

CHAPTER 5: ACCOMMODATING CARS & BICYCLES

Table 9.1.1: Does the library provide parking spaces?

	Yes	No
Entire Sample	95.59%	4.41%

Table 9.1.2: Does the library provide parking spaces? Broken out by Country

Country	Yes	No
United States	94.83%	5.17%
Other	100.00%	0.00%

Table 9.1.3: Does the library provide parking spaces? Broken out by Type of Library

Type of Library	Yes	No
Single Library	95.35%	4.65%
Library System	96.00%	4.00%

Table 9.1.4: Does the library provide parking spaces? Broken out by Total Annual Budget

Total Annual Budget	Yes	No
Less than \$250,000	91.30%	8.70%
\$250,000 to \$2 Million	100.00%	0.00%
More than \$2 Million	95.83%	4.17%

Table 9.1.5: Does the library provide parking spaces? Broken out by Total User Population

Total User Population	Yes	No
Less than 10,000	90.91%	9.09%
10,000 to 50,000	100.00%	0.00%
More than 50,000	95.83%	4.17%

Table 9.2.1: Does the library provide bike racks or other space for bikes?

	Yes	No
Entire Sample	80.88%	19.12%

Table 9.2.2: Does the library provide bike racks or other space for bikes? Broken out by Country

Country	Yes	No
United States	77.59%	22.41%
Other	100.00%	0.00%

Table 9.2.3: Does the library provide bike racks or other space for bikes? Broken out by Type of Library

Type of Library	Yes	No
Single Library	74.42%	25.58%
Library System	92.00%	8.00%

Table 9.2.4: Does the library provide bike racks or other space for bikes? Bikes Broken out by Total Annual Budget

Total Annual Budget	Yes	No
Less than \$250,000	60.87%	39.13%
\$250,000 to \$2 Million	90.48%	9.52%
More than \$2 Million	91.67%	8.33%

Table 9.2.5: Does the library provide bike racks or other space for bikes? Broken out by Total User Population

Total User Population	Yes	No
Less than 10,000	59.09%	40.91%
10,000 to 50,000	90.91%	9.09%
More than 50,000	91.67%	8.33%

What impact does providing proper parking and bike space to enable patron access have on the library? Is it a factor in library use and attendance? Have you made any moves to improve your parking or bike policies in recent years?

1. For us it is critical to have adequate parking. Bike racks are more important in neighborhood locations.
2. As we are located on the town square, we have no way to make changes to parking options. We are looking at the possibility of a bike space.
3. No change in policy, but we have plenty of bike parking. Need more parking for cars.
4. In conjunction with the expansion/renovation, we doubled the amount of parking available
5. Some libraries have parking, some do not. We can never provide adequate parking and this would impact on our building service space. The answer is to work in partnership with people responsible to ensure parking available and that our buildings have excellent public transport links. Bike space is not a problem to provide in most places and we are doing so for many of our projects.
6. Bike parking increased
7. Parking spaces are in great demand by our customers
8. It is needed for urban, suburban and downtown
9. We have extremely limited parking. I know that some people decide not to visit the library when they see that there is no parking near the library.
10. We need more parking, but have utilized all our space
11. Vehicle parking very inadequate and results in less use. Bicycle parking not an issue.
12. Parking spaces are usually planned to meet code requirements (# per sq ft of building). Our library system uses LEED standards in new facilities to provide electrical charging stations, LEV spaces, vanpool, etc. Bike racks are standard and we add additional racks when requested for higher use branches. We have increased visibility for bike parking areas and added surveillance cameras at many locations for added security.
13. No, the parking is very limited and when programs are in session, it is a huge issue especially during the summer
14. Yes a few years back we made improvements to our parking area and had a bike rack installed
15. It is a definite impact as a lot of people drive to the library. Bikes are used occasionally by kids and some other patrons. We have not made any improvements to parking or the bike rack.
16. Parking is sometimes a problem. There is a brick retaining wall that could possibly be removed to provide greater access.
17. Having adequate parking increases patron satisfaction, although most people will attend anyway. We are currently planning the construction of a parking deck on our main library campus.
18. Lack of parking does not decrease the number of patrons using the library. However, it does greatly negatively impact the user's experience. The expansion project will include increased parking area.
19. Our parking is adequate except during special programming events for the children
20. Proper parking would increase patron attendance at popular programs. We received estimates to expand our current parking lot but found it too expensive to pursue at this time.
21. Providing parking spaces and bike racks definitely appears to increase library use and attendance. No attempts have been made to improve the policies since the current ones seem adequate.
22. Complaints are lodged with the library board when our parking lot is closed due to maintenance, repairs, or city functions that block the street, so I would say that the library parking lot does impact patron access. However, our city parking at time is free and our downtown is not very crowded, so patrons wanting to visit are always able to find reasonably close parking outside of the library lot. We also provide a bike lock for those who ride, but it is not used very frequently.
23. Amble amount of parking is always valued by the patron, but it really depends upon what kind of community you serve. Four years ago, the parking lot was expanded by 100 spaces to match the additional space added to the 10 year old building.
24. A library without adequate parking is a library that is not going to be used by older people, young

- mothers with toddlers or handicapped persons. Also, parking is essential for our meeting room use.
25. We have more than enough parking space and bike racks
 26. Inadequate parking would have a very negative impact. We have not made any new policies regarding parking.
 27. Parking is never adequate. Everyone wants to park within five feet of the building.
 28. Improvements were made to library property to increase parking spaces. Additional plans are in place to improve flow. We are in a rural area where most users need to drive to reach us.
 29. This is a small town. Parking is usually available within a reasonable walking distance.
 30. We have moved to a new location and the parking is substantially better than before and patronage has tripled
 31. Yes. We live in a suburban area and there is no public transit (other than a limited service for the disabled) and little housing within walking distance. Our parking was greatly increased (from 26 spaces to 250) in 2008 with the new building. It has improved attendance.
 32. Both adequate parking and bike space have probably caused more people to visit the building. We recently added another bike rack.
 33. Parking is very important. Only improvement has been repaving the lot.
 34. We need more parking and in a more convenient spot. Patrons have to park in the back of the building and walk around to the front.
 35. I think parking is very important and we have more than enough parking spaces for our patrons. We have discussed adding a bike rack but the only time that we have an increase in bikes is during the summer when we have more children coming to the library.
 36. Parking has increased patron usage. Bike racks are available but not used a great deal.
 37. I feel that parking is a vital part of the library. I have several patrons that have a hard time walking and need to be able to park close to the door. Most of my parking lot is dirt. I am working on having gravel put down so it won't be slick when it rains.
 38. We are in the downtown of a small city and public parking is at a premium. During festivals and special events the library parking is taken by visitors to these events, even with proper "library use only" signage and this can be a problem. We are careful not to schedule busy library events during festival weekends. Providing free, close parking for library use is a community demand. Bike parking is provided but primarily used by children and not in huge demand. We increased our parking spaces by 50% (went from 20 spaces to 30) in 2011.
 39. More parking spaces have been a great help for patrons
 40. We can't afford to do much at all in any area. We do need a bike rack as the children just drop them on the front lawn behind a tree.
 41. Our parking is more than adequate, for handicapped and elderly as well
 42. New lot opened in 2007, corresponding with a 10% increase in circulation
 43. We need more of both but have no room and no budget to do this
 44. Huge factor. We have increased biking spaces. Handicapped parking will have to increase with aging population
 45. Close, safe convenient parking is a must. It will increase your meeting space use.
 46. We share a parking lot with the middle school so at times parking can be challenging
 47. Parking is tight at times when there is a program. Nowhere to expand parking now.
 48. Increase of five parking spaces that are rented because of small parking lot and patron complaints. Bike rack keeps bikes off the sidewalk a potential safety issue.
 49. Free parking is valued at our branch libraries. Metered parking at our main (city center) library is a deterrent to use.
 50. Municipality is implementing paid parking at one location - may reduce access and usage
 51. We have had very little but street parking for most of our existence; it impacts our patrons because it is very limited. The city did create four new spaces for us a couple of years ago, but it's not nearly enough. There is no area to locate more parking. We do have a bike rack that seems to be sufficient most of the time.
 52. Use was declining due to parking space limits until a four-story parking garage was completed three years ago. Use continues to increase.
 53. We are a bike friendly community, and the library is on the new city bike trail

54. Important, yet we are currently landlocked and share space with Township Hall
55. We already have a huge parking lot, plus large bike racks
56. Most of our parking is on the street with a walk up to the building. It probably is a deterrent to more frequent visits.
57. Parking space is limited which poses a problem in our cold, icy winters when patrons have difficulty walking
58. We have increased the number of bike racks, but parking spaces have remained the same. We get more bike riders coming now than we did before, especially at the branches. I would say that providing these spaces does increase library usage.
59. Parking space capacity definitely affects usage. Bike racks are important in keeping them safe and in one area.
60. It does help. Our main branch is very close to rapid transit and the rest have good bus access. I think not being easily accessible by transit would also affect use. We have created more bike racks but have performed no other changes.
61. We are in an urban area, and parking is critical, as is bike parking. Likely to improve bike parking.
62. Parking is very important especially accessible parking close to the entrance. Poor parking affects young families and anyone with mobility issues. Dedicated library parking with easy access to the entry was a priority for the two new branches built in the last 10 years.
63. Parking is important. Only a few libraries have dedicated parking spaces – some, and especially our largest, does not, which is problematic and discourages visits, particularly at night. We have installed bike racks at many of our branch locations and find they are well used. We worked with the local Velo club to seek out the most suitable rack.
64. Relevant, but we have adequate space
65. We are lucky to be part of multiuse facilities with large parking lots and free parking. On occasion patrons complain if a facility event makes it difficult to find library parking.
66. It is essential
67. Parking impacts people coming to the library. We purchased an adjacent lot to increase parking.
68. Big issue for us. We are required by the City Plan to provide parks per sq m. Very busy libraries, never enough parks, cycle racks are used but people want covers over them. As our city rebuilds after the earthquake (we have lost 1,900 buildings in our CBD), we are trying for a walking/cycling city but getting people out of cars is very hard in New Zealand as we are a car country. Frustrating for those of us trying to make the change happen
69. We don't own the parking lot or bike rack. No control.
70. We are located on a tight block with no designated parking spaces and no place for a bike rack. This extremely limits our accessibility
71. We expanded our parking lot when we expanded our library four years ago. This has had a major impact on library use. We added a bike rack as well, which is used regularly.
72. Parking is adequate
73. It is a huge factor for us because we have a lot of people that drive or ride their bikes. We do not have enough space now, but there is street parking further down.

CHAPTER 6: TECHNOLOGY EDUCATION CENTER

Table 10.1: How much has the library spent over the past three years to develop new library instructional centers, or re-equip or upgrade existing ones with new computers, workstations or other technology? (in \$US)

	Mean	Median	Minimum	Maximum
Entire Sample	1868603.07	6500.00	0.00	85000000.00

Table 10.2: How much has the library spent over the past three years to develop new library instructional centers, or re-equip or upgrade existing ones with new computers, workstations or other technology? Broken out by Country (in \$US)

Country	Mean	Median	Minimum	Maximum
United States	2143451.25	6000.00	0.00	85000000.00
Other	36281.83	20000.00	0.00	100000.00

Table 10.3: How much has the library spent over the past three years to develop new library instructional centers, or re-equip or upgrade existing ones with new computers, workstations or other technology? Broken out by Type of Library (in \$US)

Type of Library	Mean	Median	Minimum	Maximum
Single Library	9064.06	5000.00	0.00	40000.00
Library System	6118977.93	22500.00	0.00	85000000.00

Table 10.4: How much has the library spent over the past three years to develop new library instructional centers, or re-equip or upgrade existing ones with new computers, workstations or other technology? Broken out by Total Annual Budget (in \$US)

Total Annual Budget	Mean	Median	Minimum	Maximum
Less than \$250,000	7516.67	3500.00	0.00	35000.00
\$250,000 to \$2 Million	14234.38	6500.00	0.00	68000.00
More than \$2 Million	7132724.25	22500.00	0.00	85000000.00

Table 10.5: How much has the library spent over the past three years to develop new library instructional centers, or re-equip or upgrade existing ones with new computers, workstations or other technology? Broken out by Total User Population (in \$US)

Total User Population	Mean	Median	Minimum	Maximum
Less than 10,000	8135.29	5000.00	0.00	35000.00
10,000 to 50,000	15109.38	5500.00	0.00	100000.00
More than 50,000	6582745.46	20000.00	0.00	85000000.00

What changes has the library recently made or does it plan to make in its technology centers? Have you added or do you plan to add new workstations? Have you changed the way the spaces are arranged? Added centers? Explain your thinking.

1. We plan to add workstations. In our new buildings we have added study rooms with some technology. As we plan new buildings we are incorporating more computers, we hope to add media centers, and technology labs.
2. Since 2010 we have added three additional patron computers and rearranged floor plan to enable the provision of two semi-private computer areas. We also offer Wi-Fi service allowing patrons to bring in their own laptops, tablets, and smartphones. Additional study areas and seating have been added for this purpose as well.
3. We have a small budget, but two recently donated computers were made available for children
4. We added three new public access computers dedicated for young adults, a color printer for public use, and a computer lab with seven workstations. In addition the library has added a significant amount of convenient power locations for portable devices.
5. Updated equipment, added laptop based portable training
6. We are piloting laptops for hire at one library
7. Will add resources for broadband access, training and personal device use
8. Would love to expand, but is strictly a budget issue
9. I would like to upgrade/replace existing computers. However, there are no plans for new workstations. We have rearranged the space within the last four years but it was not increased.
10. Added centers. More for teens in children's area. Fastest growing segments of service area population.
11. We do not have any space to expand. We have outgrown the current building.
12. We have just purchased 10 new computers, monitors and three new laptops for patrons to use
13. The library plans on making a separate room for the computer workstations so it can double as an instructional lab. We cannot conduct computer classes without disturbing the rest of the library.
14. I have changed the way the computer area is arranged so that I could add two more computers. We now have eight stations but need to move shelving in order to accommodate more computer stations.
15. We are currently evaluating the results of a customer service survey and getting ready to implement changes based on those results. We're exploring the possibility of adding additional classroom space for computer use classes as well as a lab for media creation.
16. Plans to increase technology work stations
17. We have three separate public access computer areas. One is in the main area where patrons are allowed to speak among themselves or make quick phone calls. One is in our "quiet room" where no visiting or talking is allowed and no cell phone use is allowed. The last one is in our children's area where children may play games, visit among themselves or interact with other children and parents. There are no plans at this time to increase the number of computer stations or redesign the station arrangement as patrons' needs are being met.

18. We are planning to completely replace all of the public access computers and laptops with newer models. In addition, we're considering different layouts as far as possibly providing fewer fixed stations, more laptops, and possibly integrating some space for tablets.
19. Replaced all laptops and workstations as part of the three year rotation. Moved unused workstations and replaced them with additional tablets for children and teen labs. School system has initiated "Bring Your Own Tool" – i.e. tablet, e-reader, etc. and we wish to support that.
20. Public access computer use has decreased slightly. We're thinking of not replacing two of the workstations as they become outdated.
21. Added three children's early literacy computer stations. Upgraded four patron computers.
22. Have not added workstations, but keep computers we have up-to-date
23. Use of desktop workstations is decreasing. More users rely on Wi-Fi and their own laptops, tablet computers or phones.
24. Replaced existing computers, added additional workstations, replaced server, upgraded wireless network. New furniture that takes up less space smaller tables for laptop users.
25. We would like to add a basement room with a couple of workstations which could be used at our busier times to give patrons privacy for job interviews and other meetings.
26. We plan to add centers and workstations. With the increased patronage we have seen a great need for more workstations.
27. No changes are currently planned
28. We recently added several tethered iPads for young children
29. In our new building, we will have more space for computer stations
30. We added 10 new patron computers, one new children's computer, and we plan to provide five new employee workstations
31. During our renovation in 2011 all the wiring was redone to make our workstation area more visually appealing and easier for the company who works on our computers to be able to repair them. Our layout does not allow us the space needed to add additional computers but we are beginning discussions on upgrading our existing equipment.
32. When we re-configure the library we will rearrange four of the computers. We will put an adult computer and a children's computer in the children's area. Then we will have two computers in the "teen" area. This will allow parents and children a more "enclosed" area for computer use and the teens will have a computer next to the teen reading. As we are only 2,400 square feet, our areas are pretty flexible!
33. We have no "technology center" as dedicated space. We do have computers available to the public in the main library space and we have been adding additional stations as budget (primary concern is ongoing maintenance – not initial purchase price) allows. Adding two additional work stations Feb. 2013. Added laptops for public use in the library in 2011 to supplement availability in high-demand times. We use laptops set up on the Wi-Fi for library classes in the general meeting room rather than a fixed computer lab. This has worked for us in the past.
34. Added 35 workstations in new branch; reorganized space in Powell Branch to add three more workstations; added one workstation in Ostrander Branch. Demand for computers is still heavy at the library so adding workstations helped to meet the demand.
35. We have four workstations and a laptop that can be used anywhere in the library. We have no funds to increase or make changes.
36. We recently added two new computers for teens. Moved some existing furniture into teen space and modified adult seating.
37. We received a LSTA grant and updated our computers and purchased better tables
38. New workstations, furniture, display monitor for teacher
39. Adding space for users with their own devices as well as expanding our workstation capacity
40. For 2013-2014 we plan to replace all public computers. We will introduce tablets for library programming. We will introduce wireless printing.
41. Just added two more public computers. Had them three years ago and when replacing the old computers decided to buy fewer. Now the extra ones are needed again.
42. Doubled the number of public-use computers (from 16 to 36) and changed the way the patron work spaces are arranged during the main library renovation in 2012. Created a more dependable Wi-Fi network.