CHARLES COUNTY PUBLIC LIBRARY FACILITIES MASTER PLAN 2017 – 2037

Charles County Public LIBRARY

May 20, 2017

ACKNOWLEDGEMENTS

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I. INTRODUCTION – SETTING THE STAGE

Today's public libraries anchor community life, centered around principles of learning and exploration that have long been endorsed in the state of Maryland. Libraries draw people together. In the best of circumstances, they are "destinations" – places for the community to gather and connect in a variety of ways. The public library in the 21st century is the most highly-used, publicly-supported service provided in a community, a people-centric space. What we know now and what we continue to learn is what it takes to make public libraries indispensable and irreplaceable in their communities. This evolving knowledge has a direct impact on the future of the Charles County Public Library.

Our analysis begins with an overview of public library trends in the 21st century and then proceeds to look at the Charles County Public Library as it is today and how the County will likely change in terms of population and demographics over the next 20 years. We report on the needs and expectations of residents of the Library's service area as shared in focus groups, stakeholder interviews, town hall meetings and an online customer survey. An assessment of the Library's current state of technology offers observations and recommendations. We provide an assessment and report on the physical integrity of the four library buildings. We conclude with space needs requirements (based on service recommendations) for each existing library for the next 20 years. The space needs requirements form the basis of our recommendations for improving current facilities and demonstrate the need to provide additional ways to deliver library service throughout Charles County.

Our goal was to provide a master facilities plan that addresses the Library's Mission and Vision; a plan that results in spaces where everyone in the community will have opportunities to learn and grow. We also strived to develop a plan that supports the vision outlined in the County's Comprehensive Plan – a county where everyone can grow and prosper, where government services "are provided at the highest level of excellence," and where residents enjoy a quality of life that is second to none.

21ST CENTURY LIBRARY SERVICES

Public library service in the 21st century is about literacy, education, culture, recreation and families. Public libraries are also about economic development and central to core revitalization. They offer individuals a bridge to "cross" economic and technological divides, as well as being a resource for and preserver of local history. As the Charles County Public Library Mission states, they "…create opportunities for the community to engage, discover, and learn."

The public library "industry" has changed significantly over the last fifteen years. The most compelling and continuous change has been the computerization of library operations and services. Computers/technologies have streamlined library operations and functions while enhancing community-wide access to information resources, homework assistance, email, social networking, and work force development services in a 24/7 environment.

Derived from the consultants' experience and a review of the state of public libraries, the following page list the key elements associated with successful public libraries in today's cities and suburbs.

Critical Elements of the Successful 21st Century Public Library

- Customer-focused and driven
- Convenient access to and delivery of services
- The "Place to Meet and Gather" – formally and informally
- Inviting, comfortable, spacious, attractive, colorful and bright facilities
- Functional, flexible and adaptive spaces for all ages
- Core resource for lifelong learning for the entire community
- Fosters literacy and inspires imagination in children from birth to age 5
- Encourages and supports a love of reading and learning for school-age children
- The "happening" place for pre-teens and teens
- Family-focused activities, programs and events
- Engages active adults (55+) through programming, book discussions, and volunteer opportunities
- Collections, in all formats, that are current and responsive to the popular interests of the community
- Up-to-date and plentiful technology access and services (e.g. Wi-Fi, self-service, downloadable e-content, community blogs, streaming video, classes that enhance personal computing skills and "social-networking")
- Building layout & adjacencies that enhance the customer's experience and ease of use
- Maximizes customer satisfaction through new service models and streamlined operations
- Budget and resource allocations driven by service priorities
- Buildings sized to provide the services needed and expected by an ever changing community with more cost effective staffing and operations
- Sustainable buildings that are built to LEED standards
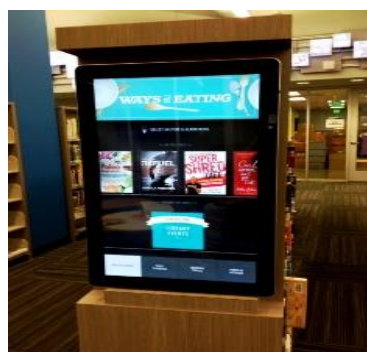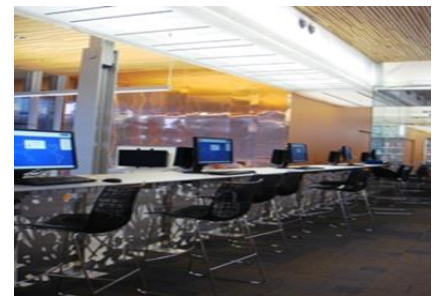
II. CHARLES COUNTY PUBLIC LIBRARY – WHAT WAS LEARNED

PROVIDENCE *Associates*, LLC, a library planning and consulting group, began working with Charles County Public Library in late 2016. Providence contracted with RRMM® Lukmire Architects to assist in the project. Our work focused on the scope identified in the County issued Request for Proposal (RFP) document, which stated that the facilities master plan should "evaluate possibilities for locating buildings in high-traffic, high-population regions" of Charles County and "in appropriate sizes to meet the needs of growing and changing communities." The RFP went on to state that the plan:

> "*shall provide a vision for growing and meeting the challenge to create community centers connecting people and foster economic, civic, and personal growth. It shall provide an outline to explore community partnerships and shared facilities which provide added value and benefits to the public. It shall create a basis for:*

> - *Improving library facilities across [the] County;*
>
> - *Providing adequate space for meeting rooms and programming space at all facilities;*
>
> - *Rebuilding aging infrastructure;*
>
> - *Incorporating advanced technology to reduce operating costs;*
>
> - *Incorporating principles of universal design, as developed and expounded by the Center for Universal Design at North Carolina State University; and*
>
> - *Creating buildings which are energy efficient and environmentally friendly, as measured through the LEED certification program of the U.S. Green Building Council."*

As Providence started our investigation, we brought to the assessment what we know to be the trends and changes in 21st century public library service. Our process of study included consideration of those trends as we:

- reviewed Library usage patterns and comparisons with other peer public libraries
- reviewed of the Library's strategic plan and directions and the Charles County Comprehensive Plan
- developed a demographic profile and population projections for the next 20 years
- mapped current Library usage by individual branch library
- gathered direct input from the community concerning satisfaction with library services and facilities along with suggestions for improvements
- determined the physical condition of the four library facilities, and
- assessed the adequacy of the size of the facilities based on the current and future mix of services and collections.

We began by preparing a demographic profile of Charles County along with population projections for the next twenty years. As the community grows and changes, library services and location of library facilities and service delivery methods need to be responsive to and accessible for all residents. We next describe the greater community's Library experiences and their identification of the Library's strengths, weaknesses and opportunities for improvement and change. This is followed by an assessment of the current state of the Library's technology in terms of functionality, impact on staff, customer convenience, and availability and access.

DEMOGRAPHIC PROFILE

The population of Charles County grew at a robust rate, 22%, between 2000 and 2010. However, the County made significant changes outlined in its 2016 Comprehensive Plan and believes the growth rate will slow to 1% or less in the near future. A 1% growth rate would result in 37,000 new residents by 2040. The community vision presented in the County's Comprehensive Plan is:

> *"… a place where all people thrive and businesses grow and prosper; where the preservation of our heritage and environment is paramount; where government services to its citizens are provided at the highest level of excellence; and where the quality of life is the best in the nation."*

Most of the County's growth will be absorbed by planned communities, such as St. Charles in Waldorf and Heritage Green in La Plata, along with subdivisions with at least preliminary plan approval. The County's Subdivision Code changed in 2013, however, limiting times that projects can maintain approvals – be "in the pipeline" – to 12 years. This change may decrease the number of "pipeline" projects.

With a 2016 estimated population of 157,705, Charles County is split almost equally by gender with female persons comprising 51.8% of the population. The city of Waldorf makes up almost half of the population, with just over 71,000 residents. Approximately one quarter (25%) of the population is under the age of 18.

Charles is a racially diverse county, more diverse than the state of Maryland overall. According to the U.S. Census, White persons (alone, not Hispanic or Latino) make up 43% of the population, as compared to 59.6% for the state; Black alone 45% (30.5% for the state); and Asian (alone) persons 3.4% (Maryland has 6.5% overall). Persons who are Hispanic or Latino are 5.5% of the county.

The median household income in Charles County is $90,607, 22% higher than the state median. Just over 7% of the population lives in poverty. There is a high owner-occupied housing rate of 77.7%, compared to the state owner-occupied housing rate of 66.8%. The median value of the housing units in Charles County is $284,500, which is similar to the state figure.

Residents of Charles County are well educated. Ninety-two percent are high school graduates, and more than 27% have a bachelor's degree or higher. There are educational institutions of all types in the County, including:

Public elementary schools	22
Public middle schools	8
Public high schools	7
Private schools	16
Community colleges	1

The public schools have a robust System-Wide Capital Improvement Plan, which was published in 2014. According to their 10-year facilities report, they will replace La Plata High School in 2017; replace four elementary schools; and build two new elementary schools in Waldorf, one scheduled for 2020 and one for 2023.

The demographics around each of the four branch libraries are discussed below.

BRANCH LIBRARY SERVICE AREAS

Public libraries typically define their service areas in one of two ways. Some look at the amount of time it takes a person to drive to their nearest library; a library's service area may include everyone within a 10-minute drive, for example. Other libraries define their service area by distance, including everyone living within a certain number of miles around the library.

We decided to look at the relative distance between branch libraries. While this method often does not count residents in the most rural areas of the county, it does include the geographic areas with the highest library use.

We secured demographic profiles of each library service area (based on two, four and six-mile rings around each library's street address) from DecisionWhere Inc., a demographic profiling service that we use for the vast majority of our studies and whose data is based upon the same services and data used by state and local planning departments. We then determined the radius that was most appropriate for each of the four Charles County libraries, based on each library's location relative to one another. A description of the demographics of each of the service areas follows, and the full reports from DecisionWhere are included in Appendix A.

Charles County Library staff also determined the number of library card holders in each of the county's zip codes. They then calculated the percentage of residents with library cards in each zip code.

Using this method, we see that the areas with the highest percentage of library cards holders are Marbury (58%); White Plains (57%); Waldorf (zip code 20602 with 53%); and Bryans Road (52%). In the next tier, with library card holders representing 40-49% of residents, are: Waldorf (zip code 20603, 47%); Faulkner (46%); Indian Head (43%); and La Plata (42%). It is not surprising that the areas with the lowest percentage of library card holders are at the county's borders and furthest from a branch library: Mechanicsville (2%) and Benedict (9%).

La Plata Branch Library

We defined the La Plata Branch Library service area using a four-mile ring around the Library's street address. The 2016 estimated population of the area is 17,837. According to DecisionWhere, five percent of the population is under the age of five; 12% is between five and 15 years of age; and 18% are 65 and older. The median age is 43.58.

There are an estimated 6,494 households in the area around La Plata branch, which is an increase of 9.4% from 2010. The average household size is 2.64. The median household income is $102,262.

La Plata Library's service area is racially diverse. Approximately 68% of the population is White, 24.5% is Black, and those of Hispanic origin make up 3.8% of the area population. Looking at level of educational attainment for adults over 25, 28.2% have a high school diploma; 24.6% have some college but do not have a college degree; 8.7% have an Associate's degree; 19.1% have a Bachelor's degree; and 12.5% have a graduate or professional degree. Just under 7% of residents in this area do not have a high school diploma.

Ninety-six percent (96%) of housing units are occupied; 81% are occupied by the owners and 19% by renters. The median home value in the four-mile ring around La Plata Library is $323,062 and the median monthly rent is $1,355.

Potomac Branch Library

Potomac Branch Library in northwestern Charles County has a service area population of 21,144 per U.S. Census estimates for 2016. Those residents are divided into 7,429 households with an average household size of 2.85. The median household income is $103,568.

Children under five years of age make up 6% of the population in this service area. Five to 15 year olds are 14% of the population and 12% of the service area is age 65 and older. With a median age of 40.88, this is a younger service area than the one for the La Plata Branch Library.

Thirty-six point two percent (36.2%) of residents in Potomac Branch Library's service area are White, 54.5% are Black, 3.6% are Asian and 5% are categorized by the U.S. Census Bureau as other/multiple races. Potomac-area residents have a similar level of education as those who live in the La Plata area. Looking at adults over the age of 25, 31.2% have a high school diploma; 26.1% have some college but did not receive a degree; 6.1% have an Associate's degree; 17.9% have a Bachelor's degree; and 11.8% have a graduate or professional degree. Seven percent (7%) do not have a high school diploma.

Married couples make up 73.5% of the service area. Forty-eight percent of those couples have children under the age of 18 living in the household.

There are 7,792 housing units in the Potomac Branch Library service area; 88.6% are owner occupied and 11.4% are renter occupied. The median home value is $282,377 and the median monthly rent is $1,374.

Waldorf West and P.D. Brown Memorial Libraries

Waldorf West and P.D. Brown branch libraries are both in Waldorf and are located just three miles from one another. Waldorf West, however, naturally draws people who might live closer to P.D. Brown as West is a newer library with more resources. For the purposes of this project, we are defining the P.D. Brown service area as a two-mile ring around that library, and the Waldorf West service area as a six-mile ring around its address, understanding that their respective service areas overlap to some degree. In this report we will focus on the distinctions between the two library's service areas.

<u>**Waldorf West**</u>

The six-mile ring around Waldorf West Branch Library has a 2016 population of 95,874. That number represents an 11% increase over the 2010 population, per the U.S. Census. Children under the age of five make up 6.5% of the population; children from five to 15 are 14%; and adults 65 and older are 10% of the service area population. The median age is 38.66, making this the youngest of the library service areas.

There are 38,354 households in the Waldorf service area; the average household size is 2.79. The median household income, $96,473, is the lowest of the three service areas.

The Black population makes up the majority of this service area, 53.9%. Approximately 34.8% of the population is White and 4.6% is Asian; 6.3% is classified by the Census as other or multiple races.

The level of educational attainment in the Waldorf area is similar to the other two library service areas. Twenty-nine point one percent of residents have a high school diploma; 25.7% have some college but

not a degree; 8.2% have an Associate's degree; 18.5% have a Bachelor's degree; and 12% have a graduate or professional degree. Nearly 7% of service area residents have no high school diploma.

There are fewer married couples in the Waldorf area; 69.8% compared with 77.2% in Potomac and 77.3% in the La Plata service area. Fifty percent (50%) of those couples have children.

There are 40,096 housing units in this service area. The median home value is $276,544 and the median rent is $1,440, making this the least expensive of the service areas in terms of housing costs.

P.D. Brown

The P.D. Brown service area has a 2016 population of 29,257. The population breakdown by age is similar to that for Waldorf, though the median age is slightly younger (36.79).

There are 10,999 households in the two-mile ring around P.D. Brown, with an average household size of 2.64. The median household income, however, is $74,333 – more than *$22,000 less* than the median household income in the greater Waldorf area; almost $28,000 less than the median in La Plata and $35,000 less than Potomac.

There are also differences in the educational attainment of individuals in the two mile area immediately around P.D. Brown and the six miles around Waldorf West:

	P.D. Brown	Waldorf West
No high school diploma	9.0%	6.5%
High school diploma	35.7%	29.1%
College, no diploma	24.3%	25.7%
Associate degree	7.1%	8.2%
Bachelor's degree	15.8%	18.5%
Graduate/professional degree	8.2%	12.0%

Clearly, the residents living in a six-mile ring around Waldorf West Library have more education and higher incomes than those living in the two-mile ring around P.D. Brown. It is not surprising that the median home value is lower in the P.D. Brown area, though the rent is fairly comparable.

Mobile Services

The Library's Mobile Services Department brings the Library – books, materials, programs and technology – to those who are unable to visit one of the four branch libraries. The Mobile Services Department consists of a van and the new Mobile Library. The van makes stops at senior centers, daycares and to the homebound, doing story times, home visits and visiting seniors in their rooms; i.e. Library staff takes resources into buildings and homes. The Mobile Library is a full service, 24-foot-long library on wheels, with materials available for checkout, free Wi-Fi, laptops for public use, an outside area for programs and staff assistance. People come on board the Mobile Library to get their resources.

LIBRARY USAGE

Library usage in Charles County has increased with the growth in population. Since 2014, the Library's total customer contacts (circulation + visits + programs) are up 8.3 percent with the greatest increases in the area of circulation of materials. There is a 16.3 percent increase in program attendance.

Chart 1, below, illustrates the usage patterns for the library system.

Chart 1 – System Usage Patterns

Charles County Public Library – Three Year Review of Customer Contacts* (Circulation, Visits, Program Attendance)

	FY2015	FY2016	FY2017*	%Change From 2015
Circulation**	717,646	747,487	893,339	24.5%
Visits	634,200	638,697	568,448	-10.4%
Program Attendance***	26,995	30,801	31,397	16.3%
Total	**1,378,841**	**1,416,985**	**1,493,184**	**8.3%**

 *Prorated from monthly statistics through February 28, 2017
 **The Auto Renewal function began in FY17 and accounts for some portion of the circulation increase.
 ***Does not include "passive" programs (i.e. programs which require little or no effort or money for the
    library's part), with simple set up and little to no staff supervision) and off-site visits

Over the three-year time period of FY15 through FY17, customer contacts in three of the four branch libraries increased:

La Plata	up 19.0 percent
Potomac	up 6.3 percent
Waldorf West	up 17.6 percent

P.D. Brown experienced increases in program attendance (16.6 percent) and circulation (28.2 percent), but a decrease in visits (-44%).

Chart 2, below, illustrates the progression of those changes. The decreases shown for P.D. Brown may be due to the opening and increasing usage of Waldorf West. The other three branches have maintained steady growth in usage over all three areas – visits, circulation and program attendance.

Chart 2 – Branch Usage Patterns

**Charles County Public Library – Three Year Review of Customer Contacts by Branch
(Circulation, Visits, Program Attendance)**

	2015	2016	Percent Change	2017	Percent Change	Percent Change FY15-17
La Plata	252,096	275,947	9.5%	300,030	8.7%	19.0%
P.D. Brown	336,164	331,714	-13.2%	295,598	-10.9%	-12.1%
Potomac	189,491	176,869	-6.7%	201,397	13.9%	6.3%
Waldorf	600,362	632,455	5.3%	706,165	11.7%	17.6%

PEER LIBRARIES

The Consultant also compared the Charles County Library with Maryland library systems in Carroll, Frederick, and Wicomico counties and with the Alexandria Library in Virginia. Through this comparison, we find that Charles County falls behind three of those library systems in *almost every category*. Only Wicomico County has fewer library resources than Charles County, with the exception of library space. Wicomico has 0.12 SF more per capita than Charles County. Charles County would need to add more than 18,000 square feet of library space to reach the level of Wicomico County.

It is especially telling to look at the peer comparisons in light of personal economic data about each of the communities. As Chart 3 shows, Charles County has the highest median household income and the second highest median family income and earnings for workers among the peer communities, yet lags most of the others in operational and capital library support.

Chart 3 – FY2015 Peer Library Comparisons

Source: 2015 Maryland State Department of Education Division of Library Development and Services Public Library Statistics; 2015 Library of Virginia

Income of Workers, Families, Households

Library	Median Earnings for Workers	Median Family Income	Median Household Income	Persons in Poverty	
Alexandria	$52,964	$109,075	$89,134	8.3%	
Carroll	$41,358	$101,208	$85,385	6.2%	
Charles	**$50,155**	**$102,498**	**$90,607**	**7.1%**	
Frederick	$42,044	$ 98,064	$83,700	7.4%	
Wicomico	$27,600	$ 63,231	$52,278	14.7%	

Library Operating Expenses

Library	Total	Salaries	Salaries as % of Expenditures	Benefits	Other
Alexandria	$ 7,067,533	NA	NA	NA	NA
Carroll	$11,905,852	$6,447,926	54.2%	1,272,428	2,712,710
Charles	**$ 4,542,891**	**$2,944,459**	**64.8%**	**562,060**	**717,457**
Frederick	$10,596,578	$5,748,468	54.2%	2,167,954	1,333,104
Wicomico	$ 2,420,182	$1,330,575	55.1%	521,008	368,354

Personnel

Library	Total Paid Staff	MLS Librarians	Other Staff	Staff per 1000 pop	
Alexandria	80.55	33.80	46.75	0.55	
Carroll	164.00	23.00	141.00	0.98	
Charles	**62.00**	**10.00**	**52.00**	**0.41**	
Frederick	130.00	34.00	96.00	0.54	
Wicomico	37.00	4.00	33.00	0.37	

Library Holdings

Library	Total Holdings	Holdings/ Capita	Materials Expenditures	Materials Exp./Cap.	
Alexandria	564,828	3.83	NA	NA	
Carroll	648,918	3.88	$1,472,788	$8.81	
Charles	**365,688**	**2.43**	**$318,915**	**$2.12**	
Frederick	621,434	2.59	1,347,052	$5.62	
Wicomico	295,051	2.93	200,245	$1.99	

Circulation

Library	Total	Circ/Capita	#Registered Borrowers	Percent of Population Registered	
Alexandria	1,339,000	9.09	103,533	70.2%	
Carroll	3,970,949	23.75	95,283	57.1%	
Charles	**805,540**	**5.35**	**88,355**	**58.7%**	
Frederick	2,823,695	11.79	140,809	58.8%	
Wicomico	526,931	5.24	44,940	44.7%	

Other Customer Contacts

Library	Visits	Program Attendance	Annual Hrs		
Alexandria	746,908	70,024	13,416		
Carroll	1,074,319	145,318	23,942		
Charles	**634,200**	**35,849**	**11,574**		
Frederick	1,027,236	155,766	19,737		
Wicomico	224,560	16,696	8,045		

Facilities

Library	Main Library	Branches	Bookmobile	Total SF	SF per Capita
Alexandria	1	4	0	104,592	0.71
Carroll	0	6	1	131,702	0.79
Charles	**0**	**4**	**0**	**64,129**	**0.43**
Frederick	**0**	**8**	**0**	**142,500**	**0.60**
Wicomico	**0**	**3**	**0**	**55,000**	**0.55**

Electronic Access

Library	Annual Wireless Uses	Total Public Internet Terminals	Annual Terminal Uses	Population per Terminal	
Alexandria	54,289	89	108,620	1,656	
Carroll	86,537	136	365,203	1,230	
Charles	**72,817**	**105**	**130,721**	**1,434**	
Frederick	100,220	228	270,948	1,051	
Wicomico	38,116	93	56,140	1,082	

There are also some key categories of support and funding in which CCPL is below average when compared with its peers. This may prevent the Library from being as responsive to the needs and expectations of its current customer base and from being able to meet the needs that will result from future growth in the County.

This is most notable in the area of available operating expenditures as shown in Chart 4 on the next page. The Library's per capita expenditures for operations, in general, and library materials expenditures specifically, when compared with libraries serving similar sized populations are below average. Its per capita operating expenditure of $30.17, for example, is $14.00 less than Frederick County. In Wicomico County, where the median household income is close to $37,000 less than the median household income in Charles County, overall library expenditures per capita is just $6.00 less than Charles County.

Chart 4

Peer Library Operating Expenditures Per Capita
FY 2015
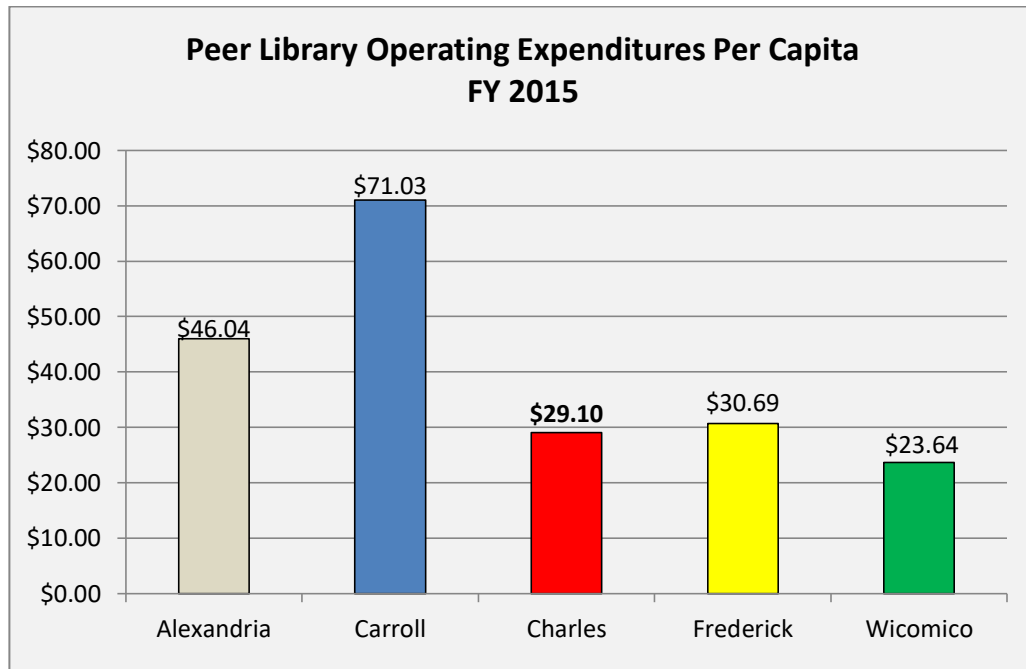
Chart 5 shows that the Library's materials expenditure per capita of $2.12 is less than half that of Frederick County and just 25% of the Carroll county number. Wicomico County spends just $0.13 per capita less than Charles County for books and other materials.

Chart 5

Peer Library Materials Expenditures Per Capita
FY 2015
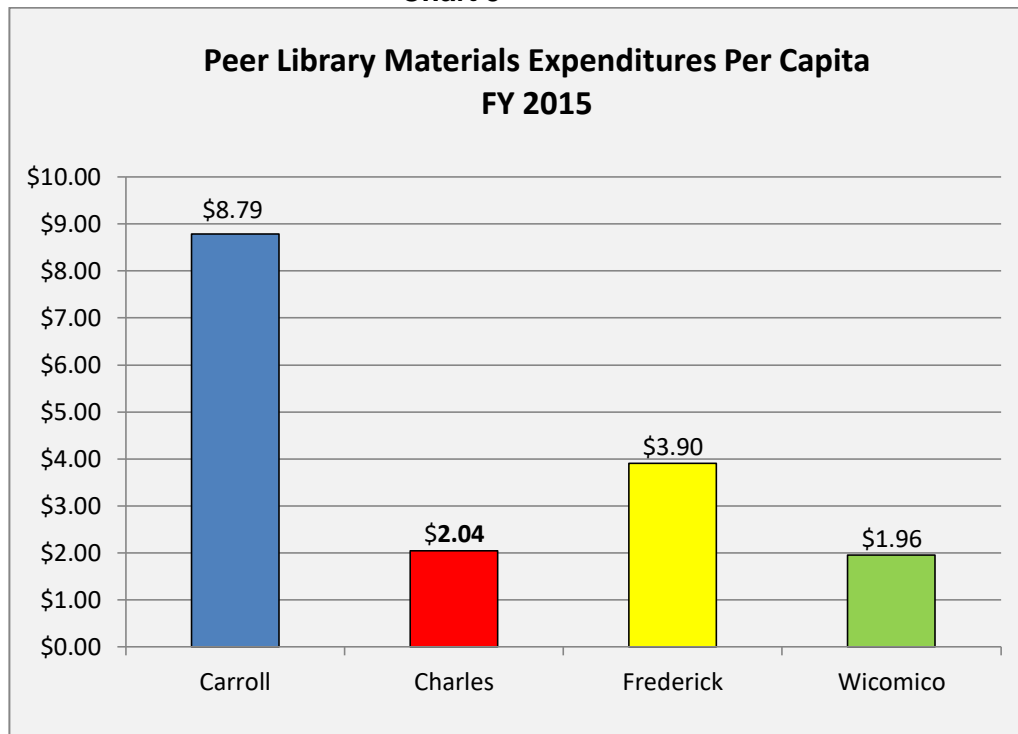
Despite this disparity in library expenditures, Chart 6 (below) illustrates that Charles County's percentage of library cardholders per total population is almost equal to Frederick and Carroll Counties and higher than Wicomico County. The comparatively lower number of customer contacts (circulation, program attendance, visits) in Charles County is most likely due to the difference in annual hours of service. Charles County offers the public fewer library hours annually than three of its four peer libraries.

Chart 6

Peer Library Percent of Population as Library Card Holders FY 2015
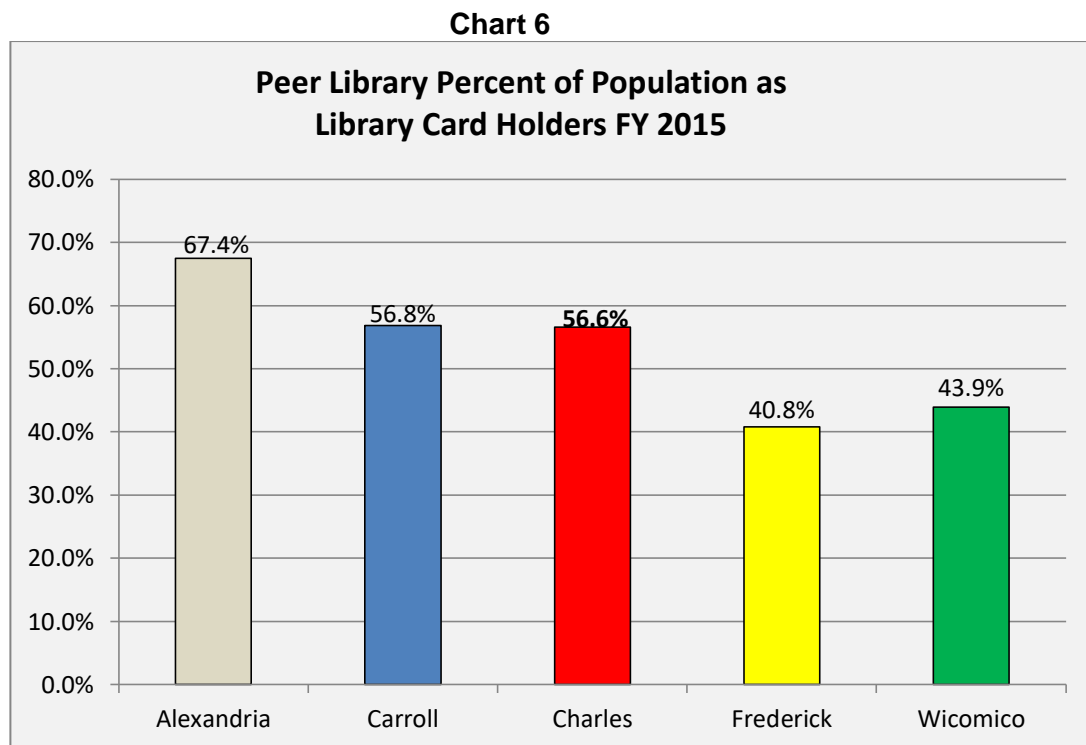
TECHNOLOGY

Charles County Public Library has a Polaris ILS (integrated library system). An ILS is a resource management/planning system for a library, used to track items owned, orders placed, and information on items borrowed and the library's card holders. Charles has the latest version of the Polaris software, 5.1, which offers efficiencies and functional opportunities for both library staff and patrons.

The Library has a three-year system-wide technology plan which it describes as a "living" document that will be revisited and revised as needed throughout its life. The plan addresses all aspects of library technology, from specific devices and systems to the Library's Federal E-rate applications. We believe the plan would be strengthened, however, with specific, time-based and measurable actions that can be updated as needed throughout the life of the plan. For example, the 2014-2016 plan includes a chart detailing hardware and software refresh cycles but there is not an update to indicate if and when new hardware and software have been purchased and deployed.

The four libraries are maintaining their hardwired desktop computers and most are planning to add wireless laptops for adult use in the next five years, per the Technology Scans each branch completed for this report. We recommend they also consider the addition of "express" computers, which allow users 15 minutes to check email or quickly print out a document. Express computers allow users to quickly complete their business without waiting for a computer to become available. Space permitting, the

branches are also responding to the need for computers in designated teen spaces, one of the services most-requested by teens.

In its next Technology Plan, the Library should consider the acquisition of personal electronic devices – tablets, smart phones, and so on – for library users to "play" with in at least one of the libraries. These types of technology "sandboxes" are increasing in popularity and were mentioned in the community meetings.

All libraries currently have patron self-checkout equipment, enabling library users to check out their materials without staff assistance. We recommend the Library review its policy on patron self-checkout use to determine how to maximize the efficiency of this service and reach a usage level of 85-90%, freeing staff for other library services.

Comparing the branch technology plans, we did notice that there are inconsistencies among the branches in terms of the hardware and services they would like to provide. For example, with the exception of La Plata Branch, all the libraries would like to add wireless laptops for use by adult patrons in the next five years. Potomac and Waldorf West would like to add wireless laptops for children, but not La Plata and P.D. Brown. We believe it would be more efficient if public and IT staff worked together with Library Administration to determine the type and amount of hardware for each location.

In summary, Charles County Public Library is addressing the continuing effectiveness of existing systems and equipment and looking forward to new technologies that will increase library efficiency and respond to user demands. We believe the recommendations outlined above would strengthen their ability to meet those demands.

CONCLUSIONS

Our analysis of the demographic data demonstrates that growth in Charles County will continue along the policy guidelines established by the county's Comprehensive Plan. The moderate growth that is projected – one percent per year for the next 20 years – will take place primarily in the Waldorf and La Plata areas.

The differences in service area composition (age, education, income, ethnicity, families with children, etc.) will require slightly different service emphases for each of the service areas. The La Plata service area, for example, has a higher percentage of residents 65 and older than the service areas of the other three branches – 18% compared to 10-12%. Services and collections need to be somewhat more focused on an older population. Here again teaching users how to use computers for communicating via email and searching the Internet for information may need to be a focus. Book clubs, cultural programs, travelogues and other programs of interest would be valued by the community. Particular attention should be paid to shelving of materials that facilitates ease of access for older residents. That is not to say that the library doesn't need to offer collections and services to families and children for it does need to serve this group as well. However, their program of service requires recognition of the fact that the profile of the services area is of one that is aging.

P.D. Brown Library serves a community that earns significantly less than residents in the other library service areas. The level of educational attainment is also lower at the Bachelor's and graduate degree level. The Library's collections and services will need to take into consideration these differences. More

computers may be needed, for example, and the branch may need to highlight its educational resources. P.D. Brown may be an excellent location for a one-stop shop for college resources.

Charles County Public Library is getting busier. More people are attending programs, checking out books and other materials and visiting its branch libraries. However, the lack of library hours – the lowest among the Library's peers – will continue to make it difficult for some residents to get to their branch library. As we will show in the next section, The Community Speaks, the lack of library service hours is a "hot topic" for many residents. There are two ways to address hours of operation: more hours at existing locations and more locations. We strongly recommend that Charles County look at both.

In the subsequent sections of this report we will:

- discuss what the residents of Charles County need and expect from their libraries,

- review and assess the state of the Library's automation and technology,

- assess the physical "health" of each of the branch library structures, and

- make recommendations to provide facilities that accommodate service for the future.

III. THE COMMUNITY SPEAKS

Providence facilitated a series of 11 community engagement sessions over a five-day period, March 2 through March 8, 2017. Four of those groups were town hall meetings comprised of the general public; and three were with particular affinity groups reflecting the small business/non-profit, arts, and education communities. We also met with teens, active older adults, new adults, and parents of young children in small focus groups; and with Citizens for Charles County Public Library (C[4]), the Library Board of Trustees, and Library staff. A total of 85 persons attended the public meetings (i.e. not including the staff and Board meetings) to share their opinions about Library services and facilities, including their likes, needs, expectations, and suggestions for improvements.

We also conducted an online public survey about current and future library services, and received responses from 571 individuals.

The critical questions answered by the community's direct input were:

- ➤ What services are needed and expected by the residents of Charles County and how do they differ from the current offerings?
- ➤ How has the Internet and increased access to information via digital technologies changed the public's use of the library?
- ➤ Do the library's collections, in content and format, reflect the interests of all age groups?
- ➤ Are the facilities appropriately outfitted and located to conveniently meet the needs of residents of throughout the county?

SUMMARY OF COMMUNITY GROUP MEETINGS

In response to "What do you especially like about the Library? What keeps you coming back?"

Staff is excellent: knowledgeable, gracious, helpful and generous with their time.

The **Collections** are interesting and there is a great variety in subject matter. DVDs are popular, as are books on CD, and people appreciate the Tri-County resource sharing agreement. Online services like Hoopla and Rosetta Stone are valued by Library patrons.

Library users enjoy the **Programs** offered at all the branch libraries. They specifically mentioned game nights, business classes, activities like knitting and crocheting, and children's story times and crafts. Programs and classes for adults are especially popular. Users also appreciate **Services** like the new Automatic Renewal feature of the Library's computerized circulation system.

Technology continues to be well-used by the public. Many people go to the Library to use the library's computers or they bring their own laptops and use the library's WiFi. The kids and teens appreciate having gaming available in the library.

The positive responses we received about the library **Buildings** were almost exclusively about Waldorf West. People like the open spaces, teen area, café space, meeting/study rooms, children's section and the natural light. When asked about the other branch libraries, people talked about convenience of location to their homes or their familiarity with the branch.

In Response to "Is there anything you don't like? Do you have any challenges using the Library?"

  ➢ hours – limited Friday and Saturday hours; no Sunday hours
  ➢ lack of (or not enough) meeting/study rooms
  ➢ not enough computers
  ➢ parking
  ➢ buildings that aren't large enough

There were many comments about the La Plata Branch Library in particular. Attendees mentioned

  ➢ lack of parking;
  ➢ the fact that the building isn't ADA accessible;
  ➢ lack or meeting/tutoring/program space;
  ➢ no comfortable spaces to sit and read;
  ➢ small children's space; and
  ➢ the need for more computers.

Negative comments about the size and condition of the La Plata facility far outweighed comments about any other branch library.

We showed a PowerPoint presentation about 21ˢᵗ century public libraries in some of the public meetings (included in Appendix B). In response to **"Did anything in the presentation resonate with you? Was there anything you particularly liked?"** We heard multiple comments reflecting desire for

  ➢ comfortable, inviting spaces to read
  ➢ meeting spaces of various sizes
  ➢ quiet study areas
  ➢ flexible, multi-function spaces; moveable furnishings
  ➢ after-hours access to materials via lockers or a Red Box-type machine
  ➢ spaces that are open and colorful and have natural light
  ➢ outdoor spaces
  ➢ maker space

We were curious about what the public saw as **the Library's role in providing technology for the community**. *They most often mentioned:*

  ➢ continuing education - "Their role is to be able to help us with new technology."
  ➢ training on new devices – computer labs
  ➢ staff who are knowledgeable
  ➢ access to databases
  ➢ computers – there are adults and children whose only access is at their library
  ➢ charging stations
  ➢ video and music production

In response to **"If you could design a library, what features would it include?"** *we received a long wish list! It is interesting that most of the features we heard about are present in the Waldorf West Branch Library design:*

  • wired study/meeting rooms
  • outside space

- colorful, open spaces with comfortable seating
- natural light and good artificial light
- bookstore arrangement of books
- teen spaces
- ample parking
- drive-thru book drop
- wall space for local artists to display their work
- hot spots to check out
- café or vending
- quiet space
- laptops to check out
- changing displays
- a space in Children's for toddlers
- bookstore
- space to spread out – work space
- co-working space for entrepreneurs
- "It would be a duplication of Waldorf West."

We also asked questions that were specific to the different affinity groups. For example, we asked the Education group about their students' use of the public library. Answers to those group-specific questions are in Appendix C, which contains notes from all the town hall, stakeholder and focus group meetings.

Citizens for Charles County Public Library (C^4)

The meeting with the Citizens for Charles County Public Library, also known as C⁴, was primarily to discuss their space needs in a new La Plata Branch Library. C⁴ has storage and sales space downstairs in the current La Plata Library. Their used book store is open every Saturday, and they hold periodic book sales (bazaars) in the Library's meeting room. C⁴ is a volunteer organization.

There are several positive aspects about C⁴'s current space. It is close to exterior double doors, making it easy to load and unload items to be sold. Both the book sale and bazaar space are near those doors and near their storage space; i.e. everything they need is on one floor.

On the negative side, there is generally a lack of space – space for storage, retail space and space for the bazaars. As the Library has just one meeting/program room, the C⁴ bazaar, which lasts multiple days, has to be packed up if the room is needed and then set up again afterward. The retail and storage/workroom space need to be connected, and the downstairs location of the store is not ideal. Members of C⁴ would like to see a retail space adjacent to the Library's entrance. The groups would also like to have a space to hold their meetings.

There are some connectivity issues, as well. The computer connection is unreliable and there is no cell phone reception, making it difficult for members of the community to reach C⁴ about book donations.

SUMMARY OF STAFF FOCUS GROUP MEETING

*We included the PowerPoint presentation about 21st century public libraries in the meeting with Library staff. In response to **"Did anything in the presentation resonate with you?"** We heard*

- outdoor spaces
- quiet spaces
- children's areas with zones for different age groups
- flexibility
- spaces dedicated to teens
- storage
- customer conveniences like drive-thru windows and lockers for after-hours retrieval of holds

*We asked **"What do you think works really well in this library system?"** and heard about staff having the opportunity to get out into the community and do outreach; and about the value of the Tri-county agreement.*

"What doesn't work as well? What frustrates you as you work with the public?"

- La Plata Branch Library – lack of enough electrical outlets for people to plug in devices; a building that isn't ADA accessible; and lack of parking
- P.D. Brown – no meeting rooms at all
- lack of outside space/inefficient use of outside space
- printing/copying is confusing and not user friendly
- lack of space for displays to promote and feature various collections at some branches

*In response to **"What do you think the community values most about your public library?"** we heard*

- staff
- free access
- quality programs
- ease of use (e.g. Overdrive, meeting room booking system)
- customer service
- being able to use a computer even if their library card is blocked

"Are there things the community asks for that the current space prevents you from providing?"

- sewing machines
- maker spaces
- meeting space
- background music

*In response to **"How would you sum up – in a few words – the 21st century public library?"** we heard:*

Technological   **BRIGHT**

community

FLEXIBLE   comfortable

outside spaces   COLORFUL   ROBOTS

SUMMARY OF ONLINE SURVEY RESPONSES

A Survey Monkey online survey was made available to Library users on the Charles County Public Library's web site for approximately six weeks beginning in early January 2017. The survey was also made available in paper format both in the four libraries and out in the community by Library staff.

We looked at the survey results in several ways; first looking at all 571 responses as a group, then looking at them by the branch people told us they used most often. We also divided the respondents by age group (10-17, 18-25 and so on) and, finally, we looked at responses from male respondents only; males made up approximately 20% of the total number of respondents.

A summary of responses follows. A copy of the survey is included in Appendix D. All survey results have been shared electronically with the Library.

All Survey Responses

We began by asking people ***which branch of Charles County Public Library they use*** most often. Waldorf West was identified by the majority of survey respondents (37.3%). Next was La Plata Branch with 28.55%, P.D. Brown with 17.69% and then Potomac with 12.61%.

Q1 Which branch of the Charles County Public Library do you visit most often? Check only one.Please answer the remaining survey questions based on this branch.

Answered: 571   Skipped: 0
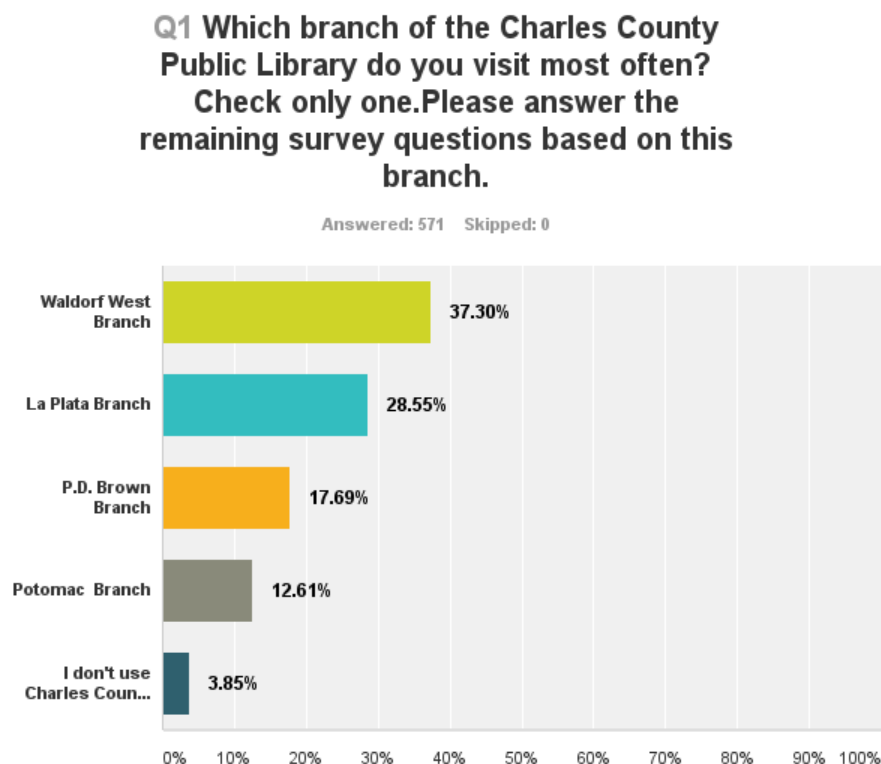
We also wanted to know ***how often people visit the branch*** they identified. Sixty percent (57.93%) visit their library at least several times a month; 14.94% visit at least monthly; and 18.3% visit three to six times a year. Fewer than 10% of respondents replied that they visit their library "rarely."

Q2 How often do you visit this branch of the Charles County Library? Check only one.

Answered: 542   Skipped: 29

Response	Percentage
Several times a month	45.20%
Three (3) to six (6) time...	18.27%
Once a month	14.94%
Daily	12.73%
Rarely	8.86%
I don't use any branches...	
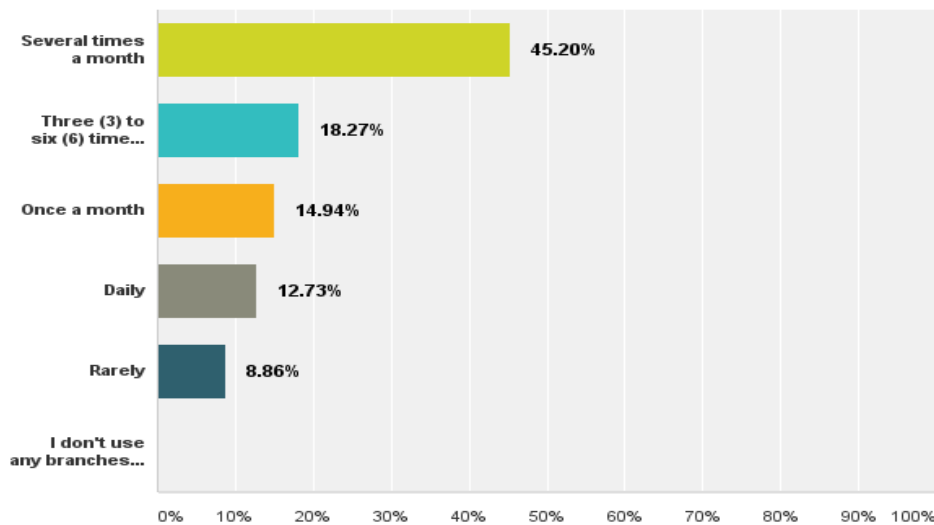
When asked **how far their branch library is from their home** (in miles), we received responses that are typical in most communities; the people living closest to the library use it the most. In this case, 51.44% said they live five miles or less from their library; 24.63% live from six to 10 miles away; 10.61% between 11 and 15 miles; 13.3% live 16 or more miles from the library.

Q3 How far is this branch of the Charles County Public Library from your home? Check only one.

Answered: 556   Skipped: 15

Response	Percentage
5 miles or less from my...	51.44%
6 to 10 miles from my home	24.64%
11 to 15 miles from my home	10.61%
16 to 20 miles from my home	8.45%
More than 21 miles from m...	4.86%
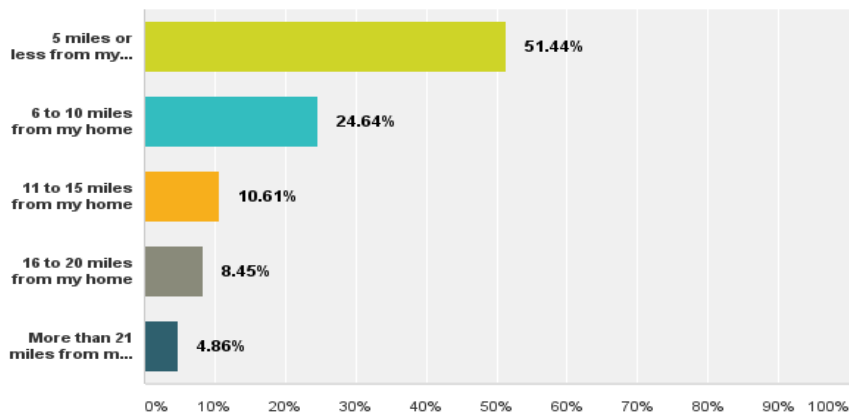
We were interested in what **library materials and services people use**. The top five responses were:

- Borrow print books and/or books on CD – 75.24%
- Borrow DVDs – 45.33%
- Use the Library's web site from home, school or work – 43.62%
- Use the Library's online databases or resources – 39.05%
- Use the Library's computers – 37.9%

"Use WiFi in the Library," "Read … in the Library," and "Get help from Library staff" were also mentioned by at least 30% of respondents.

In addition, we were interested in *how people find out about programs and events* happening in the Library. The top three responses were

- from the Library's web site (56.95%);
- from flyers and posters in the Library (50.39%); and
- by email notifications sent from the Library (33.59%).

There were, interestingly, some differences in the top responses to this question when we looked at the survey by age group; those are discussed below.

Next we asked people to identify the *strengths of the Library*. The top response, "Approachable and helpful staff," was also mentioned by library staff as something the public values about Charles County Library. This response was identified by 77% of survey respondents. The other top responses were:

- Book and audio-book collections that reflect my interests – 52.12%
- Free WiFi in the Library – 45.37%
- Days and hours of service – 39.77%
- Branch or Charles County Public Library website – 36.1%
- DVD collections - 32.63%.

The survey listed 23 possible *changes or improvements* to the Library and asked respondents to rank them as Very Important, Important, Somewhat Important, Not Important, or Don't Know. According to their weighted average, the top five responses were:

- More current books
- More current DVDs
- Expanded branch hours and days of service
- More places to plug in/re-charge your personal digital devices
- Renovated and expanded branch library at the current location
- More e-books, video, music to download

The fifth response in the list (Renovated and expanded…) was identified much more often by those using some branches (e.g. La Plata) than by those who primarily use another branch (e.g. Waldorf West).

We were curious about the types of *electronic devices people have in their homes*. The responses reflected the national trend of more laptops than desktop computers and highlight the proliferation of smart phones (85.66% of respondents said they have at least one in their home). Fewer than 3% of respondents indicated that they didn't have any of these types of devices.

Q9 Which of the following do you or your family members have in your household? Check all that apply.

Response	Percentage
Smart Phone (such as...	85.66%
Internet connection o...	85.46%
Laptop Computer...	79.88%
Tablet (such as Android,...	74.90%
Desktop Computer (PC...	56.97%
I don't have any of the...	2.39%
Other (please specify)	1.20%

It is important to remember, however, that Library staff often assists people who have no computer access at home. Looking at the percentage of Charles County residents living in poverty (7%), as well as those who fall far below the median income, we know that for some residents the public library is their only source for free access to computers and computer assistance.

Survey respondents were asked about the *roles the Charles County Public Library plays* in the lives of their community. Four options were presented, as well as an "other" option, and respondents could select as many roles as they wanted. The four options were:

- Provides lifelong learning resources for all ages.
- Serves as a welcoming and safe place for community interaction and gathering.
- Supports digital (computer & technology) literacy for all ages.
- Supports and promotes basic literacy (reading) for all ages.

It was not surprising that all four roles received substantial support, ranging from 75.71% (Supports basic literacy) to 87.35% (Provides lifelong learning). What we did find interesting, however, was that 25% of the respondents did *not* see supporting basic literacy (i.e. reading) as a role of their public library.

Q10 What roles does the Charles County Public Library play in the lives of your community? Check all that apply.

Answered: 490   Skipped: 81

Provides lifelong...	87.35%
Serves as a welcoming an...	79.18%
Supports digital...	76.94%
Supports and promotes bas...	75.71%
Other (please specify)	5.92%
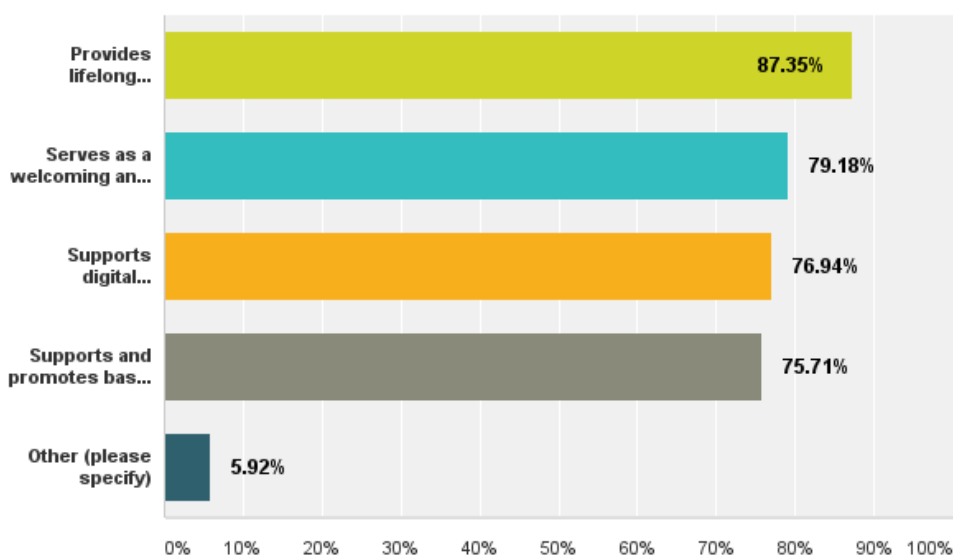
Finally, we asked "In your opinion, what are the **Most Important Changes** you would like to see the Charles County Public Library make over the next several years to ensure its value to you, your family and all residents of Charles County?" This was an open-ended question, and we received close to 300 responses.

Most of the responses related to the library buildings, including parking. People want to have

> ➢ wired meeting spaces,
> ➢ teen spaces,
> ➢ study rooms,
> ➢ more and better parking, and
> ➢ more/updated technology.

La Plata Branch Library was specifically cited more than twice as many times as any other library, with respondents noting the inadequacies of the current building and/or stating the need for a new or expanded building.

The next-most-mentioned topic was an expansion of hours, particularly Sunday hours. Library classes and programs was third, with people asking for family activities, book clubs, teen programs and simply more programming for all ages. Technology-related comments were fourth. In the technology arena respondents mentioned

> ➢ training,
> ➢ more and updated computers and
> ➢ having tablets to use in the Library.

Close behind technology were books, with people asking for more new titles and more copies of popular titles.

The remaining questions were designed to give us a picture of who completed the survey. We learned that approximately 80% of the respondents are female; 29% of the total respondents are between 51 and 65 years of age; and 43% have lived in Charles County for more than 20 years. The five zip codes most represented are 20603, 20602, 20646, 20601 and 20640.

Survey Responses by Branch Library

Survey responses among the four branches were similar, as we expected given their similar demographics. The specific exceptions are described below.

Once respondents identified the branch library they use most often, we gave them a list of statements about the branches and asked them to tell us how strongly they agreed or disagreed with those statements. The nine statements were:

- The Branch is a welcoming and inviting place.
- It is clean and well maintained.
- I feel safe at this Branch.
- There is adequate parking at this Branch.
- The hours of operation are adequate for my needs.
- The Branch is an important part of this community.
- The Branch is up to date and has pretty much everything we need.
- I can easily fine what I'm looking for.
- The Branch is conveniently located for my use.

La Plata users overwhelmingly agreed with most of those statements. However, 58% said they moderately disagreed or disagreed that there is adequate parking at the branch, and 23% did not agree that the branch is up to date and has what they want.

Users of the other three branch libraries agreed with all nine statements, with no more than 13% disagreement on any one of them.

When we asked people to identify the strengths of their branch library, Waldorf West patrons were the only ones to mention meeting rooms in their top responses. This was not surprising given the variety of meeting/study room options at Waldorf West compared to the other three branches.

Survey respondents were given a list of possible changes or improvements they would like to see in their branch. With the exception of Waldorf West, a renovated/expanded building was one of the top responses. La Plata users, however, were the only ones to cite a new building in their top responses.

Survey Responses by Gender

We learned from the survey that more than twice as many men as women visit their branch library daily. When we asked how far from their branch library respondents live, we learned that 15% more males than

females live within five miles of the library. Further, 33% of males who live within five miles of the library visit that library daily.

While these are not statistically significant figures, it may serve the Library well to identify these men and have a small focus group with them to understand better how they use Library services and materials. This could become an effective advocacy group for the library system.

Survey Responses by Age

Survey respondents self-identified into one of seven age groups: 10-17; 18-25; 26-35; 36-50; 51-65; 66-75; and 76 and older. Following are insights we drew from any of these groups.

10-17 Year Old Respondents. There were 23 young people under 18 years of age who responded to the survey. More than 56% of this age group visits their library daily, as compared to 13% of the entire group of respondents. While there were not a sufficient number of respondents to draw conclusions about all young people's library use, it is clear that the public library is the after-school place for this particular group – whether that is the parent's or young person's choice.

The vast majority of this age group, close to 74%, lives five miles or less from their branch library. Most of the young people in this group still rely on others for transportation, so they likely are walking to the library after school. They use the library primarily as a place to study and use their own or the Library's computers. We expected that the majority in this age group would learn about branch programs and events through social media; however, that was not the case. Fifty percent (50%) find out about library events by word of mouth, the only age group to do so. They believe that WiFi, access to computers, and the Library's staff are the Library's greatest strengths, and in the future they would like to see more computers and other digital devices; more current DVDs to check out; and a maker/creation space.

18-25 Year Olds. Half of the respondents in this age group use Waldorf West Branch. They totaled 5% of the respondents. Seventy-six percent (76%) visit the Library several times a month with 32% visiting daily. One hundred percent (100%) agreed with the statement "The Branch is an important part of this community," versus 87% of the total survey pool. While they primarily use the library for books and DVDs, 62% said they study there. This is the group that uses social media - that's how 42% find out about library programs compared to 26% of the general pool of respondents. This is the first group to have "more adult programs" in the top changes they'd like to see. They are also interested in more computers and places to plug in, as well as books and DVDs.

26-35 Year Olds. These respondents accounted for 14% of the total number of respondents. This is the first group to include attending programs for preschoolers in their top library uses. They also hear about library programs via social media (25%), though that comes after the Library's web site and flyers and posters. They believe that programs for preschoolers are one of the Library's top strengths (after staff and Wi-Fi). In their top 5 changes/improvements are more programs for 5-12 year olds and maker spaces. Eighty-seven percent (87%) of the respondents in this age group are female, compared to 80% overall, and most of them have lived in the County less than 5 years.

36-50 Year Olds. This age group made up 20% of total respondents. This group does *not* learn about library programs via social media - that was 5th on their list. Their top three are the same as for all the respondents as a group: the Library's web site, flyers and posters, and email. Their other survey

responses are also close to those of the entire group. Fifty-seven percent (57%) have "Renovated and expanded branch library at current location" in their top 5 changes/improvements. This is not surprising, as 32% of them use La Plata Branch Library. Twenty-six percent (26%) have lived in the County more than 20 years, compared to 43% of overall respondents.

51-65 Year Olds. People in this age group accounted for 25% of the total number of respondents. This is the first group to have "read in the Library" in their top five uses. They are also the first group to want "computers dedicated to use by adults" in their top changes/improvements; and would also like to see more adult programs. Fifty-three percent (53%) have lived in the County more than 20 years.

66-75 Year Olds. Sixteen percent (16%) of survey respondents were in the 66-75 age group. Their library use is pretty evenly divided between Waldorf West and La Plata. Sixty percent (60%) of this group find out about programs by flyers and posters, versus 50% in the overall respondent group. They are the first group to have computer classes in their top five changes/improvements.

Respondents Over the Age of 75. A very high percentage of respondents in this age group primarily use Potomac Branch Library, 44% compared to 13% of the overall group. One hundred percent said the Library's hours meet their needs. Eighty-eight percent (88%) borrow print books and books on CD from the Library (vs. 75% of overall group) and just 19% borrow DVDs (vs. 45%). Getting help from staff is second on their list of top five library uses. Seventy-five percent (75%) find out about Library programs and events from flyers and posters (vs. 50% of overall group) and 38% from articles in local publications (vs. 17%). Just 13% believe the DVD collection is a library strength. They are the first to include book discussion groups/clubs in their top changes/improvements. Twenty percent (20%) indicated that they do not have any of the electronic devices we listed (e.g. smart phones, laptops). Thirty-one percent (31%) of the respondents in this age group are men, and 80% of the age group have lived in the County more than 20 years.

SUMMARY OF INTERVIEWS WITH COUNTY ELECTED OFFICIALS

The Consultant held telephone interviews with three members of the Board of Charles County Commissioners: Commission President Murphy, Commissioner Amanda Stewart and Commissioner Ken Robinson.

All three Commissioners stated that the replacement of La Plata Branch Library is their top priority. Commissioner Stewart is also concerned about hours of service, which was a top priority for the library users, as well.

Commission President Murphy noted that public libraries are becoming more like community centers. He is very pleased with the robust schedule of programs for community members of all ages. Commissioner Murphy also discussed the importance of building libraries with a variety of meeting room sizes and types; he hears about meeting spaces from his constituents "all the time." The Commissioner would also like the Library to find ways to better advertise their programs and services to families.

CONCLUSIONS

First, the Consultants want to commend the Library and the residents of the County:

- the Library, for its ability to identify and recruit engaged community members as focus and stakeholder group participants and

- the participants, for taking time from their busy lives to participate and offer thoughtful and sincere comments about the Library, its services and spaces, and their expectations and needs related to those services spaces.

The comments and input of the community and the staff during the focus group process are reflective of what we hear in similar settings throughout the country.   The anecdotal comments captured in the focus groups are similar to those published in very recent national statistical research and studies.

Based on community input, the people in Charles County value their public library and the staff who work there. While they would like to see more new books and DVDs, they feel that the collections meet their needs. Library users appreciate and, in some cases, rely on the free WiFi in the library branches and on the Library's computers. People of all ages commented on the Library's excellent programs – just under 28% of adults we surveyed attend them – and would like to see more.

In terms of library buildings, what community members want to see in Charles County is, as some people mentioned, branch libraries similar to Waldorf West in other parts of the County. That is, they want

- ➢ naturally and well-lit buildings
- ➢ open and comfortable spaces
- ➢ community meeting spaces of various sizes
- ➢ program space to support Library offerings
- ➢ ample parking adjacent to the buildings, and
- ➢ buildings to be accessible to everyone in the community
- ➢ up-to-date technology and reliable WiFi.

They appreciate the Library's role in the lives of children and teens and want their libraries to include spaces dedicated to those age groups. The facility that the public and County Commissioners mentioned most often that is in need of replacement is La Plata Branch Library.

In addition to new and enhanced library spaces, the community would like to see additional library hours of service. In community meetings and the online survey, residents expressed a need for longer weekday hours and, in particular, Sunday hours.

We found that the community and the staff have the same awareness and understanding of how Library facilities need to change. This is a positive and important fact as, on occasion, we find a disconnect between the needs of the public and a staff's perception of those needs. We believe the community is poised to become effective advocates for the kind of branch library facilities needed to sustain the Library as a vital quality of life resource and a valued lifelong education resource for the taxpayers of Charles County.

More specific recommendations related to the facility issues identified by community residents, Library staff and the Consultants will be addressed in the following sections of this report.

IV. LIBRARY FACILITY ASSESSMENTS

RRMM® Lukmire Architects of Bel Air, Virginia conducted facility and property assessments of the four Charles County branch libraries. The building survey forms developed by the architect are in Appendix E. A consultant with Providence Associates also toured each facility to review its functionality as a public library. The corresponding reports follow.

WALDORF WEST BRANCH LIBRARY

General Description

Waldorf West Branch Library, which opened in 2012, is sited across a storm water pond from St. Charles Town Center (two-story mall, built in 1988). Because the Library sits isolated on its own building pad surrounded by parking, pedestrian traffic is discouraged. The Library site is, as its name suggests, not located in the core of Waldorf, but in a newer suburban development. The only commercial buildings within a five-minute walking distance of the Library are a hotel and restaurant, each with its separate parking lot.

The 30,000 square-foot facility has two levels, and many areas are suffused in natural light. There is a combination of comfortable seating and tables and chairs; dedicated areas for children, teens and adults; and easy-to-find staff assistance on both levels.

Waldorf West has many of the elements people are asking for in today's libraries: meeting space of various sizes; a vending/café area; open, uncluttered spaces with good lighting; a drive-up book return; sufficient places to charge personal devices; and computers for all ages. In addition to branch staff, Waldorf West houses the Cataloging and Acquisitions, Information Technology, and Programming staff for the library system.

The Library is visible from the community and from a main road, but does suffer from being remote from pedestrian traffic.

Waldorf West has a LEED Silver designation (Leadership in Energy and Environmental Design) from the U.S. Green Building Council.

Library Layout

The first floor houses the Children's area; a multi-purpose room that can be divided into three spaces; circulation; new materials; materials that are on hold and waiting for patron pickup; a vending/café space; public restrooms; DVDs; and staff offices (in addition to branch staff, this library houses Cataloging and Acquisitions, Programming and Information Technology operations for the entire library system).

There is a program space in Children's that can hold a maximum of 20 persons and remains closed when not being used for programs; and an enclosed early childhood space that also remains dark much of the time. A well-paved outdoor reading area accessible from Children's is unused due to a lack of physical security from the adjacent parking lot and lacks any shade on the south facing side of the building. Coupled with overall improvements in pedestrian circulation, the Library would serve as an example of how to link public space to public buildings if this patio area were developed.

The first-floor circulation desk is too far from the security gates to be practical and efficient for staff to effectively supervise the entrance area. In addition, the s-shaped desk abuts the door to the staff workroom, making for a congested operation at peak activity times. DVDs and new materials are conveniently located in alcoves off the Library's main entrance corridor; however, the alcoves are too deep to be visually monitored from a service desk.

The second floor houses the adult collection; a space for teens, quiet study/meeting rooms; a periodicals area with comfortable seating; public computers; and two information desks. A large atrium space with a staircase joins the floors visually. The study/meeting rooms are in the adult area. However, the layout of this floor offers several spaces adjacent to the teen space which could be easily captured for group study. This would help reduce noise from the teen area. There is only one unisex bathroom on the second floor, arguably with more patrons than the first floor.

Some of the signage is confusing; "Knowledge Central," for example, could have many interpretations. We understand, however, that the Library is currently working on signage for this branch.

Physical Conditions

Being recently constructed, the building systems are generally good. The rooftop HVAC equipment and exposed ductwork, however, will degrade at a more rapid rate than interior units would. Exposed ductwork running across the roof is also less efficient than ductwork inside the building envelope would be. Roof access for maintaining the equipment via a vertical wall ladder is a safety hazard and impedes good maintenance.

Recommendations

Waldorf West is, for the most part, a light-filled, uncluttered, beautiful space. We did not identify any building, life safety or ADA code violations. We do, however, have several short-term (to be completed in the next 5 years) capital project recommendations that would increase the functionality of the space.

➢ Noise abatement. Noise is also generated from the tall entry "spine" and hard surfaces. This could be ameliorated by acoustic wall/ceiling panels in that space.

➢ Outdoor reading patio. An attractive, five-foot fence or wall set immediately behind the low edge wall would address the safety issue. Shade sails, trees and low ground cover edges would make the space more physically comfortable and attractive, and the addition of tables and chairs would turn this into an appealing, useable space for adults and children. This patio could also be used for children's programming.

➢ Meeting rooms. There is no ceiling projection in the meeting rooms and the flat screens are too small for group viewing. We recommend that the Library investigate the possibility of ceiling-mounted projectors which are controlled from a podium.

➢ Storage. There is insufficient storage for meeting room tables and chairs. After a new La Plata Branch Library is constructed and Acquisitions and Cataloging moved from Waldorf West to that location, it is recommended that storage space be added to Waldorf West.

➢ Early childhood space. There is a room dedicated to early childhood education that is sometimes locked due to the electronic equipment that is also located in that room. Moving that equipment and keeping this space open at all times would be a wonderful service to parents/caregivers and young children.

- ➢ Circulation desk. We recommend that a new desk be designed or the existing desk be reconfigured, if possible, and that the desk be relocated closer to the security gates.

- ➢ Mobile display shelving. The wide entry corridor is an ideal location for the display of new books or materials related to library programming. The Library should consider purchasing several and using them throughout the facility, as needed.

- ➢ Teen study space. We recommend, and teens requested, a quiet study space within their area. An alternative would be to enclose the gaming space, which would decrease the noise level throughout the area and make it easier for those teens who are studying.

- ➢ Roof access. Replacing the current vertical ladder with a ship's ladder from Stair #2 would create safer access for maintenance staff.

- ➢ Pedestrian orientation. Planning to expand and improve the surrounding sidewalks, with crosswalks given priority at the street intersections and driveways in the vicinity of the Library would begin to shift the balance, and improve the quality of life in this part of the community. It would also raise the image of the Library as a centroid of people-oriented activities. The nearby storm water detention pond also has potential as a park setting, if it were re-conceptualized with casual paths to invite pedestrians instead of keeping them away with fencing.

P.D. BROWN MEMORIAL BRANCH LIBRARY

General Description

P.D. Brown Branch Library was built in 1980 and renovated in 2001. This single-level, 14,300 square-foot facility is located in Waldorf. While not sited on a main road, the building signage is good and the branch is easy to access.

The interior space is open and inviting, with much of the high shelving on the perimeter of the space, enhancing sight lines and the feeling of spaciousness. There is a children's area with an adjacent, dedicated storage room; a small area for teens; and a vending/café space. The adult area has tables and chairs as well as comfortable seating, and power has been added to all tables. Some end panels have slat wall for merchandising the collection.

The Library has no meeting or program spaces; all programming is conducted in the general public space. There is a 24/7 outside materials return that feeds directly into the staff workroom.

Library Layout

The Library is organized generally in a coherent manner and laid out with a traditional circulation desk near the entrance and the reference desk further back along the "spine" of the building. The building's entrance is functional but not inviting. Generally, the building suffers from a lack of natural light and views to the exterior. The lack of windows is particularly noticeable in Children's.

The aesthetics of the Adult high bay area continues to be the interior's best feature, and should be emphasized in any interior renovation. Removal of the suspended acoustic tile (SAT) ceilings in the adjacent area would offer significant opportunity to enliven the interior character. Extending round-oval

ducts with integrated linear lights would provide greatly-improved lighting, while indirect LED directed at the wood ceiling would celebrate the building's most important interior.

Shelving appears to be relatively new and in good condition. However, shelving for the Adult collection is tall and closely spaced, contributing to poor lighting; some aisles appear to be less than three feet wide, which would violate building code. Some shelving in the Children's area is too high for visual security of the space.

Physical Conditions

The 1980 sloped and flat roofs need to be replaced. The entry porch, where it joins the two pavilion roofs, creates deep valleys that trap snow and ice. Both of these projects are included in the County's Capital Improvement Program, and have been deferred by the County until 2018.

Installed as part of the 2001 renovation, the rooftop HVAC equipment has been damaged by hail, and the unit's roof mounting contributes to ongoing roof leaks in the Children's area. Access to the rooftop equipment is only by ladder via a roof hatch, making maintenance unnecessarily difficult. In severe weather, the existing condition is hazardous. We strongly recommend that an internal ship's ladder or stair be planned for any upcoming renovations. We also recommend that a pre-fab HVAC penthouse be investigated (with direct interior access) to extend the life of the HVAC equipment and provide better weather protection for the occupied space below (i.e. Children's). Noise transmitted from the rooftop units is another important consideration in any renovation project.

Several windows are missing their interior glass. Evidence of dry rot on the frames can be seen, possibly due to poor slashing behind the frames. The glass is mostly discolored, possibly from the applied film. Windows should be replaced with new low-E glazed, insulated units, properly flashed to the masonry surrounds. Due to the limited areas of natural light, unless additional glazing was added, the building will remain fully dependent on electrical lighting. Likewise, natural ventilation via the fenestration is not possible.

Recommendations

In addition to the items mentioned above, we recommend the following short-term capital project (within the next three years) changes to enhance the functionality of the space.

➢ Circulation desk. The circulation desk is extremely large. If all materials check-in was accomplished in the workroom, this service desk could be cut down to a much-smaller size. The space gained could be used for a glass-enclosed quiet study space, for example.

➢ Information/reference desk. This service desk is well-placed, easily seen by anyone entering the Library. However, traffic into the Library does not warrant a two-person desk. We recommend that the desk be reduced in size to accommodate one staff person. A second option would be to combine the circulation and reference desks into one service desk with space for two staff members. This desk would need to be located near the self-checkout machines so that staff could easily see if patrons need assistance. Combining the two desks into one may free up sufficient space for two to three small, glass-enclosed study "rooms."

➢ Teen area. The current Teen space is adjacent to the Library's front door, but is nondescript and easy to miss. A larger area with the computers integrated into the space rather than on the perimeter

and relocated away from the Children's area would be more attractive to teens. We recommend that Library staff work with a teen "council" to re-design this space.

➢ Children's area. Picture books are currently on stacks that are four shelves high, too high for preschoolers to easily reach them. We recommend that picture books be no higher than three shelves, even if the collection has to be weeded to accommodate that solution. In addition, there is no comfortable seating for a parent or caregiver and child in the Children's area. A large upholstered chair or small loveseat would be a wonderful addition to this space.

➢ Carpet. The Library has broadloom carpet in several different patterns and colors. County records indicate that replacement of the carpet is overdue. We recommend replacing the broadloom with carpet tiles to allow for better, more cost-effective replacement of soiled/damaged tiles.

➢ Windows. In any expansion and/or renovation of this Library, it is recommended that full height window sections be introduced at key points throughout the library, for better lighting and views to the outside world.

➢ Pedestrian Access. Because this Library sits next to a strip shopping area, in any renovation or expansion it is recommended that attention be paid to improving pedestrian access along with streetscape / landscape improvements. Additionally, the now-obscured site areas around the library should be re-landscaped to improve visibility and invite patron comfort with their surroundings. Coupled with windows looking onto these areas, the overall appearance would be greatly enhanced.

POTOMAC BRANCH LIBRARY

General Description

The 9,500 square-foot Potomac Branch Library was built in 1995. The space is efficiently laid out, with the Children's and Adult areas in opposite wings and the circulation desk in the entry space between them. There are seven computers in a small, enclosed room in the Adult area. A collection for teens is also in this area, but there is no designated teen space. The Branch has one meeting room. The Children's area includes several computers, one with early childhood software, and there is a storage room adjacent to this space.

Potomac Branch Library is adjacent to a beautiful public park. There is a 24/7 outside book drop, and there appears to be ample public parking. While the Library is not on a major street, there is a sign with the universal library logo on the nearest major road.

Library Layout

The Library is coherently laid out, but suffers from restricted sight lines from the circulation desk into the Adult and Children's areas due to colonnaded entrance features that obscure more than they define. The current areas occupied by the circulation and reference desks could be better used if these oversized elements were consolidated in a single combination service desk. Further, the staff workroom area appears to be inefficiently laid out and could be consolidated to recapture some space for public functions.

There are no small meeting/study rooms or tutoring spaces in the Potomac Branch. Tutors and students currently meet at the Library sit in the open public areas of the building.

Physical Conditions

A structural evaluation of the Library's roof should be done to determine whether structural reinforcement is required. Half-inch ply sheathing on 2" centers likely exceeds the capacity of the sheathing under current design wind loads (i.e. 90 miles per hour). Truss roofs of this type can be vulnerable to failure due to loss of diaphragm strength of the sheathing. Given the Library's location in a tornado-prone area, this facility may not be a safe place of refuge in high-wind conditions. Where the sloped roof meets the low slope roof (at the center of the roof), the change-in-slope joint is particularly vulnerable in high wind conditions. We recommend that a roof hatch with a 30 degree ship's ladder be installed for regular roof inspections; current conditions risk injuries to maintenance staff.

The airport-style entryway to the men's toilet room is too narrow for ADA standards. The room also does not appear to have a five-foot turning radius to accommodate wheelchairs. In addition, the urinal stall is less than three feet wide. The women's toilet room has only two stalls, versus two stalls plus a urinal for men. There is no family toilet room.

Library staffs complain of high humidity in the building, particularly in the meeting room. The meeting room humidifier cannot maintain humidity control. Vinyl composition tile (VCT) adhesive in the staff workroom appears to be pushing up between the joints, suggesting water presence above the floor slab. Original 1965 construction documents call for under-slab drainage channels and perimeter foundation drains, suggesting the site has always been wet. Walking the site, it appears that groundwater may be very close to the surface on this flat site generally. It may be possible to inspect the 4" under-slab pipes at multiple cleanouts to investigate the below-slab water level, along with core samples where required. If a site sump pump has not been installed, we recommend an investigation to see if a sump pump would help with under-slab conditions.

Recommendations

In addition to the items mentioned above, we recommend the following short-term capital project (within the next three years) changes to enhance the functionality of the space.

Public Space Enhancements

➢ The Library should evaluate the possibility of repurposing the existing porte cochere as an interior casual reading space or quiet reading room as part of a redesigned entrance area. This would help to open up the Library from the parking lot. Using full height glass windows as infill would improve the Library's public face, and help to open it up from the public parking lot.

➢ The large circulation desk takes up much of the sizeable entry space. Reducing that desk and moving all non-public-service work (e.g. check in of materials) to the staff workroom would result in more space for the public. Another alternative is to combine circulation and reference into one service desk, which would free up space in both the entry and adult areas of the Library.

➢ The computer lab is small and cramped. It could be repurposed into a small meeting or tutoring room and the computers moved out into either the adult area or into the space freed up by downsizing the circulation desk.

➢ The children's collection should be appropriately sized for the space. Books for toddlers and preschoolers need to be on low shelving.

- The staff workroom is inefficiently designed. We recommend that the space be studied and re-engineered when the branch is renovated to make the space more workable for staff and, possibly, to free up additional space for the public.

Safety Issues

- The staff parking area is dark. More or more-effective lighting should be added as soon as possible.

Humidity and Moisture Issues

- We recommend a moisture analysis of the floor slab be done in test patches prior to any flooring being replaced Recommendations for the Potomac Branch Library are addressed in the next section.

Energy Efficiencies

- Recladding the exterior to improve R-value and air-water barriers to create a more energy-efficient envelope should be studied. Rain-screen technology, using thin-panel stone or precast, covering air/water barriers and rigid insulation are available. Commercial-grade low-E windows should replace the existing clerestory windows, and in select areas the existing windows could be replaced with full-view windows to open up the interior and make the facility more inviting from the public parking area.

LA PLATA BRANCH LIBRARY

General Description

La Plata Branch Library is the library system's oldest facility, and is located in the seat of Charles County government. The 50-year-old, two-story facility serves not only as the branch library for the La Plata area, but contains the offices of the Director and Assistant Director of Charles County Public Library as well as the Mobile Services Branch.

The upper level of the Library contains all of the collections and service desks. There is a separate Children's area, which also houses the Teen collection, and an Adult area with a large service desk.

Both the circulation and reference desks are larger than necessary. The Library should consider smaller desks in a new facility or even a single desk for both reference and circulation functions. There is no soft seating in the Children's area.

The Library's lower level includes the facility's only program room; a large storage room; Outreach Services; public toilets; and a used-book store. The store is operated by the Citizens for Charles County Public Library (C⁴) and is open every Saturday. The storage room is shared by the Library and C⁴. There are stairs connecting the two levels. There is a dumbwaiter for supplies for books, but no elevator for library staff or patrons.

Building Layout

The current facility layout is coherent and easily understood at the main level. The lower level, however, is isolated from the rest of the public spaces, as are the public toilets.

There is an outside book drop. It is open only at night, however, because it empties into a bin in the Children's area and, therefore, is a noisy distraction and cannot be monitored.

Access to and from the site on Charles Street is good; however, the parking lot entrance is too close to the intersection with Garrett Street and for that reason is a traffic problem as well as a safety issue. Twenty-six long-term parking spaces are provided, but are only accessible by a steep stair/ramp. The building drop-off area has signed ADA spaces; however, the pavement slope is greater than 2% and does not meet code. The Library is across the street from the University of Maryland Charles Regional Medical Center, which adds to the general traffic congestion in the area.

General Building Assessment

The building is not sized for its population. La Plata Branch Library was built in 1966; it is 50 years old. The Library building is just over 10,000 square feet, which translates into 0.21 square feet per capita for its service area. The Waldorf service area, by comparison, has approximately twice that number of square feet of library space per capita. The Consultant also looked at library space and services in four peer library systems: Wicomico County, Frederick County and Carroll County in Maryland and Alexandria Library in Virginia. Of the five libraries, Charles County has the least amount of total library space at 0.43 square feet per capita. The high was 0.79 square feet per capita in Carroll County, followed by 0.71 in Alexandria, 0.6 in Frederick County and 0.55 in Wicomico County.

The building's primary physical problems stem from its age. The roofing and insulation should be replaced. The flat roof should be rebuilt to add insulation and create positive drainage (a minimum slope of one quarter inch per foot). The roof dead load likely doesn't meet current code requirements. The exterior building envelope is substandard by today's energy standards with minimum insulation and doubtful air/water barriers; this would be confirmed by a thermal heat loss analysis. Increased thermal insulation and added air/water barriers would reduce energy usage and improve patron comfort.

Though the building appears to be well maintained, the interior is worn and outdated, particularly the suspended acoustic ceilings. A complete HVAC replacement should be done. Electrical service and distribution system should be replaced and brought up to code. Lighting should be replaced with high-efficiency lighting, and a lighting control system introduced.

As mentioned above, there is storage and retail space dedicated to C⁴, a volunteer library support group that raises much-needed funds for the entire library system. However, the retail space is open just one day a week. We do not recommend that any library have usable square footage devoted to a once-a-week function. An alternative is to have shelving for used books in the public area that functions on the honor system (i.e. purchasers are asked to place the correct amount of money into a locked box).

The storage room has too many items that are old and need to be discarded. There need to be guidelines about what is allowed to be housed in this space.

The Outreach Office, located in the lower level of the Library, is dark and cramped. However, due to the overall crowding in the Library, nothing short of a new building will alleviate the problems in the Outreach space.

Building Code and ADA Violations

No ADA toilets are available on the lower level. No public ADA toilets are available on the upper level; patrons with mobility issues must ask to use the staff office toilet room. There is no comparable ADA access between levels – i.e. no elevator – for either patrons or staff, which violates ADA guidelines. Fire exits on the south side of the building from the Adult and Children's areas do not continue to a public way and are not ADA accessible routes.

The building entrance short term/drop off parking exceeds a two percent slope in both directions. The ADA ramp from the lower level parking lot exceeds the one inch per eight feet maximum slope. Existing roofs do not meet current 30 pound per square foot dead load standard.

The existing building envelope does not meet current ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) energy standards.

Issues Impacting Expansion/Renovation

There are three key issues related to expanding this facility:

- existing "split-level" grading that unduly complicates parking and service

- lack of visual connection between the two floors

- a building that is not oriented to property lines, limiting expansion options.

Recommendations

We strongly recommend that the County revise their Capital Improvement Program and construct a new La Plata Branch Library of *30,000-35,000* square feet (rather than the 13,000 SF facility in the 2016 CIP) in a new, more prominent and easily-accessible location. This will be addressed more fully in Section IV, Facility Master Plan Recommendations and Time Line.

V. FACILITY MASTER PLAN RECOMMENDATIONS AND TIMELINE

The reader of this report should by now have a clear understanding of the data and input that have led us to our recommendations for this 20-year Facilities Master Plan for the Charles County Public Library. The recommendations are based on the greater community's expectations of library service and the projected growth and development of the County in terms of population, residential housing, transit routes, schools, parks, etc.

The Plan was developed with the County's 2016-2018 CIP goals in mind. We used a transparent process, soliciting input from all residents and Library staff in a variety of ways and reporting back to the Library's Board of Trustees in open meetings. The Plan includes the type of automation and technology that leads to transformation government, and all recommendations were based on stated customer needs.

Implementation of the plan will result in access to conveniently located, full-service branch libraries for every resident of the Charles County, positively impacting the County's quality of life for the next 20 years.

THE PRINCIPLES OF UNIVERSAL DESIGN

Public libraries are one of the most democratic institutions in any community. They welcome everyone in the community to enter and enjoy all the library has to offer. While each branch library will certainly have its own unique design and offer services, materials and programs that respond to its particular community, all libraries should embody a set of design principles that insure access to all residents.

In 1997, a group of architects, product designers, engineers and environmental design researchers at North Carolina State University's Center for Universal Design worked together to establish the Principles of Universal Design. The Consultant recommends that the seven principles, which are meant to guide a range of design disciplines including environments, products and communications, be used to guide the evaluation of existing Charles County Public Library facilities and the design of new facilities.

The seven Principles of Universal Design are:

Principle One: Equitable Use
The design is useful and marketable to people with diverse disabilities.

Principle Two: Flexibility in Use
The design accommodates a wide range of individual preferences and abilities.

Principle Three: Simple and Intuitive Use
Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Principle Four: Perceptible Information
The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Principle Five: Tolerance for Error
The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Principle Six: Low Physical Effort
The design can be used efficiently and comfortably and with a minimum of fatigue.

Principle Seven: Size and Space for Approach and Use
Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Additional information about the seven principles is included in Appendix F.

DETERMINING THE SIZE OF A BRANCH LIBRARY

There are no longer national standards for sizing public libraries. Some library systems develop their own internal guidelines that work for their particular community. In the Public Library of Charlotte and Mecklenburg County (PLCMC), for example, their guidelines identify Branch Libraries of 16,000-20,000 square feet and Regional Libraries of 40,000-60,000 square feet. Other library systems have a goal of a certain total number of square feet per capita. For example, many libraries today are striving to achieve one square foot per capita. The bottom line, however, is that a library should be sized to accommodate the service functions expected by its community. Currently, there are no standards in the State of Maryland for sizing public libraries.

In Section I, we described the 21st century public library and the expectation by communities that it serve as the "hub" and community gathering place. It provides multiple meeting venues, programming spaces, dedicated zoned areas that support and promote the physical and intellectual development of children, dedicated areas that serve and engage teens, a place for quiet respite, ample access to technologies for information, social networking, and communication, and of course a place for books and media. All of this requires larger spaces. Currently, Waldorf West Branch Library is the only branch in Charles County that meets the community's expectation for 21st century spaces and services.

Charles County is projecting slow population growth over the next 20+ years, just one percent per year or 37,000 new residents by 2040. But the County cannot meet community needs by simply building space to accommodate those 37,000 new residents. Other than Waldorf West, the branch libraries in Charles County all have physical facility conditions to mitigate. In addition, residents throughout the County are requesting spaces and services that cannot be accommodated in the current buildings as we heard in community meetings and online survey. And, as we demonstrated in the Section I discussion of peer libraries, Charles County is significantly behind its peers in almost every category, including the amount of library space per capita. Therefore we are recommending the following library capital projects.

CAPITAL PROJECT RECOMMENDATIONS

La Plata Branch Library – Construct a New Larger Library Facility of 30,000 - 35,000 Square Feet

The current La Plata Branch Library was built in 1966; it is 50 years old. The Library building is just over 10,000 square feet, which translates into 0.21 square feet per capita for that service area. The Waldorf service area, by comparison, has approximately twice that number of square feet of library space per

capita. As addressed earlier in this report the Consultant looked at library space and services in four peer library systems: Wicomico County, Frederick County and Carroll County in Maryland and Alexandria Library in Virginia. Of the five libraries, Charles County has the least amount of total library space at .43 square feet per capita (see Chart 7, below).

Chart 7

Facilities					
Library	Main Library	Branches	Bookmobile	Total SF	SF/Capita
Alexandria	1	4	0	104,592	0.71
Carroll	0	6	1	131,702	0.79
Charles	**0**	**4**	**0**	**64,129**	**0.43**
Frederick	0	8	0	142,500	0.60
Wicomico	0	3	0	55,000	0.55

While the La Plata Branch Library is on a main road, the parking lot entrance is too close to the intersection of Charles St. and Garrett Dr. resulting in a traffic problem for drivers and a safety problem for pedestrians. The facility's parking lot is also seriously undersized. This was confirmed by users of this branch in both comments made in public meetings and on the survey. Fifty-eight percent (58%) of La Plata library users who completed the online survey indicated that parking is not adequate. In addition, the slope from the Library's ADA parking spaces to the building does not meet code.

Significant ADA issues continue inside the building. There are no elevators in this two-story library. If a patron with mobility access issues wants to attend a program they must call ahead and ask a staff member to unlock the outside door on the lower level where the meeting room is located. None of the restrooms in the building are ADA compliant.

The roof of the building is original (from available records) and needs to be rebuilt to address code and energy issues, and the HVAC system (heating, ventilation and air conditioning) needs to be replaced.

In addition to public library services and collections, the La Plata Branch Library includes space for system-wide service functions including offices for the Library Director and Assistant Director and space for the Mobile Services Branch. The remaining administrative functions are located in Waldorf West Branch Library.

The size and age of the La Plata Branch building compromise the ability to provide 21st century public library spaces and services. Library users in Charles County are looking to their public library for meeting/gathering spaces of all sizes – from small tutoring and group study spaces to large meeting and programming spaces. The La Plata Branch Library offers a wide array of programs for the public. In excess of 26% of survey respondents attend Library programs for adults and are asking for even more. The current meeting room, being remote from staff on the main level, makes staff supervision difficult. Visual observation by staff and patrons is a key ingredient in physical security.

Users also want comfortable, inviting spaces for reading in the Library; an abundance of natural light; and a children's area with space for imaginative play, discovery and learning. Modern libraries also have spaces designated for teen users – the one at Waldorf West is an excellent example – with computers and space for teens to study and connect.

In the online public survey, library users were asked to identify "the most important changes" they would like to see the Charles County Library make over the next several years. Building (including parking) issues were at the top of the list, and La Plata Branch was mentioned *four times more* than any other Charles County branch library.

Recommendation

The 13,000 square-foot facility in the County's current CIP is undersized for meeting the needs of La Plata's current and future residents. The La Plata community is asking for tutoring, meeting, study and program spaces, as well as comfortable reading areas, designated spaces for children and teens, and a rich collection of print and non-print materials. If those needs are met in a 13,000 square-foot building, the collection will need to be significantly decreased from its current size and Administrative Services – including Mobile Services and the new Mobile Branch – will need to be relocated to an off-site location.

P.D. Brown Library, for example, is just over 14,000 square feet and has *no* meeting, study or program rooms; i.e. none of the spaces the La Plata community is requesting. It is simply not possible to fit a robust collection, designated children's and teen spaces, and meeting/study and program rooms in a 13,000 square-foot library. Further, the County will have the cost of renting off-site space for Library Administrative and Mobile Services.

We strongly recommend that a new, 30,000 – 35,000-square-foot library in the La Plata area be the top construction priority for Charles County Public Library. Based on the Consultant's and Architect's investigations, this service area needs and would benefit greatly from a library of this size. The Heritage Green pipeline development, an 800-acre mixed-use community with a 20-25 acre park; short- and medium-range road projects along US 301 and roads that feed into the 301; and public school construction projects, including a new high school, insure that the greater La Plata area will continue to grow and thrive.

In addition to the public spaces, it is recommended that the new La Plata Library includes and centralizes system support space for the Library Director and Assistant Director, Mobile Services, Collection Development and Acquisitions, and the Programming Office. The Mobile Services Branch includes the Bookmobile and one van; therefore, covered parking for both vehicles and space for their collections will be needed. Centralizing support services into one library location will not only increase administrative efficiency, it will also give the Waldorf West Branch Library space needed for future growth.

Both one-story and two-story options for the new library should be investigated once a site has been identified. A single-story building eliminates the need for costly elevators, stairwells, and the duplication of spaces such as restrooms and janitorial closets and is less costly to operate from a staffing perspective. A two-story facility may offer a more efficient site footprint with potentially less site costs, grading and storm water complications.

The new La Plata Library should be inviting, comfortable, spacious and attractive. It must incorporate flexible and easily-adaptive spaces for a variety of functions and age groups throughout any given day or year, and should be sufficiently flexible in design to accommodate changing community needs and interests over the coming decades. It should be built to LEED standards with sustainable materials, energy efficient systems and indoor/outdoor spaces.

Areas zoned by age groups for youth, an area for popular books and media for adults, and a quiet zone for those wanting to read, study and reflect without distractions are necessary for a positive user

experience. Comfortable, lounge-style seating spaces for reading magazines, newspapers and books are a must. A large computer area for adults and table/carrel seating are needed to accommodate tutoring and other types of study. A variety of types of meeting spaces were requested in the community meetings and surveys. A large-group space should allow for dividing into smaller separate spaces with sound-proofed, movable partitions.

The Consultant offers the following functional recommendations for the new La Plata library facility:

Service Profile:
- Basic information assistance
- Collections (all formats) focused on community needs and interests
- Self-service express check-out accounting for at least 90% of all circulation
- 24/7 materials return that goes directly into the staff workroom
- A combined circulation/reference service desk located near the main entrance; a small service desk in the children's room; and at least one moveable reference kiosk
- Living room-like reading areas with comfortable seating for adults
- Dedicated teen services, spaces, and computers
- Dedicated children's rooms zoned by developmental age groupings for children 0-12 with computers
- Food and beverage vending

Meeting Spaces:
- A dedicated multipurpose children's program room with ample storage accommodating a minimum of 75 children and their parents
- One large multipurpose group meeting/program room accommodating up to 100 persons that can be subdivided to accommodate smaller groups and that can be available to community members after hours
- At least two small group study room for 2 to 6 persons per room equipped with appropriate connectivity, technologies and white boards
- A quiet study room accommodating up to 8 persons with a mix of furnishing including lounge seating, easily moveable tables and chairs

Technology:
- Multipurpose (flexible) meeting/program spaces to accommodate technology training using 12-16 portable laptops stored in powered carts in the building
- Wireless access throughout the building with plentiful wall/floor and furniture outlets
- Computers (desktops and laptops) offering a combination of electronic database access, Internet access and productivity software (e.g. MS Office Suite)
- Raised floor to accommodate data and power to efficiently and cost effectively accommodate flexibility for today and the future
- Computers with basic assistive technologies for visually and hearing impaired
- Copiers, scanners (black and white and color) and faxes for public use

Cost

While costs related to library construction are very much a local factor, current year costs for library furniture, fixtures and equipment run between $25 and $30 per square foot. The estimated cost to

construct, furnish and equip the new La Plata Branch Library is likely to be somewhere in the range of $350 to $400 per square foot in today's dollars with an escalation figure of 5% per year (excluding land acquisition, as needed, owner costs and contingency). The cost for design services is typically 10-12% of the construction cost, depending upon the number and type of consultants the client wants the architect to include on their team.

While a site for the new library has not been identified, the Consultant recommends that the Town and County consider among its options a co-location with a park project or a site convenient to students of the new high school.

Potomac Library - Renovate and Expand to 13,500 Square Feet

Potomac Branch Library was constructed in 1996 and has not been renovated since that time. The windows and roof are in poor condition; there are moisture issues inside the building; and the men's restroom is not ADA compliant. The two main heating/cooling units are original to the building and do not meet current ASHRAE standards for air quality and energy efficiency.

At 9,483 square feet, Potomac Library is undersized for its community. While the Library provides almost half a square foot per capita (looking at a four-mile ring around the Library), the building is too small to provide the services the public is requesting. There is no quiet-study or tutoring space and the computer lab accommodates just seven adults. There is no comfortable seating in the children's area, no space for a parent and child to sit and read a book together; and while there is a teen collection, there is no designated space for teens. The staff work space is inefficiently designed.

Recommendation

We recommend that Potomac Branch Library be completely renovated and that 3,000 to 4,000 square feet of new space be added. If the current site will accommodate an expansion, it is recommended that Potomac remain in its current location adjacent to Ruth B. Swann Park. The renovation/expansion should accommodate the technology identified for a new La Plata Library, above, as well as:

- Meeting, tutoring and computing spaces
- Collections (all formats) focused on community needs and interests
- Self-service express check-out accounting for at least 90% of all circulation
- 24/7 materials return that goes directly into the staff workroom
- A combined circulation/reference service desk
- A designated teen space
- Separate food and beverage vending area with seating
- Living room-like reading areas with comfortable seating for adults
- Dedicated teen services, spaces, and computers
- Dedicated children's room zoned by developmental age groupings for children 0-12 with computers
- A children's program room
- One large multipurpose group meeting/program room accommodating up to 100 persons that can be subdivided to accommodate smaller groups and can be used by community residents after hours
- A minimum of two small quiet/group study rooms for 2 to 6 persons per room equipped with appropriate connectivity, technologies and white boards

It should be renovated/built to LEED standards, as possible, with sustainable materials, energy efficient systems and indoor/outdoor spaces.

We recommend that this project begin in FY2022. However, it is imperative that the County address the roofing and humidity/dampness immediately beginning with the necessary tests and observations to determine the extent of the issues and the mitigation needed.

Cost

The estimated cost to renovate the existing Potomac Library is $200 to $250 per square foot. An estimated cost of $350 to $400 per square foot will be needed to construct, furnish and equip the 3,000 to 4,000 square-foot addition. Those costs are in today's dollars with an escalation figure of 5% per year (excluding land acquisition, as needed, owner costs and contingency). Design services are typically 10-12% of the construction costs.

P.D. Brown Memorial Branch Library – Renovate and Expand

P.D. Brown Memorial Branch Library opened in 1980 and was renovated in 2001. At just under 15,000 square feet, it is a good size for its community with one exception: there are no meeting or program spaces in the Library. All public programs, including story times for children, are conducted in the public area.

In addition, P.D. Brown has physical conditions that must be addressed. The windows are in poor condition and evidence of dry rot of the frames can be seen. There is little natural light – none in the children's area – and the fluorescent fixtures are not energy efficient and provide poor lighting levels. A new roof is in the County's current CIP, and the HVAC units are scheduled to be replaced in 2018.

We recommend that the branch be renovated; that the physical and functional conditions noted in this report be addressed; and that approximately 2,000 square feet be added to accommodate public meeting and program space. The renovated/expanded branch should include the technology identified for a new La Plata Branch Library, above, and:

- Meeting, tutoring and computing spaces
- Collections (all formats) focused on community needs and interests
- Self-service express check-out accounting for at least 90% of all circulation
- A combined circulation/reference service desk
- A designated teen space
- Living room-like reading areas with comfortable seating for adults
- Dedicated teen services, spaces, and computers
- Dedicated children's room zoned by developmental age groupings for children 0-12 with computers
- A children's program room
- One large multipurpose group meeting/program room accommodating up to 100 persons that can be subdivided to accommodate smaller groups and can be made available to community members for after hours use
- A minimum of two small quiet/group study rooms for 2 to 6 persons per room equipped with appropriate connectivity, technologies and white boards

It should be renovated/built to LEED standards, as possible, with sustainable materials, energy efficient systems and indoor/outdoor spaces.

Cost

The estimated cost to renovate P.D. Brown Memorial Library is $200 to $250 per square foot. An estimated cost of $350 to $400 per square foot will be needed to construct, furnish and equip the 2,000-square-foot addition. Those costs are in today's dollars with an escalation figure of 5% per year (excluding land acquisition, as needed, owner costs and contingency). The cost for design services is typically 10-12% of the construction costs.

Rural Service Delivery Enhancements

As libraries are faced with the demand to provide increasingly convenient access with fewer operating dollars, they are also faced with exploring new ways of doing business. In order to meet their communities' needs, better integrate themselves into their communities, more cost effectively manage operations, and improve flexibility and capacity for growth, public libraries are exploring new and innovative service delivery approaches. Such approaches are especially relevant for communities like Charles County with large, rural areas that lack the population density to support a bricks and mortar library.

One such service approach is automated materials dispensing units such as Envision-Ware 24-Hour Library and Media Bank currently in use by public libraries across the country. These units handle the processes of checking out and returning books and audiovisual materials. Accessed 24/7 using a regular library card, these units require no staffing, are compatible with most Integrated Library Systems, and have a low cost of operation. Such units tend to be located off site to extend library services when a full service facility is not feasible, cost effective or an appropriate solution.

In addition to locations in rural areas of Charles County, the County's long-range plan for light rail stations in the Waldorf corridor connecting the County to the Branch Avenue Metro Station may provide the perfect opportunity to provide access to popular materials available 24/7 for the regular commuter and the occasional mass transit user.

An increasing number of libraries are utilizing electronic or "smart" lockers to provide after-hours access to materials patrons have requested. Using their library card and the locker's key pad, residents can retrieve their materials 24/7. These lockers can be placed any place in the community that residents frequent. LEID Products, LLC, and Southwest Solutions Group are two vendors of this type of product.

Finally, a low-tech approach to after-hours access – deposit collections – may work well in some areas of Charles County. In fact, the Library has already placed some of these collections in locations like community and senior centers. We recommend the Library continue to identify potential sites for small deposit collections.

In combination with the Library's new Mobile Library and its Mobile Services Van, high- and low-tech means of after-hours access will extend the Library's reach into its more rural communities.

CAPITAL PROJECTS TIMELINE AND ESTIMATED COSTS

Following is an estimated timeline and construction costs (*not including land acquisition, site preparation and owner costs*) for the capital projects recommended in this report. All dollar estimates are based on 2017 dollars. Annual Escalation Percentages must be calculated and added to each project upon the County's adoption the final timeline for each project. Starting and completing projects in a shorter timeframe will result in considerable construction cost savings.

Chart 8

Project	Start FY	Complete FY	New Construction Cost/SF (2017 dollars)	Renovation Cost/SF (2017 dollars)	Total Estimated Cost/SF (2017 dollars)
La Plata - New Building 30,000 – 35,000 SF	2018	2024	$350-$400	NA	$10,500,000-$14,000,000
Potomac – Renovate and Expand by 3,000 to 4,000 SF	2022	2025	$350-$400	$200-$250	$2,950,000-$3,975,000
P.D. Brown – Renovate and Expand by 2,000 SF	2024	2026	$350-$400	$200-$250	$3,565,000-$4,381,250
Total Estimated Project Cost in 2017 Dollars	2018	2026			$17,015,000-$22,356,250

Notes: Timelines for both Potomac and P.D. Brown projects assume that existing sites can accommodate expansion.

A structural evaluation of the roof at Potomac, as well as an investigation into the humidity/dampness issues, should be conducted as soon as possible.

Roof and HVAC replacement at P.D. Brown should proceed as planned in the County's CIP.

Estimates do not include design services, which are 10-12% of construction costs.

VI. PERIODIC REVIEW OF MASTER FACILITIES PLAN

ANNUAL REVIEW OF PLAN RECOMMENDATIONS

The Consultant strongly urges that the recommendations in this plan be reviewed every one to two years. There may be opportunities to acquire land in the recommended locations at more affordable prices and hold that land until construction dollars are available. New opportunities for co-location may arise with new private and/or public development. Therefore, the Library's vigilance in monitoring what is developing, changing and happening in all areas where library facility needs are identified is vital, as is their monitoring of land costs and construction costs.

ANNUAL REVIEW AND UPDATING OF THE CAPITAL COST ESTIMATES OF THE PLAN

The project cost estimates included in the Facility Master Plan were based on information provided to the consultants at the time of the study. There was no comprehensive physical assessment addressing current structural, mechanical, electrical, plumbing, roofing, or life safety conditions of existing facilities. Therefore cost estimates for expanded and renovated buildings were based on the consultant tours, any documentation provided by the County, age of the facility and the furniture and equipment needs required to provide 21st century public library service as desired by residents of the City and County.

When it comes time to prepare capital improvement budget requests, all cost estimates included in the Plan must be reviewed and revised based on annual rates of escalation in the area. Buildings that will be renovated and/or expanded need to have a thorough physical assessment to avoid any costly surprises related to systems, safety and structural integrity of the existing facility.

APPENDIX A

SERVICE AREA DEMOGRAPHIC REPORTS

La Plata, MD: 2016 Population

16 Population
'16A Microgrids

- 1 - 49 persons
- 50 - 124 persons
- 125 - 224 persons
- 225 - 364 persons
- 365+ persons

DemographicReports.com
(949)365-0125
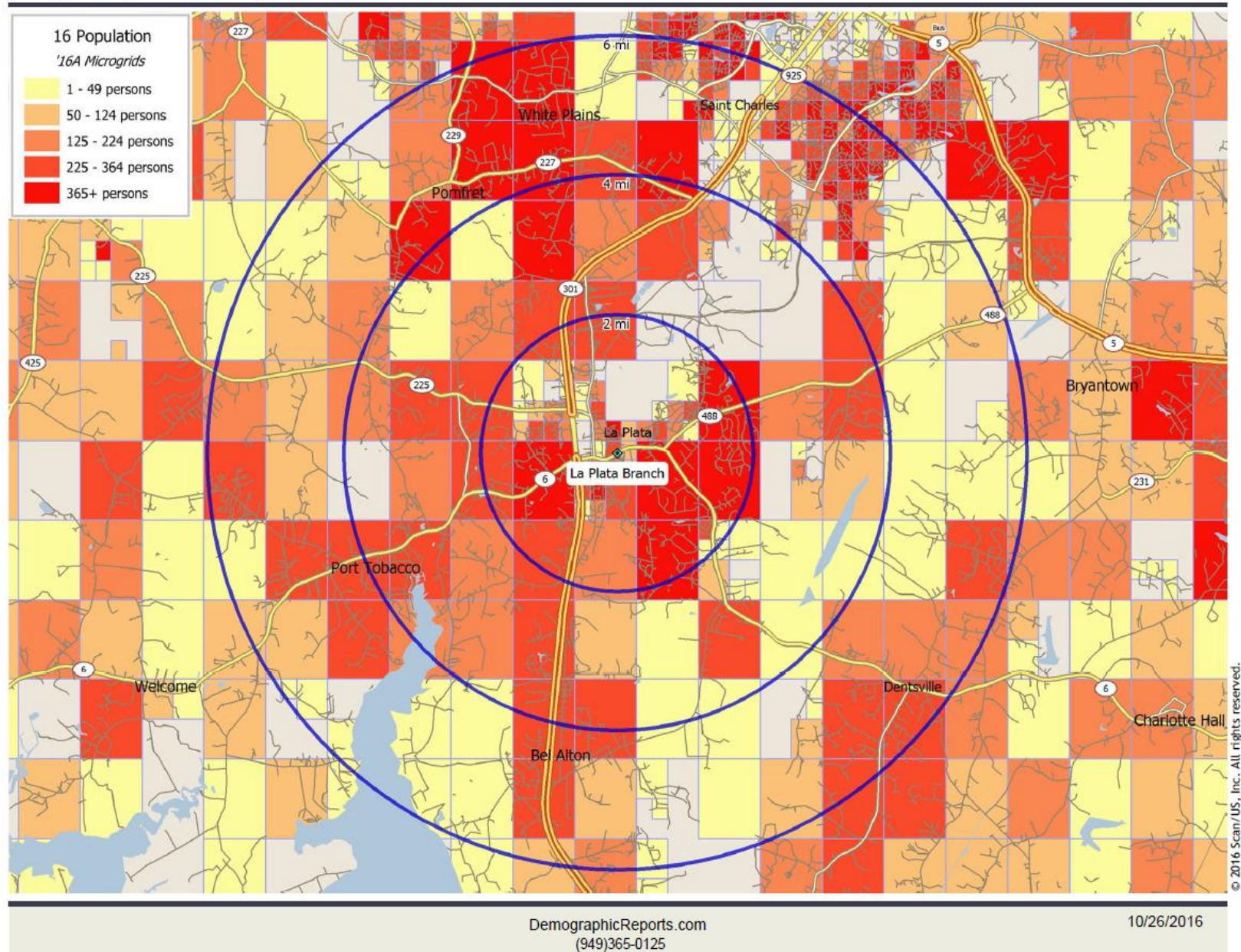
10/26/2016

La Plata, MD: 2016 Average Household Income
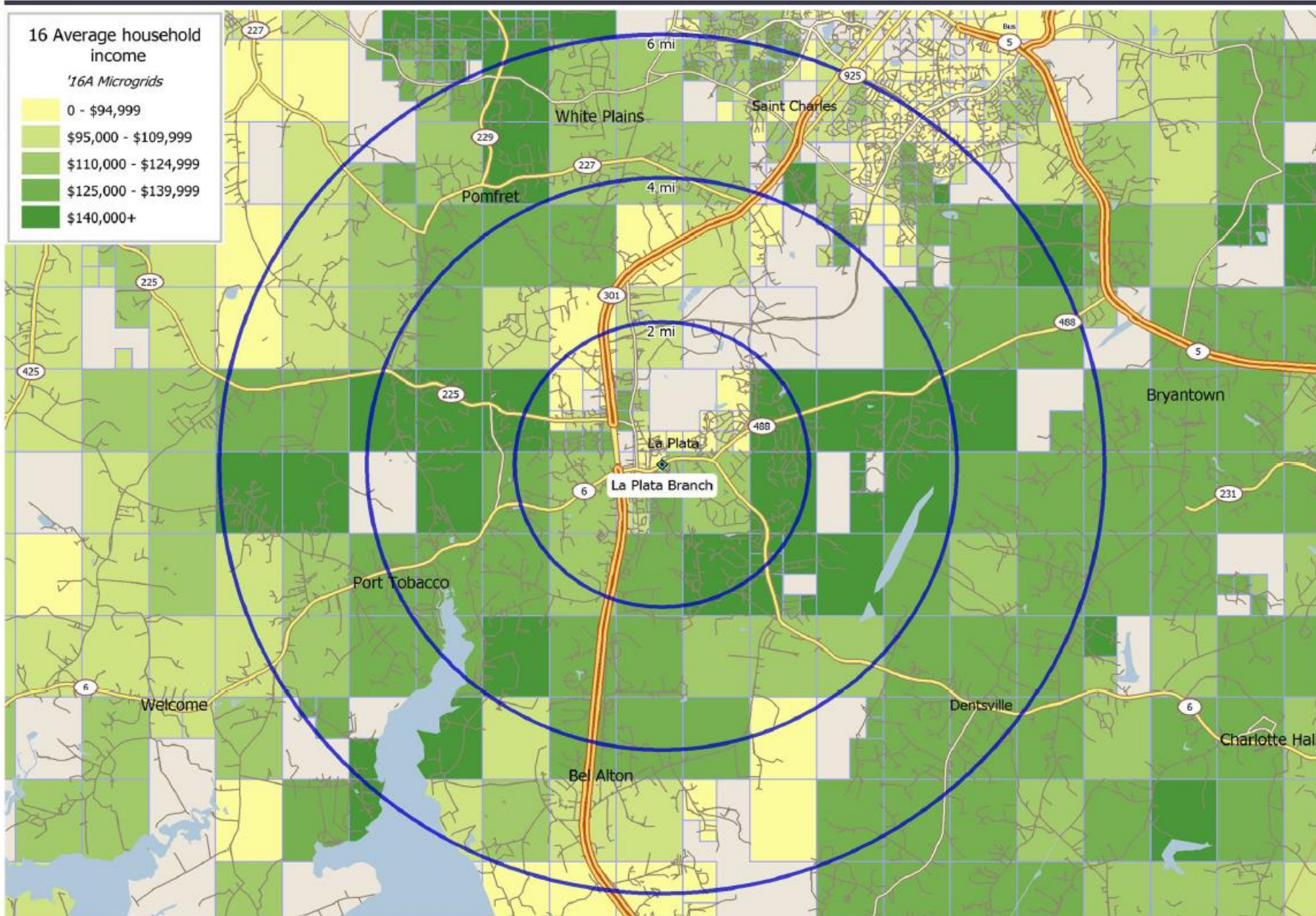
16 Average household income

'16A Microgrids

- 0 - $94,999
- $95,000 - $109,999
- $110,000 - $124,999
- $125,000 - $139,999
- $140,000+

6 mi

4 mi

2 mi

White Plains

Saint Charles

Pomfret

Bryantown

La Plata

La Plata Branch

Port Tobacco

Dentsville

Welcome

Charlotte Hall

Bel Alton

2 GARRETT AVE: LA PLATA,MD 20646:
CHARLES COUNTY MARYLAND LIBRARIES
LA PLATA BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Population						
2021 Projection	11,492		18,837		51,519	
% Change 2016-2021		5.2%		5.6%		6.2%
2016 Estimate	10,926		17,837		48,514	
% Change 2010-2016		5.0%		6.3%		12.5%
2010 Census	10,408		16,784		43,133	
% Change 2000-2010		28.1%		22.5%		28.4%
2000 Census	8,126		13,698		33,604	
Households						
2021 Projection	4,336		7,127		19,358	
% Change 2016-2021		9.5%		9.7%		10.2%
2016 Estimate	3,961		6,494		17,573	
% Change 2010-2016		8.4%		9.4%		16.4%
2010 Census	3,655		5,936		15,094	
% Change 2000-2010		29.5%		25.1%		32.6%
2000 Census	2,823		4,745		11,385	
Age, total population	**10,926**		**17,837**		**48,514**	
under 5 years	570	5.2%	884	5.0%	2,881	5.9%
5 to 9 years	653	6.0%	1,025	5.7%	3,079	6.3%
10 to 14 years	701	6.4%	1,135	6.4%	3,306	6.8%
15 to 19 years	728	6.7%	1,169	6.6%	3,384	7.0%
20 to 24 years	706	6.5%	1,101	6.2%	3,352	6.9%
25 to 34 years	1,390	12.7%	2,054	11.5%	6,463	13.3%
35 to 44 years	1,242	11.4%	2,005	11.2%	6,177	12.7%
45 to 54 years	1,648	15.1%	2,800	15.7%	7,325	15.1%
55 to 64 years	1,421	13.0%	2,530	14.2%	6,101	12.6%
65 to 74 years	993	9.1%	1,781	10.0%	3,876	8.0%
75 to 84 years	573	5.2%	918	5.1%	1,791	3.7%
85 years and over	300	2.7%	434	2.4%	779	1.6%
Median Age	42.32		43.58		41.38	
Age, male population	**5,329**		**8,743**		**23,397**	
under 20 years	1,412	26.5%	2,203	25.2%	6,585	28.1%
20 to 34 years	1,095	20.5%	1,640	18.8%	4,790	20.5%
35 to 44 years	615	11.5%	986	11.3%	2,911	12.4%
45 to 64 years	1,505	28.2%	2,638	30.2%	6,410	27.4%
65 to 84 years	632	11.9%	1,158	13.2%	2,491	10.6%
85 years and over	69	1.3%	118	1.3%	211	0.9%
Median Age	40.34		41.90		39.97	
Age, female population	**5,597**		**9,094**		**25,116**	
under 20 years	1,240	22.2%	2,010	22.1%	6,065	24.1%
20 to 34 years	1,001	17.9%	1,515	16.7%	5,025	20.0%
35 to 44 years	627	11.2%	1,019	11.2%	3,266	13.0%
45 to 64 years	1,564	27.9%	2,692	29.6%	7,016	27.9%
65 to 84 years	934	16.7%	1,541	16.9%	3,176	12.6%
85 years and over	231	4.1%	316	3.5%	568	2.3%
Median Age	45.41		45.68		42.63	

2 GARRETT AVE: LA PLATA,MD 20646:
CHARLES COUNTY MARYLAND LIBRARIES
LA PLATA BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Total Aggregate Income ($mil)	$455.8		$786.1		$2,007.8	
Per Capita Income	$41,713		$44,071		$41,385	
Household Income (households)	**3,961**		**6,494**		**17,573**	
under $10,000	267	6.7%	314	4.8%	619	3.5%
$10,000 - $14,999	170	4.3%	176	2.7%	273	1.6%
$15,000 - $19,999	73	1.8%	138	2.1%	378	2.2%
$20,000 - $24,999	132	3.3%	186	2.9%	431	2.5%
$25,000 - $29,999	50	1.3%	106	1.6%	336	1.9%
$30,000 - $34,999	79	2.0%	148	2.3%	362	2.1%
$35,000 - $39,999	93	2.3%	139	2.1%	385	2.2%
$40,000 - $49,999	148	3.7%	308	4.7%	858	4.9%
$50,000 - $59,999	201	5.1%	310	4.8%	1,024	5.8%
$60,000 - $74,999	348	8.8%	515	7.9%	1,590	9.0%
$75,000 - $99,999	480	12.1%	789	12.1%	2,623	14.9%
$100,000 - $124,999	462	11.7%	810	12.5%	2,556	14.5%
$125,000 - $149,999	446	11.3%	773	11.9%	1,998	11.4%
$150,000 - $199,999	579	14.6%	945	14.6%	2,221	12.6%
$200,000 - $249,999	166	4.2%	327	5.0%	743	4.2%
$250,000 and over	266	6.7%	512	7.9%	1,176	6.7%
Aggregate Household Income ($mil)	$449.5		$779.7		$2,000.3	
Average Household Income	$113,469		$120,068		$113,831	
Median Household Income	$96,991		$102,262		$97,981	
Family Income (families)	**2,731**		**4,732**		**12,919**	
under $10,000	93	3.4%	105	2.2%	243	1.9%
$10,000 - $14,999	113	4.1%	114	2.4%	167	1.3%
$15,000 - $19,999	14	0.5%	33	0.7%	182	1.4%
$20,000 - $24,999	67	2.5%	84	1.8%	178	1.4%
$25,000 - $29,999	38	1.4%	84	1.8%	188	1.5%
$30,000 - $34,999	19	0.7%	53	1.1%	206	1.6%
$35,000 - $39,999	45	1.6%	65	1.4%	233	1.8%
$40,000 - $49,999	40	1.5%	129	2.7%	456	3.5%
$50,000 - $59,999	113	4.1%	200	4.2%	688	5.3%
$60,000 - $74,999	251	9.2%	381	8.1%	1,103	8.5%
$75,000 - $99,999	335	12.3%	570	12.0%	1,960	15.2%
$100,000 - $124,999	310	11.4%	591	12.5%	1,844	14.3%
$125,000 - $149,999	387	14.2%	687	14.5%	1,696	13.1%
$150,000 - $199,999	512	18.7%	841	17.8%	1,989	15.4%
$200,000 - $249,999	154	5.6%	313	6.6%	705	5.5%
$250,000 and over	240	8.8%	484	10.2%	1,085	8.4%
Aggregate family income ($mil)	$359.2		$653.5		$1,624.8	
Average family income	$131,543		$138,098		$125,771	
Median family income	$114,423		$118,939		$109,993	
Non-Family Income (non-families)	**1,230**		**1,762**		**4,654**	
Aggregate non-family income ($mil)	$90.2		$126.2		$375.5	
Average non-family income	$73,332		$71,650		$80,687	
Median non-family income	$56,384		$55,719		$64,725	

2 GARRETT AVE: LA PLATA,MD 20646:
CHARLES COUNTY MARYLAND LIBRARIES
LA PLATA BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Total Aggregate Income ($mil)	$455.8		$786.1		$2,007.8	
Per Capita Income	$41,713		$44,071		$41,385	
Household Income (households)	**3,961**		**6,494**		**17,573**	
under $10,000	267	6.7%	314	4.8%	619	3.5%
$10,000 - $14,999	170	4.3%	176	2.7%	273	1.6%
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Aggregate Household Income ($mil)	$449.5		$779.7		$2,000.3	
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Median Household Income	$96,991		$102,262		$97,981	
Family Income (families)	**2,731**		**4,732**		**12,919**	
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$60,000 - $74,999	251	9.2%	381	8.1%	1,103	8.5%
$75,000 - $99,999	335	12.3%	570	12.0%	1,960	15.2%
$100,000 - $124,999	310	11.4%	591	12.5%	1,844	14.3%
$125,000 - $149,999	387	14.2%	687	14.5%	1,696	13.1%
$150,000 - $199,999	512	18.7%	841	17.8%	1,989	15.4%
$200,000 - $249,999	154	5.6%	313	6.6%	705	5.5%
$250,000 and over	240	8.8%	484	10.2%	1,085	8.4%
Aggregate family income ($mil)	$359.2		$653.5		$1,624.8	
Average family income	$131,543		$138,098		$125,771	
Median family income	$114,423		$118,939		$109,993	
Non-Family Income (non-families)	**1,230**		**1,762**		**4,654**	
Aggregate non-family income ($mil)	$90.2		$126.2		$375.5	
Average non-family income	$73,332		$71,650		$80,687	
Median non-family income	$56,384		$55,719		$64,725	

2 GARRETT AVE: LA PLATA,MD 20646:
CHARLES COUNTY MARYLAND LIBRARIES
LA PLATA BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Households	3,961		6,494		17,573	
Average household size	2.58		2.64		2.71	
Families	2,731		4,732		12,919	
Average family size	3.20		3.16		3.24	
Non-Families	1,230		1,762		4,654	
Average non-family size	1.21		1.22		1.24	
Group Quarters	694		711		881	
Household Type						
Families	2,731		4,732		12,919	
Married couples	2,000	73.2%	3,658	77.3%	9,453	73.2%
with children	855	42.8%	1,518	41.5%	4,346	46.0%
Male householder, no wife	151	5.5%	265	5.6%	789	6.1%
with children	92	60.9%	154	58.1%	479	60.7%
Female householder, no husband	579	21.2%	809	17.1%	2,677	20.7%
with children	376	64.9%	496	61.3%	1,764	65.9%
Non-Families	1,230		1,762		4,654	
with children	9	0.7%	15	0.9%	52	1.1%
Age of Householder (households)						
under 25 years	80	2.0%	111	1.7%	397	2.3%
25 to 34 years	493	12.4%	715	11.0%	2,505	14.3%
35 to 44 years	606	15.3%	967	14.9%	3,261	18.6%
45 to 54 years	882	22.3%	1,469	22.6%	4,079	23.2%
55 to 64 years	815	20.6%	1,406	21.7%	3,504	19.9%
65 to 74 years	610	15.4%	1,059	16.3%	2,321	13.2%
75 to 84 years	346	8.7%	565	8.7%	1,125	6.4%
85 years and over	129	3.3%	203	3.1%	380	2.2%
Household Size (households)						
1 person	1,028	26.0%	1,455	22.4%	3,804	21.6%
2 person	1,263	31.9%	2,220	34.2%	5,690	32.4%
3 to 4 persons	1,236	31.2%	2,083	32.1%	5,940	33.8%
5+ persons	435	11.0%	736	11.3%	2,139	12.2%
Total Housing Units	**4,123**		**6,763**		**18,400**	
Occupied	3,961	96.1%	6,495	96.0%	17,573	95.5%
Owner-occupied	2,947	74.4%	5,265	81.1%	13,629	77.6%
Renter-occupied	1,014	25.6%	1,230	18.9%	3,944	22.4%
Vacant	162	3.9%	268	4.0%	827	4.5%
Housing Value						
Average Home Value	$316,976		$342,486		$324,511	
Median Home Value	$316,361		$323,062		$300,857	
Average Contract Rent	$991		$1,001		$1,313	
Median Contract Rent	$1,322		$1,355		$1,439	

Indian Head, MD: 2016 Population

16 Population
'16A Microgrids

- 1 - 99 persons
- 100 - 199 persons
- 200 - 299 persons
- 300 - 449 persons
- 450+ persons

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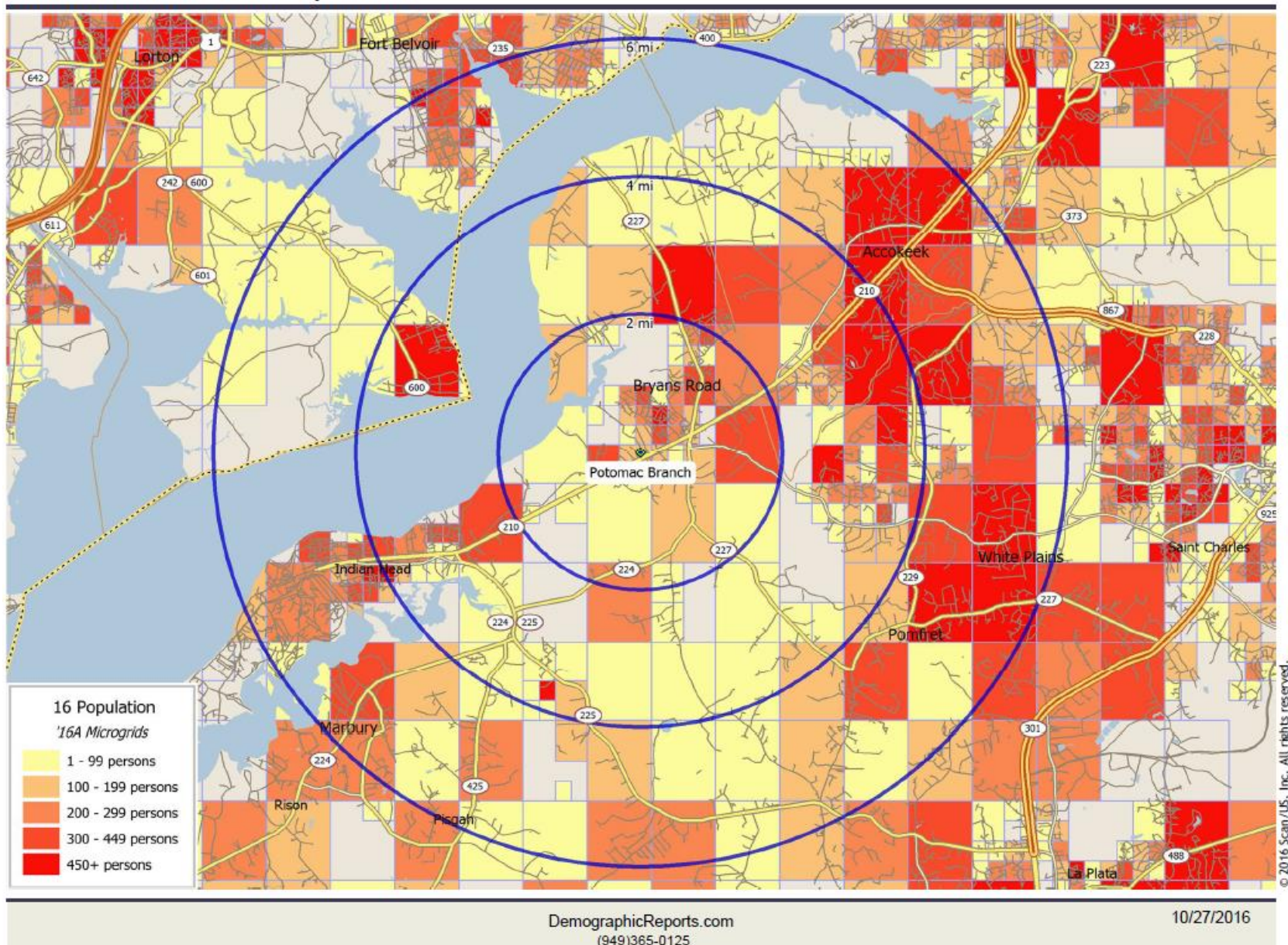
10/27/2016

Indian Head, MD: 2016 Average Household Income

16 Average household income

'16A Microgrids
- 0 - $94,999
- $95,000 - $117,999
- $118,000 - $134,999
- $135,000 - $161,999
- $162,000+
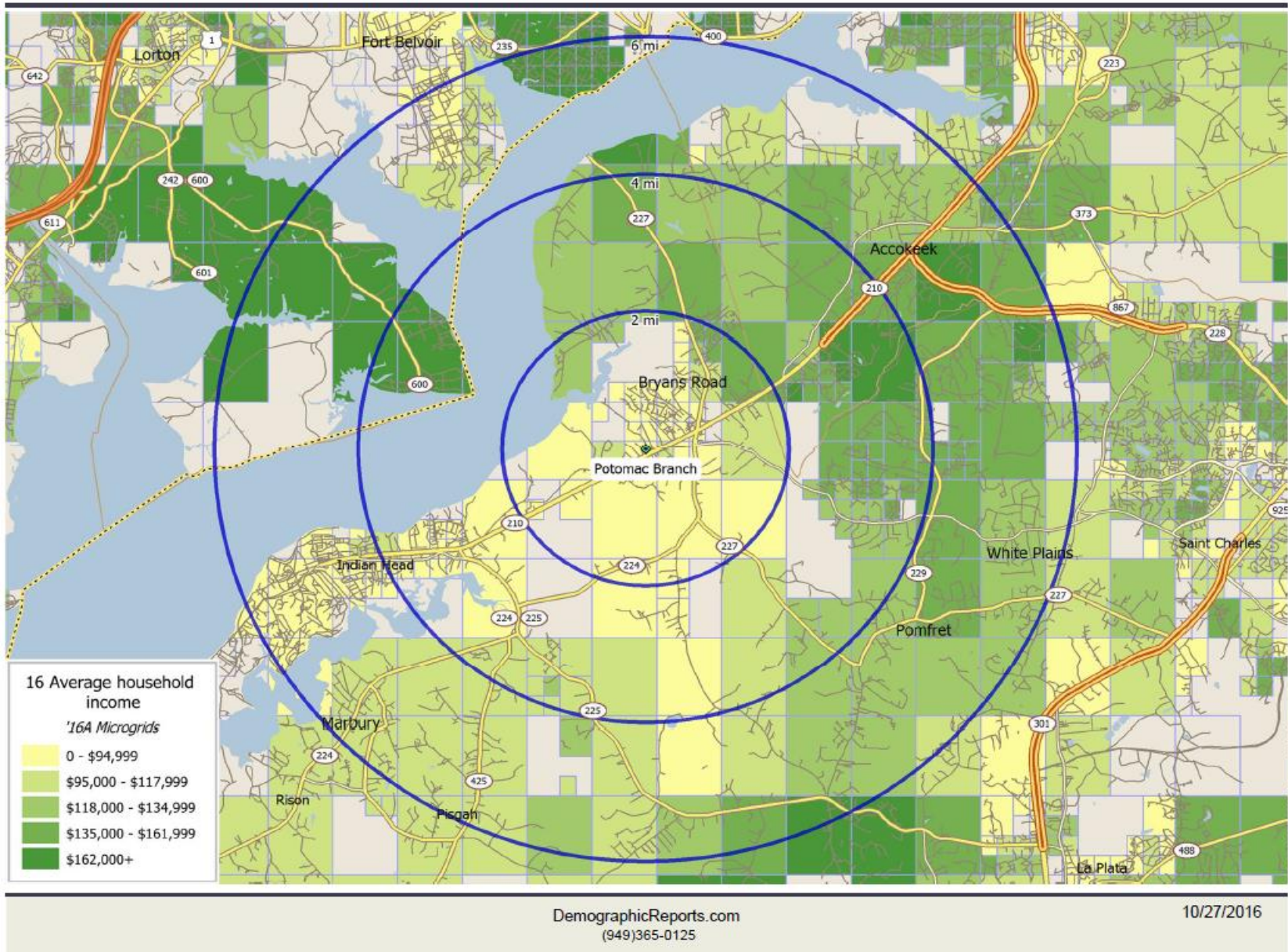
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3225 RUTH B SWANN DR: INDIAN HEAD,MD 20640:
CHARLES COUNTY MARYLAND LIBRARIES
POTOMAC BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Population						
2021 Projection	7,114		22,345		47,089	
% Change 2016-2021		6.7%		5.7%		5.0%
2016 Estimate	6,667		21,144		44,850	
% Change 2010-2016		10.6%		6.8%		9.0%
2010 Census	6,030		19,799		41,136	
% Change 2000-2010		27.1%		38.5%		28.3%
2000 Census	4,744		14,295		32,059	
Households						
2021 Projection	2,630		8,095		16,639	
% Change 2016-2021		10.6%		9.0%		8.0%
2016 Estimate	2,378		7,429		15,402	
% Change 2010-2016		13.1%		8.9%		10.2%
2010 Census	2,102		6,820		13,981	
% Change 2000-2010		20.0%		31.8%		25.4%
2000 Census	1,751		5,176		11,149	
Age, total population	**6,667**		**21,144**		**44,850**	
under 5 years	402	6.0%	1,277	6.0%	2,891	6.4%
5 to 9 years	421	6.3%	1,434	6.8%	3,240	7.2%
10 to 14 years	457	6.9%	1,506	7.1%	3,341	7.4%
15 to 19 years	507	7.6%	1,541	7.3%	3,186	7.1%
20 to 24 years	477	7.2%	1,336	6.3%	2,739	6.1%
25 to 34 years	813	12.2%	2,342	11.1%	4,990	11.1%
35 to 44 years	880	13.2%	3,039	14.4%	6,328	14.1%
45 to 54 years	1,113	16.7%	3,617	17.1%	7,272	16.2%
55 to 64 years	766	11.5%	2,591	12.3%	5,456	12.2%
65 to 74 years	455	6.8%	1,492	7.1%	3,362	7.5%
75 to 84 years	276	4.1%	695	3.3%	1,471	3.3%
85 years and over	103	1.5%	275	1.3%	573	1.3%
Median Age	40.92		40.88		41.10	
Age, male population	**3,170**		**10,163**		**21,913**	
under 20 years	900	28.4%	2,916	28.7%	6,530	29.8%
20 to 34 years	661	20.9%	1,823	17.9%	3,803	17.4%
35 to 44 years	406	12.8%	1,413	13.9%	2,996	13.7%
45 to 64 years	848	26.8%	2,929	28.8%	6,113	27.9%
65 to 84 years	321	10.1%	995	9.8%	2,282	10.4%
85 years and over	35	1.1%	87	0.9%	189	0.9%
Median Age	37.99		39.47		39.77	
Age, female population	**3,498**		**10,981**		**22,936**	
under 20 years	887	25.4%	2,842	25.9%	6,128	26.7%
20 to 34 years	629	18.0%	1,855	16.9%	3,926	17.1%
35 to 44 years	474	13.6%	1,626	14.8%	3,332	14.5%
45 to 64 years	1,031	29.5%	3,279	29.9%	6,615	28.8%
65 to 84 years	410	11.7%	1,192	10.9%	2,551	11.1%
85 years and over	68	1.9%	188	1.7%	384	1.7%
Median Age	42.78		41.92		42.15	

3225 RUTH B SWANN DR: INDIAN HEAD,MD 20640:
CHARLES COUNTY MARYLAND LIBRARIES
POTOMAC BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Total Aggregate Income ($mil)	$228.6		$908.0		$1,977.8	
Per Capita Income	$34,285		$42,941		$44,097	
Household Income (households)	**2,378**		**7,429**		**15,402**	
under $10,000	65	2.7%	245	3.3%	511	3.3%
$10,000 - $14,999	73	3.1%	162	2.2%	256	1.7%
$15,000 - $19,999	29	1.2%	95	1.3%	240	1.6%
$20,000 - $24,999	76	3.2%	150	2.0%	265	1.7%
$25,000 - $29,999	59	2.5%	123	1.7%	310	2.0%
$30,000 - $34,999	25	1.1%	61	0.8%	213	1.4%
$35,000 - $39,999	46	1.9%	131	1.8%	303	2.0%
$40,000 - $49,999	155	6.5%	475	6.4%	878	5.7%
$50,000 - $59,999	334	14.0%	711	9.6%	1,137	7.4%
$60,000 - $74,999	281	11.8%	596	8.0%	1,138	7.4%
$75,000 - $99,999	274	11.5%	865	11.6%	1,848	12.0%
$100,000 - $124,999	314	13.2%	870	11.7%	1,790	11.6%
$125,000 - $149,999	267	11.2%	859	11.6%	1,718	11.2%
$150,000 - $199,999	243	10.2%	1,017	13.7%	2,152	14.0%
$200,000 - $249,999	52	2.2%	410	5.5%	1,017	6.6%
$250,000 and over	84	3.5%	658	8.9%	1,627	10.6%
Aggregate Household Income ($mil)	$228.5		$907.9		$1,977.3	
Average Household Income	$96,100		$122,211		$128,382	
Median Household Income	$79,539		$103,568		$109,184	
Family Income (families)	**1,746**		**5,639**		**12,125**	
under $10,000	20	1.1%	54	1.0%	108	0.9%
$10,000 - $14,999	41	2.3%	53	0.9%	70	0.6%
$15,000 - $19,999	2	0.1%	29	0.5%	70	0.6%
$20,000 - $24,999	38	2.2%	87	1.5%	169	1.4%
$25,000 - $29,999	53	3.0%	93	1.6%	241	2.0%
$30,000 - $34,999	13	0.7%	40	0.7%	167	1.4%
$35,000 - $39,999	39	2.2%	67	1.2%	157	1.3%
$40,000 - $49,999	56	3.2%	209	3.7%	524	4.3%
$50,000 - $59,999	192	11.0%	471	8.4%	765	6.3%
$60,000 - $74,999	202	11.6%	452	8.0%	891	7.3%
$75,000 - $99,999	194	11.1%	633	11.2%	1,437	11.9%
$100,000 - $124,999	290	16.6%	732	13.0%	1,488	12.3%
$125,000 - $149,999	254	14.5%	767	13.6%	1,548	12.8%
$150,000 - $199,999	231	13.2%	950	16.8%	1,972	16.3%
$200,000 - $249,999	49	2.8%	392	7.0%	979	8.1%
$250,000 and over	71	4.1%	609	10.8%	1,539	12.7%
Aggregate family income ($mil)	$186.4		$776.9		$1,731.2	
Average family income	$106,754		$137,771		$142,776	
Median family income	$97,921		$119,911		$123,310	
Non-Family Income (non-families)	**632**		**1,791**		**3,278**	
Aggregate non-family income ($mil)	$42.1		$131.0		$246.2	
Average non-family income	$66,634		$73,165		$75,113	
Median non-family income	$55,025		$63,271		$63,623	

3225 RUTH B SWANN DR: INDIAN HEAD,MD 20640:
CHARLES COUNTY MARYLAND LIBRARIES
POTOMAC BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Population by Race/Ethnicity	**6,667**		**21,144**		**44,850**	
White	2,161	32.4%	7,663	36.2%	20,123	44.9%
Black	3,908	58.6%	11,528	54.5%	20,307	45.3%
Asian	192	2.9%	755	3.6%	1,750	3.9%
Hawaiian/Pacific Islander	2	0.0%	8	0.0%	26	0.1%
American Indian/AK Native	49	0.7%	127	0.6%	237	0.5%
Other/multiple races	354	5.3%	1,064	5.0%	2,407	5.4%
Hispanic Origin	304	4.6%	855	4.0%	2,323	5.2%
Education (persons 25+)	**4,411**		**14,082**		**29,518**	
No high school dipoloma	431	9.8%	984	7.0%	1,957	6.6%
High school diploma	1,550	35.1%	4,391	31.2%	8,170	27.7%
College, no diploma	1,372	31.1%	3,669	26.1%	7,198	24.4%
Associate degree	250	5.7%	857	6.1%	1,953	6.6%
Bachelor's degree	591	13.4%	2,523	17.9%	5,666	19.2%
Graduate/professional degree	217	4.9%	1,658	11.8%	4,574	15.5%
Labor Force (persons 16+ yrs)						
Total Population, Age 16+	**5,270**		**16,634**		**34,719**	
Employed	3,262	61.9%	11,139	67.0%	22,172	63.9%
Unemployed	248	4.7%	605	3.6%	1,150	3.3%
In armed forces	21	0.4%	91	0.5%	903	2.6%
Not in labor force	1,739	33.0%	4,799	28.9%	10,494	30.2%
Male Population, Age 16+	**2,465**		**7,890**		**16,709**	
Employed	1,580	64.1%	5,423	68.7%	10,812	64.7%
Unemployed	100	4.1%	262	3.3%	534	3.2%
In armed forces	21	0.9%	55	0.7%	764	4.6%
Not in labor force	764	31.0%	2,150	27.2%	4,599	27.5%
Female Population, Age 16+	**2,805**		**8,744**		**18,010**	
Employed	1,682	60.0%	5,716	65.4%	11,360	63.1%
Unemployed	148	5.3%	343	3.9%	616	3.4%
In armed forces	0	0.0%	36	0.4%	139	0.8%
Not in labor force	975	34.8%	2,649	30.3%	5,895	32.7%
Vehicles Available (households)	**2,378**		**7,429**		**15,402**	
Households with no vehicles	87	3.7%	246	3.3%	558	3.6%
Households with 1 vehicle	554	23.3%	1,536	20.7%	2,994	19.4%
Households with 2 vehicles	996	41.9%	2,939	39.6%	6,279	40.8%
Households with 3+ vehicles	741	31.2%	2,709	36.5%	5,572	36.2%
Vehicles in owner households	4,914	90.7%	15,911	92.0%	30,940	87.1%
Vehicles in renter households	501	9.3%	1,382	8.0%	4,564	12.9%
Total vehicles available	5,415		17,293		35,504	
Average vehicles per household	2.28		2.33		2.31	

3225 RUTH B SWANN DR: INDIAN HEAD,MD 20640:
CHARLES COUNTY MARYLAND LIBRARIES
POTOMAC BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Households	2,378		7,429		15,402	
Average household size	2.80		2.85		2.91	
Families	1,746		5,639		12,125	
Average family size	3.37		3.36		3.35	
Non-Families	632		1,791		3,278	
Average non-family size	1.22		1.24		1.25	
Group Quarters	5		6		80	
Household Type						
Families	1,746		5,639		12,125	
Married couples	1,143	65.5%	4,144	73.5%	9,363	77.2%
with children	528	46.2%	1,981	47.8%	4,495	48.0%
Male householder, no wife	114	6.5%	338	6.0%	632	5.2%
with children	68	59.6%	195	57.7%	358	56.6%
Female householder, no husband	489	28.0%	1,158	20.5%	2,129	17.6%
with children	306	62.6%	715	61.7%	1,359	63.8%
Non-Families	632		1,791		3,278	
with children	3	0.5%	14	0.8%	32	1.0%
Age of Householder (households)						
under 25 years	53	2.2%	160	2.2%	350	2.3%
25 to 34 years	323	13.6%	908	12.2%	1,899	12.3%
35 to 44 years	456	19.2%	1,514	20.4%	3,114	20.2%
45 to 54 years	607	25.5%	1,921	25.9%	3,852	25.0%
55 to 64 years	428	18.0%	1,419	19.1%	2,977	19.3%
65 to 74 years	280	11.8%	888	12.0%	1,954	12.7%
75 to 84 years	166	7.0%	447	6.0%	918	6.0%
85 years and over	66	2.8%	171	2.3%	340	2.2%
Household Size (households)						
1 person	525	22.1%	1,465	19.7%	2,654	17.2%
2 person	713	30.0%	2,249	30.3%	4,803	31.2%
3 to 4 persons	799	33.6%	2,636	35.5%	5,615	36.5%
5+ persons	343	14.4%	1,081	14.6%	2,331	15.1%
Total Housing Units	**2,500**		**7,792**		**16,106**	
Occupied	2,378	95.1%	7,429	95.3%	15,402	95.6%
Owner-occupied	2,031	85.4%	6,581	88.6%	12,770	82.9%
Renter-occupied	347	14.6%	848	11.4%	2,632	17.1%
Vacant	122	4.9%	363	4.7%	704	4.4%
Housing Value						
Average Home Value	$260,118		$329,305		$384,091	
Median Home Value	$244,867		$282,377		$315,330	
Average Contract Rent	$816		$1,062		$2,712	
Median Contract Rent	$1,439		$1,374		$1,609	

Waldorf, MD: 2016 Population
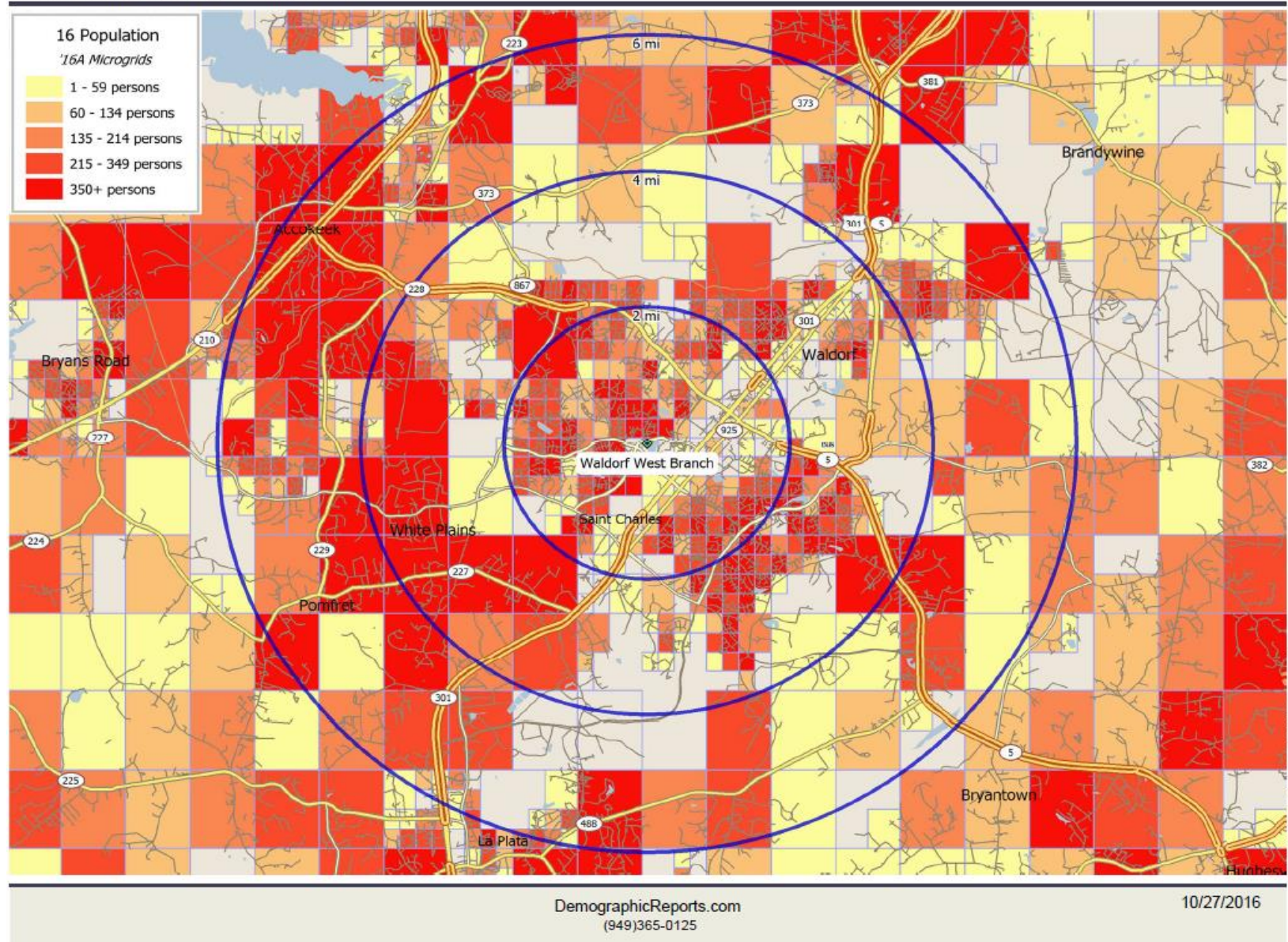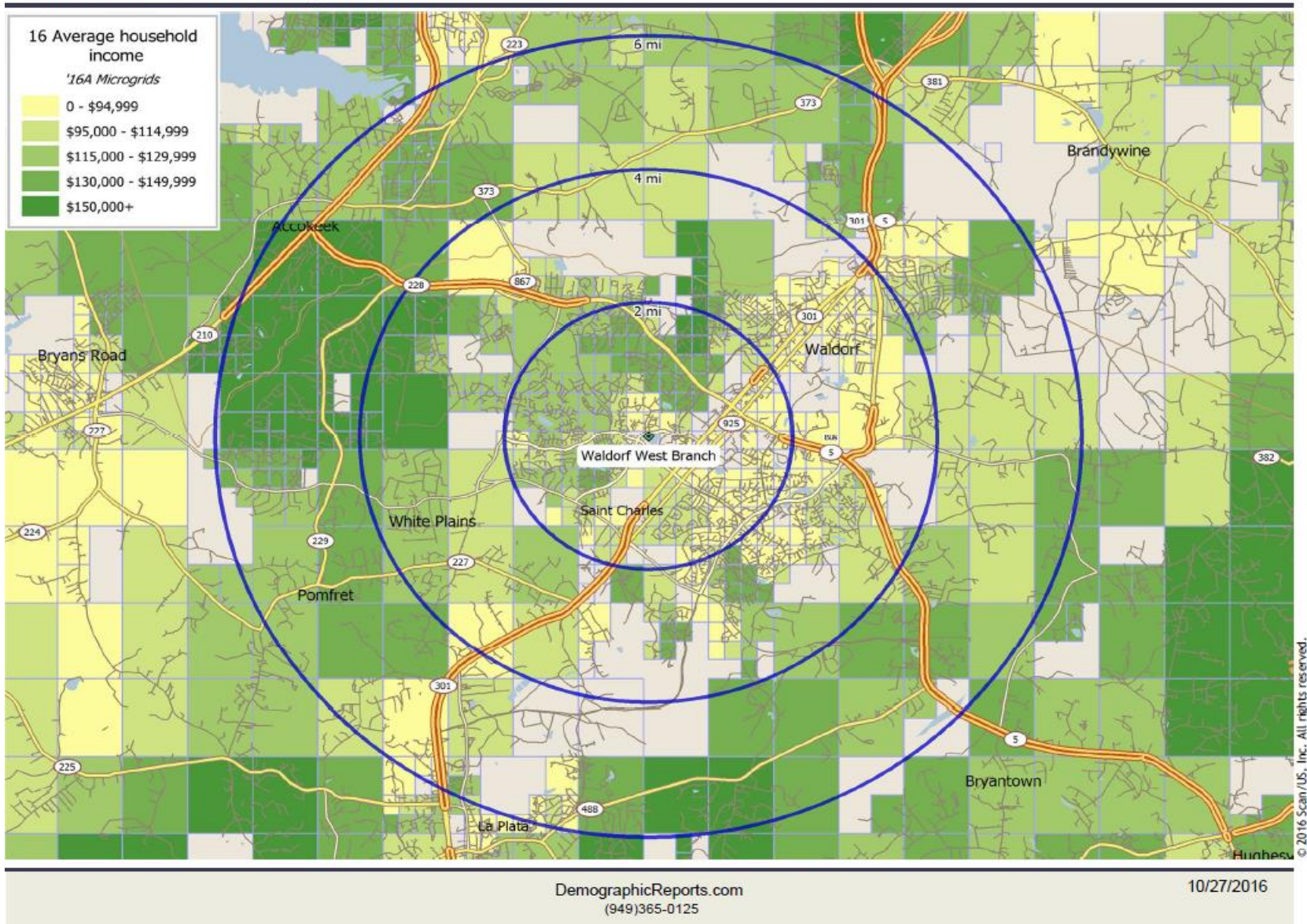
16 Population
'16A Microgrids

	1 - 59 persons
	60 - 134 persons
	135 - 214 persons
	215 - 349 persons
	350+ persons

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Waldorf, MD: 2016 Average Household Income

16 Average household income

'16A Microgrids
- 0 - $94,999
- $95,000 - $114,999
- $115,000 - $129,999
- $130,000 - $149,999
- $150,000+

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10/27/2016

Demographic Comparison Report

10405 ODONNELL PL: WALDORF,MD 20603:
CHARLES COUNTY MARYLAND LIBRARIES
WALDORF WEST BRANCH

	2 MI RING		**4 MI RING**		**6 MI RING**	
Population						
2021 Projection	38,554		82,968		113,640	
% Change 2016-2021		6.7%		6.5%		6.0%
2016 Estimate	36,122		77,905		107,221	
% Change 2010-2016		8.3%		11.2%		10.9%
2010 Census	33,354		70,046		96,663	
% Change 2000-2010		20.2%		22.9%		26.5%
2000 Census	27,759		56,984		76,428	
Households						
2021 Projection	14,161		31,069		42,019	
% Change 2016-2021		10.7%		10.4%		9.6%
2016 Estimate	12,798		28,139		38,354	
% Change 2010-2016		11.1%		14.6%		14.1%
2010 Census	11,516		24,551		33,626	
% Change 2000-2010		23.1%		25.3%		28.7%
2000 Census	9,356		19,594		26,136	
Age, total population	**36,122**		**77,905**		**107,221**	
under 5 years	2,350	6.5%	5,250	6.7%	6,916	6.5%
5 to 9 years	2,552	7.1%	5,453	7.0%	7,423	6.9%
10 to 14 years	2,881	8.0%	5,988	7.7%	8,015	7.5%
15 to 19 years	2,906	8.0%	6,055	7.8%	8,051	7.5%
20 to 24 years	2,628	7.3%	5,858	7.5%	7,441	6.9%
25 to 34 years	5,108	14.1%	11,377	14.6%	14,442	13.5%
35 to 44 years	5,302	14.7%	11,167	14.3%	15,474	14.4%
45 to 54 years	5,691	15.8%	12,003	15.4%	16,982	15.8%
55 to 64 years	3,826	10.6%	8,366	10.7%	12,498	11.7%
65 to 74 years	1,740	4.8%	3,973	5.1%	6,327	5.9%
75 to 84 years	813	2.3%	1,717	2.2%	2,639	2.5%
85 years and over	328	0.9%	699	0.9%	1,012	0.9%
Median Age	36.85		36.85		38.49	
Age, male population	**16,846**		**36,592**		**50,860**	
under 20 years	5,411	32.1%	11,663	31.9%	15,557	30.6%
20 to 34 years	3,639	21.6%	8,040	22.0%	10,330	20.3%
35 to 44 years	2,336	13.9%	4,974	13.6%	7,022	13.8%
45 to 64 years	4,391	26.1%	9,374	25.6%	13,830	27.2%
65 to 84 years	1,003	6.0%	2,364	6.5%	3,870	7.6%
85 years and over	67	0.4%	177	0.5%	250	0.5%
Median Age	34.33		34.76		36.83	
Age, female population	**19,276**		**41,313**		**56,362**	
under 20 years	5,278	27.4%	11,083	26.8%	14,848	26.3%
20 to 34 years	4,097	21.3%	9,195	22.3%	11,553	20.5%
35 to 44 years	2,966	15.4%	6,193	15.0%	8,452	15.0%
45 to 64 years	5,126	26.6%	10,995	26.6%	15,650	27.8%
65 to 84 years	1,550	8.0%	3,326	8.1%	5,096	9.0%
85 years and over	261	1.4%	522	1.3%	762	1.4%
Median Age	38.39		38.58		39.89	

10405 ODONNELL PL: WALDORF,MD 20603:
CHARLES COUNTY MARYLAND LIBRARIES
WALDORF WEST BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Total Aggregate Income ($mil)	$1,345.0		$2,897.7		$4,245.9	
Per Capita Income	$37,235		$37,195		$39,600	
Household Income (households)	**12,798**		**28,139**		**38,354**	
under $10,000	682	5.3%	1,472	5.2%	1,711	4.5%
$10,000 - $14,999	214	1.7%	560	2.0%	730	1.9%
$15,000 - $19,999	260	2.0%	603	2.1%	705	1.8%
$20,000 - $24,999	321	2.5%	728	2.6%	900	2.3%
$25,000 - $29,999	242	1.9%	588	2.1%	729	1.9%
$30,000 - $34,999	301	2.4%	666	2.4%	770	2.0%
$35,000 - $39,999	369	2.9%	799	2.8%	938	2.4%
$40,000 - $49,999	723	5.6%	1,548	5.5%	1,894	4.9%
$50,000 - $59,999	792	6.2%	1,557	5.5%	2,138	5.6%
$60,000 - $74,999	1,269	9.9%	2,776	9.9%	3,554	9.3%
$75,000 - $99,999	2,222	17.4%	4,633	16.5%	5,894	15.4%
$100,000 - $124,999	1,590	12.4%	3,583	12.7%	4,886	12.7%
$125,000 - $149,999	1,202	9.4%	3,023	10.7%	4,308	11.2%
$150,000 - $199,999	1,541	12.0%	3,052	10.8%	4,806	12.5%
$200,000 - $249,999	411	3.2%	979	3.5%	1,686	4.4%
$250,000 and over	661	5.2%	1,573	5.6%	2,707	7.1%
Aggregate Household Income ($mil)	$1,343.4		$2,895.9		$4,243.9	
Average Household Income	$104,973		$102,913		$110,651	
Median Household Income	$89,037		$88,843		$96,473	
Family Income (families)	**9,379**		**20,408**		**28,451**	
under $10,000	330	3.5%	644	3.2%	716	2.5%
$10,000 - $14,999	111	1.2%	237	1.2%	317	1.1%
$15,000 - $19,999	138	1.5%	375	1.8%	427	1.5%
$20,000 - $24,999	138	1.5%	406	2.0%	475	1.7%
$25,000 - $29,999	127	1.4%	364	1.8%	441	1.6%
$30,000 - $34,999	200	2.1%	458	2.2%	503	1.8%
$35,000 - $39,999	230	2.5%	402	2.0%	453	1.6%
$40,000 - $49,999	431	4.6%	823	4.0%	998	3.5%
$50,000 - $59,999	491	5.2%	999	4.9%	1,455	5.1%
$60,000 - $74,999	866	9.2%	1,915	9.4%	2,503	8.8%
$75,000 - $99,999	1,779	19.0%	3,531	17.3%	4,500	15.8%
$100,000 - $124,999	1,276	13.6%	2,705	13.3%	3,706	13.0%
$125,000 - $149,999	948	10.1%	2,454	12.0%	3,525	12.4%
$150,000 - $199,999	1,339	14.3%	2,720	13.3%	4,307	15.1%
$200,000 - $249,999	382	4.1%	926	4.5%	1,606	5.6%
$250,000 and over	592	6.3%	1,447	7.1%	2,519	8.9%
Aggregate family income ($mil)	$1,069.0		$2,319.6		$3,491.5	
Average family income	$113,975		$113,661		$122,718	
Median family income	$98,818		$99,643		$108,065	
Non-Family Income (non-families)	**3,419**		**7,731**		**9,903**	
Aggregate non-family income ($mil)	$274.5		$576.3		$752.5	
Average non-family income	$80,281		$74,540		$75,980	
Median non-family income	$61,482		$61,575		$63,890	

10405 ODONNELL PL: WALDORF,MD 20603:
CHARLES COUNTY MARYLAND LIBRARIES
WALDORF WEST BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Population by Race/Ethnicity	**36,122**		**77,905**		**107,221**	
White	11,475	*31.8%*	25,344	*32.5%*	37,268	*34.8%*
Black	20,156	*55.8%*	43,316	*55.6%*	57,785	*53.9%*
Asian	1,819	*5.0%*	3,602	*4.6%*	4,898	*4.6%*
Hawaiian/Pacific Islander	30	*0.1%*	62	*0.1%*	71	*0.1%*
American Indian/AK Native	141	*0.4%*	325	*0.4%*	460	*0.4%*
Other/multiple races	2,501	*6.9%*	5,255	*6.7%*	6,740	*6.3%*
Hispanic Origin	2,371	*6.6%*	5,149	*6.6%*	6,567	*6.1%*
Education (persons 25+)	**22,824**		**49,353**		**69,428**	
No high school dipoloma	1,457	*6.4%*	3,345	*6.8%*	4,492	*6.5%*
High school diploma	6,440	*28.2%*	14,638	*29.7%*	20,226	*29.1%*
College, no diploma	6,172	*27.0%*	13,015	*26.4%*	17,860	*25.7%*
Associate degree	1,940	*8.5%*	4,129	*8.4%*	5,686	*8.2%*
Bachelor's degree	4,045	*17.7%*	8,768	*17.8%*	12,864	*18.5%*
Graduate/professional degree	2,770	*12.1%*	5,458	*11.1%*	8,300	*12.0%*
Labor Force (persons 16+ yrs)						
Total Population, Age 16+	**27,695**		**59,889**		**83,111**	
Employed	18,765	*67.8%*	41,017	*68.5%*	57,098	*68.7%*
Unemployed	1,197	*4.3%*	2,567	*4.3%*	3,320	*4.0%*
In armed forces	283	*1.0%*	543	*0.9%*	745	*0.9%*
Not in labor force	7,450	*26.9%*	15,762	*26.3%*	21,948	*26.4%*
Male Population, Age 16+	**12,568**		**27,335**		**38,513**	
Employed	8,814	*70.1%*	19,233	*70.4%*	27,198	*70.6%*
Unemployed	623	*5.0%*	1,369	*5.0%*	1,778	*4.6%*
In armed forces	182	*1.4%*	368	*1.3%*	512	*1.3%*
Not in labor force	2,949	*23.5%*	6,365	*23.3%*	9,025	*23.4%*
Female Population, Age 16+	**15,127**		**32,554**		**44,598**	
Employed	9,951	*65.8%*	21,784	*66.9%*	29,900	*67.0%*
Unemployed	574	*3.8%*	1,198	*3.7%*	1,542	*3.5%*
In armed forces	101	*0.7%*	175	*0.5%*	233	*0.5%*
Not in labor force	4,501	*29.8%*	9,397	*28.9%*	12,923	*29.0%*
Vehicles Available (households)	**12,798**		**28,139**		**38,354**	
Households with no vehicles	398	*3.1%*	1,035	*3.7%*	1,179	*3.1%*
Households with 1 vehicle	4,071	*31.8%*	8,524	*30.3%*	10,400	*27.1%*
Households with 2 vehicles	5,163	*40.3%*	11,304	*40.2%*	15,346	*40.0%*
Households with 3+ vehicles	3,165	*24.7%*	7,277	*25.9%*	11,430	*29.8%*
Vehicles in owner households	19,878	*78.4%*	44,582	*78.7%*	67,686	*83.0%*
Vehicles in renter households	5,486	*21.6%*	12,078	*21.3%*	13,820	*17.0%*
Total vehicles available	**25,364**		**56,660**		**81,506**	
Average vehicles per household	**1.98**		**2.01**		**2.13**	

10405 ODONNELL PL: WALDORF,MD 20603:
CHARLES COUNTY MARYLAND LIBRARIES
WALDORF WEST BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Households	12,798		28,139		38,354	
Average household size	2.81		2.76		2.79	
Families	9,379		20,408		28,451	
Average family size	3.38		3.33		3.32	
Non-Families	3,419		7,731		9,903	
Average non-family size	1.24		1.25		1.25	
Group Quarters	218		247		302	
Household Type						
Families	9,379		20,408		28,451	
Married couples	6,200	66.1%	13,440	65.9%	19,857	69.8%
with children	3,327	53.7%	6,999	52.1%	9,942	50.1%
Male householder, no wife	628	6.7%	1,367	6.7%	1,799	6.3%
with children	413	65.8%	851	62.3%	1,101	61.2%
Female householder, no husband	2,551	27.2%	5,601	27.4%	6,795	23.9%
with children	1,833	71.9%	3,997	71.4%	4,720	69.5%
Non-Families	3,419		7,731		9,903	
with children	41	1.2%	86	1.1%	117	1.2%
Age of Householder (households)						
under 25 years	341	2.7%	768	2.7%	972	2.5%
25 to 34 years	2,134	16.7%	4,832	17.2%	5,890	15.4%
35 to 44 years	2,932	22.9%	6,222	22.1%	8,275	21.6%
45 to 54 years	3,326	26.0%	7,093	25.2%	9,654	25.2%
55 to 64 years	2,299	18.0%	5,105	18.1%	7,337	19.1%
65 to 74 years	1,078	8.4%	2,523	9.0%	3,876	10.1%
75 to 84 years	518	4.0%	1,169	4.2%	1,739	4.5%
85 years and over	170	1.3%	428	1.5%	611	1.6%
Household Size (households)						
1 person	2,840	22.2%	6,362	22.6%	8,112	21.2%
2 person	3,529	27.6%	8,048	28.6%	11,344	29.6%
3 to 4 persons	4,658	36.4%	10,035	35.7%	13,792	36.0%
5+ persons	1,772	13.8%	3,695	13.1%	5,107	13.3%
Total Housing Units	**13,412**		**29,478**		**40,096**	
Occupied	12,797	95.4%	28,139	95.5%	38,355	95.7%
Owner-occupied	9,184	71.8%	20,182	71.7%	29,545	77.0%
Renter-occupied	3,613	28.2%	7,957	28.3%	8,810	23.0%
Vacant	615	4.6%	1,339	4.5%	1,741	4.3%
Housing Value						
Average Home Value	$261,758		$271,547		$291,461	
Median Home Value	$252,601		$261,302		$276,544	
Average Contract Rent	$1,258		$1,240		$1,249	
Median Contract Rent	$1,479		$1,435		$1,440	

Waldorf, MD: 2016 Population
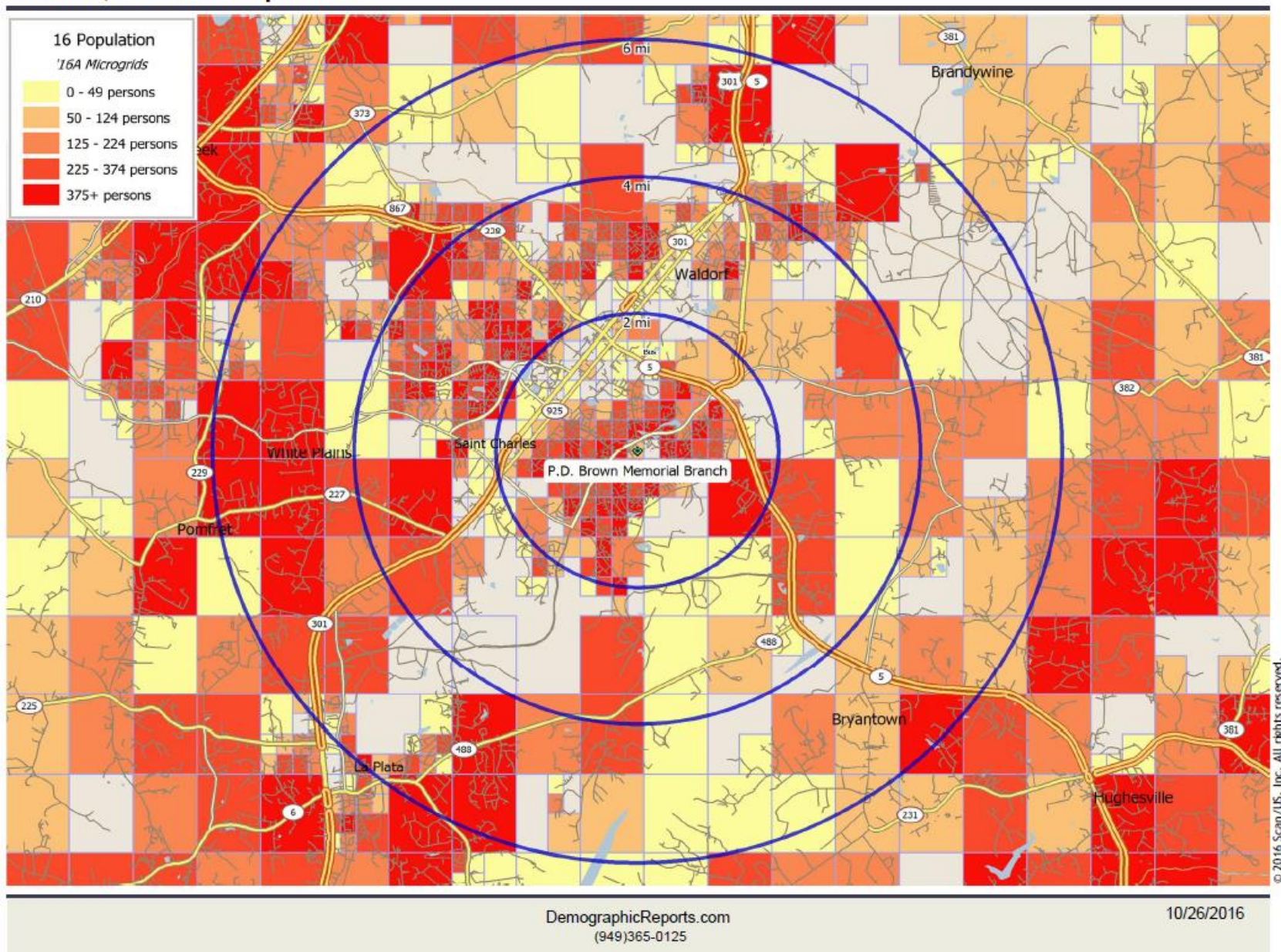
16 Population
'16A Microgrids

- 0 - 49 persons
- 50 - 124 persons
- 125 - 224 persons
- 225 - 374 persons
- 375+ persons

6 mi

4 mi

2 mi

Brandywine

Waldorf

Saint Charles

P.D. Brown Memorial Branch

White Plains

Pomfret

Bryantown

La Plata

Hughesville

DemographicReports.com
(949)365-0125

10/26/2016

Waldorf, MD: 2016 Average Household Income

16 Average household income
'16A Microgrids

- 0 - $99,999
- $100,000 - $114,999
- $115,000 - $129,999
- $130,000 - $144,999
- $145,000+
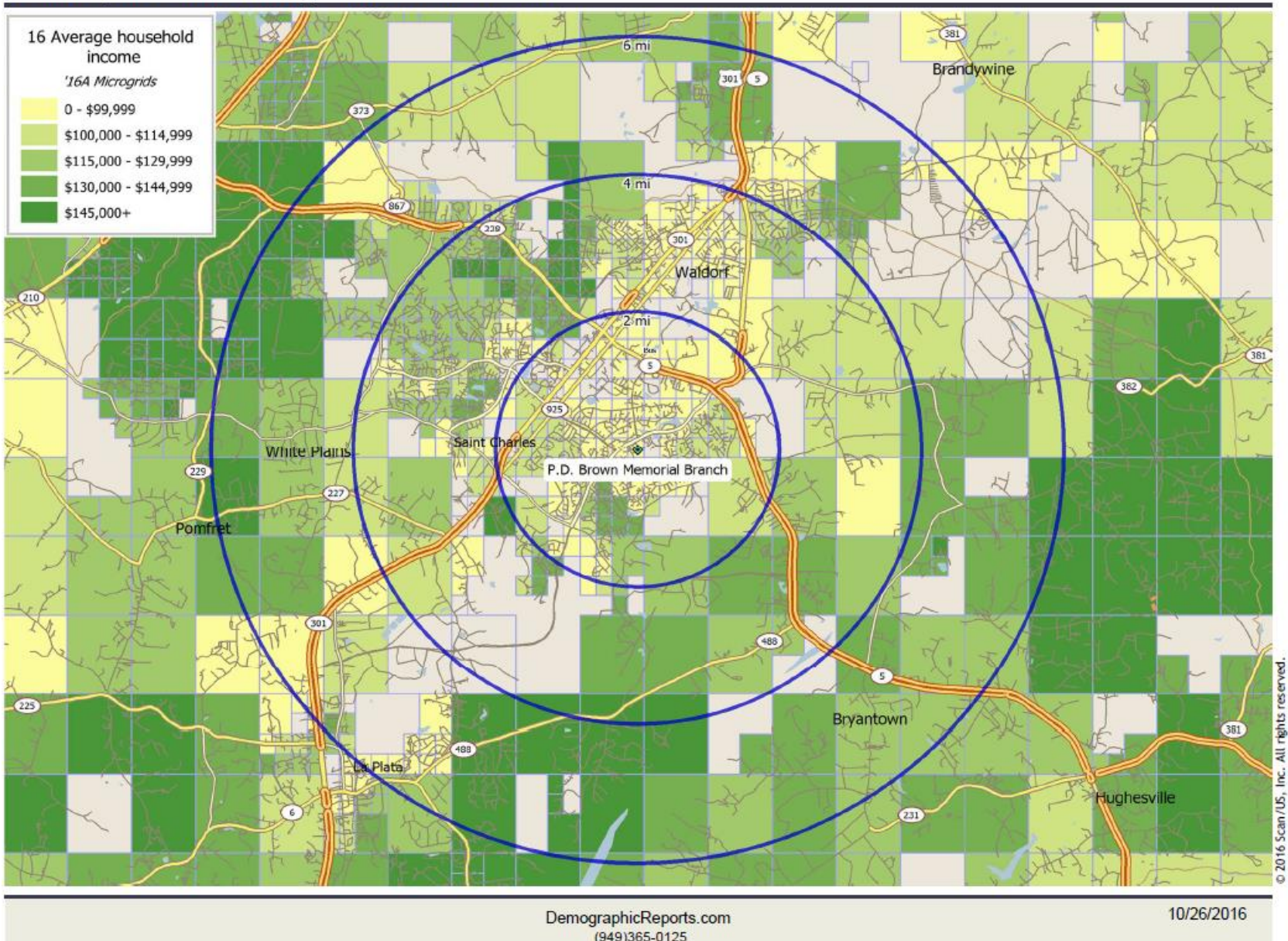
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50 VILLAGE ST: WALDORF,MD 20602:
CHARLES COUNTY MARYLAND LIBRARIES
P.D. BROWN MEMORIAL BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Population						
2021 Projection	31,246		76,309		101,889	
% Change 2016-2021		6.8%		6.6%		6.3%
2016 Estimate	29,257		71,585		95,874	
% Change 2010-2016		11.9%		10.6%		10.9%
2010 Census	26,143		64,697		86,477	
% Change 2000-2010		18.0%		19.2%		22.7%
2000 Census	22,158		54,294		70,479	
Households						
2021 Projection	12,187		28,910		38,158	
% Change 2016-2021		10.8%		10.5%		10.1%
2016 Estimate	10,999		26,160		34,666	
% Change 2010-2016		15.9%		14.1%		14.1%
2010 Census	9,492		22,919		30,389	
% Change 2000-2010		22.8%		22.3%		24.9%
2000 Census	7,732		18,744		24,330	
Age, total population	**29,257**		**71,585**		**95,874**	
under 5 years	2,103	7.2%	4,806	6.7%	6,231	6.5%
5 to 9 years	2,093	7.2%	4,947	6.9%	6,558	6.8%
10 to 14 years	2,040	7.0%	5,372	7.5%	7,144	7.5%
15 to 19 years	2,113	7.2%	5,462	7.6%	7,233	7.5%
20 to 24 years	2,446	8.4%	5,495	7.7%	6,873	7.2%
25 to 34 years	4,816	16.5%	10,699	14.9%	13,327	13.9%
35 to 44 years	3,756	12.8%	10,041	14.0%	13,410	14.0%
45 to 54 years	3,963	13.5%	10,879	15.2%	14,885	15.5%
55 to 64 years	3,119	10.7%	7,780	10.9%	10,987	11.5%
65 to 74 years	1,656	5.7%	3,765	5.3%	5,757	6.0%
75 to 84 years	767	2.6%	1,671	2.3%	2,486	2.6%
85 years and over	385	1.3%	670	0.9%	983	1.0%
Median Age	36.79		37.55		38.66	
Age, male population	**13,636**		**33,556**		**45,253**	
under 20 years	4,342	31.8%	10,551	31.4%	13,919	30.8%
20 to 34 years	3,338	24.5%	7,574	22.6%	9,498	21.0%
35 to 44 years	1,696	12.4%	4,473	13.3%	6,049	13.4%
45 to 64 years	3,190	23.4%	8,555	25.5%	12,028	26.6%
65 to 84 years	973	7.1%	2,233	6.7%	3,515	7.8%
85 years and over	97	0.7%	171	0.5%	244	0.5%
Median Age	34.15		35.29		36.89	
Age, female population	**15,620**		**38,029**		**50,621**	
under 20 years	4,007	25.7%	10,036	26.4%	13,247	26.2%
20 to 34 years	3,924	25.1%	8,620	22.7%	10,702	21.1%
35 to 44 years	2,060	13.2%	5,568	14.6%	7,361	14.5%
45 to 64 years	3,892	24.9%	10,104	26.6%	13,844	27.3%
65 to 84 years	1,450	9.3%	3,203	8.4%	4,728	9.3%
85 years and over	288	1.8%	499	1.3%	739	1.5%
Median Age	38.42		39.39		40.18	

50 VILLAGE ST: WALDORF,MD 20602:
CHARLES COUNTY MARYLAND LIBRARIES
P.D. BROWN MEMORIAL BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Total Aggregate Income ($mil)	$964.0		$2,638.6		$3,681.7	
Per Capita Income	$32,950		$36,859		$38,401	
Household Income (households)	**10,999**		**26,160**		**34,666**	
under $10,000	710	6.5%	1,363	5.2%	1,715	4.9%
$10,000 - $14,999	402	3.7%	551	2.1%	737	2.1%
$15,000 - $19,999	286	2.6%	590	2.3%	718	2.1%
$20,000 - $24,999	355	3.2%	699	2.7%	887	2.6%
$25,000 - $29,999	403	3.7%	565	2.2%	686	2.0%
$30,000 - $34,999	387	3.5%	610	2.3%	768	2.2%
$35,000 - $39,999	314	2.9%	830	3.2%	950	2.7%
$40,000 - $49,999	702	6.4%	1,533	5.9%	1,858	5.4%
$50,000 - $59,999	610	5.5%	1,451	5.5%	1,915	5.5%
$60,000 - $74,999	1,159	10.5%	2,695	10.3%	3,329	9.6%
$75,000 - $99,999	1,614	14.7%	4,358	16.7%	5,390	15.5%
$100,000 - $124,999	1,454	13.2%	3,235	12.4%	4,361	12.6%
$125,000 - $149,999	1,076	9.8%	2,736	10.5%	3,754	10.8%
$150,000 - $199,999	922	8.4%	2,780	10.6%	4,071	11.7%
$200,000 - $249,999	234	2.1%	829	3.2%	1,356	3.9%
$250,000 and over	372	3.4%	1,336	5.1%	2,169	6.3%
Aggregate Household Income ($mil)	$962.4		$2,636.7		$3,679.6	
Average Household Income	$87,495		$100,790		$106,145	
Median Household Income	$74,333		$86,496		$92,020	
Family Income (families)	**7,519**		**18,713**		**25,363**	
under $10,000	384	5.1%	635	3.4%	751	3.0%
$10,000 - $14,999	145	1.9%	244	1.3%	359	1.4%
$15,000 - $19,999	183	2.4%	365	2.0%	441	1.7%
$20,000 - $24,999	215	2.9%	370	2.0%	462	1.8%
$25,000 - $29,999	266	3.5%	343	1.8%	416	1.6%
$30,000 - $34,999	272	3.6%	390	2.1%	493	1.9%
$35,000 - $39,999	159	2.1%	405	2.2%	467	1.8%
$40,000 - $49,999	385	5.1%	819	4.4%	984	3.9%
$50,000 - $59,999	387	5.1%	915	4.9%	1,253	4.9%
$60,000 - $74,999	675	9.0%	1,822	9.7%	2,290	9.0%
$75,000 - $99,999	1,181	15.7%	3,328	17.8%	4,155	16.4%
$100,000 - $124,999	1,047	13.9%	2,441	13.0%	3,297	13.0%
$125,000 - $149,999	856	11.4%	2,179	11.6%	3,065	12.1%
$150,000 - $199,999	816	10.9%	2,453	13.1%	3,636	14.3%
$200,000 - $249,999	214	2.8%	780	4.2%	1,287	5.1%
$250,000 and over	331	4.4%	1,224	6.5%	2,009	7.9%
Aggregate family income ($mil)	$728.5		$2,085.5		$2,989.1	
Average family income	$96,887		$111,444		$117,854	
Median family income	$82,724		$96,937		$103,483	
Non-Family Income (non-families)	**3,480**		**7,447**		**9,302**	
Aggregate non-family income ($mil)	$233.9		$551.2		$690.5	
Average non-family income	$67,205		$74,018		$74,231	
Median non-family income	$57,705		$60,579		$61,388	

50 VILLAGE ST: WALDORF,MD 20602:
CHARLES COUNTY MARYLAND LIBRARIES
P.D. BROWN MEMORIAL BRANCH

	2 MI RING		**4 MI RING**		**6 MI RING**	
Population by Race/Ethnicity	**29,257**		**71,585**		**95,874**	
White	9,798	33.5%	23,669	33.1%	35,814	37.4%
Black	16,072	54.9%	39,440	55.1%	49,359	51.5%
Asian	1,012	3.5%	3,175	4.4%	4,145	4.3%
Hawaiian/Pacific Islander	22	0.1%	57	0.1%	70	0.1%
American Indian/AK Native	140	0.5%	313	0.4%	415	0.4%
Other/multiple races	2,213	7.6%	4,930	6.9%	6,071	6.3%
Hispanic Origin	**2,178**	**7.4%**	**4,862**	**6.8%**	**5,962**	**6.2%**
Education (persons 25+)	**18,481**		**45,550**		**61,890**	
No high school dipoloma	1,665	9.0%	3,110	6.8%	4,268	6.9%
High school diploma	6,595	35.7%	13,728	30.1%	18,210	29.4%
College, no diploma	4,482	24.3%	12,285	27.0%	16,324	26.4%
Associate degree	1,304	7.1%	3,811	8.4%	5,206	8.4%
Bachelor's degree	2,914	15.8%	7,845	17.2%	11,069	17.9%
Graduate/professional degree	1,521	8.2%	4,771	10.5%	6,813	11.0%
Labor Force (persons 16+ yrs)						
Total Population, Age 16+	**22,571**		**55,278**		**74,346**	
Employed	15,252	67.6%	37,899	68.6%	50,365	67.7%
Unemployed	980	4.3%	2,448	4.4%	2,984	4.0%
In armed forces	156	0.7%	509	0.9%	686	0.9%
Not in labor force	6,183	27.4%	14,422	26.1%	20,311	27.3%
Male Population, Age 16+	**10,147**		**25,176**		**34,199**	
Employed	7,214	71.1%	17,711	70.3%	23,836	69.7%
Unemployed	542	5.3%	1,334	5.3%	1,634	4.8%
In armed forces	130	1.3%	355	1.4%	496	1.5%
Not in labor force	2,261	22.3%	5,776	22.9%	8,233	24.1%
Female Population, Age 16+	**12,424**		**30,102**		**40,147**	
Employed	8,038	64.7%	20,188	67.1%	26,529	66.1%
Unemployed	438	3.5%	1,114	3.7%	1,350	3.4%
In armed forces	26	0.2%	154	0.5%	190	0.5%
Not in labor force	3,922	31.6%	8,646	28.7%	12,078	30.1%
Vehicles Available (households)	**10,999**		**26,160**		**34,666**	
Households with no vehicles	674	6.1%	990	3.8%	1,188	3.4%
Households with 1 vehicle	3,700	33.6%	8,121	31.0%	9,924	28.6%
Households with 2 vehicles	4,317	39.2%	10,477	40.0%	13,742	39.6%
Households with 3+ vehicles	2,307	21.0%	6,573	25.1%	9,814	28.3%
Vehicles in owner households	14,610	71.9%	40,314	77.4%	58,821	81.4%
Vehicles in renter households	5,706	28.1%	11,750	22.6%	13,458	18.6%
Total vehicles available	**20,316**		**52,064**		**72,279**	
Average vehicles per household	**1.85**		**1.99**		**2.09**	

50 VILLAGE ST: WALDORF,MD 20602:
CHARLES COUNTY MARYLAND LIBRARIES
P.D. BROWN MEMORIAL BRANCH

	2 MI RING		4 MI RING		6 MI RING	
Households	10,999		26,160		34,666	
Average household size	2.64		2.73		2.76	
Families	7,519		18,713		25,363	
Average family size	3.30		3.32		3.31	
Non-Families	3,480		7,447		9,302	
Average non-family size	1.22		1.24		1.25	
Group Quarters	227		257		352	
Household Type						
Families	7,519		18,713		25,363	
Married couples	4,510	60.0%	12,152	64.9%	17,364	68.5%
with children	2,275	50.4%	6,282	51.7%	8,655	49.8%
Male householder, no wife	569	7.6%	1,282	6.9%	1,635	6.4%
with children	343	60.3%	792	61.8%	1,003	61.3%
Female householder, no husband	2,439	32.4%	5,278	28.2%	6,364	25.1%
with children	1,767	72.4%	3,758	71.2%	4,461	70.1%
Non-Families	3,480		7,447		9,302	
with children	35	1.0%	85	1.1%	105	1.1%
Age of Householder (households)						
under 25 years	334	3.0%	725	2.8%	889	2.6%
25 to 34 years	2,120	19.3%	4,565	17.5%	5,533	16.0%
35 to 44 years	2,196	20.0%	5,663	21.6%	7,318	21.1%
45 to 54 years	2,480	22.5%	6,504	24.9%	8,596	24.8%
55 to 64 years	2,000	18.2%	4,767	18.2%	6,540	18.9%
65 to 74 years	1,097	10.0%	2,399	9.2%	3,573	10.3%
75 to 84 years	537	4.9%	1,128	4.3%	1,638	4.7%
85 years and over	235	2.1%	410	1.6%	578	1.7%
Household Size (households)						
1 person	2,922	26.6%	6,155	23.5%	7,638	22.0%
2 person	3,145	28.6%	7,550	28.9%	10,289	29.7%
3 to 4 persons	3,607	32.8%	9,123	34.9%	12,230	35.3%
5+ persons	1,325	12.0%	3,331	12.7%	4,508	13.0%
Total Housing Units	**11,567**		**27,387**		**36,265**	
Occupied	10,999	95.1%	26,159	95.5%	34,666	95.6%
Owner-occupied	6,977	63.4%	18,375	70.2%	25,929	74.8%
Renter-occupied	4,022	36.6%	7,784	29.8%	8,737	25.2%
Vacant	568	4.9%	1,228	4.5%	1,599	4.4%
Housing Value						
Average Home Value	$251,395		$266,498		$284,354	
Median Home Value	$236,523		$255,894		$272,956	
Average Contract Rent	$1,103		$1,225		$1,232	
Median Contract Rent	$1,357		$1,425		$1,436	

Meet, Collaborate, Study, Tutor

Spaces to Learn, Create, Share

Collections

Collections

Technologies

Children's Spaces

Teen Spaces

Customer Convenience

Connect Inside and Outside

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Community Driven

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APPENDIX C

PUBLIC MEETING NOTES

ARTS COMMUNITY

Monday, March 6, 2017 – 2:00 p.m.
Six Attendees

1. What in the PowerPoint that resonated with you?

   Flexible functionality – local organizations need meeting space

   Flexible meeting space that can have other functions

   Open, bright, airy

   Why not a bookstore in Waldorf West?

2. Do you currently use the library? What services do you use?

   La Plata

3. What do you perceive to be the strengths of the library? (e.g. an informed and helpful staff, responsive collection of materials, state of the art technology, visibility in the community, etc.)

   Waldorf West is bright and appealing

   Library makes a real effort to be topical and to stay on top of technology

   Willingness of staff to help (they still have to help her with checkout)

   WW – great parking

   LP – horrid parking

   LP – staff

4. What kinds of programs and events would you like to see the Library offer?

   It's very robust now

5. If you could design a library, what features would it include? What would the outside look like?

   LJWG offers an economic bridge for writers – they're in a middle ground between free services and a tutor who is paid

   Wants the Library to assist them with funding for materials; allowing workshops even if there's a cost (cost is only to offset their costs – no profit)

   Wall space for local artists & lockable cabinet for 3D art

   Drop down screens

   Built in technology in the meeting rooms

   White boards

   Color, open, airy, inspiring, lots of windows

   Black box theater

6. What do you perceive to be challenges for the Library in the next 5 years?

Can't get local funding to go with State funding

Need Van Go to get people to a library

Need to find a way to keep young families in the library

Keep the library a place of diversity, a neutral place

Perhaps should use a word other than/or in addition to "library"

1. Which libraries do you use?

   P.D. Brown, Waldorf West, La Plata, Potomac

2. What do you especially like about the public library?

   Story times during the day are wonderful – learned a lot from them – the public librarians are very gracious with their time and knowledge

   Study rooms

   Natural light at WW

   Doesn't like to spend time at PD

   View at WW is "restorative"

   Online services like Hoopla, Rosetta Stone

   Like to read magazines there

   Schools now work with preschoolers – librarians go to the schools and bring materials

   Like the neighborhood feeling of La Plata

   Teen area of P.D. Brown and the café area

   Adult winter reading program

   ILL is "best friend"

   Tri-county arrangement

   Seeing how much I save by use the library on my checkout receipts

   Paint night – but it's hard to get in

   Cake pans

   Book Pages magazine

   New book displays

   Books on CD

3. Do you have any frustrations when using the current library? Do you hear about any from your students?

   Need at least one library in the County open on Sunday

   Friday morning is a problem, too

   Parking!

4. How do your students use the public library? Are they ever required to use its collection or services?

High school kids use the public library to supplement what they can get at school

Middle school – about 100 kids have signed up for new card

Online databases

School-required summer reading

Business databases

Get books from public library instead of waiting for them at the school library

Many students don't have computers or WiFi at home

Project supplies

Safe place to go and take younger siblings

5. In addition to books, what other materials and services are important to have in the Library? Is there anything related to STEM or STEAM that is relevant?

Public libraries shouldn't over focus on it

Would be great to have audio/video production and editing

6. What kinds of technologies would benefit your students?

Hot spots to check out

Bookmobile having technology on it will help

I don't look to the library to have the latest tech, but likes the idea that staff at the library can help you

7. What will be changing for your libraries in the coming years?

Non-fiction and reference collections are going away, but more students are using the space

Flexibility of the space

School librarians are spread very thin – they're not as well read as they used to be

8. How do you communicate with Library staff? How can communications between the school system and the Library be enhanced or strengthened?

Emails

Follow the Library on Twitter and Facebook

Public librarians come to their steering committee meetings

NEW ADULTS

Saturday, March 4, 2017 – 7:00 p.m.
One Attendee

1. What do you use the Library for (e.g. borrow books, go to programs)?

   Uses Waldorf West for computers, books, DVDs, printers and the programs

2. What do you especially like about the Library?

   Open spaces

   Less classic "shhh" library

   Collection

   People who work there

3. Do you have any challenges when using Waldorf West?

   More programs for people her age

   Not enough meeting and study rooms

   Not enough computers

   Library should loan hotspots

   Not enough hours – need Sunday or late Saturday hours

4. Do you feel safe in the library?

   Used to before she worked here

5. Unless we're talking about parents, yours is typically a hard group for public libraries to reach. What could libraries do to attract more people your age?

   Have programs about issues some of them feel deeply about – e.g. LGBT rights, women's rights, racial equality, gender equality

6. Do library classes and events meet your needs? Are there other things you'd like to see them offer?

   Teen retro gaming night

   Life size gaming for adults

   Coloring

   Silent dance party

   Language/culture classes

   For men her age: swords, samurai, guitars, gaming, open mic, karaoke

7. What about new technologies – what do you see as the Library's role in providing them for the community? What are your particular needs when it comes to technology?

Libraries have to have the new stuff

Innovative

Patrons should be able to play with new devices

Need charging stations and an area for Macs

Check out tablets for in-library use

There's software she uses for school where you plug a flash drive into your computer and it records you

Needs editing software

8. If you could design a library, what features would it include? What would the outside look like?

Comfortable places to sit

Open spaces

More color inside

Natural light

Bigger zones for different ages

More computers in the teen section

Lockers for coats, etc.

A patio with music and maybe sculpture

9. What are the two or three most important things for your library to offer in the future?

More programs – need to move toward a community center model

Be part of the community

Have more about community building and development

Innovative technology

Music CDs

Saturday, March 4, 2017 – 1:00 p.m.
Two Attendees

1. What do you especially like about the Library?

   Programs

   Variety of books

   Tri-county agreement for collection sharing

   Convenience

   Children's programs – educational, exciting; likes crafts and games

   Children's section at Waldorf West

   People/teachers

   Imaginative play time

2. Do you have any frustrations when using the current Library?

   Young adult books and separate YA series – arranged differently at different libraries

   Has a 4½ year old who is interested in programs for ages 6-11 – the Library makes exceptions, but are the strict age restrictions necessary?

   Would like a Saturday story time with other/different programs on other Saturdays

   The web site is confusing in terms of what's on the Events page and what's on the Calendar; it seems that just a few things are on the Events page

   Why do we have to register for a program and come in and get a ticket? Would prefer no registration at all.

3. In addition to books, what other materials are important to have in your library?

   Activities – puzzles, puppets, educational toys (e.g. kitchen)

   Self-checkout

   Automatic renewal

   Text reminders about renewals

   Hoopla

   Computers or tablets with only educational games

   Computers designated for kids only

4. What kinds of children's programs and events do you like? Are there classes and events you'd like to see that the Library currently doesn't offer?

   Local farmer

Local train enthusiast

Authors, like Kwame Alexander , for adults and children

Juggling act

Karaoke

Coloring

Life-size games – would be nice to know which one they'll be playing ahead of time

5. If you could design a library, what features would it include? What would the outside look like?

Soft seating

Activity table

Ambient or natural light

Bright colors

Bubble machine the flipped on once on a while

Painting – paint pens or finger painting

Children's patio with a heater in the winter

Bins with board books at a toddler's level

Books arranged by topic and identified by icons

"best of" displays with lists of books on web site, too

6. What can the Library do to nurture the love of reading in your children and help them prepare for school?

Have the kids earn stickers for reading (e.g. read three train books and get a train sticker); then build on this with different topics

Loved 500 books by 5!

7. Where in the County do you think another library is needed?

Northern Waldorf – almost Brandywine – a storefront with lockers in the vestibule or outside

ACTIVE ADULTS/SENIORS

Tuesday, March 7, 2017 – 11:00 a.m.
Six Attendees

1. What do you use the Library for (e.g. borrow books, go to programs)?

    Research – use databases from home

    Programs

    Borrow books

    Use resources for class

    Book groups/clubs at the library and at the senior center

    Meetings

    Book sale

    Computers

    Use Ancestry.com in the library

    A place to concentrate

2. What do you especially like about the Library?

    Convenience

    Books

    DVDs

    Staff will find things for you

    Automatic renewal

    Business classes

    Activities like knitting and crocheting

    Children's programs

3. Do you have any challenges when using the Library?

    Transportation

    No work space around computers

    Long wait for reserves

    Library needs to market their outreach to the homebound

    Parking at La Plata

4. Do you feel safe at the Library?

Yes, because it's small and I can see everything

WW has good sight lines

Worry about traffic by La Plata – cars come up the hill fast and people with strollers walk in the road

5. What is your favorite library in this area or anywhere else? What makes it your favorite?

The staff here makes it my favorite

Library is South Carolina with glass walls

6. Do library classes and events meet your needs? Are there other things you'd like to see them offer?

Authors/book talks

Paws to Read

Wired meeting spaces

Lots of children's programs

7. What about new technologies – what do you see as the Library's role in providing them for the community? What are your particular needs when it comes to technology?

Their role is continuing education

Need computers and training

A computer lab

Fax machine

Self-service, like checkout

8. If you could design a library, what features would it include? What would the outside look like?

Duplication of WW

Flat screens showing library events

Red boxes in community with books and DVDs

Meeting rooms

Sound proofing

More copies of popular books

Outside covered space

Comfortable seating

Natural light and better artificial light
Lots of parking

9. What are the two or three most important things for your library to offer in the future?

Need building security systems

Make libraries accessible

Have enough stalls in women's restrooms

Make sure buildings are well lit

Consider transportation – how are people going to get to the library?

A café isn't a necessity

SMALL BUSINESS/NON-PROFITS

Tuesday, March 7, 2017 – 9:00 a.m.
Seven Attendees

1. Did anything in the PowerPoint presentation resonate with you? Did you see anything you liked or didn't like?

   Liked everything

   Outdoor spaces

   Make space

   Quiet space

   Clear glass cubicles

   Sewing machines

   Open discussion space

   Video and photo editing

2. What do you perceive to be the strengths of the Library? What do you particularly like?

   They let in non-profits for training and workshops.

   Libraries are Switzerland – everyone is welcome – they're neutral

   They're safe, comfortable

3. Are there things you don't like?

   They need more activities for parents and teens to do together

   Need to do more with civic engagement

4. Do you see opportunities for the Library to partner with your business/organization/etc. to improve services to the community?

   Need space to hold programs

   Challenge is how we can design a 21st century library in our community

   Need to get the Library to the people

5. If you could design a library, what features would it include? What would the outside look like?

   It would be like Accokeek:
       inviting
       there's a garden
       quiet space
       meeting space with a kitchenette and a separate opening so it can be used after library hours
       natural light
       wood beams

6. How can the library better serve your business/organization? Your clients?

Have a specific staff contact for non-profits

Bring in more partnerships

Have partnerships provide programs for the community

Access to the Foundation Center database

TEENS/TWEENS

Tuesday, March 7, 2017 – 4:00 p.m.
Seven Attendees

1. When did you last visit the public Library and what did you do there?

   Yesterday

   Finished homework

   Come almost every day

   Here at least once a week

2. What do you like about the public library you use? What keeps you coming back?

   New

   New things every day

   PlayStation 4

   Game nights

   Reading books for fun

   More interesting selection of books

   Have their own space

   Food downstairs

3. What is not so good about the library?

   Wish it was open later

   Has to open on Sundays

   Metal security box traps the joy stick when gaming

   Not enough gaming controllers

4. What would bring more teens & tweens into the Library?

   Try to tell friends how great it is and all the things that are here, but they don't believe it – they think the library is just books

   Put a video of the WW teen space on YouTube or other social media.

5. If you could design or change a space for teens in the Library, what would it look like?

   Put up glass walls at WW to block noise

   La Plata: more computers; like book collection, but need to separate genres

   Video games to check out

   WW – bean bags
6. How do you find out about Library programs?

Mom

Friends

7. What kind of technology do you use? Do you have what you need at home?

Camera

Library needs to have ear buds

3D printer

Music production

Internet at library goes on and off some days ("WiFi adapter has stopped working.")

8. Do you ever do homework in the Library? Why or why not? What materials do you use?

Yes – it's easier to do here than at home

Library web page and databases

9. Do you think the Library's easy to use?

Yes, but like to see it set up like bookstore

10. Are there changes you'd like to see?

A door on the teen section

Open later on Fridays

TV with Cable channels

Open on Sundays (more important than Fridays)

A small study room within the teen section

Thursday, March 2 2017 – 7:00 p.m.
10 Attendees

1. Did anything in the PowerPoint resonate with you?

   Outside lockers

   Teen spaces

   Movable furnishings & stacks

2. What do you use the Library for?

   Books

   DVDs

   School resources

   Children's programs

   Computers

   Meeting rooms

   Adult programs

3. What do you especially like about the library?

   Waldorf West

   Charging stations

   Different areas for different ages

   Space

   Study/tutoring rooms

   The knowledge of professional staff

   It seems older than it is

   Potomac

   Close to home

   Great staff

   Good children's programs

   Next to a park

4. Do you have any challenges of frustrations when using the library?

The Library needs to do more for military families. There are a lot of kids with special needs in military families.

<u>Waldorf West</u>

It's closed on Sunday – close on Monday instead

Can be hard to find a table upstairs

<u>Potomac</u>

Need more quiet study rooms

5. What is your favorite library in this area or anywhere else? What makes it your favorite?

Anchorage Public – the state archives are there

Miller Branch – there's a garden and a living roof, waterfall, play park & café

Like older, academic-style libraries

6. Do library events and classes meet your needs? Are there other things you'd like to see them offer?

Don't like the age restrictions for some programs – some of the STEM programs are for ages 6-11, but older kids are interested, too

Need technology classes for adults, not just those over 65 – you need to "catch us up"

Classes on Adobe software

Classes on using Library's databases

7. Does Library staff have the skills they need to help you?

Need to make sure that all staffs know about programs so they can talk with the public about them

Everyone needs to know about marketing library services

The Library's brochure of events is hard to use

8. What about new technologies – what do you see as the Library's role in providing them for the community?

Want the Library to be on the cutting edge, at least in their knowledge of new technologies

Their role is to be able to help us with new tech

Filtering – keeping kids safe

Like the idea of everyone in the community paying a little (through taxes) so that Library can make more expensive technologies available to everyone (e.g. 3D printer)

9. If you could design a library, what features would it include? What would the outside look like?

Inside/outside spaces

Couches

Lots of work space

White tables and boards

Play area in the kids section

Coffee spot

Fireplace

CAC – common access card – could be used here to access my account on base

Need co-working space for entrepreneurs, small business owners

Workshop on how to protect your kids online

Study/meeting rooms

"Books won't keep you relevant"

TOWN HALL: LA PLATA TOWN HALL

Monday, March 6, 2017 – 7:00 p.m.
18 Attendees

1. Did anything in the PowerPoint resonate with you?

    All of it did.

    Customized space – In our freelance economy people need places they can work in when they don't have a physical office (teleworking, etc.)

    Having library material available after hours.

    I am a huge lover of books. I feel there is not enough inviting spaces for children to read.

    I am a tutor for the literacy counsel. La Plata has no private spaces. Adults being tutored would like to do it in a more private environment.

    I liked the libraries that had more private, quiet study areas for students.

    I liked the library that had flexibility. I like the idea of not being trapped into bricks and blocks. A library where you can change the spaces as needed.

    Spaces that can be used for a variety of reasons.

2. What do like about La Plata Library and why do you use it?

    The new library should have been built a long time ago. The library should be built in the town of La Plata.

    It is close to home for me. I like the familiarity of the library.

    Great place for children. I can walk to the library and it is a nice place to spend the afternoon with the children. It makes La Plata feel like a town.

    I like the used bookstore in the La Plata library.

    I like the many programs the library has.

    The staff is wonderful – very helpful.

3. What do you perceive to be the challenges for La Plata Library?

    The library is too small. More space is need for programs. It is fifty years old.

    The restrooms are downstairs. They are not handicapped accessible.

    There are not enough computers in the children's room.

    The YA non-fiction is not near the tables in the children's room.

    There are no comfortable spaces at the library to stay and read.

    The La Plata branch needs more than one copier.

The library needs a bigger children's area and a maker space.

4. What is your favorite library in this area or anywhere else? What makes it your favorite?

I love the La Plata branch. I spent a lot of time in middle school there with my friends. It is like a second home to me.

I use to live near the Pratt library in Baltimore. They had a lot of great spaces to have programs and did a lot of creative programming.

I really like the Waldorf West branch because of all the art they have displayed in the library.

5. Do library events and classes meet your needs? What are your favorites? Are there other things you'd like to see them offer?

Paws to Read

Cake Pan Library (PD Brown). I get to checkout different cake pans.

All the children's programs.

The Cookbook program, Yoga program, Wind Chimes program, History of Chocolate program and the Zentangle program at La Plata.

The Maryland Science program.

6. What about new technologies – what do you see as the Library's role in providing them for the community?

The library gives us access to many databases.

The library has new technology such as Playaways and eBooks.

Many people have small laptops. The library gives us access to computers with larger screens.

For many adults and children the library is the only access they have to using a computer.

Through the library we have access to library materials from all over Maryland. (Marina)

7. If you could design a library, what features would it include? What would the outside look like?

I would want there to be room for a bookstore.

A drive through book drop.

Things that are not available to the public in Charles County. Example: A soft playground area.

A big comfy couch.

Books that are easy to browse (books facing out). I like La Plata's new book section and the staff picks section.

I like the displays at the La Plata library that catch your eye.

A separate area for teens that is away from the children's area.

Smaller satellite library branches all over the county.

8. What skills do you feel Library staff will need in the future?

    I feel librarians do so much already. It would be great if they could serve as a clearinghouse for services available in the community.

    Libraries need to make space for new things without losing the old things. Example: There are no libraries in the area that still have microfiche machines. I had to drive to a library in Virginia.

    It is hard to say. Technology changes so fast. It is hard to predict the different needs of the community in the future.

    Libraries need space for other groups to come and help.

9. As we move forward with plans for the libraries in the future is there any other information you need for us to know?

    The rural areas need more access to libraries (Book Mobile).

    Libraries need to be open more hours.

    There are three libraries in seven miles of each other. We need satellite libraries in other areas.

    We need more electric charging stations, bike racks, and more public transportation and ways to get to the library.

    We need more technology besides the books. I notice the reference collection is shrinking.

TOWN HALL: NANJEMOY COMMUNITY CENTER

Tuesday, March 7, 2017 – 7:00 p.m.
Five Attendees

1. What do you use the library for (e.g. borrow books, go to programs)?

   Uses Potomac and La Plata

   Computers

   Books (children's books, too)

   Reads in the library

   Used book store

2. What do you especially like about the library?

   Displays at Potomac

   Staff is very helpful

   Participated in the senior book club at Indian Head

3. Do you have any challenges or frustrations when using the library (and tell us which library you use)?

   Walking uphill at La Plata
   Reading the spine labels is hard

4. In addition to books, what other materials are important to have in your library?

   DVDs

   Old newspapers

   Has never been on the Library's web site

   Books on CD

   Fax – people use the fax at the community center here at least once/day

5. What is your favorite library in this area or anywhere else? What makes it your favorite?

   Cozy

   Potomac is warm and cozy

6. Do library classes and events meet your needs? Are there other things you'd like to see them offer?

History lectures, including local history

Crafts

Author talks

Book clubs

Children's programs

7. What about new technologies – what do you see as the Library's role in providing them for the community?

Uses the computers at La Plata

Would like to have a 3D printer in the library

Video and music recording studios

Technology to enhance hearing and sight for patrons

8. If you could design a library, what features would it include? What would the outside look like?

Bookstore arrangement rather than Dewey

Colorful paint or something else to bring color

Natural light and good artificial light

Able to spread out

Comfortable seating

Warm and friendly

Needs to fit into the area where it's located

Outside space

9. As I work on this facilities plan with the Library, is there anything else you'd like me to keep in mind?

People in Nanjemoy go to the Post Office to pick up mail; that would be a good place for a little collection

Bookmobile will be very popular

More marketing is needed to let people know what the Library already does in the area

There should be programs associated with Bookmobile stops

TOWN HALL: POTOMAC LIBRARY

Saturday, March 4, 2017 – 3:00 p.m.
Seven Attendees

1. Did anything in the PowerPoint resonate with you?

   Classrooms – private, wired
   No car charger at La Plata or Waldorf West

   Robust WiFi

2. What do you use Potomac Library for?

   Tutoring elementary and high schoolers
   Downloading
   Sneakernet (transferring data by physically moving the medium it's on (e.g. flash drive)
   Books

3. What do you especially like about Potomac Library?

   Close to home
   Excellent staff
   Good access

4. Do you have any challenges or frustrations when using the library?

   No turn into the Library
   Drive over a bumpy area when turning – you think you're doing something wrong
   Need a stop sign at the end of the parking lot
   Noisy
   Hard to walk from Brower Estates
   Need a tutoring area – people are currently spread out around the Library
   Not enough electrical outlets
   There are lots of kids getting off the bus at the trailer park near Potomac; maybe a Bookmobile stop is needed there.

5. In addition to books, what other materials are important to have in your library?

   Music and music instruction
   Books on CD
   Exercise class

   Technology classes (how to use different devices, programs)

6. What is your favorite library in this area or anywhere else? What makes it your favorite?

Back home – old Carnegie library in Pittsburgh – easy to walk to

Accokeek in Prince George – wall of windows and a patio

College research library – leaky but a great collection

Sanborn Library – tea every afternoon; overstuffed chairs; poetry and literature collections; alcoves and a balcony

Alexandria, VA – seating by windows

7. Do Library classes and events meet your needs? Are there other things you'd like to see them offer?

Technology classes (how to)

Program about different kinds of teas

Language classes

Library closes too early for some meetings

8. Does Library staff have the skills they need to help you?

Even if they can't help, they'll find someone who can

It would be nice to have someone on each shift with the skills customers need

9. If you could design a library, what features would it include? What would the outside look like?

Build up on this one – need tutoring rooms

This library needs to be redesigned and added on to

Teen space

Windows

Quiet reading spaces

Larger children's area with a narrow entry/exit

Toddler space

Computer lab (no one uses the computers in Children's)

Laptops to check out

Vending/café

Traveling art collection from local artists

Free access to all databases, even from home

Don't like self-service – want at least one staff person at the desk

Want a librarian in Children's at all times

Lists of books that might be acceptable to different parents (e.g. parents of different faiths, belief systems)

More open flow of library collections

Changing displays

Revitalize Indian Head with a new library – there's a lot of blight there

Perhaps a library near North Point

APPENDIX D - ONLINE CUSTOMER SURVEY

Charles County Public Library Community Survey

CHARLES COUNTY PUBLIC LIBRARY COMMUNITY SURVEY

Your Charles County Public Library is interested in identifying the community's needs and expectations related to library services looking ahead for the next several years. As a resident of Charles County, we invite you to share your ideas and thoughts about the branch library you use most often by completing this survey. This information will assist the Library in planning and prioritizing its services and allocating resources moving forward.

* 1. Which branch of the Charles County Public Library do you visit most often? Check only one.
Please answer the remaining survey questions based on this branch.

○ La Plata Branch   ○ Waldorf West Branch

○ P.D. Brown Branch   ○ I don't use Charles County Public Library.

○ Potomac Branch

If you don't use Charles County Public Library, please tell us why:

[ ]

2. How often do you visit this branch of the Charles County Library? Check only one.

○ Daily

○ Several times a month

○ Once a month

○ Three (3) to six (6) times a year

○ Rarely

Other (please specify)

[ ]

3. How far is this branch of the Charles County Public Library from your home? Check only one.

○ 5 miles or less from my home

○ 6 to 10 miles from my home

○ 11 to 15 miles from my home

○ 16 to 20 miles from my home

○ More than 21 miles from my home

Other (please specify)

[   ]

Charles County Public Library Community Survey

4. Please indicate the degree to which you agree or disagree with each of the following statements about the branch library you use most often.

	Strongly agree	Moderately agree	Neither agree nor disagree	Moderately disagree	Disagree
The Branch is a welcoming and inviting place.	○	○	○	○	○
It is clean and well maintained.	○	○	○	○	○
I feel safe at this Branch.	○	○	○	○	○
There is adequate parking at this Branch.	○	○	○	○	○
The hours of operation are adequate for my needs.	○	○	○	○	○
The Branch is an important part of this community.	○	○	○	○	○
The Branch is up-to-date and has pretty much everything we need.	○	○	○	○	○
I can easily find what I'm looking for.	○	○	○	○	○
The Branch is conveniently located for my use.	○	○	○	○	○

* 5. What services do you use at this Branch? Check all that apply.

- ☐ Borrow print books and/or books on CD
- ☐ Borrow DVDs
- ☐ Borrow magazines
- ☐ Download ebooks, magazines or stream video from the Library's website
- ☐ Read books, magazines and newspapers in the Library
- ☐ Use the Library's online databases and resources
- ☐ Use the Library's website from home, school or work
- ☐ Attend Library programs for pre-school age children
- ☐ Attend Library programs for children age 6 to 12
- ☐ Attend Library programs for adults
- ☐ Attend Library programs for teens
- ☐ Attend Library programs for families
- ☐ Participate in the Summer Reading program

- ☐ Get help from Library staff to select reading and/or research materials
- ☐ Conduct business-related activities
- ☐ Study at the Library
- ☐ Reserve the Library's meeting rooms
- ☐ Use the Library's computers
- ☐ Use my own laptop or tablet in the Library
- ☐ Use Wi-Fi at the Library
- ☐ Take computer classes at the Library
- ☐ Use job seeking, workforce development and career services at the Library
- ☐ Complete and/or send job applications on the Library's computers
- ☐ Work with a tutor at the Library
- ☐ Volunteer at the Library or with the Citizens for the Charles County Public Library

- ☐ Other (please specify)

```
                                                            
                                                            
                                                            
```

* 6. How do you find out about this Branch's programs and events of interest to you and your family? Check all that apply.

- ☐ Library's website (www.ccplonline.org)
- ☐ Email notifications sent directly to you by the Library
- ☐ Flyers and posters in Library
- ☐ Articles in local publications
- ☐ Social Media (e.g. Facebook, Twitter)
- ☐ Word of mouth (e.g. neighbors and friends)
- ☐ Other (please specify)

```
                                                            
```

* 7. In your experience, what are the strengths of this Branch? Check all that apply.

- [ ] Approachable and helpful staff
- [ ] Books & audio-book collections that reflect my interests
- [ ] DVDs
- [ ] Branch or Charles County Public Library website
- [ ] Available online resources supporting my information & learning needs
- [ ] Computer & software classes
- [ ] Classes on using digital devices - e-readers, tablets, smartphones
- [ ] Free Wi-Fi in the Library
- [ ] Programs for adults
- [ ] Other (please specify)

- [ ] Programs for teens
- [ ] Programs for babies, toddlers and preschoolers
- [ ] Programs for families
- [ ] Programs for elementary school age children
- [ ] Access to computers in the Library
- [ ] Job seeking, workforce development & career services
- [ ] Days & hours of service
- [ ] Meeting room space
- [ ] Branch is represented at local community events

[ ]

* 8. Please rank the following changes/improvements based on what is most important to you and your family.

	Very important	Important	Somewhat important	Not important	Don't know
More current books	○	○	○	○	○
More books on CD	○	○	○	○	○
More current DVDs (movies)	○	○	○	○	○
More e-books, video, music to download	○	○	○	○	○
Literacy (reading) classes	○	○	○	○	○
More computers & digital devices (tablets, e-readers) for use in the Branch	○	○	○	○	○
Classes on using computing devices & software	○	○	○	○	○

	Very important	Important	Somewhat important	Not important	Don't know
Computers dedicated to use by adults	○	○	○	○	○
Computers dedicated to use by teens	○	○	○	○	○
Computers dedicated to use by children	○	○	○	○	○
More places to plug-in/re-charge your personal digital devices	○	○	○	○	○
More preschool age programs	○	○	○	○	○
More programs for children age 5 to 12	○	○	○	○	○
More family programs	○	○	○	○	○
More adult programs	○	○	○	○	○
More teen programs	○	○	○	○	○
Workforce development, job seeking & career resources	○	○	○	○	○
Book discussion groups/clubs	○	○	○	○	○
Opportunity to make/create things, e.g. sew, paint, 3-D printing	○	○	○	○	○
More meeting and gathering spaces for community use	○	○	○	○	○
Expanded branch hours and days of service	○	○	○	○	○
Renovated and expanded branch library at current location	○	○	○	○	○
New larger branch library in a more convenient location	○	○	○	○	○

Other services and level of importance

* 9. Which of the following do you or your family members have in your household? Check all that apply.

☐ Smart Phone (such as Android, iPhone, other)

☐ Tablet (such as Android, iPad, other)

☐ Laptop Computer (PC, Apple Mac, other)

☐ Desktop Computer (PC, Apple Mac, other)

☐ Internet connection of any type

☐ I don't have any of the above in my household

☐ Other (please specify)

[   ]

* 10. What roles does the Charles County Public Library play in the lives of your community? Check all that apply.

☐ Provides lifelong learning resources for all ages   ☐ Supports and promotes basic literacy (reading) for all ages

☐ Serves as a welcoming and safe place for community   ☐ Supports digital (computer & technology) literacy for all ages
interaction and gathering

☐ Other (please specify)

[   ]

11. In your opinion, what are the MOST IMPORTANT CHANGES you would like to see the Charles County Public Library make over the next several years to ensure its value to you, your family and all residents of Charles County? Please list and describe below.

[   ]

* 12. What is your gender?

○ Male

○ Female

* 13. What is your age?

○ 10 to 17   ○ 51 to 65

○ 18 to 25   ○ 66 to 75

○ 26 to 35   ○ 76+

○ 36 to 50

* 14. How long have you lived in Charles County?

○ Less than 5 years.

○ 5 to 10 years

○ 11 to 20 years

○ More than 20 years

○ Other (please specify)

[   ]

* 15. What is your Zip Code? Please select from the list below.

○ 20601	○ 20622	○ 20661
○ 20602	○ 20625	○ 20662
○ 20603	○ 20632	○ 20664
○ 20604	○ 20637	○ 20675
○ 20607	○ 20640	○ 20677
○ 20611	○ 20643	○ 20682
○ 20612	○ 20645	○ 20693
○ 20613	○ 20646	○ 20695
○ 20616	○ 20658	○ Do not live in Charles County
○ 20617	○ 20659	

The Charles County Public Library thanks you for taking the time to complete this survey.
Your input will assist us in understanding your needs and how we can serve you moving forward.

APPENDIX E

FACILITY ASSESSMENT FORMS

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	Yr. Built	Yr. renov. / replaced	Description	Condition	Comments
General	1966		Building was constructed in 1966, and hasn't been added to since. Building consists of Adult & Child's pavilions and flat roof section at staff area.	Fair	Library's original high-ceiling spaces, in all probability remain, although now are concealed by later dropped ceilings. This later 'renovation' removed singular design features which could be recovered. Original acoustic plaster ceiling could be restored, or replaced. Indirect pendant LED lighting would greatly improve lighting levels at an energy efficiency not achievable in 1966, while restoring attention to the original spaces.
Building Envelope					
exterior walls	1966		12" Brick and CMU bear walls w/ wd framed siding sections below windows. Foundation walls are 12" CMU.	Fair	
windows		1998	window replacement	Good	residential style mtl-clad
storefront	1966		Kawneer storefront entry	Fair	Vestibule has power act operators
curtainwall	-	-	-	-	
pitched roof 4:12		?	shingles (on bldg paper?)	Poor	> 50 years old by Co. records? No roof insulation indicated on 1966 dwgs.
flat roof		?	mod. bitum/thermoplastic	Poor	CD's show roof has no slope, which is against current building code. >50 years old by Co. records?
skylights	1966		Two skylights shown on 1966 dwgs.	-	Removed in roof project? Not found in interior.
curbed rooftop units	-		none	-	
rooftop units on dunnage	-		No documentation.	Unknown	See comment on HVAC below.
				-	
roof structure	1966		wd joists on CMU bear walls	Unknown	Roof dead load not shown on 1966 dwgs.
floor structure	1966		conc slab on grade and 2nd Fl. mtl deck on bar joists	Unknown	Roof dead load not shown on 1966 dwgs.
Building Interiors					
CMU walls	1966		painted	Fair	
drywall	1966		painted	Fair	
ceiling finishes		?	Dropped 2x4 SAT added in renovation is in poor condition	Poor	Orig sloping clng in Adult & Chdild's is acoustic plaster; tested for asbestos?
carpet		?	tight loop carpet	Fair	
vinyl tile			Replaced in renovation	Good	
toilet rooms	1966		No public restrooms on main library level.	Poor	Public toilet rms in Basement level w/ no elevator access. Toilet Rms do not meet ADA clearances.
Pub Mtg Rm	1966		1,040 SF multi-purpose room is located on lower level; seats 148 by current code.	Poor	MP Rm is not supervised from staff areas. Meeting Rm asbestos floor tile was abated. No elevator access from main level; does not meet ADA for access.
Dumbwaiter	1966?		Accessed only from Staff area on main level	Poor	Dumbwaiter is impractical for book handling.
Bldg Mechanical					

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Charles Building Survey.xlsx

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Charles County Maryland
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	Yr. Built	Yr. renov. / replaced	Description	Condition	Comments
HVAC					Mech spaces have been tested and are clean of asbestos piping and lead.
central boiler		1999	Smith boiler	Adequate	> 17 yr.
single air handler	1966		Trane 'Climate Changer'	Fair	> 30 yr. - ductwork is original
cooling tower	-		none	-	
chiller		2000		Fair	> 17 yr. located w/in wood fence directly adjacent to the front door
compressor		2000?	Carrier	-	
split DX system	-		none	-	
EMS (energy management system)		?	Siemens EMS	Good	Landis & Gyr Apogee 600 annunciator
Bldg Plumbing					
sanitary	?			-	
rain leaders		?	mtl gutters & downspout	Good	gutters & downspouts on 2 pavilions & flat roof areas
storm system	?			-	
Fire Protection				-	
sprinklers			Building has no fire sprinklers	Poor	Recommend sprinklers be installed throughout bldg.
dry pipe			none	-	
Electrical				-	
elect. service	1966		600 amp bldg. service	Fair	Bldg. service is original, fed from pole mounted transformer behind (north) of building. Service is brought underground from the pole. Has limited expansion capability.
switchgear	1966		Cutler + Hammer 120V/208V	Fair	switchgear is original
elect. distribution			elect panels	-	panels distributed throughout both floors
emerg generator	-		none	Fair	
lighting		?	4x4 & 2x4 (T8 fluorescent) in SAT clngs (2x2 and 2x4 grids). Added in renovation	Fair	Original bldg. had sloped plaster ceilings in Adult & Child's pavilion spaces
emerg lighting			battery pack wall units	Adequate	
fire alarm		?	PowerSonic PS 1270 F1	-	Has remote monitoring
HVAC piping	1966?			Fair	Insulation appears to be original. Was this tested for asbestos?
IT/Tel/Comm					
IT service		?	MD fiber connect. to Internet	Good	Wi-Fi service is spotty in the building
IT LAN		?		Good	LAN equip & servers located in main Elect. Room - no independent AC
server room			none	Poor	no separate server/LAN room

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Charles Building Survey.xlsx

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	Yr. Built	Yr. renov. / replaced	Description	Condition	Comments
bldg security		?	unknown	Fair	Security monitoring reports to Library staff, and not to County's.
phone system		?	VOIP systesm connect by fiber	Good	

Site

	Yr. Built	Yr. renov. / replaced	Description	Condition	Comments
sidewalks	1966		from parking to entry	Poor	steep stair/ramp from parking lot
parking	1966		26 spaces in lot	Fair	newly paved w/ new curbing
drop off	1966		Entry & Mtg Rm drop offs	Adequate	
ADA parking		?		Poor	See comment on ADA access
ADA drop off		?		Poor	drop off spaces exceed 2% slope
ADA access?		?		Poor	HC ramp from parking lot > 8% No sidewalks along Charles & Garrett Sts.
stormwater	1966		unknown	Poor	appears to tie directly into town stormwater system
stormwater detention			none	Poor	
landscaping		?		-	
lighting		?		-	
oil tank		1999		-	Above-grade oil tank located at front of building. (relocated from previous below-grade tank)

General Site Assessment

Access to and from site on Charles St. is good, however the parking lot entrance is too close to the intersection with Garrett St., and for that reason is a traffic problem as well as a safety issue. 26 long-term parking spaces are provided, but are only accessible by a steep stair/ramp. Drop off to the building has signed ADA spaces, however the pavement slope is greater than 2% and doesn't meet code.   The library sits across the street from MD University Charles Regional Medical Center. Thus the site is within walking distance of a major employment center in LaPlata. This supports the fact that the site is well located within its service area.

Building Layout

The current library layout is coherent and easily understood at the main level, however the lower level meeting room is isolated from the rest of the public rooms as are the public toilet rooms. The current Library is undersized for the community it serves. Spaces to be considered in a renovation project include tutor and group study rooms, quiet study rooms, Children's program room, additional stack space and reading areas in Adult and Children, Young Adult area, additional computer space, additional staff space.

General Building Assessment

The building's primary physical problems stem from its age. Roofing (and insulation) should be replaced. The flat roof should be rebuilt to add insulation and create positive drainage (min. 1/4" / ft. slope. Roof dead load likely doesn't meet current code requirements. The exterior building envelop is substandard by today's energy standards, with minimum insulation, and doubtful air/water barriers. This could be confirmed by a thermal heat loss analysis. Increased thermal insulation and added air/water barriers would reduce energy usage and improve patron comfort. Though the building appears to be well maintained, the interior is hard worn and outdated, particularly the suspended acoustic ceilings. A complete HVAC replacement should be done. Electrical service, and distribution system should be replaced and brought up to code. Lighting should be replaced with high efficiency lighting, and a lighting control system introduced.

Building Code & ADA Violations

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Yr. Built	Yr. renov. / replaced	Description	Condition Comments

No ADA toilets available on lower level. No public ADA toilets are available on upper level (disabled patrons and staff must use staff office toilet room.) No comparable ADA access between levels – no elevator – this is true for both patrons and staff, and violates ADA guidelines for that reason. Fire exits on south side of bldg. from Adults and Children do not continue to a public way and are not ADA accessible routes. Entrance short term / drop off parking exceeds 2% slope in both directions. ADA ramp from lower level parking lot exceeds 1:8 max. slope. Existing roofs do not meet current 30 lb/sq. ft. dead load. Existing building envelop (does not meet current ASHRAE energy standards.

Expansion / Renovation

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	Yr. Built	Yr. renov. / replaced	Description	Condition	Comments
General	1980 *	ca 2001		Fair	Library is located remotely on separate 'pad' from adjacent shopping area; pedestrian traffic thus is discouraged.
Building Envelope					
exterior walls	1980 *	ca 2001	The original building is in the form of a four-sided sloping pavilion, with the 40'x60' high bay central space topped by skylights. Addition was built ca. 2001 adding Children's, staff offices & new toilets. Construction dwgs show original building's exterior masonry is 10", with 1 ½" insulation and ½" air space. No mention of an air-water barrier is given on construction dwgs.	Adequate	Addition reversed building entrance from original location, reorienting it to face the now-primary parking lot. Record drawings of the addition were unavailable. Deferred exterior masonry repointing of grout and sealant at windows from 2003 to 2026 and deferred exterior painting of trim and soffits to 2018.
windows	1980	ca 2001	Windows are original wood-framed w/ insulated glass. The wood window frames are non-thermally broken, and the glass panels are not sealed (inside lights are removable).	Poor	Several windows are missing their interior glass lites. Evidence of dry rot of the frames can be seen; possibly due to poor flashing behind the frames. Glass is mostly discolored, possibly from applied film. Windows should be replaced with new Low-E glazed, insulated units, properly flashed to the masonry surrounds. Due to the limited areas of natural light, unless additional glazing were added, the building will remain fully dependent on electrical lighting. Likewise, natural ventilation via the fenestration is not possible.
storefront	-	ca 2001	Storefront entrance vestibule is the only storefront	Adequate	
curtainwall	-	-	None	-	
pitched roof > 6:12	1980	ca 2001	Orig. pavilion & Addition roofs	Poor	1980 sloped roofs need replacing. Deferred by Co. to 2018. Entry porch, where it joins the two pavilion roofs, creates deep valleys for trapping snow and ice.
flat roof	1980	-	Orig. flat roof	Poor	1980 flat roof area is slated for replacement. Deferred by Co. to 2018.
skylights	1980	-	. Two large (10' x 20' acrylic) skylights are featured in the high bay space.	Unknown	Original exterior wood louvers, designed to block direct sunlight from the skylights, appear to have been removed, leaving the large skylights to introduce uncontrolled solar heat gain in the warmer months.
curbed rooftop units	-	-		-	

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	Yr. Built	Yr. renov. / replaced	Description	Condition	Comments
rooftop units on dunnage	-	ca 2001	The building's HVAC system consists of gas-fired rooftop units.	Poor	Installed as part of the 2001 renovation, the equipment has been damaged from hail storms, and the units' roof-mounting contributes to ongoing roof leaks in the Children's Area. Access to the rooftop equipment is only made by ladder via roof hatch, making maintenance unnecessarily difficult. In severe weather, the existing condition is hazardous. Strongly recommend an internal ships ladder (or better, a stair) be planned for any upcoming renovations. Recommend that a pre-fab HVAC penthouse be investigated (with direct interior access) when planning the replacement, to extend life of the equipment, and provide better weather protection for the occupied space (Children's) below. Noise transmitted from the rooftop units is another important consideration in any renovation project.
roof structure	1980	-	The original building was in the form of a four-sided sloping pavilion, with the 40'x60' high bay central space topped by skylights. Glu-lam columns support glu-lam roof beams, and structural T&G wood deck, creating a well-proportioned interior 'room' primarily housing the Adult Area. The wood columns are on a 20' x 20' grid in this area. The size of the wood members qualify them as heavy timber construction, essentially providing a 1-hour fire rated structure.	Adequate	
floor structure			Conc slab on grade	Adequate	
				-	
Building Interiors				-	
CMU walls	1980	ca 2001	In the public areas of the original building, 4" face brick was added; given that the brick color is very dark, these contribute to under-lit space currently used for some seating. Where CMU is exposed along the northwest wall, it has been painted. 2001 addition appears to be brick and CMU cavity walls, with the CMU painted on the interior face.	Adequate	Deferred interior painting of CMU to 2020.
drywall	1980	ca 2001		Adequate	Deferred interior painting of drywall to 2020.
ceiling finishes	1980	ca 2001	Dropped SAT ceilings exist in the original bays surrounding the central high bay space, creating an oddly proportioned disparity between them. The existing wood deck and beams in these areas unfortunately remain hidden from view. The created interstitial space was used to run ductwork and recessed 2x4 fluorescent lighting. The SAT ceilings and lighting further visually separate them, and making the high bay space seem misproportioned, even though the exposed wood ceiling coffers remain handsome.	Poor	Ceiling tile needs replacement; possibly ceiling grid as well.

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	Yr. Built	Yr. renov. / replaced	Description	Condition	Comments
carpet	1980		Broadloom in several different patterns/colors. Existing carpeting is drab. Changing to more appealing patterned carpet tile would help energize the interior.	Poor	Replacement overdue by Co. records.
vinyl tile		ca 2001	In vestibule & break area	Unknown	
toilet rooms		ca 2001	Cermic tile	Adequate	
Pub Mtg Rm	-	-	No public meeting room	Poor	
Bldg Mechanical					
HVAC		2001	The building's HVAC system consists of gas-fired rooftop units. Installed over Children's Area as part of the 2001 renovation.	Poor	County has deferred replacement to 2018. The equipment was damaged by hail, and needs replacement. The units' roof-mounting contributes to ongoing roof leaks in the Children's Area. Rooftop equipment is only accessed by ladder via roof hatch, making maintenance unnecessarily difficult. In severe weather, ladder access can be hazardous. Strongly recommend an internal ships ladder (or better, a stair) be planned for any upcoming renovations. When planning the replacement system, recommend that a pre-fab HVAC penthouse be investigated (with direct interior access) to extend life of the equipment, and provide better weather protection for the occupied space (Children's) below. Noise transmitted from the rooftop units is another important consideration in any renovation project.
boiler	-	-	See **HVAC** above.	-	
air handler	-	-	See **HVAC** above.	-	
cooling tower	-	-	See **HVAC** above.	-	
chiller	-	-	See **HVAC** above.	-	
compressor	-	-	See **HVAC** above.	-	
split DX system	-	-	See **HVAC** above.	-	
EMS (energy management system)				-	
HVAC piping	-	-	In dropped ceiling spaces; not visible.	-	
Bldg Plumbing				-	
sanitary	-	-	Unknown.	Unknown	
rain leaders	-	-	Gutters and downspouts on pavilions.	-	
storm system	-	-	Unknown.	Unknown	
Fire Protection				-	
sprinklers	-	-	No sprinklers	Poor	Recommend sprinklers be installed throughout bldg.
dry pipe	-	-	Unknown.	Unknown	

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	Yr. Built	Yr. renov. / replaced	Description	Condition	Comments
Electrical				-	
elect. service	1979		400 amp, 3 phase	Poor	Very limited expansion capability.
switchgear	1979		Westinghouse	Poor	38 years old.
elect. distribution			Unknown.	-	
emerg generator	-	-	No generator	-	
lighting	-	-	In the 1980 structure, lighting is provided by recessed 2x4 and surface-mounted 4x4 fluorescent fixtures. Recessed 2x4 and linear fluorescent pendant fixtures are provided in the 2001 addition.	Poor	The fixtures use T8 lamps, which are energy-inefficient compared to T-2 and LED lamps now available. Lighting generally is poor throughout the facility and should be upgraded. Indirect/direct fixtures for the Adults' high bay would greatly improve the aesthetics, and provide less glare in contrast. Pendant fixtures in the 2001 addition are hung too close to the ceiling, creating hot spots, and poor light distribution. The curved 'vault' ceiling is set too low, and is partly responsible for the poor lighting in Children's. If it were replaced by a flat, higher ceiling area it would aid the lighting in this area. Cove lighting in the 'spine' creates glare, and should be controlled by dimming system to balance the light to the rest of the library.
emerg lighting	-	-	Battery packs	Adequate	
fire alarm	-	-	Unknown.	-	
HVAC piping	-	-	In dropped ceiling spaces; not visible.	-	
				-	
IT/Tel/Comm				-	
IT service	-	-	Fiber WAN	-	
IT LAN	-	-	Unknown.	-	
server room	-	-	IT equipment kept in storage room - no AC	-	
bldg security	-	-	Unknown.	-	
phone system	-	-	Unknown.	-	
				-	
Site				-	
sidewalks	-	-	In good repair.	Adequate	Pedestrian connection to adjacent shop center is minimal.
parking	-	-	No. parking spaces appears to be OK.	Fair	Parking lot needs resurfacing; deferred to 2020.
drop off	-	-	Drop off isn't signed, but is located directly in front of entry porch w/ curb cut for width of porch.	Good	
ADA parking	-	-	ADA parking is signed.	Good	
ADA drop off	-	-	See drop off comment above.	Good	
ADA access?	-	-	ADA access appears to be good.	Good	
stormwater	-	-	No documentation	-	
stormwater detention	-	-	No documentation	-	

	Yr. Built	Yr. renov. / replaced	Description	Condition	Comments
landscaping	-	-	Minimal	Poor	No shade at front of Library, nor in parking lot.
lighting	-	-		-	
oil tank	-	1999		Poor	Above-grade oil tank located at front of building. (relocated from previous below-grade tank)

Summary Notes

The library is organized generally in a coherent manner, and laid out with traditional circulation desk near the entrance, and the reference desk further back along the 'spine'. The building's entrance is functional but not inviting. Generally, the building suffers from a lack of natural light and views to the exterior. The lack of windows is particularly noticeable in Children's. The aesthetics of the Adult high bay area continues to be the interior's best feature, and should be emphasized in any interior renovation. Removal of the SAT ceilings in the adjacent areas would offer significant opportunity to enliven the interior character. Extending round-oval ducts with integrated linear lights would provide greatly improved lighting, while indirect LED directed at the wood ceiling would celebrate the building's most important interior. Library shelving in Adult is tall, and closely spaced, contributing to poor lighting; some aisles appear to be less than 3 ft. wide, violating building code. Shelving appears to be relatively new and in good condition. Shelving in Children's is too high for visual security of the space.

* 1980 is date included in revision block on original building plans , presumably revisions made during construction.

Ratings: Unknown, poor, fair, adequate, good, new Anything less than 'adequate' should be considered substandard; 'poor' indicates a short term need to redress the subject.

Potomac Branch Building Survey

3225 Ruth B Swann Dr, Indian Head, MD

Site Visit, March 1, 2017

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	Yr. Built	Yr. renov.	Description	Condition	Comments
General	1995 *		Building is free-standing on site adjacent to Ruth B Swann Park.	Good	Site is accessible only from southbound Rt. 4. Recommend that median crossing be introduced for northbound access; site lines and wide median make this possible.
Building Envelope					
exterior walls	1995 *	-	4" face brick, 2" cavity 8" CMU w/ 3-5/8" mtl studs and insul on interior side, drywall finished interior.	Fair	The wall is of durable construction. However, there's no cavity insulation & no air-water barrier. Moisture moves easily through the wall and likely contributes to moisture issues on the interior. 1995 documents give wall R-value of 3.5 and roof R-value of 25. No fire code analysis included w/ 1995 dwgs.
windows	1995 *		Residential (Pella) clad-wood awning windows appear to be original.	Poor	All windows are clerestory height; no direct -view windows in facility. Residential windows of this vintage provide poor R-value and heat gain performance. Residential windows are more prone to breakage from high wind than commercial windows due to 1/8" vs 1/4" glass lites.
storefront	1995 *		Storefront entry & vestibule doors.	Fair	Are these original? Old-style door pulls don't appear to meet ADA on pull side.
curtainwall	-	-	None	Fair	
pitched roof 6:12	1995 *		Shingles on 1/2" roof sheathing.	Poor	Shingles need replacement; substrate appears to subside in several areas, possibly from rot. 1/2" sheathing is substandard; should be min. 3/4" for 24" span. See Summary Comments below.
flat roof (low slope	1995 *	?	1/4"/ft low-slope roof directly joins to shingle roof w/ flashed mtl joint. Age of flat roof is unknown.	Poor	Min. flashing shown at joint between roofs. Suspect water ponding occurs at the joint. This edge condition is very susceptible to damage in high winds. See Summary Comments below.
skylights	-	-	None	-	
curbed rooftop units	-	-	None	-	
rooftop units on dunnage	-	-	None	-	
roof soffits	1995 *	?	Mtl ventilated soffits of unknown age.	Adequate	
roof structure	1995 *		2x8 manufactured wood trusses, with 1/2" ply sheathing.	-	Structural notes calls for 30 psf snow load & 70 mph design wind speed; current code is 90 mph wind speed. See Summary Comments below.
floor	1995 *		5" slab on grade	-	Underslab foundation drainage trenches. See comment in LAN below. See comments re. high humidity in Summary Notes below.
Building Interiors					
CMU walls	1995 *	-	Interior CMU (at toilet rms & Mtg Rm) are furred & drywall-faced.	Fair	
drywall on studs	1995 *	-	No insulation; walls stop at ceiling.	Poor	Likely sound problems with staff office areas.
ceiling finishes	1995 *	-	2x4 SAT ceilings throughout Adult & Child's. Entry, Circ area and public restrooms are drywall.	Poor	SAT ceilings in several areas appear to be in poor condition.
carpet	1995 *	Unknown	Carpet throughout Adult and Child's areas. Appears to be broadloom.	Fair	Age is unknown, but appears to be in need of replacement. Same drab color throughout library.
vinyl tile	1995 *	?	See comments re humidity.	Poor	Workroom tile shows signs of high moisture in slab. See Summary Comments re. humidity issue.

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toilet rooms	1995 *	-	Men's is not ADA accessible. Woman's has been retrofitted and may meet ADA. Ceramic tile to 6'. Floors are ceramic tile. See Summary Comments below.	Poor		
park toilets	1995 *	-	Are the outdoor toilet rms still in use?	Unknown	Rooms were not accessible; cannot confirm ADA compliance.	
Pub Mtg Rm	1995 *	-	See comments.	Adequate	By bldg code, 38'-10" x 24' mtg space seats a max of 133 occupants. A more realistic number of seats would be 50-60. Insufficient table storage. See Summary Comments re. humidity issue.	
Public Computer Rm	1995 *	-	Computer Rm was retrofitted to house 4 stations in inadequate space.	Poor	Does not meet ADA clearance standard; does not meet min width for safe egress. Glass was removed to improve room's temperature and ventilation.	
Book security system	-	?	County has RFID security for Potomac Branch	Good	PD Brown, Waldorf West & Potomac use TechLogic RFID equip. La Plata will be last to be converted to RFID.	
Staff workroom	1995 *	-	Original wood casework w/ overhead cabinets. 3 workstations.	-		

Bldg Mechanical

HVAC				-		
central boiler	-	-	Heating generated inside AHU's.	-		
Library air handlers	1995 *	-	2 AHU's at 6,000 BTU cover public areas and staff areas.	Poor	Carrier heat pump AHU's w/ exterior condensing units. Located in 2 separate rooms; air return is directly into Children's and Staff workroom. No acoustic separation; fan noise is highly noticeable. Units are 22 years old and inefficient. Filter section draws air directly from floor level, i.e. bringing in dust.	
Mtg Rm air handler	1995 *	2015	1 AHU at 3,000 BTU serves Mtg Rm.	Fair	This unit was recently replaced. Humidity control was not included for this system, and humidity in Mtg. Rm continues to a severe problem with condensation on desk surfaces during summer cooling. See comments re humidity in Physical Conditions below.	
cooling tower	-	-	None	-		
HVAC piping	1995 *	-	No comments.	-		
chiller	-	-	None	-		
compressor	1995 *	?	Exterior compressor units.	Poor	Compressors for AHU 2 & 3 should be replaced due to age.	
split DX system	-	-	None	-		
EMS (energy management system)	1995 *	?	Siemen's control box located in Mech Rm; system appears to be dated	Adequate	Recommend upgrade w/ replacement of AHU 2 & 3.	

Bldg Plumbing

sanitary	1995 *	?	Sanitary sewer is shown on 1995 dwgs connecting to sewer running to Rt 201.	Poor	Several sewer blockages in line leaving the building (in Staff workroom) has been reported.	
gutters & rain leaders	1995 *	?	May have been replaced since 1995.	Fair		
storm system	1995 *	?	Stormwater leaving building is not indicated on 1995 dwgs.	Adequate		
domestic water	1995 *	?	Well system - equip located in Mechanical Rm..	Fair	Tested daily according to staff. Are there issues w/ water quality in this part of the County?	

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Fire Protection

sprinklers	-	-	No sprinklers installed.	Poor	Recommend sprinklers be installed throughout bldg, including 'park restrooms.'
dry pipe	-	-		-	

Electrical

elect. service	1995 *	-	1995 dwgs indicate 1,200A service capacity at C/T cabinet, but does not indicate site transformer capacity; could be less.	Fair	Original 1995 equipment.
switchgear	1995 *	-	Switchboard rated at 1,200A service at 120/208 V.	Fair	Switchboard, distribution panels & fire alarm located in mech room, with gas source in AHU units. This is a fire hazard.
elect. distribution	1995 *	-	2 elect panels in Mech. Rm.	Fair	
emerg generator	-	-	None.	-	
lighting	1995 *	?	2x4 recessed fluor fixtures.	Poor	In SAT and gyp bd ceilings.
emerg lighting	1995 *	-	Battery packs indicated on Lighting Plans.	Fair	
fire alarm	1995 *	-	Fire alarm appears to be original 1995 equip.	Fair	

IT/Tel/Comm

IT service	?	Unknown	Unknown service.	Unknown	
IT LAN	?	Unknown	Currently, IT ports appear to be fed from above and don't use the underslab conduits. See comments.	Unknown	4" schedule 40 pipe below floor slab is shown on const. docs, identified as for "computer wire." Is this system still in use? See Summary Comments below.
server room		Unknown	No.	Poor	Server is located in staff workroom with no 24-7 AC.
bldg security	Unknown	?	Not shown on 1995 dwgs.	Unknown	
phone system	Unknown	?	Incoming phone service in staff lounge/storage rm. Unknown service.	Unknown	Exposed patch panel for phone service is located in staff workroom adj to IT server.

Site

site grading	1995 *	-	Site is flat w/ very flat slope for drainage.	Fair	Water table appears to be close to grade. See Summary Comments.
sidewalks	1995 *	-	Appear to be in good condition.	Good	
parking	1995 *	-	Appears to be adequate.	Good	
drop off	1995 *	-	Under porte cochere	Good	
ADA parking	1995 *	-	ADA parking is signed.	Good	
ADA drop off	1995 *	-	See comment above.	Good	
ADA access?	1995 *	-	Appears to be good.	Good	
stormwater	1995 *	-	1965 dwgs do not show stormwater leaving building & civil dwg doesn't show it either.	Adequate	Underslab and perimeter drainage is shown on bldg. sections. Rain leaders go into PVC boots. Both suggest underground stormwater piping.
stormwater detention	1995 *	-	Stormwater detention pond is visible at NW corner of site.	Good	3'x16' oil-grit separator for water quality shown on civil dwg C-4, but not located on C-1 Site Plan. Was this installed?
landscaping	1995 *	-	Library site lies adjacent to Ruth B. Swann Park.	Adequate	No mature trees, some base planting. No attempt at making pedestrian connection to the park?. Great potential given the size and location of the site.

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| lighting | 1995 * | - | Pole lighting in parking lots. | Poor | One pole has auxiliary lights aimed at adjacent residences. |

Summary Notes

Physical Condition   A structural evaluation of roof should be done to determine whether structural reinforcement is required. 1/2" ply sheathing on 2' centers likely exceeds the capacity of the sheathing under current design wind loads (90 mph). Truss roofs of this type can be vulnerable to failure due to loss of diaphragm strength of the sheathing. Given the Library's location in a tornado-prone area, this facility may not be a safe place of refuge in high wind conditions. Where the sloped roof meets the low slope roof (at the center of the roof), the change-in-slope joint is particularly vulnerable in high wind conditions. Recommend that this detail be replaced w/ a real construction joint and internal roof drains or scuppers be added for the low slope roof. Recommend roof hatch w/ 30 degree ship's ladder be installed for regular roof inspections; current condition risks injuries to maintenance staff.

Toilet Rms - Airport-style entryway to Men's is too narrow for ADA. The room does not appear to have 5' dia. turning radius. Urinal stall is less than 3' in width. Women's has only 2 stalls, verses 2 stalls plus urinal for Men. There is no Family Toilet Rm. If 'outdoor' toilet rms. are no longer in use, the space could be repurposed for library use.

Staff complain of high humidity, particularly in Meeting Room. Mtg Rm humidifier cannot maintain humidity control.   VCT adhesive in staff workroom appears to be pushing up between the joints, suggesting water presence above the floor slab. Recommend moisture analysis of the floor slab be done in test patches prior to flooring being replaced. Original 1965 documents call for under-slab drainage channels & perimeter foundation drains, suggesting the site has always been wet. It may be possible to inspection the 4" under-slab pipes at multiple cleanouts to investigate below-slab water level, along with core samples where required. If a site sump has not been installed, recommend investigation to see if sump pump would help with under-slab condition.

Main two heating/cooling units appear to be the original equipment (52 years old), with suspect air filtration, and do not meet current ASHRAE standards for air quality and energy efficiency.

Library Layout   Library is coherently laid out, but suffers from restricted sight lines from Circ Desk into Adult and Children's. The current areas occupied by the Circ and Reference desks could be better used if these oversized elements were consolidated into a single combination desk, augmented by standing reference stations in Adult's and Children's. Back of house workrooms appear to be inefficiently laid out, and could be consolidated to recapture study space.

Missing program spaces include quiet study, group study & tutor rooms. Also missing is an identifiable Young Adult space, and Children's Program Rm. Recommend that a programming / pre-planning study be performed to: determine quantifiable space needs and options for renovation of this facility. As part of the renovation evaluation, cost to renovate or replace the existing roof should be included.

Recladding the exterior to improve R-value and air-water barriers to create a more energy efficient envelope should be studied. Rain-screen technology using thin-panel stone or precast, covering air/water barriers & rigid insulation are available. Commercial-grade low-E windows should replace the existing 'clerestory' windows, and in select areas the existing could be replaced with full-view windows to open up the interior and make the facility more inviting from the parking area. Evaluate repurposing existing porte cochere as an interior casual reading space, or quiet reading room as part of a redesigned entrance area might help open up the library from the parking lot.

* 1995 date of Bid Set

Ratings: Unknown, poor, fair, adequate, good, new Anything less than 'adequate' should be considered substandard; 'poor' indicates a short term need to redress the subject.

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	Yr. Built	Yr. renov.	Description	Condition	Comments
General	2010 *		Two-story, 30,169 SF building	Good	On separate building pad.
Building Envelope					
exterior walls	2010 *	-	Brick masonry on 6" stud back up, with 1-1/2" insulated cavity. EIFS parapet above brick.	Fair	6" mtl studs (cold-formed not called out) appear to be less than what is recommended for unsupported walls of this height. Masonry control joint at north entry appears to be thinly-spread caulk w/ backer rod exposed in several areas; this is a water leak.
windows	2010 *	-	Alum storefront windows.	Adequate	3/4" insulated glass noted on dwgs.
storefront	2010 *	-	Alum storefront entries and vestibules.	Adequate	Tempered glass noted on dwgs.
curtainwall	-	-	Does not appear to have curtainwall.	-	
pitched roof 5:12	2010 *	-	Standing seam metal roof. 5:12 pitch.	Adequate	Plastic snow guards have broken off and need to be replaced throughout. Lack of functioning snow guards risks damage to the roof gutters with heavy ice/snow.
Curved mtl. Roof	2010 *	-	curved roof over high entry area.	Adequate	Curved roof is also steeply sloped and cannot be easily installed w/ snow guards. Staining on an adjacent masonry wall is one outcome.
flat roof	2010 *	-	Single-ply membrane roof	Good	Sloped at 1/2"/ft.
skylights	2010 *	-	22' x 24' pitched skylight	Adequate	No light control - glare and heat gain are both results.
curbed rooftop units	2010 *	-	3 RTU's mounted on curbs, with exposed ductwork running to mech shaft.	Fair	Exposed ductwork loses heat/cooling. RTU life expectancy is less than interior HVAC equipment would be.
rooftop units on dunnage	-	-		-	
roof structure	2010 *	-	Structural dwgs not available.	Unknown	
floor structure	2010 *	-	Structural dwgs not available.	Fair	Code sheet indicates only 'stack' areas as having 150# live load capacity; this limits ability to expand stacks from their current areas. Recommend that this be confirmed w/ structural engineer of record.
Building Interiors					
CMU walls	2010 *	-	Interior CMU used at fire stairs and elevator shaft.	Good	CMU is finished by painted drywall on furring.
drywall	2010 *	-	Most of interior walls are painted drywall.	Good	
hollow metal openings	2010 *	-	Interior hollow metal & glass assemblies in public and staff spaces..	Good	
ceiling finishes	2010 *	-	2x2 and 2x4 SAT ceilings in majority of public and staff spaces.	Good	
carpet	2010 *	-	Carpet is provided in majority of public and staff spaces, including Mtg Rms.	Good	
ceramic tile	2010 *	-	Entry lobby has ceramic tile floor. 1st Fl public restrooms have ceramic tile floors and walls up to 5'-6".	Adequate	Ceramic tile at Entry Lobby contributes to noise spread to both floors. See Library Layout comment below.
vinyl tile	2010 *	-	Vinyl tile in storage rms, service corridor & fire stairs.	Good	
entry lobby	2010 *	-	Entry Lobby is two-story atrium space	Adequate	Atrium space needs acoustic panels to deaden loud sounds coming from Children's

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toilet rooms	2010 *	-	Restrooms appear to meet ADA clearance requirements. Family restroom provided in Child's.		Adequate	Can't see entrance to restrooms from circ desk; this is a concern for keeping an eye on people entering the restrooms. Restrooms are poorly balanced between floors; 2nd Fl has a single uni-sex restroom for public. See Physical Layout comments below.
Pub Mtg Rm	2010 *	-	3-section meeting room		Adequate	Lack of table storage inhibits setting up rooms for other functions.
Elevator	2010 *	-	Two 2100 lb. elevators		-	Note on dwgs says "ADA Compliant." Cab does not appear to be large enough to receive a stretcher.
Circ Desk	2010 *	-	Custom S-shape desk.		Poor	Shape of desk and location being too near to staff workroom entrance make its function problematical. Recommend wiring management system (e.g. DaisyLink by ECA) be implemented under desk to clean up wiring. See Library Layout comments below.
Child's Program Rm	2010 *	-	Seats 20 kids max.		Poor	Program Rm capacity is less than many programs attract. Elect panels installed in program storage room eliminate 50% of the room's storage capacity.
Children's Room	2010 *	-	Shelving layout runs on diagonal to the bldg structure.		Fair	Diagonal shelving layout creates lost areas not easily programmed. High shelving blocks staff views. Lower ht shelving (36-44") would be better for visual supervision of this area.
Staff Workroom	2010 *	-	Workroom is laid out w/ systems furniture.		Fair	Lack of storage is the largest problem. Space beside workstations for book trucks makes the circulation space misleadingly generous. Staff complains of unbalanced heating & cooling in indiv offices and open area.
Staff Restroom	2010 *	-	Single uni-sex restroom.		-	With 30 person staff, a second restroom would be useful. IBC Plumbing Code calls for min. of 1 water closet/25 persons.

Bldg Mechanical
HVAC

single oil boiler	-	-	Not required; heat generated at RTU's.		Adequate	
air handler	2010 *	-	Three RTU units.		Adequate	
Variable Air Volume units	2010 *	-	VAV's shown in clngs throughout the bldg.		Good	
cooling tower	-	-	Not required; cooling generated at RTU's.		Adequate	
ductwork	2010 *	-	Ductwork runs exposed from RTU's to mech vent above the roof. Plans call for deduct bid alternate to remove under slab ductwork at 1st Fl; no indication that the bid alternate was accepted.		Fair	Exterior ductwork is an inefficient means of heating and cooling.
chiller	-	-			-	
compressor	2010 *	-	RTU's appear to have compressor sections included in the units		Adequate	See comments re. curbed rooftop units above.
split DX system	2010 *	-	Server Rm cooling unit.		Good	
EMS (energy management system)	2010 *	-	Manufacturer of EMS system not identified.		Unknown	

Bldg Plumbing

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sanitary	2010 *	-	Size of interior sanitary lines not given?	Unknown	4" sanitary extends north from bldg.
rain leaders	2010 *	-	Gutters and leaders located on lower roof.	Fair	Barrel-vault roof cannot accept gutters; water sheds onto lower roofs and washes onto adjacent masonry.
storm system	2010 *	-	Stormwater lines join 10" main sewer.	-	
Fire Protection				-	
sprinklers	2010 *	-	Code Analysis (Sht A.01) calls for building to be fully sprinklered.	Good	
dry pipe	?	-	Was a dry pipe system installed at exterior Receiving Rm 125?	Unknown	Required by Code.
Electrical					
elect. service	2010 *	-	2,000A switchgear called for; actual incoming service not indicated.	Good	12-way ductbank detail called for by Sht E.02 and 1st Fl E2.1 Power Plan.
switchgear	2010 *	-	See above.	Good	
elect. distribution	2010 *	-	2 panels in Elect Rm, separate service to ea RTU.	Good	
emerg generator	2010 *	-	Emergency generator is called for by Elect Site Plan E.01 and E4.1 Elect Rm Plan. Separate ATS panel.	Good	60 KW diesel generator called for. Emerg lighting on batteries?
lighting	2010 *	-	In public areas, pendant fluor fixtures provided, with feature pendant and sconce fixtures in entry/elev lobby areas. 2x2 recessed fluor fixtures Mtg Rms and staff areas & 2x4 recessed fluor fixtures in public restrooms.	Adequate	Lutron lighting control system is referenced on Sht E1.1 and E2.1, Lighting Plans. Mtg Rm is on system; no further extent is shown?
emerg lighting	2010 *	-	Emerg battery packs called for by Sht E1.1 and E2.1, Lighting Plans.	Adequate	See comment re emerg generator above.
fire alarm	2010 *	-	Fire alarm riser diagram shown on E4.1. Unknown manufacturer.	Good	
IT/Tel/Comm					
IT service	2010 *	-	Comcast service; capacity not indicated.	Unknown	
IT LAN	2010 *	-	Networking equip and wiring not identified.	Unknown	Under separate contract?
server room	2010 *	-	Separate server room & AC provided.	Good	
bldg security	2010 *	-	Building cameras are located throughout Library.	Adequate	Camera at 1st Fl. Entry area is not able to see all parts of this area.
phone system	2010 *	-	Service provided by Comcast?	Unknown	
Site					
sidewalks	2010 *	-	No civil dwgs available.	Fair	North sidewalk does not continue beyond north entrance; vehicle service window interrupts pedestrian access on this side of bldg.
parking	2010 *	-	No civil dwgs available. Parking appears to be adequate.	Unknown	
drop off	2010 *	-	No drop off provided at north or south entrances.	Poor	
ADA parking	2010 *	-	Signed spaces observed at east side of building.	Good	
ADA drop off	2010 *	-	See above.	Poor	Technically equal access, however lack of a drop off to a public library is a deficient feature.
ADA access?	2010 *	-	Sidewalk from parking spaces accesses both north and south entrances.	Good	

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stormwater	-	-	No civil dwgs available.	Unknown	
stormwater detention	-	-	No civil dwgs available.	Unknown	E0.1 Elect Site Plan shows what appears to be a detention pond at SW corner of site.
landscaping	-	-	No civil dwgs available.	Unknown	Observed landscaping is minimal. See comment re Child's outdoor reading area in Library Layout below.
lighting	-	-	Parking lot lighting is fed from Library.	Good	Wall packs mounted on exterior for security lighting.

Summary Notes
Built after 2010, the Library is sited across a stormwater pond to St. Charles Town Center (2-story mall, built in 1988) on a separate building pad. The mall gets mixed reviews for security and popularity on Yelp. The Library site is, as its name suggests, not located in the core of Waldorf, but in a newer suburban development. The only commercial buildings within 5-minute walking distance of the library are a hotel and restaurant, each with its separate parking lot. The Library is visible from the community, but suffers from being remote from pedestrian traffic. The Center for Disease Control, Dr. Richard Jackson, and others have identified this type of suburban development, in the way that it encourages driving and discourages pedestrian activities, as a significant cause of obesity, diabetes, heart and other health issues.

Physical Conditions
Being recently constructed, building systems are generally good. However rooftop HVAC equipment and exposed ductwork will degrade at a more rapid rate than interior units would. Exposed ductwork running across the roof is less efficient that ductwork inside the building envelope would be. Roof access is via vertical ladder; ship's ladder from Stair #2 would be safer access for maintenance staff.

Library Layout
The first floor houses Children's, multi-purpose room (sub-dividable into 3) and Staff offices. Children's Program Rm. can hold no more than 20 max, and remains closed when not being used for programs. The second floor houses YA & Adult. A large atrium space w/ staircase joins the floors visually. Adults have group study, quiet study & tutor rooms; no such space is dedicated for YA. Layout of this floor offers several spaces adjacent to YA which could be easily captured for group study, and would reduce noise from their activities. There is only one public uni-sex restroom on the second floor, arguably with more patrons than the first floor.

Noise is also generated from the tall entry lobby 'spine' and hard surfaces. This could be ameliorated by acoustic wall/ceiling panels in that space.

Circulation desk is too far from the book security gates, and the AV alcove is too deep and cannot be well monitored, resulting in stolen media. S-shape desk is jammed at the door to the staff workroom, making for a congested operation at peak times. Recommend the desk be relocated one bay (+/- 20') closer to the security gates (to in front of the AV alcove). The present AV space could be repurposed for circ desk functions, and relocated to portable display shelving. By flipping these two elements, media thievery might be reduced.

A paved outdoor reading area, accessed from Children's, remains unused due to a lack of physical separation from the parking lot, and a lack of shading landscaping. An attractive, five-foot fence set immediately behind the low edge wall would take care of the one problem, and trees and/or planters would help with the other.

* July 2010 - Date of Construction Docs

Ratings: Unknown, poor, fair, adequate, good, new Anything less than 'adequate' should be considered substandard; 'poor' indicates a short term need to redress the subject.

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PRINCIPLES OF UNIVERSAL DESIGN

The **7** Principles of Universal Design were developed in 1997 by a working group of architects, product designers, engineers and environmental design researchers, led by the late Ronald Mace (Design Pioneer, internationally recognized Architect) in North Carolina State University

nDA

Universal Design

Principle 1: Equitable Use
The design is useful and marketable to people with diverse abilities.

nDA

Universal Design

Principle 2: Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

Right & left-handed scissors

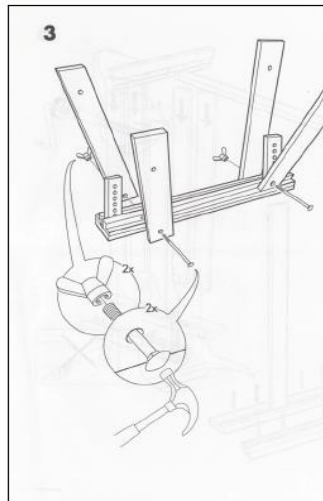A user at a computer table. The table height can be easily adjusted to suit different user needs.

nDA

Universal Design

Principle 3: Simple and Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

IKEA

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iMore

nDA

Universal Design

Principle 4: Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Nanakuma Line, Japan.
Each station is color coded and is identified in English, Japanese, and by its accompanying unique symbol. Symbols generally relate to the station's surroundings.

Looking down the length of the symmetrical platform, lighting accentuates train doorways and the adjoining gates that prevent riders from falling onto the tracks.
Nanakuma Line, Japan

Principle 5: Tolerance for Error

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Principle 6: Low Physical Effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

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Principle 7: Size and Space for Approach and Use

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Fare gates accommodate a wide variety of users. Note that the gate assembly is long enough so that exiting passengers do not have to slow or stop walking in order for the gate to open. The gate has multiple smart card targets to speed fare collection. Nanakuma line, Japan

The interior of the 100% ultra low floor Alstom Citadis tram has both wide open areas as well as 2X2 seating. LUAS light rail, Dublin, Ireland

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APPENDIX G - LIBRARY LOCATION AND SITE CRITERIA

Like any for profit, non-profit or public service oriented entity, success and use of library services are all about "location, location, location!" The following criteria have been proven to positively impact library use and customer satisfaction.

- Site that is highly visible from the majority of directions as one approaches the facility

- Site that is on or immediately adjacent to frequently traveled streets and roads (on the way to and from where people who reside and/or work in the service area travel daily)

- Easy entry to and exit from the library parking lot to main roads and side streets leading to main roads

- Controlled left turns onto major high traffic streets

- Locating libraries on public transit routes with the library being within safe and easy walking distance of those transit stops

- Consider safe pedestrian access and bicycle access

- Mixed use developments combining retail, residential and office spaces as opportunities for locating libraries

- Lot size large enough to accommodate outdoor library uses (reading garden/porch, program amphitheater), building expansion, ample parking and drive up materials returns directly into the building

- Co-location with complimentary government entities, e.g. recreation centers, parks, community colleges, fire stations, etc. only if all of preceding site criteria, are present

- Joint-use library facilities between public libraries and community college libraries (success as demonstrated by national experience)

- Joint use public and school system libraries only in instances of last resort given differences of institutional missions, school security, discomfort of general public (families and active adults) with middle and high school student bodies, parking challenges, etc.

APPENDIX H - CUSTOMER USE AND CONVENIENCE GUIDELINES

Charles County Public Library has a history of successful customer service. In both public meetings and an online survey, library patrons clearly articulated their appreciation for the Library's knowledgeable, friendly staff. To keep that focus on the customer, it is imperative that the Library continue to focus on simplifying and automating key functions/tasks that no longer depend on staff to perform. These include:

- Self-check in all libraries establishing a system standard of at least 90 percent circulation via self-check
- Online program registration
- Online meeting room reservations
- Online library card registration
- Online payment of fees and fines
- Automated reserve pick-up 24/7
- Automated materials return 24/7
- RFID technology that supports inventory control and automated collection services, reduces staff time in managing and handling library materials and facilitating return of materials to the shelves for faster availability for the customer that under the current staff intensive process
- Customized email alerts to patrons of reserves, programs, etc.
- Customized secure personal reading logs for patrons

The automation of such routine tasks frees up knowledgeable and experienced library staff to provide an increased high-touch customer experience in areas that are most important to the customer, such as:

- assisting with computers and other technologies.
- teaching classes on computing and new information technologies.
- engaging in outreach to schools and community groups.
- planning, arranging and presenting programs on a variety of topics for all age levels
- providing staff with continuing education in new service models, information technologies, etc. to be able to better assist customers.

Self-service technologies give customers greater control over their library experience. While not all customers will embrace self-service, extensive experience in the industry has shown, that with proactive staff promotion and support most come to appreciate and use them within about six months to a year and appreciate the fact that staff are now more available to help them in other more important ways.

A supported self-service plan includes:

- Automation – Self-check, ergonomic materials return (check-in and sort) systems and possibly automated materials handling systems.
- Electronic Services – library card and program registration, payment of fines and fees, meeting room booking, reader's advisory.

- Information Services Redesign – centralized telephone infrastructure allowing centralized phone services, chat, blogging, RSS feeds, and other electronic delivery systems.

- Intuitive Buildings – simplified and centralized service points, consistent and well-placed external and internal signage, merchandised collections, designed future adaptability, intuitive layout of stacks and furnishings.

- Process Simplification – time and motion studies, standardized work processes based on best practices, reconfigured staff areas facilitating streamlined workflow and maximized productivity.

- Employee Training – staff training in technology and streamlined procedures, cross-training for flexibility, available staff to help and instruct patrons in use of self-service technology.