



Library *of the* Future

Study and Strategy

VOLUME 1

Prepared in collaboration with the
Sunnyvale Public Library

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by



ANDERSON BRULÉ ARCHITECTS

For more information about Sunnyvale's Library of the Future, visit

libraryofthefuture.inSunnyvale.com

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Introduction

Process Overview

Methodology

A truly collaborative process yields the most comprehensive solutions which address the aggregate needs, issues, vision and concerns of all stakeholders. To facilitate this collaborative process a Core Team of individuals was established, comprised of key individuals from the Library, as well as the Community Development, Parks and Recreation, Public Works, Finance, and Information Technology departments of the City of Sunnyvale. The team provided the overall leadership and direction for the planning process, and led the development of the Community Needs Assessment, Plan of Service, and Building Program, which in total comprise the Library of the Future Study. The Core Team's charge included:

- Validation of the proposed process and alignment to organizational vision, goals and parameters
- Identification of process participants, to include staff, stakeholders and the community
- Development of an outreach plan, which identified the most appropriate time within the process to seek input and feedback in 'defining the problem' as well as when to provide conceptual solutions
- Ongoing leadership, direction, and course correction as necessary to ensure that the integrity of the process was protected, and that the process supported achievement of goals and objectives

The Community Needs Assessment was built upon years of public input regarding expectations and desires for the Sunnyvale Public Library. Approved by Council in 2003, the Library Sub-element of the General Plan outlines what the community wants from its Library through 2013. This planning horizon looks to 2030, as planning normally projects at least twenty years out, and time is needed to account for the process and implementation duration.

Extensive outreach to the community, analysis of current services and exploration into best practices created the basis for the identified needs. Multiple opportunities for participation included focus groups, key informant interviews, community forums, and the opportunity to obtain information and provide comment through the Web site libraryofthefuture.inSunnyvale.com. Over 375 people participated in interviews and meetings between July of 2005 and October of 2006, with an additional 80 comments received from the Web site.

Once the Study is completed, the Core Team will embark upon development of Scenarios with Council, who will eventually select a Preferred Scenario to complete the Library of the Future Strategy and realize the vision of the community.

Appropriate processes allow for strategic conversation, deep listening, productive conflict, and foster insightful input into the future library. Input, synthesized with best practices and future foresight, facilitates the development of recommendations for future library services in Sunnyvale.

Introduction

Process Overview

Core Team Members

Deborah Barrow - *Director of Libraries, City of Sunnyvale*
 Mary Bradley - *Director of Finance, City of Sunnyvale*
 Marilyn Crane - *Manager of Information Technology, City of Sunnyvale*
 Susan Denniston - *Administrative Librarian Public Services, City of Sunnyvale*
 Christine Dostad - *Supervising Librarian, Coll. Development / Acquisitions, City of Sunnyvale*
 Ellen Giarrizzo - *Library Circulation Manager, City of Sunnyvale*
 Larry Iaquinto - *Superintendent of Facilities Services, City of Sunnyvale*
 Sue Kaplan - *Librarian, Self-Directed Work Team Leader, City of Sunnyvale*
 Marvin Rose - *Director of Public Works, City of Sunnyvale*
 Barbara Keegan - *Asst. Dir. Public Works/City Engineer, City of Sunnyvale*
 Jennie Shain - *Parks and Recreation Manager, City of Sunnyvale*
 Dave Lewis - *Director of Parks and Recreation, City of Sunnyvale*
 Patricia Lord - *Community Resource Manager, City of Sunnyvale*
 Bob Paternoster - *Director of Community Development, City of Sunnyvale*
 Marsha Pollak - *Supervising Lib., Technical Services and Cataloging, City of Sunnyvale*
 Trudi Ryan - *Planning Officer, City of Sunnyvale*
 Steve Sloan - *Administrative Librarian Support Services, City of Sunnyvale*
 Nathan Truitt - *Community Outreach Coordinator, City of Sunnyvale*
 Betsy Wachter - *Supervising Librarian, Children's Services, City of Sunnyvale*

Stakeholders, Community and Staff Process Map

Please refer to the Appendix, Volume 2, for a list of all process participants.

The following page includes a process map for the planning effort. An overview of the entire scope demonstrates the flow of activities to produce the Library of the Future Study and Strategy. The process map organizes inter-related activities, performed by different groups involved in the master planning process.

- The left-most 'column' represents groups of participants
- The bar along the top that runs from left to right represents the logical sequencing of activities over time that will ultimately result in a Library Facilities Master Plan
- The boxes in the body of the process map represent specific activities and their interrelationships, all designed to achieve a coherent flow of data gathering, information development and analysis, exploration and discovery, and ultimately informed decision-making

Existing Square Footage

The Study contains a discrepancy in the existing building square footage. The anecdotal assumption, reported to the California State Library (CSL) in 2004/05, was 60,000 s.f. The City was able to confirm the existing area as 60,800 s.f. The confirmed square footage was used to develop the operational cost model, but the Core Team chose to retain 60,000 s.f. elsewhere in the document due to statistical comparisons made throughout the document based upon the CSL data.

Introduction

