



## REGULAR MEETING – LIBRARY BOARD OF DIRECTORS AGENDA

APRIL 10, 2025, 7:00 PM  
BY ZOOM VIRTUAL MEETING

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Members of the public may call in to participate. Callers will not be able to see the meeting participants. All participants will be muted upon entering the meeting. To speak, dial \*9 on the phone and you will be called on by the host of the meeting during the public comment section. All speakers must state their name and address. Comments must be on a topic on the agenda, and are limited to three minutes. Anyone disrupting the orderly conduct of the meeting, including by using threatening, hateful, or sexually-explicit language, will be removed. Please find the information using the link above.



Members of the public who wish to provide "live comments" may also use the Zoom meeting platform. All participants will be muted upon entering the meeting. To speak, click the "raise your hand indicator" and you will be called by the host of the meeting during the public comment section. All speakers must state their name and address. Comments must be on a topic on the agenda, and are limited to three minutes. Anyone disrupting the orderly conduct of the meeting, including by using threatening, hateful, or sexually-explicit language, will be removed. Please find the information using the link above.



Members of the public who wish to provide public comment are encouraged to submit those via email in advance of the meeting. For these comments to be included into the record, they must be submitted by 12:00 p.m. the day of the meeting. Please email Sherelle Harris at [sharris@norwalkpl.org](mailto:sharris@norwalkpl.org) with the subject line "Public Comment" to provide written public comment prior to the meeting.

- I. **CALL TO ORDER**
- II. **ROLL CALL**
- III. **ACCEPTANCE OF MINUTES**
  - A. **Minutes from 3.13.25 Meeting**  
**Minutes from 3.19.25 Special Meeting**
- IV. **PUBLIC PARTICIPATION**
- V. **REPORTS**
  - A. **President**
    - 1. Charter revision update
    - 2. National Library Week

**B. Library Director**

1. Main Library building plan next steps per Norwalk Purchasing Department  
(See attached previous plan and notes)
2. Raises for part-time staff update
3. Main Library parking lots update
4. South Norwalk (SoNo) Library repaving and EV charging station update
5. Marcus Eason - South Norwalk Branch Manager

**VI. OLD BUSINESS**

**VII. NEW BUSINESS**

**VIII. ADJOURNMENT**

**CITY OF NORWALK  
PUBLIC LIBRARY  
BOARD OF DIRECTORS**

**ATTENDANCE:** Moina Noor, Chair; Alex Knopp, Laurel Peterson, Jannie Williams;  
Mary Mann (7:13 p.m.)

**ABSENT:** Patsy Brescia, Thomas Cullen

**OTHERS:** Sherelle Harris; Library Director;  
Katherine Schneider, Norwalk Poet Laureate

**CALL TO ORDER**

Ms. Noor called the meeting to order at 7:00 p.m.

**ROLL CALL**  
[00:00:15]

Ms. Noor called the roll. A quorum was present.

**ACCEPTANCE OF MINUTES**  
[00:00:26]

**A. February 13, 2025**

**\*\* MS. PETERSON MOVED THE MINUTES OF THE FEBRUARY 13, 2025 MEETING.**

**\*\* MR. KNOPP SECONDED.**

**\*\* THE MOTION TO APPROVE THE MINUTES OF THE FEBRUARY 13, 2025 MEETING  
AS SUBMITTED PASSED.**

**NEW BUSINESS**  
[1:20]

**A. Katherine Schneider, New Norwalk Poet Laureate**

Ms. Harris introduced Ms. Schneider, the new Norwalk Poet Laureate. Ms. Harris described her as the champagne after popping a cork on a bottle that has been shaken up and said she can't wait to see what she will bring to this new position.

Ms. Schneider greeted the Board and thanked them for the great honor. She said that she has been living in Norwalk since 2011 and had graduated from Fairfield University where she studied creative writing. She published her first book in 2019. She explained that during COVID, she and another Ridgefield author had created a livestream. Ms. Peterson had been featured on that livestream. The livestream that ran for almost three and a half years, featuring writers and poets from all over the world. She said that Norwalk was the home of so many people who are creative and their open mike is packed every month.

Ms. Schneider then spoke about some of her work, including some inter-disciplinary art projects that were done on Instagram. She said that she was looking forward to an opportunity on April 12 at the Factory Underground. She thanked the Board again for this honor.

Ms. Peterson said that she was very excited to have Ms. Schneider as Poet Laureate. The Board expressed their best wishes. Ms. Schneider said that their next open mic at Eco Evolution in Norwalk would be held on March 21st and invited everyone to attend.

Ms. Harris invited Ms. Peterson, who was the City's first Poet Laureate to speak. Ms. Peterson said that she was very excited to see Ms. Schneider and noted it was important to bring in more young people.

## **VI. REPORTS**

[8:20]

### **A. President**

#### **1. Main Library Renovation Update**

Ms. Noor said that she and Ms. Harris had met with the Mayor, Lamond Daniels, Alan Lo and Tom. Livingston. She explained that Jessica Voneshek, the former contact point for the Main Library renovation project, had been working on an RFP. Ms. Voneshek is no longer with the City of Norwalk. Ms. Noor said the meeting occurred after the Mayor announced his decision not to run for office again.

Ms. Noor gave a brief overview of the current finances and noted that there was some funding left for the design phase. Originally, there was \$500,000 in the budget and \$1.45 in the Economic Development account. A number of drawdowns were made including: \$800,000 to purchase the Milligan lot; \$40,000 for n tank removal at 3 Belden and \$1.4 million from ARPA funds for the purchase of 3 Belden. There is approximately \$1.1 to \$1.2 million left for design purposes.

Ms. Harris displayed the spreadsheet onscreen. [13:42]

She said that she would love to hear other Board Members' thoughts. She said that Mr. Lo had indicated that they should start planning again because they didn't own the Milligan portion of the library parking lot or 3 Belden when the original plans were drawn up.

Mr. Knopp asked if the \$800,000 was the final cost for the parking lot. [16:55]

Ms. Noor said that she did not think it was the final number and they had been told to expect it to be more. Mr. Knopp said that he expected and previously expressed that the parking lot would cost twice as much. He added that he had never been comfortable with the StanTech plans that were drawn for the library. He added that the BET had cut the budget earlier in the week. He also said that he felt that it was not right that the Library is being charged by the Parking Authority to line their parking lot while the lots at City Hall are paid for by the Parking Authority.

*Ms. Peterson left the meeting.*

Discussion followed about the financial details and the potential changes with a new administration along with updating the building plans.

*Ms. Mann joined the meeting at 7:32 p.m.*

Ms. Noor asked the Board if they wished to go forward with updating the building plan.

**\*\* MR. KNOPP MOVED TO TAKE ACTION TO ENGAGE A CONSULTANT TO WORK WITH THE BOARD AND TO UPDATE THE BUILDING PLAN AND TO HELP THE BOARD REVIEW THE STRATEGIC PLAN IN ANTICIPATION OF EVENTUAL MODERNIZATION AND CONSTRUCTION. [34:15]**

Ms. Mann asked if they would have to go through Purchasing. Mr. Knopp said that other than re-engaging the former vendor to update the building plan, they would have to go through Purchasing and review bids.

A discussion followed about whether they should go through the Foundation or through the City. The City process would require going through a bidding process. Mr. Knopp said that he was opposed to using Foundation funding since it was a City project. Ms. Harris said that she could check with Purchasing about to proceed.

**\*\* MS. MANN SECONDED.**

**\*\* THE MOTION PASSED UNANIMOUSLY.**

Ms. Noor said that it would be important to make the renovation of the library as a key talking point, especially with an election coming up.

Mr. Knopp said that once the City condemned the Milligan property, the City has to put in an amount of money that the property is evaluated at with the court. If the judge decides the value of the parcel is greater, then the City will have to pay it.

Ms. Noor said that she would reached out to Corporation Counsel about this.

## **2. Charter Revision Update**

<https://ecode360.com/44899109>

[39:46]

Ms. Noor said that the Charter Revision Commission told them that if they wished to make recommendations, they should do it now. Currently the appointment of the Library Director is by Mayoral appointment with Common Council approval. There is no defined role for the Board right now. Ms. Noor said that they need to bring this to the Charter Revision Commission. She added that the Board should have a role in this decision because they are more involved with the Library than the Council.

**\*\* MS. NOOR SAID THAT THEY FORWARD THEIR RECOMMENDATION TO THE CHARTER REVISION COMMITTEE THAT THE BOARD BE A PART OF THE LIBRARY DIRECTOR ALONG WITH THE MAYOR IN THE APPOINTMENT OF THE LIBRARY DIRECTOR. [42:10]**

Mr. Knopp asked for clarification on this motion. Ms. Harris said that she and the Board had created some language about this at a previous meeting and that Ms. Peterson has that language. Ms. Williams noted that Ms. Peterson had left and that there was no longer a quorum.

City of Norwalk  
Library Board of Trustees  
Regular Meeting  
March 13, 2025

*Mr. Knopp said that he had to leave for another meeting at 7:51 p.m.*

The discussion moved to whether or not they would have to schedule a special meeting. A brief discussion followed about scheduling the Special Meeting. Ms. Harris suggested that Ms. Noor contact Ms. Peterson to draft up the motion and that they end the meeting since they could not vote on the remaining agenda items without a quorum.

### **3. Main Library and South Norwalk Library Walkthrough Rescheduling [47:21]**

Ms. Noor said that she thought that the Library looked really great when they came to the program The sliding doors are working great. Ms. Harris said she would like to thank Neil Rennie from Guardian.

## **B. LIBRARY DIRECTOR**

[48:48]

### **1. Approval of Updated Confidentiality Policy [48:55]**

Ms. Harris said that there was not a quorum to vote on the policy. It had been tentatively approved by the board based on Corporation Counsel's review, Corporation Counsel approved it and it needed to be officially approved by the Board.

### **2. Recap of Meeting with Norwalk Parking Authority [49:30]**

Ms. Noor said they would discuss this next month.

### **3. Library Part-Time Staff Hourly Rate Adjustment Analysis [49:54]**

Ms. Noor said they would discuss this next month.

## **PUBLIC PARTICIPATION**

There was no one present to comment.

## **VII. OLD BUSINESS**

There was no old business to consider at this time.

## **VIII. ADJOURNMENT**

Ms. Noor adjourned the meeting at 7:58 p.m.

Respectfully submitted,

S. L. Soltes  
Telesco Secretarial Services.

City of Norwalk  
Library Board of Trustees  
Regular Meeting  
March 13, 2025

**CITY OF NORWALK  
LIBRARY BOARD OF DIRECTORS  
SPECIAL MEETING**

**ATTENDANCE:** Moina Noor, Chair; Patsy Brescia, Vice-Chair; Mary Mann; Jannie Williams;  
Alex Knopp

**OTHER:** Sherrell Harris, Director of the Norwalk Public Libraries

**CALL TO ORDER**

Chair Noor called the meeting to order at 7:00 P.M. There was a quorum present.

**ROLL CALL**

A roll call of those present was performed.

**PUBLIC PARTICIPATION**

There were no Public Comments at this time.

**REPORTS**

**PRESIDENT**

**CHARTER REVISION UPDATE**

Mr. Knopp said that he had not seen anything sent so he sent out a draft of the revision just before the meeting. The draft was provided for review.

- The mayor shall appoint the library director in consultation with the Library Board of Directors from a list of not less than three candidates nominated by the Board.
- The City Library Director shall report to and have such duties as are defined by the Library Board of Trustees on matters of library policy and by the city mayor on matters of administration.
- A revision to the current opportunity for the Board to submit its budget to the Board of Estimate and including the director of Community Services.

Discussion followed regarding all three points of revision. It was suggested to change the first point as it is important for the Board to be involved in the process and the third point to include “in collaboration with the Library Director”.

**\*\* MR. KNOPP MOVED TO APPROVE THE CHARTER REVISION UPDATE AS REVISED.**

**\*\* MS. WILLIAMS SECONDED THE MOTION.**

**\*\* THE MOTION PASSED WITH FOUR (4) IN FAVOR (NOOR, MANN, WILLIAMS, KNOPP) AND ONE (1) ABSTENTION (BRESZIA)**

**WALKTHROUGH RESCHEDULE**

The walkthrough will be rescheduled to the Saturday the 12th of April. An email will be sent out regarding the reschedule.

**LIBRARY DIRECTOR**

**APPROVE CONFIDENTIALITY POLICY**

Ms. Harris noted that the library continues to follow state statute, but added protections such as not keeping driver’s license and passport numbers in the records system.

**\*\* MR. KNOPP MOVED TO APPROVE THE CONFIDENTIALITY POLICY.**

**\*\* MS. WILLIAMS SECONDED THE MOTION.**

**\*\* THE MOTION PASSED UNANIMOUSLY.**

**PART-TIME STAFF RAISES**

It was noted that there have not been pay raises in over 10 years, since 2012. Ms. Harris went into detail about the current pay/wage situation in the libraries. She said in addition to staff not receiving raises, that the librarians in particular are not being paid at market rate for region four (4), in which Norwalk falls for Connecticut libraries. Additionally, she added that the library’s budget is stretched over 7 days instead of 5 and that the library is open 7.5 – 10 hours per day. She discussed the minimum wage rate that went up to \$16.35 in January of 2025 and that our library clerks are now making only 65 cents more than the shelvers who put away books. She provided a spreadsheet breaking down the current salaries in the library and the current market rate. She also provided an update on the number of digital vs. physical books being used at the library over the past as well as their cost, stating that the cost of a physical book on average can be \$15, while the cost for the same book in digital format can cost \$50, 3x as much.

Percentage of digital books borrowed vs. Physical books borrowed

Year	Digital	Print
2020 - 2021	72%	28%
2021 - 2022	68%	32%
2022 - 2023	66%	34%
2023 - 2024	57%	43%
7/2024 - 3/2025	37%	63%

Discussion followed regarding pay rates. Ms. Harris suggested beginning with the Librarians for the next fiscal year 2025-2026 since they have gone the longest without raises. Ms. Noor thank Ms. Harris for doing a good job in making the case. Mr. Knopp suggested adding the custodians so that they can attract and keep good ones.

**\*\* MS. BRESZIA MOVED TO APPROVE THE PART-TIME STAFF RAISES AS RECOMMENDED.**

City Of Norwalk  
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Special Meeting  
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**\*\* MS. WILLIAMS SECONDED THE MOTION.**

**\*\* THE MOTION PASSED UNANIMOUSLY.**

Discussion followed regarding the salaries of the other positions such as Shelves, Custodians, Library Clerks, and Library Assistants. The public hearing for the operating budget will be on March 26<sup>th</sup>.

During that meeting the discussion will take place regarding Ms. Harris' appeal to reinstate the \$50,000 taken from the library's part-time budget.

### **LIBRARY PARKING**

Ms. Harris stated that she and Ms. Noor met with the Norwalk Parking Authority and that Mr. Knopps concerns about the library as a city agency having to pay for the things the Parking Authority should pay for, were mentioned. She stated that the library is still waiting for striping signage and the fence removal discussed during the initial meeting with the parking authority to take place.

Chair Noor said they needed to work with getting the Parking Authority back on board to manage their parking lots. Further discussion followed regarding the budget. Ms. Harris stated that there is roll-over money for the removal of the fence.

### **OLD BUSINESS**

There was no Old Business at this time.

### **NEW BUSINESS**

Mr. Knopp said that there had been a complaint about the flag at the South Norwalk Library and the need for it to be replaced. He said someone wrote on social media that they had mentioned it while there, nothing happened, so the person decided to post on social media. Ms. Harris stated that the branch manager had mentioned it to her the day before and that the custodian planned to replace it the following day.

### **ADJOURNMENT**

**\*\* MS. MANN MOVED TO ADJOURN.**

**\*\* MS. WILLIAMS SECONDED THE MOTION.**

**\*\* THE MOTION PASSED UNANIMOUSLY.**

*The meeting adjourned at 7:42 P.M.*

Respectfully Submitted

Ian A. Soltes

Telesco Secretarial Services

City Of Norwalk  
Library Board of Directors  
Special Meeting  
March 19, 2025

***Norwalk Public Library  
Building Plan  
for the  
Belden Avenue Library***

***May 2019***

***Leslie and Alan Burger  
Library Development Solutions***

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Attachment One: Space Allocation Summary

Attachment Two: Building Program Guidelines and Functional Area Specifications

## Executive Summary

In 2018, the Norwalk Public Library launched a strategic planning process to guide its thinking about the delivery of service and programs. This effort dovetailed with other City efforts focused on redevelopment and investment planning for the Wall Street/Belden Avenue area. The Library's strategic planning effort invited community participation through an online survey and focus groups. This effort resulted in many recommendations including suggestions for modernizing library space.

During the planning process library and community leaders met with Connecticut Public Television to discuss the potential of co-locating CPTV studios at the library. With everyone in agreement about the positive synergy between the library and CPTV, in early 2019 plans for renovating and expanding the library and building a studio for CPTV were shared with the community.

Community response was positive. Talks will continue over the next few months to work out project details. The City of Norwalk has allocated capital funds to support the first phase of the project. This building plan describes the features that need to be included in the architectural plans for a transformed library.

This building plan describes plans for a transformed main library of approximately 60,000 square feet designed to accommodate existing and new uses of the library. The plan provides information that will help library planners and project architects design a renovated, expanded and restored library that will meet the needs for this and future generations.

## Transforming the Norwalk Public Library's Main Library

Planning for library renovations always starts with a vision for the future and a values-driven mission that focuses on community needs. As part of their recent strategic planning project, Norwalk Public Library planners adopted this vision and mission to guide their thinking about a transformed library.

### Our **Vision** for the Library

Norwalk will become the most resident-engaged city in Connecticut, with a reimagined library at its core. A **reimagined library that nurtures community engagement and the dynamic exchange of ideas, inspires creativity and learning, and enables all Norwalk residents to succeed.**

### Our **Mission**

**The Norwalk Public Library changes lives everyday** by providing free access to information, expertise and knowledge, and friendly, accessible, dynamic facilities.

## A Transformed Library for Everyone

The Norwalk Public Library has served the community since the late 19<sup>th</sup> Century with the founding of the South Norwalk Library in 1878 and the Norwalk Library in 1879.

These two libraries were chartered to serve different city taxing districts and remained independent until 1970 when the City created a city-wide system. Norwalk has the distinction of having two Carnegie-funded library buildings, with the Belden Avenue Library opening first in 1903 followed by South Norwalk Library in 1913. These two buildings remain functional to this day enhanced with two additions. The Belden Avenue library was last expanded in 1982, when a portion of the Carnegie Library was demolished to accommodate a sizable addition that established the Belden Avenue location as the City's Main Library.<sup>1</sup>

In the last 37 years, library services have changed dramatically, and library use has increased significantly. Although there have been enhancements to the Belden Avenue Library to keep up with these changes, the library has reached the end of its useful life. The existing space no longer meets community's needs for learning, reading, viewing, community engagement, literacy, and technology,

2018 usage statistics provide a snapshot about community use of the library:

- 38,118 people (42% of the community) have library cards
- The total number of print and digital items borrowed from the library was 442,541 plus 40,982 digital books. If residents had purchased these items individually, they would have spent more than \$4.6 million.
- Norwalk residents visited the main library 540,000 times, approximately 6 visits per capita or 1,500 visitors every day.
- 41,115 people attended one of 3,200 library programs.
- 57,149 people used library computers and WiFi was used 172,606 times.

### That was Then, This is Now

When the expanded Belden Avenue library opened in 1982 people came to check out books; library visits were primarily transactional – borrow a book and come back a few weeks later to return it and borrow others. People came to the library to study, use reference materials, complete research, and consult with librarians.

Consider this – in 1982 personal computers had not been invented. Smart phones, iPods, tablets, laptops, digital content and cloud streaming were the stuff of science fiction. These technologies, which we now take for granted, have changed the way people live and work and changed the way they use libraries.

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<sup>1</sup> It should be noted that two other independent public libraries remain in Norwalk – the Rowayton Library, which services the 6th taxing district and the East Norwalk Public Library which serves 3rd taxing district.

In 1982 libraries were primarily about acquiring and warehousing books. In 2019 libraries are about people, learning, interaction, work, exploration, and connectivity. A significant shift that fundamentally changes the type of facilities needed to provide library services.

New technology has brought the library into the 21<sup>st</sup> Century but it has also taken the place of prized reading areas. Reading areas designed to be open and inspiring spaces now host computers and densely packed book stacks to accommodate a collection that has grown significantly in the last 35 years. Space in which to meet and study are extremely limited. Outdated electrical, heating, cooling, and data infrastructure no longer meets current demand and will be even more inadequate in the next 5 years.

Now, 37 years since the last improvements were made to the Belden Avenue library, we are planning for Norwalk's future.

A transformed main library will create a facility capable of providing 21<sup>st</sup> century library service. The new library will be accessible and inspiring, technologically advanced, and environmentally sustainable. A partnership with Connecticut Public Television will include a broadcast studio, offices for reporters and producers, and a digital classroom space to host Norwalk High School students, adult learners, and veterans.

## **Changing Communities, Changing Libraries**

Public libraries across the US are reinventing themselves. Creating space to accommodate study, conversation, work, community engagement, lifelong learning, language and literacy development, and technology education for workforce development is critical to the future of Norwalk. This new space will change the service interaction between customers and staff from transactional to collaborative, with a greater emphasis on providing services such as these:

- Hands-on assistance with digital devices
- Technology education to teach customers how to use the latest hardware and software, coding, and the creation of digital content
- Information discovery from digital resources
- Reader's advisory service tailored to individual patron needs
- Curated collections of popular, in-demand items
- Space to support those who work remotely, job seekers, entrepreneurs, collaborative learners, and students and those seeking comfortable space outside their homes
- Comfortable seating that encourages conversation and invites people to spend time in the library
- Engaging programs on a variety of topics that educate, inform, and entertain participants
- Opportunities for community engagement through facilitated discussions
- Leadership and volunteer training for pre-teens and teens
- A comprehensive program of services for children that supports early literacy and life-long reading

These trends are changing the way people seek and find information and use libraries.

1. Smartphones, tablets, and mobile computing that enable working anytime, anywhere. The iPhone and iPad introduced in 2007 and 2010 respectively changed the way people find information. People of all ages and incomes increasingly rely on mobile devices as their primary telecommunication provider and computer. ***The expectation for instant access to information is part of daily life.***
2. The ever-increasing availability of free information on the Internet, making it the first-place people consult when they have a question make the ***reference and information function in libraries obsolete.*** People use the Internet to find information, directions, advice, content and more. The days of investing in expensive print reference resources that required extensive shelf space and a skilled librarian to answer patron questions are over. Reference resources have been replaced with subscription-based digital content available to librarians and their patrons anywhere, anytime. Information that was previously available only in print form is now free on the Internet.
3. The rapid expansion of digital content shapes the way people read and find up-to-date information. ***Amazon's Kindle, Apple's iPad, and smartphones, along with affordable digital content, has transformed the reading experience.*** It's too soon to predict what the balance will be in reading printed vs. digital content, but it certainly has an impact on publishing and library collection development. Libraries have reduced non-fiction purchases in specific subject areas (medicine, technology, etc.) since information is often outdated by the time it is published. Public libraries are weeding collections with the focus on creating smaller, more current collections that respond to community needs and interests. The impact of this is more space that can be allocated to other uses.
4. The 2008 Great Recession, resulted in significant job losses, career changes, and a reset in the economy. Many people who lost their jobs in 2008, never went back to an office and reinvented themselves as freelancers, consultants, telecommuters, or entrepreneurs. Recent graduates are more likely to work in a "gig economy" that for an organization. ***Libraries are an important part of this untethered work culture, providing space and resources to support work, technology, and community.***
5. People increasingly "live on the Web" where their news feeds are continuous, they interact with apps, and connect with others 24/7 via their smartphones, tablets, PCs, and laptops. It's where we get our news, stay in touch with family and friends, build online communities, and document our lives; it is also an anonymous way of communicating that sacrifices face-to-face interaction. ***Libraries offer an environment where people can connect AND disconnect.*** People can come to libraries to attend a program, to be part of a conversation about an important topic, watch world cup soccer or election results, learn something at a program, or have a cup of coffee with a friend. These are space-intensive uses that require more seating and square footage.

## Guiding Principles for the Transformation Plan

The following assumptions about the future informed the recommendations in this building program.

1. Norwalk's **population will grow modestly**. 89,591 by 2025 according to CT State Data Center
2. The transformed **library will attract greater interest** and encourage more people to obtain library cards. We've estimated that 70% of the community will have library cards by 2025
3. The transformed library space will also attract more customers. We expect a **30% increase in the number of daily visits to the main library**.

	<i>2018</i>	<i>Projected 2025</i>
<i>Population</i>	<i>89,005</i>	<i>89,501</i>
<i>Cardholders</i>	<i>38,118</i>	<i>62,303</i>
<i>Annual Main Library Visits</i>	<i>540,000</i>	<i>702,000</i>

4. **The 1982 addition will remain in place and be totally renovated** if it is determined to be structurally sound and conducive to tie-ins to proposed new additions to the building. Recently approved capital funds to support the Transformation Project will include an assessment of building conditions by a structural engineer. That assessment will determine the best structural and most cost-effective options for improving the library to meet community needs, which may include:
  - demolition of the 1982 addition and a replacement addition
  - retention and restoration of the original Carnegie Library
  - a new addition to accommodate an auditorium and CPTV
6. The **renovated library will include three floors**.
7. The transformed library will have a curated **collection of 104,500 -110,000 titles** that reflect the community's interests.
8. The **original Carnegie Library will be restored** and preserved.

## The Transformed Belden Avenue Library: A Destination for All

The renovated and expanded Belden Avenue Library will be a **not to be missed destination for all Norwalk residents**. An overall feeling of transparency should guide the design so that people on the outside are curious enough to want to venture inside to explore and those inside the building still feel connected to the outside world. We hope the library will be a hub of activity for the community, a place to see and be seen, to explore and to engage with others.

We want to:

- Create a library that is a destination, a community anchor, and the intellectual heart of the town
- Design a building that is intentionally inclusive, interactive and innovative
- Design interiors with flexible space to accommodate future change and growth

- Create a sustainable building to serve as an example of green architecture for the community
- Ensure easy, barrier free accessibility to all
- Create a resilient building that supports the community in times of crisis

## **Exterior Features**

The building should:

- Be architecturally significant and scaled to its surroundings
- Make use of glass curtainwall to bring natural light to the interiors and to enable those passing by to see activity inside the library
- Incorporate outdoor seating, reading and program areas that extend the library beyond its building envelope
- Make use of other exterior space to create terrace or stair seating
- Provide ample parking for 125 cars and 4 handicapped accessible parking spaces close to the entrance
- Provide bicycle racks and covered stroller parking
- Provide a curbside drive-up book return with access from the driver's side of the car
- Include prominent signage to ensure that the library is easily identifiable.
- Provide exterior lighting to improve visibility and security
- Use landscaping material to enhance the building and engage people in its surroundings
- Provide barrier-free pedestrian walkways surrounding the building and connections to other downtown pathways
- Incorporate public art, e.g. sculpture, tile work, and other art work created with durable materials

## **Interior Spaces**

General guidelines for the interior space design include:

- Use of natural light and streetscape views to create attractive interior spaces
- Maximum flexibility and easy adaptability to accommodate current and future uses
- Power everywhere – integrated in furniture, the floor, and walls to accommodate personal technology
- High-speed Internet access and WiFi throughout the building
- An intuitive, zoned floor plan that enables patrons to find their way with a minimum of directional signs
- LED and other energy efficient lighting
- Carpet tiles for easy upkeep and replacement
- Stone floor surfaces for high-traffic areas

### **Seating**

- Ample seating (350+/-) for readers and learners of all ages—including table seating, private study pods, comfortable lounge chairs, loveseats, benches.
- Reading areas with comfortable chairs and tables that take advantage of street views
- Ample personal space at shared tables to accommodate a laptop, books and papers

### Collection Space and Display

- Shelving to accommodate a collection of 110,000 items (see Attachment 1 for breakdown by collection type)
- Low shelving heights (do not exceed 72–84 inches in adult and teen areas and 42"– 48" shelving for children's fiction and nonfiction) to improve sightlines, the ability to browse, and ease of use
- Shelving with integrated lighting along the walls to preserve floor space for public use
- Sloped bottom shelves for easy viewing
- Mobile shelving units that can be easily rearranged
- Display panels at the end of book stacks
- Magazine display units like those found in newsstands or book stores
- Media display units that provide for face-out display of DVDs, audiobooks
- Display tables or face-out shelving for merchandising high-demand titles or featured collections

### Signage

- Highly visible, effective and easy to change wayfinding throughout the building
- Standardization for donor or honorary recognition plaques

### Service Zones

The transformed library will consist of the following areas/zones:

- |                             |                   |
|-----------------------------|-------------------|
| 1. Street Zone              | 5. Teen Zone      |
| 2. Welcome and Service Zone | 6. Community Zone |
| 3. Adult Zone               | 7. CPTV Zone      |
| 4. Children's Zone          | 8. Support Zone   |

#### 1. Street Zone

The Street Zone should serve as transition space from outside to inside. We want that first moment of excitement and engagement to be felt upon entry. Visitors should feel welcomed, inspired and filled with promise about what they are about to experience in the library. Because the library will have both a front (street) and back (parking lot) entrance this area can serve as the library's *Main Street*, an area that creates entrances that are equally important and help orient the customer as they enter the building.

Features:

- Entrances that are inviting, transparent and welcoming
- An airlock, double doors or some other way to deal with climate control
- Walk-off mats and easy to maintain flooring to accommodate a variety of weather conditions
- A distribution area for print information about library and community events and digital displays that highlight things going on in the library
- A café and café seating
- Space that serves as a gathering place for the auditorium and entrance can be used for small events or overflow seating
- Adjacency to the CPTV Studios
- A drop-down gate that enables the Street Zone and auditorium to be used after the library closes

- Book/AV return slots that enable patrons to self-sort their returns directly into a sorting area for re-shelving
- A donor recognition wall or other installation to acknowledge private and public contributions to the library
- A connection to the library's outdoor program space and seating

## **2. Welcome and Service Zone**

This is a noisy, busy area that supports the library's transactional business and provides a transition to interior library space.

Features:

- Offer a single, unified service desk that accommodates checkout and information "ask us" services. The checkout portion of the desk should have two staff workstations, and shelving behind it to accommodate material. The "ask us" portion of the desk should be at a lower level with space for one staff member and a workstation or laptop.
- Designate an area for "self-service" hold pick-ups adjacent to the checkout desk.
- Create a sorting room and staging area for returns and items to be shelved adjacent to the checkout desk.
- Provide 3 self-check kiosks near the checkout area, integrate a small shelf with each kiosk cabinet so customers can stage their materials for checkout.
- Include integrated art display system throughout the space
- Plan for integrated digital signage with professionally designed, attractive graphic displays
- Provide a Friends of the Library ongoing used book sale area for 500 -1000 items adjacent to the checkout desk so customers can easily pay for their purchases.
- Create staff workroom for the checkout/returns staff with separate office for the department head and workstations for four (4) full time staff and 2 shared workstations for part-time staff.

## **3. Adult Zone**

The Adult Zone is the primary service area for people 18 years and older. It should accommodate a variety of uses:

Include:

- New books and media
- Adult fiction and non-fiction collection
- Media collection
- Opportunities for conversation, quiet reading, collaboration and co-working
- A "newsroom" for the magazine and newspaper collection
- Information Commons
- Group study
- Technology access and training
- Norwalk History Center
- Studio One Maker Space
- Discovery Center
- Staff Space

### New Books and Media Browsing Zone

The New Book Browsing zone is the area of the library which has the most in-demand titles. It should have a retail feel to it and encourage people to explore the collection.

Collection Size: 2,500 new books; 150 new media titles

- Provide low retail style shelving with display lighting to accommodate new books and media
- Create space for display areas/tables to merchandise high-demand titles or genres
- Provide soft seating (chairs, ottomans, benches) interspersed in this area so customers can spend time exploring the collection

### Adult Collection

The adult fiction and non-fiction collection will be housed in the Adult Zone.<sup>1</sup>

*NOTE: From a design perspective, it might be interesting to consider "punching a hole" between the first floor and lower level to create a better connection between the fiction and not-fiction collection. Another alternative is to expand the first-floor space with a small "bump out" on the back of the building to accommodate the both collections on a single floor.*

Adult Collection size: 46,800 items. The collection size per category is estimated as follows:

New materials	2,550
Adult Fiction	12,500
Adult Non-Fiction	9,500
Book Discussion Collection	1,700
World Languages	2,500
Large print	1,500
Mysteries	3,000
Sci-Fi/Fantasy	1,200
Graphic novels	200
Reference (print)	150
Literacy, ESL	500
DVDs	10,000
Audiobooks	1,500
<b>Total</b>	<b>46,800</b>

### Seating and Work Areas

People are using libraries in differently today. For that reason, it is essential to have a variety of seating and work space options in the Adult Zone. For some people the library is a place for a chance interaction with a friend or neighbor, for others a quiet place to work outside of the home and for others a space to meet with others to work on a project. Seating needs to be abundant and offer options that support the customer's needs.

Features:

- Provide a variety of individual soft seating, table seating, individual seating space, group study space, furniture that encourages conversation

- Provide power at or near each seat location
- Provide enough room at table seats for the customer to “carve” out his or her own private work space without impinging on others. Avoid elbow to elbow seating.
- Include low privacy screens at computer tables
- Provide tables or other furniture to support collaborative work

### Quiet Study Room

In a back to the future moment, a growing trend is for customers to seek quiet space in the library. A cellphone free, talk free zone that provides a comfortable work space for those who need an area to support concentration. The Adult Zone should include a glass-enclosed quiet room with a variety of seating options to support quiet study.

### Fireplace Reading Area

People love to sit in front of a fireplace on a cold winter day and spend time reading. Many libraries have incorporated gas fireplaces surrounded by comfortable chairs to attract readers. **Note: This is an optional feature and may be included in the final plans as an “add alternate.”**

### Group Study Rooms

The transformation plan should incorporate group and single use study/meeting rooms in the adult, teen and children’s areas. These are ideal spaces to support small groups that may be collaborating on a school project, an entrepreneur who needs to meet with a client, or a small group meeting. Each glass enclosed room should include table seating for 4-6 with task chairs, a large screen display that supports PC or Mac collaboration, a whiteboard, and other appropriate technology.

### Conference Room(s)

The design should support at least one conference room that can accommodate 16 people. This space can be used for smaller meetings, book discussion groups, and Board meetings. The conference room should include a modular conference table, task chairs, storage cabinets, and a counter for handouts and refreshments. These rooms should also include integrated AV including a drop-down screen, data projector, smart board and teleconferencing capability.

### Newsroom

This area will accommodate the library’s 75 magazine subscriptions and 20 newspaper subscriptions along with storage for 12 months of back issues for magazines and 3 months for newspapers. This area is intended to be self-service. It should be inviting and encourage people to spend some time reading. In addition, include tethered tablets that can be used to access the library’s digital magazines and newspapers. This enables multiple uses at one time. Depending on how this space is designed it may be possible to transform this room into a small program room that accommodates 40 people. The space should be outfitted with an AV system, screen, storage space for meeting chairs.

### Media Zone

This area will support the library’s adult DVD and audiobook collection. This should be planned as transitional space since these formats are close to “end of life” as a result of widely available and increasingly affordable streaming options.

DVD Collection Size: 10,000

Audiobook Collection Size: 1,500

Include:

- Mobile shelving and displays designed to accommodate media
- Easy to browse

### **Technology Center**

The Technology Center offers a teaching space for computer, software and application training. The space should accommodate 12-14 students and an instructor.

Include:

- 14 iMacs and one instructor iMac
- An instructor podium, smart screen, data projector, and other state of the art teaching tools
- Mobile tables and chairs that can easily be reconfigured
- Hi-top café tables and stools for laptop users
- Hi-end software and productivity tools
- Locked storage for devices
- An office for the Technology Librarian

### **Norwalk History Center**

Because of the historical nature of this collection, it would be desirable to find a home for it in the original Carnegie library where it currently resides. This collection of 3,000 items about Norwalk history should allow for limited growth. The collection is intended to expose people to the City's unique history and development, pique curiosity to explore more on their own, and support the school curriculum's local history project. The collection should be protected but accessible. As more of the collection becomes available in digital format it will require additional computers. Valuable or rare materials should be housed in a climate-controlled area.

Include:

- Locking glass display cases for special collections or objects
- Integrated hanging system for art
- Provide for archival storage
- file cabinets and a map case
- Include table and chairs for research area

### **Copy Center**

The copy center should be centrally located adjacent to the teen and adult zones. It provides equipment for replication and printing.

Include:

- Copier
- Scanner
- Printer
- Fax Machine
- Shredder
- Print release station
- Payment station

### Staff Space

Ideally, the Adult Services staff offices should be located adjacent to the public service area. This enables the team to provide additional assistance during busy times of the day.

Include:

- A separate office for the department manager
- A large, shared office space that can accommodate 6 staff members including workstations and task chairs, a file pedestal at each workstation, and locking personal storage above each desktop, shelving, a storage closet and a small conference table for impromptu department meetings

## 4. Children’s Zone

The Children’s Zone should provide a busy and dynamic space for children ranging from infant to 5th grade. This area should be further subdivided to include separate spaces for toddlers, preschoolers and elementary school children. The entire area must be appeal to a wide range of ages and not feel too child-like. Glass walls or soundproof material should separate this area from the other library spaces.

### Children’s Zone Collection Size:

New fiction and non-fiction	2,000
Fiction	11,500
Non-fiction	13,000
Easy readers	2,500
Picture books	13,000
Graphic novels	1,300
Summer Reading	2,500
Media: DVDs	2,000
<b>Total</b>	<b>47,800</b>

Include:

- Stroller parking
- An approachable, low service desk with seats for two staff members and mobile kiosks/tablets to deploy during busy times such as summer reading and special events
- One or two self-check kiosks
- A seating area where preschool children and their parents can explore books together in a loveseat or oversized chair
- Child sized seating with a variety of options – little tables and chairs, intermediate sized tables and chairs, picture book tables, small moveable benches or bean bags
- Furniture that is mobile or has the capacity to be easily moved.
- Two separate computer clusters: one for preschool kids; the other for older kids. Both areas with computer tables that provide data and power for secured tablets or PCs
- Quiet space for children who need less stimulation
- Low book shelves, display areas, and slat wall or interactive play features on stack ends, walls and within the space
- A hanging system and gallery space and display units for children’s artwork and exhibits
- Bulletin board and display areas

- A story room for 50 children and a separate craft/tinker space room for 25 children
- Storage space for craft materials, giveaways, summer reading incentives
- Space to store a laptop cart
- Low shelving, maximum 48", for the children's fiction and non-fiction collection
- Display shelving for new materials
- Picture book shelving that allows for face out browsing, 24" height

**Staff Space**

**Include:**

- A separate office for the department manager
- A large, shared office space that can accommodate 4 staff members including workstations and task chairs, a file pedestal at each workstation, and locking personal storage above each desktop, shelving, a storage closet and a small conference table for impromptu department meetings
- A countertop work area, small sink, and small conference table for impromptu department meetings

**5. Teen Zone**

The teen area (Teen Zone) should be vibrant, sophisticated space that can accommodate 40–50 students ranging from 6th grade through high school. Glass walls or soundproof material are needed to separate this area from other areas of the library yet allow for visual supervision. Depending on the space available the "teen zone" may be subdivided to provide separate areas for "tweens" (children in grades 6-8) and "teens" in grades 9-12. Often the interests of these two age groups is different and predominant use by one group may inhibit use by the other. If possible, the Teen Zone should be adjacent to the Children's Zone but separate space.

**Teen Zone Collection:**

New fiction + non-fiction	500
Fiction	4,000
Graphic novels	2,500
Non-fiction	400
Summer reading	2,500
<b>Total</b>	<b>9,900</b>

**Include:**

- A service kiosk for the teen librarian
- An office for the teen librarian
- A combination of seating (mobile tables and chairs, soft seating, sofas, ottomans, and other options attractive to teens) to accommodate 40–50 people
- An adjacent soundproof area for group study and group meetings
- Mobile shelving to accommodate future changes
- Proximity to the children's room or maker's space and technology center or CPTV space

- A public computer area with 8 fixed computers to support collaboration and gaming
- A portable laptop cart to accommodate 20 devices for check out and for use in the library

## 6. Community Zone

Community meeting space is in short supply in Norwalk and library patrons are always seeking space for large and small gatherings. In libraries across the U.S. meeting space is an important part of library service. The renovated and expanded library should include the following meeting spaces.

### Auditorium Performance Space

A raked, fixed seat auditorium with capacity for 300 including exterior access to the “streetzone” for use after library hours

Include:

- Raised stage that enable performers to be seen from all parts of the room
- Storage room for equipment associated with this space
- Full audiovisual system including microphones, amplification equipment for the hearing impaired, a presentation screen, data projector, and podium with the capacity to accommodate laptops
- An adjacent kitchen with range, refrigeration, sink, cabinets, counter space and storage

### Community Room

Program space that can be subdivided for large and small library programs

Include:

- Seating for 175 people
- Stacking chairs and storage
- Speaker’s podium
- Full AV system, including microphones, amplification equipment for the hearing impaired, a presentation screen, data projector, and podium with the capacity to accommodate laptops

### Classrooms/Conference Rooms

Two classrooms with seating for 25 -30 people that are easily accessible to the adult, teen CPTV zones. This space can be used for formal class instruction, literacy and English as a second language training.

Include:

- Mobile tables and task chairs for 30 people
- Full AV capability
- Instructor’s smart podium
- White board/smart board



This space is intended to support hands-on learning. It will be open to teens and adults. According to makerspaces.com, a makerspace is a collaborative work space for making, learning, exploring and sharing that uses high tech to no tech tools. These spaces have a variety of maker equipment including 3D printers, laser cutters, soldering irons and even sewing machines. The maker mindset creates something out of nothing and enable people to explore their own interests. These spaces are also helping to prepare those who need the critical 21st century skills in the fields of science, technology, engineering and math (STEM). They provide hands on learning, help with critical thinking skills and even boost self-confidence. Some of the skills that are learned in a makerspace pertain to electronics, 3D printing, 3D modeling, coding, robotics and even woodworking. Makerspaces are also fostering entrepreneurship and are being utilized as incubators and accelerators for business startups.

Include:

- Counters and storage cabinetry to 3D printers, color printer, STEAM projects and other equipment
- Moveable tables and chairs that can be easily rearranged depending on the project
- Mobile carts to accommodate supplies
- Space to display items that are manufactured

## 7. Connecticut Public Television Zone

This area should provide space for Connecticut Public Television and the hand-on learning area for the library which includes technology education, a makers' space, digital media lab.

**Allocate approximately 6,000sf for broadcasting Studio and associated space**

## 8. Support Zone

The support zone provides back of house support for a variety of library functions including collection management, administration, facilities management, and technology support.

### Collection Management and Technical Services

The collection management and technical services team support the acquisition, cataloging and management of the collection including discarding material no longer needed in the collection.

This space should include:

- A delivery entrance and loading dock adjacent to this area
- Shelving for staging materials
- A counter or tables for packing and unpacking boxes
- Storage area for supplies
- Storage and space for 6 book carts

- A separate office for the department manager
- A large, shared office space that can accommodate 5 staff members including workstations and task chairs, a file pedestal at each workstation, and locking personal storage above each desktop, shelving, a storage closet and a small conference table for impromptu department meetings
- A countertop work area and small sink

### **Facilities Management**

This area should be the central control spot for building systems and provide a small office for the facilities manager.

Include:

- Desk and workstation for 3 staff
- Separate office for the facilities manager with a dedicated computer for building system information
- Security and alarm system control center
- HVAC and other building system controls
- Storage for building equipment – snow plow, lawn mowers, etc.

### **Staff Lounge**

This area is intended as shared staff space for breaks and meals as well as a place to relax when not working with customers.

Include:

- Kitchenette (microwave, toaster oven, full-size refrigerator, range, coffee maker)
- Table seating for 20
- Comfortable seating for 10
- Cubbies or lockers for those staff who lack locked storage at their workstation

### **Administrative Suite**

The administrative suite will house the director, assistant director, administrative assistant, and marketing and graphics coordinator.

Include:

- Director and assistant director's office should include an executive workstation and small conference table for meetings, bookcases and locked storage.
- Administrative assistant should have a receptionist desk, locked storage for supplies.
- This area should include a small conference room that can be used for private meetings with staff, board members and others
- This suite should include a coat rack and seating for guests
- Marketing and graphics coordinator workstation or office should include adequate area for layout and supplies.

## **Technology**

Technology is integral to the delivery of library service but how and where access to technology is provided is changing rapidly. The technology portion of the Building Program should be the last thing to be developed but can be used to provide targets for now.

Include:

### **IT/Server Room**

The IT/Server Room should accommodate the library's physical servers, cabling, security and other business enterprise systems. This space should also include a workbench or staging space for the repair and deployment of PCs and other electronic devices. Storage should be provided for power cords and other computer and IT peripheral devices.

Other items to be considered for the technology plan include:

- The type of cabling to be used for data support (CAT 6 or higher, fiber optic?)
- Raised flooring or core drilling for cabling and access?
- The number of fixed PCs to be provided for public and staff use, 3 laptop carts (one each for teens, children and adults) to support mobile computing, and tablets for information access in the adult, teen, and children's zones
- The number of dedicated catalogs and location
- # of computer reservation stations
- Security system for materials (yes or no) and type Radio Frequency Identification (RFID) technology or other
- Robust wireless accessibility in every part of the building
- Integrated circuits and electrical outlets in all furniture, floors, walls

### **Non-assignable space**

Every building has "non-assignable space" that supports things like restrooms, emergency stairways, elevators, storage, corridors and circulation patterns, etc. The percentage of non-assignable space as a ratio to other space depends on the building design. Most likely the non-assignable space will add another 25-30% to the overall square footage but this is dependent on the building design and whether or not existing space will be renovated or built new.

## **Attachments**

**Attachment One**  
**Space Allocation Summary**

NORWALK PUBLIC LIBRARY  
Library Development Solutions  
MAIN LIBRARY TRANSFORMATION PROJECT  
2019

DRAFT May 6,

Assumptions:

1. Approximately 60,000 square feet of space on three levels
2. Target collection size of 100,000 items
3. Existing library to be totally renovated
4. Two entrances – Belden Avenue and parking lot
5. New space added to support programs, large meetings and after-hours usage
6. Building designed for maximum flexibility
7. Windows added for more natural light
8. CPTV to occupy first floor space for production studios

Functional area	sf	Mat'ls	Seats	
<b>Exterior entrances</b>				Notes
Belden Ave	300			Provide a reimagined main entrance to the library that is more transparent and welcoming. Include ramping to accommodate people with disabilities and strollers, etc. Provide bicycle racks. Landscaped exterior with hardscape and planting that extends the library outside during warmer weather, includes chairs, tables, benches, umbrellas. This "piazza" type of space can be named "library plaza" or named after a well-known local person. Include digital screen and area for print giveaways. This area can be used for library programs.
Parking Lot	300			Provide a newly designed entrance convenient to parking. This is likely to become a heavily used entrance. Include digital screen and area for print giveaways.
Interior Lobby	300		8	Provide bench seating.
Café	500		25	Provide café tables and chairs, counter height seating, kitchen/counter area
<b>Subtotal</b>	<b>1,400</b>			
<b>Welcome, Checkout and Return Service Point</b>	300	100	3	Bibliotheca self-service kiosks for checkouts, low counter for stacking books and media
Self-service kiosks	100			Self-service, free standing compact kiosks for checkout; low counter for staging books and media
Self-service holds	100	250		Shelving for patron pickup of items requested for holds
Checkout and returns	300	100	3	Manual checkout, return, library card registrations, and directional assistance
Workroom for material handling and staff	900	500	6	Efficiently designed workroom to seat staff. The managing librarian should have a separate office. Workstations around the perimeter of the office rather than desks to maximize space. Consider materials handling system. Shelving to accommodate 500 returned items and book carts.
Print, scan, copy	200			Separate alcove space for copy-scanner-printers-pay stations
<b>Subtotal</b>	<b>1,900</b>			

<b>Adult Zone</b>				
New books	600	3000	16	Browsing area for new books, include face out shelving and display tables, soft seating for readers, retail-type lighting to highlight displays
New adult media	50	300		DVDs, include space for display
Fiction	1,400	12,500		
Non-fiction	1,200	9,500		
DVDs	1,000	10,000		Note: DVDs are a rapidly declining format. Depending on construction date determine whether to include or not
Audiobooks	200	1,500		
Large print	150	1,500		
World Language	400	2,500		
Mysteries	300	3,000		
Sci Fi/Fantasy	120	1,200		
Graphic Novels	40	200		
Reference	25	150		
Literacy/ESL Collection	50	500		
Newsroom	900	75	20	Magazines (digital and hard copy, current only) newspapers, digital screens for news, soft seating for reads, tethered iPads for digital magazines, presentation screen and storage for chair. This room can also be converted to a small program room for 40 people
Fireplace reading	250		10	Remote controlled, gas fireplace; soft seating for 10 people
Quiet study	900		25	Glass walled room with table and task chair seating for 25 people; may also include collection
Individual reader seats	2500		100	Variety of seating throughout the adult services area
Information Commons	2500		75	Public access computers fixed and laptops for personal computing, information access, and access to library databases. Small reference collection. Service point for staff. Should include a table where staff can provide hands on instruction on how to use devices, highlight the database or app of the day.
Tech Center	700		14	Instructional space and productivity software. Instructor podium, projection, table and café type table seating
Collab Rooms	1,200		40	10 soundproof, small glass-walled rooms to seat 2-6 ppl; smart screens
Norwalk History	2,000	3000	12	Intended for Carnegie Building; incorporate closed stacks and work area
Conference room	400		16	Conference room for meetings/book discussions
Used book store	225	1000	4	Separate area for Friends used book sale, display shelving and lighting
Studio One	600		12	Space for hands-on learning; include shelving and locking storage for supplies and equipment
Staff space	900		6	Offices for department manager and staff
Customer service desk	300	50	2	Customer service point
Tech Discovery/Help	400		10	Counter height tables and seating for individual assistance with devices and apps
<b>Subtotal</b>	<b>18,310</b>			

<b>Children's Zone</b>				
Customer service desk	300	50	2	Small approachable service point for two staff members
Stroller parking/back pack storage	100			Area near entrance for strollers and backpack storage
Kids Gallery	150			Gallery space for exhibition of child-produced art work
New Book browsing area	300	2,000	6	Browsing area for new children's books, include face out shelving and display tables, soft seating for readers, retail-type lighting to highlight displays
Toddler and early readers	3000	15,500		Low shelving with face-out display for little readers; could be sorted by genre, e.g. fairy tales, animal stories, things that move. This area should be designed to encourage exploration and play. Include soft seating/ loveseats where parents and children can enjoy a book together; manipulative toys, etc.
Parent Corner	200	750	6	An area dedicated to books on parenting. Provide seating so parents can interest with each other
Story room	500		50	Dedicated room for story hours
Reading Terrace	400		20	Outdoor reaching terrace if on second floor, café tables and umbrellas: OPTIONAL NOT IN TOTAL SF
Nursing Mom Room	100		2	Private space for nursing moms
After school study and hangout space	1500		40	Area designed to attract elementary aged students after school. Provide space for students to work collaboratively and to work privately with tutors.
Craft and maker space	1,250		50	Dedicated space for crafts and making
Study rooms	400		16	4 Quiet study rooms for group projects
Fiction and non-fiction stacks	2,830	26,500		Low shelving, no more than 48" in height
Children's media	250	2,000		DVDs, kits, etc.
Tech Zone	700		20	PCs, tablets, laptops
Staff space	900		6	Office for dept. manager and 5 staff members
<b>Subtotal</b>	<b>13,150</b>			
<b>Teen Zone</b>				
Hangout space	900		20	Moveable tables and seating
Tech Zone	600		15	PCs, laptops, tablets, digital media production
Service kiosk	100	30	1	Low approachable desk
Study rooms	400		16	4 Quiet study rooms for group projects
New books	75	400	2	Low display units
Teen fiction	150	1000		Wall shelving
School reading titles	25	250		
Graphic novels	50	500		
Staff space	150			
<b>Subtotal</b>	<b>2,450</b>			
<b>Community Zone</b>				
Performance space	3000		300	Raked auditorium with seating for 300 people
Community room	1750		175	Program space with seating for up to 175 – space that can be subdivided
Classrooms	250		50	2 classrooms for 25-30 people each and instructor podium
Adult literacy	200	1000	12	
<b>Subtotal</b>	<b>5,200</b>			

<b>Support Zone</b>				
IT/Server Room	400			
Cataloging, processing, etc	600		TBD	
Staff room and lockers	600		10	
Admin offices	950		5	
<b>Subtotal</b>	<b>2,500</b>		<b>14</b>	
<b>Grand Total Library</b>	<b>44,910</b>			Note: this is an estimate of the amt. of space needed and is dependent on collection size, staffing, building layout, etc.
CPTV	6,000			
<b>Total CPTV and Library</b>	<b>50,910</b>			
Non-assignable space	10,000			
<b>Total Building</b>	<b>60,910</b>			

## Attachment Two Norwalk Public Library Transformation Project Guidelines and Functional Space Specifications

### 1. Transformation Project Overview

The Transformation project will reimagine the Norwalk Public Library's existing space and create additional space to support current and projected library use. Norwalk's last significant investment in the Main Library was more than 35 years ago when a new addition opened in 1982. In the years since the space was originally designed library use has changed dramatically. Services, technology and programs that the community now takes for granted were not even imagined when the renovated Main Library reopened in 1982. The current library no longer meets the needs of the community.

### 2. Functional Areas

The Transformed Library will include the following zones and functional areas. These are described in more detail in the Functional Area Specifications section of this document.

#### The Street Zone includes:

- Belden Avenue and parking lot entrances
- Access to the new auditorium and lobby during and after business hours
- Access to the CPTV studio and media center
- Community and library information distribution center
- The Café including and bistro seating

#### The Welcome and Service Zone includes:

- Access to the library
- A service point for checkouts/returns and information
- Self-service hold pickup
- Self-checkout kiosks
- Materials handling and staff offices

#### The Adult Zone includes:

- Ask Us service point
- Collection neighborhoods (fiction and non-fiction)
- Abundant displays for new books and media
- Tech Discovery Center for technology support, teaching demos about library resources and apps, consultation with library staff, and highlighting digital content
- Print, scan, copy center
- Comfortable seating areas
- Technology Center
- Quiet Reading Room
- Fireplace reading area. Note *TBD. Gas fired fireplace. Could be included as an Add Alternate on Plan*
- Newsroom
- Norwalk History Center *Note: planned for the renovated Carnegie Library*
- Collaboration Rooms

- Conference/Meeting Rooms

**The Children's Zone includes:**

- Ask Us service point
- Collection neighborhoods
- Abundant displays for new books and media
- Collaboration rooms to support group study, homework help and tutoring
- Abundant displays for new books and media
- Technology hubs for pre-school and school-aged children
- Story room and activity center
- Fish tank or other iconic feature that makes the children's zone special
- Designated area for toddlers and preschoolers
- Designated area for school-aged children
- Gallery space to showcase children's art work
- Youth Services staff offices

**The Teen Zone includes:**

- Ask Us service point
- Collection neighborhoods
- Abundant displays for new books and media
- Technology hub
- Furniture that can be easily reconfigured
- Soft seating

**The Community Zone includes:**

- Auditorium Space
- Community Room
- Conference/Classroom
- Adult Literacy

**The Support Zone includes:**

- Staff offices
- Administrative Offices
- Staff lounge
- Staff lockers
- Shipping and receiving
- Storage

**3. Target Collection Size**

The size of the collection requires a significant allocation of space to support easy discovery and increase use. In the past libraries packed their collection in dense stack areas typically on 72" – 96" high, unattractive metal shelving with 36" aisles. In the last 10 years, we've learned a great about how best to get our collections off the shelves and into the hands of our readers. We're moving from providing space for ever expanding collections to providing current, curated collections that respond to the reading interests of our community. Increasingly we are offering those curated collections in both print

and digital formats. And, instead of building dense stack cores we are using the walls of the library to house collections with attractive shelving and lighting so space can be reallocated to people.

For example:

1. People who use public libraries tend to look for current and popular material
2. Densely packed shelving with books arranged end on end tends to discourage browsing and the serendipity of finding that book you never expected to read
3. Libraries that have reduced the size of their collections typically report significant increases in the number of items borrowed
4. Many libraries are experimenting with a hybrid location system that incorporates the Dewey Decimal Classification into a series of neighborhoods

The Norwalk Public Library Main Library staff have considered the current collection size and identified a collection size target that will service the community. Table 1 provides detail about the proposed collection distribution.

**Table 1**  
**Norwalk Public Library Main Library Collection Targets**

Adult Zone	Size	Type of Shelving	SF Required
New fiction and non-fiction	2,550	Low, display tables	255
Fiction	12,500	Free standing and wall shelving	1250
Non-fiction	9,500	Free standing and wall shelving	950
Book Group Collection	1,700	Low, display tables	170
World Language	2,500	Free standing and wall	250
Large-print	1,500	Low, easy to read	150
Mystery	3,000	Wall shelving	300
Science Fiction/Fantasy	1,200	Wall shelving	120
Graphic novels	200	Wall shelving	20
Reference	150	Low, free standing and wall shelving	15
Literacy/ESL	500		50
DVDs	10,000	Media shelving	1,000
Audiobooks	1,500	Media shelving	150
<b>Total Adult</b>	<b>46,800</b>		<b>4,680</b>
<b>Newsroom</b>			
Magazines	75	Display shelving	75
Newspapers	20	Racks	20
Title Storage for 12 months	75	Under display shelving	70
<b>Total Newsroom</b>	<b>170</b>		<b>170</b>
<b>Children's Zone</b>			
New fiction and non-fiction	2,000	Wall shelving, 60"; display tables	200

Fiction	11,500	Wall shelving, 60"	1150
Non-fiction	13,000	Wall shelving, 60"	1300
Picture books	13,000	Low shelving, 42" or bins	1300
Easy Readers	2,500	Low shelving, 42"	250
Graphic novels	1,400	Wall shelving, 60"	140
Media: DVDs	2,000	Shelving with handing units	200
Summer reading	2,500	Mobile shelving	250
<b>Total Children</b>	<b>47,800</b>		<b>4,780</b>
<b>Teen Zone</b>			
New fiction and non-fiction	500	Low shelving, display tables	50
Fiction	4,000	Wall shelving, 72"	400
Non-fiction	400	Wall or stacks, 72"	40
Graphic novels	2,500	Wall or stacks, 72"	250
DVDS	2,000	Media shelving	200
Summer reading	2,500	Mobile shelving	250
<b>Total Teens</b>	<b>9,900</b>		<b>990</b>
<b>Norwalk History Room</b>			
	3,000	Wall shelving, 72" with special shelving for oversize materials, locked shelving for rare or valuable items	300
<b>Estimated Total SF Required for Collection</b>			<b>10,920-12,000</b>

There are several formulas for determining the space required for collections:

**Shelf Capacity and Shelf Depth Excerpted from:** <https://libraryarchitecture.wikispaces.com/Shelving>

Shelf Capacity is the number of volumes capable of being shelved on a linear foot of shelf. Standard book stacks are 90" high by 36" wide and have 7 shelves. Therefore, a typical shelf has 3 linear feet of storage. The number of volumes that can be stored per shelf varies depending on the material. For example, references books take up more space than fiction books.

Shelf depths range between as little as 6 inches for some AV materials to 16 inches for flat newspaper storage or oversize books. Standard shelf base depths are 8 inches (rarely used today), 10 inches (most common) and 12 inches (for Reference, Easy picture books & flat periodical storage) (Bryan, 2007) (Siems & Demmers, n.d.). Average volume size and recommended shelf depth for various media types have been calculated to aid libraries in their calculations:

Volume Type	Recommended Depth (inches)	Volumes per Linear Foot of Shelf
Encyclopedias	12	6
Fiction	10	8
Large Print	10	8

Non-Fiction	12	10
Paperbacks	8 to 10	16
Young Adult	10	12
Children's Picture Books	12	20
Juvenile Fiction	10	13
Juvenile Non-Fiction	12	13
Audio CD/CD Rom/DVD	8 to 10	30
Magazines	12	1
Newspapers	12	1

Using the average units per linear foot of shelf for fiction (8), the equation for the capacity of a single facing shelf is:

$$8(\text{volumes per linear foot}) \times 3(\text{linear feet}) \times 7(\text{shelves}) = 168 \text{ volumes of fiction}$$

Other collection browsing considerations to be factored into the amount of space required for the collection:

- High tables or seating near the art collection or other oversize books to allow for easy browsing
- Display shelving among the regular shelving to allow for face out, featured book displays
- Space for browsing can without impediments, e.g. keep seating a distance from wall shelving
- Bookstore-like signage to help customers locate material.
- The Anythink Library, Thornton, Co. has developed useful [guidelines](#) for thinking about display and merchandising of library collections.

The Connecticut State Library's [Space Planning Guidelines](#) calculate collection space using these guidelines:

- The number of volumes divided by 10 = square feet required for collection
- The number of non-print titles /10 = square feet required for the collection
- Current periodicals require 1sf per title

##### 5. General Guidelines for Designing the Norwalk Public Library's New Space

The renovated and expanded Norwalk Public Library should become a not-to-be-missed destination for all Norwalk residents. The project goals are to:

- ✓ Create a library that is a destination, community anchor, and intellectual heart of the town
- ✓ Design a building that is inclusive, interactive and innovative
- ✓ Create interior space that is flexible and easily adaptable to accommodate future change and growth
- ✓ Provide barrier free access to all
- ✓ Incorporate energy efficient systems and green technology to reduce the building's carbon footprint

To accomplish these goals the architects should incorporate the following into their design for the building:

- a) Power outlets everywhere. Today’s libraries need to provide abundant power for customers.
- b) Plan a flexible interior floor plan with furniture that can be easily moved and reconfigured.
- c) Integrate wire management into tables and seats.
- d) Provide large screens for public PCs.
- e) Provide adjustable lighting throughout the space (all lights on, all lights off, dimmable lighting, spotlights, etc.)
- f) Take advantage of natural light and views but provide solar shades or other glass management solutions to reduce light glare.
- g) Use carpet (tiles) to help control sound.
- h) Use tile or other durable flooring material in high traffic areas.
- i) Provide the ability to control temperature in the building and remotely (24/7) using HVAC software. Offer the ability to control individual room temperature (several degrees up or down) within a room.
- j) Offer a gallery hanging system throughout the space.

**6. Proposed Building Size**

Table 2 provides a target for the proposed building size based on the functional areas identified in the Building Program and specifications for each space.

- 1. Street Zone
- 2. Welcome and Service Zone
- 3. Adult Zone
- 4. Children’s Zone
- 5. Teen Zone
- 6. Community Zone
- 7. CPTV Zone
- 8. Support Zone

Table 2  
Norwalk Public Library Proposed Building Size

Street Zone	1,400sf
Welcome and Service Zone	1,900sf
Adult Zone	18,310sf
Children’s Zone	13,150sf
Teen Zone	2,450sf
Community Zone	5,200sf
CPTV	6,000sf
Support Zone	2,500sf
Total Library + CPTV	50,910sf
Non-Assignable Space	10,000sf
<b>Total</b>	<b>60,910</b>

**7. Space Specifications**

These specifications are provided as guidelines to assist the architect and building planners as they design the proposed library space.

### **Area 1: Street Zone (1,400sf)**

**Function:** This is the primary entrance to the library for customers of all ages. The area serves as a transition space from the outside to inside. The space should inspire excitement and engagement the moment one steps through the door. Visitors should feel welcomed and inspired about what they are about to experience in the library. The entrance needs to include access for those who may have physical disabilities or need special assistance.

This space should provide access to the planned auditorium, the CPTV studios and media center and café. Large screen displays should orient people to events taking place in the library and provide a distribution center for community information.

This entire space should be accessible after hours for events.

**Users:** People of all ages

**Proximity:** Should be near the parking area and Belden Avenue pedestrian walkways. Restrooms should be easily accessible from this area.

#### **Details of Furniture/Space Requirements:**

- 1.1 Welcoming, open space for access to the library
- 1.2 Airlock to modulate temperature control at both entrances
- 1.3 Walk off mats
- 1.4 Tile or natural stone floor for easy maintenance
- 1.5 Entrance into the library from this space should be as open as possible and accessible for wheelchairs, walkers, and strollers. Consider stroller parking lot adjacent to this area if not in the children's area.
- 1.6 Waste, recycling bins and umbrella cover distribution for inclement weather.
- 1.7 Space permitting, include materials return slots that drop items directly into a sorting area.
- 1.8 Include donor wall, dedication plaque, book return.
- 1.9 Café area to encourage people to spend more time in the library it is important to provide a food amenity. This can be done in collaboration with a local vendor who may supply coffee, tea, soft drinks and other light snacks. If the library decides not to offer food this area can still be reserved for casual seating and conversation. Provide a service and transaction counter, refrigerated case, prep and staging area for coffee and tea service, refrigeration, sink, microwave and other reheating equipment, storage, etc. Include café tables and seating and if possible, a high counter and stools.

### **Area 2: Welcome and Service Zone (1,900sf)**

**Function:** The Welcome and Service Zone provides several functions: a welcome desk with staff who can help orient people to the library space, the checkout and registration desk for library transactions, and a quick information desk for those who have more in-depth questions or require research assistance. The "ask us" "check-out" desk should be

welcoming, small in scale and easily approachable. This is one of the most important areas of the library as it provides the public with its first (and in some cases, only) contact with the staff.

**Users:** People of all ages

### Summary of Needs

- Provide an area for customers to check out and/or return library materials.
- Provide two (2) staff workstations at the desk for fee collection, registrations, renewals, and answering the telephone.
- Provide space for three self-checkout kiosks.
- Provide shelving for direct pick-up by patrons of reserve books and non-print media.
- Provide storage for supplies and various forms used for library business.

### Details of Furniture/Space Requirements:

- 2.1 Work space for 4 staff, separate office for department managers, and shared work space for part-time staff.
- 2.2 Modular, custom-designed combination desk/counter wired for 2 staff checkout work stations. Provide space on the desk for recessed receipt printers. Include a cash register and credit card processing equipment. The desk should be friendly to both adults and children and comply with the Americans with Disabilities Act. Consider a design that will allow standard desk elements to be purchased and installed within a custom design.
- 2.3 3 self-checkout kiosks located close to check out desk for staff to easily provide assistance
- 2.4 Shelving for self-service holds pickup by customer (in public area) and for staff use behind counter.
- 2.5 Space for book trucks.
- 2.6 Special acoustical treatment appropriate for a high-traffic area
- 2.7 Cabling for 2 checkout workstations
- 2.8 Millwork to accommodate 3 self-checkout kiosks with bar code scanners and receipt printers
- 2.9 Built in panic alarm incorporated into the desk
- 2.10 Abundant electrical outlets
- 2.11 Public queuing area should allow for one line of users that will feed any open checkout station
- 2.12 Storage for desk supplies
- 2.13 Provide a window between Checkout Desk area and Lending Services workroom so staff can easily determine when more assistance is needed.
- 2.14 Provide comfortable flooring for the staff since it may be necessary to stand for several hours.
- 2.15 Depending on desk height provide swivel stools where the staff may perch during times when it is not busy
- 2.15 Avoid high heat-producing lighting and glare that may affect staff at the desk.
- 2.16 Private office for Lending Service department head
- 2.17 Lending services department workroom for check-in of returned items and staging for shelving
- 2.18 Checkout Desk with workstations for 2 staff
- 2.19 Three self-checkout kiosks
- 2.20 Shelving for self-service holds
- 2.21 Space to accommodate book trucks (
- 2.22 Varied desk height to accommodate children and adults

2.23 Book store for used book sale

**Proximity:** Adjacent to Street Zone to enable view of entrance/exit doors.

**Occupancy:** Up to 16 public users and 1-2 staff at checkout desk

**Area 3: Adult Zone (18,310 sf) Note: Includes Norwalk History Center**

**Function:** This is the primary service zone for library staff who assist adult customers with a variety of library functions including reader's advisory, information and research, hands on assistance with technology devices and digital downloads. This area should encourage interaction between the staff and customer via a "hip-to-hip" consultative service model.

### Summary of Needs:

- 3.1 Customer Service Desk
- 3.2 Collections
- 3.3 Public Computers/Information Commons
- 3.4 Table and lounge seating
- 3.5 Quiet study
- 3.6 Collaboration rooms/group study
- 3.7 Tech Center
- 3.8 Newsroom
- 3.9 Conference room
- 3.10 Norwalk History Center
- 3.12 Staff Work Areas
- 3.11 Print, scan, copy
- 3.12 Staff Work Areas

### 3.1 Customer Service Desk

**Function:** This service point is the where customers come to receive assistance with reader's advisory, information and research, interlibrary loan, tech devices, digital downloads, computer assistance and more. The desk should be small, approachable and minimal in its design. The Ask Us desk should be located close to the adult collections and technology cluster.

### Furniture/Space Requirements

- 3.1a Service desk with one workstation (fixed PC or laptop 50sf)
- 3.1b Low shelving/storage unit that integrates with desk for frequently consulted items, laptop loans, and other needed items
- 3.1c Consider the addition of a genius bar desk, modeled after those used at the Apple store, for group demonstrations of library products, e.g. how to discover your family history on ancestry.com, instruction about the app of the day, digital download sessions

### 3.2 Collections

**Function:** This space accommodates the library's adult collection in all formats. The collection should be arranged so it can be easily browsed by customers. To the extent possible, the collection should be accommodated around the perimeter of the space so that space for seating can occupy the center of the library.

**Furniture/Space Requirements:**

- 3.2a The Adult collection is expected to total 46,800 or approximately 4,700 square feet. These items should be displayed in an easy to browse arrangement of neighborhoods that make it easy for customers to find the subject areas they are most interested in.
- 3.2b Shelving should be fully adjustable and accommodate a variety of shelving inserts that enable face out display. Use Integrated lighting that showcases books. Note: MJ Shelving makes a beautiful shelving product for libraries that includes integrated lighting:  
<http://www.mjshelving.com/common/index.php?com=MJ&div=AA&nav=AA&page=A91>
- 3.2c Custom or off the shelf or customer display shelving should be used for new collection displays and media collections
- 3.2d The new materials area should include a variety of attractive shelving for showcasing various types of material. Use a combination of spine-out and face-out displays. Linear footage requirement will be based on the mix of print and media displayed. This area should be located close to the entrance.
- 3.2e Comfortable seating for patrons who are browsing the new items.
- 3.2f OPAC for online catalog searching.
- 3.2g Lounge or bench seating interspersed in this new book area.

### 3-3 Information Commons/Public Computing

**Function:** Public access computers provide high speed access to the Internet and enable customers to check their email, use library supplied digital content, work collaboratively, and conduct research.

**Furniture/Space Requirements:**

- 3.3a 40 single use public Internet computer stations with enough elbow room for people to spread out
- 3.3b 2 collaborative computer stations; 2-4 seats at each station
- 3.3c Provide some level of noise control for the collaborative computer workstations.

**Proximity:** Locate near the Customer Service desk, Technology and Print Centers

### 3-4 Table and Lounge Seating

**Function:** The re-imagined adult services area provides a variety of seating options for 100-150 adults with power everywhere so those with devices can easily find a place to plug in.

**Summary of Needs:**

- Seating that encourages conversation and collaboration
- Soft seating scattered throughout the space particularly in spots that take advantage of outdoor views
- A re-imagined study carrel, a modern-day study work cube for working alone
- Technology cluster

**Furniture/Space Requirements:**

- 3.4a Tables with a variety of seating capacities, with emphasis on long work tables.
- 3.4b Soft seats for laptop use in a comfortable setting (Reno Furniture, which is certified SCS Indoor Advantage™ Gold and level® 2 that can contribute to LEED® points, is a good example as is Lowenstein.)
- 3.4c If possible, create a cluster of “work cubes/pods” (a more contemporary version of a study carrel) in an area that can be designated for quiet study.
- 3.4d Comfortable reading areas

**Proximity:** Lending Services, Print, Scan, Print Center

**Occupancy:** 100-150 reader seats.

### 3.5. Quiet Study Room

**Function:** The Quiet Study Room provides a “quiet only” work space for those seeking contemplative work space. This room should include large tables where people can spread out with their laptops and papers and soft seating that provides a more relaxed work space.

**Summary of Needs:**

- A quiet, cell phone free reading area with tables with ample room to spread out, outlets for laptops, task chairs and soft seating for those who want to work more casually.
- Transparent walls to allow for easy supervision.

**Furniture/Space Requirements:**

- 3.5a Tables with a variety of seating capacities, with emphasis on long work tables.
- 3.5b Power and network connections at each reader seat
- 3.5c Task chairs
- 3.5d Soft seats for laptop use in a comfortable setting

**Proximity:** Customer Service Desk

**Occupancy:** 40 people

### 3.6 Collaboration Rooms/Group Study Rooms

**Function:** These small glass-walled rooms are designed to support small group meetings that need a quiet space for discussion and collaboration. Rooms can be of varying size to accommodate 2-6 people.

**Furniture/Space Requirements:**

- 3.6a Ten (10) sound proof, glass enclosed collaboration rooms seating 2-6 teens or adults
- 3.6b Large screen monitor and software that enables PC/Mac collaboration
- 3.6c Whiteboards
- 3.6d Tables and seating appropriate for the capacity for each room

**Proximity:** Locate adjacent to the adult and teen zones and staff so that the usage can be observed by the Adult Services staff.

**Occupancy:** Maximum of 2, 4 or 6 in each collaboration room.

**3.7 Technology Center**

**Function:** This space is designed for technology instruction to promote digital literacy for all ages.

**Furniture/Space Requirements:**

- 3.7a Tables and seating to accommodate 14 students
- 3.7b Instructor smart podium that enables control of student PCs
- 3.7c Smart screen and AV projection

**Proximity:** Adjacent to the Information Commons so that when not in use for formal instruction this space provides access to additional public use computers.

**3.8 Newsroom**

**Function:** Print and digital magazine browsing and reading area with comfortable seating; quiet space; depending on space allocated can double as smaller program space for up to 40 people

**Users:** Customers looking for quiet space to browse and read newspapers and magazines

**Proximity:** Adult Zone

**Furniture/Space Requirements:**

- 3.8a Shelving for 75 current print magazines and 20 daily newspapers
- 3.8b Storage for 12 months of magazines
- 3.8c Comfortable seating and occasional tables
- 3.8d Tables with secured iPads for access to Zinio or other digital magazine product(s)
- 3.8e If used for small program space: AV set up, data projector and screen, room to store chairs. Glass doors to close the space off from the rest of the adult zone to contain noise.

**3.9 Conference Room**

**Function:** This room provides an area for small meetings for the library board, staff, and community groups.

**Furniture/Space Requirements:**

- 3.9a Conference room with large conference table and task seating for 16.
- 3.9b Built-in service cabinets and counter for handouts, refreshments, etc.
- 3.9c Integrated AV including a screen, data projector, smart board, conference call capacity

**Proximity:** The Conference Room should be easily accessible for staff and public use. If possible, it should be located in a centrally located area.

**Occupancy:** Maximum 16 seated.

### 3.10 Norwalk History Center

**Function:** This space is designed to celebrate Norwalk's history, house and display historical materials in various formats and research and use one-of-a-kind historical documents and newspapers.

**Furniture/Space Requirements:**

- 3.10a Locate in the newly restored Carnegie Library
- 3.10b Variety of shelving and storage for several different formats, including books, maps, photographs, and postcards. Integrate compact shelving if needed.
- 3.10c Table seating for 10-12
- 3.10d Space for 4 computer workstations
- 3.10e Microfilm reader/printer and cabinets
- 3.10f Adjacent workroom for handling and processing of historical materials
- 3.10g Customer service desk
- 3.10h Gallery hanging system for framed art
- 3.10i Locked display cases for valuable items
- 3.10j Soft seating for people who want to use this space for reading

**Proximity:** Adjacent to Adult Zone area.

**Occupancy:** 14 people

### 3.11 Print, Scan, Copy

**Function:** This area provides equipment needed for public printing, scanning, and copying, etc.

**Furniture/Space Requirements:**

- 3.11a 1- photocopier/printer
- 3.11b Computer for print release station
- 3.11c Counter workspace for sorting, stapling, assembling, etc.
- 3.11d 1- freestanding change machine/credit card processor
- 3.11e Designed as an alcove so that users and print equipment do not block aisles.
- 3.11f 1-Scanning station
- 3.11g Space for other equipment including a shredder, fax machine, typewriter, large format printer

**Proximity:** Locate near the Customer Service Desk.

### 3.12 Adult Services Work Areas

**Function:** Work space for the Adult Services staff and department head.

**Furniture/Space Requirements:**

- 3.12a Private office for department head to include desk with chair, return for computer workstation and printer, one lateral file, two sections single faced shelving, two visitor chairs, coat rack or closet
- 3.12b 6 workstations for adult services staff and shared space for part-time staff with integrated shelving and an overhead storage unit, space for a small footprint book cart to be placed adjacent to the individual work space and personal file cabinet
- 3.12c Large table in the center of the room for group meetings or collaborative project work

**Proximity:** Adjacent to the Adult Services area.

### Area 4: Children's Services (13,150sf)

**Function:** Primary space to service children from infancy to grade 6. This space should be designed to attract children and their parents to spend time in this area.

**Furniture/Space Requirements:**

- Provide designated areas to serve infants and toddlers, children in grades K-6, parents and caregivers
- Create space that is irresistible to kids and appeals to their sophisticated taste
- Provide a room to accommodate nursing mothers
- Accommodate the collection on low shelving and include mobile shelving units to allow for flexibility
- Acoustical separation from the rest of the library with glass and sliding doors to prevent children from wandering unless the space is on its own floor
- Include a fish tank or other focal point to make the room special

**Summary of Needs:**

- |                  |                         |
|------------------|-------------------------|
| 4a. Service Desk | 4e. Story               |
| 4b. Collections  | 4f. Crafts Room         |
| 4c. Seating      | 4g. Staff Work Area     |
| 4d. Technology   | 4h. Collaboration Rooms |

### 4a. Customer Service Desk

**Function:** Primary point of service for children and parents/caregivers

**Furniture/Space Requirements:**

- 4a.1 Low service desk with two staff workstations that is easily approachable for children of all ages
- 4a.2 Queuing space for 2 customers

- 4a.3 Space for 2 small book carts
- 4a.4 Shelving or display area behind or adjacent to desk

**Proximity:** Service point should be visible to someone first entering the Children's area and close to staff work area.

#### 4b. Collections

**Function:** This space accommodates the library's children's collection. The collection should be arranged so it can be easily browsed by children of all ages. To the extent possible, the collection should be accommodated around the perimeter of the space so that space for seating and activities can occupy the center of the library. Picture books for the youngest readers should be sorted on low shelving units by genre, e.g. fairy tales, thing that move, ABC and counting books, etc. Shelving units for older children should not exceed 60" height.

#### Summary of Needs:

- Space to accommodate 47,800 items

#### Furniture/Space Requirements:

- 4b.1 The Children's collection is expected to total 47,800 items. These items should be displayed in an easy to browse arrangement of neighborhoods that make it easy for customers to find the subject areas they are most interested in.
- 4b.2 Variety of 42" and 60" fully adjustable shelving that can accommodate a variety of shelving inserts that enable face out display. Use Integrated lighting that showcases books. Note: MJ Shelving makes a beautiful shelving product for libraries:  
<http://www.mjshelving.com/common/index.php?com=MJ&div=AA&nav=AA&page=Ag1>
- 4b.3 Custom or off the shelf or customer display shelving should be used for new collection displays and media collections
- 4b.4 Use mobile shelving units that can be easily reconfigured

#### 4c. Seating

**Function:** Children's area seating is designed to accommodate a variety of ages and uses. One area of the space should integrate the picture book collection and seating for toddlers and preschoolers. This should include seating where a parent can share a book with a child, child-friendly table seating and chairs for coloring, exploring books and other age appropriate activities. Another area of the children's zone should provide seating for elementary school aged children including table seats and chairs and soft seating.

#### Furniture/Space Requirements:

- 4c.1 75 seats at tables for elementary aged children. Tables and chairs should be a mixture of heights to accommodate children of various age groups -toddlers to 6<sup>th</sup> graders.
- 4c.2 Soft seating and benches.
- 4c.3 Comfortable loveseats for long-term reading. Each loveseat should accommodate 2 people.

- 4c.4 Child-size lounge chairs. Comfortable, overstuffed chairs that can accommodate an adult and a child.
- 4c.5 Individual study carrels
- 4c.6 Space for parents and caregivers to park strollers.
- 4c.7 Bean bag or other portable seating that can easily rearranged

**Occupancy:**

Seats for 75 children, 30 adults

**4d. Children's Tech Zone**

**Function:** Technology for children should be clustered in two areas– the preschool area and elementary school area. For preschoolers who are just beginning their digital learning experience provide a cluster of tethered iPads that can be used for the kid's app of the day. In addition, this area can also accommodate PC's that have adapted keyboards and software for this age group.

For older children provide a technology cluster with PCs and Macs that can be used for Internet searching, access to digital content and gaming.

**Furniture/Space Requirements:**

- 4d.1 20 public access internet PCs for elementary school children on long tables with wire management
- 4d.2 5 pods for iPads, located away from the stacks and close to service desk or pre-school area.
- 4d.3 1 Print release station for printing/copying.
- 4d.4 Cart for laptop loans

**4e. Story Room**

**Function:** This space will be used for story hours and other reading events.

**Furniture/Space Requirements:**

- 4e.1 Bean bag or other soft seating options for children's story hours
- 4e.2 Area for presenter props such as a felt board, puppet theater, etc.
- 4e.3 A/V equipment and storage cabinet.
- 4e.4 Consider Big Cozy Books or other decorative items to make the space attractive to children.

**Proximity:** Adjacent to children's collection and seating areas.

**Occupancy:** 50 floor seats.

**4.f. Program Room**

**Function:** Room to support arts and crafts, coding, maker activities, and other program activities for children.

**Furniture/Space Requirements:**

- 4f.1 Stacking tables and chairs with seating for 50

- 4f.2 Sink and counter space for craft programs and cleanup.
- 4f.3 Cabinets for storing craft supplies, summer reading materials, seasonal displays, etc. or a large storage closet that serves the same function.
- 4f.4 Other items to support the maker program and other functions.

#### 4.g. Children's Staff Work Areas

**Function/Activities:** Private work space for Department Head and 4 Children's Department staff plus shared workspace for part time staff and volunteers

**Furniture/Space Requirements:**

- 4f.1 Private office for Department Head includes workstations with chair, lateral file, shelving, 2-side chairs and a coat rack
- 4f.2 Shared office space for ## to include workstations with overhead storage. file pedestals, and chairs

**Proximity:**

Adjacent to the Service Desk.

**Occupancy:** Department Head and 4 staff members

#### 4.h Collaboration Rooms

**Function:** These small glass-walled rooms are designed to support small group meetings for children who need a quiet space for a school project, tutoring session, discussion or collaboration. Rooms can be of varying size to accommodate 2-6 people.

**Furniture/Space Requirements:**

- 4h.1 Four (4) sound proof, glass enclosed collaboration rooms seating 2-6 children
- 4h.2 Large screen monitor and software that enables PC/Mac collaboration
- 4h.3 Whiteboards
- 4h.4 Tables and seating appropriate for the capacity for each room

#### Area 5: Teen Zone (2,450 sf)

**Function/Activities:** A dedicated Teen Area to serve ages 12- 18. This space should include a small collection of 10,000 print and AV materials, technology, and flexible seating. This is intended as "hang out" and "social" space where pre-teens and teens can gather after school and on weekends.

**Furniture/Space Requirements:**

- 5.1 A small service desk with a set up for either a fixed PC or tethered laptop.
- 5.2 Lounge or modular type seating for 50 people.
- 5.3 Seats and tables for 50 that are mobile, durable, flexible, and easily moved.
- 5.4 42" shelving with flat tops for display.
- 5.5 72" perimeter shelving – 7 shelves per unit
- 5.6 Display units for new material. paperbacks, and graphic novels.
- 5.7 Counter top with 6 iMacs and laptop cart equipped with 20 MacBooks that can be charged and ready for loan and use in the Teen Space.

5.8 Workspace for teen librarian and support staff

**Proximity:** Adjacent to children's area.

**Occupancy:** Maximum 50 seated; more for special events and floor seating as an option for many more teens to use, if needed.

**Area 6: Community Zone (5,250sf)**

The Community Zone consists of the following areas:

6a	Auditorium/Performance Space	6d	Classroom/Conference Rooms
6b	Community Room(s)	6e	Literacy/New English Learners
6c	Studio One		

**6a. Auditorium**

**Function:** The auditorium provides 300 fixed and raked seats to support performances, lectures, movie screenings, author talks, and community events. A small kitchen with range, refrigeration, sink, cabinets, counter space and storage services the auditorium. The space should be located close to the library's entrance, so it is accessible before and after business hours. The seating configuration should include a central aisle for easy access to seating.

**Furniture/Space Requirements:**

- 6a.1 AV to support public performances: fixed projection screen, intelligent lectern, data projector, remote control for lighting, sound, window shades, and all room equipment
- 6a.2 Upholstered theater-style seating
- 6a.3 A full stage that can be used for performances
- 6a.4 Provide a landline jack, fiber-optic cabling, and cable TV drop in each room.
- 6a.5 Provide a motorized, in-ceiling lift for a computer/video projector directed at the stage.
- 6a.6 Provide abundant electrical outlets.
- 6a.7 Include an induction loop for assistive hearing
- 6a.8 Provide space for a baby grand piano

**6b. Community Room**

**Function:** This large/dividable meeting room provides flexible, seating for approximately 175 people or for two smaller groups in two separate rooms. A small, portable raised stage makes it easy for the audience to see the presenter. A smart podium with integrated AV accommodates both PCs and MacBooks.

This space also includes storage for chairs, tables and other associated equipment that supports this space when it is not in use,

**Furniture:**

- 6b.1 Multi-purpose meeting space that seats 175 people theater-style and is easily re-configurable for classroom seating, events, and other uses. The room should include the following:
  - 200 Stacking chairs on dollies
  - 25 Stacking tables
  - 1 Portable Raised StageA storage closets large enough to store chairs and tables
- 6b.2 AV to support public performances: drop down screen, intelligent lectern, data projector, remote control for lighting, sound, window shades
- 6b.3 Room can be divided with 1–2 movable partitions that will create 2–3 rooms of various capacities.
- 6b.4 Provide a landline jack, fiber-optic cabling, and cable TV drop in each room.
- 6b.5 Provide a motorized, in-ceiling lift for a computer/video projector directed at the stage.
- 6b.6 Provide abundant electrical outlets.
- 6b.7 Include an induction loop for assistive hearing
- 6b.8 Provide gallery hanging system for artwork and provide lighting for art displays.
- 6b.9 Use easily maintained wall surfaces of a neutral color.

**Proximity:** This assumes renovation of the existing meeting space on the 1982 addition second floor. Locate close to restrooms and reception area and gallery.

#### 6c. Studio One

**Function:** This space for teens and adults is intended to support hands-on learning including making, coding, and exploring that makes use of high-tech and no-tech tools.

##### **Furniture/Space Requirements:**

- 6c.1 Counters and storage cabinetry to 3D printers, color printer, sewing machines, STEAM projects and other equipment
- 6c.2 Moveable tables and chairs that can be easily rearranged depending on the project
- 6c.3 Mobile carts to accommodate supplies
- 6c.4 Space to display items that are manufactured
- 6c.5 Data projector, screen and instructors' podium
- 6c.6 Display space for manufactured items
- 6c.7 Space to accommodate a mobile maker's cart

#### 6d. Classroom Space

**Function:** Two classrooms/conference rooms that can be used for a variety of purposes including ESL and literacy training, job seeker workshops, citizenship classes, etc.

##### **Furniture Requirements:**

- 6d.1 Classroom style tables and chairs on castors to accommodate 20 people
- 6d.2 Data projector, screen and instructors' podium

#### 6e. Literacy/New English Learners (500 sf)

**Function:** This 500sf space supports language learning and literacy training for adults, children and teens. It has a small classroom space as well as office space for the staff assigned to this function. It also houses a small collection of instructional materials.

**Furniture Requirements:**

- 6e.1 Small table with seating for up to 8 people. Table and chairs on castors.
- 6e.2 Data projector, screen and computer hookup.
- 6e.3 Desk and chair for staff.
- 6e.4 Reception seating for students
- 6e.5 Shelving for instructional material and small collection of books

**Area 7: CPTV (6,000sf +/-)**

Note: 6,000 sf is allocated for this space that will include a broadcast studio, digital media studio and other functions to be described by CPTV.

**Area 8: Staff Zone**

**Area 8: Support Zone (2,500 sf)**

**Function:** The Support Zone provides back room services essential to the library's effective operation. This includes IT, collection management, facilities management and staff and administrative support.

**8a. IT Server Room**

**Function:** The IT Room should accommodate the library's physical servers, cabling, security, and other business enterprise systems. This space should also include a workbench or staging area for the repair and deployment of PCs and other technology devices. Storage cabinets should be provided for power cords, peripheral devices, and computer supplies.

**Furniture/Space Requirements:**

- 8a.1 Counter space with enough depth to accommodate a 5 PC's and 1 printer.
- 8a.2 Server rack (TBD)
- 8a.3 Further specs to be determined by IT/AV consultant

**8b. Collection Management and Technical Services Staff**

**Function:** The Collection Management and Technical Services Team support the acquisition, cataloging and management of the library's physical and digital collections.

**Furniture/Space Requirements:**

- 8b.1 Delivery entrance, shipping and receiving
- 8b.2 Shelving for staging materials to be processed
- 8b.3 Counter or large table for packing and unpacking boxes
- 8b.4 Private office for department head plus workstations for 5 staff.

**8c. Administrative Suite**

**Function:** This suite will include offices for the director, assistant director, administrative assistant, and marketing and communications coordinator.

**Furniture/Space Requirements:**

- 8c.1 Director's office and assistant director's office with executive workstation, small conference table for meetings, built on bookcases and storage, coat rack, locked storage.
- 8c.2 Administrative assistant should have reception desk, locked storage, space for safe, storage for supplies, lateral files, and coat rack or closet.
- 8c.3 Program and publicity coordinator office with one workstation, lateral file, single faced book shelves, table for layout, flat files

**8d. Facilities Management**

**Function:** The facilities management office includes workstations for facilities staff and controls for all building systems.

**Furniture/Space Requirements:**

- 8d.1 Three (3) workstations, PC, lateral file, key storage, single faced shelving.

**8e. Staff Lounge**

**Function:** Shared staff space for breaks and meals as well as a place to relax when not working directly with customers.

**Furniture/Space Requirements:**

- 8e.1 Kitchenette (microwave, toaster oven, full size refrigerator, cooktop, coffee maker)
  - 8e.2 Table seating for 20
  - 8e.3 Comfortable seating for 10
  - 8e.4 Cubbies or lockers for those staff who lack locked storage at their workstations
-



*Norwalk Public Library  
Transformation Plan  
for the  
Belden Avenue Library*

*May 2019*

*Leslie and Alan Burger  
Library Development Solutions*

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Attachment One: Space Allocation Summary

Attachment Two: Building Program Guidelines and Functional Area Specifications

## Executive Summary

In 2018, the Norwalk Public Library launched a strategic planning process to guide its thinking about the delivery of service and programs. This effort dovetailed with other City efforts focused on redevelopment and investment planning for the Wall Street/Belden Avenue area. The Library's strategic planning effort invited community participation through an online survey and focus groups. This effort resulted in many recommendations including suggestions for modernizing library space.

During the planning process library and community leaders met with Connecticut Public Television to discuss the potential of co-locating CPTV studios at the library. With everyone in agreement about the positive synergy between the library and CPTV, in early 2019 plans for renovating and expanding the library and building a studio for CPTV were shared with the community.

Community response was positive. Talks will continue over the next few months to work out project details. The City of Norwalk has allocated capital funds to support the first phase of the project. This building plan describes the features that need to be included in the architectural plans for a transformed library.

This building plan describes plans for a transformed main library of approximately 60,000 square feet designed to accommodate existing and new uses of the library. The plan provides information that will help library planners and project architects design a renovated, expanded and restored library that will meet the needs for this and future generations.

## Transforming the Norwalk Public Library's Main Library

Planning for library renovations always starts with a vision for the future and a values-driven mission that focuses on community needs. As part of their recent strategic planning project, Norwalk Public Library planners adopted this vision and mission to guide their thinking about a transformed library.

### Our **Vision** for the Library

Norwalk will become the most resident-engaged city in Connecticut, with a reimagined library at its core. A **reimagined library that nurtures community engagement and the dynamic exchange of ideas,**

**inspires creativity and learning, and enables all Norwalk residents to succeed.**

## Our Mission

**The Norwalk Public Library changes lives everyday** by providing free access to information, expertise and knowledge, and friendly, accessible, dynamic facilities.

## A Transformed Library for Everyone

The [Norwalk Public Library](#) has served the community since the late 19<sup>th</sup> Century with the founding of the South Norwalk Library in 1878 and the Norwalk Library in 1879.

These two libraries were chartered to serve different city taxing districts and remained independent until 1970 when the City created a city-wide system. Norwalk has the distinction of having two Carnegie-funded library buildings, with the Belden Avenue Library opening first in 1903 followed by South Norwalk Library in 1913. These two buildings remain functional to this day enhanced with two additions. The Belden Avenue library was last expanded in 1982, when a portion of the Carnegie Library was demolished to accommodate a sizable addition that established the Belden Avenue location as the City's Main Library.<sup>1</sup>

In the last 37 years, library services have changed dramatically, and library use has increased significantly. Although there have been enhancements to the Belden Avenue Library to keep up with these changes, the library has reached the end of its useful life. The existing space no longer meets community's needs for learning, reading, viewing, community engagement, literacy, and technology,

2018 usage statistics provide a snapshot about community use of the library:

- 38,118 people (42% of the community) have library cards
- The total number of print and digital items borrowed from the library was 442,541 plus 40,982 digital books. If residents had purchased these items individually, they would have spent more than \$4.6 million.
- Norwalk residents visited the main library 540,000 times, approximately 6 visits per capita or 1,500 visitors every day.

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<sup>1</sup> It should be noted that two other independent public libraries remain in Norwalk – the Rowayton Library, which services the 6th taxing district and the East Norwalk Public Library which serves 3rd taxing district.

- 41,115 people attended one of 3,200 library programs.
- 57,149 people used library computers and WiFi was used 172,606 times.

### **That was Then, This is Now**

When the expanded Belden Avenue library opened in 1982 people came to check out books; library visits were primarily transactional – borrow a book and come back a few weeks later to return it and borrow others. People came to the library to study, use reference materials, complete research, and consult with librarians.

Consider this – in 1982 personal computers had not been invented. Smart phones, iPods, tablets, laptops, digital content and cloud streaming were the stuff of science fiction. These technologies, which we now take for granted, have changed the way people live and work and changed the way they use libraries.

In 1982 libraries were primarily about acquiring and warehousing books. In 2019 libraries are about people, learning, interaction, work, exploration, and connectivity. A significant shift that fundamentally changes the type of facilities needed to provide library services.

New technology has brought the library into the 21<sup>st</sup> Century but it has also taken the place of prized reading areas. Reading areas designed to be open and inspiring spaces now host computers and densely packed book stacks to accommodate a collection that has grown significantly in the last 35 years. Space in which to meet and study are extremely limited. Outdated electrical, heating, cooling, and data infrastructure no longer meets current demand and will be even more inadequate in the next 5 years.

Now, 37 years since the last improvements were made to the Belden Avenue library, we are planning for Norwalk's future.

A transformed main library will create a facility capable of providing 21<sup>st</sup> century library service. The new library will be accessible and inspiring, technologically advanced, and environmentally sustainable. A partnership with Connecticut Public Television will include a broadcast studio, offices for reporters and producers, and a digital classroom space to host Norwalk High School students, adult learners, and veterans.

### **Changing Communities, Changing Libraries**

Public libraries across the US are reinventing themselves. Creating space to accommodate study, conversation, work, community engagement, lifelong learning, language and literacy development, and technology education for workforce development is critical to the future of

Norwalk. This new space will change the service interaction between customers and staff from transactional to collaborative, with a greater emphasis on providing services such as these:

- Hands-on assistance with digital devices
- Technology education to teach customers how to use the latest hardware and software, coding, and the creation of digital content
- Information discovery from digital resources
- Reader's advisory service tailored to individual patron needs
- Curated collections of popular, in-demand items
- Space to support those who work remotely, job seekers, entrepreneurs, collaborative learners, and students and those seeking comfortable space outside their homes
- Comfortable seating that encourages conversation and invites people to spend time in the library
- Engaging programs on a variety of topics that educate, inform, and entertain participants
- Opportunities for community engagement through facilitated discussions
- Leadership and volunteer training for pre-teens and teens
- A comprehensive program of services for children that supports early literacy and life-long reading

These trends are changing the way people seek and find information and use libraries.

1. Smartphones, tablets, and mobile computing that enable working anytime, anywhere. The iPhone and iPad introduced in 2007 and 2010 respectively changed the way people find information. People of all ages and incomes increasingly rely on mobile devices as their primary telecommunication provider and computer. ***The expectation for instant access to information is part of daily life.***
2. The ever-increasing availability of free information on the Internet, making it the first-place people consult when they have a question make the ***reference and information function in libraries obsolete.*** People use the Internet to find information, directions, advice, content and more. The days of investing in expensive print reference resources that required extensive shelf space and a skilled librarian to answer patron questions are over. Reference resources have been replaced with subscription-based digital content available to librarians and their patrons anywhere, anytime. Information that was previously available only in print form is now free on the Internet.
3. The rapid expansion of digital content shapes the way people read and find up-to-date information. ***Amazon's Kindle, Apple's iPad, and smartphones, along with affordable digital content, has transformed the reading experience.*** It's too soon to predict what the balance will be in reading printed vs. digital content, but it certainly has an impact

on publishing and library collection development. Libraries have reduced non-fiction purchases in specific subject areas (medicine, technology, etc.) since information is often outdated by the time it is published. Public libraries are weeding collections with the focus on creating smaller, more current collections that respond to community needs and interests. The impact of this is more space that can be allocated to other uses.

4. The 2008 Great Recession, resulted in significant job losses, career changes, and a reset in the economy. Many people who lost their jobs in 2008, never went back to an office and reinvented themselves as freelancers, consultants, telecommuters, or entrepreneurs. Recent graduates are more likely to work in a “gig economy” that for an organization. ***Libraries are an important part of this untethered work culture, providing space and resources to support work, technology, and community.***
5. People increasingly “live on the Web” where their news feeds are continuous, they interact with apps, and connect with others 24/7 via their smartphones, tablets, PCs, and laptops. It’s where we get our news, stay in touch with family and friends, build online communities, and document our lives; it is also an anonymous way of communicating that sacrifices face-to-face interaction. ***Libraries offer an environment where people can connect AND disconnect.*** People can come to libraries to attend a program, to be part of a conversation about an important topic, watch world cup soccer or election results, learn something at a program, or have a cup of coffee with a friend. These are space-intensive uses that require more seating and square footage.

## Guiding Principles for the Transformation Plan

The following assumptions about the future informed the recommendations in this building program.

1. Norwalk’s **population will grow modestly**. 89,591 by 2025 according to CT State Data Center
2. The transformed **library will attract greater interest** and encourage more people to obtain library cards. We’ve estimated that 70% of the community will have library cards by 2025
3. The transformed library space will also attract more customers. We expect a **30% increase in the number of daily visits to the main library.**

	<b>2018</b>	<b>Projected 2025</b>
<i>Population</i>	89,005	89,501
<i>Cardholders</i>	38,118	62,303
<i>Annual Main Library Visits</i>	540,000	702,000

4. **The 1982 addition will remain in place and be totally renovated** if it is determined to be structurally sound and conducive to tie-ins to proposed new additions to the building. Recently approved capital funds to support the Transformation Project will include an assessment of building conditions by a structural engineer. That assessment will determine the best structural and most cost-effective options for improving the library to meet community needs, which may include:
  - demolition of the 1982 addition and a replacement addition
  - retention and restoration of the original Carnegie Library
  - a new addition to accommodate an auditorium and CPTV
  
6. The **renovated library will include three floors.**
  
7. The transformed library will have a curated **collection of 104,500 -110,000 titles** that reflect the community’s interests.
  
8. The **original Carnegie Library will be restored** and preserved.

## The Transformed Belden Avenue Library: A Destination for All

The renovated and expanded Belden Avenue Library will be a **not to be missed destination for all Norwalk residents**. An overall feeling of transparency should guide the design so that people on the outside are curious enough to want to venture inside to explore and those inside the building still feel connected to the outside world. We hope the library will be a hub of activity for the community, a place to see and be seen, to explore and to engage with others.

We want to:

- Create a library that is a destination, a community anchor, and the intellectual heart of the town
- Design a building that is intentionally inclusive, interactive and innovative
- Design interiors with flexible space to accommodate future change and growth
- Create a sustainable building to serve as an example of green architecture for the community
- Ensure easy, barrier free accessibility to all
- Create a resilient building that supports the community in times of crisis

## Exterior Features

The building should:

- Be architecturally significant and scaled to its surroundings
- Make use of glass curtainwall to bring natural light to the interiors and to enable those passing by to see activity inside the library
- Incorporate outdoor seating, reading and program areas that extend the library beyond its building envelope
- Make use of other exterior space to create terrace or stair seating
- Provide ample parking for 125 cars and 4 handicapped accessible parking spaces close to the entrance
- Provide bicycle racks and covered stroller parking
- Provide a curbside drive-up book return with access from the driver's side of the car
- Include prominent signage to ensure that the library is easily identifiable.
- Provide exterior lighting to improve visibility and security
- Use landscaping material to enhance the building and engage people in its surroundings
- Provide barrier-free pedestrian walkways surrounding the building and connections to other downtown pathways
- Incorporate public art, e.g. sculpture, tile work, and other art work created with durable materials

## Interior Spaces

General guidelines for the interior space design include:

- Use of natural light and streetscape views to create attractive interior spaces
- Maximum flexibility and easy adaptability to accommodate current and future uses
- Power everywhere – integrated in furniture, the floor, and walls to accommodate personal technology
- High-speed Internet access and WiFi throughout the building
- An intuitive, zoned floor plan that enables patrons to find their way with a minimum of directional signs
- LED and other energy efficient lighting
- Carpet tiles for easy upkeep and replacement
- Stone floor surfaces for high-traffic areas

### Seating

- Ample seating (350+/-) for readers and learners of all ages—including table seating, private study pods, comfortable lounge chairs, loveseats, benches.
- Reading areas with comfortable chairs and tables that take advantage of street views
- Ample personal space at shared tables to accommodate a laptop, books and papers

## Collection Space and Display

- Shelving to accommodate a collection of 110,000 items (see Attachment 1 for breakdown by collection type)
- Low shelving heights (do not exceed 72–84 inches in adult and teen areas and 42" - 48" shelving for children's fiction and nonfiction) to improve sightlines, the ability to browse, and ease of use
- Shelving with integrated lighting along the walls to preserve floor space for public use
- Sloped bottom shelves for easy viewing
- Mobile shelving units that can be easily rearranged
- Display panels at the end of book stacks
- Magazine display units like those found in newsstands or book stores
- Media display units that provide for face-out display of DVDs, audiobooks
- Display tables or face-out shelving for merchandising high-demand titles or featured collections

## Signage

- Highly visible, effective and easy to change wayfinding throughout the building
- Standardization for donor or honorary recognition plaques

## Service Zones

The transformed library will consist of the following areas/zones:

- |                             |                   |
|-----------------------------|-------------------|
| 1. Street Zone              | 5. Teen Zone      |
| 2. Welcome and Service Zone | 6. Community Zone |
| 3. Adult Zone               | 7. CPTV Zone      |
| 4. Children's Zone          | 8. Support Zone   |

### 1. Street Zone

The Street Zone should serve as transition space from outside to inside. We want that first moment of excitement and engagement to be felt upon entry. Visitors should feel welcomed, inspired and filled with promise about what they are about to experience in the library. Because the library will have both a front (street) and back (parking lot) entrance this area can serve as the library's **Main Street**, an area that creates entrances that are equally important and help orient the customer as they enter the building.

Features:

- Entrances that are inviting, transparent and welcoming
- An airlock, double doors or some other way to deal with climate control
- Walk-off mats and easy to maintain flooring to accommodate a variety of weather conditions
- A distribution area for print information about library and community events and digital displays that highlight things going on in the library

- A café and café seating
- Space that serves as a gathering place for the auditorium and entrance can be used for small events or overflow seating
- Adjacency to the CPTV Studios
- A drop-down gate that enables the Street Zone and auditorium to be used after the library closes
- Book/AV return slots that enable patrons to self-sort their returns directly into a sorting area for re-shelving
- A donor recognition wall or other installation to acknowledge private and public contributions to the library
- A connection to the library's outdoor program space and seating

## 2. Welcome and Service Zone

This is a noisy, busy area that supports the library's transactional business and provides a transition to interior library space.

Features:

- Offer a single, unified service desk that accommodates checkout and information "ask us" services. The checkout portion of the desk should have two staff workstations, and shelving behind it to accommodate material. The "ask us" portion of the desk should be at a lower level with space for one staff member and a workstation or laptop.
- Designate an area for "self-service" hold pick-ups adjacent to the checkout desk.
- Create a sorting room and staging area for returns and items to be shelved adjacent to the checkout desk.
- Provide 3 self-check kiosks near the checkout area, integrate a small shelf with each kiosk cabinet so customers can stage their materials for checkout.
- Include integrated art display system throughout the space
- Plan for integrated digital signage with professionally designed, attractive graphic displays
- Provide a Friends of the Library ongoing used book sale area for 500 -1000 items adjacent to the checkout desk so customers can easily pay for their purchases.
- Create staff workroom for the checkout/returns staff with separate office for the department head and workstations for four (4) full time staff and 2 shared workstations for part-time staff.

## 3. Adult Zone

The Adult Zone is the primary service area for people 18 years and older. It should accommodate a variety of uses:

Include:

- New books and media

- Adult fiction and non-fiction collection
- Media collection
- Opportunities for conversation, quiet reading, collaboration and co-working
- A “newsroom” for the magazine and newspaper collection
- Information Commons
- Group study
- Technology access and training
- Norwalk History Center
- Studio One Maker Space
- Discovery Center
- Staff Space

**New Books and Media Browsing Zone**

The New Book Browsing zone is the area of the library which has the most in-demand titles. It should have a retail feel to it and encourage people to explore the collection.

Collection Size: 2,500 new books; 150 new media titles

- Provide low retail style shelving with display lighting to accommodate new books and media
- Create space for display areas/tables to merchandise high-demand titles or genres
- Provide soft seating (chairs, ottomans, benches) interspersed in this area so customers can spend time exploring the collection

**Adult Collection**

The adult fiction and non-fiction collection will be housed in the Adult Zone.<sup>i</sup>

*NOTE: From a design perspective, it might be interesting to consider “punching a hole” between the first floor and lower level to create a better connection between the fiction and not-fiction collection. Another alternative is to expand the first-floor space with a small “bump out” on the back of the building to accommodate the both collections on a single floor.*

Adult Collection size: 46,800 items. The collection size per category is estimated as follows:

New materials	2,550
Adult Fiction	12,500
Adult Non-Fiction	9,500
Book Discussion Collection	1,700
World Languages	2,500
Large print	1,500
Mysteries	3,000

Sci-Fi/Fantasy	1,200
Graphic novels	200
Reference (print)	150
Literacy, ESL	500
DVDs	10,000
Audiobooks	1,500
<b>Total</b>	<b>46,800</b>

### Seating and Work Areas

People are using libraries in differently today. For that reason, it is essential to have a variety of seating and work space options in the Adult Zone. For some people the library is a place for a chance interaction with a friend or neighbor, for others a quiet place to work outside of the home and for others a space to meet with others to work on a project. Seating needs to be abundant and offer options that support the customer's needs.

Features:

- Provide a variety of individual soft seating, table seating, individual seating space, group study space, furniture that encourages conversation
- Provide power at or near each seat location
- Provide enough room at table seats for the customer to "carve" out his or her own private work space without impinging on others. Avoid elbow to elbow seating.
- Include low privacy screens at computer tables
- Provide tables or other furniture to support collaborative work

### Quiet Study Room

In a back to the future moment, a growing trend is for customers to seek quiet space in the library. A cellphone free, talk free zone that provides a comfortable work space for those who need an area to support concentration. The Adult Zone should include a glass-enclosed quiet room with a variety of seating options to support quiet study.

### Fireplace Reading Area

People love to sit in front of a fireplace on a cold winter day and spend time reading. Many libraries have incorporated gas fireplaces surrounded by comfortable chairs to attract readers. **Note: This is an optional feature and may be included in the final plans as an "add alternate."**

### Group Study Rooms

The transformation plan should incorporate group and single use study/meeting rooms in the adult, teen and children's areas. These are ideal spaces to support small groups that may be collaborating on a school project, an entrepreneur who needs to meet with a client, or a small group meeting. Each glass enclosed room should include table seating for 4-6

with task chairs, a large screen display that supports PC or Mac collaboration, a whiteboard, and other appropriate technology.

### **Conference Room(s)**

The design should support at least one conference room that can accommodate 16 people. This space can be used for smaller meetings, book discussion groups, and Board meetings. The conference room should include a modular conference table, task chairs, storage cabinets, and a counter for handouts and refreshments. These rooms should also include integrated AV including a drop-down screen, data projector, smart board and teleconferencing capability.

### **Newsroom**

This area will accommodate the library's 75 magazine subscriptions and 20 newspaper subscriptions along with storage for 12 months of back issues for magazines and 3 months for newspapers. This area is intended to be self-service. It should be inviting and encourage people to spend some time reading. In addition, include tethered tablets that can be used to access the library's digital magazines and newspapers. This enables multiple uses at one time. Depending on how this space is designed it may be possible to transform this room into a small program room that accommodates 40 people. The space should be outfitted with an AV system, screen, storage space for meeting chairs.

### **Media Zone**

This area will support the library's adult DVD and audiobook collection. This should be planned as transitional space since these formats are close to "end of life" as a result of widely available and increasingly affordable streaming options.

DVD Collection Size: 10,000

Audiobook Collection Size: 1,500

Include:

- Mobile shelving and displays designed to accommodate media
- Easy to browse

### **Technology Center**

The Technology Center offers a teaching space for computer, software and application training. The space should accommodate 12-14 students and an instructor.

Include:

- 14 iMacs and one instructor iMac
- An instructor podium, smart screen, data projector, and other state of the art teaching tools

- Mobile tables and chairs that can easily be reconfigured
- Hi-top café tables and stools for laptop users
- Hi-end software and productivity tools
- Locked storage for devices
- An office for the Technology Librarian

### **Norwalk History Center**

Because of the historical nature of this collection, it would be desirable to find a home for it in the original Carnegie library where it currently resides. This collection of 3,000 items about Norwalk history should allow for limited growth. The collection is intended to expose people to the City's unique history and development, pique curiosity to explore more on their own, and support the school curriculum's local history project. The collection should be protected but accessible. As more of the collection becomes available in digital format it will require additional computers. Valuable or rare materials should be housed in a climate-controlled area.

Include:

- Locking glass display cases for special collections or objects
- Integrated hanging system for art
- Provide for archival storage
- file cabinets and a map case
- Include table and chairs for research area

### **Copy Center**

The copy center should be centrally located adjacent to the teen and adult zones. It provides equipment for replication and printing.

Include:

- Copier
- Scanner
- Printer
- Fax Machine
- Shredder
- Print release station
- Payment station

### **Staff Space**

Ideally, the Adult Services staff offices should be located adjacent to the public service area. This enables the team to provide additional assistance during busy times of the day.

Include:

- A separate office for the department manager
- A large, shared office space that can accommodate 6 staff members including workstations and task chairs, a file pedestal at each workstation, and locking personal

storage above each desktop, shelving, a storage closet and a small conference table for impromptu department meetings

#### 4. Children’s Zone

The Children’s Zone should provide a busy and dynamic space for children ranging from infant to 5th grade. This area should be further subdivided to include separate spaces for toddlers, preschoolers and elementary school children. The entire area must be appeal to a wide range of ages and not feel too child-like. Glass walls or soundproof material should separate this area from the other library spaces.

##### Children’s Zone Collection Size:

New fiction and non-fiction	2,000
Fiction	11,500
Non-fiction	13,000
Easy readers	2,500
Picture books	13,000
Graphic novels	1,300
Summer Reading	2,500
Media: DVDs	2,000
<b>Total</b>	<b>47,800</b>

Include:

- Stroller parking
- An approachable, low service desk with seats for two staff members and mobile kiosks/tablets to deploy during busy times such as summer reading and special events
- One or two self-check kiosks
- A seating area where preschool children and their parents can explore books together in a loveseat or oversized chair
- Child sized seating with a variety of options – little tables and chairs, intermediate sized tables and chairs, picture book tables, small moveable benches or bean bags
- Furniture that is mobile or has the capacity to be easily moved.
- Two separate computer clusters: one for preschool kids; the other for older kids. Both areas with computer tables that provide data and power for secured tablets or PCs
- Quiet space for children who need less stimulation
- Low book shelves, display areas, and slat wall or interactive play features on stack ends, walls and within the space
- A hanging system and gallery space and display units for children’s artwork and exhibits

- Bulletin board and display areas
- A story room for 50 children and a separate craft/tinker space room for 25 children
- Storage space for craft materials, giveaways, summer reading incentives
- Space to store a laptop cart
- Low shelving, maximum 48", for the children's fiction and non-fiction collection
- Display shelving for new materials
- Picture book shelving that allows for face out browsing, 24" height

### Staff Space

**Include:**

- A separate office for the department manager
- A large, shared office space that can accommodate 4 staff members including workstations and task chairs, a file pedestal at each workstation, and locking personal storage above each desktop, shelving, a storage closet and a small conference table for impromptu department meetings
- A countertop work area, small sink, and small conference table for impromptu department meetings

## 5. Teen Zone

The teen area (Teen Zone) should be vibrant, sophisticated space that can accommodate 40–50 students ranging from 6th grade through high school. Glass walls or soundproof material are needed to separate this area from other areas of the library yet allow for visual supervision. Depending on the space available the "teen zone" may be subdivided to provide separate areas for "tweens" (children in grades 6-8) and "teens" in grades 9-12. Often the interests of these two age groups is different and predominant use by one group may inhibit use by the other. If possible, the Teen Zone should be adjacent to the Children's Zone but separate space.

**Teen Zone Collection:**

New fiction + non-fiction	500
Fiction	4,000
Graphic novels	2,500
Non-fiction	400
Summer reading	2,500
<b>Total</b>	<b>9,900</b>

**Include:**

- A service kiosk for the teen librarian
- An office for the teen librarian
- A combination of seating (mobile tables and chairs, soft seating, sofas, ottomans, and other options attractive to teens) to accommodate 40–50 people
- An adjacent soundproof area for group study and group meetings
- Mobile shelving to accommodate future changes
- Proximity to the children’s room or maker’s space and technology center or CPTV space
- A public computer area with 8 fixed computers to support collaboration and gaming
- A portable laptop cart to accommodate 20 devices for check out and for use in the library

## 6. Community Zone

Community meeting space is in short supply in Norwalk and library patrons are always seeking space for large and small gatherings. In libraries across the U.S. meeting space is an important part of library service. The renovated and expanded library should include the following meeting spaces.

### **Auditorium Performance Space**

A raked, fixed seat auditorium with capacity for 300 including exterior access to the “streetzone” for use after library hours

Include:

- Raised stage that enable performers to be seen from all parts of the room
- Storage room for equipment associated with this space
- Full audiovisual system including microphones, amplification equipment for the hearing impaired, a presentation screen, data projector, and podium with the capacity to accommodate laptops
- An adjacent kitchen with range, refrigeration, sink, cabinets, counter space and storage

### **Community Room**

Program space that can be subdivided for large and small library programs

Include:

- Seating for 175 people
- Stacking chairs and storage
- Speaker’s podium
- Full AV system, including microphones, amplification equipment for the hearing impaired, a presentation screen, data projector, and podium with the capacity to accommodate laptops

### Classrooms/Conference Rooms

Two classrooms with seating for 25 -30 people that are easily accessible to the adult, teen CPTV zones. This space can be used for formal class instruction, literacy and English as a second language training.

Include:

- Mobile tables and task chairs for 30 people
- Full AV capability
- Instructor's smart podium
- White board/smart board



This space is intended to support hands-on learning. It will be open to teens and adults. According to makerspaces.com, a makerspace is a collaborative work space for making, learning, exploring and sharing that uses high tech to no tech tools. These spaces have a variety of maker equipment including 3D printers, laser cutters, soldering irons and even sewing machines. The maker mindset creates something out of nothing and enable people to explore their own interests. These spaces are also helping to prepare those who need the critical 21st century skills in the fields of science, technology, engineering and math (STEM). They provide hands on learning, help with critical thinking skills and even boost self-confidence. Some of the skills that are learned in a makerspace pertain to electronics, 3D printing, 3D modeling, coding, robotics and even woodworking. Makerspaces are also fostering entrepreneurship and are being utilized as incubators and accelerators for business startups.

Include:

- Counters and storage cabinetry to 3D printers, color printer, STEAM projects and other equipment
- Moveable tables and chairs that can be easily rearranged depending on the project
- Mobile carts to accommodate supplies
- Space to display items that are manufactured

## 7. Connecticut Public Television Zone

This area should provide space for Connecticut Public Television and the hand-on learning area for the library which includes technology education, a makers' space, digital media lab.

**Allocate approximately 6,000sf for broadcasting Studio and associated space**

## 8. Support Zone

The support zone provides back of house support for a variety of library functions including collection management, administration, facilities management, and technology support.

### Collection Management and Technical Services

The collection management and technical services team support the acquisition, cataloging and management of the collection including discarding material no longer needed in the collection.

This space should include:

- A delivery entrance and loading dock adjacent to this area
- Shelving for staging materials
- A counter or tables for packing and unpacking boxes
- Storage area for supplies
- Storage and space for 6 book carts
- A separate office for the department manager
- A large, shared office space that can accommodate 5 staff members including workstations and task chairs, a file pedestal at each workstation, and locking personal storage above each desktop, shelving, a storage closet and a small conference table for impromptu department meetings
- A countertop work area and small sink

### Facilities Management

This area should be the central control spot for building systems and provide a small office for the facilities manager.

Include:

- Desk and workstation for 3 staff
- Separate office for the facilities manager with a dedicated computer for building system information
- Security and alarm system control center
- HVAC and other building system controls
- Storage for building equipment – snow plow, lawn mowers, etc.

### **Staff Lounge**

This area is intended as shared staff space for breaks and meals as well as a place to relax when not working with customers.

Include:

- Kitchenette (microwave, toaster oven, full-size refrigerator, range, coffee maker)
- Table seating for 20
- Comfortable seating for 10
- Cubbies or lockers for those staff who lack locked storage at their workstation

### **Administrative Suite**

The administrative suite will house the director, assistant director, administrative assistant, and marketing and graphics coordinator.

Include:

- Director and assistant director's office should include an executive workstation and small conference table for meetings, bookcases and locked storage.
- Administrative assistant should have a receptionist desk, locked storage for supplies.
- This area should include a small conference room that can be used for private meetings with staff, board members and others
- This suite should include a coat rack and seating for guests
- Marketing and graphics coordinator workstation or office should include adequate area for layout and supplies.

### **Technology**

Technology is integral to the delivery of library service but how and where access to technology is provided is changing rapidly. The technology portion of the Building Program should be the last thing to be developed but can be used to provide targets for now.

Include:

#### **IT/Server Room**

The IT/Server Room should accommodate the library's physical servers, cabling, security and other business enterprise systems. This space should also include a workbench or staging space for the repair and deployment of PCs and other electronic devices. Storage should be provided for power cords and other computer and IT peripheral devices.

Other items to be considered for the technology plan include:

- The type of cabling to be used for data support (CAT 6 or higher, fiber optic?)
- Raised flooring or core drilling for cabling and access?

- The number of fixed PCs to be provided for public and staff use, 3 laptop carts (one each for teens, children and adults) to support mobile computing, and tablets for information access in the adult, teen, and children's zones
- The number of dedicated catalogs and location
- # of computer reservation stations
- Security system for materials (yes or no) and type Radio Frequency Identification (RFID) technology or other
- Robust wireless accessibility in every part of the building
- Integrated circuits and electrical outlets in all furniture, floors, walls

### **Non-assignable space**

Every building has "non-assignable space" that supports things like restrooms, emergency stairways, elevators, storage, corridors and circulation patterns, etc. The percentage of non-assignable space as a ratio to other space depends on the building design. Most likely the non-assignable space will add another 25-30% to the overall square footage but this is dependent on the building design and whether or not existing space will be renovated or built new.

**Attachments**

**Attachment One**  
**Space Allocation Summary**

**NORWALK PUBLIC LIBRARY**  
**Library Development Solutions**  
**MAIN LIBRARY TRANSFORMATION PROJECT**  
**2019**

**DRAFT May 6,**

Assumptions:

1. Approximately 60,000 square feet of space on three levels
2. Target collection size of 100,000 items
3. Existing library to be totally renovated
4. Two entrances – Belden Avenue and parking lot
5. New space added to support programs, large meetings and after-hours usage
6. Building designed for maximum flexibility
7. Windows added for more natural light
8. CPTV to occupy first floor space for production studios

Functional area	sf	Mat'ls	Seats	Notes
<b>Exterior entrances</b>				
Belden Ave	300			Provide a reimagined main entrance to the library that is more transparent and welcoming. Include ramping to accommodate people with disabilities and strollers, etc. Provide bicycle racks. Landscaped exterior with hardscape and planting that extends the library outside during warmer weather, includes chairs, tables, benches, umbrellas. This "piazza" type of space can be named "library plaza" or named after a well-known local person. Include digital screen and area for print giveaways. This area can be used for library programs.
Parking Lot	300			Provide a newly designed entrance convenient to parking. This is likely to become a heavily used entrance. Include digital screen and area for print giveaways.
Interior Lobby	300		8	Provide bench seating.
Café	500		25	Provide café tables and chairs, counter height seating, kitchen/counter area
<b>Subtotal</b>	<b>1,400</b>			
<b>Welcome, Checkout and Return Service Point</b>	300	100	3	Bibliotheca self-service kiosks for checkouts, low counter for stacking books and media
Self-service kiosks	100			Self-service, free standing compact kiosks for checkout; low counter for staging books and media
Self-service holds	100	250		Shelving for patron pickup of items requested for holds
Checkout and returns	300	100	3	Manual checkout, return, library card registrations, and directional assistance

Workroom for material handling and staff	900	500	6	Efficiently designed workroom to seat staff. The managing librarian should have a separate office. Workstations around the perimeter of the office rather than desks to maximize space. Consider materials handling system. Shelving to accommodate 500 returned items and book carts.
Print, scan, copy	200			Separate alcove space for copy-scanner-printers-pay stations
<b>Subtotal</b>	<b>1,900</b>			
<b>Adult Zone</b>				
New books	600	3000	16	Browsing area for new books, include face out shelving and display tables, soft seating for readers, retail-type lighting to highlight displays
New adult media	50	300		DVDs, include space for display
Fiction	1,400	12,500		
Non-fiction	1,200	9,500		
DVDs	1,000	10,000		Note: DVDs are a rapidly declining format. Depending on construction date determine whether to include or not
Audiobooks	200	1,500		
Large print	150	1,500		
World Language	400	2,500		
Mysteries	300	3,000		
Sci Fi/Fantasy	120	1,200		
Graphic Novels	40	200		
Reference	25	150		
Literacy/ESL Collection	50	500		
Newsroom	900	75	20	Magazines (digital and hard copy, current only) newspapers, digital screens for news, soft seating for reads, tethered iPads for digital magazines, presentation screen and storage for chair. This room can also be converted to a small program room for 40 people
Fireplace reading	250		10	Remote controlled, gas fireplace; soft seating for 10 people
Quiet study	900		25	Glass walled room with table and task chair seating for 25 people; may also include collection
Individual reader seats	2500		100	Variety of seating throughout the adult services area
Information Commons	2500		75	Public access computers fixed and laptops for personal computing, information access, and access to library databases. Small reference collection. Service point for staff. Should include a table where staff can provide

				hands on instruction on how to use devices, highlight the database or app of the day.
Tech Center	700		14	Instructional space and productivity software. Instructor podium, projection, table and café type table seating
Collab Rooms	1,200		40	10 soundproof, small glass-walled rooms to seat 2-6 ppl; smart screens
Norwalk History	2,000	3000	12	Intended for Carnegie Building; incorporate closed stacks and work area
Conference room	400		16	Conference room for meetings/book discussions
Used book store	225	1000	4	Separate area for Friends used book sale, display shelving and lighting
Studio One	600		12	Space for hands-on learning; include shelving and locking storage for supplies and equipment
Staff space	900		6	Offices for department manager and staff
Customer service desk	300	50	2	Customer service point
Tech Discovery/Help	400		10	Counter height tables and seating for individual assistance with devices and apps
<b>Subtotal</b>	<b>18,310</b>			
<b>Children's Zone</b>				
Customer service desk	300	50	2	Small approachable service point for two staff members
Stroller parking/backpack storage	100			Area near entrance for strollers and backpack storage
Kids Gallery	150			Gallery space for exhibition of child-produced art work
New Book browsing area	300	2,000	6	Browsing area for new children's books, include face out shelving and display tables, soft seating for readers, retail-type lighting to highlight displays
Toddler and early readers	3000	15,500		Low shelving with face-out display for little readers; could be sorted by genre, e.g. fairy tales, animal stories, things that move. This area should be designed to encourage exploration and play. Include soft seating/ loveseats where parents and children can enjoy a book together; manipulative toys, etc.
Parent Corner	200	750	6	An area dedicated to books on parenting. Provide seating so parents can interest with each other
Story room	500		50	Dedicated room for story hours
Reading Terrace	400		20	Outdoor reaching terrace if on second floor, café tables and umbrellas: OPTIONAL NOT IN TOTAL SF
Nursing Mom Room	100		2	Private space for nursing moms
After school study and hangout space	1500		40	Area designed to attract elementary aged students after school. Provide space for students to work collaboratively and to work privately with tutors.

Craft and maker space	1,250		50	Dedicated space for crafts and making
Study rooms	400		16	4 Quiet study rooms for group projects
Fiction and non-fiction stacks	2,830	26,500		Low shelving, no more than 48" in height
Children's media	250	2,000		DVDs, kits, etc.
Tech Zone	700		20	PCs, tablets, laptops
Staff space	900		6	Office for dept. manager and 5 staff members
<b>Subtotal</b>	<b>13,150</b>			
<b>Teen Zone</b>				
Hangout space	900		20	Moveable tables and seating
Tech Zone	600		15	PCs, laptops, tablets, digital media production
Service kiosk	100	30	1	Low approachable desk
Study rooms	400		16	4 Quiet study rooms for group projects
New books	75	400	2	Low display units
Teen fiction	150	1000		Wall shelving
School reading titles	25	250		
Graphic novels	50	500		
Staff space	150			
<b>Subtotal</b>	<b>2,450</b>			
<b>Community Zone</b>				
Performance space	3000		300	Raked auditorium with seating for 300 people
Community room	1750		175	Program space with seating for up to 175 – space that can be subdivided
Classrooms	250		50	2 classrooms for 25-30 people each and instructor podium
Adult literacy	200	1000	12	
<b>Subtotal</b>	<b>5,200</b>			
<b>Support Zone</b>				
IT/Server Room	400			
Cataloging, processing, etc	600		TBD	
Staff room and lockers	600		10	
Admin offices	950		5	
<b>Subtotal</b>	<b>2,500</b>		<b>14</b>	
<b>Grand Total Library</b>	<b>44,910</b>			Note: this is an estimate of the amt. of space needed and is dependent on collection size, staffing, building layout, etc.
<b>CPTV</b>	<b>6,000</b>			
<b>Total CPTV and Library</b>	<b>50,910</b>			
<b>Non-assignable space</b>	<b>10,000</b>			

Total Building	60,910			
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## Attachment Two Norwalk Public Library Transformation Project Guidelines and Functional Space Specifications

### 1. Transformation Project Overview

The Transformation project will reimagine the Norwalk Public Library's existing space and create additional space to support current and projected library use. Norwalk's last significant investment in the Main Library was more than 35 years ago when a new addition opened in 1982. In the years since the space was originally designed library use has changed dramatically. Services, technology and programs that the community now takes for granted were not even imagined when the renovated Main Library reopened in 1982. The current library no longer meets the needs of the community.

### 2. Functional Areas

The Transformed Library will include the following zones and functional areas. These are described in more detail in the Functional Area Specifications section of this document.

#### The Street Zone includes:

- Belden Avenue and parking lot entrances
- Access to the new auditorium and lobby during and after business hours
- Access to the CPTV studio and media center
- Community and library information distribution center
- The Café including and bistro seating

#### The Welcome and Service Zone includes:

- Access to the library
- A service point for checkouts/returns and information
- Self-service hold pickup
- Self-checkout kiosks
- Materials handling and staff offices

#### The Adult Zone includes:

- Ask Us service point
- Collection neighborhoods (fiction and non-fiction)
- Abundant displays for new books and media
- Tech Discovery Center for technology support, teaching demos about library resources and apps, consultation with library staff, and highlighting digital content
- Print, scan, copy center
- Comfortable seating areas
- Technology Center
- Quiet Reading Room

- Fireplace reading area. Note *TBD*. Gas fired fireplace. Could be included as an *Add Alternate on Plan*
- Newsroom
- Norwalk History Center **Note: *planned for the renovated Carnegie Library***
- Collaboration Rooms
- Conference/Meeting Rooms

**The Children's Zone includes:**

- Ask Us service point
- Collection neighborhoods
- Abundant displays for new books and media
- Collaboration rooms to support group study, homework help and tutoring
- Abundant displays for new books and media
- Technology hubs for pre-school and school-aged children
- Story room and activity center
- Fish tank or other iconic feature that makes the children's zone special
- Designated area for toddlers and preschoolers
- Designated area for school-aged children
- Gallery space to showcase children's art work
- Youth Services staff offices

**The Teen Zone includes:**

- Ask Us service point
- Collection neighborhoods
- Abundant displays for new books and media
- Technology hub
- Furniture that can be easily reconfigured
- Soft seating

**The Community Zone includes:**

- Auditorium Space
- Community Room
- Conference/Classroom
- Adult Literacy

**The Support Zone includes:**

- Staff offices
- Administrative Offices
- Staff lounge
- Staff lockers
- Shipping and receiving
- Storage

### 3. Target Collection Size

The size of the collection requires a significant allocation of space to support easy discovery and increase use. In the past libraries packed their collection in dense stack areas typically on 72" – 96" high, unattractive metal shelving with 36" aisles. In the last 10 years, we've learned a great deal about how best to get our collections off the shelves and into the hands of our readers. We're moving from providing space for ever expanding collections to providing current, curated collections that respond to the reading interests of our community. Increasingly we are offering those curated collections in both print and digital formats. And, instead of building dense stack cores we are using the walls of the library to house collections with attractive shelving and lighting so space can be reallocated to people.

For example:

1. People who use public libraries tend to look for current and popular material
2. Densely packed shelving with books arranged end on end tends to discourage browsing and the serendipity of finding that book you never expected to read
3. Libraries that have reduced the size of their collections typically report significant increases in the number of items borrowed
4. Many libraries are experimenting with a hybrid location system that incorporates the Dewey Decimal Classification into a series of neighborhoods

The Norwalk Public Library Main Library staff have considered the current collection size and identified a collection size target that will service the community. Table 1 provides detail about the proposed collection distribution.

**Table 1**  
**Norwalk Public Library Main Library Collection Targets**

Adult Zone	Size	Type of Shelving	SF Required
New fiction and non-fiction	2,550	Low, display tables	255
Fiction	12,500	Free standing and wall shelving	1250
Non-fiction	9,500	Free standing and wall shelving	950
Book Group Collection	1,700	Low, display tables	170
World Language	2,500	Free standing and wall	250
Large-print	1,500	Low, easy to read	150
Mystery	3,000	Wall shelving	300
Science Fiction/Fantasy	1,200	Wall shelving	120
Graphic novels	200	Wall shelving	20
Reference	150	Low, free standing and wall shelving	15
Literacy/ESL	500		50

DVDs	10,000	Media shelving	1,000
Audiobooks	1,500	Media shelving	150
<b>Total Adult</b>	<b>46,800</b>		<b>4,680</b>
<b>Newsroom</b>			
Magazines	75	Display shelving	75
Newspapers	20	Racks	20
Title Storage for 12 months	75	Under display shelving	70
<b>Total Newsroom</b>	<b>170</b>		<b>170</b>
<b>Children's Zone</b>			
New fiction and non-fiction	2,000	Wall shelving, 60"; display tables	200
Fiction	11,500	Wall shelving, 60"	1150
Non-fiction	13,000	Wall shelving, 60"	1300
Picture books	13,000	Low shelving, 42" or bins	1300
Easy Readers	2,500	Low shelving, 42"	250
Graphic novels	1,400	Wall shelving, 60"	140
Media: DVDs	2,000	Shelving with handing units	200
Summer reading	2,500	Mobile shelving	250
<b>Total Children</b>	<b>47,800</b>		<b>4,780</b>
<b>Teen Zone</b>			
New fiction and non-fiction	500	Low shelving, display tables	50
Fiction	4,000	Wall shelving, 72"	400
Non-fiction	400	Wall or stacks, 72"	40
Graphic novels	2,500	Wall or stacks, 72"	250
DVDS	2,000	Media shelving	200
Summer reading	2,500	Mobile shelving	250
<b>Total Teens</b>	<b>9,900</b>		<b>990</b>
<b>Norwalk History Room</b>			
	3,000	Wall shelving, 72" with special shelving for oversize materials, locked shelving for rare or valuable items	<b>300</b>
<b>Estimated Total SF Required for Collection</b>			<b>10,920-12,000</b>

There are several formulas for determining the space required for collections:

**Shelf Capacity and Shelf Depth Excerpted from:**

<https://libraryarchitecture.wikispaces.com/Shelving>

Shelf Capacity is the number of volumes capable of being shelved on a linear foot of shelf. Standard book stacks are 90" high by 36" wide and have 7 shelves. Therefore, a typical shelf has 3 linear feet of storage. The number of volumes that can be stored per shelf varies depending on the material. For example, references books take up more space than fiction books.

Shelf depths range between as little as 6 inches for some AV materials to 16 inches for flat newspaper storage or oversize books. Standard shelf base depths are 8 inches (rarely used today), 10 inches (most common) and 12 inches (for Reference, Easy picture books & flat periodical storage) (Bryan, 2007) (Siems & Demmers, n.d.). Average volume size and recommended shelf depth for various media types have been calculated to aid libraries in their calculations:

Volume Type	Recommended Depth (inches)	Volumes per Linear Foot of Shelf
Encyclopedias	12	6
Fiction	10	8
Large Print	10	8
Non-Fiction	12	10
Paperbacks	8 to 10	16
Young Adult	10	12
Children's Picture Books	12	20
Juvenile Fiction	10	13
Juvenile Non-Fiction	12	13
Audio CD/CD Rom/DVD	8 to 10	30
Magazines	12	1
Newspapers	12	1

Using the average units per linear foot of shelf for fiction (8), the equation for the capacity of a single facing shelf is:

$$8(\text{volumes per linear foot}) \times 3(\text{linear feet}) \times 7(\text{shelves}) = 168 \text{ volumes of fiction}$$

Other collection browsing considerations to be factored into the amount of space required for the collection:

- High tables or seating near the art collection or other oversize books to allow for easy browsing
- Display shelving among the regular shelving to allow for face out, featured book displays
- Space for browsing can without impediments, e.g. keep seating a distance from wall shelving
- Bookstore-like signage to help customers locate material.
- The Anythink Library, Thornton, Co. has developed useful [guidelines](#) for thinking about display and merchandising of library collections.

The Connecticut State Library's [Space Planning Guidelines](#) calculate collection space using these guidelines:

- The number of volumes divided by 10 = square feet required for collection
- The number of non-print titles /10 = square feet required for the collection
- Current periodicals require 1sf per title

## 5. General Guidelines for Designing the Norwalk Public Library's New Space

The renovated and expanded Norwalk Public Library should become a not-to-be-missed destination for all Norwalk residents. The project goals are to:

- ✓ Create a library that is a destination, community anchor, and intellectual heart of the town
- ✓ Design a building that is inclusive, interactive and innovative
- ✓ Create interior space that is flexible and easily adaptable to accommodate future change and growth
- ✓ Provide barrier free access to all
- ✓ Incorporate energy efficient systems and green technology to reduce the building's carbon footprint

To accomplish these goals the architects should incorporate the following into their design for the building:

- a) Power outlets everywhere. Today's libraries need to provide abundant power for customers.
- b) Plan a flexible interior floor plan with furniture that can be easily moved and reconfigured.
- c) Integrate wire management into tables and seats.
- d) Provide large screens for public PCs.
- e) Provide adjustable lighting throughout the space (all lights on, all lights off, dimmable lighting, spotlights, etc.)
- f) Take advantage of natural light and views but provide solar shades or other glass management solutions to reduce light glare.

- g) Use carpet (tiles) to help control sound.
- h) Use tile or other durable flooring material in high traffic areas.
- i) Provide the ability to control temperature in the building and remotely (24/7) using HVAC software. Offer the ability to control individual room temperature (several degrees up or down) within a room.
- j) Offer a gallery hanging system throughout the space.

## 6. Proposed Building Size

Table 2 provides a target for the proposed building size based on the functional areas identified in the Building Program and specifications for each space.

1. Street Zone
2. Welcome and Service Zone
3. Adult Zone
4. Children’s Zone
5. Teen Zone
6. Community Zone
7. CPTV Zone
8. Support Zone

Table 2  
 Norwalk Public Library Proposed Building Size

Street Zone	1,400sf
Welcome and Service Zone	1,900sf
Adult Zone	18,310sf
Children’s Zone	13,150sf
Teen Zone	2,450sf
Community Zone	5,200sf
CPTV	6,000sf
Support Zone	2,500sf
Total Library + CPTV	50,910sf
Non-Assignable Space	10,000sf
Total	60,910

## 7. Space Specifications

These specifications are provided as guidelines to assist the architect and building planners as they design the proposed library space.

### Area 1: Street Zone (1,400sf)

**Function:** This is the primary entrance to the library for customers of all ages. The area serves as a transition space from the outside to inside. The space should inspire excitement and engagement the moment one steps through the door. Visitors

should feel welcomed and inspired about what they are about to experience in the library. The entrance needs to include access for those who may have physical disabilities or need special assistance.

This space should provide access to the planned auditorium, the CPTV studios and media center and café. Large screen displays should orient people to events taking place in the library and provide a distribution center for community information.

This entire space should be accessible after hours for events.

**Users:** People of all ages

**Proximity:** Should be near the parking area and Belden Avenue pedestrian walkways. Restrooms should be easily accessible from this area.

**Details of Furniture/Space Requirements:**

- 1.1 Welcoming, open space for access to the library
- 1.2 Airlock to modulate temperature control at both entrances
- 1.3 Walk off mats
- 1.4 Tile or natural stone floor for easy maintenance
- 1.5 Entrance into the library from this space should be as open as possible and accessible for wheelchairs, walkers, and strollers. Consider stroller parking lot adjacent to this area if not in the children's area.
- 1.6 Waste, recycling bins and umbrella cover distribution for inclement weather.
- 1.7 Space permitting, include materials return slots that drop items directly into a sorting area.
- 1.8 Include donor wall, dedication plaque, book return.
- 1.9 Café area to encourage people to spend more time in the library it is important to provide a food amenity. This can be done in collaboration with a local vendor who may supply coffee, tea, soft drinks and other light snacks. If the library decides not to offer food this area can still be reserved for casual seating and conversation. Provide a service and transaction counter, refrigerated case, prep and staging area for coffee and tea service, refrigeration, sink, microwave and other reheating equipment, storage, etc. Include café tables and seating and if possible, a high counter and stools.

**Area 2: Welcome and Service Zone (1,900sf)**

**Function:** The Welcome and Service Zone provides several functions: a welcome desk with staff who can help orient people to the library space, the checkout and registration desk for library transactions, and a quick information desk for those who have more in-depth questions or require research assistance. The "ask us"

“check-out” desk should be welcoming, small in scale and easily approachable. This is one of the most important areas of the library as it provides the public with its first (and in some cases, only) contact with the staff.

**Users:** People of all ages

### Summary of Needs

- Provide an area for customers to check out and/or return library materials.
- Provide two (2) staff workstations at the desk for fee collection, registrations, renewals, and answering the telephone.
- Provide space for three self-checkout kiosks.
- Provide shelving for direct pick-up by patrons of reserve books and non-print media.
- Provide storage for supplies and various forms used for library business.

### Details of Furniture/Space Requirements:

- 2.1 Work space for 4 staff, separate office for department managers, and shared work space for part-time staff.
- 2.2 Modular, custom-designed combination desk/counter wired for 2 staff checkout work stations. Provide space on the desk for recessed receipt printers. Include a cash register and credit card processing equipment. The desk should be friendly to both adults and children and comply with the Americans with Disabilities Act. Consider a design that will allow standard desk elements to be purchased and installed within a custom design.
- 2.3 3 self-checkout kiosks located close to check out desk for staff to easily provide assistance
- 2.4 Shelving for self-service holds pickup by customer (in public area) and for staff use behind counter.
- 2.5 Space for book trucks.
- 2.6 Special acoustical treatment appropriate for a high-traffic area
- 2.7 Cabling for 2 checkout workstations
- 2.8 Millwork to accommodate 3 self-checkout kiosks with bar code scanners and receipt printers
- 2.9 Built in panic alarm incorporated into the desk
- 2.10 Abundant electrical outlets
- 2.11 Public queuing area should allow for one line of users that will feed any open checkout station
- 2.12 Storage for desk supplies
- 2.13 Provide a window between Checkout Desk area and Lending Services workroom so staff can easily determine when more assistance is needed.
- 2.14 Provide comfortable flooring for the staff since it may be necessary to stand for several hours.

- 2.15 Depending on desk height provide swivel stools where the staff may perch during times when it is not busy
- 2.15 Avoid high heat-producing lighting and glare that may affect staff at the desk.
- 2.16 Private office for Lending Service department head
- 2.17 Lending services department workroom for check-in of returned items and staging for shelving
- 2.18 Checkout Desk with workstations for 2 staff
- 2.19 Three self-checkout kiosks
- 2.20 Shelving for self-service holds
- 2.21 Space to accommodate book trucks (
- 2.22 Varied desk height to accommodate children and adults
- 2.23 Book store for used book sale

**Proximity:** Adjacent to Street Zone to enable view of entrance/exit doors.

**Occupancy:** Up to 16 public users and 1-2 staff at checkout desk

**Area 3: Adult Zone (18,310 sf) Note: Includes Norwalk History Center**

**Function:** This is the primary service zone for library staff who assist adult customers with a variety of library functions including reader's advisory, information and research, hands on assistance with technology devices and digital downloads. This area should encourage interaction between the staff and customer via a "hip-to-hip" consultative service model.

**Summary of Needs:**

- 3.1 Customer Service Desk
- 3.2 Collections
- 3.3 Public Computers/Information Commons
- 3.4 Table and lounge seating
- 3.5. Quiet study
- 3.6 Collaboration rooms/group study
- 3.7 Tech Center
- 3.8 Newsroom
- 3.9 Conference room
- 3.10 Norwalk History Center
- 3.12 Staff Work Areas
- 3.11 Print, scan, copy
- 3.12 Staff Work Areas

### 3.1 Customer Service Desk

**Function:** This service point is the where customers come to receive assistance with reader's advisory, information and research, interlibrary loan, tech devices, digital downloads, computer assistance and more. The desk should be small, approachable and minimal in its design. The Ask Us desk should be located close to the adult collections and technology cluster.

#### Furniture/Space Requirements

- 3.1a Service desk with one workstation (fixed PC or laptop 50sf)
- 3.1b Low shelving/storage unit that integrates with desk for frequently consulted items, laptop loans, and other needed items
- 3.1c Consider the addition of a genius bar desk, modeled after those used at the Apple store, for group demonstrations of library products, e.g. how to discover your family history on ancestry.com, instruction about the app of the day, digital download sessions

### 3.2 Collections

**Function:** This space accommodates the library's adult collection in all formats. The collection should be arranged so it can be easily browsed by customers. To the extent possible, the collection should be accommodated around the perimeter of the space so that space for seating can occupy the center of the library.

#### Furniture/Space Requirements:

- 3.2a The Adult collection is expected to total 46,800 or approximately 4,700 square feet. These items should be displayed in an easy to browse arrangement of neighborhoods that make it easy for customers to find the subject areas they are most interested in.
- 3.2b Shelving should be fully adjustable and accommodate a variety of shelving inserts that enable face out display. Use Integrated lighting that showcases books. Note: MJ Shelving makes a beautiful shelving product for libraries that includes integrated lighting:  
<http://www.mjshelving.com/common/index.php?com=MJ&div=AA&nav=AA&page=A91>
- 3.2c Custom or off the shelf or customer display shelving should be used for new collection displays and media collections
- 3.2d The new materials area should include a variety of attractive shelving for showcasing various types of material. Use a combination of spine-out and face-out displays. Linear footage requirement will be based on the mix of print and media displayed. This area should be located close to the entrance.
- 3.2e Comfortable seating for patrons who are browsing the new items.
- 3.2f OPAC for online catalog searching.
- 3.2g Lounge or bench seating interspersed in this new book area.

### 3.3 Information Commons/Public Computing

**Function:** Public access computers provide high speed access to the Internet and enable customers to check their email, use library supplied digital content, work collaboratively, and conduct research.

**Furniture/Space Requirements:**

- 3.3a 40 single use public Internet computer stations with enough elbow room for people to spread out
- 3.3b 2 collaborative computer stations; 2-4 seats at each station
- 3.3c Provide some level of noise control for the collaborative computer workstations.

**Proximity:** Locate near the Customer Service desk, Technology and Print Centers

### 3.4 Table and Lounge Seating

**Function:** The re-imagined adult services area provides a variety of seating options for 100-150 adults with power everywhere so those with devices can easily find a place to plug in.

**Summary of Needs:**

- Seating that encourages conversation and collaboration
- Soft seating scattered throughout the space particularly in spots that take advantage of outdoor views
- A re-imagined study carrel, a modern-day study work cube for working alone
- Technology cluster

**Furniture/Space Requirements:**

- 3.4a Tables with a variety of seating capacities, with emphasis on long work tables.
- 3.4b Soft seats for laptop use in a comfortable setting (Reno Furniture, which is certified SCS Indoor Advantage™ Gold and level® 2 that can contribute to LEED® points, is a good example as is Lowenstein.)
- 3.4c If possible, create a cluster of “work cubes/pods” (a more contemporary version of a study carrel) in an area that can be designated for quiet study.
- 3.4d Comfortable reading areas

**Proximity:** Lending Services, Print, Scan, Print Center

**Occupancy:** 100-150 reader seats.

### 3.5. Quiet Study Room

**Function:** The Quiet Study Room provides a “quiet only” work space for those seeking contemplative work space. This room should include large tables where people can spread out with their laptops and papers and soft seating that provides a more relaxed work space.

**Summary of Needs:**

- A quiet, cell phone free reading area with tables with ample room to spread out, outlets for laptops, task chairs and soft seating for those who want to work more casually.
- Transparent walls to allow for easy supervision.

**Furniture/Space Requirements:**

- 3.5a Tables with a variety of seating capacities, with emphasis on long work tables.
- 3.5b Power and network connections at each reader seat
- 3.5c Task chairs
- 3.5d Soft seats for laptop use in a comfortable setting

**Proximity:** Customer Service Desk

**Occupancy:** 40 people

### 3.6 Collaboration Rooms/Group Study Rooms

**Function:** These small glass-walled rooms are designed to support small group meetings that need a quiet space for discussion and collaboration. Rooms can be of varying size to accommodate 2-6 people.

**Furniture/Space Requirements:**

- 3.6a Ten (10) sound proof, glass enclosed collaboration rooms seating 2-6 teens or adults
- 3.6b Large screen monitor and software that enables PC/Mac collaboration
- 3.6c Whiteboards
- 3.6d Tables and seating appropriate for the capacity for each room

**Proximity:** Locate adjacent to the adult and teen zones and staff so that the usage can be observed by the Adult Services staff.

**Occupancy:** Maximum of 2, 4 or 6 in each collaboration room.

### 3.7 Technology Center

**Function:** This space is designed for technology instruction to promote digital literacy for all ages.

**Furniture/Space Requirements:**

- 3.7a Tables and seating to accommodate 14 students
- 3.7b Instructor smart podium that enables control of student PCs
- 3.7c Smart screen and AV projection

**Proximity:** Adjacent to the Information Commons so that when not in use for formal instruction this space provides access to additional public use computers.

### 3.8 Newsroom

**Function:** Print and digital magazine browsing and reading area with comfortable seating; quiet space; depending on space allocated can double as smaller program space for up to 40 people

**Users:** Customers looking for quiet space to browse and read newspapers and magazines

**Proximity:** Adult Zone

**Furniture/Space Requirements:**

- 3.8a Shelving for 75 current print magazines and 20 daily newspapers
- 3.8b Storage for 12 months of magazines
- 3.8c Comfortable seating and occasional tables
- 3.8d Tables with secured iPads for access to Zinio or other digital magazine product(s)
- 3.8e If used for small program space: AV set up, data projector and screen, room to store chairs. Glass doors to close the space off from the rest of the adult zone to contain noise.

### 3.9 Conference Room

**Function:** This room provides an area for small meetings for the library board, staff, and community groups.

**Furniture/Space Requirements:**

- 3.9a Conference room with large conference table and task seating for 16.

- 3.9b Built-in service cabinets and counter for handouts, refreshments, etc.
- 3.9c Integrated AV including a screen, data projector, smart board, conference call capacity

**Proximity:** The Conference Room should be easily accessible for staff and public use. If possible, it should be located in a centrally located area.

**Occupancy:** Maximum 16 seated.

### 3.10 Norwalk History Center

**Function:** This space is designed to celebrate Norwalk's history, house and display historical materials in various formats and research and use one-of-a-kind historical documents and newspapers.

**Furniture/Space Requirements:**

- 3.10a Locate in the newly restored Carnegie Library
- 3.10b Variety of shelving and storage for several different formats, including books, maps, photographs, and postcards. Integrate compact shelving if needed.
- 3.10c Table seating for 10-12
- 3.10d Space for 4 computer workstations
- 3.10e Microfilm reader/printer and cabinets
- 3.10f Adjacent workroom for handling and processing of historical materials
- 3.10g Customer service desk
- 3.10h Gallery hanging system for framed art
- 3.10i Locked display cases for valuable items
- 3.10j Soft seating for people who want to use this space for reading

**Proximity:** Adjacent to Adult Zone area.

**Occupancy:** 14 people

### 3.11 Print, Scan, Copy

**Function:** This area provides equipment needed for public printing, scanning, and copying, etc.

**Furniture/Space Requirements:**

- 3.11a 1- photocopier/printer
- 3.11b Computer for print release station
- 3.11c Counter workspace for sorting, stapling, assembling, etc.
- 3.11d 1- freestanding change machine/credit card processor
- 3.11e Designed as an alcove so that users and print equipment do not block aisles.

3.11f 1-Scanning station

3.11g Space for other equipment including a shredder, fax machine, typewriter, large format printer

**Proximity:** Locate near the Customer Service Desk.

### 3.12 Adult Services Work Areas

**Function:** Work space for the Adult Services staff and department head.

#### **Furniture/Space Requirements:**

3.12a Private office for department head to include desk with chair, return for computer workstation and printer, one lateral file, two sections single faced shelving, two visitor chairs, coat rack or closet

3.12b 6 workstations for adult services staff and shared space for part-time staff with integrated shelving and an overhead storage unit, space for a small footprint book cart to be placed adjacent to the individual work space and personal file cabinet

3.12c Large table in the center of the room for group meetings or collaborative project work

**Proximity:** Adjacent to the Adult Services area.

### Area 4: Children's Services (13,150sf)

**Function:** Primary space to service children from infancy to grade 6. This space should be designed to attract children and their parents to spend time in this area.

#### **Furniture/Space Requirements:**

- Provide designated areas to serve infants and toddlers, children in grades K-6, parents and caregivers
- Create space that is irresistible to kids and appeals to their sophisticated taste
- Provide a room to accommodate nursing mothers
- Accommodate the collection on low shelving and include mobile shelving units to allow for flexibility
- Acoustical separation from the rest of the library with glass and sliding doors to prevent children from wandering unless the space is on its own floor
- Include a fish tank or other focal point to make the room special

#### **Summary of Needs:**

4a. Service Desk  
4b. Collections  
4c. Seating  
4d. Technology

4e. Story  
4f. Crafts Room  
4g. Staff Work Area  
4h. Collaboration Rooms

#### 4a. Customer Service Desk

**Function:** Primary point of service for children and parents/caregivers

**Furniture/Space Requirements:**

- 4a.1 Low service desk with two staff workstations that is easily approachable for children of all ages
- 4a.2 Queuing space for 2 customers
- 4a.3 Space for 2 small book carts
- 4a.4 Shelving or display area behind or adjacent to desk

**Proximity:** Service point should be visible to someone first entering the Children's area and close to staff work area.

#### 4b. Collections

**Function:** This space accommodates the library's children's collection. The collection should be arranged so it can be easily browsed by children of all ages. To the extent possible, the collection should be accommodated around the perimeter of the space so that space for seating and activities can occupy the center of the library. Picture books for the youngest readers should be sorted on low shelving units by genre, e.g. fairy tales, things that move, ABC and counting books, etc. Shelving units for older children should not exceed 60" height.

**Summary of Needs:**

- Space to accommodate 47,800 items

**Furniture/Space Requirements:**

- 4b.1 The Children's collection is expected to total 47,800 items. These items should be displayed in an easy to browse arrangement of neighborhoods that make it easy for customers to find the subject areas they are most interested in.
- 4b.2 Variety of 42" and 60" fully adjustable shelving that can accommodate a variety of shelving inserts that enable face out display. Use Integrated lighting that showcases books. Note: MJ Shelving makes a beautiful shelving product for libraries: <http://www.mjshelving.com/common/index.php?com=MJ&div=AA&nav=AA&page=A91>
- 4b.3 Custom or off the shelf or customer display shelving should be used for new collection displays and media collections
- 4b.4 Use mobile shelving units that can be easily reconfigured

#### 4c. Seating

**Function:** Children's area seating is designed to accommodate a variety of ages and uses. One area of the space should integrate the picture book collection and seating for toddlers and preschoolers. This should include seating where a parent can share a book with a child, child-friendly table seating and chairs for coloring, exploring books and other age appropriate activities. Another area of the children's zone should provide seating for elementary school aged children including table seats and chairs and soft seating.

**Furniture/Space Requirements:**

- 4c.1 75 seats at tables for elementary aged children. Tables and chairs should be a mixture of heights to accommodate children of various age groups -toddlers to 6<sup>th</sup> graders.
- 4c.2 Soft seating and benches.
- 4c.3 Comfortable loveseats for long-term reading. Each loveseat should accommodate 2 people.
- 4c.4 Child-size lounge chairs. Comfortable, overstuffed chairs that can accommodate an adult and a child.
- 4c.5 Individual study carrels
- 4c.6 Space for parents and caregivers to park strollers.
- 4c.7 Bean bag or other portable seating that can easily rearranged

**Occupancy:**

Seats for 75 children, 30 adults

#### 4d. Children's Tech Zone

**Function:** Technology for children should be clustered in two areas– the preschool area and elementary school area. For preschoolers who are just beginning their digital learning experience provide a cluster of tethered iPads that can be used for the kid's app of the day. In addition, this area can also accommodate PC's that have adapted keyboards and software for this age group.

For older children provide a technology cluster with PCs and Macs that can be used for Internet searching, access to digital content and gaming.

**Furniture/Space Requirements:**

- 4d.1 20 public access internet PCs for elementary school children on long tables with wire management
- 4d.2 5 pods for iPads, located away from the stacks and close to service desk or pre-school area.

- 4d.3 1 Print release station for printing/copying.
- 4d 4. Cart for laptop loans

#### 4e. Story Room

**Function:** This space will be used for story hours and other reading events.

**Furniture/Space Requirements:**

- 4e.1 Bean bag or other soft seating options for children’s story hours
- 4e.2 Area for presenter props such as a felt board, puppet theater, etc.
- 4e.3 A/V equipment and storage cabinet.
- 4e.4 Consider Big Cozy Books or other decorative items to make the space attractive to children.

**Proximity:** Adjacent to children’s collection and seating areas.

**Occupancy:** 50 floor seats.

#### 4.f. Program Room

**Function:** Room to support arts and crafts, coding, maker activities, and other program activities for children.

**Furniture/Space Requirements:**

- 4f.1 Stacking tables and chairs with seating for 50
- 4f.2 Sink and counter space for craft programs and cleanup.
- 4f.3 Cabinets for storing craft supplies, summer reading materials, seasonal displays, etc. or a large storage closet that serves the same function.
- 4f.4 Other items to support the maker program and other functions.

#### 4.g. Children’s Staff Work Areas

**Function/Activities:** Private work space for Department Head and 4 Children’s Department staff plus shared workspace for part time staff and volunteers

**Furniture/Space Requirements:**

- 4f.1 Private office for Department Head includes workstations with chair, lateral file, shelving, 2- side chairs and a coat rack
- 4f.2 Shared office space for ## to include workstations with overhead storage. file pedestals, and chairs

**Proximity:**

Adjacent to the Service Desk.

**Occupancy:** Department Head and 4 staff members

#### 4.h Collaboration Rooms

**Function:** These small glass-walled rooms are designed to support small group meetings for children who need a quiet space for a school project, tutoring session, discussion or collaboration. Rooms can be of varying size to accommodate 2-6 people.

**Furniture/Space Requirements:**

- 4h.1 Four (4) sound proof, glass enclosed collaboration rooms seating 2-6 children
- 4h.2 Large screen monitor and software that enables PC/Mac collaboration
- 4h.3 Whiteboards
- 4h.4 Tables and seating appropriate for the capacity for each room

#### Area 5: Teen Zone (2,450 sf)

**Function/Activities:** A dedicated Teen Area to serve ages 12- 18. This space should include a small collection of 10,000 print and AV materials, technology, and flexible seating. This is intended as “hang out” and “social” space where pre-teens and teens can gather after school and on weekends.

**Furniture/Space Requirements:**

- 5.1 A small service desk with a set up for either a fixed PC or tethered laptop.
- 5.2 Lounge or modular type seating for 50 people.
- 5.3 Seats and tables for 50 that are mobile, durable, flexible, and easily moved.
- 5.4 42” shelving with flat tops for display.
- 5.5 72” perimeter shelving – 7 shelves per unit
- 5.6 Display units for new material. paperbacks, and graphic novels.
- 5.7 Counter top with 6 iMacs and laptop cart equipped with 20 MacBooks that can be charged and ready for loan and use in the Teen Space.
- 5.8 Workspace for teen librarian and support staff

**Proximity:** Adjacent to children’s area.

**Occupancy:** Maximum 50 seated; more for special events and floor seating as an option for many more teens to use, if needed.

**Area 6: Community Zone (5.250sf)**

The Community Zone consists of the following areas:

- |    |                              |    |                               |
|----|------------------------------|----|-------------------------------|
| 6a | Auditorium/Performance Space | 6d | Classroom/Conference Rooms    |
| 6b | Community Room(s)            | 6e | Literacy/New English Learners |
| 6c | Studio One                   |    |                               |

**6a. Auditorium**

**Function:** The auditorium provides 300 fixed and raked seats to support performances, lectures, movie screenings, author talks, and community events. A small kitchen with range, refrigeration, sink, cabinets, counter space and storage services the auditorium. The space should be located close to the library's entrance, so it is accessible before and after business hours.

**Furniture/Space Requirements:**

- 6a.1 AV to support public performances: fixed projection screen, intelligent lectern, data projector, remote control for lighting, sound, window shades, and all room equipment
- 6a.2 Upholstered theater-style seating
- 6a.3 A full stage that can be used for performances
- 6a.4 Provide a landline jack, fiber-optic cabling, and cable TV drop in each room.
- 6a.5 Provide a motorized, in-ceiling lift for a computer/video projector directed at the stage.
- 6a.6 Provide abundant electrical outlets.
- 6a.7 Include an induction loop for assistive hearing
- 6a.8 Provide space for a baby grand piano

**6b. Community Room**

**Function:** This large/dividable meeting room provides flexible, seating for approximately 175 people or for two smaller groups in two separate rooms. A small, portable raised stage makes it easy for the audience to see the presenter. A smart podium with integrated AV accommodates both PCs and MacBooks.

This space also includes storage for chairs, tables and other associated equipment that supports this space when it is not in use,

**Furniture:**

- 6b.1 Multi-purpose meeting space that seats 175 people theater-style and is easily re-configurable for classroom seating, events, and other uses. The room should include the following:
  - 200 Stacking chairs on dollies

- 25 Stacking tables
- 1 Portable Raised Stage
- A storage closets large enough to store chairs and tables
- 6b.2 AV to support public performances: drop down screen, intelligent lectern, data projector, remote control for lighting, sound, window shades
- 6b.3 Room can be divided with 1–2 movable partitions that will create 2–3 rooms of various capacities.
- 6b.4 Provide a landline jack, fiber-optic cabling, and cable TV drop in each room.
- 6b.5 Provide a motorized, in-ceiling lift for a computer/video projector directed at the stage.
- 6b.6 Provide abundant electrical outlets.
- 6b.7 Include an induction loop for assistive hearing
- 6b.8 Provide gallery hanging system for artwork and provide lighting for art displays.
- 6b.9 Use easily maintained wall surfaces of a neutral color.

**Proximity:** This assumes renovation of the existing meeting space on the 1982 addition second floor. Locate close to restrooms and reception area and gallery.

#### 6c. Studio One

**Function:** This space for teens and adults is intended to support hands-on learning including making, coding, and exploring that makes use of high-tech and no-tech tools.

##### **Furniture/Space Requirements:**

- 6c.1 Counters and storage cabinetry to 3D printers, color printer, sewing machines, STEAM projects and other equipment
- 6c.2 Moveable tables and chairs that can be easily rearranged depending on the project
- 6c.3 Mobile carts to accommodate supplies
- 6c.4 Space to display items that are manufactured
- 6c.5 Data projector, screen and instructors' podium
- 6c.6 Display space for manufactured items
- 6c.7 Space to accommodate a mobile maker's cart

#### 6d. Classroom Space

**Function:** Two classrooms/conference rooms that can be used for a variety of purposes including ESL and literacy training, job seeker workshops, citizenship classes, etc.

##### **Furniture Requirements:**

- 6d.1 Classroom style tables and chairs on castors to accommodate 20 people
- 6d.2 Data projector, screen and instructors' podium

**Area 7:** CPTV (6,000sf +/-)

Note: 6,000 sf is allocated for this space that will include a broadcast studio, digital media studio and other functions to be described by CPTV.

**Area 8: Staff Zone**

**Area 8: Support Zone (2,500 sf)**

**Function:** The Support Zone provides back room services essential to the library's effective operation. This includes IT, collection management, facilities management and staff and administrative support.

**8a. IT Server Room**

**Function:** The IT Room should accommodate the library's physical servers, cabling, security, and other business enterprise systems. This space should also include a workbench or staging area for the repair and deployment of PCs and other technology devices. Storage cabinets should be provided for power cords, peripheral devices, and computer supplies.

**Furniture/Space Requirements:**

- 8a.1 Counter space with enough depth to accommodate a 5 PC's and 1 printer.
- 8a.2 Server rack (TBD)
- 8a.3 Further specs to be determined by IT/AV consultant

**8b. Collection Management and Technical Services Staff**

**Function:** The Collection Management and Technical Services Team support the acquisition, cataloging and management of the library's physical and digital collections.

**Furniture/Space Requirements:**

- 8b.1 Delivery entrance, shipping and receiving
- 8b.2 Shelving for staging materials to be processed
- 8b.3 Counter or large table for packing and unpacking boxes
- 8b.4 Private office for department head plus workstations for 5 staff.

**8c. Administrative Suite**

**Function:** This suite will include offices for the director, assistant director, administrative assistant, and marketing and communications coordinator.

**Furniture/Space Requirements:**

- 8c.1 Director's office and assistant director's office with executive workstation, small conference table for meetings, built on bookcases and storage, coat rack, locked storage.
- 8c.2 Administrative assistant should have reception desk, locked storage, space for safe, storage for supplies, lateral files, and coat rack or closet.
- 8c.3 Program and publicity coordinator office with one workstation, lateral file, single faced book shelves, table for layout, flat files

**8d. Facilities Management**

**Function:** The facilities management office includes workstations for facilities staff and controls for all building systems.

**Furniture/Space Requirements:**

- 8d.1 Three (3) workstations, PC, lateral file, key storage, single faced shelving.

**8e. Staff Lounge**

**Function:** Shared staff space for breaks and meals as well as a place to relax when not working directly with customers.

**Furniture/Space Requirements:**

- 8e.1 Kitchenette (microwave, toaster oven, full size refrigerator, cooktop, coffee maker)
  - 8e.2 Table seating for 20
  - 8e.3 Comfortable seating for 10
  - 8e.4 Cubbies or lockers for those staff who lack locked storage at their workstations
-

RENOVATIONS OF FAIRFIELD COUNTY LIBRARIES

NOTES: 2022-2023

Sherelle Harris, Library Director

Hailey Roy, Library Assistant

Library	Contact	Company Name	Company Contact	Phone	Reason Chosen
Darien 203. 655.1234	Kiera Parrott, Director 203.669.5224	Left voicemail	N/A	N/A	N/A
Westport 203.291.4800	William H. Harmer, Dir. 203.291.4801 <b>Robin M. Powell</b> Executive Assistant	HMA2 Architecture	<b>Henry Myerberg</b> – New York	917.375.3971 hmyerberg@ hma2.com	He’s an expert in library renovations and has done them all over the world.
Greenwich 203.622.7900	Joseph A. Williams, Dir.	Peter Gisolfi Associates	<b>Michael Tribe</b>	914.478.3677	N/A
Bridgeport 203.576.7400	<b>Elaine Braithwaite</b> Director	Antinozzi Associates PC  Downes Construction LLC (New Britain)	<b>Michael Ayles</b> Designed Beardsley Branch new structure  Dominic Madigan construction manager	203.377.1300	Loves their work, loves their designs and highly recommends them. They are very responsive, no delays, very thorough  <b>Strategic plan</b> – consultant before, in house now, fine without consultant
New Canaan 203.594.5000	Lisa Oldham, Director 203.594.5005 <b>Cheryl Capitani</b> , AD	Centerbrook Architects & Planners	<b>Jim Childress</b> <b>Mark Herter</b>	860.767.0175	Design elements
Stamford 203.964.1000	<b>Alice Knapp</b> Chief Executive Officer	Titan Enterprise	<b>Mike Esposito</b>	203.278.9030	Lowest bidder, they had a good reputation with the city.  <b>*Strategic planning:</b> in-house, and used consultant

## **Westport**

Name of company: HMA2 Architecture – based in New York

Contact name: Henry Myerberg

Phone/Email: 917.375.3971 | [hmyerberg@hma2.com](mailto:hmyerberg@hma2.com)

Why company was chosen: “He’s an expert in library renovations and has done them all over the world.”

Strategic planning process: Through architect, Henry Myerberg

## **Greenwich**

Name of company: Peter Gisolfi Associates, based in New York

Contact name: Michael Tribe

Phone Number: 914.478.3677

Why company was chosen: N/A

Strategic planning status: N/A

**Note: The assistant from whom the information was received just started her position.**

## **Bridgeport**

Name of company: Antinozzi Associates PC

Contact name: Michael Ayles

Phone Number: 203.377.1300

Why company was chosen: Likes their work, highly recommends them, loves the designs, very responsive, no delays, very thorough.

Strategic planning status: Used a consultant before, but is in house now. Says they are fine without a consultant.

**Note: Library branch renovation**

## **New Cannan**

Name of company: Centerbrook Architects & Planners

Contact name: Jim Childress, Mark Herter

Phone Number: 860.767.0175

Why company was chosen: N/A

Strategic planning status: N/A

**Notes: Assistant provided limited information. She will leave a note for the director.**

## **Darien**

Name of company: N/A

Contact name: N/A

Phone Number: N/A

Why company was chosen: N/A

Strategic planning status: N/A

## **Stamford**

Name of company: Titan Enterprise Inc. based out of Ansonia

Contact name: Mike Esposito

Phone Number: 203.278.9030

Why company was chosen: Lowest bidder, they had a good reputation with the city.

Strategic planning status: In-house, and consultant

**Note: Highly recommends Ellen Paul or Maureen Sullivan for consulting**

**Proposed Norwalk Public Library Expansion**  
**1 and 3 Belden Avenue**  
Norwalk, Connecticut

07/20/2022

## Planning Brief

- Library addition of approximately 18,600 sf, including a 250-seat auditorium and Norwalk Business Development Center. Library renovation at 48,000 sf includes both original building and the previous addition.
- Redevelopment of greenspace and plaza in front of original library building preserves view of historic library while enhancing entry experience.
- Project proposes public amenities (plaza, atrium, parking, arcade, etc.) as identified in proposed CBD zoning.
- Approximately 33 car parking capacity on the 3 Belden Avenue site.
- Library delivery and service will be from rear of building separate from the primary pedestrian entry ways in the proposed atrium.



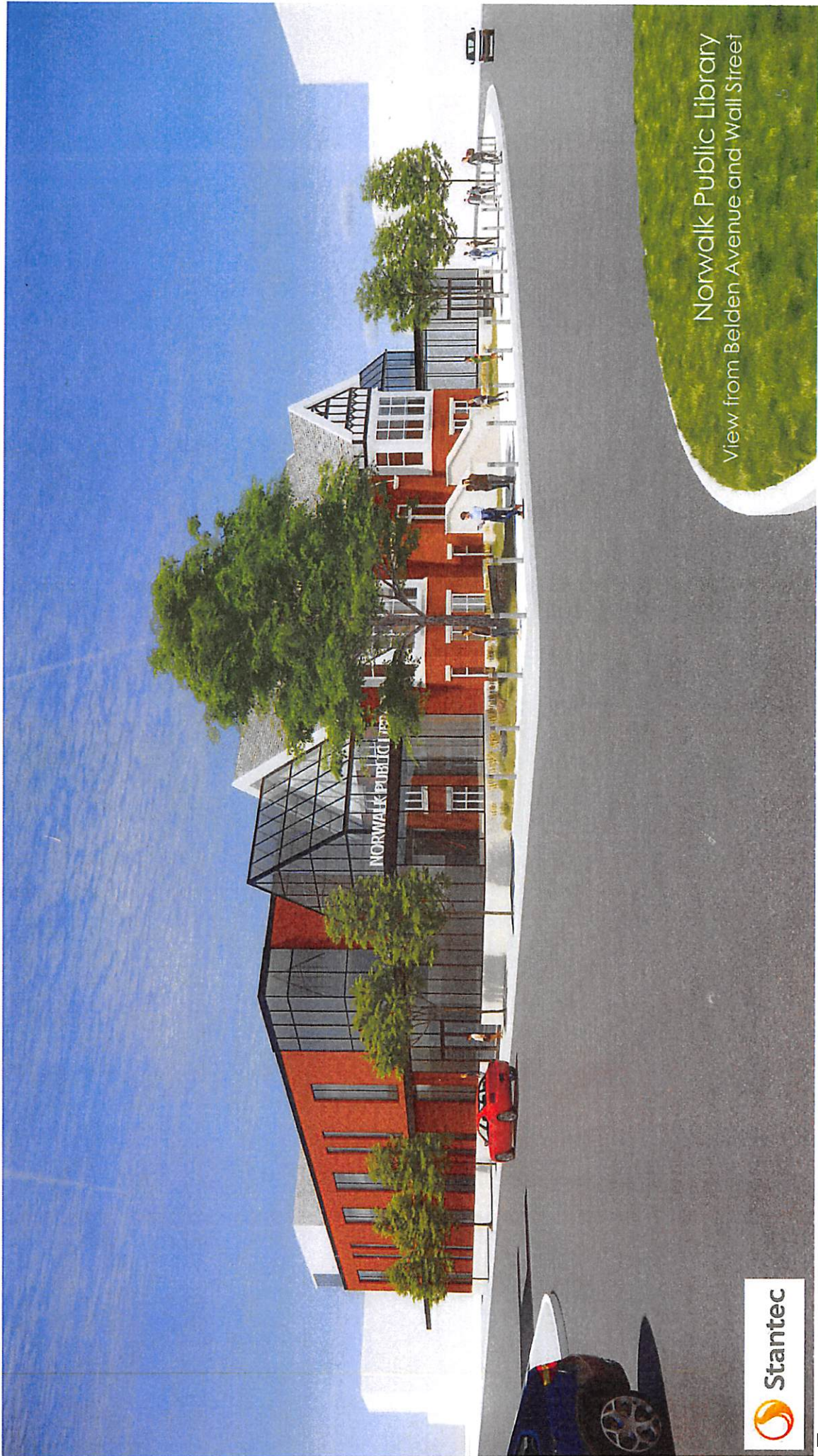
Parcel Overlay  
(Parcel boundaries are approximate)





18,070 sq. ft. extension

Site Plan



Norwalk Public Library  
View from Belden Avenue and Wall Street



## Site Area

Approx. 1.3 Acres

### Construction Area Tabulation

	L1	L2	L3
Addition (1 story Belden frontage)	4,500		
Addition (3 story Mott frontage)	4,700	4,700	4,700
Addition Gross Area	<b>18,600</b>	9,200	4,700
Renovation Gross Area	<b>48,000</b>		
Combined Library Gross Area	<b>66,600</b>		

## Conceptual Cost Analysis

### Library Renovation + Addition

Renovation	\$16.80M to \$19.20M \$350/sqft to \$400/sqft * 48,000 sqft
New construction	\$8.00M \$430/sqft * 18,600 sqft
Demolition (3 Belden)	\$400K
Site Development	\$400K

Subtotal	\$25.60M to \$28.00M
Contingency @ 20%	\$5.12M to \$5.60M
<b>Construction Cost Total</b>	<b>\$30.72M to \$33.60M</b>

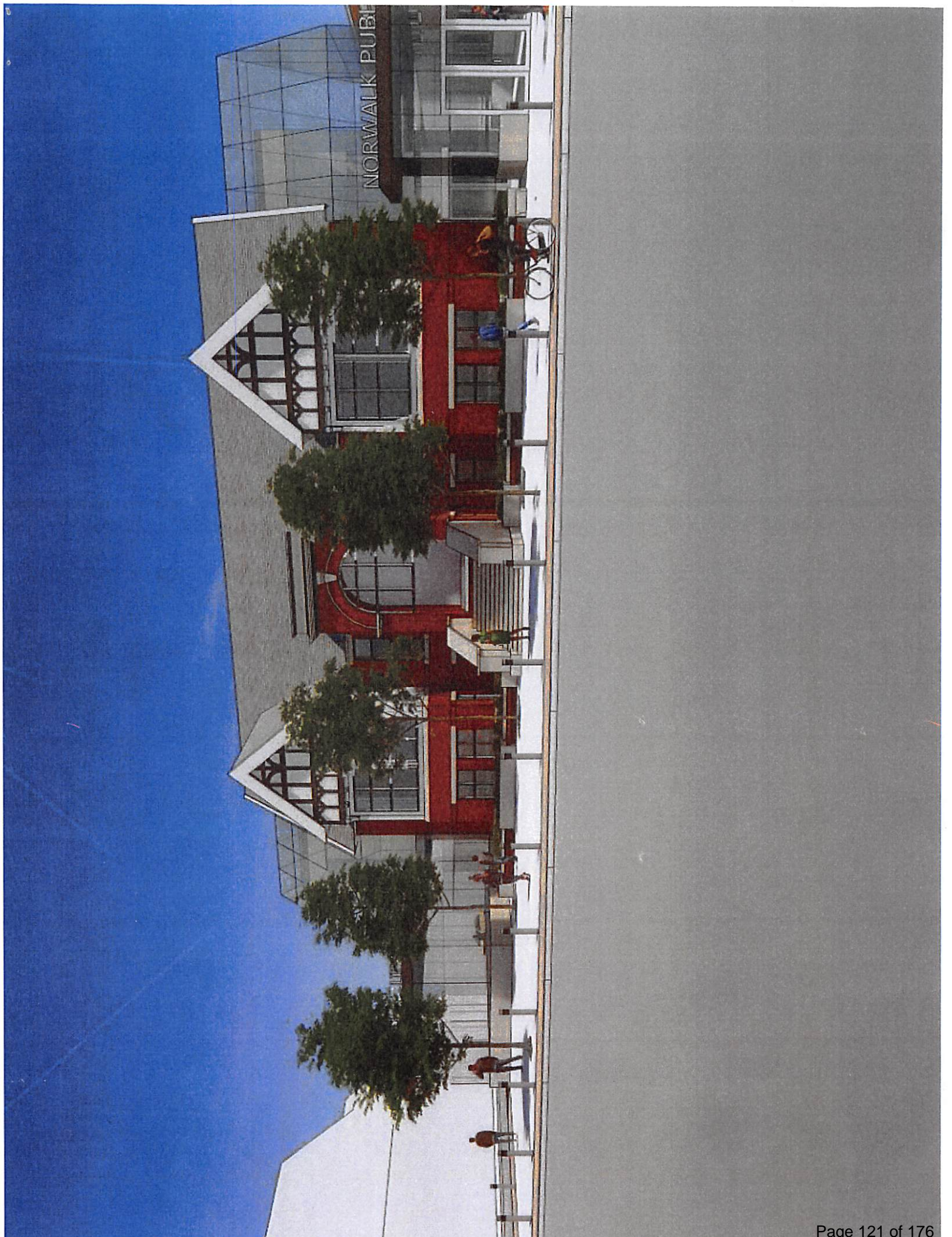
<b>Owner Cost (@ 25%)</b> (permitting, technology, furniture, etc.)	<b>\$7.68M to \$8.40M</b>
--	---------------------------

**Renovation + Addition**      **\$38.40M to \$42.0M**

Cost Analysis











TO: Norwalk Public Library Board of Directors  
FROM: Sherelle Harris, Library Director  
DATE: April 1, 2025  
RE: Main Library Parking Lots

I followed up on the signage, striping and fence removal (between the 1 and 3 Belden Ave. parcels. The library signs are ready to go to production. I want to give you one last look. If you have any questions, concerns, or corrections please email or call before the close of the day.

Rocky/Parking Authority are waiting for the weather to be consistently above 55 degrees before striping. They are looking toward mid- to late April.

Rocky said he will follow up with Bryan Lutz about the fence removal. I will keep you posted.

Reminder: The funds from the projects mentioned above will come from the money rolled over in the grounds account.

I will also follow up to see if we can get a meeting with the Parking Authority to go over Alex's concerns (i.e. being ok with paying for these parking lot-related expenditure if other City of Norwalk departments are doing the same, or getting the Parking Authority to incorporate the library into their plans/budget.

Please see the revised notes from the Norwalk Public Library Board's meeting with the Norwalk Parking Authority team on the following pages.



## **Main Library Parking Lots Meeting & Discussion**

August 13, 2024

(Revised April 1, 2025)

**Norwalk Parking Authority:** Sirak Legesse, Bryan Lutz

**Norwalk Public Library:** Sherelle Harris, Moina Noor, Jannie Williams

Norwalk Public Library (NPL) and Norwalk Parking Authority walked the exterior of the Main Library for the purpose of making library parking more cohesive for visitors with clear signage and easy accessibility to the library from each lot. NPL currently has three (3) lots. NPL's lot that is directly adjacent to the west side of the library off of Mott Avenue has 37 spaces, one of which houses a storage container and two of which are handicap accessible. West of NPL's lot is the Eagles Club (6 Mott Avenue) parking lot. [The city initially used the library's grounds account to rent 30 of those spaces](#) for library parking; however for FY 2025-2026, the city will use the library ground's account to rent 17 of those spaces for a lesser amount. The other 13 spaces will be used for the Wall Street Corridor Improvement Project staging materials. Next door to the library's north entrance is the 3 Belden Avenue parcel, [acquired recently by the City of Norwalk](#). [11 of those parking spaces are reserved for library visitors](#). See also the [acquisition of 11 Belden Avenue](#).

### Striping NPL’s parking lot off of Mott Avenue

We revisited a previous discussion on May 23, 2024 about striping the parking lot for a better visibility and adding signage at the parking lot’s exit alerting that there is additional parking in the Eagle’s lot. We discussed all day and overnight parkers. **Bryan and Sirak suggested a three (3)-hour parking limit to prevent all day and overnight parking.** Supervisors suggested 4-hour parking, instead, for patrons who attend programs and then want to use the library. The Library Board’s opinion is that parking spaces are tight and suggested wider spacing between the lines.



Sign, left, instructs drivers how to pay for on-street parking

While parking will remain free, the lot will be monitored by the Parking Authority monitors on-street parking and violators of the specified parking limit will receive tickets. This will help with parking turnover, so more people get a chance to park in the lot and use the library.



Library parking exit at Mott Avenue

**Requested actions:**

- 1) Stripe NPL's parking lot for better visibility of parking lines, **widen spaces.**
- 2) Make the exit arrows on the pavement more visible.
- 3) Add signage at the exit alerting to additional parking in the adjacent Eagle's lot.
- 4) Inquire as to whose responsibility it is and/or get an estimate for this cost of the work.  
**NOTE: The Parking Authority has taken this responsibility.**

## Reversing NPL's parking lot entrance and exit

We discussed changing NPL's entrance and exit for the purposes of placing our exterior book drop closer to the library. The book drop allows patrons to deposit their library books from the driver's side of the car without exiting the car. Reversing the two would also have drivers go down the slight decline rather than up the slight incline. **The recommendation is not to reverse the entrance and exit due to a blind spot which causes concern for liability and safety.**

## Accessibility Parking

We also revisited the topic of on-street handicap/accessibility parking. At present, the two handicap spaces the library presently has are in the parking lot and they are not near either entrance.



Current handicap spaces in the NPL lot. These two spaces are located just to the left of the lot's entrance, across from the sidewalk leading to the Mott Avenue entrance.



Eight (8) street spaces 30-minutes free



Galaxy S23



There are eight (8) free, 30-minute on-street parking spaces in front of NPL's Mott Avenue entrance. We discussed making two of those spaces accessibility parking. Dilemma: The Parking Authority can manage paid, accessibility parking, but they are unsure as how to unpaid accessibility parking will work. (Bryan and Sirak discussed having standardize on street parking, a regulation change that will have SoNo match Wall Street). **This is a great idea for ease, but considered dangerous to have patrons with accessibility parking needs to exit their cars in the traffic on this relatively busy street.**

In addition to discussing the possibility of having on-street accessibility parking in front of the Library's Mott Avenue entrance, we discussed moving the two handicap/accessibility spaces from the south side of the parking lot to the north side because accessibility to the sidewalk is flatter and less prohibitive.



Directly across from the two current accessibility spaces.

This area has a curb.



Directly across from the area proposed to move the accessible spaces for easier access to the north entrance. We will discuss with Bull Hnatuk, City of Norwalk's ADA Coordinator.

We will forgo the thought of having accessibility parking on the street in front of the library entrance due to the dangers posed. If we decide against moving the current handicap/accessibility spaces to the opposite end of the lot, we would like to have leveled the area where the two spaces are at present

**Requested actions:**

- 1) Level the ground where the current two handicap parking spaces are in the library parking lot.**
- 2) Consider if we should have four (4) handicap spots, two (2) on both ends of the parking lot.**

**Eagle's Lot**

NPL leases 30 spaces in the Eagle's parking lot. Those spaces are directly adjacent to the west side of NPL's lot, but they are neither noticeable nor identified as library parking.



Norwalk Public Library's leased spaces in the Eagle's parking lot

**Requested action: The 17 spaces leased from Eagle's should be identified with signage.**

### **3 Belden Avenue Parking Lot**

There are 11 spaces reserved for NPL visitors in the 3 Belden Avenue parking lot. These spaces are closest to the M&T Bank. The other spaces, the spaces closest to the 3 Belden Avenue building are for those utilizing the space and their visitors. An island divides the two. Cars enter on the side where the 3 Belden Avenue parking spaces are and exit on the side where the NPL spaces are. NPL spaces have signs identifying the spaces as for library visitors; however, there is neither directional signage nor signage from the street (Belden Avenue) indicating that parking for library visitors is in the lot.

There is also a leaning pole at the beginning of the island that looks hazardous and unsightly.



East side of the 3 Belden Avenue, nearest the street



3 Belden Avenue parking on the left. Library visitor parking on the right.



The fence the library's north entrance and 3 Belden Avenue parking lot.

- Requested actions:**
- 1) Trim hedges on the east side of 3 Belden Avenue, near the sidewalk/street.
  - 2) Clean up the growth along the fence.
  - 3) Add directional in/out and **one-way** signage.
  - 4) Add signage alerting to library parking that can be seen from Belden Ave.
  - 5) Remove the tilting pole at the beginning of the island separating library and 3 Belden parking spaces.
  - 6) Remove the fence between the library and the 3 Belden Avenue parking lot and fix the egress issue for easier accessibility from the 3 Belden Avenue parking lot to the library.

### **Park Norwalk Board**

Library Administration/Library Board may need to go before the [Park Norwalk](#) Board.

#### PARK NORWALK BOARD

- Eric Rains, Chairman
- Matt Seebeck, Vice Chairman
- Jud Aley
- Peter Fullam
- Pamela Parkington
- Dilene Byrd, Secretary

Contact the Board: [ParkNorwalk@norwalkct.gov](mailto:ParkNorwalk@norwalkct.gov)

END

**PROGRESS 4.1.25**

Sign Proofs



**ARTWORK PROOF SHEET**

**PLEASE CAREFULLY PROOF READ YOUR COPY**

Check for spelling, punctuation, dimensions, colors, material and quantity.  
Each additional revision after the allowed 2 will be charged  
in 15 min increments at the price of \$25.00 Please allow an additional  
day for each requested revision to the proof.

**Production on project will not begin  
until approval is received.**

**NOTE:** The colors you see on a monitor or paper proof are simply a representation  
of the colors. The actual colors will be determined by any PMS colors provided, which will be  
matched as close as possible on the actual printed product.

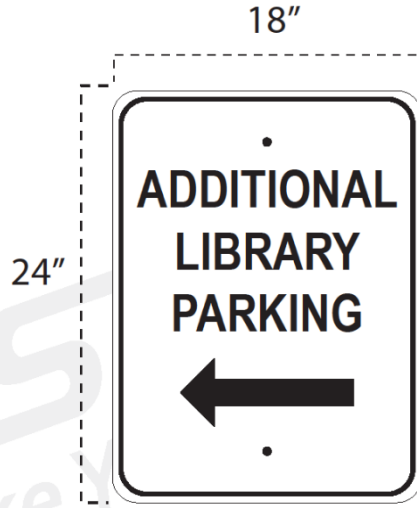
Please notify FASTSIGNS if you need to specifically see or select the color representation for your product.  
Exact matches are not guaranteed.

Once a proof is approved, any mistakes in color, content or accuracy will be the responsibility of the custom

To Approve or Request Changes,  
please visit your customer portal or email us at 636@fastsigns.com.

Thank you for your cooperation

All orders are custom, they are non-refundable and non-returnable.



(QTY 1)

**Aluminum .080 Sign (Non-Reflective)**



**ARTWORK PROOF SHEET**

**PLEASE CAREFULLY PROOF READ YOUR COPY**

Check for spelling, punctuation, dimensions, colors, material and quantity.  
Each additional revision after the allowed 2 will be charged  
in 15 min increments at the price of \$25.00 Please allow an additional  
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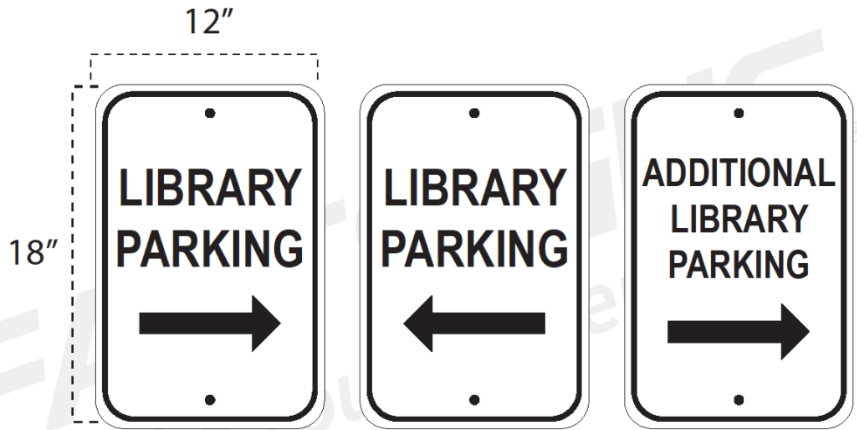
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(QTY 2)

(QTY 2)

(QTY 1)

**Aluminum .080 Signs (Non-Reflective)**

Created Date: 4/1/2025

**DESCRIPTION: Library Parking Signs**

**Bill To:** LAZ Parking - Norwalk Parking Authority  
One Financial Plaza  
14th Floor  
Hartford, CT 06103  
US

**Pickup At:** FASTSIGNS Stamford  
583 Pacific St  
Stamford, CT 06902  
US

**Ordered By:** Sirak Legesse  
Email: SLegesse@lazparking.com  
Cell Phone: (203) 395-5090  
Tax ID: 06-6011881

Entered By: Danny Sancho

NO.	Product Summary	QTY	UNIT PRICE	TAXABLE	AMOUNT
1	<b>Library Parking 12" x 18" (5) SS</b> Library parking 12" by 18"  (2) with left arrow (2) with right arrow (1) Additional parking with right arrow  1.1 Aluminum 080 Blank - 12x18 - with print and lam -	5	\$77.952	\$0.00	\$389.76
2	<b>Additional Library Parking 18"x24" (1) SS</b> One 18" by 24" *left arrow* 2.1.1 Aluminum .080 - Substrate 2.2.1 Laminate - Matte - Laminate	1	\$180.60	\$0.00	\$180.60
3	<b>Artwork/ Design / Setup</b> Pre-press setup fee required for editing or creating production files for printing and fabrication. If you have questions about what type of artwork we need <a href="#">Click Here for Artwork Requirements</a>  <a href="#">Click Here for Good vs Poor Artwork Examples</a>  Any design time required will be added to the final invoice at an hourly rate of \$85.00/hr.  3.1 Graphic Design Fee -	1	\$46.00	\$0.00	\$46.00

Picked up \_\_\_\_\_ / /

Subtotal:	\$616.36
Taxable Amount:	\$0.00
Taxes:	\$0.00
Grand Total:	\$616.36
Amount Paid:	\$0.00
<b>DEPOSIT REQUIRED:</b>	<b>\$369.82</b>



6 South Smith St.  
Norwalk, CT 06855

info@riverasllc.com  
www.riverasllc.com

203-838-7959

# Estimate

Date	Estimate #
10/20/2023	21316

Name / Address
MICHAEL CASSELLA 164 WATER STREET  NORWALK, CT 06854

Project
10 WASHINGTON ...

Description	Qty	Rate	Total
PROPOSAL FOR PARKING LOT  FOR RIP GRADE AND PAVE 6960 SQF  GRADING & EXCAVATION Remove / Reclaim existing Asphalt  BASE INSTALLATION Fine Grade, install base material as needed, compact it.  SURFACE INSTALLATION Install 3" Inches of asphalt  2 YEARS WARRANTY		24,360.00	24,360.00
FOR INSTALL 264 FT OF 6" CURB WITH MACHINE		2,112.00	2,112.00
LABOR: FOR REMOVE CONCRETE, PREPARE AREA WITH FORMS, INSTALL TRAP ROCK AND WIRE MESH, POUR 5" OF CONCRETE 3000 PSI. 609 SQF. INCLUDE ONE RAMP AND SAFETY PATH 2 X 4.		16,440.00	16,440.00
FOR DIGGING TRENCH 27 LF LONG X 2 LF DEPTH, AFTER THE ELECTRICIAN IS DONE,, BACK FILL.. INSTALL 2 BOLLARD POLES..		2,900.00	2,900.00
LABOR: STRIPES		550.00	550.00

This estimate will be expire in 30 days	<b>Subtotal</b>
	<b>Sales Tax (0.0%)</b>
	<b>Total</b>



6 South Smith St.  
Norwalk, CT 06855

info@riverasllc.com  
www.riverasllc.com

203-838-7959

# Estimate

Date	Estimate #
10/20/2023	21316

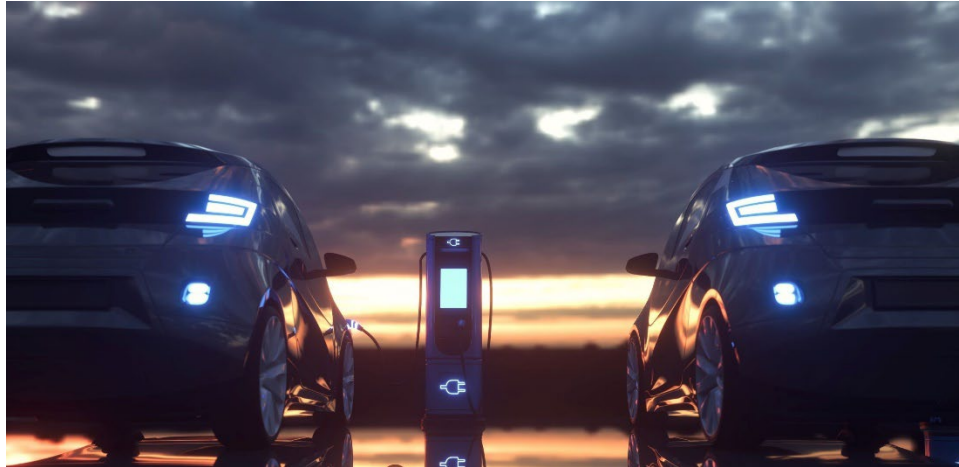
Name / Address
MICHAEL CASSELLA 164 WATER STREET  NORWALK, CT 06854

Project
10 WASHINGTON ...

Description	Qty	Rate	Total
<p>Traffic control, Permit &amp; Bonding Fees will be charged additionally Water flow or lack of "puddling" is not guaranteed when pitches are less than 2 %.</p> <p>Any damage incurred to underground wiring - invisible dog fences - piping or sprinkler heads, etc. is responsibility of the owner. It is responsibility of the owner to backfill edges of asphalt and / or borders . All works subject to weather conditions. Roots or Stump found on the underneath will be an extra charge to Owner.</p> <p>If rock ledge appears on excavation areas, removal or alteration will be charged separately.</p> <p>We do not guarantee street cracks on any concrete work.</p> <p>We are not responsible for damage incurred to city sidewalks caused by heavy equipment.</p> <p>This Estimate expire in 30 days from day of Estimate was created.. This proposal is valid for 30 days.</p> <p>DEPOSIT 50% THE DAY WE STARED THE JOB AND THE REST WHEN WE FINISH THE JOB</p> <p>USE THIS ESTIMATED AS A CONTRACT, SIGN AND SEND BACK TO ME PLEASE THANK YOU</p> <p>WE DON'T ACCEPT CREDIT CARDS, WIRES, VEMMO, ZELLE, ONLY CHECK WITH NAME OF RIVERAS PAVING LLC</p> <p>ALBERTO RIVERA RIVERAS PAVING 203-515-5140</p>		0.00	0.00
This estimate will be expire in 30 days		<b>Subtotal</b>	\$46,362.00
		<b>Sales Tax (0.0%)</b>	\$0.00
		<b>Total</b>	\$46,362.00



## Design Recommendations for Accessible Electric Vehicle Charging Stations



The U.S. Access Board, an independent federal agency that issues accessibility guidelines under the [Americans with Disabilities Act \(ADA\)](#), [Architectural Barriers Act \(ABA\)](#), [Rehabilitation Act of 1973](#), and other laws, is providing a technical assistance document to assist in the design and construction of electric vehicle (EV) charging stations that are accessible to and usable by people with disabilities.

The ADA covers entities including state and local governments (Title II) and places of public accommodation and commercial facilities (Title III). Under the ADA, the Access Board issues minimum scoping and technical requirements. Other federal agencies with enforcement responsibility under the ADA, such as the Department of Transportation (DOT) and the Department of Justice (DOJ), adopt enforceable standards that must provide at least the same level of accessibility as the guidelines issued by the Access Board. Additional requirements under Section 504 of the Rehabilitation Act and [ADA regulations issued by DOJ](#) and [ADA regulations issued by DOT](#) may be applicable, such as requirements for nondiscrimination in services, programs, and activities. For more information, visit the Access Board's [About the ADA page](#).

The ABA requires that buildings or facilities that were designed, built, or altered with federal dollars or leased by federal agencies be accessible. The ABA covers a wide range of facilities, including U.S. post offices, Veterans Affairs medical facilities, national parks, Social Security Administration offices, federal office buildings, U.S. courthouses, and federal prisons. It also applies to certain non-government facilities constructed with federal funds, such as funds made available under the National Electric Vehicle Infrastructure Program. For more information, visit the Access Board's [About the ABA page](#).

The ADA and ABA Accessibility Standards include many requirements applicable to electric vehicle charging stations, among which are provisions regarding access to sites, facilities, buildings, and elements, as well as specific requirements for operable parts and accessible routes. Even absent a specific reference to EV charging stations in the ADA and ABA Standards, regulated entities must still ensure that they are accessible to and usable by individuals with disabilities.

Some EV chargers also have user interfaces and payment systems that would be considered information and communication technology (ICT). Section 508 of the Rehabilitation Act requires individuals with disabilities have access to and use of ICT provided by the Federal government. The law applies to all Federal agencies when they develop, procure, maintain, or use ICT. Federal agencies must ensure that any ICT that is part of an EV charger is accessible to employees and members of the public with disabilities to the extent it does not pose an “undue burden.”

In this technical assistance document, the Access Board uses the terms “must” or “required” with reference to the applicable ADA, ABA, and Section 508 Standards with which entities must comply. The words “should” or “recommends” refer to additional recommendations for accessible EV charging stations. Recommendations are not legally binding on any regulated entity but are provided as technical assistance to help regulated entities design and install EV charging stations that are accessible to and usable by people with disabilities.

## **Types of EV Charging Stations that Must Be Accessible**

Entities subject to the ADA or ABA must provide EV charging stations that are accessible to and usable by people with disabilities.

Some examples of EV charging stations that may be covered under the ADA or ABA include those installed at:

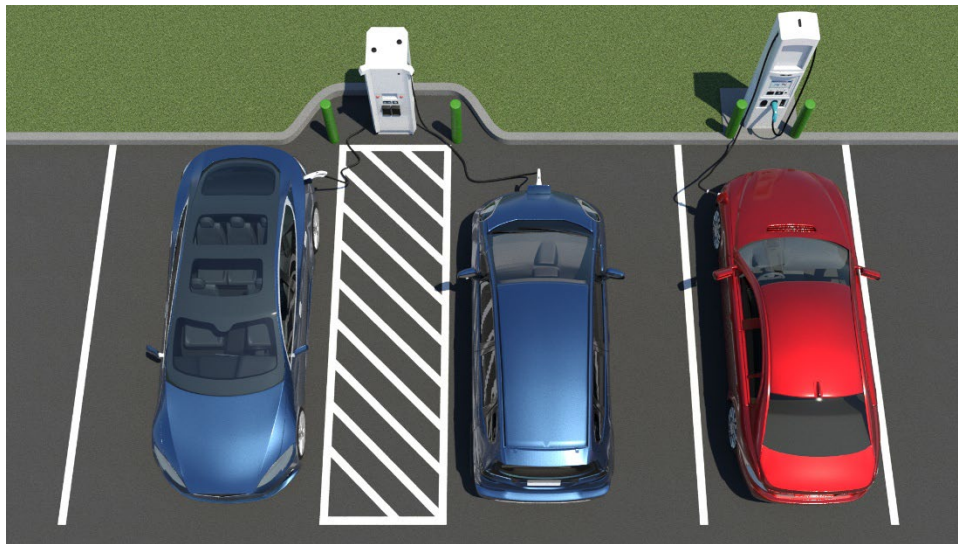
- State or local government offices
- Public parks
- Municipal building parking lots
- Street parking and the public right-of-way
- Residential housing facilities provided by a state or local government
- Public EV charging stations provided by a private entity
- Fleet charging stations used by the federal government
- Commercial fleet charging stations available to corporate clients
- Rest stops along the Interstate Highway System

## Definitions

- **AC Level 2:** A charger that uses a 240-volt alternating-current (AC) electrical circuit to deliver electricity to the EV.
- **Charger:** A device with one or more charging ports and connectors for charging EVs. A charger is also called electric vehicle supply equipment (EVSE) or EV charger.
- **Charging Network:** A collection of chargers located on one or more property(ies) that are connected via digital communications to manage the facilitation of payment, the facilitation of electrical charging, and any related data requests.
- **Charging Network Provider:** The entity that operates the digital communication network that remotely manages the chargers. Charging Network Providers may also serve as Charging Station Operators and/or manufacture chargers.
- **Charging Port:** The system within a charger that charges one (1) EV. A charging port may have multiple connectors, but it can only provide power to charge one EV through one connector at a time.
- **Charging Station:** One or more EV chargers at a common location. A large site can have multiple charging stations, such as in various parking lots and parking garages.
- **Charging Station Operator:** The entity that operates and maintains the chargers and supporting equipment and facilities at one or more charging stations. This is sometimes called a Charge Point Operator (CPO). In some cases, the Charging Station Operator and the Charging Network Provider are the same entity.
- **Combined Charging System (CCS):** A standard connector interface that allows direct current fast chargers to connect to, communicate with, and charge EVs.
- **Connector:** The device that attaches EVs to charging ports to transfer electricity. Multiple connectors and connector types (such as J1772, CHAdeMO, Tesla, and CCS) can be available on one charging port, but only one vehicle will charge at a time. Connectors are sometimes called plugs.
- **Contactless Payment Methods:** A secure method for consumers to purchase services using a debit, credit, smartcard, or another payment device by using radio frequency identification (RFID) technology and near-field communication (NFC).
- **Direct Current Fast Charger (DCFC):** A charger that uses a 3-phase, 480-volt alternating-current (AC) electrical circuit to enable rapid charging through delivering a direct-current (DC) electricity to the EV.
- **Electric Vehicle (EV):** An automotive vehicle that is either partially or fully powered by electricity.
- **Electric Vehicle Supply Equipment (EVSE):** See definition of a charger.
- **Open Charge Point Protocol:** An open-source communication protocol that governs the communication between chargers and the charging networks that remotely manage the chargers.
- **Open Charge Point Interface:** An open-source communication protocol that governs the communication between multiple charging networks, other communication networks, and software applications to provide information and services for EV drivers.
- **Plug and Charge:** A method of initiating charging, whereby EV charging customers plug a connector into their vehicle and their identity is authenticated, a charging session initiates, and a payment is transacted automatically, without any other customer actions required at the point of use.

- **Site:** A parcel of land bounded by a property line or a designated portion of a public right-of-way.
- **Vehicle Charging Inlet:** The inlet on a vehicle that a connector is plugged into. Also referred to as a charging port, or charging door.
- **Vehicle Charging Space:** A space to park a vehicle for charging. A vehicle charging space can be a marked parking space, or an unmarked area adjacent to an EV charger.

The following image shows one charging station with two chargers. There are a total of three charging ports capable of charging three vehicles concurrently and four connectors.



## Differences Between Charging Spaces and Parking Spaces

Although EV chargers are often installed in parking lots, there are some significant differences in use that warrant EV charging spaces be treated differently from parking spaces.

EV charging requires drivers with disabilities to exit their vehicle, traverse to the charger, and carry the connector back to their vehicle charging inlet (which may be on the opposite side of where they enter/exit their EV). Since EV's do not have a standard location for the vehicle charging inlet, maneuverability around the entire EV is needed. Also, as DCFC cables get heavier and shorter to achieve faster charging, EV's need to be parked in a way that aligns the vehicle charging inlet with the charger, which could conflict with the orientation needed for a driver with a disability to use the access aisle.

By contrast, a driver with a disability can use an accessible parking space as long as the vehicle is oriented with the access aisle; a person with a disability could either pull-in or back-in to the parking spot to get the access aisle on the appropriate side. The additional space provided by an access aisle is needed only by the person with a disability (who may be either a driver or passenger) and additional space on the opposite side of the vehicle is usually not needed.

Because of this fundamental difference in use, this document differentiates between parking and EV charging, and primarily focuses on the needs of an EV driver with a disability. The

needs of passengers with disabilities are not addressed in this document because it is presumed passengers with disabilities could enter or exit the vehicle at a nearby accessible parking space or passenger loading zone.

## Existing Requirements that Apply to EV Charging Stations

Various accessibility standards may apply to EV charging stations, including:

- [ADA Accessibility Standards](#)
- [ABA Accessibility Standards](#)
- [Section 508 Standards](#)

Under the ADA and ABA Accessibility Standards, EV charging stations must comply with the technical requirements for floor and ground surfaces ([§302](#)), clear floor or ground space ([§305](#)), reach ranges ([§308](#)), operable parts ([§309](#)), accessible routes ([§402](#)), and other provisions when needed, such as some of the provisions in parking ([§502](#)), signs ([§703](#)), and fare machines ([§707](#)). See [36 C.F.R. §1191.1](#).

EV chargers developed, procured, maintained, or used by federal agencies must also comply with the revised Section 508 Standards. See [36 C.F.R. §1194.1](#), App. A and C . This includes that the user interface (UI) be accessible. EV chargers which do not incorporate a display screen would not be required to be speech-output enabled, but are still ICT and would have accessibility requirements if they are any more complicated than just plugging it in.



*EV charger with Display Screen. Speech Output enabled is required under Section 508*



*EV charger without a display screen, showing a lighted indicator. In addition to the color, charging progress might be indicated by the number of LEDs illuminated. Section 508 requires auditory or tactile indication in addition to visual cues.*

## **Accessible EV Chargers**

Unlike gas stations where an attendant may be available to assist with refueling vehicles, EV charging stations are often unattended. Thus, it is important that EV charging stations be sufficiently accessible to allow independent use by drivers with disabilities, including people who have limited or no hand dexterity, limb differences, or upper extremity amputations and use adaptive driving controls.

Two aspects of accessibility need to be considered:

### **Accessible mobility features**

A reasonable number of EV chargers must have physical access for people who use mobility devices, such as wheelchairs, scooters, walkers, and canes. Accessible mobility features primarily concern the size of the vehicle charging space, providing access aisles, how and where the chargers are installed, and the physical operability of the charger. Also see: [Number of accessible chargers](#)

## Accessible communication features

All EV chargers should have accessible communication features and operable parts. This enables EV chargers to be used by people who are deaf or hard of hearing, little people, and other people with disabilities who do not need accessible mobility features (like access aisles) to use an EV charger.

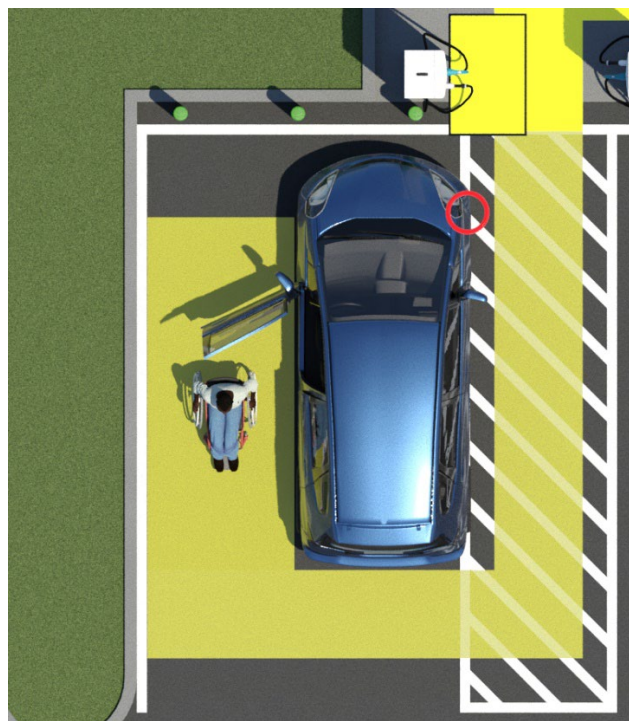
All EV chargers containing ICT that are developed, procured, maintained, or used by the federal government must comply with the Section 508 Standards and have accessible ICT, including accessible hardware, software, and operable parts.

## Accessible Mobility Features

EV chargers designed to serve people who use mobility devices must be located on an accessible route and should provide:

- a vehicle charging space at least 11 feet wide and 20 feet long
- adjoining access aisle at least 5 feet wide
- clear floor or ground space at the same level as the vehicle charging space and positioned for an unobstructed side reach
- accessible operable parts, including on the charger and connector

These mobility features allow sufficient space for a person who uses a mobility device to exit and maneuver around the vehicle, retrieve the EV connector, and plug the connector into the electric vehicle charging inlet. Since EVs do not have a uniform vehicle charging inlet location, a larger vehicle charging space is needed to maneuver around all sides of the electric vehicle.



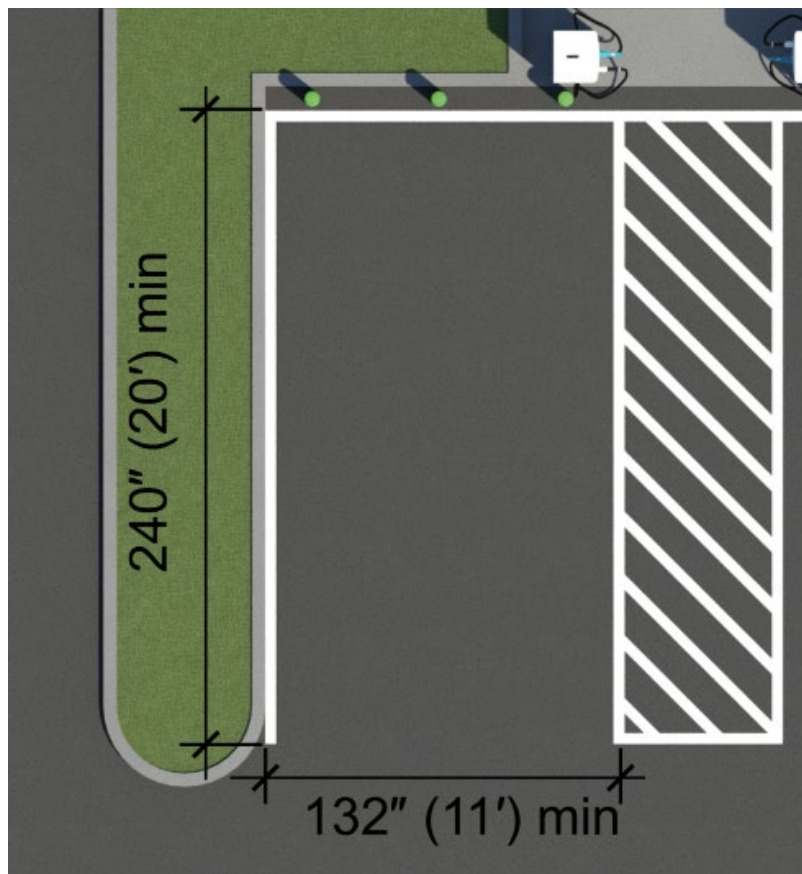
## Accessible Routes

EV chargers with accessible mobility features must be connected to an accessible route ([§206.2.2](#); [§402](#)). The technical requirements for accessible routes can be found in [Chapter 4 of the ADA](#) and [ABA standards](#) as well as in the Access Board's technical [guides on accessible routes](#), including walking surfaces ([§403](#)), curb ramps ([§406](#)), and ramps ([§405](#)).

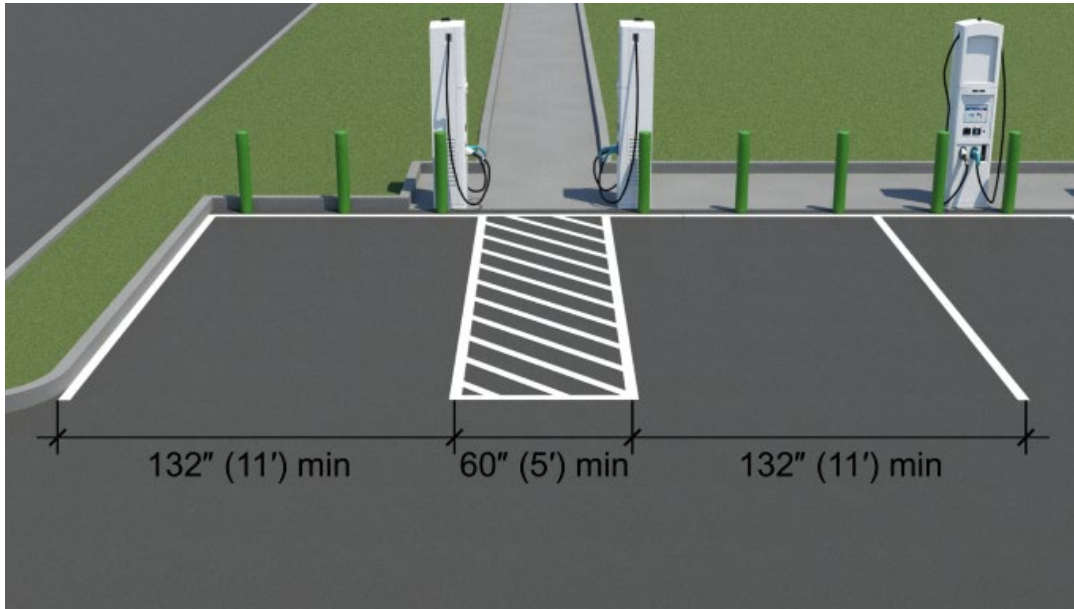
## Electric Vehicle Charging Space and Access Aisle

EV charging spaces with mobility features should provide a vehicle space with a minimum width of at least 132 inches (11 feet) and a minimum length of at least 240 inches (20 feet). Adjacent to the vehicle charging space should be an access aisle that is at least 60 inches (5 feet) wide and the full length of the vehicle charging space. A vehicle charging space at least 11 feet wide and 20 feet long would provide sufficient space to maneuver around an electric car, but larger vehicle charging spaces may be needed for electric trucks.

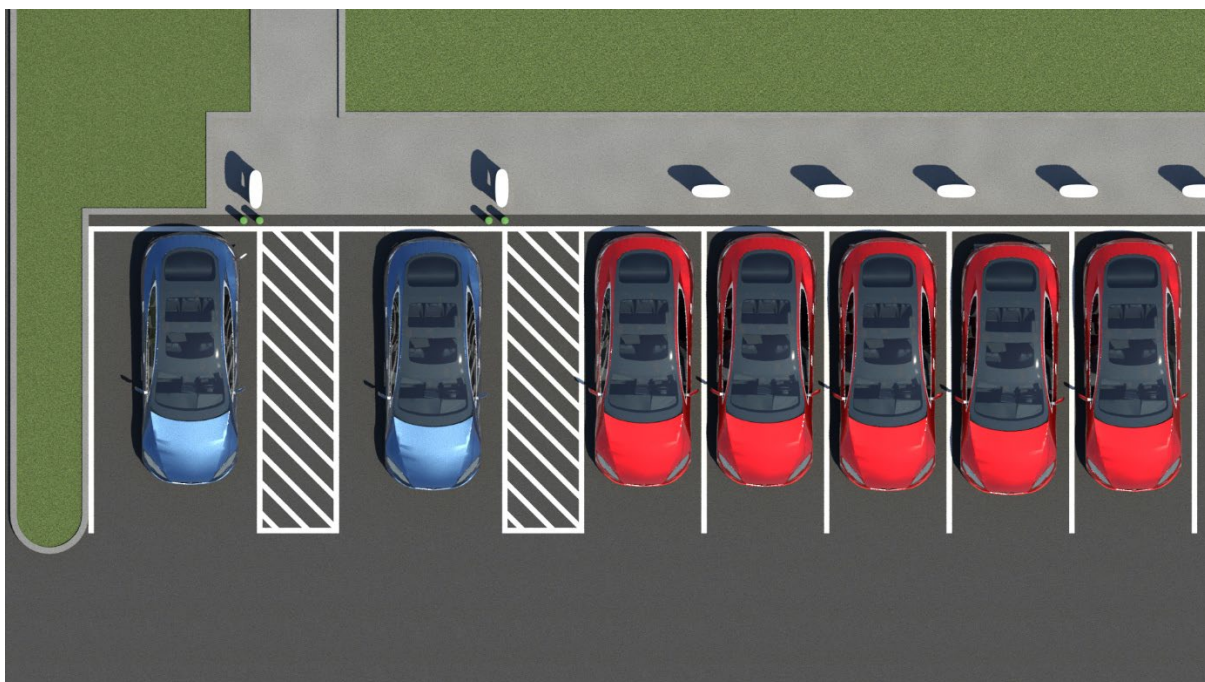
Where vehicle charging spaces are marked, access aisles should also be marked to discourage parking in them. State or local codes may have specific requirements for marking and signing access aisles (e.g., access aisle markings in blue or "no parking in access aisle" signs). The width of the vehicle charging spaces and access aisles is measured to the centerline of markings, but it can include the full width of lines where there is no adjacent vehicle space or access aisle.



One access aisle may be shared by two vehicle charging spaces, or a charging space and a parking space, but overlap of the aisle should be limited to 60 inches (5 feet). The exception in [§502.2](#) that leads to two 8-foot accessible parking spaces sharing an 8-foot access aisle should not be used for vehicle charging spaces because there would be insufficient space to access the vehicle charging inlets on the opposite side of the access aisle.



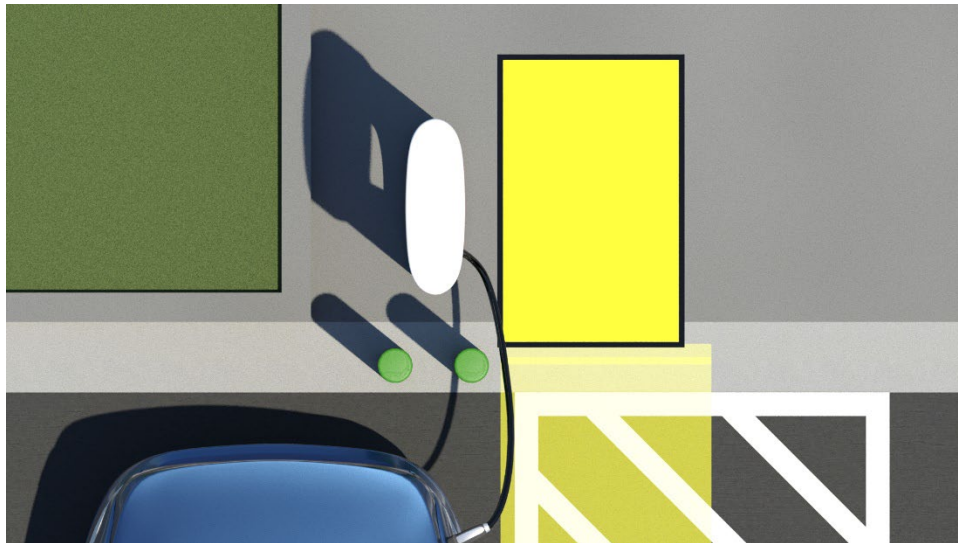
Access aisles should not be blocked or obscured by curbs, wheel stops, bollards, or charging cable slack. Floor or ground surfaces of vehicle charging spaces and access aisles should comply with [§302](#) and not have changes in level or slopes that exceed 1:48. For more information, please consult the Access Board's [guide on floor and ground surfaces](#) and [guide on parking spaces](#).



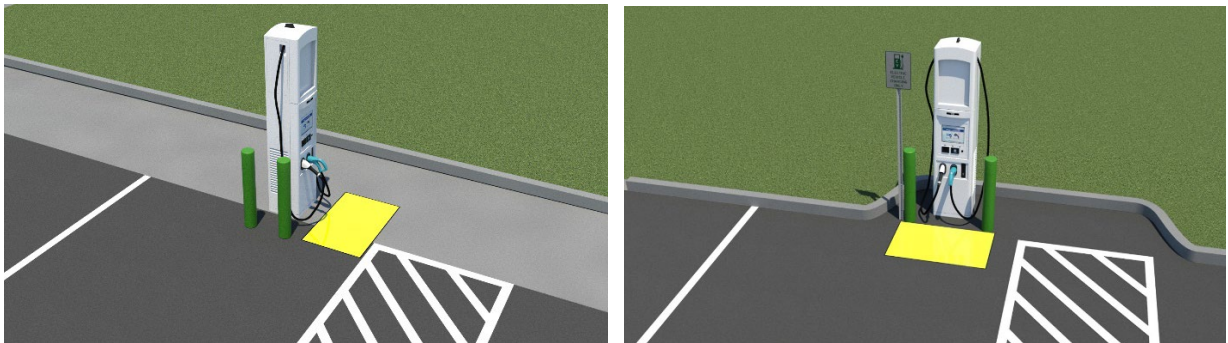
## Access Aisle Relation to EV Charger

The access aisle must be connected by an accessible route to the clear floor or ground space at the EV charger.

When charging cables are short, the charger should be positioned so that the operable parts and clear floor or ground space are on the same side as the access aisle. This configuration allows for placement of bollards to protect chargers without obstructing clear floor or ground space.



EV chargers with long charging cables have more flexibility regarding placement. With long charging cables, chargers can be placed at the center of the vehicle space or access aisle, or between vehicle spaces, if ample room is available for maneuvering around and between bollards. For more information, please consult sections [Clear Floor or Ground Space](#) and [Example Charging Scenarios](#) of this technical assistance document.



## Alignment of Charger with Location of Vehicle Charging Inlets

The placement of the vehicle charging inlet varies across make and model of EVs. This variety can create challenges to designing an EV charging space with accessible mobility features that can meet the needs of all types of EVs since the vehicle charging inlet needs to align closely to the charger, especially for DCFC with short charging cables. Generally, a person with a disability driving an EV will need the access aisle positioned on the driver's side.

### Examples of Vehicle Charging Inlet Locations

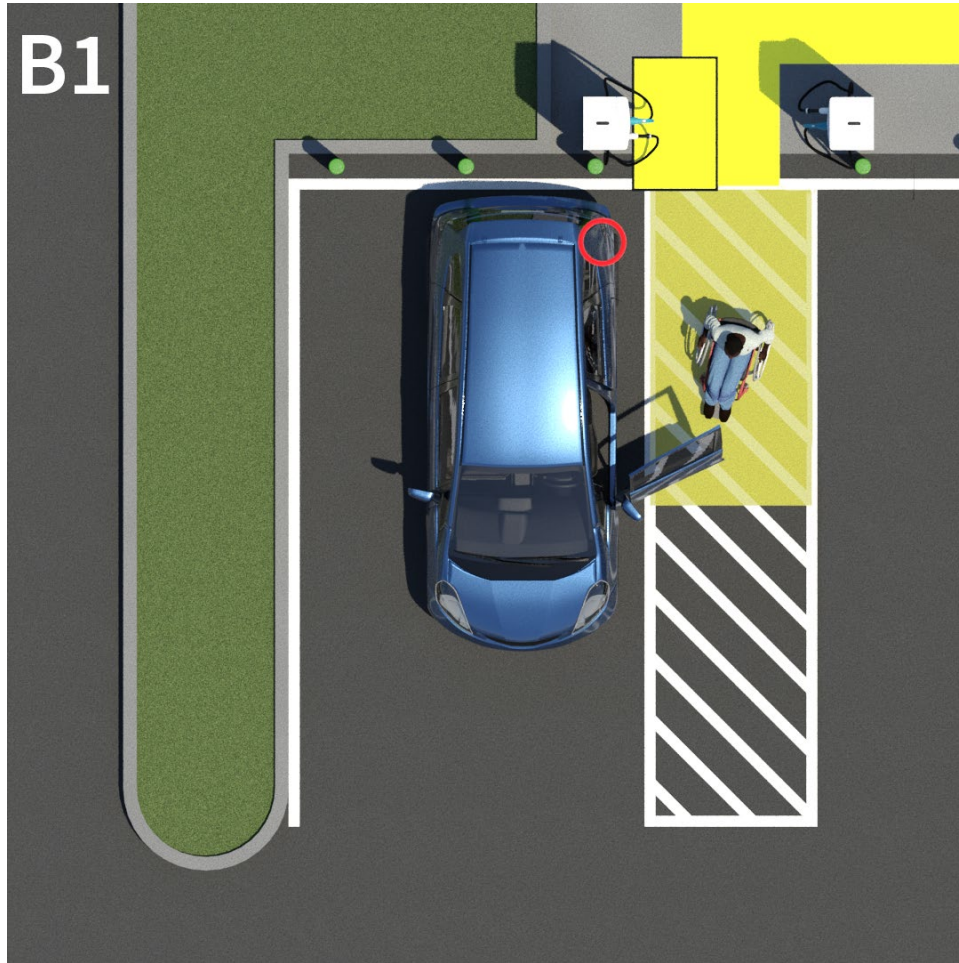
Make	Model	Charging Inlet Location
Tesla	S, 3, X, Y	Driver side rear
Chevrolet	Bolt EV	Driver side front
Ford	Mustang Mach-E	Driver side front
Ford	E-transit	Front
Nissan	Leaf	Front
Audi	E-Tron	Driver side front
Volkswagen	ID .4	Passenger side rear
Porsche	Taycan	Passenger side front, driver side front
Hyundai	Kona	Front
Hyundai	Ionic	Driver side front
Toyota	Prius plug-in	Passenger side rear
Honda	Clarity plug-in	Driver side front
Ford	Fusion energi	Driver side front
Toyota	RAV4 prime	Passenger side rear
Chrysler	Pacifica hybrid	Driver side front

When designing a charging station to serve multiple types of EV's with various vehicle charging inlet locations, it is recommended to provide more mobility accessible vehicle charging spaces with a variety of access aisle locations and charger configurations.

## Example Charging Scenarios

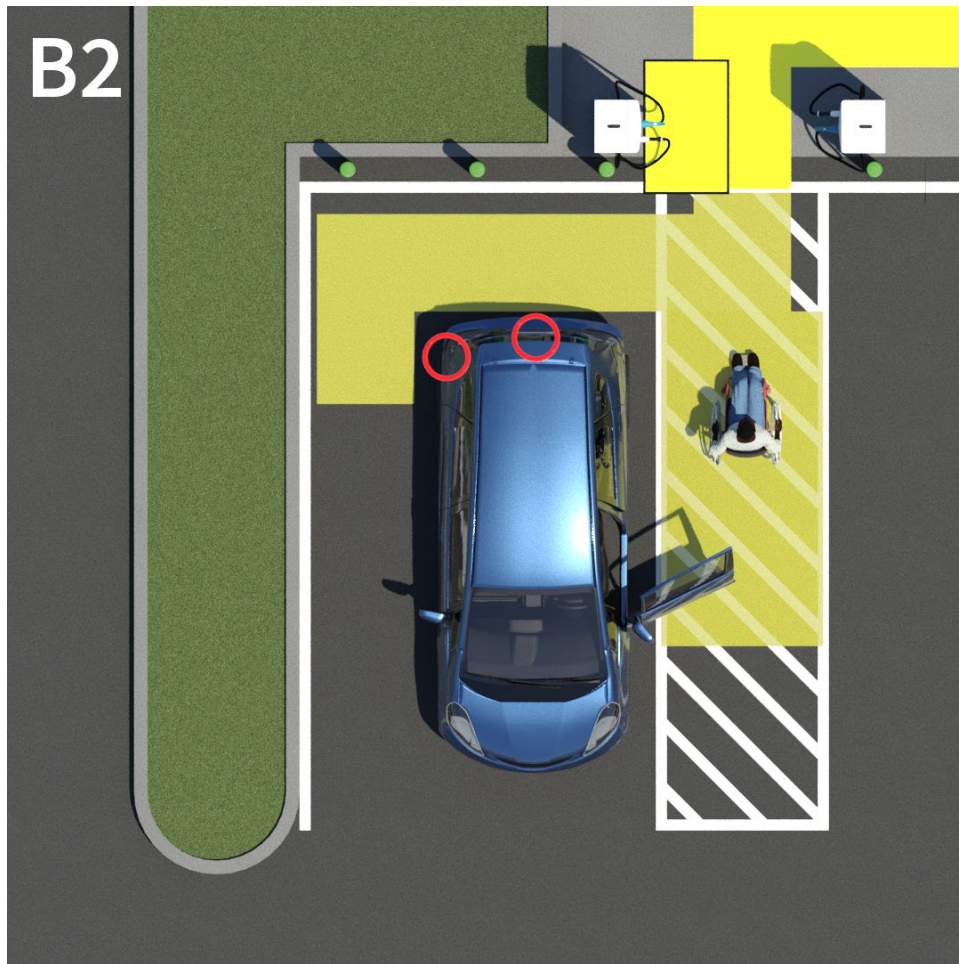
The scenarios below indicate how a vehicle's orientation changes depending on the location of the vehicle charging inlet. This is particularly important for DCFCs with short and heavy charging cables. AC Level 2 and some DCFCs that have sufficiently long and light cables may not have this issue.

**Figure B1:**



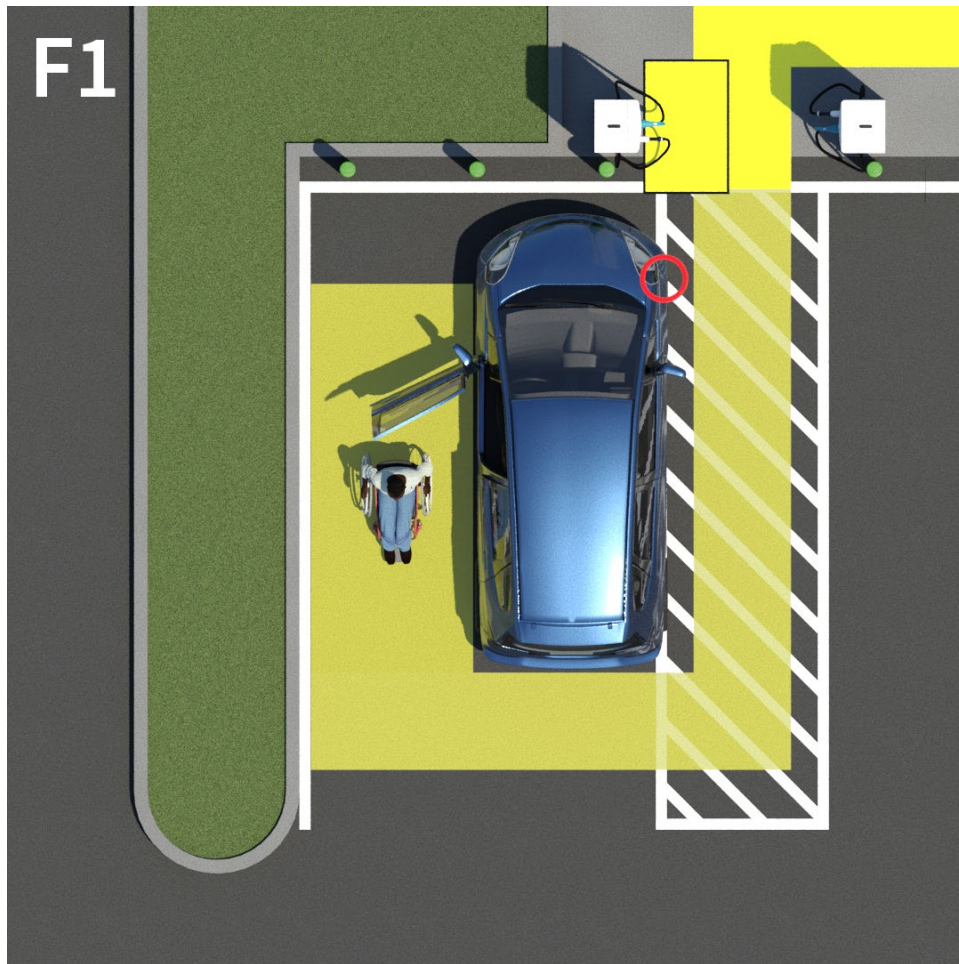
*B1 depicts an ideal scenario with the most common EV charging inlet location, which is on the driver side rear. When the vehicle is backed into the vehicle charging space, the driver side door is aligned with the access aisle and the vehicle charging inlet is close to the EV charger. The EV charger is located at the same level as the charging space and access aisle by depressing the curb to the same level as the asphalt. The EV charger has been rotated so that the clear floor or ground space is on the same side as the access aisle and not obstructed by bollards. Bollards are used instead of wheel stops to provide ample maneuverability around the vehicle.*

**Figure B2:**



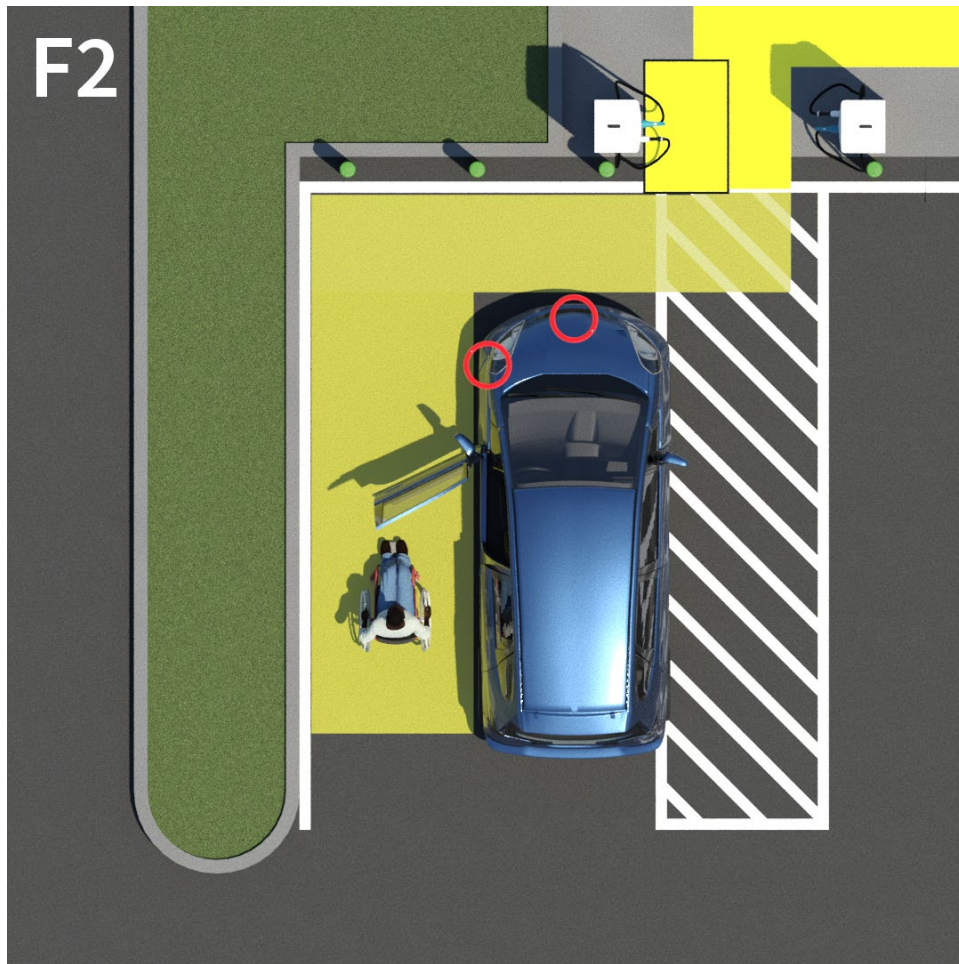
*B2 depicts a vehicle backed into a charging space, but the vehicle's charging inlet is located on either the rear or passenger side rear. While the access aisle is still aligned with the driver side door, the vehicle now needs to be spaced at least 36 inches (3 feet) away from the bollards in order for mobility device users to pass between the vehicle and bollards and reach a charging inlet located on the opposite side of the vehicle.*

**Figure F1:**



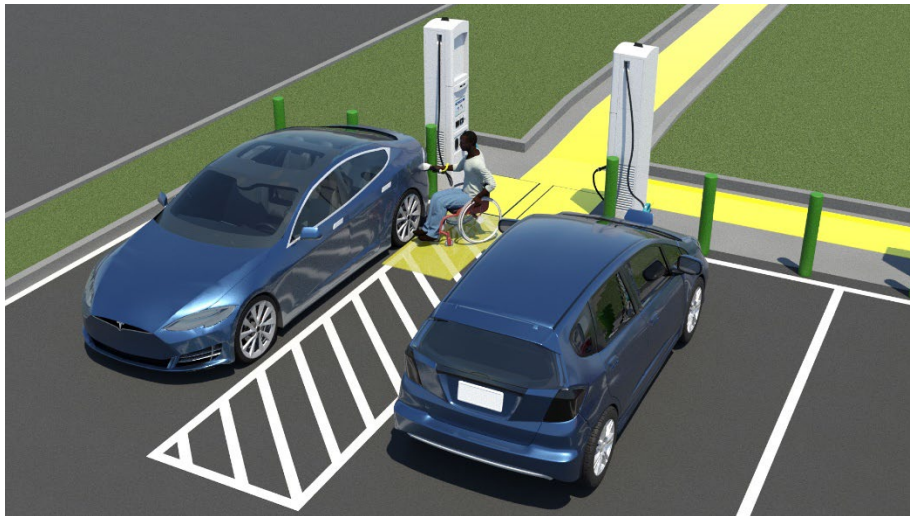
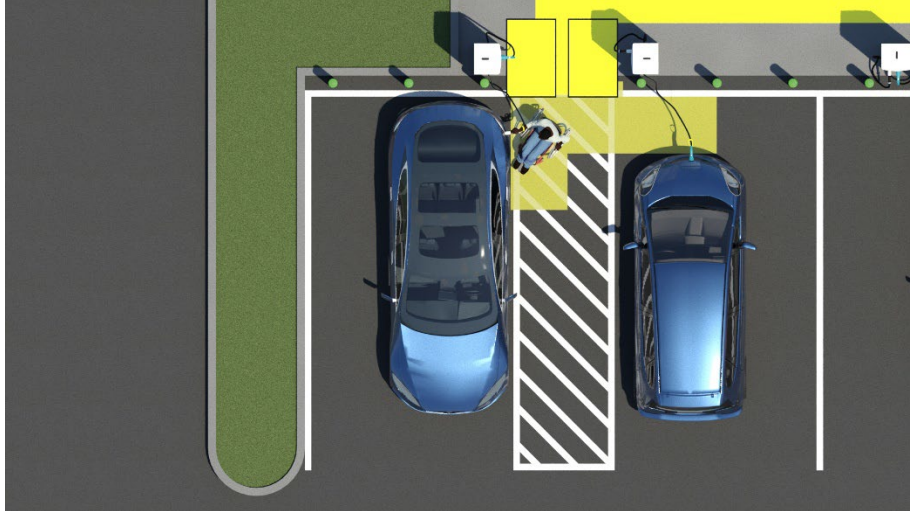
*F1 depicts a vehicle pulled forward into the EV charging space. The access aisle is now on the passenger side, but the vehicle charging inlet located on the passenger side front aligns closely with the EV charger. A mobility device user would need 5 feet of space on the driver's side to exit the vehicle, and at least 3 feet of space to travel around the rear of the vehicle and to the EV charger. This may require the EV to partially overlap the access aisle. A vehicle charging space at least 11 feet wide and 20 feet long would provide sufficient space to maneuver around an electric car. Large electric SUVs and trucks may need larger vehicle charging spaces.*

**Figure F2:**

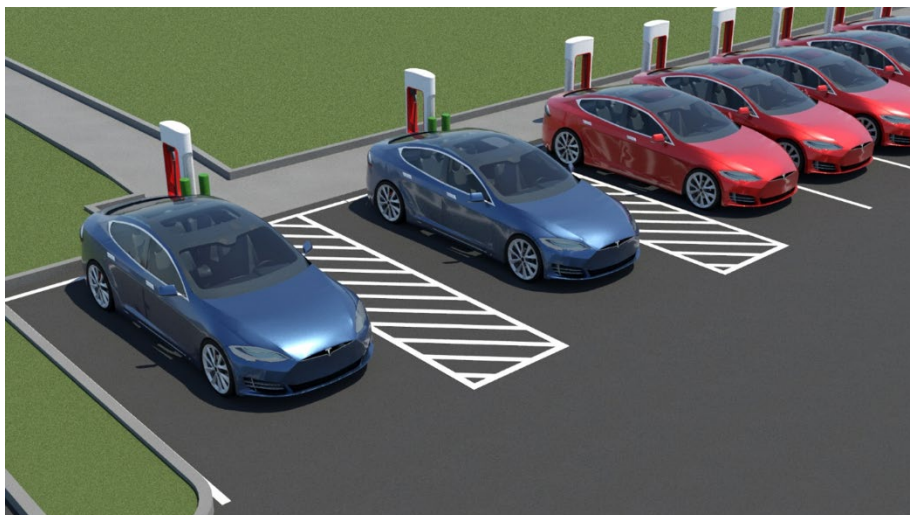


*F2 depicts a similar scenario of a vehicle pulled forward into the vehicle charging space, but the vehicle charging inlets are either on the front or driver side front, which requires passing between the EV and bollards.*

Charging may not be achievable if cables are too short in scenarios F2 and B2. A better solution is to design the adjacent vehicle charging space to also have accessible mobility features. With two mobility accessible vehicle charging spaces sharing a common access aisle, a variety of charging inlet locations can be served. Longer charging cables should also be provided.



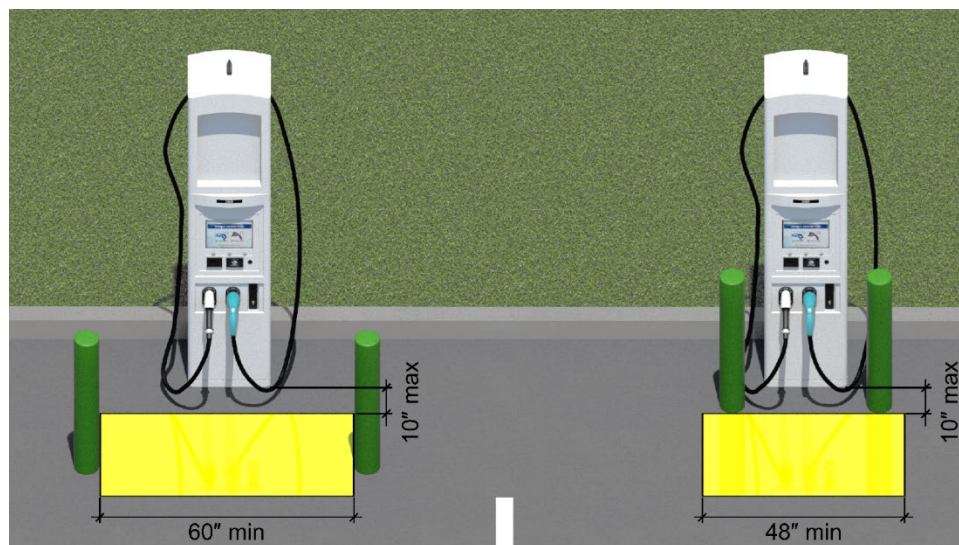
Charging stations designed to serve specific vehicles with consistent and known vehicle charging inlet locations should provide access aisles on the driver side and ensure the vehicle charging inlets align closely with the EV charger.



## Clear Floor or Ground Space

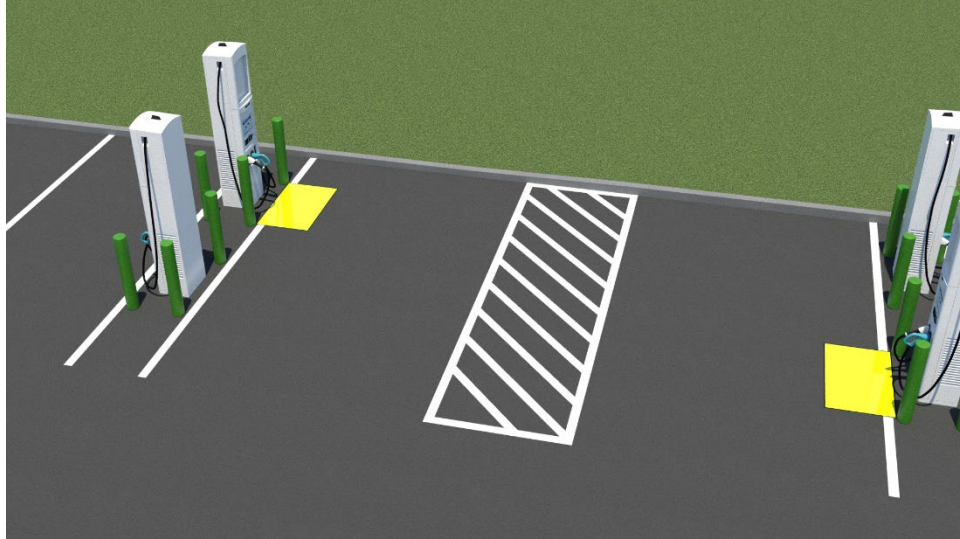
To provide accessibility for people who use mobility aids, such as wheelchairs, scooters, walkers, and canes, EV chargers must provide a clear floor or ground space complying with [§305](#) and be located on an accessible route. Clear floor or ground spaces must meet requirements for ground and floor surfaces, including criteria for firmness, stability, and slip resistance. They must be free of changes in level and not sloped more than 1:48. Grass, curbs, wheel stops, and bollards may not be located within the clear floor or ground space.

Clear floor or ground space at chargers must be a minimum of 30 inches by 48 inches. Additional space may be required where the clear floor or ground space is confined on three sides and obstructed for more than half the depth (e.g., bollards, curbs, etc.).



While both a forward approach and parallel approach are permitted under the ADA and ABA Standards, it is recommended that the clear floor or ground space be positioned for a parallel approach to the charger and centered on the operable part. If there are multiple operable parts, the clear floor or ground space should be centered on the EV charger.

EV chargers are highly recommended to be installed at the same level as the vehicle charging space and access aisle so that the clear floor or ground space can be placed as close as possible to the EV charger. This design ensures people who use mobility devices can readily access chargers.



**IMPORTANT:**



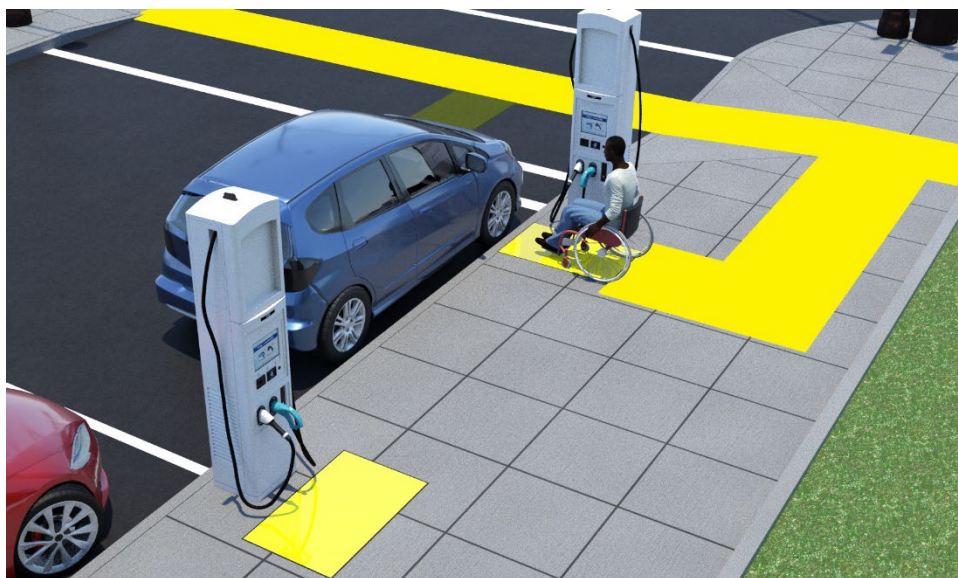
***Do not do this!***

*Avoid installing accessible EV chargers on top of or behind curbs. Where chargers are installed on or behind curbs, people using wheelchairs have very limited access to approaching and using them. Depending on users' ability, reaching the operable parts may be difficult if not impossible.*

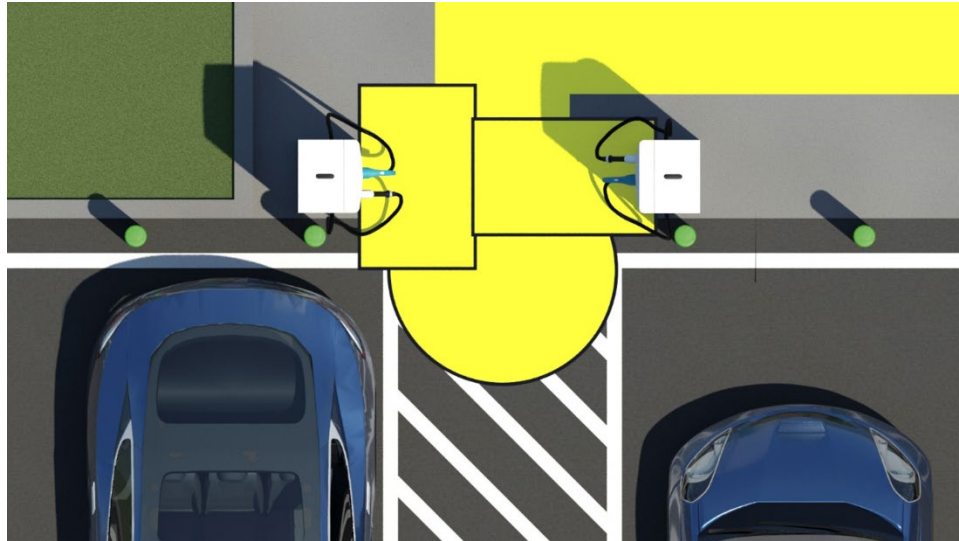
If EV chargers must be installed on a curb, such as at on-street parking, place them as close to the edge of the face of the curb as possible and no farther than 10 inches away from the face of the curb.



Alternatively, the EV charger and a clear floor or ground space can be placed up on the curb or sidewalk, but this design should only be used at existing curbs when it is technically infeasible to lower the curb or sidewalk. The front of the charger should not face the street or curb, and charging cables should be sufficiently long and light enough to allow mobility device users to travel back down the curb ramp and reach their vehicle charging inlet. Reaching some vehicle charging inlets may only be achievable with long charging cables, and DCFCs may be limited to charging only vehicles that have charging inlets that can be reached from the sidewalk. (Also see: [On-Street EV Charging Stations Design](#))



When possible, providing additional clear floor or ground space for a forward approach and turning space is recommended. Aligning the EV charger with the access aisle takes advantage of existing clear floor or ground space.



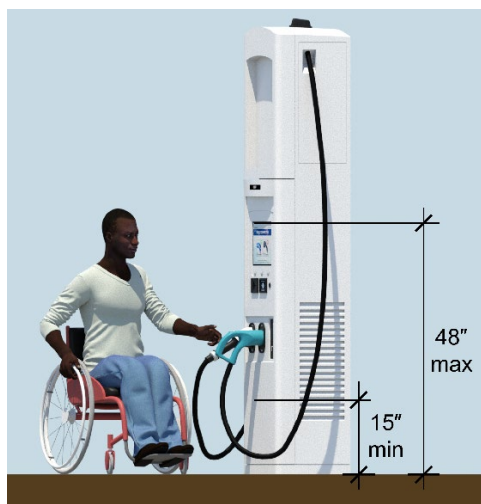
### Operable Parts within Reach Range

At a charging station, a reasonable number of EV chargers must comply with [§205 Operable Parts](#) , including technical requirements for clear floor or ground space ( [§305](#)), reach ranges& ( [§308](#)), and| operation ( [§309](#)). We recommend EV chargers be designed with parts that are operable by the widest range of users with disabilities, including people with limited or no hand dexterity, limb differences, or upper extremity amputations.

Operable parts on EV chargers include, but are not limited to, the connector, card readers, electronic user interfaces, and switches and buttons, including the emergency start/stop button.

### Unobstructed side reach

All operable parts should meet the requirements for an unobstructed side reach ( [§308.3.1](#) ) and be no higher than 48 inches above the clear floor or ground space and no farther than 10 inches away. The exception for fuel dispensers should not be used (See: fuel dispensers). Placing operable parts higher than the 15 inch minimum is recommended.



The operable portion must be within an accessible reach range, but non-operable portions can be located outside of reach ranges. For example, a display screen that does not require user touch input, or has buttons located within reach range, can be located above 48 inches. Similarly a card reader that can be activated below 48 inches with a portion of the card reader above 48 inches would still be operable. The operable portion of the connector, particularly the release button and handle, should be below 48 inches. A connector with no release button that can be used without reaching above 48 inches would also be within reach range.

## Connectors

Connectors must meet the requirements for operable parts ([§309](#)), including operation with one hand and no tight grasping, pinching, or twisting of the wrist, and no more than five (5) pounds of force to operate.

Connectors generally have a release button that needs to be pressed to connect/disconnect the connector from the vehicle charging inlet. Simultaneously grasping the connector and pressing a release button can be challenging for people with limited hand dexterity. Connectors that are a consistent diameter and very smooth are also challenging because they require grasping, especially when cables and connectors are heavy.

One way to informally test if an element is sufficiently accessible for a person with limited hand dexterity is to try operation of the element with a closed fist. Connector designs that have a handle with a release button on the inside, similar to a fuel dispenser, can be more accessible because a person can often place a closed fist inside of the handle and simultaneously pull on the connector and press the release button. The addition of straps and loops may also help a user carry the connector because it could be looped onto the user's wrist or arm, or even hung on the user's mobility device, to free both hands up to maneuver a mobility device (e.g. push a wheelchair, keep both hands on a walker etc.).



Future connector designs that are more accessible are encouraged. Until more accessible connectors are available, some chargers may be limited to using connectors that require pressing a release button with the thumb.

Manufacturers have developed automatic connection devices, which improve accessibility of EV charging because they eliminate the need to physically manipulate the connector. When possible, consider installing automatic connection devices, especially at fleet charging stations.

### **Charging Cables**

The ADA and ABA Accessibility Standards require operable parts to be operable with no more than 5 pounds of force and to not require tight grasping, pinching, or twisting of the wrist.

Light weight charging cables (AC Level 2, and some DCFCs) should be of sufficient length to charge a vehicle with various charging inlet locations.

As thicker and heavier charging cables are used to achieve faster charging speeds, it becomes more difficult for people who use mobility devices to lift the cable and carry it back and forth to their vehicle charging inlet. Heavier and shorter DCFC cables should be able to charge a vehicle positioned at least 60 inches (5 feet) away and be installed so that users can access the vehicle charging inlet, access aisle, and charger.

Charging cables cannot block or obstruct accessible routes when stored or when connected to vehicles. Cable management systems can be provided to prevent cable slack from accumulating on the ground and potentially offset the weight of heavier DCFC cables, but cable management systems must be kept in good condition to maintain the accessibility of the chargers. Overhead cable management systems may also be able to help with cable weight and operation, but the systems and cables must not become protruding objects.

There are many promising solutions to the issue of heavy charging cables, including the use of cable management systems, automatic connection devices, and wireless charging, which could greatly improve accessibility. In the interim, however, the benefits of fast charging provide greater user convenience and should be available at accessible EV charging stations, even if the issue of charging cable weight has not been addressed. Persons with disabilities should still have access to DCFCs and not be restricted to AC Level 2 chargers. Future innovations may address the issue of charging cable weight and should be used when available to achieve accessible operation.

## Accessible Communication Features

Accessible communication features enable people who are deaf or hard of hearing, people with vision impairments (but who drive), little people, and other people with disabilities who might not need accessible mobility features (like access aisles) to use an EV charger.

All EV chargers should have accessible communication features and operable parts. All EV chargers that are procured or maintained by a federal agency must comply with the [Section 508 Standards](#) because they are Information Communication Technology (ICT). See [36 C.F.R. §1194.1](#), App. A & C.

Although the ADA and ABA Accessibility Standards have technical requirements for ATM and fare machines ([§707](#)), and two-way communication systems ([§708](#)) that could be informative, only the Section 508 requirements are referenced in this section of the document because they are similar, but more detailed.

Section 508 addresses hardware accessibility with technical requirements in Chapter 4, including [§402 Closed Functionality](#), [§407 Operable Parts](#), [§408 Display Screens](#), [§409 Status Indicators](#), [§410 Color Coding](#), [§411 Audible Signals](#), and [§412 ICT with Two-Way Communication](#).

Although a number of provisions are specific to the accessibility needs of people who are blind and low vision and who cannot drive a vehicle, the provisions are still applicable to EV chargers purchased or used by federal agencies. Entities concerned only with ADA requirements may have a limited need for certain accessible communication features (e.g. braille instructions, tactilely discernible features, speech output, audio descriptions) on an EV charger, however some of these features may benefit all users. For example, speech output may be helpful if there is glare on the display screen, and elements that are tactilely discernible are easier to find in the dark. By universally designing EV chargers with the needs of people with disabilities in mind, a better user experience can be provided for all.

## EV Charger User Interface

Many EV chargers have an electronic user interface (UI) and are similar to smart parking meters or fare vending machines. Section 508 includes technical requirements for operable parts and reach ranges that were previously addressed. Section 508 also has technical requirements for hardware that include:

- Display Screens:
  - Visible from a point located 40 inches above the clear floor or ground space ([§408.2](#))
  - Avoid bright rapid flashing (more than 3 flashes per second) ([§408.3](#))
  - At least one mode with text characters in sans serif font, adjustable text size or minimum character height of 3/16 inch ([§402.4](#))
  - Speech Output Enabled: There must be an option for display screens to provide speech output that is capable of full and independent use by individuals with vision impairments.

- Speech output must provide all information displayed on-screen, including information necessary to verify the interaction and transaction with the EV Charger.
  - Speech output must be coordinated with information displayed on the display screen.
  - Speech output must allow for pausing and repeating.
  - Braille instructions provided for initiating the speech-output mode ([402.2](#))
  - Volume controls ([402.3](#)) must be provided for the speech output.
- Input Controls
  - Labels on keys and for visual controls must have high contrast ([§407.2](#))
  - Controls must be tactically discernible.
  - When alphabetical keys are provided, they must use a QWERTY layout.
  - Where a numeric keypad is provided, it must use a standard layout ([§407.3](#))
  - If keys repeat, there must be at least a 2 second delay before a key repeat ([§407.4](#))
  - If a timed response is required, the user must be alerted visually and by sound (or touch), and given the opportunity to indicate more time is needed ([§407.5](#))
- Keys or Cards
  - If the EV Charger requires the user to have a NFC key-chain card or other physical token, and that key/card requires a particular orientation for its use, then the key/card must provide a tactically discernible orientation.

Audible signals or cues must not be the only single means of conveying information, indicating an action, or prompting response. For example, an audible warning tone needs to be paired with a visual indicator.

Color must not be the only means of conveying information, indicating an action, or prompting response. Color can be used to convey meaning but needs to be supplemented with other visual means of conveying information such as the use of position, or different markings or shapes.

Visual status indicators, like the status of EV charging, should also be discernible by sound (or touch) ([§409](#)).

Any video content on the EV charger, such as instructional videos, should also meet requirements in [§413 closed captions](#) , [§414 audio description](#) , and [§415 user controls for captions and audio descriptions](#) .

## Card readers and contactless payment systems

Registration and payment card readers should be compatible with contactless payment systems, tactically discernible, and provide visual and audible feedback. Tactile discernability can be achieved by slightly raising the contactless system reader, providing tactile labels, or by providing card readers capable of both inserting/swiping a card and contactless payment. Visual and audible feedback can be achieved with lights or display screens, and sounds or audio recordings.



## Customer service/help

Charging station operators should provide customer service, help support, or other mechanisms to report outages, malfunctions, obstructed EV chargers, and other issues. Technical requirements for two-way voice communication can be found in Section 508 ( [§412](#) ), and [effective communication](#) is addressed in DOJ ADA regulations. Multilingual access may also be required.

Chargers can provide signs or labels with phone numbers/TTY, text message support, or help features integrated into the user interface. Multiple means of communicating audibly and visually should be provided.

If two-way voice communication is integrated into the EV charger, [§412](#) of Section 508 requires:

- Volume gain controls
- Effective means for coupling with hearing aids.
  - This can be a handset conforming to ANSI/IEEE C63.19-2011 or TIA-1083-B.
  - For IP-based networks, this can be achieved by conforming with ITU-T Recommendation G.722.2 or IETF RFC 6716
  - Audio jacks are the most common approach.
- Any caller ID feature must be both visible and audible
- If video communication is supported, it must be of sufficient quality to support communication using sign language.
- Support for bi-directional text communication, TTY functionality, or compatibility with legacy TTY systems.

## **Websites and Mobile Applications**

Many EV charging stations have websites and mobile applications used to locate charging stations, pay for electricity, start/stop charging, and send notifications to users. These websites and mobile applications must conform to industry standards for digital accessibility. The Department of Justice has [guidance on web accessibility and the ADA](#). Section 508 requires websites and mobile applications to be accessible and incorporates by reference the [W3C](#) Web Content Accessibility Guidelines ( [WCAG 2.0](#) ).

## **Connectivity**

Charging Networks should utilize the Open Charge Point Protocol (OCPP) and provide information on accessibility in addition to the connector type, output power, availability, repair status, etc. Specific information on accessibility is more helpful than a generic designation of “accessible”. Specific information could include:

- Accessible Mobility features
  - Access aisle left side
  - Access aisle right side
  - Long charging cable (capable of reaching a vehicle charging inlet regardless of vehicle orientation)
  - Reserved (disabled parking placards/license plate required)
  - accessible connector (operable by people with limited hand dexterity)
  - automatic connection device
  - wireless charging
- Accessible Communication features
  - accessible user interface (section 508)
  - contactless payment
  - “Plug and Charge” compatible

Providing pictures of accessible EV charging stations and chargers is also encouraged.

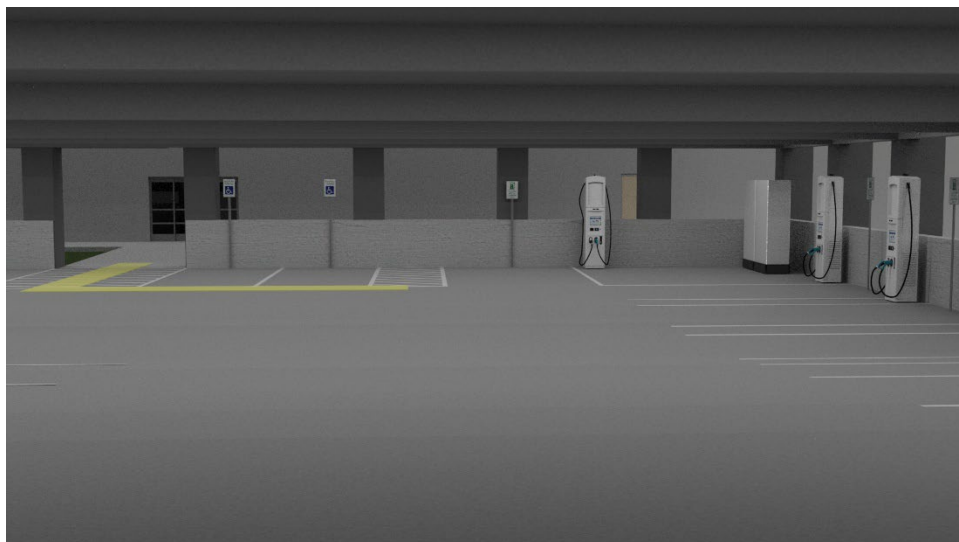
The Access Board welcomes collaboration with the Open Charge Alliance to develop protocols for information on accessibility.

## EV Charging Station Location within a Site

An EV charging station must connect to an accessible route that leads to an accessible entrance of the building or facilities on the same site. Additionally, the accessible EV chargers should be on the shortest accessible route to the accessible entrance relative to other chargers at the same charging station.



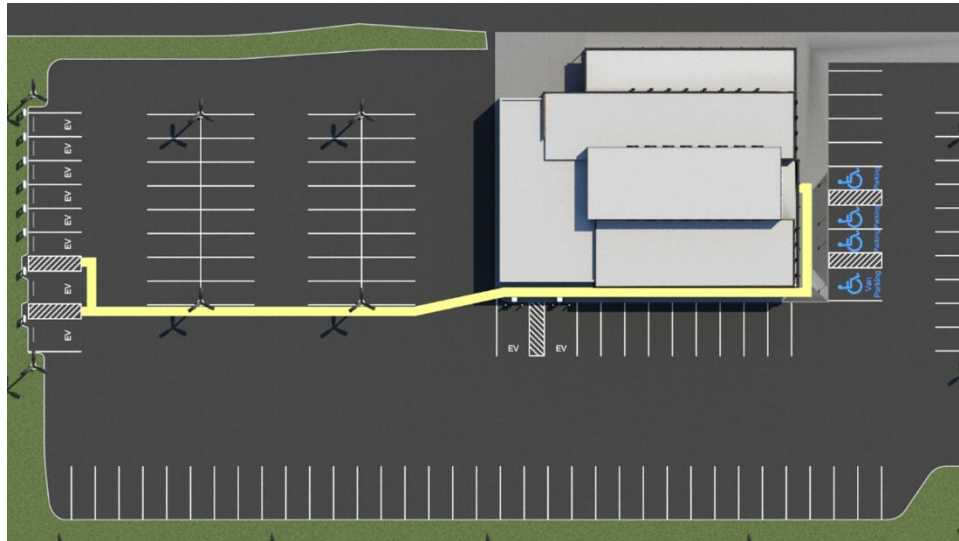
EV charging stations in parking garages must provide an accessible route that connects to the accessible pedestrian entrance of the parking garage. Additionally, a minimum vertical clearance of 98 inches should be maintained throughout the vehicular route to the accessible vehicle charging space and access aisle.



Sites with EV charging stations as the primary purpose should include accessible routes that connect to any amenities on the site and, if provided, a sidewalk in the public right-of-way.

### **Multiple EV Charging Station Locations within a Site**

Some large sites may have multiple EV charging station locations, and an accessible route should be provided at each location, similar to [multiple parking facilities on a site](#).



### **Adding EV Charging Stations to Existing Parking Lots**

EV charging stations added to existing sites must comply with the ADA and ABA requirements for alterations and additions. In alterations, compliance with the ADA and ABA standards is required to the maximum extent feasible (§202.3). For more information, please consult the Access Board’s [guide on alterations and additions](#).

When EV charging stations are added to an existing site, they must connect to an accessible route and a reasonable number of EV chargers must comply with [§309](#) and have a clear floor or ground space and operable parts within reach range. Also see: [Number of accessible chargers](#)

Converting accessible parking spaces to EV charging spaces is not recommended, especially when use will be restricted to electrical vehicle charging only. The ADA and ABA standards prohibit an alteration that decreases accessibility below the requirements for new construction (§202.3.1). If an existing accessible parking space is converted to an EV charging space, the minimum number of accessible parking spaces required by table [208.2](#) must be recalculated based on the total number of parking spaces provided, and accessible parking spaces may need to be added elsewhere.

## **Key considerations when adding EV chargers with accessible mobility features to existing parking facilities:**

- Can the chargers be connected by a compliant accessible route to the accessible entrance of the building or facility?
- Is the slope and cross slope of the vehicle charging space less than 1:48? Can the floor or ground surface be altered to achieve slopes less than 1:48?
- Is there sufficient space for an 11-foot-wide, 20-foot-long vehicle space and 5-foot-wide access aisle?
- Can the chargers be placed at the same level as the vehicle charging space? Will existing curbs and landscaping need to be removed or altered to place chargers at the same level as the vehicle charging space?
- Can a clear floor or ground space positioned for a parallel approach with an unobstructed side reach be provided?
- Is the clear floor or ground space firm, stable, and slip resistant?
- If EV chargers must be mounted on a curb, are operable parts of the chargers still within an unobstructed side reach and no farther than 10 inches and no higher than 48 inches above the clear floor or ground space?
- What existing site constraints are there, and would locating chargers elsewhere on the site make them more accessible?

## **EV Charging Stations at Residential Facilities**

Shared or common use EV chargers located at residential facilities provided by a state or local government must be accessible.

EV chargers that are designated to specific residential units should provide the appropriate accessibility features. When residential facilities designate parking spaces to each residential unit, the parking space for the mobility accessible unit must be an accessible parking space ([§208.2.3.1](#)). Similarly, a charger provided for a mobility accessible residential unit should have an electric vehicle charging space with accessible mobility features. A charger provided for a communication accessible residential unit should have an electric vehicle charger with accessible communication features. Upon request, additional chargers may need to be made mobility and/or communication accessible.

EV chargers installed at privately-owned residential housing are not subject to the ADA. However, privately-owned multifamily housing may be subject to the Fair Housing Act (FHA) and may be required to be accessible. For more information, contact the Department of Housing and Urban Development (HUD) [Fair Housing Accessibility First](#) at 1-888-341-7781 or [FairHousingFirst@hud.gov](mailto:FairHousingFirst@hud.gov).

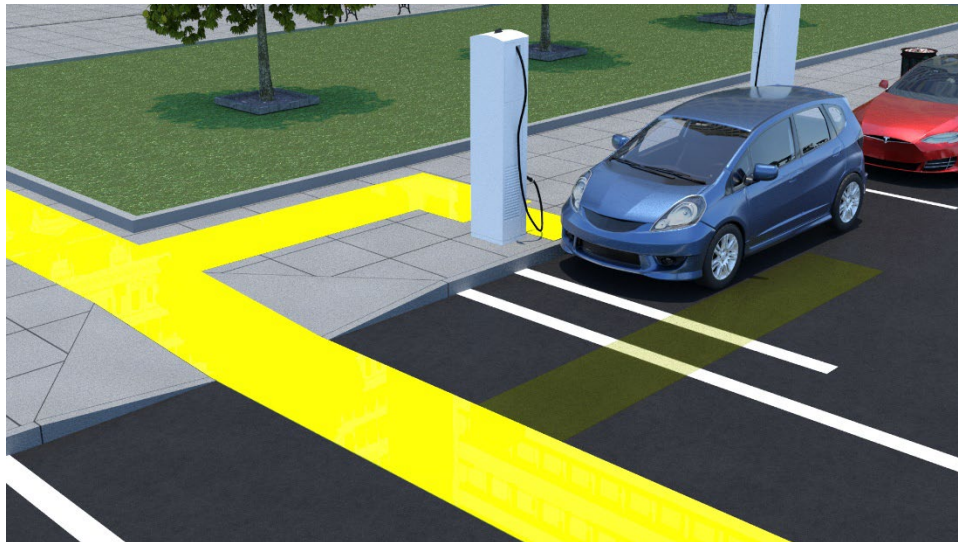
## EV Charging Stations in the Public Right-of-Way

EV chargers installed in the public right-of-way have unique design challenges due to existing sidewalks and infrastructure that may make installing chargers at the same level as the vehicle charging space technically infeasible.

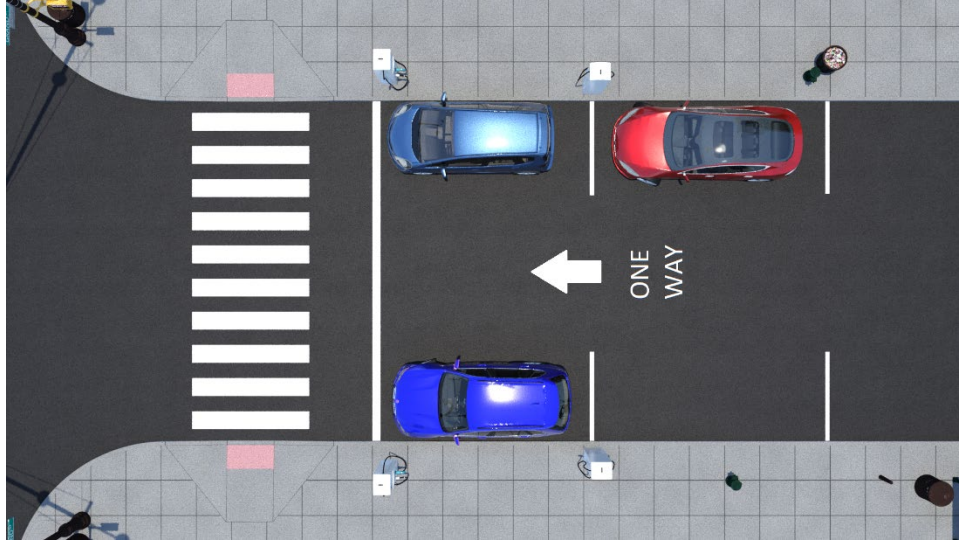
### On-Street EV Charging Stations Design

EV chargers installed on the sidewalk for on-street parallel parking should locate chargers with mobility features at the end of the block, or at the closest curb ramp. Section R309 of the [proposed Public Right-of-Way Accessibility Guidelines](#) provides design requirements for accessible on-street parking spaces, which can be used to design accessible charging spaces.

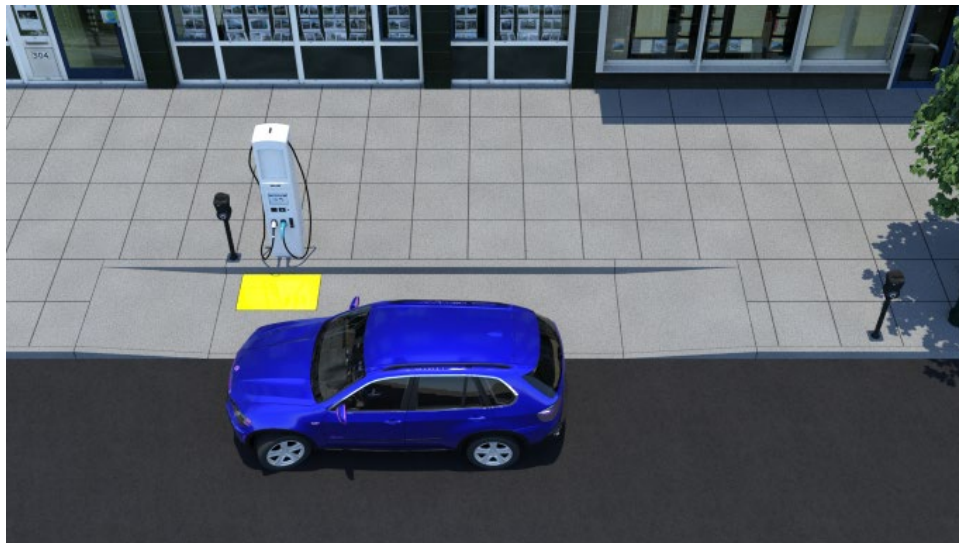
Chargers can be placed on narrow sidewalks but should be oriented facing the sidewalk and not the street in order to ensure there is adequate clear floor or ground space in front of the charger to allow for a person with a disability to approach and operate the charger. Chargers should not be placed within the middle 50% of the sidewalk adjacent to the on-street parallel parking space because this design would obstruct entry to and exit from the vehicle.



It may be challenging to bring the charging cable out to the street to connect to a vehicle with a charging inlet located on the street side, so use of chargers at on-street parallel parking may be limited to charging electric vehicles with charging inlets located on the same side as the sidewalk. Providing chargers on both sides of one-way streets is a more accessible option.



On-street parking with wide sidewalks complying with § [R309.2.1](#) have 5-foot access aisles at street level. EV chargers can be provided at the ends of the space or along the side up on the sidewalk. Clear floor or ground space at EV chargers, access aisles, and accessible routes must not be obstructed by bollards, curbs, trees, grass, garbage cans, etc. Accessible routes must not be blocked when cables are connected to vehicles.



## Fleet Electric Vehicle Charging Stations

Fleet vehicles are cars owned by an organization (business, nonprofit group, or government agency). Under the ABA, fleet EV charging stations at facilities designed, built, altered, or leased with federal funds for charging organizations' vehicles must be accessible.

Fleet EV charging stations that serve various businesses are considered a place of public accommodation or commercial facility and must comply with the ADA Standards. Examples include a vehicle manufacturer that installs charging stations to serve its corporate fleet customers.

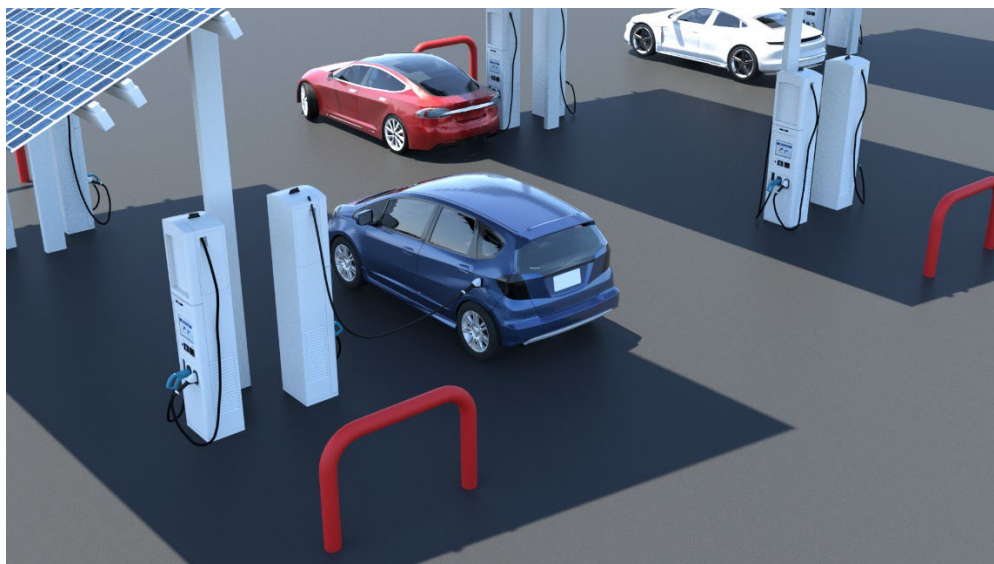
### Employee Use of EV Chargers

Under [§203.9](#) of the ADA Standards, entities subject to Title II or Title III of the ADA may be eligible for an exception for EV charging stations provided at a commercial facility for charging fleet vehicles under the employee work area exception if charging stations are used only by employees for charging company/fleet vehicles. However, it is recommended that at least one EV charger have accessible mobility features to accommodate employees with disabilities because the employer may be required to provide an accessible EV charger if requested by an employee as a reasonable accommodation.

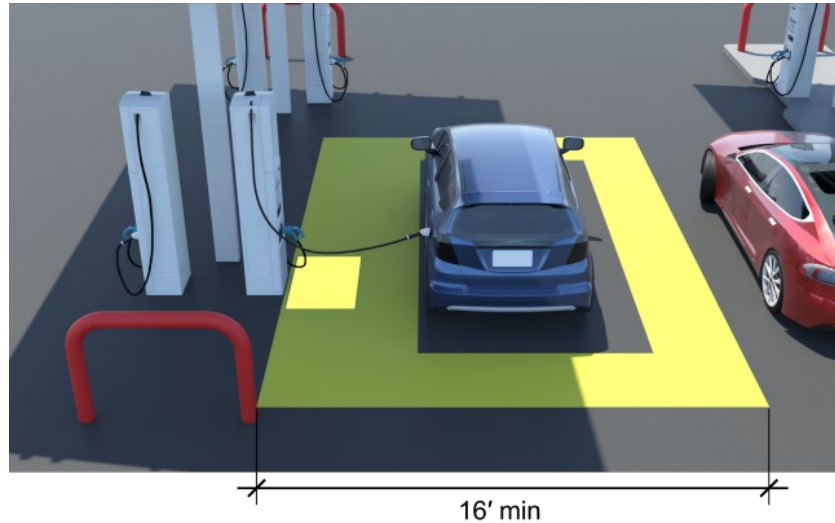
If charging stations are provided for employees to charge their personal vehicles, the employee work area exception would not apply and EV charging stations must be accessible.

EV chargers provided for specific employees to charge their personal vehicles should provide accessibility as needed.

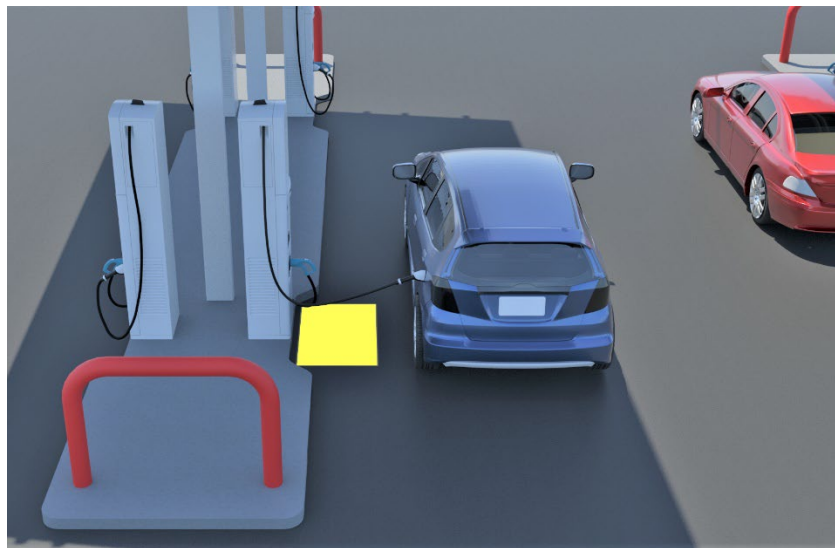
### Pull-Through EV Charging Stations Design



As EV charging gets faster and more EVs become capable of towing, EV charging stations may be designed for pull-through or drive-up access, similar to gas stations. Pull-through EV charging stations do not need to mark or stripe vehicle charging spaces, but they should provide at least sixteen (16) feet of width for vehicle charging spaces. Charging cables should be able to connect to a vehicle positioned five (5) feet away.



Chargers with accessible mobility features must have a clear floor or ground space and operable parts within reach range (i.e., less than 48 inches above the ground). Bollards aligned with the sides of EV chargers provide protection without obstructing use. Designing all pull-through EV chargers with accessible mobility features is encouraged and can be achieved by avoiding installation on curbs. If installation on curbs is required, it is recommended to create a cutout in the curb that allows the clear floor or ground space to be placed closer to the charger. Also see: [Are EV charging stations considered fuel dispensers and eligible for the reach range exception #2 in 308.3?](#)



The use of automatic connection devices is encouraged at fleet charging stations, especially when chargers serve a specific vehicle make and model. If/when very short charging times are achieved, it may be unnecessary to exit the vehicle for charging.

## **Other Considerations**

### **Lighting**

The use of lighting can be an effective way to indicate where an EV charging station is located within a site. Lighting can also be an effective way to indicate which chargers are accessible, which are in use, in which are not working. Lighting also helps with the operation of the charger, including plugging the connector into the vehicle charging inlet at night.

### **Shelters**

The use of shelters to protect EV charging stations and their users from the elements (rain, snow/ice, and extreme sun/heat) is also recommended. Snow and ice can be difficult, if not impossible, for a mobility device user to traverse over. Plowed snow should not obstruct access to and use of the EV charger. Black charging cables in the extreme sun/heat can also burn people with limited sensation. Shelter supports, such as columns and pylons, should not be installed in or obstruct vehicle charging spaces or access aisles, and must not be installed in or obstruct clear floor or ground space and accessible routes.

### **Innovation**

Innovations in automatic connection devices and wireless or inductive EV charging can greatly improve accessibility. This could simplify the charging process, including the potential to eliminate the need to access and operate the charger. If/when very short charging times are achieved, it may be unnecessary to exit the vehicle for charging.

## **Number of Accessible Chargers**

The ADA and ABA Guidelines do not specifically address how many chargers must be accessible at an EV charging station. Under the ADA Standards, when a facility or element does not have specific scoping requirements, access to a “reasonable number” is required under the general prohibitions against discrimination in the Department of Justice (DOJ) regulations for Title II and Title III entities. For more information, please contact the DOJ Office of Civil Rights at 1-800-514-0301 or 1-800-514-0383 (TTY).

This “reasonable number” must be accessible to and usable by people with disabilities, and where appropriate technical requirements for elements and spaces are provided in the ADA Standards, a reasonable number must meet those technical requirements.

The Access Board will be issuing a Notice of Proposed Rule Making that will solicit comments from the public on the minimum number of chargers that must be accessible at EV charging stations. Several approaches are possible, including:

- a minimum number based on the table in [208.2](#) for accessible parking spaces
- aligning with the 2021 International Building Code (IBC) that requires 5%
- a “use last” approach where a higher percentage have accessible mobility features, but are not reserved or restricted to people with disabled parking placards/license plates. See more on the “use last” approach
- a hybrid approach of use last and reserved

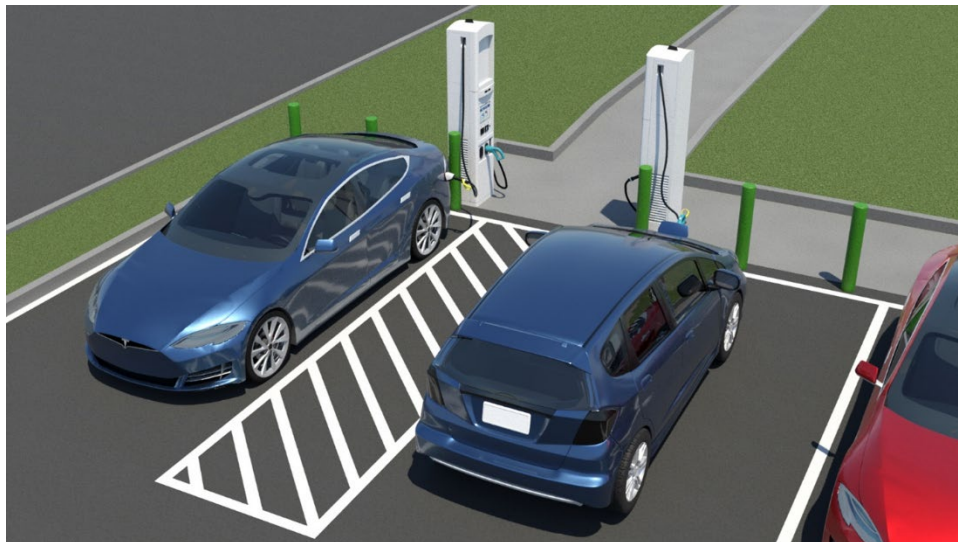
Issues concerning signage at accessible EV charging spaces include use of the ISA and how to indicate if accessible charging spaces should be reserved for use only by people with disabilities, or available for use by people without disabilities when all other chargers are being used.

In the interim, several states have already issued accessibility requirements for EV charging stations. If a state or local code requires a minimum number of chargers be accessible, at least that minimum number must be provided.

Signs displaying the ISA are not recommended at accessible EV charging spaces at this time, unless required by a state or local code.

The Access Board recommends designing at least two EV charging spaces with accessible mobility features, and providing accessible communication features and operable parts at all EV chargers.

This can be achieved with the following example EV charging station designs:



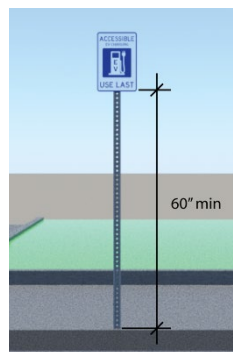
## “Use Last” Approach to EV chargers with accessible mobility features

Traditionally, accessible parking spaces are identified with the International Symbol of Accessibility (ISA) and reserved for use only by a person with a disability placard or license plate. Use of the ISA at EV charging spaces causes confusion about whether people without a disability placard can use accessible EV charging spaces. Since EV charging stations usually have only a few chargers, reserving a charging space only for use by a person with a disability placard may result in underutilized chargers.

The “use last” model would require more EV charging spaces be designed with accessible mobility features, but would not require that the charging spaces be reserved exclusively for people with disability placards. People without disability placards could use accessible EV charging spaces when all others are occupied, resulting in greater use of available chargers. This would allow mobility device users to have more options to find a charging space with the ideal design for their EV, and alternative charging spaces to use if a charger is broken or obscured. Having alternatives is extremely important, especially if the next accessible charging station is very far away.

A “use last” sign would indicate an EV charging space is accessible, but also direct people to use this space only when other charging spaces are occupied or accessibility features are needed.

At the time of this guidance, neither Manual on Uniform Traffic Control Devices (MUTCD) nor any other code-setting organization has a standard for “use last” signs, but the Access Board has designed several examples.



## Technical Assistance

The Access Board provides technical assistance on the ADA accessibility guidelines and on accessible design through its toll-free helpline at 1-800-872-2253 and by email at [ta@access-board.gov](mailto:ta@access-board.gov) from 10:00 a.m. to 5:00 p.m. (ET) weekdays.

## Common questions

### **At charging stations with various connectors and/or charging speeds, which chargers should be accessible?**

EV charging stations that serve a variety of vehicles or have a variety of chargers (i.e., different charging levels, connectors etc.) should prioritize access to chargers with higher rated power output and CCS connectors. Networked charging stations should indicate the accessibility of the charging station in addition to the connector type, power output, and availability status so people with disabilities can accurately identify accessible chargers that have the connector type they need.

### **Is the International Symbol of Accessibility (ISA) required as signage for accessible EV charging stations with mobility features?**

If there are state or local codes that require a certain number of accessible EV charging stations be designated with the International Symbol of Accessibility (ISA), it is recommended to meet state or local code requirements. In the absence of a specific requirement, the ISA is not currently recommended for use at EV chargers with mobility features, however other signs (such as the proposed “use last” sign) that indicate accessibility are encouraged.

### **Why should “van accessible” signs not be posted?**

Mobility device users need an extra three (3) feet of space to maneuver around the EV charging space and reach the vehicle charging inlet. Coincidentally, this aligns with the size for a van accessible parking space. This is sufficient space for a mobility device user who is able to transfer in and out of the vehicle’s driver seat, but it may not be sufficient for a mobility device user that uses a ramp or lift equipped wheelchair accessible vehicle (van).

As of the writing of this guide, there is no known wheelchair accessible battery electric vehicle and only a handful of wheelchair accessible plug-in hybrid vehicles that have a rear entry ramp and are not designed to be driven by a wheelchair user.

Development of wheelchair accessible electric vans are in process, but the location of the vehicle charging inlet is not clear. Most electric vans place the inlet in the front of the vehicle, and it is predicted that accessible electric vans will provide a ramp or lift on the passenger side of the vehicle, although it is possible ramps may be provided at the rear or driver side.

Charging inlets that are located on the same side of the vehicle as the ramp or lift are ideal because an access aisle would only be required on one side of the vehicle. A charging inlet located at the front of the vehicle may also work. However, charging inlets located on the opposite side of the vehicle ramp or lift would require even more space than the sixteen (16) feet for vehicle charging space and access aisle recommended in this technical assistance document.

**Are EV chargers considered fuel dispensers and eligible for the reach range exception #2 in 308.3?**

No. A commonly used definition of a fuel dispenser is a machine at a filling station that is used to pump gasoline, petrol, diesel, CNG, CGH<sub>2</sub>, HCNG, LPG, LH<sub>2</sub>, ethanol fuel, biofuels, such as biodiesel, kerosene, or other types of fuel into vehicles.

Fuel dispensers were given an exception due to the mechanics of pumping fuel from below the ground, which required installation on existing curbs. EV charging stations installed in parking lots and ground surfaces where the electrical conduit can be located below ground should not need an exception to the 48-inch maximum reach range requirements. However, there may be times when it is technically infeasible to place electrical conduit belowground. For example, the installation of EV chargers in an existing multilevel parking garage may require installing the chargers on a platform above the concrete slab. In this case, it may be technically infeasible to comply with the 48-inch reach range requirements and reach ranges greater than 48 inches may be complying to the maximum extent feasible.