



---

## Summary

### The Cloud: Enhanced Electronics Areas



- 1: Many Demands, but Much Overlap
  - 2: Computers provide myriad possibilities from single access points
  - 3: Single access points only serve single users
  - 4: Single users will need to circulate their work
  - 5: Library will need single users to share access points
  - 6: Library and users will need to accommodate each other
  7. No surprises here, the historical paradigm remains constant
  8. If current trends continue, users likely to increasingly treat computers as "libraries within the library"
  9. Users will attach library-centric expectations to library computers
  - 10: Likely that EEA zones will in some respect serve as library microcosms
-

General User Community
Spaces:
Designated
Quiet
Friendly
Catered
Up-to-date
Green
Progressive
Accessible
Ease-of-Use
Life-Affirming
Enlightening
Experientially-Aware

- Most represented in "Facility"-centric concerns
- No fuss, no muss. Reliable simplicity and security.
- Low Stress and Stress-Reduction are key.
- Aesthetics, privacy, and flexibility.
- Community and lifestyle support.
- All users may also be General Users

### Characterizing examples:

“ “ Aim for the best in architectural design Name library after an individual in the community  
 Art deco architectural style for new building

More book discussion clubs – dedicated topics **Free parking**  
 Library tree in building

**Incorporate best practices in County** Pedestrian and bicycle bridge to library from nearby streets

Larger collection of everything (much support for this) **Coffee bar / Internet Café** Play area in Children's Area

**Living things in the building – fish tank, hamster cage – make it greener and more educational**

Great Seneca School – make library like this – pay attention to landscape, make the grounds greener  
 Usable green area and use it for teaching children

**Digital literacy initiative – collections to support this** **Copy machines** Better lighting for reading

Multiple spaces which work together – different kinds of seating Roof top garden

**Drive thru book drop** **Good signs including digital signs drawing attention to the library**

Speaker/writer series Improve Library website to make it easier / clearer to navigate

**Stress green space, including garden and landscaping (much support for this)**

Add shelves in bathroom area for putting materials aside before entering restroom and/or stalls

**Bulletin boards (community happenings)**

Environmental materials collection to support theme of green building

More space for everything More display space for new materials

Historical photos of Silver Spring **More space for programs, especially children's**

Self-contained children's area

Good parking – parking close enough; handicap spaces – Nearby parking.

**Ambient natural light**

Public phones

**Bicycle parking – security of parking a bicycle**

Library staff to provide better responses to book suggestions made by customers

Good for education and recreation – improve the lot – attractive, magnetic; works for most possible  
 Homey atmosphere; use current facility as adjunct for additional services

**Talking Books – good lighting;**

**Energy efficient**

Local history collection

Questions regarding security cameras; don't want security cameras – Big Brother

**Existing 'Post Office' mural should be preserved**

Huge parking lot – free

**Green setting**

Staff faces the entrance and is visible/accessible

Bulletin boards easy to see when entering

**Better/bigger bathrooms**

Increase Volume of books on tape collection

Ability to lock your personal laptop for short periods of time

**More computers**

” ”

<b>Arts Community</b>
Print
Traditional Photography
Weaving
Sculpture & Clay
Illustration & Painting
Electronic Media:
Digital Photo & Imaging
Video & Film
Production Space
Display Space
Production Equipment
Training & Education

- Also represented in "Facility"-centric concerns, but with focus on production and display.
- Vested interest in skill building and self-promotion.
- Technical need for specialized equipment.
- Open-ended creative production implies long-term use, off-peak hours.
- Mix of general interactive skills sharing and non-interactive art production.
- Potential transition or crossover to business user if artistic intent becomes commercial.
- Creatives disinclined towards "institutional" environments, desire inspirational workspaces.

**Characterizing examples:**

“

Performance space for musical events (using same space as lecture hall above)

Need Photoshop and related software/hardware

Spaces for artist displays – gallery, plus throughout library

**Ambient natural light**

Viewing rooms for local documentaries

Writing workshops

**Display cases**

Digital platforms and resources community does not have

**Art collection – how to create – collections should reflect art focus – fiction and nonfiction**

Glass display cases

**Expand and work with Pyramid Atlantic**

”

<b>Business Community</b>
Office Equipment
Hardware
Software
Supplies
Job Training
Skills Training
Opportunities Finding:
Jobs
Careers
Markets
Promotional Materials
Communications technology
Workspace/Meeting Space

- Also represented in "Facility"-centric concerns, but with focus on productivity and concrete goals.
- Vested interest in reliable info and info services.
- Vested interest in skill building and self-promotion.
- Grounded, straightforward targets.
- Finite objectives may mean that business users do not return when personal goals appear met.
- Strong focus on networking and connectivity.

**Characterizing examples:**

“

**Quiet area for using laptops**

Meeting rooms

Financial literacy workshops

Business emphasis

**Business incubator space**

**Business resources, mostly for small business**

Wireless everywhere

Space for business, professional and academic people to work

Public phones

**Internet café**

**Copy machines**

Computers where people can work in teams together

**Need lots of library meeting space and program space**

Develop service for businesses – possible Business Reading Rm and targetted on-line resources

”

<b>Assisted Living Community</b>
Assisted Living Equipment
Caregiver knowledge
Self-care knowledge
Assisted Access
Assisted Communication
Designated use space
Parent-Child Care

- Represented in "Facility"-centric concerns, but with focus on access and materials organization.
- Personal need for specialized equipment.
- Healthcare, lifestyle needs may range from very general to very specific.
- Users both caregivers and cared-for.
- User demographic potentially very extended, from childcare to eldercare, temporary patient to lifelong need.

**Characterizing examples:**

“

Pedestrian and bicycle bridge to library from nearby streets

Usuable green area and use it for teaching children

**Outreach and programs for elderly**

Benches for individuals waiting at key points such as near building entrances, elevators & restrooms

**Talking Books**

Play area in Children's Area

Space for children to read and where interaction between children and caregivers is promoted

Children's programs – multiple hours and times of week

Duplicate playground next door to current library somehow in the new facility

**Good parking – parking close enough; handicap spaces – Nearby parking.**

More space for children's activities including programming and Discovery Room

More space for programs, especially children's

**Better/bigger bathrooms**

Improve Library website to make it easier / clearer to navigate

Literacy training for everyone who needs it – part of library program

**Self-contained children's area**

Zoom text for catalog PCs

Literacy development for parents and children

More large print

”

Teens
Media
Entertainment & Gaming
Classwork
Life skills
Social aptitudes
Civic participation
Exploration
Self-actualization

- Buncha brats who oughtta know better.
- Know-nothing hoodlums who will steal you blind the minute your back is turned.
- Obnoxious punks who oughta get a good talking-to, especially those "Skateboard" hooligans who are a bunch of trouble-making gold-brickers, you betchya.
- Those kids are up to something bad, just wait.
- Get offa my lawn or I'm calling the cops!

“

**Characterizing examples:**

Pedestrian and bicycle bridge to library from nearby streets

**Gandhi Brigade – teen directed activities**

**Computers where people can work in teams together**

Bicycle parking – security of parking a bicycle

Special spaces for teens

More graphic novels

**More requests from teens for their advice**

Need headphones

Gaming programs for all ages – bring people together

Teen sponsored programs

”

<b>Patron-Provider Alliance</b>
Feedback & Needs
Subject Areas
Collection building & Acquisitions
Outreach Efforts
Volunteer Support
Facility Access

- A community of cooperation, born of necessity
- Outreach to maintain validity, institutional health
- User enticements and rewards
- Staff recognition and support

**Characterizing examples:**

“

**Staff faces the entrance and is visible/accessible**

Good signs including digital signs drawing attention to the library

Free parking

More space for programs, especially children's

More space for staff and support groups such as Friends

Name library after an individual in the community

**Art deco architectural style for new building**

**Staff**

Work in partnership with Discovery, etc.

Homey atmosphere; use current facility as adjunct for additional services

**Determine basic collections in subject areas**

More book discussion clubs – dedicated topics

Good for education and recreation – improve the lot – attractive, magnetic; works for most possible

Approach local businesses – partnerships and dollar support, especially with collections

**Larger display in fiction areas**

**Award winning design**

Nice materials, pleasing building (much support for this)

Stress green space, including garden and landscaping (much support for this)

Bulletin boards (community happenings)

**Do a user survey**

Incorporate best practices in County

**Garden area – courtyard accessible from library for reading – roof top space would be fine**

Local business will support resources for children and adults\*

**More catalog PCs**

Library staff to provide better responses to book suggestions made by customers

Environmental materials collection to support theme of green building

Customers need feedback and more details on how materials are purchased for system and branch

**Longer hours – at least until 10 p.m. on week days**

”



## **Immigrant Community**

ESL Literacy  
Foreign Language Collections  
Cultural Literacy  
Cultural Support  
Genealogy Interest?  
Transit and Civic Education  
Workskills and Resume Training

- Potentially the user group with the greatest knowledge need, yet greatest impediment, due to communication and cultural difficulties
- Knowledge need extends to cultural information
- Outreach success reaps potentially greater rewards due to existing cohesion within immigrant communities (word-of-mouth)
- Immigrant status may be accompanied by user interest in continuing/renewing/fostering traditions within family/offspring (genealogy, etc.)

### **Characterizing examples:**

“

Mass transit info area

### **Mirror nationalities in the community with collection**

**Expand travel books/resources**

Need Rossetta Stone

Improve Library website to make it easier / clearer to navigate

**Literacy training for everyone who needs it – part of library program**

More international sports info

Larger foreign language collections – Russian, Spanish, African languages, French

”

---

## Academics

Database access  
Research &  
Reference  
Study areas  
Classwork  
materials  
Specialized &  
Technical  
Materials

- Academics with a small "a": all library users are potential learners, students, and researchers.

### Characterizing examples:

“

Area for homework, e.g. group study

More book discussion clubs – dedicated topics

More rooms for tutoring/studying (quiet)

#### Speaker/writer series

More academic environment

More periodicals, especially nonfiction (much support of this)

#### Sloping college-style lecture hall

#### Lexis/Nexis and other research tools

More in the area of history, economics, and general non-fiction

Historical photos of Silver Spring

#### Tutor Room

Indepth science, technology, engineering or better access to these

Local history collection

#### Resources for research – more indepth collections

Improve access to databases

Develop online resources – especially history

#### Literacy development for parents and children

Digital literacy initiative – collections to support this

Programs with local scientific organizations

#### Writing workshops

”