



**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report**



prepared by



**Williams Project # 2018-018
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**City of New Port Richey | New Port Richey Public Library
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TABLE OF CONTENTS**

Executive Summary	5
Building Condition Assessment	7
Accessibility Code Compliance	13
Operational Review	17
Trends in Library Facilities and Services	25
Community Forum Outcomes	27
Focus Group Outcomes	37
Space Utilization Analysis	41
Community Survey Results Summary	45
Space and Program Recommendations	49
Preliminary Design Concepts	53
Preliminary Estimate of Project Cost	67
Potential Project Schedule	69
Next Steps and Conclusions	71
Appendix A: Detailed Community Survey Results	73

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**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
EXECUTIVE SUMMARY**

In March of 2018, Williams Architects was commissioned by the City of New Port Richey to conduct a Needs Assessment and Space Planning Study for the New Port Richey Public Library. Our firm is a national architecture, planning, and interiors practice that has conducted numerous needs assessment and space planning studies for public libraries as well as the design and planning of numerous public library facilities throughout the country. Our proven assessment and planning process takes into consideration objective factors such as building condition, code compliance, and operational review along with national trends in library service, local community characteristics and needs, and input from the public and key stakeholders throughout the community to create sound recommendations that create the foundation and program for improvements to the facility. This Findings and Recommendations Report combines information from our previously presented summary of the first phase of this study with additional information and findings gathered since that presentation in June of this year.

Our process involved assessment of the condition of the existing building to ensure that any major required items related to building infrastructure are not overlooked, and an assessment of the facility's compliance with the Americans with Disabilities Act Accessibility Guidelines and the Florida Accessibility Code. We interviewed multiple staff members to ascertain their perception of the Library's strengths and potential areas for facility improvement and conducted our own operational review of the facility to identify potential functional improvements to the Library and the need for any additional space. We further conducted an analysis of space utilization patterns during a typical week of operation for two different weeks in June and August of this year.

An important part of our Needs Assessment process is community and stakeholder engagement to help shape and inform the recommendations we make. Our team conducted five focus group sessions and two community forums on May 30 and 31 in which several key themes and needs relative to the Library facility were consistently discussed and identified. Additionally, our team conducted a Community Survey which sought feedback from New Port Richey residents on desired features and elements in a potential renovated Library facility.

All of these activities have informed a set of recommendations that served as a basis for exploration of preliminary design concepts for a potential renovated Library facility. Those concepts are included herein, along with a preliminary estimate of project cost and potential project schedule for the Council's consideration.

The Williams Team deeply appreciates this opportunity to be of service to the City of New Port Richey. Please advise if there are any comments or concerns regarding this Report or any of the information contained within.

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**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
BUILDING CONDITION ASSESSMENT**

Our team conducted an assessment of the existing building on March 21 and 22 of this year as part of our initial fact-finding process. Following is a summary of these findings, grouped by areas of the facility.

Site Components:

- Building parking areas and outdoor entrance plazas are in good condition.
- Exterior sign on Main Street is in poor condition with deteriorated masonry and severe corrosion. Replacement is planned later this year.



- Brick “seat wall” at south side of building is severely deteriorated due to water infiltration. Removal and replacement of the wall will likely be more cost effective than repairs. A continuous concrete or stone cap is recommended for a new wall to minimize water intrusion.



- Some deteriorating areas of concrete and paver exist around the building, particularly on the west side near entrance.
- There is no dedicated receiving or loading area for deliveries. Although most deliveries to library buildings come through a main entrance door, a wider than single-door entrance is needed somewhere in the facility to allow ingress and egress of larger items.

Building Exterior:

- Masonry on original portions of building is in fair to good condition. Some efflorescence (whitening) and mortar loss normally associated with water infiltration is evident; tuckpointing is needed at some areas.



- Exterior aluminum windows are in fair to good condition; replacement is needed in next 5-10 years. New glass and thermally broken aluminum frames may improve energy efficiency and reduce interior glare.
- Staff entrance door requires replacement due to heavy use and corrosion. A new fiberglass door with continuous hinge is recommended.



- The main entrance door will require replacement within the next five years.



- The facility has a fully adhered TPO membrane roof was completed within last three years and is in excellent condition.
- The EIFS (exterior insulation and finish system) at the building perimeter is in good condition.

Building Infrastructure:

- Mechanical systems appear to be in good condition, though chiller and air handler will likely require replacement in next 10 years due to their age. The system has recently been upgraded with variable frequency drives to improve efficiency and extend equipment life.



- Some areas of the existing building (toilets and public computer areas) would benefit from added mechanical exhaust and ventilation.
- Building electrical service is of more than adequate size for the facility. Lighting upgrades will result in substantially reduced electrical load.
- Power and data infrastructure to serve computers and technology was not planned for in the original facility. Surface-mounted raceways and poles are utilized to feed technology areas throughout the building.



- Electric lighting quality is poor despite many fixtures throughout building. Illumination levels at areas away from windows are below recommended values for library spaces.



- The building is fully sprinklered.
- Life safety elements (exit signs, fire alarm, emergency lighting) appear to meet codes in place at time of construction.
- Visible plumbing systems appear to be functioning as designed.
- The elevator has required more frequent maintenance and parts replacement over the past two years, as expected for an elevator of this age.

Building Interior:

- Carpeting is worn/stained in several areas. Existing modular carpet is no longer in production and attic stock has been exhausted. Most recent re-carpeting and flooring projects did not extend underneath stacks and other heavy items, compromising flexibility when items are moved/removed.



- Existing vinyl flooring at building entrance does not appear to be of a durability level required for a public building.



- Daylighting is excellent in many areas of the building; conversely, despite many fixtures, overall illumination levels are extremely dim in non-daylit areas.

- The open stairway in center of building creates acoustical problems throughout both levels of the building.

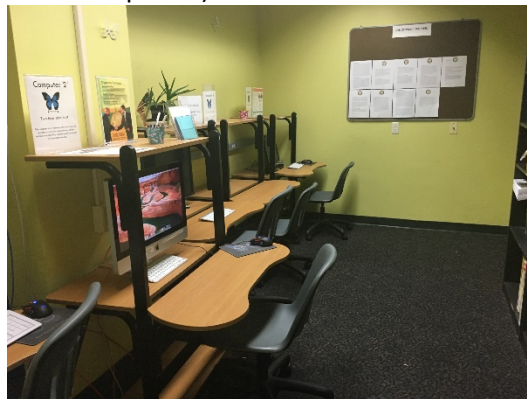


Furniture:

- Many furniture pieces are severely worn and have outlived their expected service lives.



- Much of the newer furniture is not of commercial quality (example: ready-to-assemble computer desks at many locations, several IKEA pieces)



- There are many different shelving types and sizes, impeding flexibility of use. It should be noted that the Library has been making significant strides in addressing this issue by reducing shelving and eliminating older, less flexible shelving over the past several months.





**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
ACCESSIBILITY CODE COMPLIANCE**

Areas not in compliance with the current federal Americans with Disabilities Act Accessibility Guidelines and the Florida Accessibility Code include the following:

Building Exterior/Site:

- Some gaps in exterior sidewalks exceed ½” in width, greater than codes allow.
- Tactile warning surfaces of contrasting color are not present at curb ramps and accessible parking spaces as required by codes.



- 2 accessible parking spaces are provided – this number is code compliant for overall number of spaces, though more are recommended in facilities that serve significant senior populations



- Automatic entrance doors provide a compliant building entrance.

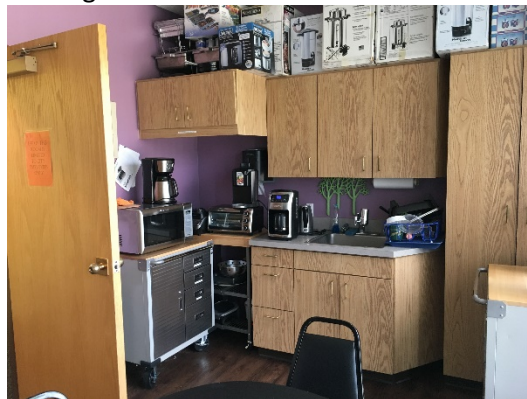


Building Interior:

- Public restrooms are not compliant with current codes; accessible stalls are too narrow, approaches into/out of restrooms are smaller than required; pipes under sinks lack knee protection.
- Main service desk lacks compliant area for patron service; it requires ADA and FAC compliant height and knee space.



- Many interior doors have non-compliant knob hardware.
- Staff break room and restroom are non-compliant; sink in break room requires knee space, countertop is not at accessible height



- Some second-floor public spaces are currently not accessible (lack of turning radius space inside the room exists due to furniture/shelving layout)



- Exit stairway at northeast corner of building lacks area of rescue assistance as required by current codes.

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**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
OPERATIONAL REVIEW**

General:

- The quality and dedication of Library staff may be the Library's greatest strength. Commitment to outstanding service and programming is evident from discussions with all staff interviewed. Major disagreements and conflicts between staff and administration with respect to goals or operations are not evident from discussions held and questionnaires received.
- The library presents a wide variety of programming and services that address the needs of a wide demographic cross-section of the community including the popular Tasty Tuesdays outdoor market.
- Lack of appropriate space is frequently mentioned by staff as a barrier to enhancing existing program offerings.

Site/Access/Parking:

- The building appears to have a parking shortage by most standard metrics for public buildings. Staff confirms that a parking shortage exists during peak times and that the City has recently completed a parking study to evaluate city-wide parking needs.
- There are both main and upper level entrances to the building; the upper level entrance is typically not used unless there is an issue with the elevator in the building and the elevator in the adjacent City Hall must be used to access the second floor by persons who are unable to use the stairs.

Service Points/Supervision:

- The main service desk is extremely large and difficult to navigate around when patrons using computers need assistance.



- Several staff report privacy and confidentiality concerns with respect to the main service desk configuration.

- The configuration of the second floor as several smaller rooms connected by a large, wide corridor makes the entire second floor difficult and inefficient to supervise.



- One self-check station is located opposite the main floor desk. Library members appear to prefer personal service to automation.

Acoustics:

- Sound travels very well through the building, primarily due to the central open staircase and second floor corridor areas.



- Accordion partition between halves of the main meeting room is ineffective in attenuating sound between halves of the room.



- There is no paging system in the building.

Program/Meeting Space:

- Generally, there is a lack of program and meeting space. The second-floor main meeting room is highly utilized but is acoustically compromised due to ineffective accordion partition as stated above.



- There are no main floor meeting or program spaces.
- Several smaller spaces exist on the second floor that can be used for smaller groups, but collections and furniture in most of these spaces inhibits flexibility.



- There is a general lack of technology infrastructure in program and meeting rooms – technology connections and room setups are sometimes complicated.
- There is no dedicated (or primarily dedicated) children’s programming space.
- Program and meeting spaces lack adequate storage for programs and activities occurring within the spaces.



Technology:

- The entire library is Mac-based. Although the interface may not be as familiar to some users as Windows, iMac hardware and software is far more virus- and malware-resistant and tends to have a longer service life than Windows-based PC's.
- Public computer layout gives limited opportunities for collaborative work or work requiring users to simultaneously use their personal phones. A separate lab does exist for this purpose, but it appears to be not as well utilized as the main public computer area. Staff report that the lab's location behind the service desk inhibits use of the lab.



- Generally, there is a lack of technology infrastructure throughout the building – data cabling and power to public computers is through power poles. Data cabling is largely unstructured and of older CAT 5 type, limiting data transfer rate.
- Wireless internet access is reported to be slow and intermittent at times. Staff reports that access points in building are at least five years old, which are at least two generations behind current technology.
- There are insufficient power outlets throughout the building for charging/operating of members' own devices.
- Meeting and program rooms lack up-to-date technology infrastructure.
- Server cabinet is in an open staff workroom, creating multiple security and HVAC control issues from heat generation.



- Due to the changing role technology plays in each community, as well as the fast pace of technology advances, it is suggested that a dedicated technology services/digital services staff position is added when funding becomes available. Such a position would be very beneficial in helping meet the community's needs in which a large segment of the population relies heavily on the library for its only access to technology, computers, and the internet.

Adult Collections/Seating Areas:

- There is a good variety of private, quiet, and collaborative seating options, but the spaces could be better zoned to separate social and quiet functions.
- There is a lack of dedicated quiet reading/study area.
- The central staircase creates issues with sightlines to many of the seating areas as well as sound control/acoustic issues as previously noted.



- There is a lack of discrete “OK to have food/drink” area(s) which causes issues with food and beverage throughout the building.
- The Library is aggressively weeding collections to create more space for seating and other offerings.

Collections/Seating Areas:

- The children’s area is a series of smaller rooms that are difficult to supervise and relatively inflexible.



- Children’s computers and younger children’s collections are in smaller rooms that lack a direct line of sight from the service point in the main children’s room.
- Extremely limited space for active play and story time activities; no dedicated or mostly dedicated children’s program space.



- Severe lack of storage space for programs and activities.



- Lack of space for collection growth.

Teen Collections/Seating Areas:

- One small room houses teen collections and seating. Seating is extremely limited.



- Though very visible to staff using the corridor, no direct supervision of space from any staff point.
- General lack of flexibility to allow for teen-focused programs within the space.
- Lack of technology infrastructure for gaming and computer use.

Staff Workspaces:

- There are opportunities to re-organize staff spaces on the second floor to become smaller and more efficient, allowing for more space in the building to be recaptured for other public uses.
- Major bottlenecks exist at lower level staff areas and in/around main service desk due to physical barriers and configuration of space.
- With the exception of the Library Director office, staff workstation, shared equipment, and storage spaces are generally not well defined. Better zoning of each function may improve efficiency without requiring additional space.

Circulation Statistics/Trends Review:

- Overall circulation of materials has increased for four straight years.
- A/V collections and new/popular materials are experiencing greatest increases in demand.
- Circulation for adult print materials appears relatively level despite active weeding; good indication that Library is tailoring collection to member preferences and needs
- Circulation for children's print materials is increasing; need to determine whether additional space for collections would result in even greater circulation.
- Foreign language collections generally do not experience high circulation. Some increased demand for Spanish language materials in youth collections is evident.
- Adult print reference materials are declining in circulation. (This is typical of nearly every public library we have worked with.)
- Interlibrary loans to other libraries appear to be decreasing; this is generally a good indication that the Library isn't holding on to infrequently/rarely circulated materials or has too many copies of popular materials.
- Interviews with Library staff indicate that circulation levels have remained constant because the Library is doing a very good job of responding to the needs and desires of the community by adding materials that library members are asking for and weeding out materials that are not circulating. **This is an excellent indication that the Library will be able to successfully find space within the building for new features and spaces by reducing collections that data clearly show do not circulate well.**

Other Data Reviewed:

- Demographic data regarding age, income level, and race/ethnicity from the 2010 Census and subsequent 2016 and 2017 census data was reviewed. Future population projections for New Port Richey indicate that the city may slowly grow as a result of new developments that are increasing density of population. While growth projections are modest, Library expansion should be considered at some point in the future, especially if more families with school-age children move to the area.
- The library currently provides under 1 square foot of space per resident, which is somewhat below state and national averages for communities of New Port Richey's size.
- With median income levels below state and national averages, many New Port Richey residents clearly rely more on their public library as a source for information, access to technology, and resources for job training and searching than do residents in more affluent communities.
- Our team reviewed a report prepared by Zimmerman Volk Associates regarding current and future residential market potential and demographic characteristics of potential future residents. As more families with school-age children move to the area, demand for Library services and programs will likely also considerably increase.

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**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
TRENDS IN LIBRARY FACILITIES AND SERVICES**

With increased use of the Internet for research and finding information and the advent of personal electronic devices such as large-screen smartphones and the Amazon Kindle for reading, many question the need for expanded and enhanced library services and library buildings in their communities. Indeed, many libraries have struggled to assert their purpose and value to the community in recent years when attempting to win voter approval for operating tax increases or construction of new facilities.

However, data from multiple state and national sources indicate that library use is alive and well throughout the country. Although demand for some print materials – particularly adult non-fiction and reference materials – is generally decreasing throughout the country, steady circulation figures are generally seen in adult fiction collections, and circulation is generally increasing for teen and children’s fiction and foreign language materials in communities with significant teen and child populations. Demand for most audio-visual materials remains steady at libraries throughout the country and is increasing in communities with aging and lower-income populations.

America’s public libraries are evolving from a holding place for books and information to a place where people of all walks of life create new content, connect with others, and consume media and technology. Typical program offerings at most libraries have grown well beyond childrens’ story time programs, and many libraries need additional flexible room space for these program offerings. Spaces for small to medium-size groups for study and meeting purposes are growing in popularity for uses ranging from private tutoring to spaces where a library user can be interviewed for a job via Skype or other videoconferencing software. Not only is demand for access to computers and the Internet increasing at most libraries, but patrons increasingly are requesting assistance with their own mobile devices from library staff at libraries throughout the country. In communities with income levels below state median levels such as New Port Richey, the Library is frequently the only source of access to the Internet and computers and the only place where residents can go to use computers or online resources to search and apply for employment. Finally, more and more libraries are providing facilities and equipment for content creation – video and sound editing, sewing, crafting, and 3D printing are becoming part of many public libraries’ offerings to patrons. New Port Richey Public Library is already providing many such services.

A question that is often asked during a Needs Assessment process is whether spaces in other facilities throughout the community can be used to meet a Library’s need for programming and meeting space. While many libraries find that programming in other locations can be successful from an outreach standpoint, challenges in storage, scheduling, and staffing related to programs make programming in other facilities besides the library building itself more challenging and less efficient for library staff. Programs and meetings at multiple locations require duplication of some staff functions to be able to simultaneously conduct a

program/meeting off-site and keep the main library in operation. Additionally, placing library programs in other locations outside the library significantly inhibits the ability of the library to be used by entire families. For example, a library program for toddlers that is held at a different location than the Library doesn't allow the toddler's parents and siblings to utilize the Library while that program is taking place.

Finally, changes in library service are also extending to staff work areas and practices. Many libraries are choosing to eschew staff workstations and offices for all but supervisory and administrative staff, instead outfitting staff with tablets and encouraging them to be more active, providing patron service not from a desk but by walking around and meeting patrons. As a result, service desks are shrinking in many libraries to become smaller, modular "kiosk" configurations , allowing space to be recovered for other functions.



City of New Port Richey | New Port Richey Public Library Needs Assessment and Space Planning Study Initial Findings & Recommendations Report **COMMUNITY FORUM OUTCOMES**

Our team typically conducts a multi-faceted community engagement strategy that is customized to the needs and goals of each community we work with. In the case of New Port Richey Public Library, we conducted two identical Community Forum sessions, which are further described and summarized within this section of this Report.

Residents who would like to offer input but were unable to attend the sessions will also be able to complete a survey which was designed to elicit similar feedback as that which was received at the Community Forum sessions. The survey is available in the Library in paper formats and online; the Library and City will be promoting the survey via mail, e-mail, and social media to maximize participation. Survey outcomes will be collected and appended to this Report as they become available.

In addition to these community forums and surveys, our team conducted five separate focus group sessions with more detailed discussions and questions. Outcomes and findings from these focus group sessions are summarized in the next section of this Report.



COMMUNITY FORUMS – SUMMARY

Williams Architects assisted the City and Library in holding a set of duplicate Community Forums to solicit community feedback concerning the needs of the Library. One was held at 6pm on Wednesday 30 May with 10 attendees, and the other at 2pm on 31 May 2018 with 6 attendees. In addition, several focus groups were held to discuss issues at a deeper level; those outcomes and findings are addressed elsewhere within this Report.



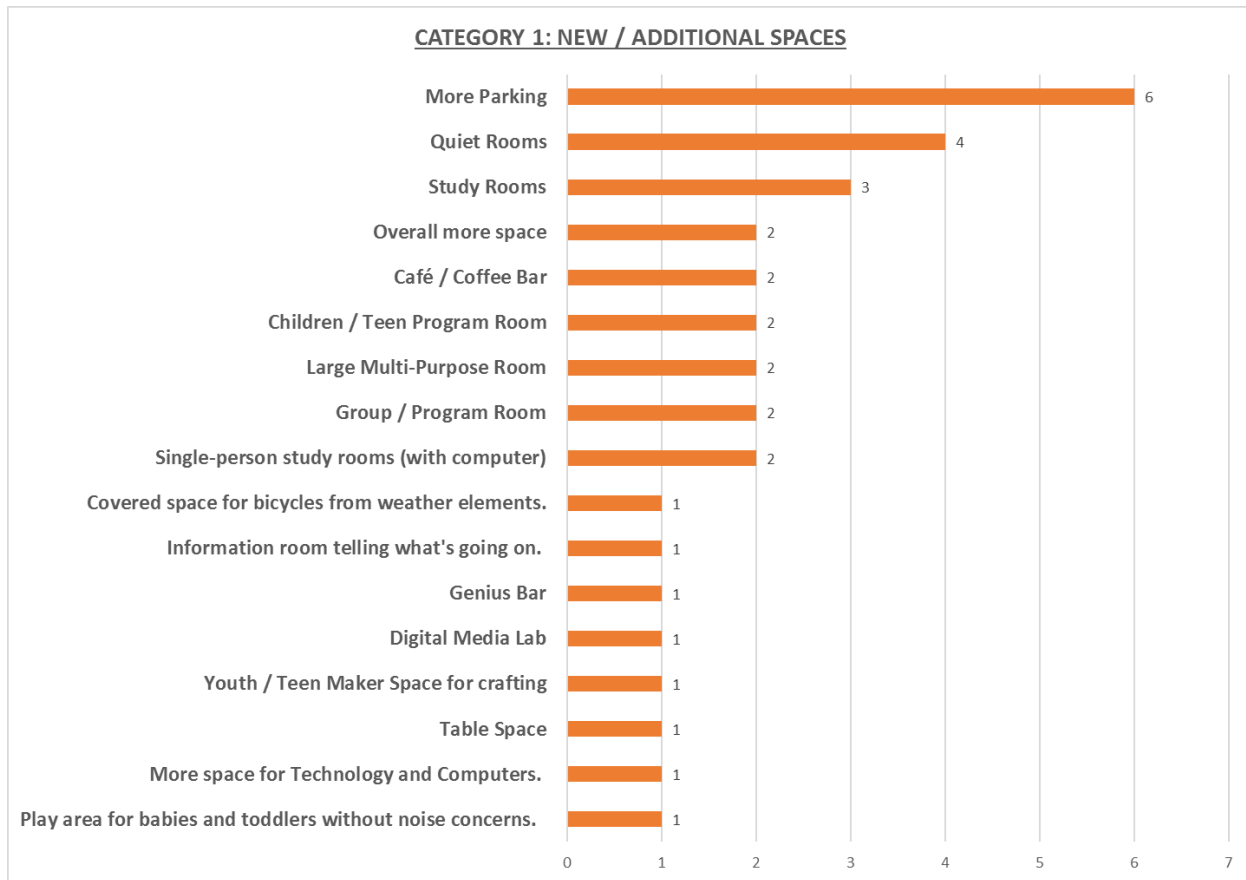
At each of the Community Forums, Williams Architects made a formal presentation through a series of power point slides, which discussed the current state of the New Port Richey Library facility and current trends in public libraries throughout the country. Participants were given the opportunity to share their thoughts on comment cards, and 16 completed comment cards were collected. They were also given the opportunity to indicate their top four preferences for possible new features that could be included in a renovation/expansion. The charts and graphs below include all the comments received on the comment cards, which totaled 79 separate items. Although the formal presentation specifically addressed public Library features and amenities, a wide variety of comments were received.

Comments were organized into the following categories:

- **Category 1: New / Additional Spaces**
- **Category 2: Current / New Programs**
- **Category 3: Functional Layout & Design / Amenities**
- **Category 4: Operational Comments / Concerns**
- **Category 5: Other**

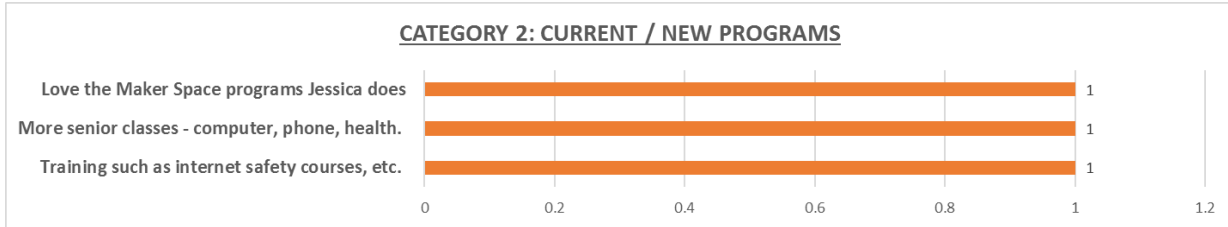
Category 1: New / Additional Spaces (33 Comments)

Participants in the Community Forum wrote down the following spaces that they would like to see included in any changes to the Library. This list needs to be considered in conjunction with the “Community Forum Top Preferences,” which are summarized later in this document. The comment noted most frequently throughout the comment cards is Parking, which was found on almost half of the completed comment cards. Although participants felt the need for a variety of new interior Library spaces, the felt need for this outdoor space was reiterated time and again. Other observations, solely based on comment card feedback, is the need to address the noisy/quiet uses of the Library, and the fact that the community is looking to the Library for additional programs and additional rentable meeting space. Although many indicated different provisions that they felt were needed for groups to use the Library (meeting rooms, café, toddler play area), amenities for the single user were also noted. These include study rooms with a computer for one person and quiet reading rooms. Refer to the chart on the next page for the list of spaces listed.



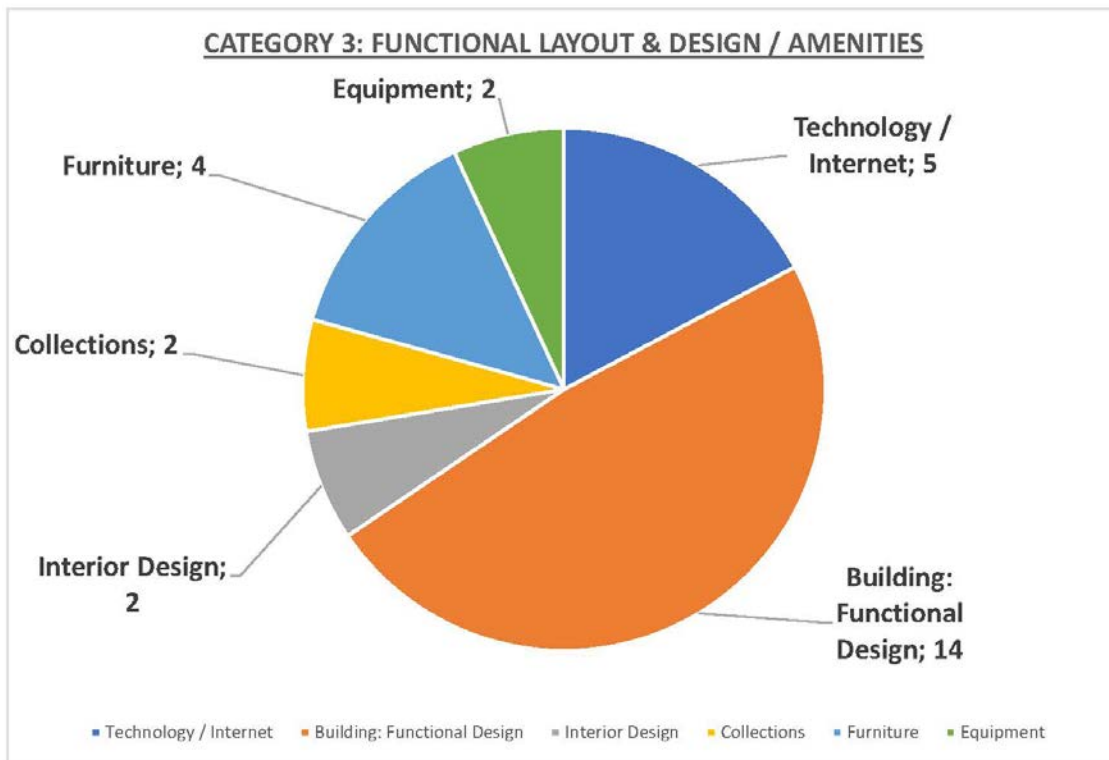
Category 2: Current / New Programs (3 Comments)

In addition to the mention of a need for meeting rooms, the following program opportunities were mentioned, as shown in the following chart:



Category 3: Functional Layout & Design / Amenities (28 Comments)

Twenty-eight comments (35%) were written which did not involve new Library spaces. As can be seen in the following chart, participants' ideas for improvements to the Library also included practical, functional layout, technology, furniture, equipment, interior design and the collections itself. The pie chart shown below is a visual representation of the comparable percentages of these comments. The individual comments under each heading are listed below. It is very interesting to note that only two comments, of all the items listed on the comment cards, mentioned expanding or updating Library collections. All other comments pertained to the newer uses of the public Library: meetings, computers/technology, programs/classes, and other types of social interaction.



Building: Functional Design (14)

- Check-out designed so that we can wait at the check-out counter instead of standing in front of it
- Upgraded restrooms
- A drop box that would go into the building
- Would love to see solar and alternative energy utilized!
- Place reception / check-out desk in a more prominent spot / (less clutter)
- Less congestion inside
- More natural lighting
- Modernize elevator
- Redesign space for children / teen collections - make room for movement
- What's up with the front door that faces Main Street?
- Need to be able to have a stage in a meeting room so people can see when having a panel or speakers
- Accessibility
- Noise is a problem especially when movie night
- Lower Shelving

Technology / Internet (5)

- Strong internet connection throughout building
- Video editing / photo editing software
- Please return some of the removed Windows computers that have CD/DVC drives and more USB ports
- Increased technology
- More technology power

Furniture (4)

- Desks with Outlets
- More lounge seating
- More comfortable table & computer seating (chairs) with padding for long term use
- Single table and chairs for individuals

Interior Design (2)

- Eliminate dark paint on walls in rooms
- This brown & purple room is ugly

Equipment (2)

- Easier to use self-checkout stations
- Ability to play movies more easily in large spaces room

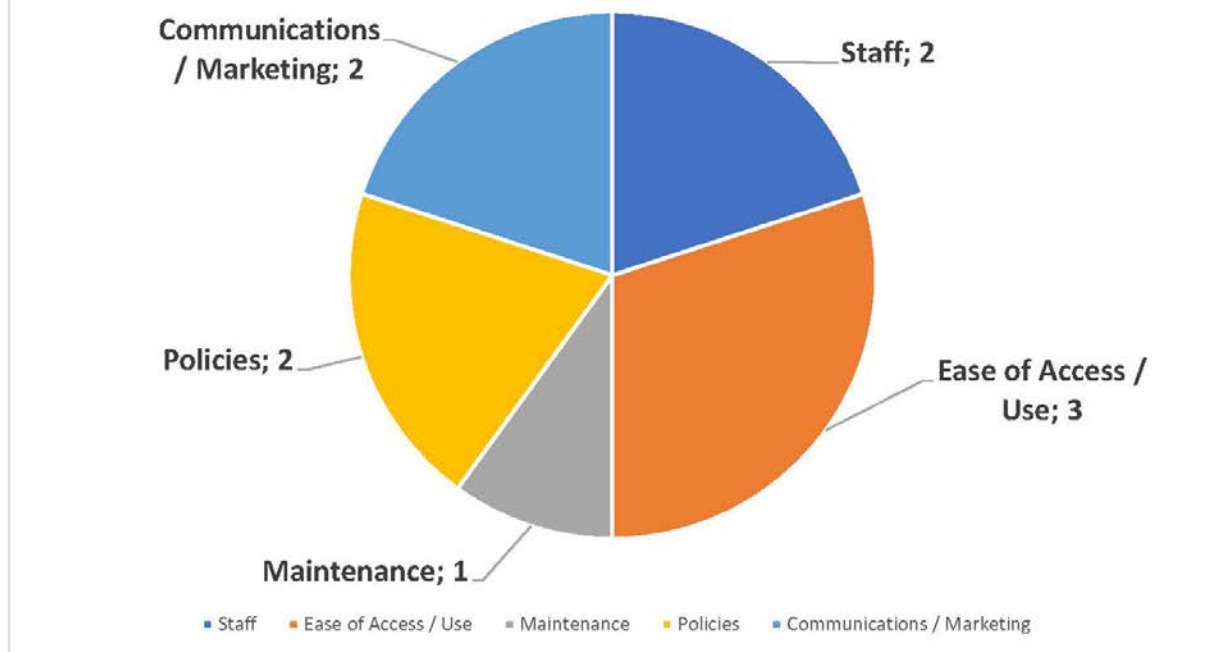
Collections (2)

- More children's books
- Updated reference materials

Category 4: Operational Comments / Concerns (10 Comments)

A secondary benefit of community input meetings is the additional feedback received. Although this feedback may not address the specific needs being evaluated, it can provide insight into other important issues to both Library users and non-users. Participants made the following suggestions that affect operations or policies. These are comments which can be addressed by the Library at any time, and do not necessarily need to wait for a formalized plan. At the same time, some of the items included below shed insight into other operational decisions that may need to be re-evaluated in light of the outcome of the study. For an example, although only one comment card suggested shifting Library open hours to an earlier time slot, a Library expansion may cause the public to want to use it for more hours in the evening. The individual comments under each category of the pie chart are listed below.

CATEGORY 4: OPERATIONAL COMMENTS / CONCERNS



Ease of Access / Use (3)

- Open earlier, close earlier
- Upgraded online reservation system so you can see if (Meeting Rooms are) booked
- Some type of security for those with belongings

Staffing (2)

- Would the number of staff be increased or decreased in a renovation?
- More tech help

Policies (2)

- Why the policy "anyone under 18 can't rent a laptop with their library card"
- No cell phone usage in computer area & reading area

Communications / Marketing (2)

- Marketing needs improvement
- Need to get more info out to the public = newspaper, flyers etc .

Maintenance (1)

- Fix the audio system for the noon movies - it was terrible for "The Last Jedi"

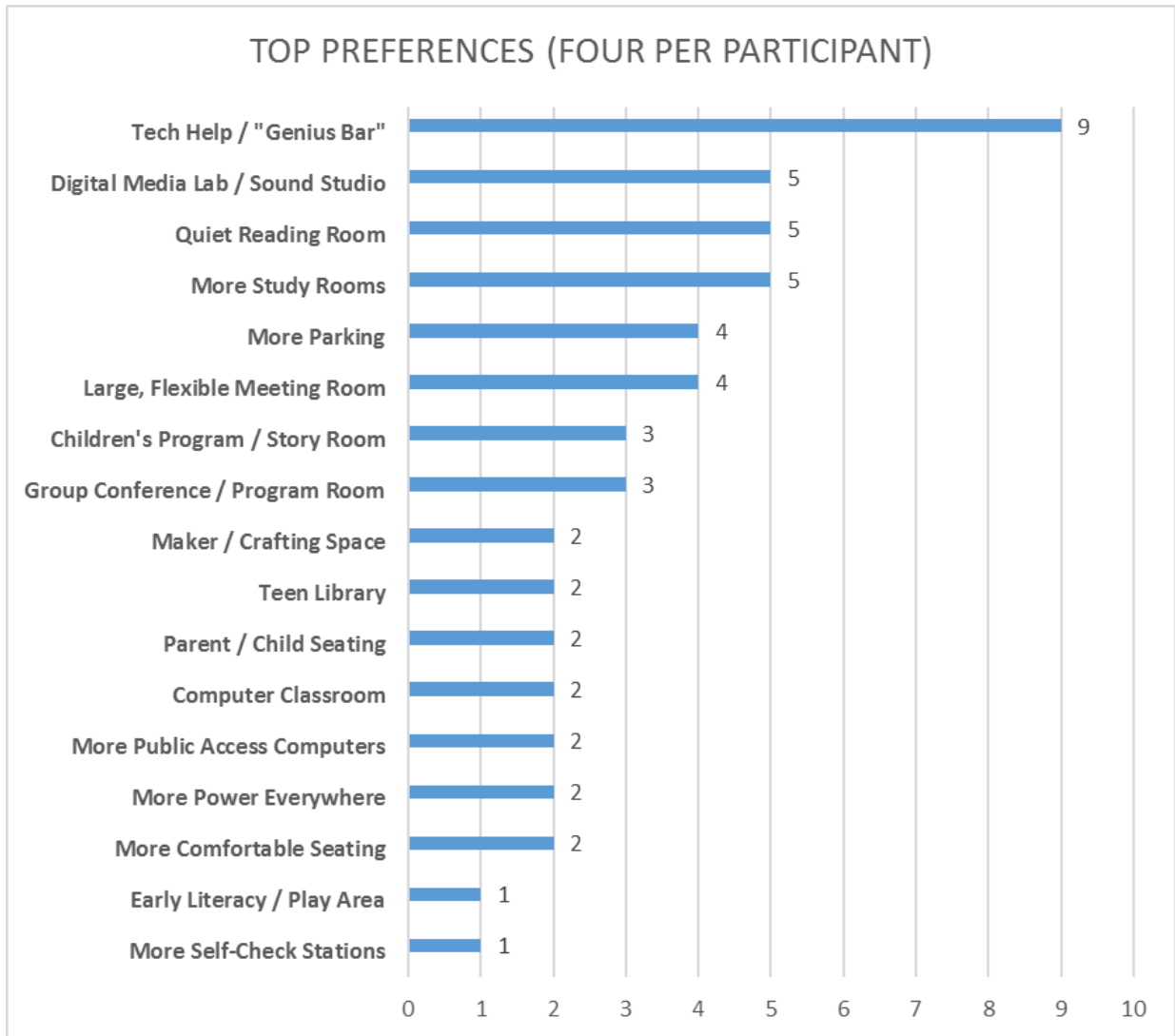
Category 5: Other (5 Comments)

The following five comments were more general in nature. It is interesting to note that only one comment card noted a concern about the cost of any potential improvements. One other participant expressed a concern about whether the Library would be closed during any construction. This comment speaks loudly to the value of the Library in this individual’s life.



Community Forum Top Preferences

In addition to completing a comment card, Community Forum participants were asked to select their top four preferences out of a series of new features or amenities options. Consistent with the current demand on public Libraries throughout the country for more technology and technological assistance, the top-ranking selections were a Tech Help / "Genius Bar" (9) and a Digital Media Lab / Sound Studio (5). The other top-ranking options were Quiet Reading Room (5), More Study Rooms (5), More Parking (4) and Large, Flexible Meeting Room (4). The following chart lists these options, in order of the most to least popular. Although the results from each Community Forum were tabulated separately, they have been combined in the following chart.



Community Forum Conclusions:

To summarize all the input received at the Community Forums, the use and needs of the New Port Richey Library are continuing to change in much the same way as other public libraries around the country are changing. The role of technology continues to increase, as does the community's need for social gathering and meeting places. The most important spaces to be considered in any physical changes to the Library building include a Tech Help / "Genius Bar", Digital Media Lab / Sound Studio, Quiet Room(s), More Study Rooms, and Meeting Space. Additional power throughout the building and more opportunities for internet access should also be considered. At some point in the future, parking needs should also be evaluated more closely, and a strategy developed to address peak parking demand.



**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Initial Findings & Recommendations Report
FOCUS GROUP OUTCOMES**

Williams Architects assisted the City of New Port Richey in holding five Focus Group meetings to discuss the needs and opportunities for the Library with various stakeholders in the community. The groups included previous and current City leadership, Library users, local business owners, the Library Advisory Board, and others. Names have not been included for anonymity.

Focus group meetings were as follows:

- **Focus Group Meeting 1 - 30 May 2018, 7:30am - Previous City Leadership**
- **Focus Group Meeting 2 - 30 May 2018, 10:00am – Current City Leadership**
- **Focus Group Meeting 3 - 30 May 2018, 3:00pm – Library Users and Parents**
- **Focus Group Meeting 4 - 31 May 2018, 8:00am - City Departments and Local Small Business Owners**
- **Focus Group Meeting 5 - 31 May 2018, 10:30am – Library Advisory Board**

These focus groups were held to hear the thoughts and ideas of various members of the community regarding the Library, from those who use the Library and those who do not. As could be expected, a variety of ideas were voiced, from minor remodeling of the Library, to expanding the Library into the Fire Department building, to building a new Library building on a different site. However, in order to determine whether any of these ideas could be a recommended solution, it was important to understand what the community currently values in the Library and what it feels could be improved.

The following is a summary of the recurring themes heard throughout the five focus group meetings:

1. Value of the Library Staff and the work they are doing. Every focus group mentioned the great asset that the staff is to the Library.
2. Benefit of the creative, unique programs which are offered.
3. Benefit of the Library to the community, in terms of attracting new, young families to New Port Richey.
4. Benefit of the Library in encouraging children to read.
5. Benefit of the Library in providing computers and internet access for those who need it for job applications and employment resources.
6. It is a safe place for everyone.
7. Need for improved communication of the Library's many resources and programs.
8. Need for additional parking.
9. Need to invest in the future by focusing on today's youth and young families.

10. The current Children’s Department is limited in size and fills quickly.
11. Need to address the noise issues in the building, particularly due to the open stair.
12. Need to re-zone the building to provide both quiet and social/interactive spaces.
13. The staff has done a great job of removing the walls of the Library, by extending programs into the community, collaborating with local business partners and other governmental bodies, and by delivering resources to the elderly.
14. The Library is a magical place; a facelift would help in allowing the magic to come out.
15. Opportunity for more/larger meeting rooms for both programs and rentals.
16. Opportunity for expanded technology within the Library, in terms of a “Genius Bar,” digital media resources and more internet access.
17. Opportunity for offering additional expertise to the community in terms of technology and how to use computers and other smart devices.
18. Opportunity for a Maker Space for children.
19. Opportunity for computers for children.

When considering these recurring themes, it became clear that the community sees both the limitations and opportunities for the Library because of what they value. The following four bullet points summarize the values expressed by the New Port Richey community and the ways they see the Library fulfilling these values. It correlates the desires expressed in the focus groups to these values and the goals that they see for the Library in providing expanded benefit to the community.

Values, Current Limitations, New Opportunities and Goals

- A. **Overwhelming support and appreciation for the current Library staff and the work they are doing.** There is an overwhelming love for the current programs developed by the staff, which are unique and creative. These programs are limited by the current size and configuration of the Meeting Rooms and lack of convenient parking. Opportunities abound for higher attendance of these programs if there were larger Meeting / Program Rooms. Goal: Allowing more residents to experience the creative, well-loved programs which are offered by this amazing staff.

- B. **Sense of pride in their local Library, which is tied strongly to what New Port Richey means to them.** The Library is important for social interaction – a place to come together as a community. It is also an important location for community meetings and rentable space, for developing the hobbies and diverse interests of the community at large. These opportunities are limited by a lack of space for current trends, a lack of distinction between quiet and social spaces, and the availability of Meeting Rooms. Opportunities for addressing these limitations include incorporating the trends which have been embraced by other nearby Libraries, refreshing the interior design, re-zoning the Library to provide both quiet and social spaces, and providing more meeting space. Goal: Providing residents with an increased sense of pride in the Library and in their community, while giving them a meaningful place to develop community through social interactions.

- C. **The Library is seen as an important resource to the community, in terms of providing computers, classes and internet access for everyone.** The Library provides important opportunities for people to submit job applications and hold job interviews over video conferencing. These opportunities are limited by the number of Library staff available, inadequate size of the current computer room and lack of individual study rooms. Many opportunities exist for additional classes and job coaching in an expanded computer classroom, individual study rooms and expanded power/internet service. Goal: Help the community to improve their quality of life by growing in their employment abilities and having access to connect to and qualify for higher-paying jobs.
- D. **Important for attracting new families to the community, for the growth and betterment of New Port Richey as a whole.** The Library is seen as an important resource for children and teens, for both their education and as a safe place to hang out. This is limited by the size of current Children's and Teen's areas and a lack of computers and comfortable seating for these age groups. Opportunities abound for engaging more youth and young families by expanding these areas. Goal: Improve the attractiveness of New Port Richey to young families who may potentially relocate to the city, and improve the opportunities for the safe educational, technological and social development of New Port Richey's youth.

In conclusion, residents greatly value the New Port Richey Library and its staff. Although many still rely on its collections, many have also benefitted from the technology which has been incorporated over the years. They also care deeply about the people in their community and see the value that the Library brings to all. They are excited about new opportunities that could bring increased benefits to the community. Additional parking, meeting room space, study room space, computers for children/teens, an expanded Children's department, and providing both social and quiet space topped the list of these new opportunities.

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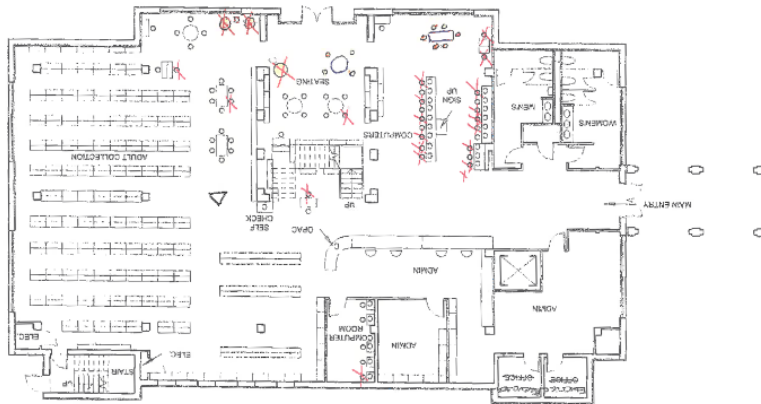
City of New Port Richey | New Port Richey Public Library Needs Assessment and Space Planning Study Findings & Recommendations Report SPACE UTILIZATION ANALYSIS

Part of our Needs Assessment and Space Planning Study process involves detailed analysis of space utilization patterns within the Library. By evaluating how and when the Library's seating, spaces, and computers are actually used, we can more accurately identify space needs and whether there are opportunities to offset peak use for one area of the library with lower utilization in another area at the same time. Our team developed a space utilization map tool for NPR Library staff to use to measure space utilization every half hour that the Library is open for one week. This initial utilization analysis was completed in June. Recognizing that summer hours and activities would likely affect Library usage, we again conducted a week of utilization analysis in late August after school started.

New Port Richey Public Library Space Utilization Chart - First Floor

Day:
Monday Tuesday Wednesday Thursday Friday Saturday

Time:
10:15 AM 10:45 AM 11:15 AM 11:45 AM 12:15 PM 12:45 PM 1:15 PM
1:45 PM 2:15 PM 2:45 PM 3:15 PM 3:45 PM 4:15 PM 4:45 PM
5:15 PM 5:45 PM 6:15 PM 6:45 PM 7:15 PM 7:45 PM



Example space utilization map for lower level from Monday, August 20 at 1:45 PM

Utilization patterns determined from this exercise are as follows:

- Peak overall usage of the Library occurs on Mondays, Tuesdays, and Saturdays. Mondays are typically one of the busiest days for any library that is not open on Sunday, and Saturdays are typically busy days for many libraries. Tuesday usage may be related to the City's popular Tasty Tuesdays program at the Library and City Hall which draws many residents to the municipal campus.
- Overall usage is higher when school is in session than during the summer.

- On weekdays, use of Adult Services seating and computers is highest from the time the Library opens until approximately 2:15PM, and is again stronger between 5:30 PM and 7:45 PM. There were nine time periods noted during our analysis in which utilization of these areas was above 80 percent. In our experience, utilization levels over 80 percent in public libraries are correlated with patron dissatisfaction with availability of computers and seating.
- On weekdays, use of Youth Services seating and computers is highest from the time the Library opens until approximately 1:15 PM, and is again stronger between 2:45 and 4:15.
- The large meeting room is occupied approximately 60% of all the hours the Library is open. Peak utilization occurs in the morning and again in the late afternoon/evening hours.
- The Avery Room (small meeting room) is occupied approximately 68% of all the hours the Library is open. Peak utilization occurs in mid-afternoon.
- The existing study room is utilized approximately 50% of all the hours the Library is open during the summer, but this utilization increases to approximately 75% during the school year with nearly 100% utilization after 3:00 PM.
- The second floor quiet room (created in June to replace the “International” Room) is utilized approximately 75% of the time the Library is open. As with the study room, utilization increased once school was in session.
- The teen room is utilized approximately 40% of the time the Library is open. Peak usage occurs after school and during evening hours.
- Demand for meeting and group spaces tends to be concurrent; the highest utilization for almost all spaces tends to happen simultaneously. This finding supports a need for additional space to support peak demand and utilization.

Although it may be possible to increase utilization of existing spaces by increasing programming during hours that currently see less utilization, it should be noted these utilization patterns are generally consistent with typical library patron preferences. Examples of this phenomenon are as follows:

- Most libraries typically schedule early childhood programming for morning (10-12 PM) and afternoon (2-4 PM) hours to allow for mid-afternoon lunches and naps. Additional programs could be scheduled in existing spaces during times when spaces aren’t as well utilized, but interest in children’s programs that conflict with meal and nap times is likely to be low.
- Most libraries see reduced space utilization in the entire building around meal times. Again, scheduling programs and meetings for these hours may take advantage of unused spaces at these times, but interest in programs and meetings at these times is likely to be low.
- Teen-focused spaces almost always see low utilization during morning and early afternoon hours, particularly during the school year when middle and high school students are in class. It is possible to increase utilization of these spaces by making them flexible enough to be utilized for programs and meetings for other groups when teens are not occupying the spaces, but the current teen space is too small for anything but the teen collection and a few chairs.

In our experience with public facilities throughout the country, we have consistently found that utilization percentages below 50 percent indicate more space than needed; utilization percentages between 50-60 percent indicate a good balance of space availability relative to opening hours; utilization percentages between 60 and 80 percent indicate need for more space at peak operating times; and utilization percentages over 80 percent indicates need for additional space at all times.

Given our findings with respect to space utilization, we draw the following conclusions:

- While the main meeting room experiences good utilization, utilization figures do not support the need for additional large meeting room space. We therefore do not recommend enlarging the existing meeting room.
- The highest-utilized spaces in the Library are the Avery Room, study room, and quiet room. Because peak usage occurs simultaneously in these spaces, additional like spaces may be needed to meet demand. We believe that circulation trends and patterns will allow the Library to meet current and future needs for these spaces by recapturing collection and staff space for these uses.
- Utilization patterns show high demand for seating and computer usage at peak times. Again, we believe that circulation trends and patterns will allow the Library to meet current and future needs for seating and public computers by recapturing collection and staff space for these uses.
- If new spaces are created with a high degree of flexibility in layout and furniture, the Library will be able to flexibly adjust to future growth and changes in usage that are not currently foreseen.

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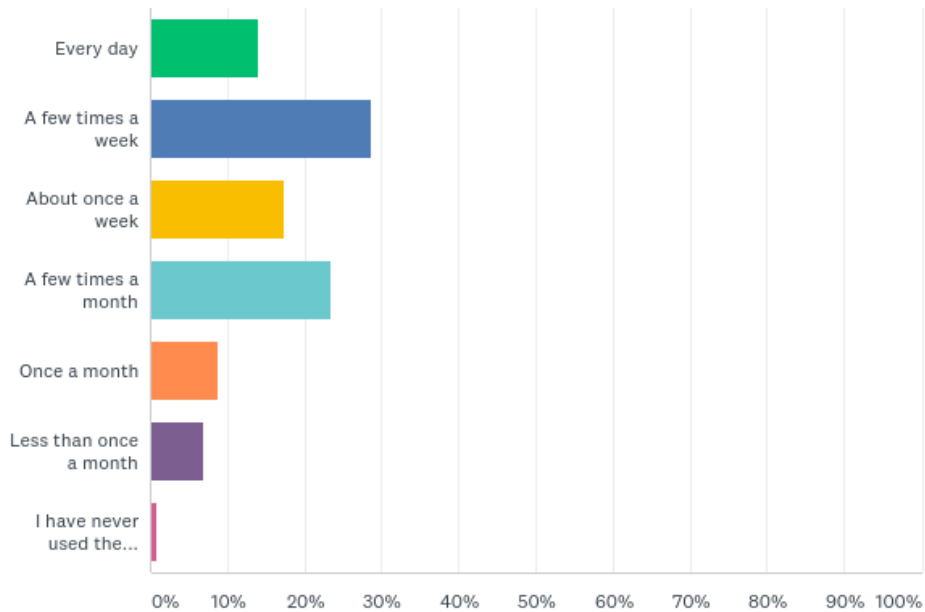


**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
COMMUNITY SURVEY RESULTS SUMMARY**

In addition to our Community Forums and Stakeholder Focus Groups held during May of this year, the Williams Team and the Library conducted a public survey between July 1 and August 31 to gauge public interest in library improvements in general and to solicit specific preferences in new and/or improved features that could potentially be part of a Library improvement project.

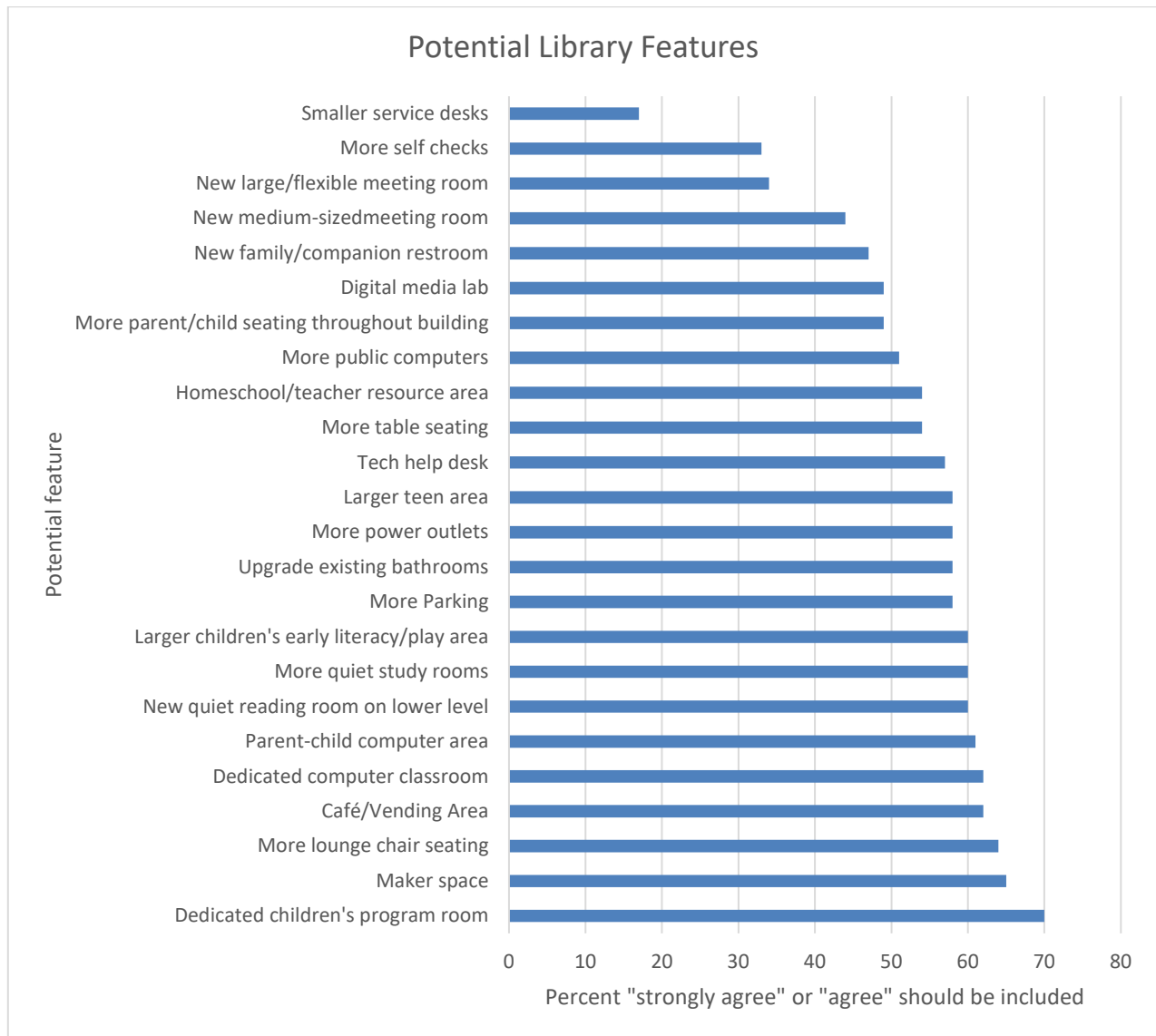
A total of 115 responses were received to the survey. The survey was administered both in Internet form (with links from the Library’s web site and social media outlets) and in print form with forms available in the Library for members and visitors to fill out and complete. It should be emphasized that this survey, while a valid point of reference for consideration of library users’ preferences and wishes, is not intended to be statistically valid, meaning it does not represent a significant number of responses from a demographic cross-section of Library users that perfectly aligns with the demographics of the community.

A key finding of the Community Survey is that over 60 percent of respondents use the Library once a week or more, with nearly 14 percent of respondents answering that they use the Library every day. These are very high numbers compared with national averages.



How often do you use the Library?

The survey asked respondents about their interest in 24 different additional or new Library features. A key metric of interest is whether more than 50 percent of respondents “agree” or “strongly agree” that a given component should be included. Survey outcomes in this regard were as follows:



From this chart, the top features respondents agree should be included are as follows:

- Dedicated Children’s Program Room (70 percent)
- Maker space (65 percent)
- More lounge chair seating (64 percent)
- Café/vending area (62 percent)
- Dedicated computer classroom (62 percent)
- Parent-child computer area (61 percent)
- New quiet reading room on lower level (60 percent)
- More quiet study rooms (60 percent)
- Larger children’s early literacy/play area (60 percent)

Items scoring low in respondent preference include smaller service desks, more self-checks, new large meeting room spaces, and new family/companion care restrooms.

Besides identifying preferences for new features, respondents were invited to comment on other features as well as express concerns regarding Library improvements. Top concerns appear to be centered around potential inconvenience to users during a construction process and whether taxes would increase as a result of implementing improvements.

Detailed responses to each question asked as part of this Survey can be found in Appendix A to this Report.

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**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
SPACE AND PROGRAM RECOMMENDATIONS**

Our condition and accessibility assessment of the existing facility, operational review, space utilization analysis, and feedback from focus groups, community forums, and community surveys have resulted in a series of clear themes and elements our team believes should be addressed as part of a potential Library improvement project, as follows:

Building Exterior/Site:

- Address exterior condition issues including masonry repairs, replacement of main entrance doors, and staff entrance doors.
- Improve exterior elements including landscaping, signage, seating, and bike racks.
- Plan for window replacement within 5-10 years.
- Evaluate opportunities for additional parking around the facility.
- Include an after-hours material drop into the building so materials are left in a secure, conditioned area. (The current exterior drop box often becomes too hot to safely store many A/V materials)

Accessibility:

- Evaluate opportunities to add more accessible parking spaces.
- Address accessibility concerns throughout interior via renovations to restrooms/staff break room and door hardware changes.
- Consider the possibility of adding a family/companion restroom to enhance accessibility and assist with intergenerational uses.

Infrastructure:

- Address current temperature control issues throughout building via rebalancing of system in areas with known issues.
- Plan for major HVAC component (chiller, air handler) replacement within 10 years.
- Plan for an elevator modernization project within the next five years to address increasing maintenance and repairs that are occurring with the existing elevator. (This does not necessarily need to be tied to a library improvement project, as it could be accomplished with a single contract with an elevator modernization contractor)
- Upgrade building network infrastructure with modern network cabling and increased WiFi availability and speed.

First Floor Interior:

- Investigate ways to make the entrance more welcoming.
- Investigate ways to make the first floor desk and service point more functional via smaller and more flexible desks.
- Re-organize first floor staff areas to achieve better space utilization/workflow.
 - o The area recaptured by smaller/more flexible service desks can be used to achieve these goals.

- Consider a dedicated server and network equipment closet.
- Consider a medium-sized (15-20 person) program space on the main floor of the building to accommodate computer training, maker/crafting space, smaller programs, and occasional staff use.
- Consider the addition of one or two quiet study/technology rooms.
- Consider creating a “marketplace” area near the entrance with table/chair seating for more social use. This area could house popular materials and A/V collections and perhaps vending for coffee and cold drinks.
- Consider re-organizing the public computer area to improve staff ability to assist members and improve space utilization. Route power and data to these areas in-floor to improve appearance and flexibility.
- Improve the availability of power outlets throughout the space.
- Consider the addition of a quiet reading room on the first floor to better zone social and quiet areas of the building. If a quiet reading room is added, provide furniture such as lounge seating and carrels that discourage collaboration and conversation.
- Consider whether the teen area should be on the first or second floor.
- Consider ways to improve space utilization and acoustic concerns related to main stair between levels.
 - o Acoustic treatments at upper area will reduce sound carry throughout building
 - o Can stair opening be made smaller to allow for more second floor space?
 - o Is the stair in the right place?
- Address glare/sunlight issues through window treatments and/or exterior shade devices.
- Replace flooring throughout space.
- Replace lighting throughout space.
- Replace furniture (seating, new materials, and A/V material shelving) to address condition issues and promote flexibility.

Second Floor Interior:

- Consider re-organization of the entire second floor for greater flexibility and space utilization. The current organization of the upper level as several smaller rooms connected by a large hallway inhibits flexibility and creates supervisory and acoustical issues.
- Consider ways to improve space utilization and acoustic concerns related to main stair between levels.
 - o Acoustic treatments at upper area will reduce sound carry throughout building
 - o Can stair opening be made smaller to allow for more second floor space?
 - o Should the stair be moved?
- Improve the availability of power outlets throughout the space.
- Consider whether the teen area should be on the first or second floor.
- Consider re-organization of the staff workroom to optimize space use and better separate workstations, common work areas, and storage.
- Create more flexible meeting/program space(s).
 - o Create better acoustic isolation between divisible spaces.
 - o Improve availability of/ease of technology.
- Consider re-organizing children’s “rooms” into one more flexible, potentially larger space.
 - o Incorporate zones for different age groups.
 - o Incorporate zone for active play.
 - o Incorporate zone for technology.
 - o Incorporate adequate storage and staff space.
 - o Is a dedicated (or mostly dedicated) children’s program room needed?
- Address glare/sunlight issues through window treatments and/or exterior shade devices.
- Replace flooring throughout space.

- Replace lighting throughout space.
- Replace furniture (seating, new materials, and A/V material shelving) to address condition issues and promote flexibility.

Expansion:

- We strongly believe that most (if not all) of the recommendations identified above can occur in a near-term renovation project that does not require expansion of the building. The new features and spaces suggested herein will be able to be incorporated into the building at the present time by creating more efficient staff spaces, reducing wasted circulation space, and reducing collection size. However, as the community grows, expansion of the building should be considered. Our design concepts will consider the possibility of expanding the Library northward at some point in the future in the event that the existing fire station is relocated.

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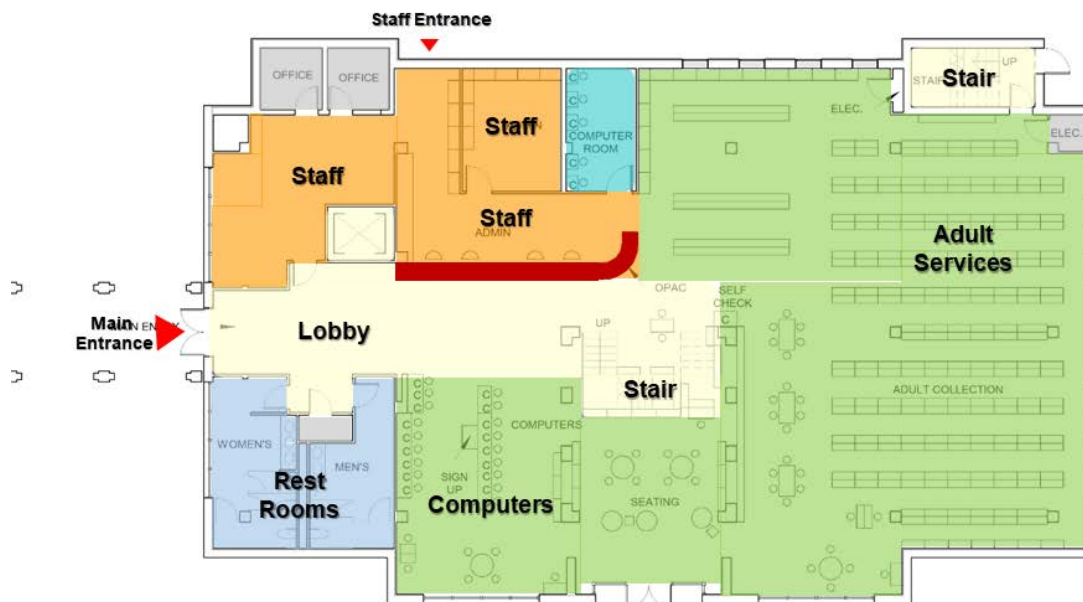


City of New Port Richey | New Port Richey Public Library Needs Assessment and Space Planning Study Findings & Recommendations Report **PRELIMINARY DESIGN CONCEPTS**

Following establishment of program and project recommendations, the Williams Team explored multiple diagrammatic concepts to address the items and goals identified. Several ideas were explored and reviewed with City and Library staff in working towards a preferred concept.

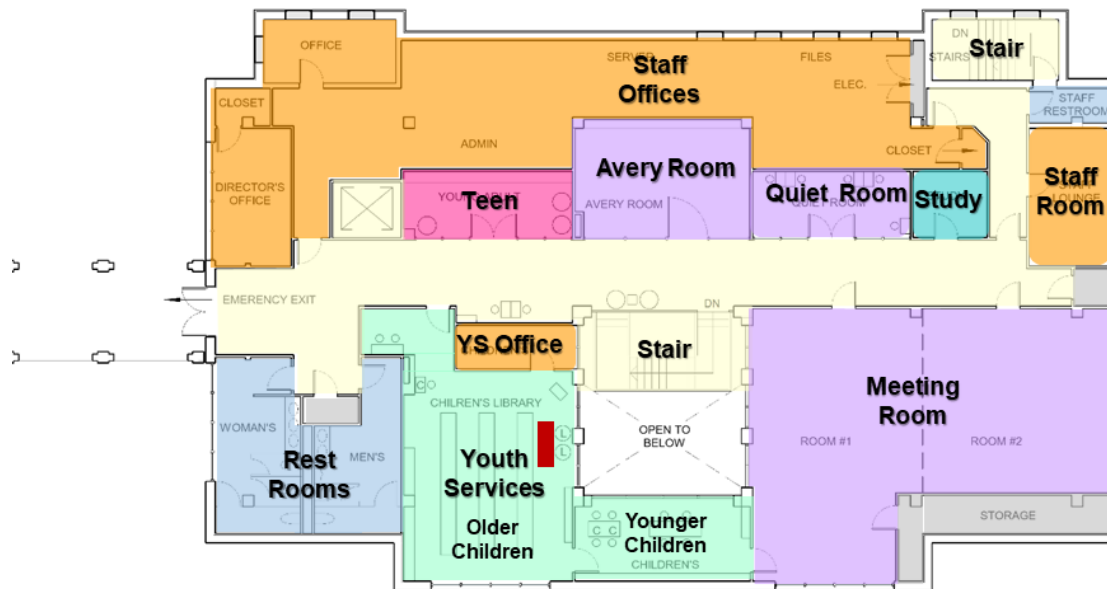
For orientation purposes, our team started by diagramming the current organization of both levels of the building:

Existing Conditions – Lower Level



Lower Level – existing organization

Existing Conditions – Upper Level



Upper Level – existing organization

Simple diagramming of both levels of the existing library make several elements concerning the existing building quite evident:

- The existing service desk is extremely large.
- Staff space on the upper level of the building consumes a large amount of overall space.
- Circulation (corridor) space on the upper level of the building consumes a large amount of overall space.
- The upper level organization of several small spaces organized along a wide corridor is less than optimal and inhibits flexibility.

Design Approaches

Our team initially explored numerous re-organizational concepts including the potential to re-locate youth services to the lower level and adult services to the upper level. Although many libraries are organized with youth services on the ground level to accommodate strollers, the demographic makeup of this community suggests that many of the Library's current and future users will be adults who would continue to benefit from adult services and collections being located on the main level. Bringing a medium-sized program room and a quiet reading room to the lower level of the building will enhance the accessibility of the building by bringing many popular adult features to the main level.

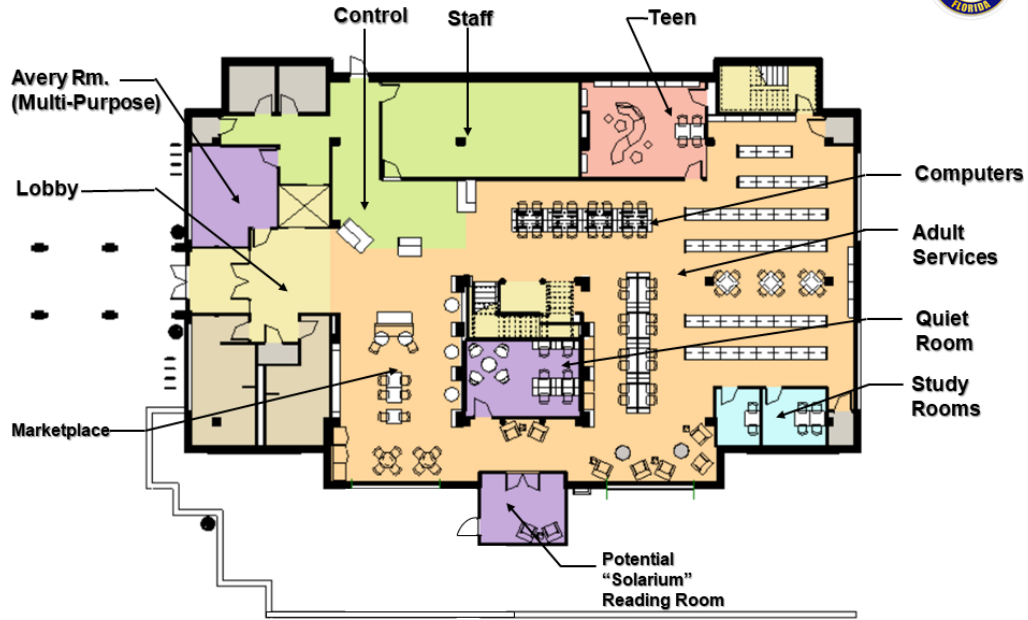
We also initially explored re-locating the main stair in the middle of the building to another location within the building. In evaluating potential alternative stair locations, it became apparent that a different location for the stair would not materially improve the organization or utilization of either level of the building. We therefore focused on concepts that maintain the stair in its existing location and address the acoustic and functional issues the stair has in its current form. This approach will also help to minimize significant construction costs associated with demolishing the existing stair and constructing a new stair in a different location.

We therefore centered development of a design concept on an approach that keep the existing stair while improving overall space utilization and addressing identified needs. In the recommended concept included within this Report, the existing stair is maintained in its current location and open space immediately south of the stair is infilled to create additional space on the upper level of the building. Space on the lower level undergoes renovation to create new quiet reading, teen, and meeting room areas, while the upper level is reorganized to create a larger, more open Youth Services department. Space recaptured from infilling area that is currently open to the second floor is utilized to help create a new children's program room adjacent to the existing main meeting room. This arrangement will help create maximum flexibility for the library's main meeting spaces while addressing storage needs. Similarly, re-organization of staff areas as a result of creating open, flexible space for Youth Services will allow for the creation of a new ADA-compliant staff restroom and break room that is consolidated with other staff functions.

Improvements to the library and City Hall site as well as exterior and selected building infrastructure elements recommended within this Report are included in this plan. Additionally, a new element of the concept plan is a potential Solarium space constructed on the south side of the building over the existing stormwater management swale. This space is intended to be another flexible space that could be utilized for various functions ranging from quiet study to small meetings and community events.

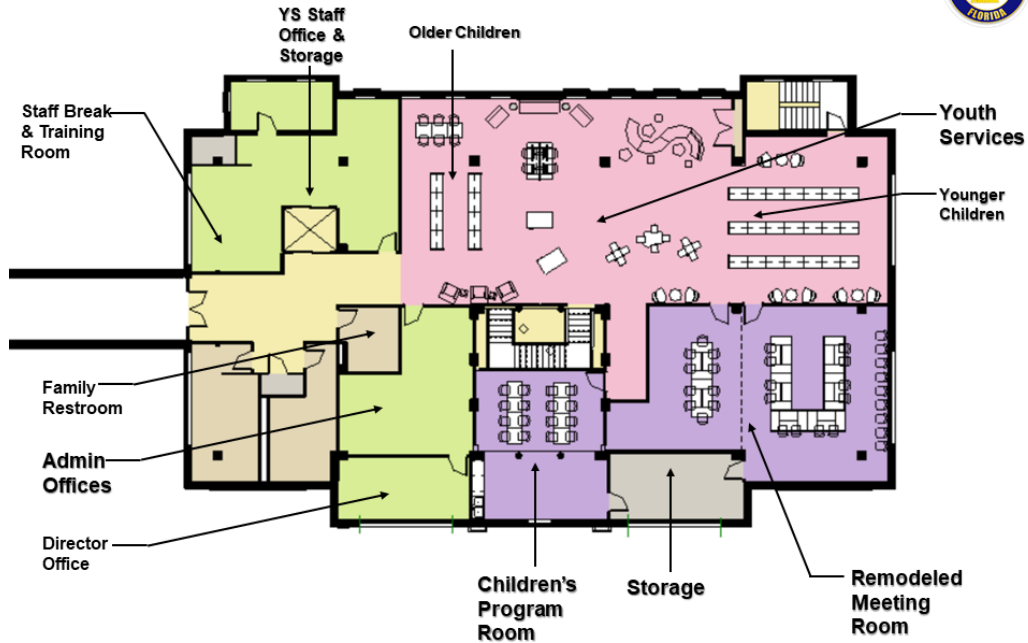
Diagrams and conceptual floor plans of the renovated, re-organized space are on the following pages.

Spatial Concepts-Lower Level



Floor Plan concept – Lower Level

Spatial Concepts-Upper Level



Floor Plan concept – Upper Level

Concept Renderings

In addition to these diagrams and floor plans, the Williams Team developed several concept images to assist in understanding of the proposed design concept, as follows. Where possible, we have also included photographs of existing conditions to assist in understanding of the proposed concepts. It is emphasized that all colors, finishes, and fixtures shown and proposed are conceptual at the present time and are likely to be refined and updated as development of the project progresses.



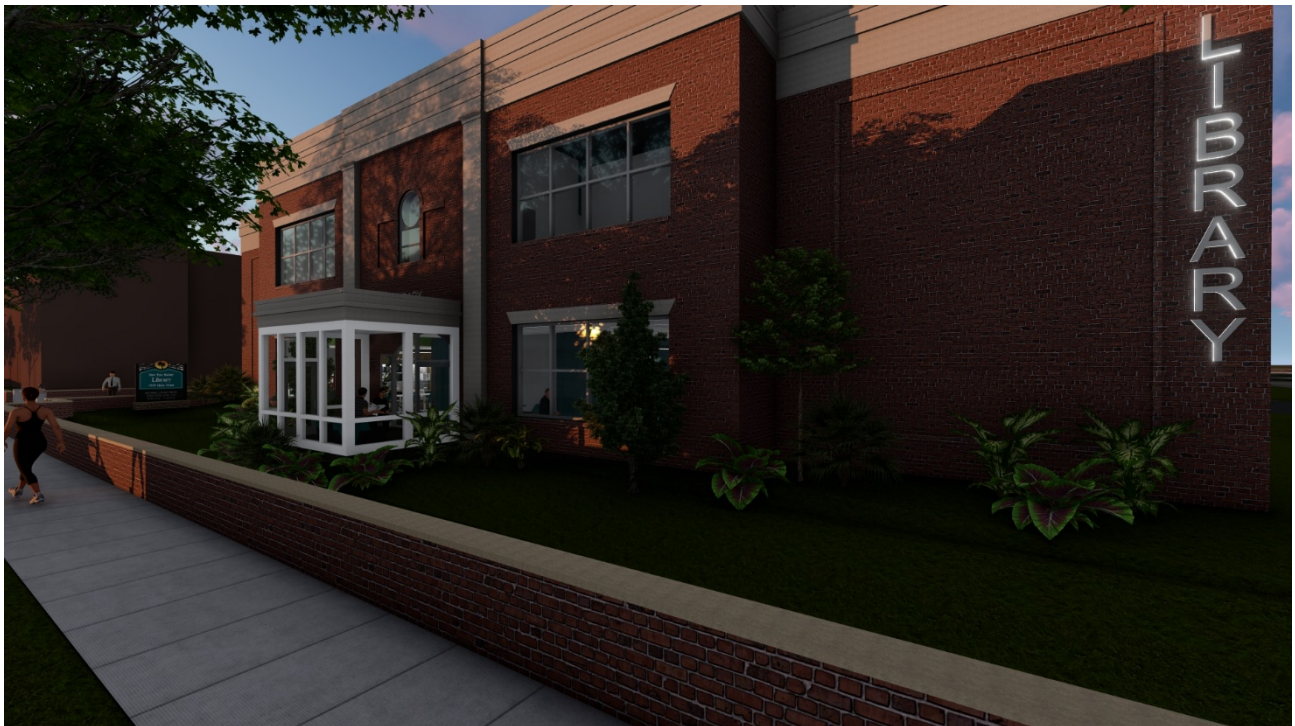
Courtyard improvements between Library and City Hall



View looking northeast from Main Street (including new sign already purchased by City)



View looking northwest from Main Street – new signage and solarium



View looking northwest from Main Street at dusk – new signage and solarium



Existing entrance to Library



Proposed entrance to Library



Existing computer area across from service desk



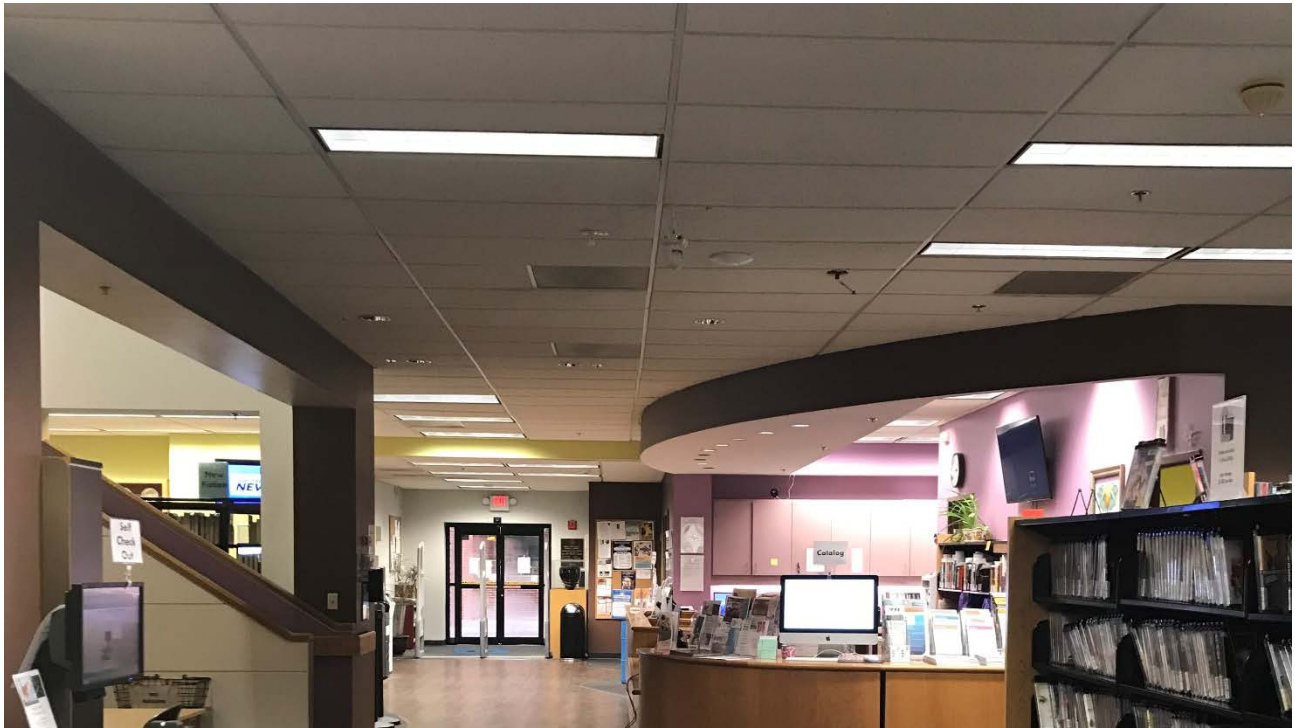
Proposed "Marketplace" – vending/café/social seating area across from new service desks



Existing view from service desk to stairs and collections



Proposed view from service desks to computers, stairs, and collections



Existing view from Adult Services towards desk and stair



Existing view from Adult Services towards computers, stair, and service desks



Existing Adult Services collection and seating area



Proposed Adult Services collection and seating area



Existing view at top of stairs to Avery Room, upper level



Proposed view at top of stairs to expanded Youth Services area, upper level



Existing view at upper level corridor looking west



Proposed view at upper level Youth Services area looking west



**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
PRELIMINARY ESTIMATE OF PROJECT COST**

A preliminary estimate of project costs is included below. Both national and local cost data for public projects were researched and utilized to arrive at appropriate unit costs for the renovations proposed in our concepts. To increase accuracy of this preliminary estimate, a multiplier is added to all construction costs to reflect constructor costs, professional services including architecture and engineering, contingencies, and cost escalation to Fall of 2019 to account for the project potentially beginning construction late in 2019. These estimates are preliminary based on the current concept and market conditions and subject to change as the project develops and bidding climate changes.

item	quantity	unit	\$ / unit	multiplier	subtotals	totals
1 Light Remodeling <i>(Paint, carpet or vinyl, ceiling tile, lighting, diffusers, grilles)</i>	6,500	SF	\$ 30.00	1.3880	\$ 270,659	
2 Medium Remodeling <i>(All Light Remodeling items + walls, HVAC rework, electrical, sprinkler, fire alarm, demolition)</i>	6,214	SF	\$ 65.00	1.3880	\$ 560,624	
3 Heavy Remodeling <i>(All Medium Remodeling items + significant interior glass areas & plumbing re-work)</i>	1,500	SF	\$ 85.00	1.3880	\$ 176,969	
4 Restroom Remodeling <i>(Gut removal and replacement of all finishes and fixtures)</i>	1,200	SF	\$ 110.00	1.3880	\$ 183,215	
5 New Floor Infill at Stair (Keep Existing Stair)	1	LS	\$ 150,000.00	1.3880	\$ 208,199	
6 Exterior Work - Library & City Hall Plaza <i>(new landscaping, site furniture, seat wall, entrance doors, signage)</i>	1	LS	\$ 125,000.00	1.3880	\$ 173,499	
2 PROJECT BUDGET - CONSTRUCTION						\$1,573,164
3 CONTINGENCIES AND FEES						
1 Constructor Overhead & Profit	5.0%			1.0500	- included in multiplier above	
2 Professional Services	9.0%			1.0900	- included in multiplier above	
3 Escalation to Fall 2019	5.0%			1.0500	- included in multiplier above	
4 Design/Bidding Contingency	10.0%			1.1000	- included in multiplier above	
5 Construction Contingency	5.0%			1.0500	- included in multiplier above	
				1.3880		
4 FURNITURE, SHELVING, FIXTURES, & EQUIPMENT						\$250,000
5 TOTAL PROJECT BUDGET						\$1,823,164
6 OPTIONAL ITEMS						
2 New Solarium			\$ 125,000.00	1.3880	\$ 173,499.05	
7 TOTAL PROJECT BUDGET WITH OPTIONAL ITEMS						\$1,996,663

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**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
POTENTIAL PROJECT SCHEDULE**

Should the City Council elect to move forward with this project, a potential project duration from the time of authorization is as follows:

Engagement of Architectural/Engineering Team:	2 months
Design Phase:	2 months
Construction Documents Phase:	3 months
Bidding, Permitting, and Contract Award	2 months
Construction	4-6 months
Total Project Duration	13-15 months

If possible, we would suggest timing bidding and construction of the project for the fall of 2019 to stay out of the busier summer construction season when many contractors who would be good candidates for this type of project are typically consumed with school work. This typically results in a better bidding climate and more competitive pricing. Should the City Council elect to move forward with this project and formally engage consultants in November of this year, it may be possible to complete construction on the project in late 2019 or early 2020.

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**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
NEXT STEPS AND CONCLUSIONS**

The goal of this Needs Assessment and Space Planning Study is to provide the City of New Port Richey with an informed, multifaceted assessment of the needs of its public library that incorporates significant public and stakeholder input and an overall plan and vision for improvements that will address said needs. At the time of writing of this report, no decisions have been made by the City Council regarding implementation of this project or its timing. This report and the associated presentation to the City Council represent our final contracted deliverables to the City of New Port Richey at the present time. We are always available to help answer questions regarding project implementation and scope following our final presentation and report, and are exceptionally interested in being part of a team that would be contracted by the City to implement this project should it move forward.

Once again, the Williams Team deeply appreciates this opportunity to be of service to the City of New Port Richey and the New Port Richey Public Library. We have greatly enjoyed working with City and Library staff, interested members of the community, and the City Council to arrive at the recommendations and concepts presented within this Report. Please advise if there are any comments or concerns regarding this Report or any of the information contained within.



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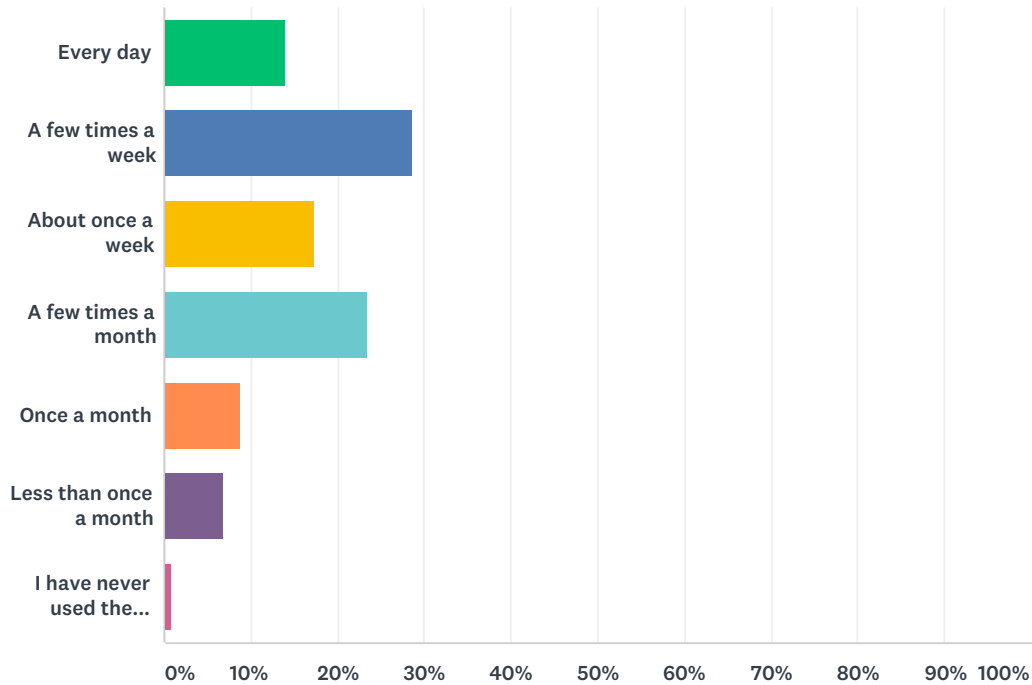
**City of New Port Richey | New Port Richey Public Library
Needs Assessment and Space Planning Study
Findings & Recommendations Report
APPENDIX A – DETAILED COMMUNITY SURVEY RESULTS**

Please refer to the following Appendix for detailed results of the Community Survey summarized earlier in this Report.

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Q1 How often do you use the Library?

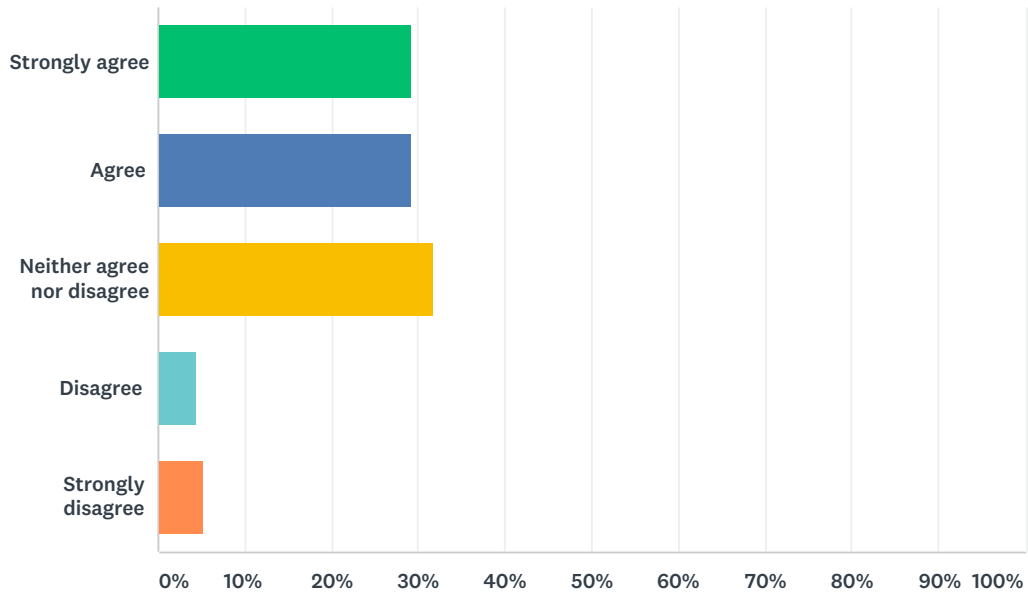
Answered: 115 Skipped: 0



ANSWER CHOICES	RESPONSES	
Every day	13.91%	16
A few times a week	28.70%	33
About once a week	17.39%	20
A few times a month	23.48%	27
Once a month	8.70%	10
Less than once a month	6.96%	8
I have never used the Library	0.87%	1
TOTAL		115

Q2 I would be interested in more parking at the Library.

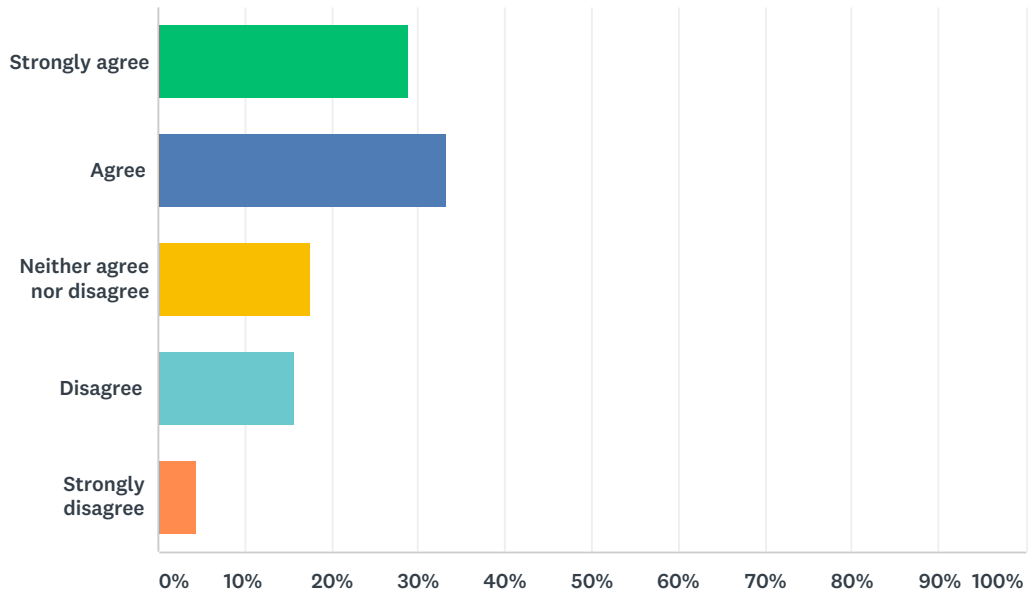
Answered: 113 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	29.20%	33
Agree	29.20%	33
Neither agree nor disagree	31.86%	36
Disagree	4.42%	5
Strongly disagree	5.31%	6
TOTAL		113

Q3 I would be interested in a cafe/vending area at the Library.

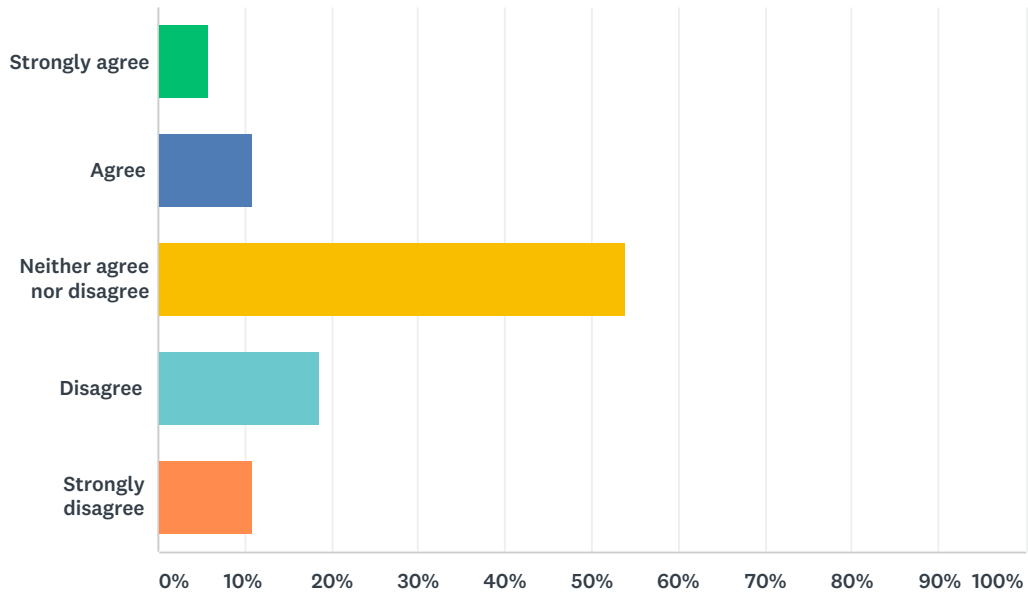
Answered: 114 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	28.95%	33
Agree	33.33%	38
Neither agree nor disagree	17.54%	20
Disagree	15.79%	18
Strongly disagree	4.39%	5
TOTAL		114

Q4 I would be interested in smaller service desks at the Library.

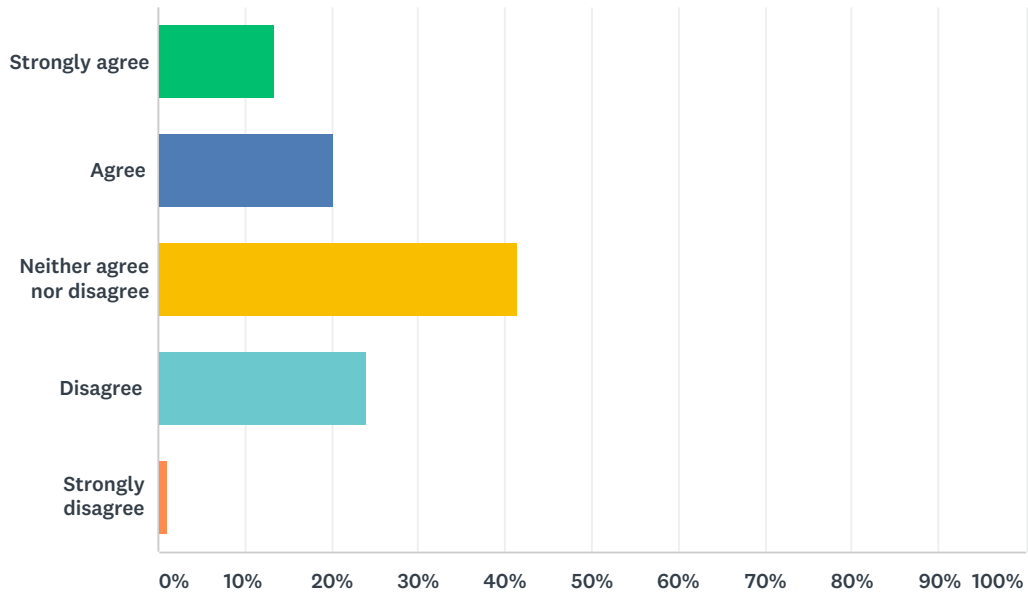
Answered: 102 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly agree	5.88%	6
Agree	10.78%	11
Neither agree nor disagree	53.92%	55
Disagree	18.63%	19
Strongly disagree	10.78%	11
TOTAL		102

Q5 I would be interested in more self-check stations at the Library.

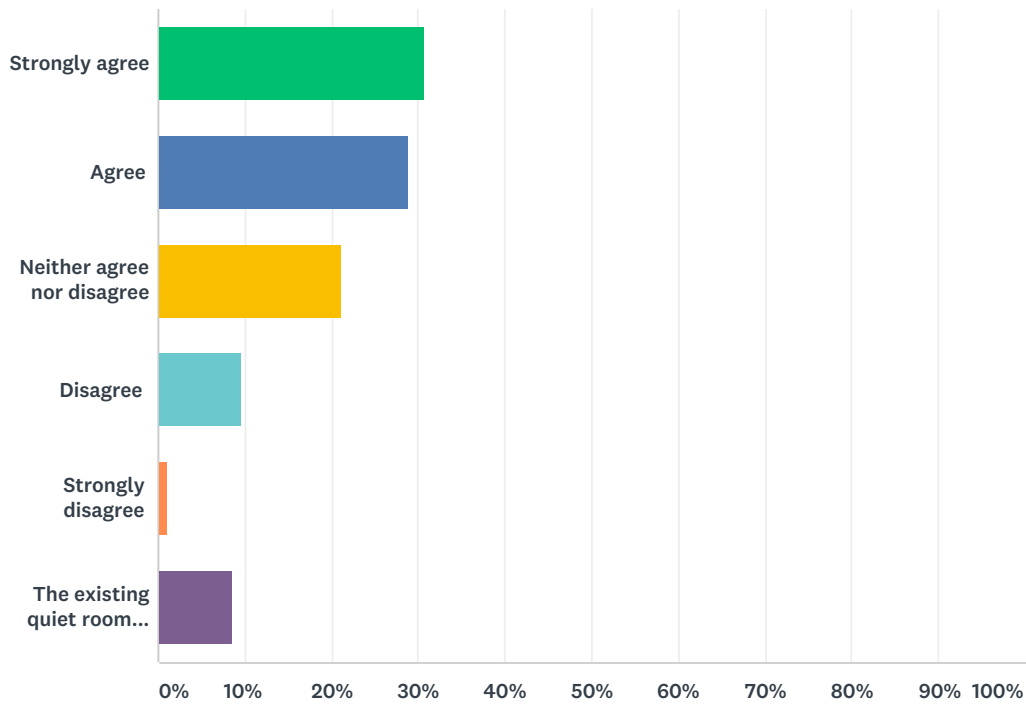
Answered: 104 Skipped: 11



ANSWER CHOICES	RESPONSES	
Strongly agree	13.46%	14
Agree	20.19%	21
Neither agree nor disagree	41.35%	43
Disagree	24.04%	25
Strongly disagree	0.96%	1
TOTAL		104

Q6 I would be interested in a quiet reading room (a separate room with lounge chairs and individual study carrels) at the Library.

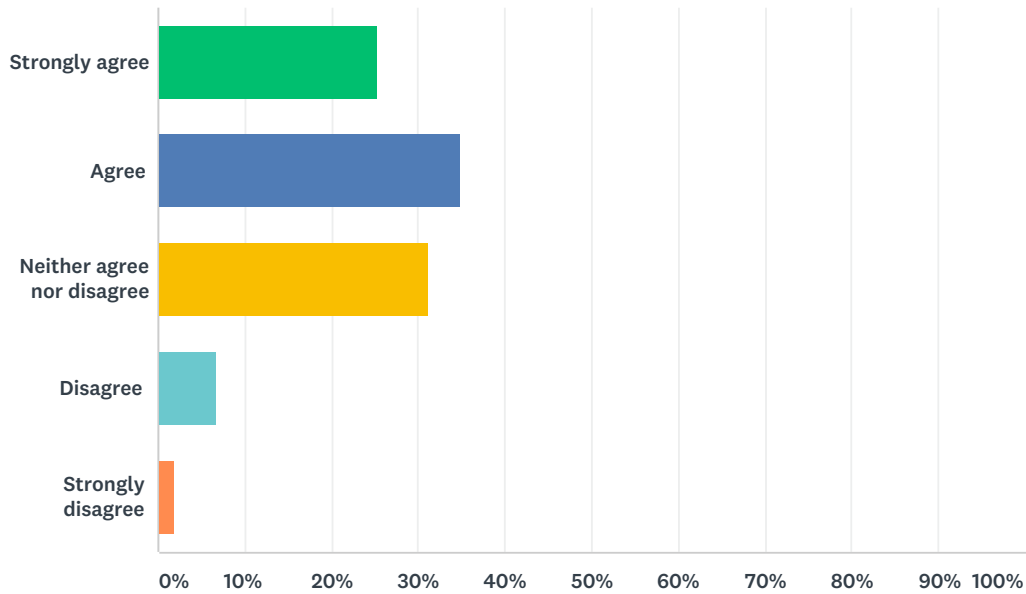
Answered: 104 Skipped: 11



ANSWER CHOICES	RESPONSES	
Strongly agree	30.77%	32
Agree	28.85%	30
Neither agree nor disagree	21.15%	22
Disagree	9.62%	10
Strongly disagree	0.96%	1
The existing quiet room meets my needs.	8.65%	9
TOTAL		104

Q7 I would be interested in more quiet study rooms (rooms for 2-6 people to study, receive tutoring, or use videoconferencing services for job interviews)

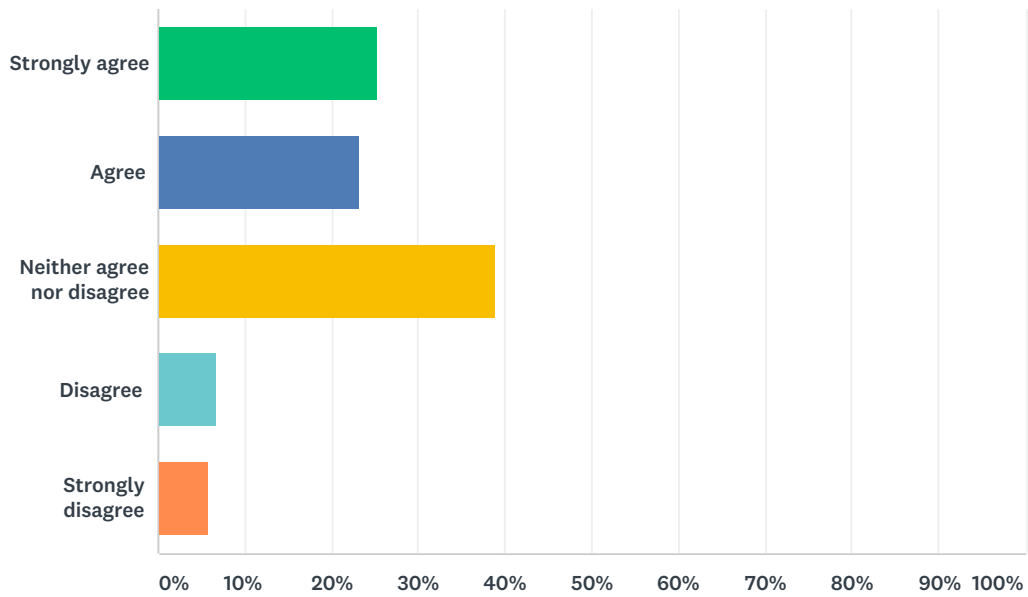
Answered: 103 Skipped: 12



ANSWER CHOICES	RESPONSES	
Strongly agree	25.24%	26
Agree	34.95%	36
Neither agree nor disagree	31.07%	32
Disagree	6.80%	7
Strongly disagree	1.94%	2
TOTAL		103

Q8 I would be interested in upgrading the existing bathrooms at the Library.

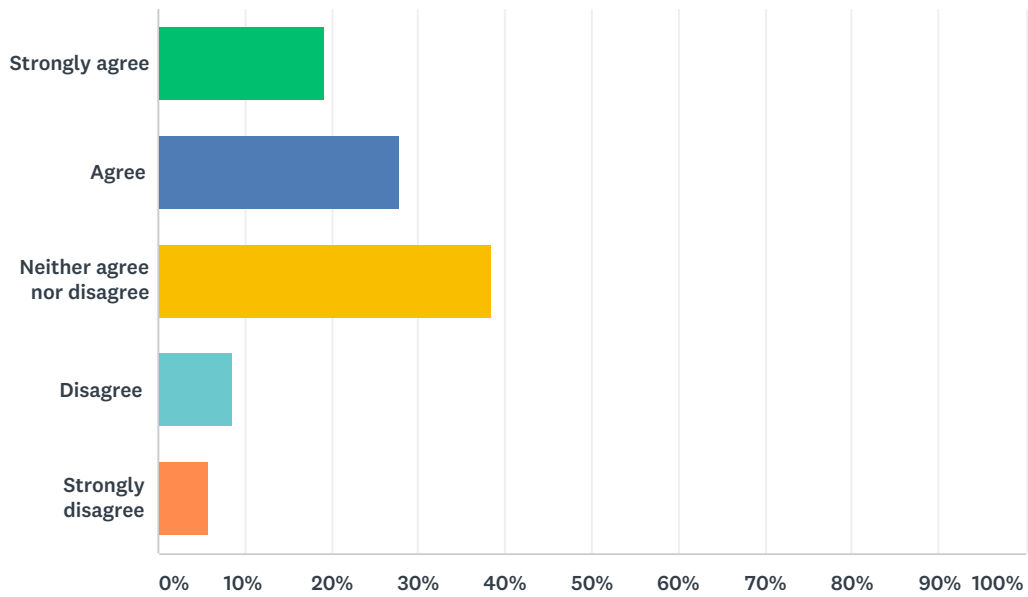
Answered: 103 Skipped: 12



ANSWER CHOICES	RESPONSES	
Strongly agree	25.24%	26
Agree	23.30%	24
Neither agree nor disagree	38.83%	40
Disagree	6.80%	7
Strongly disagree	5.83%	6
TOTAL		103

Q9 I would be interested in adding a family/companion care restroom at the Library.

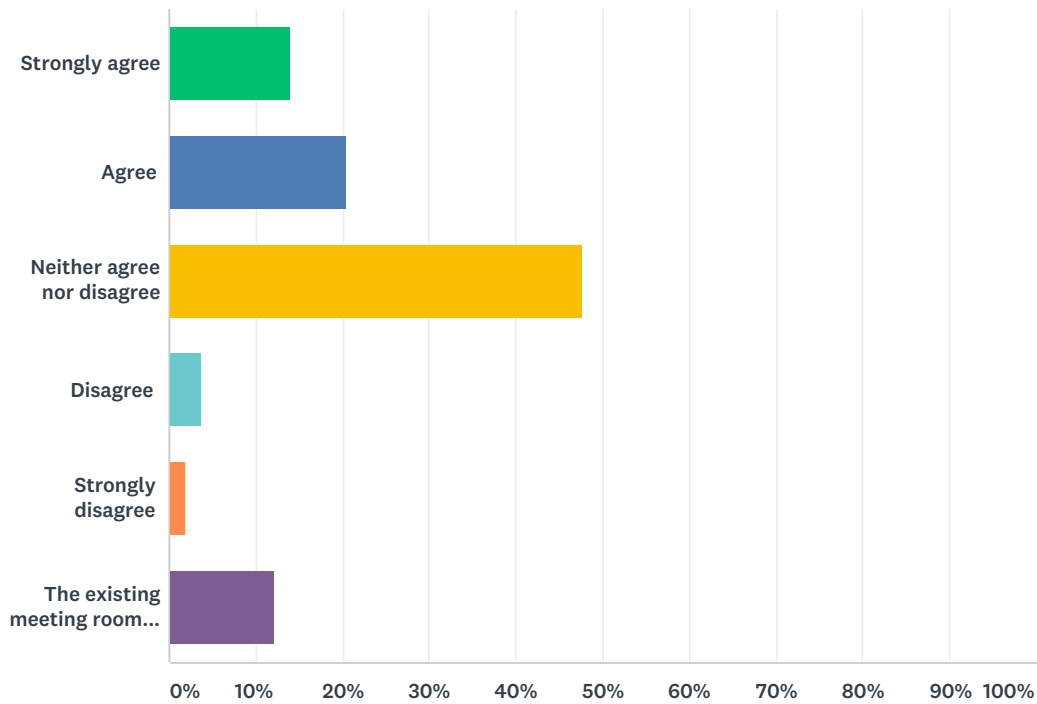
Answered: 104 Skipped: 11



ANSWER CHOICES	RESPONSES	
Strongly agree	19.23%	20
Agree	27.88%	29
Neither agree nor disagree	38.46%	40
Disagree	8.65%	9
Strongly disagree	5.77%	6
TOTAL		104

Q10 I would be interested in a new, large, flexible meeting room at the Library.

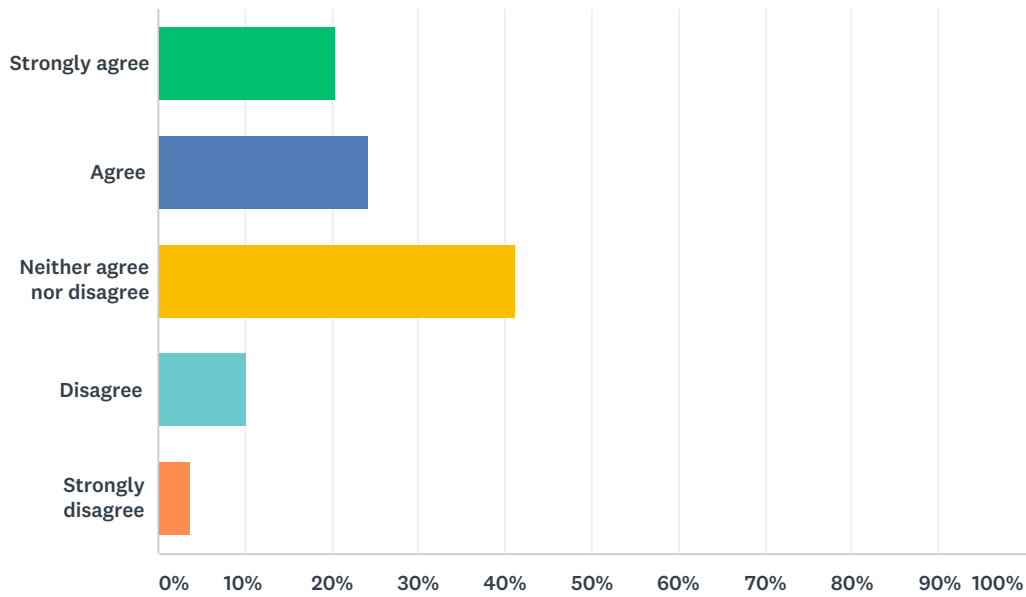
Answered: 107 Skipped: 8



ANSWER CHOICES	RESPONSES	
Strongly agree	14.02%	15
Agree	20.56%	22
Neither agree nor disagree	47.66%	51
Disagree	3.74%	4
Strongly disagree	1.87%	2
The existing meeting room is sufficient	12.15%	13
TOTAL		107

Q11 I would be interested in a new medium-sized (10-15 person) meeting/conference room for public use at the Library.

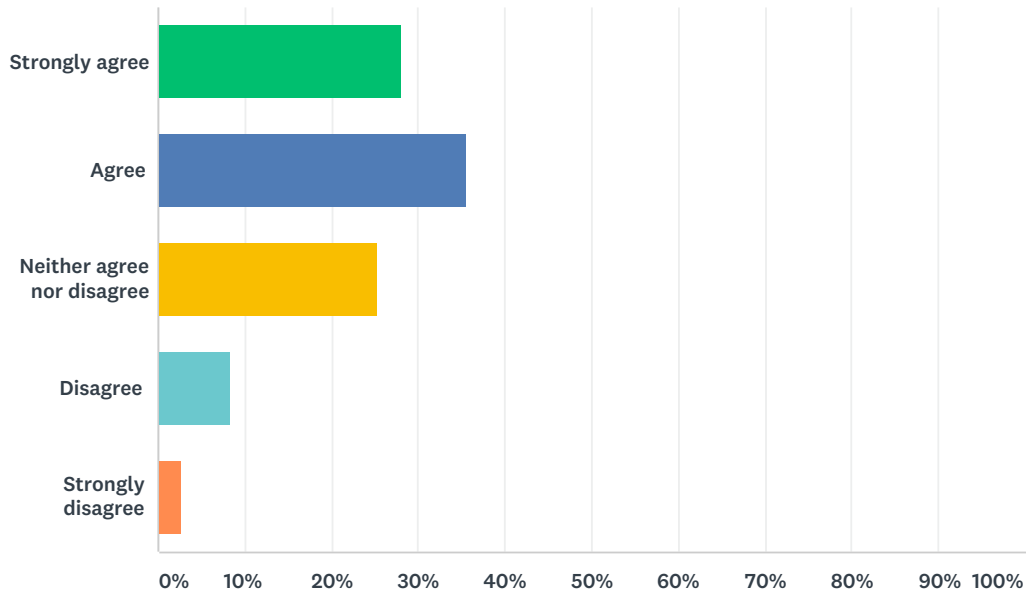
Answered: 107 Skipped: 8



ANSWER CHOICES	RESPONSES	
Strongly agree	20.56%	22
Agree	24.30%	26
Neither agree nor disagree	41.12%	44
Disagree	10.28%	11
Strongly disagree	3.74%	4
TOTAL		107

Q12 I would be interested in more lounge chair seating at the Library.

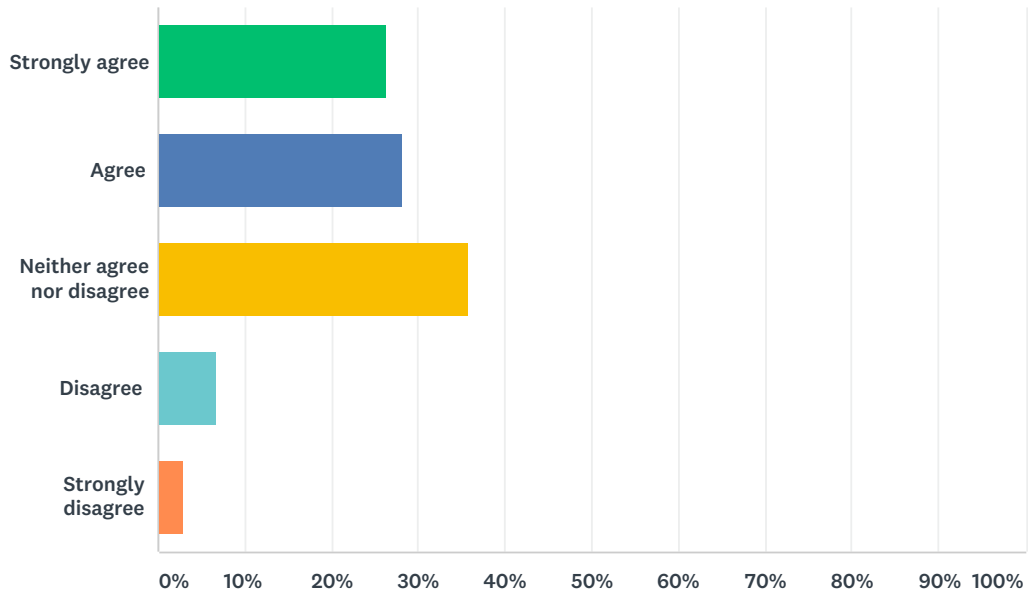
Answered: 107 Skipped: 8



ANSWER CHOICES	RESPONSES	
Strongly agree	28.04%	30
Agree	35.51%	38
Neither agree nor disagree	25.23%	27
Disagree	8.41%	9
Strongly disagree	2.80%	3
TOTAL		107

Q13 I would be interested in more table seating at the Library.

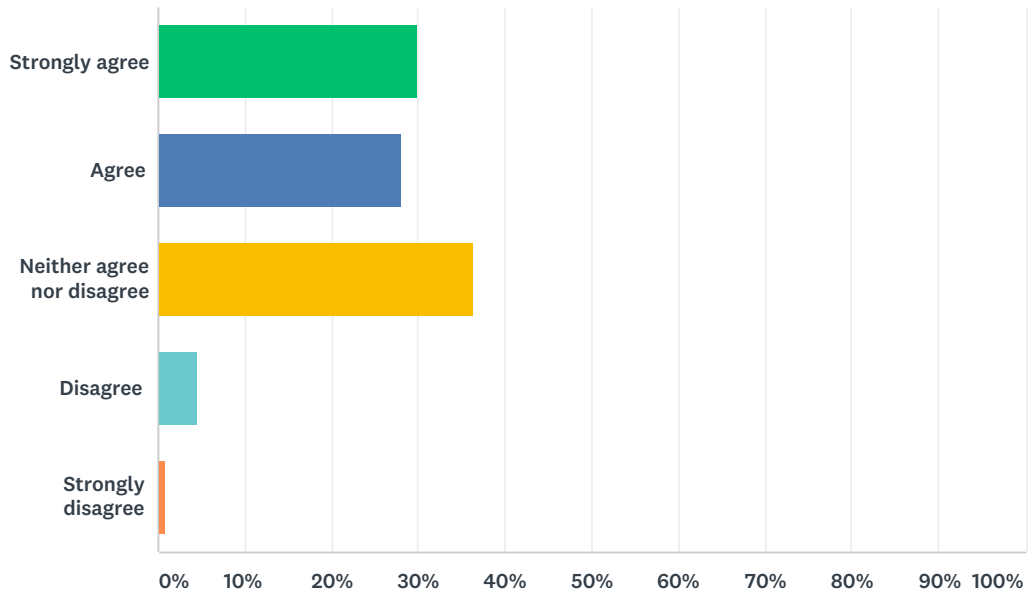
Answered: 106 Skipped: 9



ANSWER CHOICES	RESPONSES	
Strongly agree	26.42%	28
Agree	28.30%	30
Neither agree nor disagree	35.85%	38
Disagree	6.60%	7
Strongly disagree	2.83%	3
TOTAL		106

Q14 I would be interested in more power outlets throughout the Library.

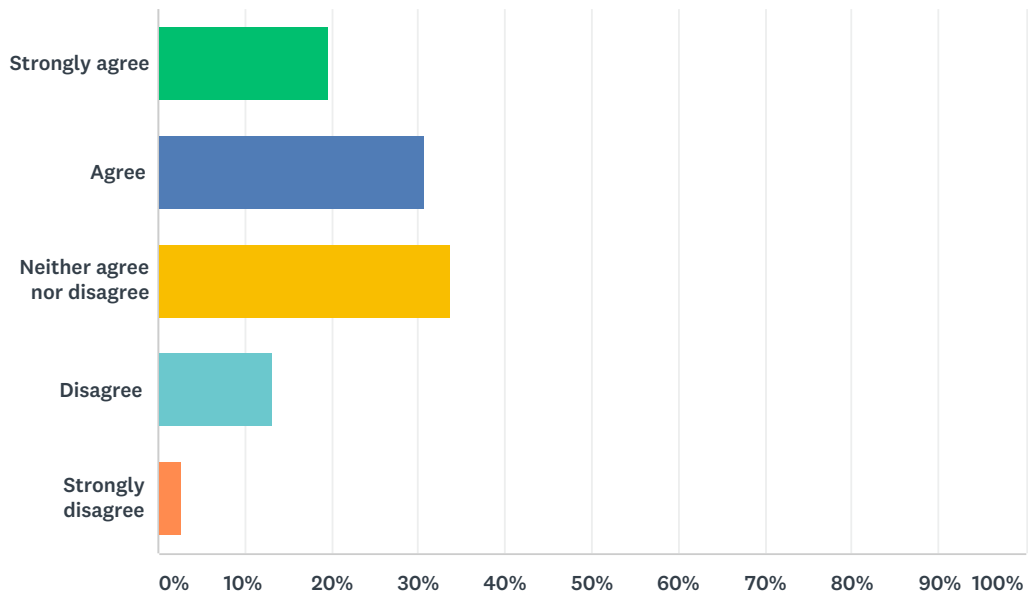
Answered: 107 Skipped: 8



ANSWER CHOICES	RESPONSES	
Strongly agree	29.91%	32
Agree	28.04%	30
Neither agree nor disagree	36.45%	39
Disagree	4.67%	5
Strongly disagree	0.93%	1
TOTAL		107

Q15 I would be interested in more public access computers at the Library.

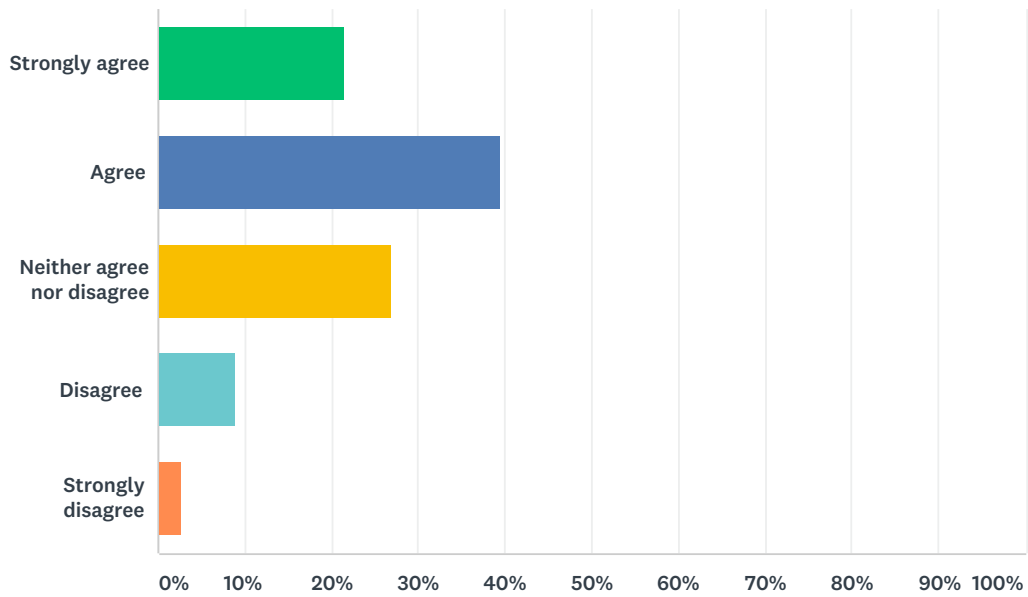
Answered: 107 Skipped: 8



ANSWER CHOICES	RESPONSES	
Strongly agree	19.63%	21
Agree	30.84%	33
Neither agree nor disagree	33.64%	36
Disagree	13.08%	14
Strongly disagree	2.80%	3
TOTAL		107

Q16 I would be interested in a dedicated classroom for computer classes and training at the Library.

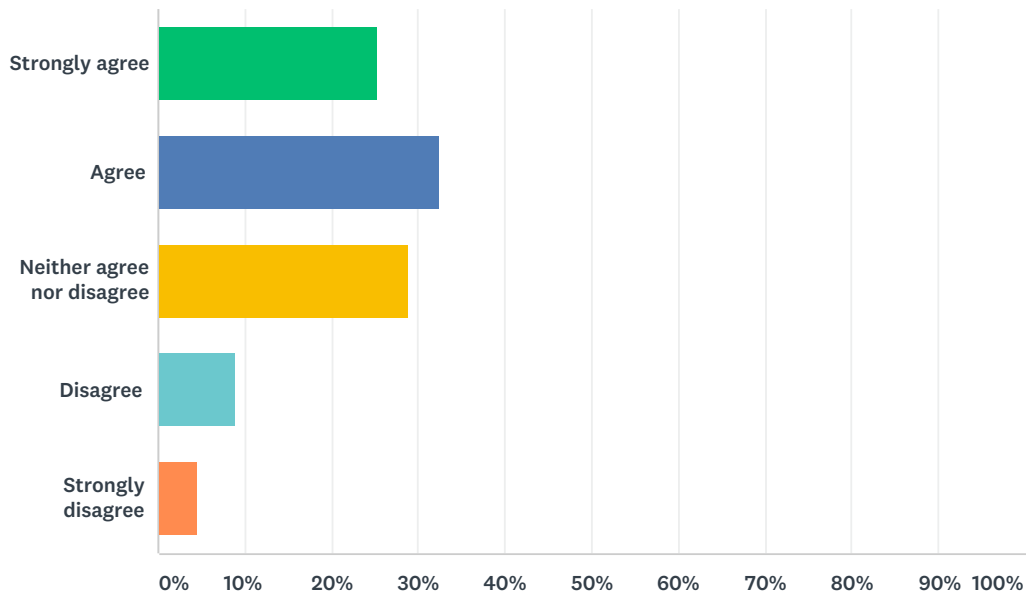
Answered: 111 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly agree	21.62%	24
Agree	39.64%	44
Neither agree nor disagree	27.03%	30
Disagree	9.01%	10
Strongly disagree	2.70%	3
TOTAL		111

Q17 I would be interested in a "tech help" desk where I could receive help/assistance with my own phone, tablet, or e-reader device.

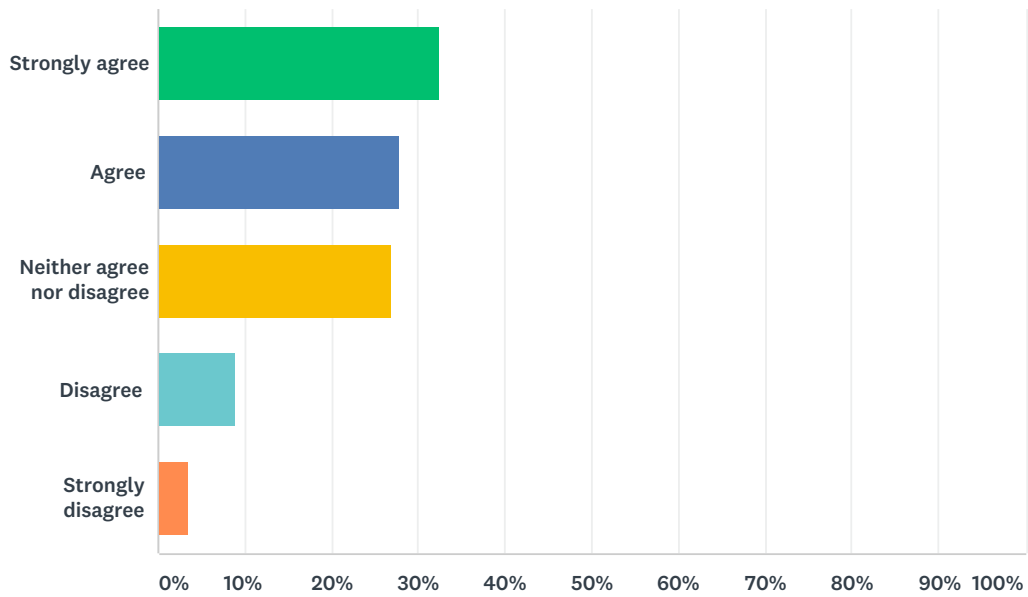
Answered: 111 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly agree	25.23%	28
Agree	32.43%	36
Neither agree nor disagree	28.83%	32
Disagree	9.01%	10
Strongly disagree	4.50%	5
TOTAL		111

Q18 I would be interested in a larger early literacy/play area for children in the Library.

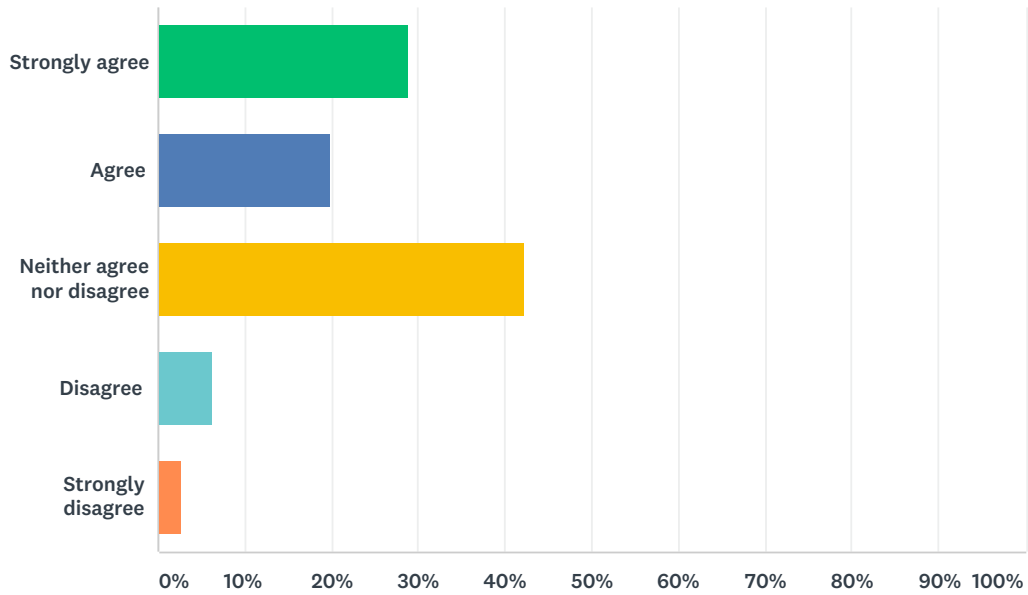
Answered: 111 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly agree	32.43%	36
Agree	27.93%	31
Neither agree nor disagree	27.03%	30
Disagree	9.01%	10
Strongly disagree	3.60%	4
TOTAL		111

Q19 I would be interested in more parent/child seating at the Library.

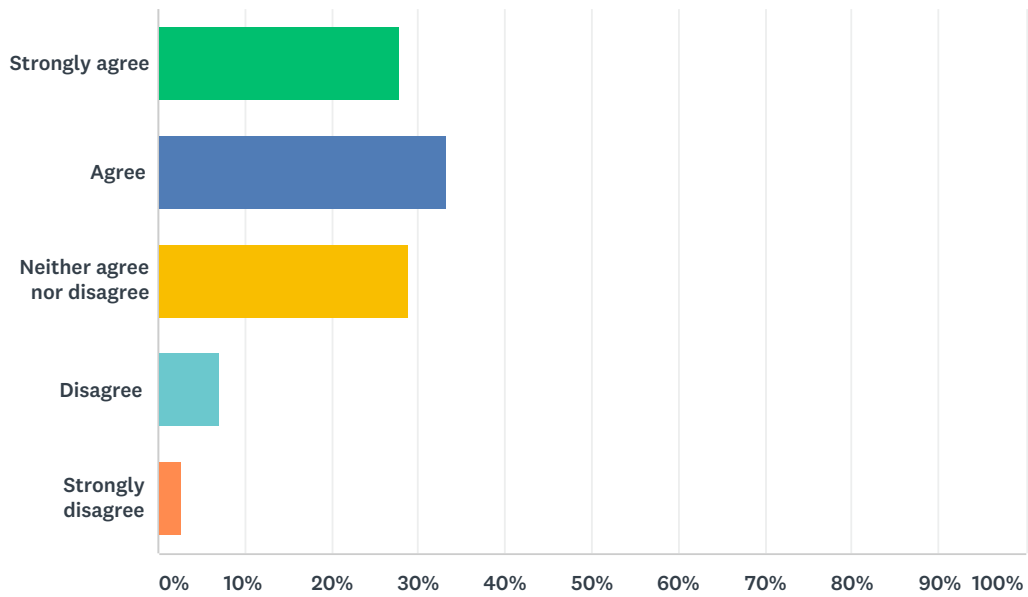
Answered: 111 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly agree	28.83%	32
Agree	19.82%	22
Neither agree nor disagree	42.34%	47
Disagree	6.31%	7
Strongly disagree	2.70%	3
TOTAL		111

Q20 I would be interested in computers able to be used by parents and children who are together at the Library.

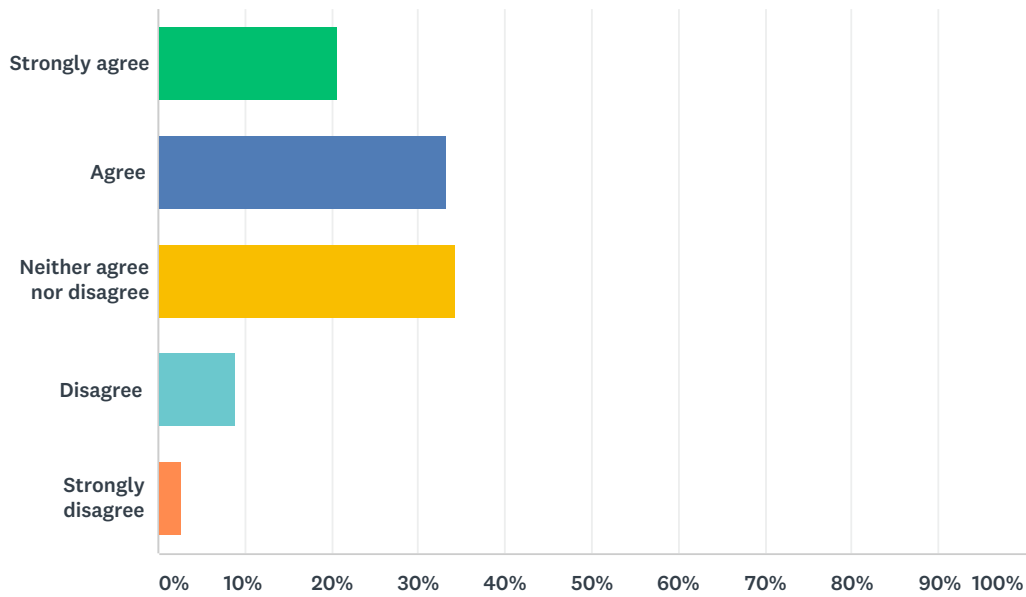
Answered: 111 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly agree	27.93%	31
Agree	33.33%	37
Neither agree nor disagree	28.83%	32
Disagree	7.21%	8
Strongly disagree	2.70%	3
TOTAL		111

Q21 I would be interested in a space with resources and supplies for homeschooling parents and area teachers in the Library.

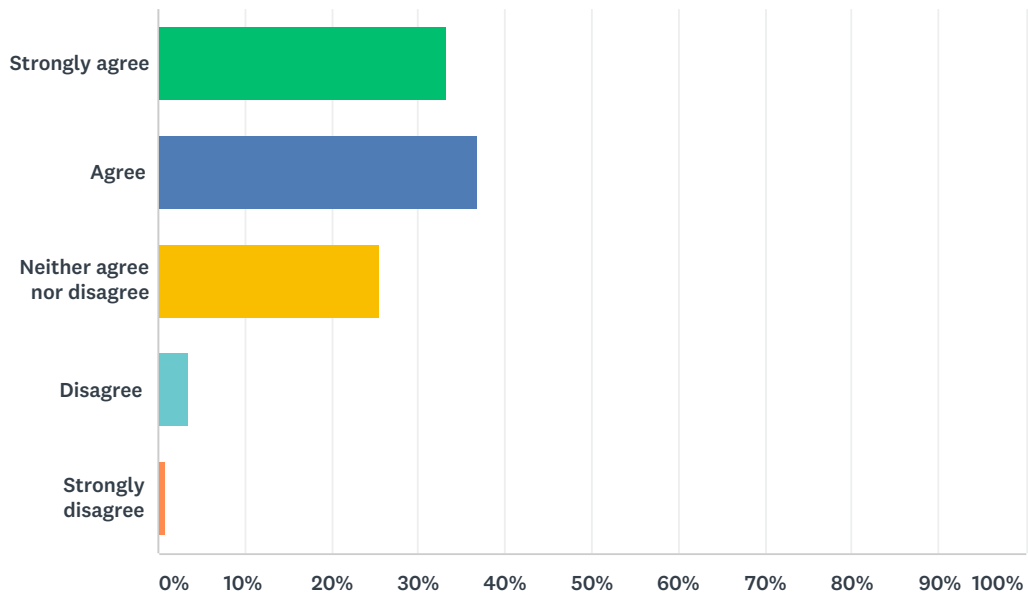
Answered: 111 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly agree	20.72%	23
Agree	33.33%	37
Neither agree nor disagree	34.23%	38
Disagree	9.01%	10
Strongly disagree	2.70%	3
TOTAL		111

Q22 I would be interested in a dedicated program room for children's programs and story times at the Library.

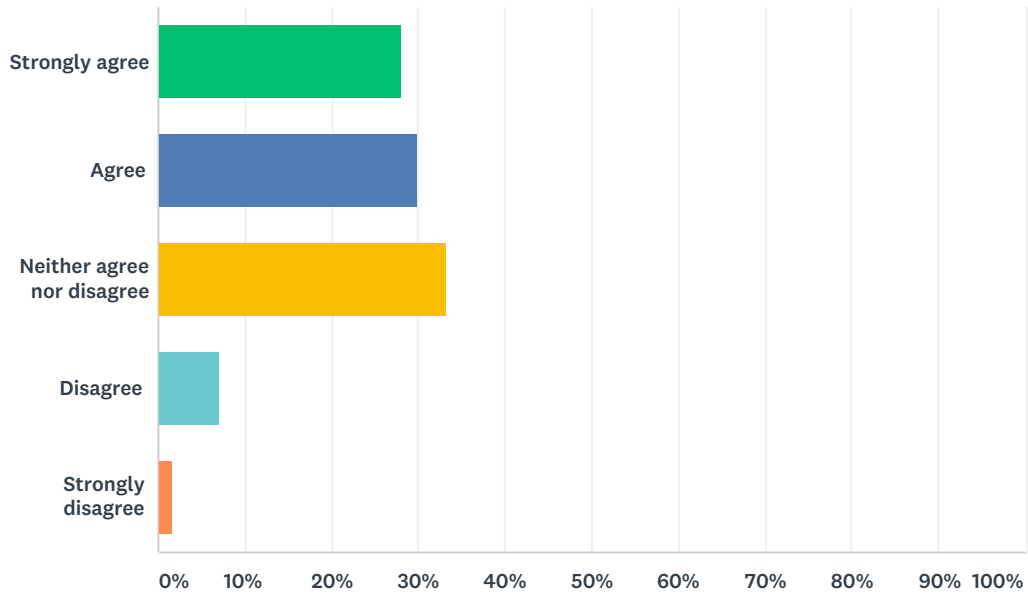
Answered: 114 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	33.33%	38
Agree	36.84%	42
Neither agree nor disagree	25.44%	29
Disagree	3.51%	4
Strongly disagree	0.88%	1
TOTAL		114

Q23 I would be interested in a larger teen area at the Library.

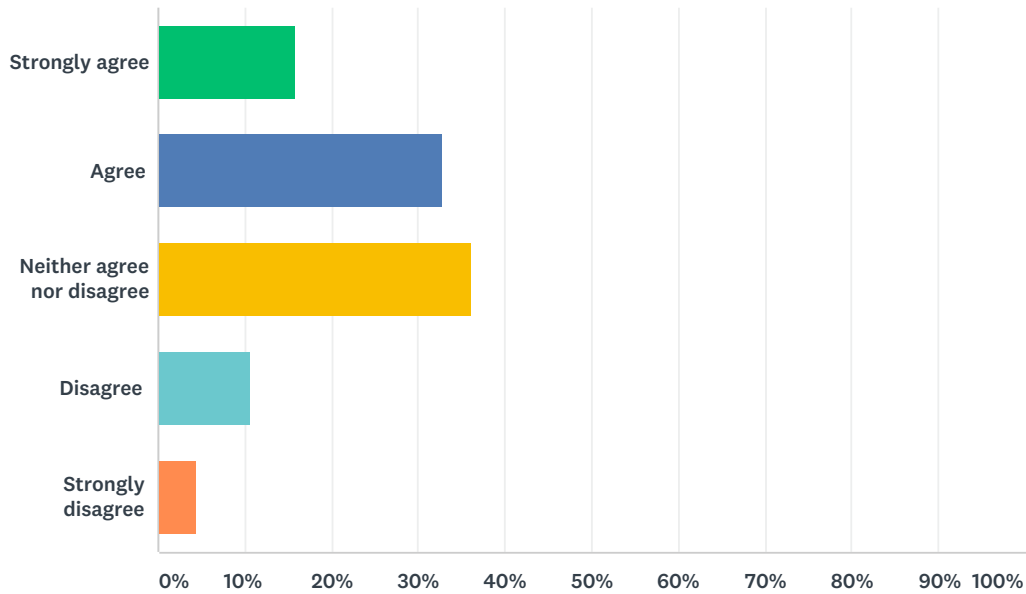
Answered: 114 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	28.07%	32
Agree	29.82%	34
Neither agree nor disagree	33.33%	38
Disagree	7.02%	8
Strongly disagree	1.75%	2
TOTAL		114

Q24 I would be interested in a digital media lab (a space where members can record and edit sound and video and convert VHS movies to digital formats) at the Library.

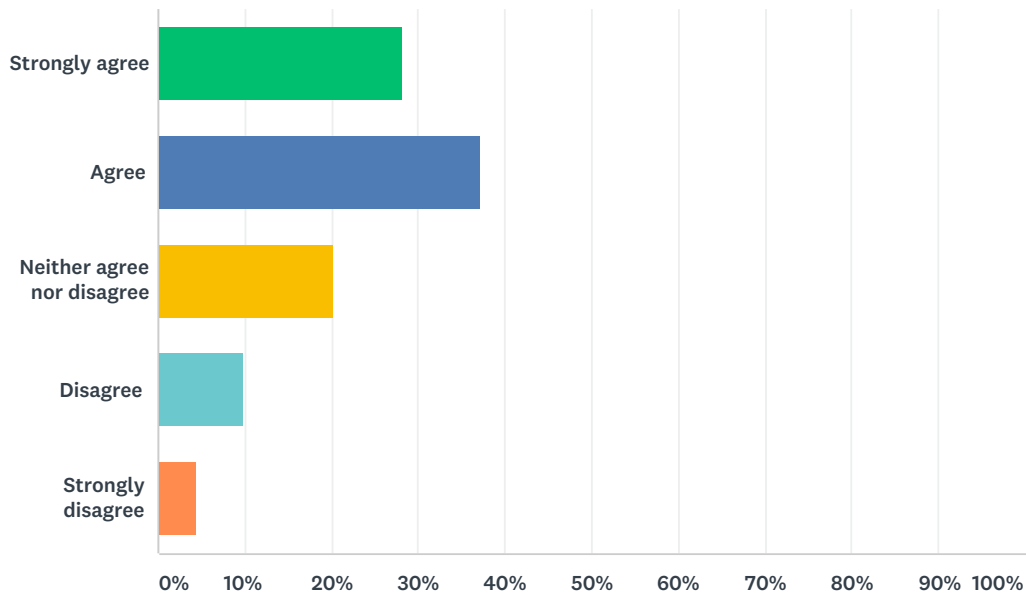
Answered: 113 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	15.93%	18
Agree	32.74%	37
Neither agree nor disagree	36.28%	41
Disagree	10.62%	12
Strongly disagree	4.42%	5
TOTAL		113

Q25 I would be interested in a maker space (a flexible space for crafting, art, 3D printing, and other creative activities) at the Library.

Answered: 113 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	28.32%	32
Agree	37.17%	42
Neither agree nor disagree	20.35%	23
Disagree	9.73%	11
Strongly disagree	4.42%	5
TOTAL		113

Q26 What other features or amenities would you like to see in an upgraded Library building?

Answered: 59 Skipped: 56

#	RESPONSES	DATE
1	The bathrooms are a little outdated but otherwise its a beautiful library. Could definitely use more lounge chairs where you arent sitting so close to other people.	8/23/2018 10:37 AM
2	The library is too dark and noisy. I would like to see brighter lighting and something done to dampen the noise, especially near the computers.	8/22/2018 3:22 PM
3	head phones for computers	8/22/2018 12:34 PM
4	the computer layout	8/15/2018 4:07 PM
5	teen programs	8/15/2018 4:04 PM
6	furniture and flooring that is comfy yet easy for custodians to clean. That building is always busy and getting used but it seems like it's always got new fingerprints, smudges on glass and walls, dust, stains on the carpet.	8/8/2018 10:29 AM
7	better lighting, cleaner, and not so worn looking. It's obviously been well-loved and used over the years.	8/8/2018 10:23 AM
8	better staffing/updates in general...	8/7/2018 6:41 PM
9	more space to sit quietly and read	8/1/2018 10:23 AM
10	Ukulele classes, sewing classes, coffee cafe	8/1/2018 10:13 AM
11	better entrance, something more noticeable	8/1/2018 10:06 AM
12	So I just got back from vacation. Visited Columbia, SC they have an awesome library. We need one.	8/1/2018 9:43 AM
13	film return access at off hours	8/1/2018 9:39 AM
14	More ipads or computers for kids / more audiobooks for kids	8/1/2018 9:33 AM
15	more room for the children - love the programs just not much room to stay and read	8/1/2018 9:27 AM
16	larger audio book section - non fiction and educational	8/1/2018 9:16 AM
17	I am actually more interested in e-library (e-books) through my kindle	8/1/2018 9:04 AM
18	A little more help with tech problems, although everyone is always helpful	7/31/2018 4:46 PM
19	Have more art classes and more movies, more speakers and more local information	7/31/2018 4:22 PM
20	more local information	7/31/2018 4:18 PM
21	A toddler and child are expanded	7/31/2018 3:38 PM
22	-Reading rooms, quiet/study rooms -More programs for tweens and teens -Copy/printing discount for students and college students	7/31/2018 3:25 PM
23	More magazines	7/31/2018 3:21 PM
24	Computers upstairs for tutors to use	7/31/2018 3:04 PM
25	know why a person is limited to how many "FREE" books they can have per week.	7/30/2018 10:53 AM
26	Just about right size	7/30/2018 10:50 AM
27	Need more LP books and books by Shelley Shepard Gray	7/30/2018 10:33 AM
28	quiet in general	7/30/2018 10:17 AM
29	Perhaps a swimming pool	7/30/2018 9:59 AM

30	Bring back several of the windows computers that had CD/DVD drives and many VSB connections. Do not need those to connect to internet	7/30/2018 9:28 AM
31	For a small city, this is well run/managed/efficient. The only thing you can do is increase the "stacks" Perhaps book drives or videos.	7/30/2018 9:24 AM
32	More DVD's selections	7/30/2018 9:16 AM
33	Young adult reading groups (teenagers only club with teens able to lead the groups) and a place for them to meet and talk about the book.	7/27/2018 2:39 PM
34	Seats with armrests	7/27/2018 1:55 PM
35	Urgent need of more table seating with electrical outlets. More shaded bicycle areas - the hot sun blows the tires.	7/27/2018 12:36 PM
36	Asking people on phones and speaking on computers to get laptops and take private calls upstairs	7/27/2018 12:19 PM
37	I am very happy with DVD and CD selection at the library. Keep it.	7/27/2018 12:00 PM
38	Which the Library was bigger then what it is today.	7/26/2018 4:45 PM
39	Food & Café / Outdoor Garden	7/26/2018 4:24 PM
40	A lot of things for toddlers and parents especially summer	7/26/2018 2:11 PM
41	Bean bag chairs for children to read. More comfortable computer chairs, possibly with adjusting heights for proper keyboarding - typing.	7/26/2018 1:26 PM
42	More comfortable seating, more programs for the disabled, developmentally delayed community. Wheelchair access improvement.	7/26/2018 1:01 PM
43	Anything that makes the library more accessible to college-aged students! There's plenty of resources and books for adults and post-college people, as well as younger children. But 17-25 is kind of left behind.	7/23/2018 6:22 PM
44	N/a	7/19/2018 12:21 PM
45	The children's area needs to be expanded	7/17/2018 9:04 PM
46	Better hand dryers in the restrooms	7/17/2018 3:16 PM
47	To keep the homeless from there asking people for money everyday tired of it.they got chased out of the park now it's time to chase em from the library	7/12/2018 7:35 PM
48	More convenient handicap access	7/2/2018 1:16 PM
49	More working tablets / touchscreens for the children. More open space for teens. Board games and puzzles in the library and/or for checkout. Creative, welcoming decor. More info on local events (e.g., Main Street).	6/30/2018 11:47 AM
50	Have to get the homeless situation under control at the library. Sleeping in chairs, charging phones, hanging out for a/c, etc.	6/27/2018 5:52 PM
51	No more dangerous people from across the street and more security	6/27/2018 12:35 PM
52	More new books	6/27/2018 11:43 AM
53	I think the library is very good now. No suggestions	6/27/2018 7:44 AM
54	Merge the rec center and library into the existing rec center. Exercise the body and mind at one place	6/24/2018 11:26 AM
55	a Starbucks	6/19/2018 4:55 PM
56	More low vision equipment. More staff. More video viewing equipment for watching dvd and Blu-ray. More space for new books. Some of us prefer books to reading them on a computer especially with light triggered eye problems. Drive up window would be great. Also places to return books and videos as a pull up to the building that would keep things cool by them gong right inside the building.	6/13/2018 3:58 PM
57	I would be interested in working at a "genius bar" type help desk if we added this feature.	6/13/2018 11:44 AM
58	Drag Queen Story Hour and create and adult and young adult LGBTQ section for novels and self help books for navigating the coming out process and LGBTQ community as a young adult in PASCO	6/13/2018 11:13 AM

59	Better lighting, and more possibility for natural lighting! Shorter (in Height and length) shelving units. Exterior signage that makes the library more noticeable. A wow factor as you enter the lobby (and childrens area) instead of feeling cramped, closed in. More open spaces that look bright and energetic that are comfortable yet easy to clean. Presentation screens in each meeting space with bluetooth capabilities. Spaces that allow for collaboration but not for people to hide or eat/sleep in. A 24/7 vending locker that allows for book and dvd borrows as well as a pick up for holds. Computer area in a dedicated space with tech help nearby.	6/11/2018 5:58 PM
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Q27 What concerns (if any) do you have about potential Library building improvements?

Answered: 55 Skipped: 60

#	RESPONSES	DATE
1	There is not much space for tons of improvements. It would be nice to have a larger library.	8/25/2018 12:48 PM
2	N/A	8/23/2018 10:37 AM
3	Will there be enough staff and parking? The library is already busy. I think it will be much busier if it looks and smells nicer.	8/22/2018 3:22 PM
4	none/NA	8/22/2018 12:34 PM
5	That it'll get renovated but the furniture and carpet won't be easy to clean and it'll look old and worn out again in a year or two.	8/8/2018 10:29 AM
6	None. It's overdue. Been using the Library for years and like the improvements that have been going on elsewhere throughout the City. It would be nice if the Library got some upgrades so it could be something the community could be proud of, too.	8/8/2018 10:23 AM
7	taxpayer costs/millage	8/7/2018 6:41 PM
8	ruining the cozy feel if having crowding because there are too many things to do.	8/1/2018 10:06 AM
9	Higher taxex	8/1/2018 9:43 AM
10	Library being available	8/1/2018 9:41 AM
11	It appears as though all sensitive questions are being acknowledged	8/1/2018 9:39 AM
12	adaptive equipment for disabled individuals	8/1/2018 9:19 AM
13	Still want the library to be located in downtown New Port Richey	8/1/2018 9:08 AM
14	Private study areas, more.	7/31/2018 4:46 PM
15	None at this time	7/31/2018 3:38 PM
16	n/a	7/31/2018 3:25 PM
17	Incursion of homeless	7/31/2018 3:21 PM
18	Tough to say	7/30/2018 10:53 AM
19	Need more parking especially when most of the parking spots are blocked off for busses!	7/30/2018 10:50 AM
20	None	7/30/2018 10:33 AM
21	It all depends on how much room you have now and what new plans have to offer.	7/30/2018 10:27 AM
22	Increasing size of the interior	7/30/2018 9:59 AM
23	My concern is how many books are being eliminated. The visual arts and poetry sections have been all but gutted.	7/30/2018 9:48 AM
24	The building is too small to create many of the new facilities/rooms suggested n the survey. The area for books has already been decreased greatly.	7/30/2018 9:28 AM
25	If you add something, you may have to take something away.	7/30/2018 9:24 AM
26	Inconvenience	7/30/2018 9:20 AM
27	None, if service will not be interrupted for too long.	7/30/2018 9:16 AM
28	I would like you to open at 9:00 am not 10:00 am	7/27/2018 4:46 PM
29	Too much technology. Books are cool!	7/27/2018 2:39 PM

30	Children running unattended and loud talking, snoring, screeching. Have had my phone stolen while in the restroom.	7/27/2018 1:55 PM
31	Better bathrooms and more power outlets	7/27/2018 12:36 PM
32	money and don't fix if not broke. Library more than meets needs	7/27/2018 12:19 PM
33	I'm concerned that more lounge chairs will encourage more sleepers unfortunately.	7/27/2018 12:00 PM
34	it would be nice a cafe in front of the library before going into the library. Because of there time, I spend hours in the library and having a place to eat would be great.	7/26/2018 4:45 PM
35	Downtime	7/26/2018 4:24 PM
36	No concerns - just parking	7/26/2018 2:11 PM
37	Can't wait!	7/26/2018 1:26 PM
38	As for parking, there is that lot by Orange Lake, where the church used to be across from. More self-service = less jobs for people.	7/26/2018 1:01 PM
39	I have no concerns! I love to watch the library grow and improve.	7/23/2018 6:22 PM
40	None	7/19/2018 12:21 PM
41	Losing the historic aspects of the building	7/17/2018 9:04 PM
42	Lack of space for improvements	7/17/2018 3:16 PM
43	Need more security cameras in the side areas of the building and in the parkinglot	7/12/2018 7:35 PM
44	The walk from handicapped parking to library interior is way too far as it is now. This should be fixed.	7/2/2018 1:16 PM
45	Please don't lose the separate kids space; I like that it is away from the adults and the exits because I feel like my kids are safe and can be themselves.	6/30/2018 11:47 AM
46	Flex space approach, energy efficient, etc.	6/27/2018 5:52 PM
47	More teen book	6/27/2018 12:35 PM
48	There should be better security and more safety in the library and outside too for the children	6/27/2018 12:23 PM
49	Need to serve all the people - including homeless. I worry that folks will start complaining	6/27/2018 7:44 AM
50	City already has wasted too much on the rec center and boardwalks on orange lake. Why burden the taxpayers with a center open to those outside the city limits	6/24/2018 11:26 AM
51	Where are the funds coming from, How will this impact City Hall	6/19/2018 4:55 PM
52	That you don't make the space big enough to last for years. If you don't have room at the current spot have you considered taking over the vacant walgreens at main and 19?	6/13/2018 3:58 PM
53	Is there enough money, and there should be more security.	6/13/2018 11:44 AM
54	Cost vs amount of use or refusing use to anyone based on their topics of interest or lifestyle of living	6/13/2018 11:13 AM
55	Materials that are hard to clean and echo noise. The floorplan should be immediately clear to library members while streamlining workflow for staff while also making sense on a security level (active shooter/violent person/vandalism or stolen property).	6/11/2018 5:58 PM

Q28 (Optional) Please provide your contact information below.

Answered: 40 Skipped: 75

ANSWER CHOICES	RESPONSES	
Name	97.50%	39
Company	0.00%	0
Address	82.50%	33
Address 2	0.00%	0
City/Town	82.50%	33
State/Province	0.00%	0
ZIP/Postal Code	82.50%	33
Country	0.00%	0
Email Address	60.00%	24
Phone Number	77.50%	31

#	NAME	DATE
1	Shelly Fazio	8/23/2018 10:37 AM
2	Robert Collier	8/22/2018 12:34 PM
3	Mary Colontonio	8/1/2018 9:43 AM
4	William R Rogers Jr	8/1/2018 9:41 AM
5	Una M. Catania	8/1/2018 9:08 AM
6	Pam Arnold	7/31/2018 4:46 PM
7	Deane Rink	7/31/2018 4:43 PM
8	Zoriana Nebesnyk	7/31/2018 4:41 PM
9	Victoria Pascua	7/31/2018 4:35 PM
10	Donna M. Lategano	7/31/2018 4:22 PM
11	Ralph Lategano	7/31/2018 4:18 PM
12	Richard D. Moore, III	7/31/2018 4:12 PM
13	Doris Jenks	7/31/2018 4:08 PM
14	Vincent Barlo	7/31/2018 3:46 PM
15	Danielle Bickmann	7/31/2018 3:38 PM
16	Tiffany McClanathan	7/31/2018 3:25 PM
17	Jeffrey	7/31/2018 3:21 PM
18	Joan Drolle	7/30/2018 10:53 AM
19	Ashley	7/30/2018 9:59 AM
20	Tom Hanafer	7/30/2018 9:48 AM
21	Anthony Duda	7/30/2018 9:28 AM
22	Neville S. Pilling	7/30/2018 9:24 AM

23	Chris	7/27/2018 4:46 PM
24	John VanLandingham	7/27/2018 1:55 PM
25	Library patron of many years	7/27/2018 12:36 PM
26	Brigid Conde	7/27/2018 12:19 PM
27	Wilda Maymi	7/26/2018 4:45 PM
28	Cara Augusto	7/26/2018 4:26 PM
29	Krystal Casia	7/26/2018 2:11 PM
30	Velma Carter	7/26/2018 2:01 PM
31	Liz Molinari	7/26/2018 1:26 PM
32	Marly A DiFruscio	7/23/2018 6:22 PM
33	Kelly L Tremblay	7/21/2018 5:18 PM
34	Dan howe	7/12/2018 7:35 PM
35	Candace Terry	7/2/2018 1:16 PM
36	Luis Flores peña	6/27/2018 12:35 PM
37	Jenny Colbree	6/27/2018 7:44 AM
38	Joan Hepsworth	6/13/2018 11:13 AM
39	Andi	6/11/2018 5:58 PM

#	COMPANY	DATE
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There are no responses.

#	ADDRESS	DATE
1	6011 High Street	8/23/2018 10:37 AM
2	6510 Brandon Dr	8/22/2018 12:34 PM
3	5025 Lillilea Ln.	8/1/2018 9:43 AM
4	7890 Cherry Tree Lane	8/1/2018 9:41 AM
5	6340 Providence Circle, #203	8/1/2018 9:08 AM
6	6951 Menifee Ct. #5	7/31/2018 4:46 PM
7	5611 Illinois Ave.	7/31/2018 4:43 PM
8	7120 Massachusetts Ave.	7/31/2018 4:41 PM
9	3618 Panola Drive	7/31/2018 4:35 PM
10	7435 Carnival Lane	7/31/2018 4:22 PM
11	7435 Carnival Lane	7/31/2018 4:18 PM
12	6007 Vermont Ave.	7/31/2018 4:12 PM
13	1120 Daleside Ln.	7/31/2018 4:08 PM
14	PO Box 1753	7/31/2018 3:46 PM
15	9114 St. Regis Ln.	7/31/2018 3:38 PM
16	1740 Cockleshell Dr.	7/31/2018 3:25 PM
17	1740 Cockleshell Dr.	7/31/2018 3:21 PM
18	P.O. Box 3953	7/30/2018 9:59 AM
19	6715 Congress Apt. 307	7/30/2018 9:48 AM
20	6341 Polk St.	7/30/2018 9:28 AM
21	5427 Avery Rd.	7/27/2018 1:55 PM

22	5603 James Street	7/26/2018 4:45 PM
23	5642 River Rd.	7/26/2018 4:26 PM
24	4146 Grand Blvd.	7/26/2018 2:11 PM
25	6021 3rd Ave.	7/26/2018 2:01 PM
26	6240 Nebraska Ave.	7/26/2018 1:26 PM
27	8317 LIMAN DRIVE	7/23/2018 6:22 PM
28	2734 Cypress Hollow Ct	7/21/2018 5:18 PM
29	10040 shalimar st	7/12/2018 7:35 PM
30	11639 BOYNTON LN	7/2/2018 1:16 PM
31	6612 Jefferson street	6/27/2018 12:35 PM
32	6412 Ridge Rd	6/13/2018 11:13 AM
33	5460 windward way	6/11/2018 5:58 PM
#	ADDRESS 2	DATE

There are no responses.

#	CITY/TOWN	DATE
1	New Port Richey	8/23/2018 10:37 AM
2	New Port Richey	8/22/2018 12:34 PM
3	NPR	8/1/2018 9:43 AM
4	NPR	8/1/2018 9:41 AM
5	New Port Richey	8/1/2018 9:08 AM
6	NPR	7/31/2018 4:46 PM
7	NPR	7/31/2018 4:43 PM
8	New Port Richey	7/31/2018 4:41 PM
9	New Port Richey	7/31/2018 4:35 PM
10	New Port Richey	7/31/2018 4:22 PM
11	New Port Richey	7/31/2018 4:18 PM
12	New Port Richey	7/31/2018 4:12 PM
13	New Port Richey	7/31/2018 4:08 PM
14	NPR	7/31/2018 3:46 PM
15	Port Richey	7/31/2018 3:38 PM
16	Holiday	7/31/2018 3:25 PM
17	Holiday	7/31/2018 3:21 PM
18	Hudson	7/30/2018 9:59 AM
19	New Port Richey	7/30/2018 9:48 AM
20	New Port Richey	7/30/2018 9:28 AM
21	New Port Richey	7/27/2018 1:55 PM
22	New Port Richey	7/26/2018 4:45 PM
23	New Port Richey	7/26/2018 4:26 PM
24	New Port Richey	7/26/2018 2:11 PM
25	New Port Richey	7/26/2018 2:01 PM
26	New Port Richey	7/26/2018 1:26 PM

27	NEW PORT RICHEY	7/23/2018 6:22 PM
28	New Port Richey	7/21/2018 5:18 PM
29	New port richy	7/12/2018 7:35 PM
30	New Port Richey	7/2/2018 1:16 PM
31	New port richy	6/27/2018 12:35 PM
32	Port Richey	6/13/2018 11:13 AM
33	New port richy	6/11/2018 5:58 PM

#	STATE/PROVINCE	DATE
There are no responses.		

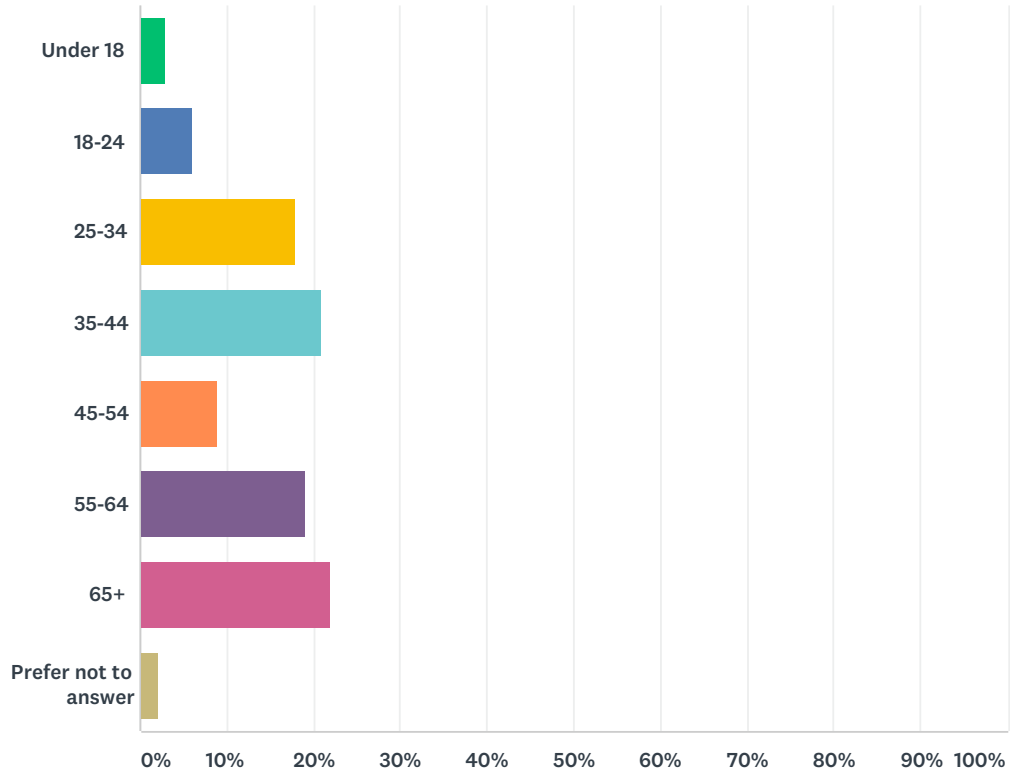
#	ZIP/POSTAL CODE	DATE
1	34653	8/23/2018 10:37 AM
2	34652	8/22/2018 12:34 PM
3	34653	8/1/2018 9:43 AM
4	34653	8/1/2018 9:41 AM
5	34652	8/1/2018 9:08 AM
6	34653	7/31/2018 4:46 PM
7	34652	7/31/2018 4:43 PM
8	34653	7/31/2018 4:41 PM
9	34652	7/31/2018 4:35 PM
10	34653	7/31/2018 4:22 PM
11	34653	7/31/2018 4:18 PM
12	34653	7/31/2018 4:12 PM
13	34655	7/31/2018 4:08 PM
14	34656	7/31/2018 3:46 PM
15	34668	7/31/2018 3:38 PM
16	34690	7/31/2018 3:25 PM
17	34690	7/31/2018 3:21 PM
18	34667	7/30/2018 9:59 AM
19	34653	7/30/2018 9:48 AM
20	34653	7/30/2018 9:28 AM
21	34652	7/27/2018 1:55 PM
22	34652	7/26/2018 4:45 PM
23	34652	7/26/2018 4:26 PM
24	34652	7/26/2018 2:11 PM
25	34653	7/26/2018 2:01 PM
26	34653	7/26/2018 1:26 PM
27	34653	7/23/2018 6:22 PM
28	34655	7/21/2018 5:18 PM
29	34654	7/12/2018 7:35 PM
30	34654-1609	7/2/2018 1:16 PM
31	34652	6/27/2018 12:35 PM

32	34668	6/13/2018 11:13 AM
33	34652	6/11/2018 5:58 PM
#	COUNTRY	DATE
There are no responses.		
#	EMAIL ADDRESS	DATE
1	shelleilei@gmail.com	8/23/2018 10:37 AM
2	robertcollier61@gmail.com	8/22/2018 12:34 PM
3	jcolontonio@verizon.net	8/1/2018 9:43 AM
4	unamarie@yahoo.com	8/1/2018 9:08 AM
5	pamie02@msn.com	7/31/2018 4:46 PM
6	deanerink@hotmail.com	7/31/2018 4:43 PM
7	zoryananesnyk@gmail.com	7/31/2018 4:41 PM
8	victoria.pascua11@gmail.com	7/31/2018 4:35 PM
9	sentientsword2@yahoo.com	7/31/2018 4:12 PM
10	vwb23@hotmail.com	7/31/2018 3:46 PM
11	sunshinetiffany82@gmail.com	7/31/2018 3:25 PM
12	rocinante_1@hotmail.com	7/31/2018 3:21 PM
13	thanafer@gmail.com	7/30/2018 9:48 AM
14	hydrotony@yahoo.com	7/30/2018 9:28 AM
15	jwvjr@gmail.com	7/27/2018 1:55 PM
16	maymiwilda@yahoo.com	7/26/2018 4:45 PM
17	caraaugusto@hotmail.com	7/26/2018 4:26 PM
18	mdifruscio1@gmail.com	7/23/2018 6:22 PM
19	kellyleetremlay@gmail.com	7/21/2018 5:18 PM
20	pscandace@aol.com	7/2/2018 1:16 PM
21	luisflores11005@gmail.com	6/27/2018 12:35 PM
22	jackvogel@aol.com	6/27/2018 7:44 AM
23	paperbackexchangebookstore@gmail.com	6/13/2018 11:13 AM
24	afigarto@gmail.com	6/11/2018 5:58 PM
#	PHONE NUMBER	DATE
1	7272553926	8/23/2018 10:37 AM
2	(727) 645-1566	8/22/2018 12:34 PM
3	x	8/7/2018 6:41 PM
4	727-847-2283	8/1/2018 9:43 AM
5	727-848-5406	8/1/2018 9:41 AM
6	407-733-3217	8/1/2018 9:08 AM
7	386-898-8126	7/31/2018 4:46 PM
8	917-510-7030	7/31/2018 4:43 PM
9	727-537-3028	7/31/2018 4:41 PM
10	860-919-2233	7/31/2018 4:35 PM
11	7278581066	7/31/2018 4:22 PM

12	727-858-1066	7/31/2018 4:18 PM
13	352-606-1002	7/31/2018 3:46 PM
14	727-359-6961	7/31/2018 3:38 PM
15	321-298-9242	7/31/2018 3:25 PM
16	727-742-3106	7/31/2018 3:21 PM
17	863-558-9184	7/30/2018 9:59 AM
18	727-203-3615	7/30/2018 9:48 AM
19	727-505-7732	7/30/2018 9:28 AM
20	727-376-3778	7/30/2018 9:24 AM
21	727-269-6256	7/27/2018 4:46 PM
22	727-440-2291	7/27/2018 1:55 PM
23	727-845-9877	7/27/2018 12:19 PM
24	9143252960	7/26/2018 4:45 PM
25	727-226-9189	7/26/2018 2:11 PM
26	727-478-5531	7/26/2018 2:01 PM
27	630-397-9611	7/26/2018 1:26 PM
28	7278087341	7/23/2018 6:22 PM
29	7273897934	6/27/2018 12:35 PM
30	7278453494	6/13/2018 11:13 AM
31	8638387447	6/11/2018 5:58 PM

Q29 (Optional) What is your age?

Answered: 100 Skipped: 15



ANSWER CHOICES	RESPONSES
Under 18	3.00% 3
18-24	6.00% 6
25-34	18.00% 18
35-44	21.00% 21
45-54	9.00% 9
55-64	19.00% 19
65+	22.00% 22
Prefer not to answer	2.00% 2
TOTAL	100



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