Main Library Renovation
Public Forum #2 Summary
Huntington Room, Main Library, 325 N Michigan St., Toledo
Wednesday, May 30, 2018
6:00 – 8:00 pm

Meeting Overview
On Wednesday, May 30, 2018, the Toledo Lucas County Public Library (TLCPL) hosted the second in a series of three public forums to discuss the renovation of Main Library. Over 35 people attended, with roughly one-quarter of participants indicating (through a show of hands) that they had attended the first public forum on May 2, 2018. About three-quarters of the participants indicated that they regularly use Library branches, and the remaining indicated that they regularly use Main Library. Local media were also in attendance.

The purpose of the meeting was to build on feedback received from the staff and public at the kick-off on May 2nd meetings, including a detailed review and discussion of the Library’s draft plan for accommodating customers during the temporary closure and ideas to animate new Library spaces. The meeting agenda is included as Attachment A, and the presentation materials delivered are available on the TLCPL website.

This meeting summary is structured to reflect the main areas of discussion and provide highlights of the following:

I. Opening Remarks from TLCPL Director Clyde Scoles;
II. Key Points from TLCPL’s Renovation Presentation;
III. Questions of Clarification & Comments;
IV. TLCPL’s Presentation on Animating the Four New Spaces;
V. Feedback Received at Each Station Discussing the New Spaces; and
VI. Next Steps.

Khly Lamparero and Nicole Swerhun, third party facilitators with Swerhun Facilitation, facilitated the meeting and prepared this meeting summary. It captures the perspectives and feedback shared at the meeting and is not intended to serve as a verbatim transcript. This meeting summary was subject to participant review before being finalized.
I. Opening Remarks from TLCPL Director Clyde Scoles

Clyde Scoles, TLCPL Director, opened the meeting by thanking participants for attending the meeting and providing remarks to address some of the key questions being raised regarding the renovation.

Why is Main Library is renovating?
- It has been almost 20 years since the last major renovation of Main Library, and there is a need to transform the underutilized spaces to better meet the needs of the community. This need was identified through the TLCPL 10-year Master Facilities Plan which considered feedback from customers and staff, and thorough analysis of the statistics and trends in other libraries around the country.
- The Library is investing and expanding our ability to share technology, as a school outside of school, and provide technology not only to access content, but also to create content. The Library also wants to create more spaces for individuals and groups to collaborate in co-working spaces. These investments and spaces are critical to fostering and supporting the revitalization of Toledo.
- The Library is an important third space to people and we want to continue providing this third space to the community.

How much will the renovation cost?
- As a publicly funded community asset, the Library leadership takes its financial responsibilities very seriously. TLCPL borrowed a municipal bond of $25 million to allow the Library to do the changes needed to improve its facilities. The Main Library renovations will cost $10 million, and the additional $15 million is being used to build the new Mott branch and renovate the Sylvania branch.

Why is Main Library closing temporarily during the renovation?
- The Library leadership did not want to close Main Library during renovations, but we are convinced closing is the right decision for the following reasons: it significantly lowers costs and saves up to $2 million; it reduces the length of construction from 18-24 months to 10-12 months; the Library is able to put forward an attractive bid package to contractors, especially in a highly competitive construction market in northwestern Ohio; and it addresses potential safety concerns.
- The Library will continue to provide a rich collection to its customers, and is committed to respecting and protecting the architectural integrity of the building, particularly the Vitrolite murals, throughout the renovation.

Mr. Scoles introduced Nicole Swerhun as the meeting facilitator. Nicole, who also helped develop TLCPL’s 2016-2020 Strategic Plan, explained that:

- Her firm works exclusively for governments, public agencies, and publicly-funded institutions like TLCPL and their role is to help better connect them to the constituencies they serve. The Swerhun team doesn’t advocate for any particular outcome of the projects they work on; our role is to help get information flowing between those involved and to help facilitate constructive discussion. The Swerhun team will write a summary of the feedback received and will share that draft with all participants for their review prior to finalizing the summary, similar to the process done in the first meeting.
- This is the second of three staff meetings that will be held between early May and the end of June focused on the renovation, and that each meeting will build on the information and feedback shared at the previous meeting.
II. Key Points from TLCPL’s Renovation Presentation

Jason Kucsma, TLCPL Deputy Director and Meg Delaney, Main Library Manager gave an overview presentation of the Main Library renovation plans informed by the feedback shared by staff and the public during the meetings on May 2. The following points highlight key elements from their presentations.

Updates since the last meeting

1. **TLCPL reiterates the importance of the Library as a third space, and this factors into how the Library thinks about renovating its facilities.**

2. **The renovation of Main Library has an important contribution to make to the revitalization happening in downtown Toledo.** Our 10-year Master Facilities Plan gave us a snapshot of the needs, priorities and anecdotal data of how people use the space. We know that moving the café and the Friends of the Library Gift Shop upstairs and bringing back the Gallery, creates an experience that will draw people to Main Library, which supports the Library’s contribution to downtown as a destination for residents and visitors.

3. **The Children’s Library will not be renovated and has been removed from the renovation plans.** With the extensive planning involved in renovating the garage level and the first floor, we thought that we were not able to give the Children’s Library the planning time it deserves, so we decide on putting the Children’s Library renovation on hold. Renovating the Children’s Library will also need outside funding to do the renovations, which we currently do not have. Putting the renovation of the Children’s Library on hold does not change the cost of the renovation.

4. **The renovation process is guided by a number of core principles, including,** preserving the architectural features of the building; responding to community needs; making responsible use of funding by prioritizing what needs to be renovated; committing to our financial responsibility as a public institution; creating a flexible footprint that will allow the Library to adapt to changing community needs in the next 10-30 years; exploring new partnerships with community organizations; minimizing disruptions in downtown by having a shorter construction timeline; and ensuring the safety of the public and staff.

Draft plans for accommodating customers during temporary closure

**Accessing Collections and Services**

- **The Library intends to provide continual access to its collection.** There will be staff available in Main Library during renovation, and access to materials, including reference materials, will be available by request, ideally within 24 hours. Access to the Local History will be available by appointment. We’re still working on the details on how we’re going to provide access to the building during renovation and scheduling appointments, but we are considering scheduling appointments from Monday-Saturday, and one night a week.

- **Nearby library branches will have extended hours of operation during Main Library closure.** The Locke and South branches will be open on Saturdays from 9:00 am – 5:30 pm; and the Kent and West Toledo branches will be open on Sundays from 12:00 – 5:00 pm.
• **Business services will be relocated to Heatherdowns branch** because of its current hours (it’s a 7-day branch), its location, ample parking, and the space it has within the library to accommodate some materials coming from Main Library. The materials that will be moved to Heatherdowns include small business computers, the Grantsmanship computer, US Patent and Trademark Office materials, and passport service. Also, there will be another passport service agency once the Sylvania branch opens.

**Working with Community Partners to Continue Services**

• **The Library is working with a number of community partners to continue supporting the needs of the community**, including: the Toledo Public Schools to continue the Library’s presence and outreach to the community; the Children’s Hunger Alliance to continue providing meals in downtown; and TARTA to help library customers go to other library branches during closure. The Library has also been meeting with the Coalition of Cherry Street Mission, Mental Health & Recovery Services Board, Toledo Police Department and Lucas County Sheriff every other week to work out a plan for downtown residents focusing on housing (e.g. determining a process where people can get housing quickly), outreach and place (e.g. determining where we can locate computers with internet access so people can use it on a daily basis). The Library is still working out the details of these plans with community partners, and there are partners working to survey customers to better understand their needs.

• **The team of people who have been surveying library customers will set up an information table, possibly in the Central Court, to serve as a resource for customers to learn about the Library renovation plans.** Customers can have one-on-one conversations with this team to talk about resources available in the Downtown that can help meet their needs, as well as plans for continuing to provide the Library’s services during closure. This team will be available to customers beginning in August, before Library closing, and continuing for several weeks after the temporary closure.

**Informing the Public and Staff about the Closure**

• **The Library is considering multiple ways to promote the services available to customers during the temporary closure.** It includes promoting through: posters, brochures, bookmarks, large banners, as well as through radio, print and TV. The Library will also count on the community to help share the word.

**III. Questions of Clarification & Comments**

Following the presentation, participants asked questions of clarification regarding the presentation. Response from TLCPL leadership, where provided, is noted in *italics*.

**Local History**

1. As the historian for the Mud Hens, I need regular access to the local newspaper and microfilm. At the last meeting I heard about the Library’s plan to provide access to Local History by appointment and I haven’t heard anything new in your presentation today. I’m not confident that I will get access to the collection when I need it. *We’re thinking that Local History would be accessible on a schedule that looks something like this: 9am-5:30pm on all weekdays, except Wednesdays which would be Noon-9pm. Saturdays could be 9am-5:30pm. Just because customers need to call to access Local History doesn’t necessarily mean that they’ll need to wait to get that access. If you call and say you need to access Local History in 10 minutes, we should be able to accommodate*
The reasons we want customers to make an appointment is because we want to get customers into the building safely. We will need to meet you downstairs, get you up to Local History, and bring you back down safely.

2. How far in advance will one need to make an appointment to access Local History, and how will you inform the public of this access? We want to give as many people as much access as possible in as reasonable a time frame as we can manage. We very likely will be able to provide access very quickly – even a phone call 10 minutes in advance should be able to work. And we agree on the need to let people know about how the process works – we will do broad outreach to support this.

The participant suggested that the Library broadly publicize the fact that Local History will remain open, and suggested that the outreach happen through: genealogical societies (like TAGS, the Toledo Area Genealogical Society), the Polish Genealogy Society, etc. It was suggested that a librarian from Main Library’s Local History department could talk to these genealogical societies and inform them on how they can access the collections during the temporary closure. The participant also suggested to create a handout to inform people how to make an appointment, including the contact information and how far in advance the appointment need to be made.

3. I have been doing genealogy for over 40 years. When I first started, I went from the old lobby directly by elevator to the third floor. Why are appointments necessary – why can’t access to that elevator just be open all the time? Potentially with a special card? We need to require appointments because access will only be provided to Local History customers and all customers will need to be accompanied (for safety reasons).

4. Fort Wayne has a huge library and they moved their whole genealogy department to another building during renovations so it never shut down. Why can’t Toledo Library do the same? We did that when we did the 2001 Addition and we moved the genealogy department to Point Place. For this renovation we are able to continue to provide access by appointment.

Communications

5. In Grand Rapids, they post a lot of art on windows of establishments. I suggest that you survey establishments downtown that will allow the Library to use their window space to post information about the Library’s plans during renovation to increase the public’s awareness.

Transportation

6. Will it be possible to create a special library pass to show TARTA to help customers save money from paying fare when travelling to other library branches? We’re currently having those conversations with TARTA.

Clean and Dry Spaces

7. Is there any alternative for people who come to Main Library to have a dry place to be? We’ve been working with Dan Rogers from Cherry Street Mission, and we’re very close in finalizing our plan. There is an opportunity to move a number of computers and have some sort of lending library in the Revitalization Center’s library. This is an option for people looking for a safe, dry place.
Collections, materials, and technology moving to Library branches

8. Will reference materials that are temporarily moved from Main Library to branches be available for check out? The reference materials will not be available for checkout. They will only be available for use in the library.

9. Please consider moving the art and architectural journals and magazines to the Kent branch because it is the closest branch to Main Library and the Toledo Museum of Art, it has a large parking lot, and it is accessible by TARTA. For the same reasons, consider having the New York Times available at Kent.

10. At this time, only the Main Library allows people to borrow a telescope – will another branch let adults and kids to borrow telescopes? If so, can it be Kent? And Reynolds Corners? All the technology in Main Library will go to branches during temporary closure.

11. Will there be more computers and copy machines at local libraries? Computers from Main Library will go to branches that need technology upgrades. We will look at which branches people gravitate towards and how many people use them to determine where the computers will go. We also have a Master Plan for facilities, which includes a technology plan, and that gives us a roadmap to identify which branches need their technology updated.

Library Collection

12. How will the renovation impact the print collection? The print collection will be smaller. We have better data than we’ve had before which enables us to figure out the materials that no one is using. Minimizing the print collection gives us the ability to make better use of the space. While the print collections will be smaller, the impact to customers should be neutral because we have access to materials from other public libraries and academic libraries in Ohio typically within 24-48 hours. This approach to sharing collections helps libraries be good stewards of public funds.

13. Who will determine what books go, and is there any possibility that an ordinary citizen can get onto this committee to inform the decisions? Those decisions are made by our Library staff. Our process involves a lot of people, including subject experts, rare book librarians, and a number of guides and resources that help us determine the shape of the collections. Since 2010, we’ve developed a scope statement which looks at how collections are used and the areas where we have really broad and deep subject expertise. Those concepts guide our collection management decisions. Some collections will grow, some will shrink and some stay the same.

14. I’m friends with several English teachers and they have concerns that books that important books that are not frequently requested (e.g. because they’re not best sellers now) will no longer be available. For example, will there be a copy of classics like Moby Dick and Jane Eyre still available? Yes, there will still be access to these books. Our subject experts will make sure that important books remain in the library or are available through other libraries.
Renovation cost

15. Last time you said that the renovation will cost $10 million, but the Children’s Library is out so why is the renovation still going to cost $10 million? *The Children’s Library has never been included in the $10 million renovation cost because we have always known that we would need to raise the money to fund the renovation of the Children’s Library.*

16. The Library doesn’t seem to need much renovation. I don’t understand why this system is spending $10 million to renovate the building. The new plans almost make it look like a convention center, instead of a library.

IV. TLCPL’s Presentation on Animating the Four New Spaces

Following the questions of clarification, Jason gave a quick presentation on animating the four new spaces that will be added after the renovation. The following points highlight the key elements from his presentation.

- There will be four new spaces added after the renovation, including the Large Community Meeting Space, Civic Commons, Ignite/Create, and Do/Work Space. The names for the spaces are only temporary and are provided to represent what the space is trying to achieve. The Library is open to suggestions on how we can change those names.

- Outlined below are the vision statements in *italics* and draft design plans the Library has developed for the following new spaces:

1. **Large Community Meeting Space** - *To create a highly visible, accessible space for a wide range of community conversations and activities.* The current Huntington Room will become the new gallery, moving the large meeting space to the end of the Library’s first floor. This space will include retractable glass walls to allow for transparency, flexibility, and the possibility of holding more than one event simultaneously.

2. **Civic Commons** – *To create an intentional, embedded, unmissable space to highlight the creativity of our community.* This space will include lower ceilings to make the space more intimate that can accommodate 50 people for events like poetry reading.

3. **Ignite/Create** – *To blend education, workforce development and entertainment in a space tailored to the needs and expectations of teens and twenty-somethings.* This space will include a maker activity, gaming, audio and green editing studio. It will also include a drop-in learning and tutorial on features in the maker space to show that the maker space is not just about cool, shiny things, but can actually teach new skills and create possibilities for people to get jobs.

4. **Do/Work Space** – *To create a flexible space with more access (before/after hours) to grow the businesses and organizations that will be at the heart of greater Toledo’s future.* This space will have two community spaces. One will be a community boardroom where organizations can have meetings, and the other will be a collaboration space that will have whiteboards and moveable furniture to give organizations flexibility to set-up on a short-term or medium-term basis. There will be access to the space 2 hours before and after regular hours of operation using a security keypad to give people access to the space for longer hours. Obtaining access to the space could be done through an application process.
V. Feedback Received at Each Station Discussing the New Spaces

Following the presentation, participants were asked to use the worksheet to provide feedback on animating the four new spaces. Participants were then encouraged to go to the four stations representing the four new spaces to ask questions, and provide their comments and suggestions on animating each new space. Participant feedback shared at each station and written feedback on worksheets have been organized by station and by theme below.

Large Community Meeting Space

Design of the space
● Ensure that the acoustics of the enclosed room will not produce an echo.
● Install sound proofing to prevent sound from disrupting the adjacent space.
● Provide flexibility of use in the space.
● Create one large meeting room and two smaller meeting rooms.

Use of the space
● A space to host job fairs.

Other
● Explain rationale for creating more meeting rooms, whether it is created due to local demand or a national trend in libraries.
● Allow customer to access screens and projectors.

Civic Commons

Content included in the space
● Place collections in the book shelves that complement the content of the community partner using the space.
● Create a list of social services available in the community like the Northwest Ohio Food Council, Adult Protective Services, etc.
● Display information about community resources including, but not limited to, foster parent resource, children’s services, urban gardening, and resources for immigrants like English as a Second Language (ESL) classes.

Use of the space
● A resource center managed by either community partners or the Library.
● A space to hold Read for Literacy events.
● A space to hold book reading or podcasts recording.

Other questions / comments
● Explain how the Library decides what collections are displayed in this space.
● Set-up a behind the scenes tour of the newly renovated Library.
Ignite / Create

Design of the space
● Provide a cleaning space and install a big sink to clean painting materials.

Services offered in the space
● Coaches for teens preparing for the ACT test.
● Support services for teen entrepreneurs, including HR and marketing support, and management best practices.

Use of the space
● Multi-generational use of the space should be encouraged starting from teens to seniors.
● Develop a partnership with Toledo School for the Arts to use the space as an after-school place for kids.
● A space to host a youth group and activities like a gala, music concert and movie night for young adults.
● A space to hold programs hosted by The Arts Commission.
● A space for people to paint. Canvas and paint should be made available.
● Allow younger kids to use the gaming room.

Do / Work Space

Policies for the space
● Review policies on how organizations and individuals are allowed to use the space (e.g. qualifications, rules and exemptions).
● The Library should work with young people in creating policies to enable teens access to the space.

Services offered in the space
● Financial literacy training to help people transition off social assistance, as well as from renting to home buying. Help change people’s mindset to foster more sustainable thinking and contribution to the community.
● Free training and support for people who want to start a business.
● Resource to connect interns to entrepreneurs.

Use of the space
● Meeting space for organizations or individuals who are having a hard time finding a space to use like the Coalition of Community Workers, youth groups, immigrant entrepreneurs, teens starting a business, students.
● A space to host Small Business Development Center (SBDC) and SCORE’s client meetings.
● A space supporting collaborations with University of Toledo’s Launch Pad Program, Minority Business Development Center and Minority Business Assistance Center.
• A space to host in-person workshops led by the Ohio Business Gateway Licensing Department and Lucas County business taxation department to make information more accessible and understandable, especially for customers who are confused with the information posted online and shared by the telephone.
• A space to for teaching knitting and crochet classes.

Other Suggestions

• Identify communities and their methods of communication, and connect with them to improve promotion of the Library’s plans and services to the community.

VI. Next Steps

Nicole Swerhun thanked participants and committed to sharing the meeting summary to participants in draft for review before finalizing. The third and final public forum will be held on Thursday, June 28, 2018 where a hard copy of the Library’s most recent plan for accommodating customers during Main Library’s temporary closure will be shared.

Jason Kucsma thanked participants for attending the public forum and giving the Library a chance to share their plans. The plans may not be completely finalized by the next meeting, but the Library will have a better idea of the final renovation plans based on the feedback participants have shared with us. The Library appreciates all the feedback that was shared as it is an important part of the renovation process.
AGENDA

The purpose of meeting #2 is to:

- Have a detailed review and discussion of the Library’s Draft Plan for accommodating users during the temporary closure (as informed by feedback shared during the first Staff and Public meetings on May 2, 2018); and
- Present and continue to seek feedback on ideas to animate new Library spaces (based on opportunities identified during the first Staff and Public meetings on May 2, 2018).

6:00 Welcome
Clyde Scoles, Director, Toledo Lucas County Public Library

6:05 Introductions & Agenda Review
Nicole Swerhun, Third-Party Facilitator, Swerhun Inc.

6:10 Renovation Planning Update & Draft Plans for Temporary Closure
Jason Kucsma, Deputy Director, TLCPL
Meg Delaney, Main Library Manager, TLCPL

6:25 Questions of Clarification

6:35 Facilitated Discussion
Is there anything missing from the Draft Proposed Plan for the Temporary Closure that you would like the Library team to consider?

7:10 Overview of Opportunities to Animate New Spaces
Jason Kucsma, Deputy Director, TLCPL
Meg Delaney, Main Library Manager, TLCPL

7:20 Discussion Stations
Do you have any thoughts or suggestions on the animation ideas to date for the new spaces? New ideas you would like to see considered?

1. MAIN FLOOR – Large Community Meeting Space
2. MAIN FLOOR – Civic Commons
3. MAIN FLOOR – Ignite/Create
4. GARAGE LEVEL – Do/Work Space

7:55 Wrap-Up and next Steps
Jason Kucsma, Deputy Director, TLCPL

8:00 pm Adjourn

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