Services	Family Restroom	-	IN GSF
3.06	Youth Services	Mother's Room	100	
3.08	Youth Services	Children's Library	4,288	
3.10	Youth Services	Teenspace	1,668	
	Total		8,803	
Meeting Areas				
4.02	Meeting Areas	Small Study Room A (2 seat)	80	
4.04	Meeting Areas	Small Study Room B (2 seat)	80	
4.06	Meeting Areas	Small Study Room C (2 seat)	80	
4.08	Meeting Areas	Small Study Room D (2 seat)	80	
4.10	Meeting Areas	Small Study Room E (4 seat)	120	
4.12	Meeting Areas	Small Study Room F (4 seat)	120	
4.14	Meeting Areas	10 - 12 Person Meeting Room	300	
4.16	Meeting Areas	Dividable 150 Person Meeting Room	2,386	
4.18	Meeting Areas	Meeting Room Storage	400	
4.20	Meeting Areas	Creation Space	582	
4.22	Meeting Areas	Media Lab	200	
4.24	Meeting Areas	Learning Kitchen	1,482	
	Total		5,910	
Staff Areas				
5.02	Staff Areas	Library Director's Office	200	
5.04	Staff Areas	Library Supervisor 2 Office	100	

Porterville Public Library Program

Code	General Area	Specific Area	SF	In GSF
5.06	Staff Areas	Library Supervisor 1 Office	100	
5.10	Staff Areas	Staff Workstations	548	
5.14	Staff Areas	Technical Services	696	
5.16	Staff Areas	Youth Services	497	
5.20	Staff Areas	Circulation	458	
5.22	Staff Areas	Staff Lounge	458	
5.24	Staff Areas	Wellness Room	100	
5.26	Staff Areas	Staff Restrooms	-	IN GSF
	Total		3,157	
Support Areas				
6.02	Support Areas	Storage and Supply Room	400	
6.04	Support Areas	Janitorial Closet	49	
6.06	Support Areas	Telecommunications Room	100	
	Total		549	
Outdoor Areas				
7.02	Outdoor Areas	Outside seating	-	IN GSF
7.04	Outdoor Areas	Outside programming area	-	IN GSF
7.06	Outdoor Areas	Garden	-	IN GSF
7.08	Outdoor Areas	Vendor Area	-	IN GSF
	Total		-	
Grand Total			27,718	

Detail

Porterville Public Library Program

							Total Net Assignable Square Feet:	27,718
							Total Gross Square Feet @ 70% Efficiency:	39,597
Code	General Area	Specific Area	Description	Qty	Unit	SF/Unit	SF	
1.02	Public Areas	Lobby	unassigned square footage	1	space	200	200	
1.02	Public Areas	Lobby	floor mats, with minimum 16' walk-off length	GSF			IN GSF	
1.02	Public Areas	Lobby	security gates	1	unit	10	10	
1.02	Public Areas	Lobby	donor recognition display	1	unit	0	0	
1.02	Public Areas	Lobby	flat screen monitor, wall mounted	1	unit	0	0	
1.02	Public Areas	Lobby	2 person bench (2' x 6')	2	bench	13	26	
1.02	Public Areas	Lobby	community information display unit, wall, mounted, with brochures and racks, bulletin board, storage below. 4' x 4' x 1.25	2	section	16	32	
1.02	Public Areas	Lobby	display case, glass enclosed, wall mounted (6' w x 2' deep)	1	unit	30	30	
1.02	Public Areas	Lobby	firefighter memorial	1	space	150	150	
1.02	Public Areas	Lobby	restrooms	GSF	restroom		IN GSF	
1.02	Public Areas	Lobby	drinking fountain/bottle refiller	1	unit	9	9	
Lobby Total							457	
1.04	Public Areas	Café	café counter, triple sinks, cupboards	1	area	240	240	
1.04	Public Areas	Café	condiments table 4' x 2'	1	table	16	16	
1.04	Public Areas	Café	4 person circular café tables (3)	12	seats	21	252	
Café Total							508	
1.06	Public Areas	Restrooms	main floor restrooms	GSF	restroom		IN GSF	
Restrooms Total							0	
1.08	Public Areas	Service Desk	2 staff counter positions w/ wkstns	2	position	50	100	
1.08	Public Areas	Service Desk	cash register, behind counter	1	machine	12	12	
1.08	Public Areas	Service Desk	book trucks	2	trucks	8	16	
1.08	Public Areas	Service Desk	shelving, wall mounted, behind desk	2	section	12	24	
1.08	Public Areas	Service Desk	display of library handouts, built into desk	1	unit	6	6	
1.08	Public Areas	Service Desk	queuing space	4	people	6	24	
1.08	Public Areas	Service Desk	flat screen monitor, wall mounted	1	monitor	0	0	
Service Desk Total							182	
1.10	Public Areas	Express Checkout	self check machines	3	machine	10	30	
1.10	Public Areas	Express Checkout	shelving for holds (66")	5	section	12	60	
1.10	Public Areas	Express Checkout	queuing space	4	people	6	24	
Express Checkout Total							114	
1.12	Public Areas	Business Center	copy machine, standard	1	machine	64	64	
1.12	Public Areas	Business Center	debit card dispenser, change machine	1	machine	4	4	
1.12	Public Areas	Business Center	cabinet with work counter and equipment	1	cabinet	16	16	
1.12	Public Areas	Business Center	scanner	1	scanner	30	30	
1.12	Public Areas	Business Center	fax machine	1	unit	100	100	
1.12	Public Areas	Business Center	Friends of the Library sale area, book trucks	1	area	100	100	
Business Center Total							314	
1.16	Public Areas	Public Access Computers	computer workstations, sitdown	18	computer	35	630	
1.16	Public Areas	Public Access Computers	computer with assistive technology	1	computer	40	40	
1.16	Public Areas	Public Access Computers	catalog workstation	1	catalog	35	35	
1.16	Public Areas	Public Access Computers	networked printer/print release station	1	printer	24	24	
1.16	Public Areas	Public Access Computers	perch with moveable service desk	1	unit	70	70	
Public Access Computers Total							799	
1.18	Public Areas	New Materials	shelving for rental books (66")				12	
1.18	Public Areas	New Materials	shelving for new English adult books (66")				60	
1.18	Public Areas	New Materials	shelving for new Spanish adult books (66")				12	
1.18	Public Areas	New Materials	shelving for new adult DVDs (66")				12	
New Materials Total							96	

Detail

Porterville Public Library Program

Code	General Area	Specific Area	Description	Qty	Unit	SF/Unit	SF
1.20	Public Areas	Media	shelving for adult English DVDs (66")				312
1.20	Public Areas	Media	shelving for adult Spanish DVDs (66")				36
Media Total							348
2.02	Adult Services	Adult Fiction	shelving for adult English fiction (66")				480
2.02	Adult Services	Adult Fiction	shelving for adult English genre fiction (66")				240
2.02	Adult Services	Adult Fiction	shelving for adult Spanish fiction (66")				72
2.02	Adult Services	Adult Fiction	online catalog @ stack end	2	catalog	16	32
2.02	Adult Services	Adult Fiction	lounge seats (12)	12	seats	35	420
2.02	Adult Services	Adult Fiction	occasional tables @lounge chairs	12	table		0
2.02	Adult Services	Adult Fiction	1 person table (16)	16	seats	25	400
2.02	Adult Services	Adult Fiction	2 person table (8)	16	seats	25	400
Adult Fiction Total							2,044
2.04	Adult Services	Adult Nonfiction	shelving for adult English biography (66")				432
2.04	Adult Services	Adult Nonfiction	shelving for adult English nonfiction (66")				480
2.04	Adult Services	Adult Nonfiction	shelving for Spanish NF, biography (66")				60
2.04	Adult Services	Adult Nonfiction	shelving for local history (66")				48
2.04	Adult Services	Adult Nonfiction	digital microfiche/microfilm reader	1	unit	35	35
2.04	Adult Services	Adult Nonfiction	display case, glass enclosed, wall mounted (6' w x 2' deep)	1	unit	30	30
2.04	Adult Services	Adult Nonfiction	online catalog @ stack end	2	catalog	16	32
2.04	Adult Services	Adult Nonfiction	lounge seats (12)	12	seats	35	420
2.04	Adult Services	Adult Nonfiction	occasional tables @lounge chairs	12	table		0
2.04	Adult Services	Adult Nonfiction	1 person table (18)	18	seats	25	450
2.04	Adult Services	Adult Nonfiction	2 person table (10)	20	seats	25	500
2.04	Adult Services	Adult Nonfiction	4 person table (2)	8	seats	25	200
Adult Nonfiction Total							2,687
2.06	Adult Services	Large Print	shelving for English large print (66")				216
Large Print Total							216
2.08	Adult Services	Quiet Reading Area	shelving for newspapers, free pubs. (66")				12
2.08	Adult Services	Quiet Reading Area	lounge seats	14	seats	35	490
2.08	Adult Services	Quiet Reading Area	occasional tables @lounge chairs	14	table		0
2.08	Adult Services	Quiet Reading Area	1 person table (20)	20	seats	25	500
Quiet Reading Area Total							1,002
2.10	Adult Services	Adult Learning Center	workstation for literacy coordinator	1	wkstn	64	64
2.10	Adult Services	Adult Learning Center	workstation for literacy volunteer	1	wkstn	50	50
2.10	Adult Services	Adult Learning Center	shelving for ALC collection (66")				48
2.10	Adult Services	Adult Learning Center	storage cabinets for ALC materials (3' wide x 1.5' deep)	5	cabinet	14	70
2.10	Adult Services	Adult Learning Center	2 person table (6)	12	seats	25	300
Adult Learning Center Total							532
3.02	Youth Services	Family Space	area for play/interactive feature	1	space	100	100
3.02	Youth Services	Family Space	cabinet for puzzle and toy storage	1	unit	15	15
3.02	Youth Services	Family Space	stroller parking	4	strollers	6	24
3.02	Youth Services	Family Space	shelving for easy English board books				192
3.02	Youth Services	Family Space	shelving for English picture books (45")				624
3.02	Youth Services	Family Space	shelving for Easy 1-2-3, A-B-C, Holiday, Caldecotts				156
3.02	Youth Services	Family Space	shelving for easy Spanish board books				60
3.02	Youth Services	Family Space	shelving for Spanish picture books (45")				624
3.02	Youth Services	Family Space	shelving for Easy!! Can Read (45")				312
3.02	Youth Services	Family Space	sit-down early learning station	4	computer	25	100
3.02	Youth Services	Family Space	lounge seats (12)	12	seats	35	420
3.02	Youth Services	Family Space	occasional tables @lounge chairs				0
3.02	Youth Services	Family Space	4 place round toddler table (2)	8	seats	15	120

Detail

Porterville Public Library Program

Code	General Area	Specific Area	Description	Qty	Unit	SF/Unit	SF
Family Space Total							2,747
3.04	Youth Services	Family Restroom	family restroom	GSF			IN GSF
Family Restroom Total							0
3.06	Youth Services	Mother's Room	Nursing/lactation room	1	room	100	100
Mother's Room Total							100
3.08	Youth Services	Children's Library	perch with moveable service desk	1	unit	70	70
3.08	Youth Services	Children's Library	display case, glass enclosed, wall mounted (6' w x 2' deep)	2	unit	30	60
3.08	Youth Services	Children's Library	art installation	1	unit	100	100
3.08	Youth Services	Children's Library	shelving for juvenile rental books				12
3.08	Youth Services	Children's Library	shelving for juvenile Eng. new books (66")				84
3.08	Youth Services	Children's Library	shelving for juvenile Span. new books (66")				36
3.08	Youth Services	Children's Library	shelving for juvenile Eng. Fiction (66")				708
3.08	Youth Services	Children's Library	shelving for juvenile Span. fiction (66")				144
3.08	Youth Services	Children's Library	shelving for juvenile graphic novels (66")				108
3.08	Youth Services	Children's Library	shelving for juvenile Eng. nonfiction (66")				756
3.08	Youth Services	Children's Library	shelving for juvenile Span. nonfiction (66")				372
3.08	Youth Services	Children's Library	shelving for juvenile Eng. biography (66")				36
3.08	Youth Services	Children's Library	shelving for juvenile Span. biography (66")				24
3.08	Youth Services	Children's Library	shelving for juvenile DVDs (66")				36
3.08	Youth Services	Children's Library	computer workstations, sitdown	4	wkstn	35	140
3.08	Youth Services	Children's Library	online catalog @ stack end	2	catalog	6	12
3.08	Youth Services	Children's Library	self check machine	1	machine	10	10
3.08	Youth Services	Children's Library	lounge seats (8)	8	seats	35	280
3.08	Youth Services	Children's Library	occasional tables @ lounge chairs				0
3.08	Youth Services	Children's Library	1 person table (6)	6	seats	25	150
3.08	Youth Services	Children's Library	2 person table (11)	22	seats	25	550
3.08	Youth Services	Children's Library	4 person table (6)	24	seats	25	600
Children's Library Total							4,288
3.10	Youth Services	Teenspace	shelving for new books, rentals (66")				12
3.10	Youth Services	Teenspace	shelving for YA fiction (66")				120
3.10	Youth Services	Teenspace	shelving for YA graphic novels (66")				108
3.10	Youth Services	Teenspace	shelving for YA nonfiction, biography (66")				36
3.10	Youth Services	Teenspace	lounge seats (12)	12	seats	35	420
3.10	Youth Services	Teenspace	1 person table (8)	8	seats	25	200
3.10	Youth Services	Teenspace	2 person table (4)	8	seats	25	200
3.10	Youth Services	Teenspace	4 person table (4)	16	seats	25	400
3.10	Youth Services	Teenspace	computer workstations, sitdown	4	wkstn	35	140
3.10	Youth Services	Teenspace	online catalog @ stack end	2	catalog	16	32
Teenspace Total							1,668
4.02	Meeting Areas	Small Study Room A (2 seat)	1 - 2 person study/meeting room	2	seats	40	80
Small Study Room A (2 seat) Total							80
4.04	Meeting Areas	Small Study Room B (2 seat)	1 - 2 person study/meeting room	2	seats	40	80
Small Study Room B (2 seat) Total							80
4.06	Meeting Areas	Small Study Room C (2 seat)	1 - 2 person study/meeting room	2	seats	40	80
Small Study Room C (2 seat) Total							80
4.08	Meeting Areas	Small Study Room D (2 seat)	1 - 2 person study/meeting room	2	seats	40	80
Small Study Room D (2 seat) Total							80
4.10	Meeting Areas	Small Study Room E (4 seat)	4 person study/meeting room	4	seats	30	120
Small Study Room E (4 seat) Total							120
4.12	Meeting Areas	Small Study Room F (4 seat)	4 person study/meeting room	4	seats	30	120
Small Study Room F (4 seat) Total							120
4.14	Meeting Areas	10 - 12 Person Meeting Room	10 - 12 person meeting room	12	seats	25	300
4.14	Meeting Areas	10 - 12 Person Meeting Room	digital projector, ceiling mounted	1	unit	0	0

Detail

Porterville Public Library Program

Code	General Area	Specific Area	Description	Qty	Unit	SF/Unit	SF
4.14	Meeting Areas	10 - 12 Person Meeting Room	large screen video monitors, wall mounted	3	monitor	0	0
10 - 12 Person Meeting Room Total							300
4.16	Meeting Areas	Dividable 150 Person Meeting Room	150 person meeting room, dividable into three rooms	150	seats	15	2,250
4.16	Meeting Areas	Dividable 150 Person Meeting Room	large screen video monitor, wall mounted	3	monitor	0	0
4.16	Meeting Areas	Dividable 150 Person Meeting Room	digital projector, ceiling mounted	3	unit	0	0
4.16	Meeting Areas	Dividable 150 Person Meeting Room	podium	1	podium	6	6
4.16	Meeting Areas	Dividable 150 Person Meeting Room	A/V rack	1	unit	10	10
4.16	Meeting Areas	Dividable 150 Person Meeting Room	kitchenettes for all three sections	3	kitchenette	40	120
Dividable 150 Person Meeting Room Total							2,386
4.18	Meeting Areas	Meeting Room Storage	chair dollies	8	dollies	7	56
4.18	Meeting Areas	Meeting Room Storage	space for tables (nesting)	20	table	6	120
4.18	Meeting Areas	Meeting Room Storage	unassigned square footage	1	space	224	224
Meeting Room Storage Total							400
4.20	Meeting Areas	Creation Space	counter, 12' x 2' with cabinets above, below	1	counter	60	60
4.20	Meeting Areas	Creation Space	4 person tables (5)	20	seats	25	500
4.20	Meeting Areas	Creation Space	flat screen monitor, wall mounted	1	monitor	0	0
4.20	Meeting Areas	Creation Space	laptop storage/recharging station	1	unit	12	12
4.20	Meeting Areas	Creation Space	mobile A/V cart	1	cart	10	10
Creation Space Total							582
4.22	Meeting Areas	Media Lab	computer stations	4	wkstn	35	140
4.22	Meeting Areas	Media Lab	counter, 12' x 2' with equipment	1	counter	60	60
Media Lab Total							200
4.24	Meeting Areas	Learning Kitchen	commercial/teaching kitchen (burners, convection ovens, grill top, walk in refrigerator, reach-in refrigerators, freezer drawer, ice maker, scullery, large classroom prep table)	1	kitchen	1050	1,050
4.24	Meeting Areas	Learning Kitchen	high stainless steel work tables for class participants (6)	24	seats	18	432
Learning Kitchen Total							1,482
5.02	Staff Areas	Library Director's Office	desk, computer workstation, printer, file cabinet, table with four chairs	1	office	200	200
Library Director's Office Total							200
5.04	Staff Areas	Library Supervisor 2 Office	desk, computer workstation, printer, file cabinet, guest chair	1	office	100	100
Library Supervisor 2 Office Total							100
5.06	Staff Areas	Library Supervisor 1 Office	desk, computer workstation, printer, file cabinet, guest chair	1	office	100	100
Library Supervisor 1 Office Total							100
5.10	Staff Areas	Staff Workstations	workstation for IT/outreach coordinator	1	wkstn	100	100
5.10	Staff Areas	Staff Workstations	workstation for adult services coordinator	1	wkstn	64	64
5.10	Staff Areas	Staff Workstations	workstations for part time staff	6	wkstn	64	384
Staff Workstations Total							548
5.14	Staff Areas	Technical Services	workstation for tech services coordinator	1	wkstn	64	64
5.14	Staff Areas	Technical Services	workstation for tech services volunteer	1	wkstn	50	50
5.14	Staff Areas	Technical Services	work table	4	seats	30	120
5.14	Staff Areas	Technical Services	work counter, 12' x 2', with double sink, cabinets above and below	1	counter	60	60
5.14	Staff Areas	Technical Services	supply cabinet	1	cabinet	20	20
5.14	Staff Areas	Technical Services	shelving, 88" for in-process materials	3	section	12	36
5.14	Staff Areas	Technical Services	shelving, 88" for withdrawn materials	1	section	12	12
5.14	Staff Areas	Technical Services	shelving, 88" for donated materials	2	section	12	24
5.14	Staff Areas	Technical Services	shelving, 88" for processing supplies	4	section	12	48
5.14	Staff Areas	Technical Services	lateral file cabinets	2	cabinet	15	30

Detail

Porterville Public Library Program

Code	General Area	Specific Area	Description	Qty	Unit	SF/Unit	SF
5.14	Staff Areas	Technical Services	copy machine, standard	1	unit	64	64
5.14	Staff Areas	Technical Services	laminator	1	machine	12	12
5.14	Staff Areas	Technical Services	paper cutter	1	unit	12	12
5.14	Staff Areas	Technical Services	book truck parking	4	trucks	8	32
5.14	Staff Areas	Technical Services	trash and recycling bins	2	container	6	12
5.14	Staff Areas	Technical Services	clear space for deliveries 10' x 10'	1	space	100	100
Technical Services Total							696
5.16	Staff Areas	Youth Services	workstation for youth services coordinator	1	wkstn	64	64
5.16	Staff Areas	Youth Services	workstation for Ellison die-cutting machine, laminator, storage	1	wkstn	64	64
5.16	Staff Areas	Youth Services	volunteer work table	4	seats	30	120
5.16	Staff Areas	Youth Services	shelving for programming props, storytime collection, supplies (88")	2	unit	12	24
5.16	Staff Areas	Youth Services	vertical file cabinet	2	cabinet	8	16
5.16	Staff Areas	Youth Services	stackable washer and dryer	1	unit	18	18
5.16	Staff Areas	Youth Services	mobile A/V cart	3	cart	10	30
5.16	Staff Areas	Youth Services	book trucks	4	trucks	6	24
5.16	Staff Areas	Youth Services	paper dolly	1	unit	25	25
5.16	Staff Areas	Youth Services	trash and recycling bins	2	container	6	12
5.16	Staff Areas	Youth Services	clear space for temporary storage 10' x 10'	1	space	100	100
Youth Services Total							497
5.20	Staff Areas	Circulation	workstation for circulation coordinator	1	wkstn	64	64
5.20	Staff Areas	Circulation	mail and delivery sorting counter, 6' x 3'	1	counter	30	30
5.20	Staff Areas	Circulation	interlibrary loan counter, 6' x 3'	1	counter	30	30
5.20	Staff Areas	Circulation	lateral file cabinet	1	cabinet	15	15
5.20	Staff Areas	Circulation	supply cabinet	1	cabinet	20	20
5.20	Staff Areas	Circulation	delivery crates (5 stacks, 12"x 18")	1	space	58	58
5.20	Staff Areas	Circulation	book truck parking	8	trucks	6	48
5.20	Staff Areas	Circulation	shelving, 88" for snags, problem materials, supplies	2	section	12	24
5.20	Staff Areas	Circulation	wall safe	1	safe	4	4
5.20	Staff Areas	Circulation	hand truck	1	trucks	3	3
5.20	Staff Areas	Circulation	materials return slot	1	space	6	6
5.20	Staff Areas	Circulation	large check in bins	2	unit	10	20
5.20	Staff Areas	Circulation	laptop storage/recharging station	2	unit	12	24
5.20	Staff Areas	Circulation	trash and recycling bins	2	container	6	12
5.20	Staff Areas	Circulation	delivery space, 10' x 10'	1	space	100	100
Circulation Total							458
5.22	Staff Areas	Staff Lounge	lockers, half height, 2 per stack	4	unit	5	20
5.22	Staff Areas	Staff Lounge	coat closet, 6' x 3'	1	closet	30	30
5.22	Staff Areas	Staff Lounge	work counter, 8' x 2', with double sink, dishwasher, cabinets above	1	counter	40	40
5.22	Staff Areas	Staff Lounge	microwave oven, on counter	1	unit	0	0
5.22	Staff Areas	Staff Lounge	refrigerator, full size	1	unit	20	20
5.22	Staff Areas	Staff Lounge	bulletin board, wall mounted	1	unit	0	0
5.22	Staff Areas	Staff Lounge	trash and recycling bins	2	container	4	8
5.22	Staff Areas	Staff Lounge	2 person couch	1	unit	30	30
5.22	Staff Areas	Staff Lounge	lounge seats	2	seats	35	70
5.22	Staff Areas	Staff Lounge	4 person tables (2)	8	seats	30	240
Staff Lounge Total							458
5.24	Staff Areas	Wellness Room	wellness room with recliner, mini-fridge	1	room	100	100
Wellness Room Total							100
5.26	Staff Areas	Staff Restrooms	staff restrooms	GSF	restroom		IN GSF
Staff Restrooms Total							0

Detail

Porterville Public Library Program

Code	General Area	Specific Area	Description	Qty	Unit	SF/Unit	SF
6.02	Support Areas	Storage and Supply Room	room for general supplies and storage	1	room	400	400
Storage and Supply Room Total							400
6.04	Support Areas	Janitorial Closet	shelving for supplies (88")	2	unit	12	24
6.04	Support Areas	Janitorial Closet	mop sink, with mop storage	1	space	25	25
Janitorial Closet Total							49
6.06	Support Areas	Telecommunications Room	equipment for wired and wireless networks	1	space	100	100
Telecommunications Room Total							100
7.02	Outdoor Areas	Outside seating	outside seating area	GSF	area		IN GSF
Outside seating Total							0
7.04	Outdoor Areas	Outside programming area	outside classroom/programming area	GSF	area		IN GSF
Outside programming area Total							0
7.06	Outdoor Areas	Garden	garden	GSF	area		IN GSF
Garden Total							0
7.08	Outdoor Areas	Vendor Area	space for food vendors	GSF	area		IN GSF
Vendor Area Total							0
Grand Total							27,718

Shelving

Porterville Public Library Program

Assumes 12 SF/single sided shelf, standard shelving is 3' x 1'												
General Area	Specific Area	Description	Materials Count	% on Shelf	Items Shelved	Storage Type	Items / LF	Total shelves	No of		Section Type	SF
									Shelves or Items	Sections Needed		
Public Areas	New Materials	shelving for rental books (66")	20	50%	10	Shelf	1	3	4	1	Single Sided	12
Public Areas	New Materials	shelving for new English adult books (66")	400	65%	260	Shelf	4	22	4	5	Single Sided	60
Public Areas	New Materials	shelving for new Spanish adult books (66")	51	65%	33	Shelf	4	3	4	1	Single Sided	12
Public Areas	New Materials	shelving for new adult DVDs (66")	245	65%	159	Shelf	15	4	5	1	Single Sided	12
Public Areas	Media	shelving for adult English DVDs (66")	9,000	65%	5,850	Shelf	15	130	5	26	Single Sided	312
Public Areas	Media	shelving for adult Spanish DVDs (66")	900	65%	585	Shelf	15	13	5	3	Single Sided	36
Public Areas Total												444
Adult Services	Adult Fiction	shelving for adult English fiction (66")	5,500	70%	3,850	Shelf	8	160	4	40	Single Sided	480
Adult Services	Adult Fiction	shelving for adult English genre fiction (66")	2,800	70%	1,960	Shelf	8	82	4	20	Single Sided	240
Adult Services	Adult Fiction	shelving for adult Spanish fiction (66")	1,000	70%	700	Shelf	8	29	5	6	Single Sided	72
Adult Services	Adult Nonfiction	shelving for adult English biography (66")	5,000	70%	3,500	Shelf	8	146	4	36	Single Sided	432
Adult Services	Adult Nonfiction	shelving for adult English nonfiction (66")	5,500	70%	3,850	Shelf	8	160	4	40	Single Sided	480
Adult Services	Adult Nonfiction	shelving for Spanish NF, biography (66")	1,050	70%	735	Shelf	10	25	5	5	Single Sided	60
Adult Services	Adult Nonfiction	shelving for local history (66")	500	85%	425	Shelf	8	18	4	4	Single Sided	48
Adult Services	Large Print	shelving for English large print (66")	2,500	70%	1,750	Shelf	8	73	4	18	Single Sided	216
Adult Services	Quiet Reading Area	shelving for newspapers, free pubs. (66")	16	100%	16	Shelf	2	3	4	1	Single Sided	12
Adult Services	Adult Learning Cent	shelving for ALC collection (66")	600	70%	420	Shelf	8	18	4	4	Single Sided	48
Adult Services Total												2,088
Youth Services	Family Space	shelving for easy English board books	2,000	70%	1,400	Shelf	10	47	3	16	Single Sided	192
Youth Services	Family Space	shelving for English picture books (45")	10,000	70%	7,000	Shelf	15	156	3	52	Single Sided	624
Youth Services	Family Space	shelving for Easy 1-2-3, A-B-C, Holiday, Caldecotts	2,100	85%	1,785	Shelf	15	40	3	13	Single Sided	156
Youth Services	Family Space	shelving for easy Spanish board books	600	70%	420	Shelf	10	14	3	5	Single Sided	60
Youth Services	Family Space	shelving for Spanish picture books (45")	10,000	70%	7,000	Shelf	15	156	3	52	Single Sided	624
Youth Services	Family Space	shelving for Easy!! Can Read (45")	5,000	70%	3,500	Shelf	15	78	3	26	Single Sided	312
Youth Services	Children's Library	shelving for juvenile rental books	30	50%	15	Shelf	2	3	3	1	Single Sided	12
Youth Services	Children's Library	shelving for juvenile Eng. new books (66")	1,000	65%	650	Shelf	8	27	4	7	Single Sided	84
Youth Services	Children's Library	shelving for juvenile Span. new books (66")	447	65%	291	Shelf	8	12	4	3	Single Sided	36
Youth Services	Children's Library	shelving for juvenile Eng. Fiction (66")	10,100	70%	7,070	Shelf	10	236	4	59	Single Sided	708
Youth Services	Children's Library	shelving for juvenile Span. fiction (66")	2,000	70%	1,400	Shelf	10	47	4	12	Single Sided	144
Youth Services	Children's Library	shelving for juvenile graphic novels (66")	1,500	70%	1,050	Shelf	10	35	4	9	Single Sided	108
Youth Services	Children's Library	shelving for juvenile Eng. nonfiction (66")	10,000	75%	7,500	Shelf	10	250	4	63	Single Sided	756
Youth Services	Children's Library	shelving for juvenile Span. nonfiction (66")	5,000	75%	3,750	Shelf	10	125	4	31	Single Sided	372
Youth Services	Children's Library	shelving for juvenile Eng. biography (66")	500	75%	375	Shelf	10	13	4	3	Single Sided	36
Youth Services	Children's Library	shelving for juvenile Span. biography (66")	300	75%	225	Shelf	10	8	4	2	Single Sided	24
Youth Services	Children's Library	shelving for juvenile DVDs (66")	1,128	65%	733	Shelf	15	16	5	3	Single Sided	36
Youth Services	Teenspace	shelving for new books, rentals (66")	90	65%	59	Shelf	4	5	4	1	Single Sided	12
Youth Services	Teenspace	shelving for YA fiction (66")	1,500	65%	975	Shelf	8	41	4	10	Single Sided	120
Youth Services	Teenspace	shelving for YA graphic novels (66")	1,500	75%	1,125	Shelf	10	38	4	9	Single Sided	108
Youth Services	Teenspace	shelving for YA nonfiction, biography (66")	550	75%	413	Shelf	10	14	5	3	Single Sided	36
Youth Services Total												4,560
Grand Total												7,092

Seating

Porterville Public Library Program

Code	General Area	Specific Area	Description	No of				
				Tables	Qty	Unit	SF/Unit	SF
1.02	Public Areas	Lobby	2 person bench (2' x 6')		2	bench	13	26
1.04	Public Areas	Café	4 person circular café tables (3)		12	seats	21	252
Public Areas Total					14			278
2.02	Adult Services	Adult Fiction	lounge seats (12)		12	seats	35	420
2.02	Adult Services	Adult Fiction	1 person table (16)	16	16	seats	25	400
2.02	Adult Services	Adult Fiction	2 person table (8)	8	16	seats	25	400
2.04	Adult Services	Adult Nonfiction	lounge seats (12)		12	seats	35	420
2.04	Adult Services	Adult Nonfiction	1 person table (18)	18	18	seats	25	450
2.04	Adult Services	Adult Nonfiction	2 person table (10)	10	20	seats	25	500
2.04	Adult Services	Adult Nonfiction	4 person table (2)	2	8	seats	25	200
2.08	Adult Services	Quiet Reading Area	lounge seats		14	seats	35	490
2.08	Adult Services	Quiet Reading Area	1 person table (20)	20	20	seats	25	500
2.10	Adult Services	Adult Learning Center	2 person table (6)	6	12	seats	25	300
Adult Services Total					148			4,080
3.02	Youth Services	Family Space	lounge seats (12)		12	seats	35	420
3.02	Youth Services	Family Space	4 place round toddler table (2)	2	8	seats	15	120
3.08	Youth Services	Children's Library	lounge seats (8)		8	seats	35	280
3.08	Youth Services	Children's Library	1 person table (6)	6	6	seats	25	150
3.08	Youth Services	Children's Library	2 person table (11)	11	22	seats	25	550
3.08	Youth Services	Children's Library	4 person table (6)	6	24	seats	25	600
3.10	Youth Services	Teenspace	lounge seats (12)		12	seats	35	420
3.10	Youth Services	Teenspace	1 person table (8)	8	8	seats	25	200
3.10	Youth Services	Teenspace	2 person table (4)	4	8	seats	25	200
3.10	Youth Services	Teenspace	4 person table (4)	4	16	seats	25	400
Youth Services Total					124			3,340
4.02	Meeting Areas	Small Study Room A (2 seat)	1 - 2 person study/meeting room	1	2	seats	40	80
4.04	Meeting Areas	Small Study Room B (2 seat)	1 - 2 person study/meeting room	1	2	seats	40	80
4.06	Meeting Areas	Small Study Room C (2 seat)	1 - 2 person study/meeting room	1	2	seats	40	80
4.08	Meeting Areas	Small Study Room D (2 seat)	1 - 2 person study/meeting room	1	2	seats	40	80
4.10	Meeting Areas	Small Study Room E (4 seat)	4 person study/meeting room	1	4	seats	30	120
4.12	Meeting Areas	Small Study Room F (4 seat)	4 person study/meeting room	1	4	seats	30	120
4.14	Meeting Areas	10 - 12 Person Meeting Room	10 - 12 person meeting room		12	seats	25	300
4.16	Meeting Areas	Dividable 150 Person Meeting Room	150 person meeting room, dividable into three rooms		150	seats	15	2,250
4.20	Meeting Areas	Creation Space	4 person tables (5)		20	seats	25	500
4.24	Meeting Areas	Learning Kitchen	high stainless steel work tables for class participants (6)		24	seats	18	432
Meeting Areas Total					222			4,042
Grand Total					508			11,740

Computers and Technology

Porterville Public Library Program

Code	General Area	Specific Area	Description	Qty	Unit	SF/Unit	SF
1.10	Public Areas	Express Checkout	self check machines	3	machine	10	30
1.16	Public Areas	Public Access Computers	computer workstations, sitdown	18	computer	35	630
1.16	Public Areas	Public Access Computers	computer with assistive technology	1	computer	40	40
1.16	Public Areas	Public Access Computers	catalog workstation	1	catalog	35	35
1.16	Public Areas	Public Access Computers	networked printer/print release station	1	printer	24	24
Public Areas Total							759
2.02	Adult Services	Adult Fiction	online catalog @ stack end	2	catalog	16	32
2.04	Adult Services	Adult Nonfiction	digital microfiche/microfilm reader	1	unit	35	35
2.04	Adult Services	Adult Nonfiction	online catalog @ stack end	2	catalog	16	32
Adult Services Total							99
3.02	Youth Services	Family Space	sit-down early learning station	4	computer	25	100
3.08	Youth Services	Children's Library	computer workstations, sitdown	4	wkstn	35	140
3.08	Youth Services	Children's Library	online catalog @ stack end	2	catalog	6	12
3.08	Youth Services	Children's Library	self check machine	1	machine	10	10
3.10	Youth Services	Teenspace	computer workstations, sitdown	4	wkstn	35	140
3.10	Youth Services	Teenspace	online catalog @ stack end	2	catalog	16	32
Youth Services Total							434
4.22	Meeting Areas	Media Lab	computer stations	4	wkstn	35	140
Meeting Areas Total							140
Grand Total							1,432

Collections

The community needs access to a well-balanced collection in both print and digital media formats. Adequate shelving capacity is needed to support a balanced physical collection, so that materials can be shelved and displayed for convenient browsing. Shelving capacity needs to allow shelves to be kept 20% to 25% clear, so that there is readily available shelving space for incoming materials. The various collections of the library need to be shelved in appropriate locations within the overall space, clearly identified and easily found, and at heights appropriate to their target audiences.

As the assessment's community survey indicates, while downloadable audio and video are strongly preferred over physical media (such as DVDs and CD audiobooks), community use of e-books complements but has not replaced use of books. Therefore, maintaining a robust and well-weeded print collection should remain a priority. In the future, when the demand for physical media may diminish, shelving dedicated to these materials in the current program may be redeployed for other purposes.

The shelving plan for the new library includes capacity for 100,427 physical items, which will be augmented by over 1 million downloadable resources offered directly by the library or through its participation in the San Joaquin Valley Library System.

To maintain desirable sightlines, accessibility and aesthetics, this plan recommends a maximum shelf height of 66" for adult, media and young adult and children's materials. Formulas used to calculate needed 66" shelving for these materials assume the bottom shelf is empty; alternatively, 60" shelves could be installed for same square footage but without the empty bottom shelf. Picture and board books will be housed in 45" high shelves.

Proposed collection areas include the following:

- *New Materials*: rental books, new adult books in English and Spanish, and new adult DVDs in English and Spanish
- *Media*: DVDs in English and Spanish
- *Adult Fiction*: Adult fiction in English and Spanish
- *Adult Nonfiction*: Adult nonfiction in English and Spanish, local history collection, digital microfiche/microfilm reader
- *Large Print*: Adult large print
- *Adult Learning Center*: materials for the library's tutoring and ESL programs
- *Teenspace*: Young adult new books and rentals, fiction, graphic novels, nonfiction, and biography (all in English)
- *Children's Library*: Juvenile new books, fiction and nonfiction and biography in English and Spanish, graphic novels in English
- *Family Space*: picture and board books, easy readers

The *Shelving* spreadsheet for the Porterville Public Library program provides detailed information about the size of each area of the library's collection and the variables used to create a square foot estimate (such as percentage of items on the shelf and items per linear foot). Consistent with the library's philosophy of service, English and Spanish language materials of the same type are co-located in the same areas of the library.

Computers and Technology

Carson Block's separate technology assessment document provides an extensive and detailed overview of the new Porterville Public Library's technology requirements. The library program focuses on aspects of technology that have square footage implications, which are listed in the *Computers and Technology* spreadsheet of the program.

This program recommends fixed-location computers be distributed in the following way:

- *Public Access Computers*: 20 computer workstations (with internet access) for adult and general use, including 1 equipped with assistive technology, and one catalog workstation
- *Teenspace*: four computer workstations (with internet access)
- *Children's Library*: four computer workstations (with internet access)
- *Family Space*: four early learning stations
- *Media Lab*: 4 computer workstations
- Eight stack end online catalogs, distributed among various collection areas

In addition, this program assumes that the library will provide laptops or other computing devices (such as Chromebooks) for checkout.

The program also includes three self-check machines in the express checkout area, and one self-check machine in the children's library. The plan's business center includes a copy machine, fax, and scanner for public use.

Seating

In a library facility, it is as important to provide space for people to use the building, as it is to provide space to house and display the collection. The preschool/family area needs chair seating for toddlers and their parents or caregivers. The children's area should offer distinct seating areas for individual school aged children who need to do homework or quietly read.

Teens in particular need a designated area with age-appropriate furniture. The design of the space should not only send a message that they are welcome at the library but should also create a buffer, both physical and psychological, between this gregarious age group and other library visitors. Adults need both table seating and lounge chairs for quiet reading of books and periodicals as well as concentrated work at a laptop. All seats should be adjacent to electrical power, with outlets located safely out of circulation paths.

The desire for improved seating was frequently expressed by both survey and focus group participants. Both high school and college students requested quiet space to support their learning efforts. In the library program, the broad desire for dedicated quiet space is addressed in a designated Quiet Reading Area.

Overall, this plan recommends a variety of seating options to offer appropriate work/study, collaboration and reading space for the community. These including lounge seating, 1 person tables, 2 person tables and 4 person tables. The distribution of this seating is detailed in the *Seating* spreadsheet of the program. Overall, the program offers 288 seats, or just over 4 seats/1000 people, which is within best practice range for an independent public library serving a population of Porterville's size. The location of these seats is detailed in the *Seating* spreadsheet of the library program.

In addition, this program provides additional capacity for small meeting rooms and larger programming spaces, which will substantially increase possibilities for patrons to gather, study and learn at the library.

Special Features/Service Areas

The program includes several amenities that were prioritized by community members in the information gathering process. These include:

- *Firefighters Memorial* to honor those who lost their lives defending the previous library
- *Library Cafe*, with seating for 12 and capacity for an outside vendor to provide drinks and snacks
- *Business Center* offering capacity for copying, faxing, and scanning
- *Friends of the Library Sales Area* (in Business Center)
- *Adult Learning Center*, with space for the staff coordinator, a volunteer, literacy collection, storage for program materials and six two-person tables for one-on-one tutoring
- *Quiet Reading Area*, offering access to newspapers, fourteen lounge seats and twenty one-person tables

Youth Areas

Survey and focus group participants were consistent in expressing their desire for vibrant and dynamic areas to serve the age-specific interests of children and teens. Therefore, the program divides services to those 18 and under into three areas:

- *Family Space*, an area geared towards pre-K children and their parents/caregivers. In addition to holding the library's collection of picture books, board books and Easy! I Can Read books, this portion of the library includes a play area, stroller parking, lounge

seating, toddler tables and four sit down early learning stations. Adjacent to the Family Space are a Family Restroom and a Mother's Room for nursing/lactating women.

- *Children's Library*, an area serving school age children. This area features books and media for this age group, four computer workstations, table and lounge seating, and a display case.
- *Teenspace*, an area intended for teenagers. This area includes the young adult collection of books and media, four computer workstations, and table and lounge seating, including four four-person tables that can be temporarily combined for programming.

Small Meeting Rooms

As the survey results indicate, small meeting rooms are an amenity greatly desired by both adults and teens. Patrons desire privacy and quiet for activities such as tutoring, one-on-one discussions and collaboration and virtual meetings. This program recommends the addition of six small meeting rooms: four 1 – 2 person rooms and two 3 – 4 person rooms. The program also includes a 10 – 12-person meeting room for larger gatherings.

Programming and Event Space

Library programs are a basic library service that complements the collection, attracts new users and provides the community with needed information on many topics. Dedicated space within the library is needed to provide an appropriate, accessible venue for these events, with seating to accommodate different groups of people. The primary programming space needs to be flexible and multipurpose, with built-in media projection equipment, adjustable lighting, a kitchen, and table and chair storage. Additionally, programming areas designed for activities provide efficient and dynamic opportunities for enrichment.

Survey and focus group participants expressed a wide range of interests with respect to the kinds of activities they would like to engage in at the library. High interest activities included arts and crafts programs, homework help, storytimes, and help with basic computer skills and applications. When asked about makerspace options of greatest interest to them, survey respondents most frequently chose high tech (3D printers, etc.), media (audio/video) and papercrafts. Focus group participants also repeatedly brought up interest in leveraging the community's agricultural heritage to provide programming that addresses food insecurity, enhances cooking skills and/or provides job training in the culinary field.

In consideration of all these factors, the following programming spaces are recommended for the Porterville Public Library:

- *Dividable 150 Person Meeting Room*: Equipped with moveable partitions/sound barrier that will divide the room into three spaces, this room will host the library's largest gatherings and programs. Each of the three sections of the meeting includes a flat screen monitor and projector as well as a small kitchenette to support craft programs

and refreshment service. An adjacent storage room holds chair dollies and nesting tables.

- *Creation Space*: Envisioned as a place to explore high tech makerspace activities, this room incorporates seating for 20 people at five tables, counter space for equipment, a flat screen monitor and a laptop storage/recharging station. The consultants recommend that prior to the construction of the facility, that the library conduct further research to determine the most desirable components of this makerspace.
- *Media Lab*: To address high community interest in exploring audio and video, this room includes four computer workstations as well as space for a variety of equipment appropriate to audio/video production. As with the Creation Space, the consultants recommend that prior to the construction of the facility, that the library conduct further research to determine the most desirable components of this makerspace.
- *Teaching Kitchen*: Based on the groundbreaking Culinary Literacy Center at the Free Library of Philadelphia, this space provides opportunities to teach cooking skills and provide job training in the culinary arts. In addition to a full-scale commercial/teaching kitchen, this space includes worktables for 24 participants. As with the makerspaces described above, the consultants recommend that the library conduct further research to determine the most desirable components of this area, and to identify potential community partnerships to support it.

Staff and Volunteer Areas

The proposed library program includes the following areas for staff and volunteer activities:

- *Service Desk*: a two-person central service desk combining reference and circulation
- *Public Access Computers*: a moveable perch/service desk
- *Adult Learning Center*: workstations for literacy coordinator and literacy volunteer
- *Children's Library*: a moveable perch/service desk
- *Administrative Staff*: three enclosed offices for library staff: one for the library director (with a table and four chairs for small staff meetings) and two for library supervisors (with guest chairs)
- *General Staff Area*: workstations for IT/outreach coordinator (new position) and adult services coordinator, and six stations for part-time staff
- *Technical Services*: workstations for technical services coordinator, volunteer, shelving, worktables, and equipment for materials cataloging and processing
- *Youth Services*: workstation for youth services coordinator, volunteer worktable, shelving, supplies and equipment for youth services activities
- *Circulation*: workstation for circulation coordinator, shelving, storage, equipment, and areas for circulation activities
- *Staff Support*: A staff lounge with kitchen and seating for ten, a wellness room and staff restrooms
- *Operational Support*: a storage and supply room, janitorial closet, telecommunications room

Outdoor Areas

Given the warm Porterville climate and the community's affinity for outdoor activities, it is not surprising that many survey and focus group participants expressed interest in incorporating outside spaces into the plan for the new library outside library. Though outside of the scope of the library program (which focuses on what is included inside the facility walls), the program includes placeholders for outdoor seating areas, an outside classroom/programming area and a garden. As the project progresses, the consultants recommend that the library gather additional input from the community to gauge interest in outside amenities, which present a wonderful opportunity to connect community members with their unique locale.

Conclusion

The sudden loss of the Porterville Public Library in early 2020 has underscored the critical importance of the library to the well-being of its communities. Since the destruction of the library affected people of all ages from all walks of life, its rebirth will be a pivotal moment in the history of Porterville. Anticipating what will happen when the new library opens, a community member said, *"We will feel whole again. We'll feel complete again. Right now, you can tell something is missing."*

After a year when a deadly virus has upended daily life across the world, the critical services that the public library provides are needed more than ever. Designed with maximum flexibility to adapt to whatever the future holds, the new Porterville Public Library will continue to provide learning opportunities, access to timely and accurate information and the ability to connect residents with their community.

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