

Title: FINAL SITE INVENTORY REPORT

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What was the site inventory?

Valerie MacDonald and Carla Haug, the 21st Century Library Spaces Interns, visited every branch of EPL (except eplGO) from May 2011 to February 2012 to get to know the spaces, photograph them, and draw rough floor plans; introduce ourselves and our project at meetings with managers and community librarians, and at staff meetings; and ask for feedback from staff about how their library's spaces were working for customers. Specifically, we asked staff:

1. What about your space is working well for your customers?
2. What about your space is not working well for your customers?
3. Is there anything that your customers would like to be doing that the space doesn't support?

This document amalgamates and synthesizes the comments reported to us by staff at the libraries visited. The perspectives of staff that interact directly with customers in and around public spaces, and who may engage in dialogue with them about those spaces, are a valuable contribution to the project. Their feedback helped to generate questions for surveys, interviews, and other research methods; to assess staff perceptions of customer spaces; and to compare their perceptions with customer-based research findings.

Top Customer Space-Related Issues Reported By Staff:

- Customers need more spaces for collaboration
- Spaces for community use are in very high demand
- Libraries struggle to provide adequate spaces to accommodate different noise levels
- Customers are asking for office services (fax/scanners/colour/double-sided) and need more laptop plug-ins
- Teens are not often in the designated teen zones
- Flexible spaces and flexible furniture are important
- Libraries need more space: period

Spread the words.

Summary of Findings

Noise Management

Libraries struggle to accommodate customers who need quiet group study space, quiet individual study space, collaborative space, active space, and computer noise.



Students working together in designated "Quiet Study Area" - Londonderry

Computers

Computers are in high demand at most locations, although there are peak times of use. It is easier for staff to provide assistance, training, and directions to computers situated in a single location. Centralized computers, however, do not work well for parents wanting to use a computer when visiting the library with their children, groups using a single workstation, customers wanting to use video/chat/language learning programs, and customers looking at content that is not suitable for younger eyes.



Centralized banks of computers – Mill Woods



Distributed computer pods - Capilano

Collections

The volume of customer holds now exceeds most libraries' current space allotment and in some cases infringes on customer space. Many libraries also report having "full" shelves due to floating collections, though what was considered "full" varied markedly by branch. The location of Aboriginal, English Language Learning and Other Language, Large Print, Videogame, and Hits to Go collections is important for customer use and for security.



Overflowing nonfiction - Riverbend



Surplus holds – Whitemud Crossing

Teens



Laptop tables – Whitemud Crossing

collection, or they are not readers and use the computers, play games, socialize, and do homework. "At-risk" and homeless teens can spend hours in the library, and so can teens avoiding school. These groups' language and presence can intimidate "gentle" or "suburban" teens, as well as adults and staff.

Teens are not a homogenous user group. Some teens do not visit the library, and some visit for hours. Teens do not often stay in the teen "zones," despite attempts from staff to add appealing furnishings, computers, and collections in these areas. Teens are either readers and use the



Fireplace – Lois Hole

Children

Children’s areas should be secure spaces with equipment to play individually and in groups or with parents. Child-sized furniture is very popular with kids, but the area should also be adult-friendly to allow for caregivers to work, visit with other adults, and play/read with their kids. Open space is important to allow for EPL programming on the spot.



Children's computers near adult-sized couches – Lois Hole

Community Space

Staff would prefer to have more than one program room to accommodate the huge demand from a variety of community groups and the need for EPL programming spaces.



Study room – Lois Hole

Insufficient storage and amenities, and ugly, worn décor detracted from the room’s versatility. Smaller meeting rooms are highly requested and often help alleviate the demand for the program space. Easy access to outdoor, landscaped spaces is in demand, as well as adequate parking.



Program room chairs - Riverbend

Aesthetics

Open spaces with natural light, windows, good sight-lines, plants, and facilities in good repair were preferred by staff.



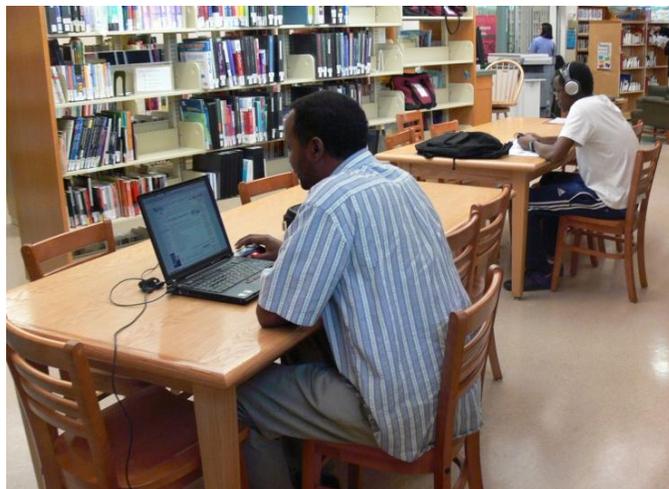
Popular window worktables – Whitemud Crossing

Office Services

Customers at all libraries want faxing, scanning, and colour/double-sided printing and photocopying to be available.

Personal electronics

Plug-ins for laptops, cameras, cell phones; consistent wireless and cellular signals; and the ability to download EPL e-content in the library were listed as high priorities.



Personal electronics in use - Sprucewood



Community display board - Woodcroft

Displays

Staff members were concerned about inconsistent display spaces within the branches, and about the best way to balance community materials with library promotional materials.

Safety and Security

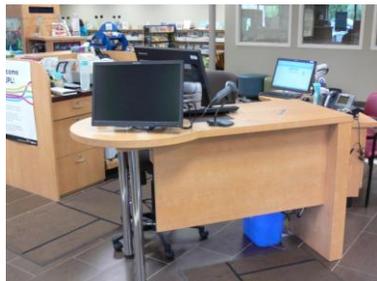
Good sightlines and collections located close to staff help increase feelings of security and deter drug use, drug deals, fights, theft, and other risks. Customers do not want to leave strollers or bikes unattended, even if they are locked.

Service Desks

Old, large service desks create a barrier but new service desks should be placed so customers can be greeted “head-on” as they enter the building.”



Bike rack - Idylwyld



New model of desk - Abbottsfield



Historic desk - Strathcona



Old model of desk - Highlands

Flow

Customers want to be able to move easily and quickly through the library space when picking up and/or dropping off materials. Placement of holds by the door in a visible area and near a self-check-out machine is emphasized as critical to this flow.

Flexibility

Customers move furniture and themselves around the space, as different user groups and the activities



Popular Herman Miller laptop stand - Idylwyld

of those groups change seasonally. The spaces are sometimes not flexible enough to accommodate

different types of programming and groups.



Migrating chair - Strathcona

Open Spaces and Privacy

Customers value privacy and “nooks,” but clear sightlines make it easier for staff to rove and provide a sense of increased security.

Collaborative Spaces

Customers need more spaces to work and socialize in pairs or groups, quietly and noisily, around computers and in other



spaces. Staff expressed a wish for smaller bookable study rooms like at WMC and LHL.

Teens on computers and laptops in a nook - Strathcona



Wayfinding and Signage

Customers have difficulty finding their way to different sections of the building and in queuing appropriately at desks and at self-check machines.

Exit only side of the desk – Whitemud Crossing

Accessibility

Customers need spaces that are accessible for everyone. Entrances that are easily operated are vital and the collection should be arranged/shelved/labeled in a way that allows easy access for all regardless of ability. Space for strollers and wheel chairs to maneuver in a space is an important consideration.

Infinite Expansion

Library staff want more space overall, and believe that customers will come to fill those spaces.

Site Visit Notes

This section provides more explanation of the main topics or themes reported by staff during meetings and tours, as well as specific examples and illustrations provided by staff.

Computers

- Nearly all branches report high demand for and use of computer workstations (Riverbend, and Whitemud Crossing were exceptions) though one staff member questioned whether it was true that the computers were truly “always full.”
- Staff reported different opinions for the advantages of both a centralized and a decentralized computer workstation layout.
 - Advantages of centralized layout (all computers are in a single location): Computers situated in a single location make it easier for staff to identify customers who need help, preferably located close to the service desk. Customers can also be more easily directed to the computers.
 - Advantages of decentralized layout (dispersed throughout the branch): noise is dispersed across the library. Parents can work on a computer close to their children.
- Some staff expressed interest in creating a computer lab, in an area separate from the main library.
 - Some customers are intimidated by the teens that primarily occupy the computers, and did not want to have to walk right through the computers when they enter the library if that is not the intent of their visit.
 - Might make it easier to provide assistance (centralized layout).
- Computer workstations that facilitate groups are needed.
 - Highlands reported that customers will gather around another’s station and spill over into another customer’s space. Most branches reported that groups of people will gather around a workstation intended for one person.
- Computers are used for “daily life stuff” (banking, news, email, Facebook, filling out forms); for writing resumes and job hunting; for entertainment (videos, movies, music); for education (PowerPoint, homework).
 - At Milner a man who staff believed to be homeless would come in with his guitar and listen to videos on YouTube to learn the songs.
- Trend of voice/speech programs (Mango language software, Skype, Google video chat, Facebook video chat) seen as potentially causing problems in the future when at present “all it takes is one cell phone to disturb the whole library.”
 - This was also noted about customers who used chat programs (e.g. Skype) on their laptop in public areas.
 - At Londonderry a mom sits on the couch with her laptop and uses Skype, causing a noise issue.
- Many stations had converted their 20 minute or catalogue stations to full-service, 1 hour workstations.
 - MNI felt that the 20-minute stations served a purpose for those customers who just wanted to “quickly check their email or print something.”
- Customer requests for more than an hour of computer time a day were expressed at many branches

- Need expressed for an adult to be able to use a computer while their child is playing.
 - At Abbottsfield a parent took laptop to the children’s couch while they played.
 - Woodcroft expressed a need for more “adult-friendly” areas in the children’s section, including laptop plug-ins.
- Staff at Abbottsfield noted that the new computer pods work well
 - Staff at Londonderry suggested computer pods would work better than their current computer configuration because gatherings of people can sometimes crowd or block access to computers.
 - Staff at Capilano noted that the computer pods helped with group use but still do not provide enough space.
- Issues with signage of internet stations vs. catalogue stations
 - E.g. Catalogue station in children’s is not signed and hard to identify (Riverbend).

Noise Management

- All branches reported that it was difficult to balance the need for quiet space and the need for customers to interact with each other and with noisier collections and computers.
- Both individuals and groups needed quiet spaces to work.
- Groups need spaces that allow for quiet and noisy conversation.
 - Groups include tutoring pairs, conversation practice groups like LACE, students working on projects or studying/doing homework together.
- Computers generate their own noises (beeps, videos, games), and attract more than one person to a station to work together, view together, play together.
- Children’s areas are generally noisier because of play.
- Headphones are encouraged and provided for most computer stations.
- Libraries offered the program rooms to people who need quiet as well as to people who need to make noise.
 - Customers generally have to ask for a quieter space, or be the subject of a complaint or act as the complainant to have it offered to them. Then it can still only be offered if it is not being used by another group or by EPL’s programs.
- High school students have different study habits (social) than university students (solitary), which can lead to conflicts at peak exam times.
- All branches reported the need for more study spaces, and smaller enclosed meeting rooms like at Lois Hole and Whitemud Crossing were considered ideal for balancing noise.
 - Customers have asked staff at other branches for rooms “like the ones they have at Lois Hole.”
- Customers were occupying “non-study areas” so that they could be noisier.
 - Riverbend reported a regular tutoring pair who uses the child-sized furniture in the children’s area after being shushed by other customers in the regular study area.

Collections and Space

- All locations reported that since collections have started “floating,” they have an overabundance of collections – despite a wide variation in the amount of collections they actually have on the shelf.
 - Londonderry reported that their shelves were full at about half a bay, while Riverbend’s shelves are full to the point that they are storing materials on the tops of their bays.
- Since floating, many libraries have increased weeding.
 - Riverbend is weeding even material that it knows would circulate and is too “new” to discard.
 - Riverbend has added shelving to accommodate the increased volume of returned materials to their branch, reducing customer spaces and the feeling of spaciousness that was once at the branch.
- Customer holds have increased at most locations, and libraries often used book trucks to house the overflow which blocked other areas and reduced flow.
- Staff report that many customers have trouble locating their holds.
- Location of certain collections potentially caused anxiety for customers and for staff: Aboriginal, Other Language, ELL, DVDs, Large Print. Uncertainty about where they would best be accessed by customers with low English language skills or poor visibility, whether they are “visible” to customers or whether they look like an “afterthought,” and whether they are being used.
- Staff had different opinions on how important it was to have a large collection to browse in the library, and whether this matters to customers.
- Some collections were located close to the desk for security (Videogames & Hits to Go).
- Collections jumping gaps across aisles and areas is confusing for customers.

Teens

- All of the libraries had a designated “teen zone,” consisting of the TEEN collection and/or seating space and/or computer workstations. Some have “teen” décor and some are labeled “teen.”
- It was frequently reported that teens never or rarely sit in the areas designated for them, instead preferring to spread around the library.
 - Staff described this both positively as “taking over the library” or negatively as seeking out space where they “like to hide.”
 - At Highlands teens use the soft seating area, the children’s area, or the computers.
 - At Castle Downs and Whitemud Crossing, teens spread all over the library to study.
 - At Abbottsfield, the teens are anywhere but the teen area, possibly because of its proximity to the desk.
- Some libraries report that teens rarely visit the library at all (Idylwyld, Capilano) while others have a large teen population who “hang out” on the computers, playing card games or attending the library’s unstructured programs (Highlands).

- Some teens are studying in groups (Whitemud Crossing, Castle Downs, Riverbend, Lois Hole).
- Some teens “are readers” (Jasper Place) that use the teen collection and some are “not readers” (Highlands, Sprucewood), or choose certain types of materials (CRA: magazines, comics).
- Language may be intimidating for other customers and content viewed online might be inappropriate for younger kids or other teens.
 - Some teen areas are adjacent to the children’s area, and some teens frequent the children’s area.
- Integrating or graduating the tweens into the teen area can be difficult.
 - Milner’s tween group prefers to meet in the children’s program room.
- Milner and Strathcona have a mix of “gentle or suburban” teens and “at-risk youth” which can sometimes clash.
 - Strathcona homeless teens can stay at the library from 10:00 until 8:45 pm when the shelters are almost open.
 - Both the content and style of conversation can be inappropriate or intimidating.
 - Groups in the Strathcona area like teens to attend programs to socialize with “gentle” teens.
 - MNJ has received a complaint from a “suburban” teen and her parent that the teen area is intimidating because of the large groups of at-risk youth.
- Highlands and Milner report large groups of teens in the space at once.
- Londonderry has a high population of teen users from the surrounding schools that visit the mall and do homework in the library.
- One staff member pondered whether the teen zone was a space that allows teens to feel ownership over the library, a place signaling belonging, or just “ghettoization” of a group?

Children

- Adequate space and suitable equipment for play is important.
- Both child-sized furniture and adult-sized furniture for adults to sit with children are needed.
- Some staff felt it should be a safe space where children can play independently to give parents a break or to allow for parents to be close by to monitor their kids.
- Should have spaces for parents to visit with each other and that allow their kids to play together.
- Should not be too close to the exit, otherwise kids run out the front door.
 - Milner staff have had to run after a child to the LRT stairs.
 - Riverbend staff have had to run after children through the parking lot and to the Blockbuster next door.
- Should have suitable spaces (rugs, seating, etc.) for EPL to conduct storytimes on the floor.
- Some children visit with parents or caregivers, some with their older siblings, some on their own.

- Some latchkey kids are there all day during the summer (Castle Downs).
- Fish tanks are universally loved.
 - At Idylwyld kids come in yelling “fish, fish, fish” and head right for the fish tank.

Program Rooms

- Do not always contain the amenities that groups expect or need (kettles, sink, dishes, etc.).
- Some library staff felt they are too big, some felt they are not big enough.
- Need the flexibility to accommodate different programs and varying sizes of groups.
- Insufficient storage space for chairs and tables which clutter the existing space.
- Balancing community requests with EPL programming is, with one exception, universally considered a challenge.
- Nearly all libraries report a huge demand from the community to use their program room.
 - Some communities have no other community spaces or recreation spaces available (Castle Downs, Highlands).
- Questions raised over whether the bookings should be “library-related” (literacy-themed, for example), and whether it is just a community space that people rent without caring that it is at the library per se.
- Groups reported included: water conservation societies, writers groups, condo boards, mom groups, weight loss challenges, language learning, Arabic class, community leagues, cancer groups, MS bike ride sign ups, political parties, weddings, mediation.
- Having more than one program room was a wish expressed at many libraries.
- Plug-ins located on floor of program room reported as a safety issue with small children (Riverbend).

Aesthetics

- Staff prefer “open” spaces: large windows, natural light, lots of light, de-cluttered (recent Marketing presentation about clutter was on staff minds and frequently mentioned).
- Facilities that are in good repair is a sign that EPL respects its customers.
 - Parents at Mill Woods report not dressing their children in their good clothes because the carpet in the program room is so dirty.
- Plants at Castle Downs and Calder were liked by some and not by others.
- Customers at Strathcona love the look and feel of the library.
 - Invitation to customers to help decorate at Christmas was very popular.
- Customers at Capilano love to sit by the windows.
- More distinctive garbage cans and recycling bins were suggested by staff.
 - Specifically identifiable “blue bins”
 - Plastic recycling needed

Displays

- Staff expressed concerns over “picked over” displays.
- Varying furniture types and location were thought to hinder impact of displays.

- Displaying community materials (posters, bus schedules) and library promotional materials often presented a struggle for libraries.
 - Calder wondered whether it was best for the community materials to be housed in the front vestibule (prime real estate), before customers even saw EPL materials.
 - Castle Downs reported that there had been an incident with a customer who wished to have a poster put up and was unsatisfied with what they perceived to be a slow turnaround time. This was “their” place, the customer felt.
 - One staff member questioned whether uniform, corporate-style signage would be appropriate or effective for that library’s community, where the norm was face to face contact or hand-written notes hand proven successful.

Safety and Security

- Drug use and/or drug deals do occur in and/or around most libraries.
- Some staff perceive that different socioeconomic classes sharing a single space can lead to some groups feeling threatened or uncomfortable.
- Staff often want certain collections, like videogames, close to the desk or behind the desk to monitor them.
- Clear sightlines are perceived to be a deterrent to bad behavior.
- Washrooms need to be private so noise does not travel (Idylwyld, Whitemud Crossing) but not single stall (Strathcona, Highlands) to avoid drug use.
- Branches located in malls (Londonderry, Capilano) get many customer requests for bathrooms in the branch.
 - Londonderry reported letting customers use staff washrooms in emergency cases.
 - Capilano reported requests for change tables closer to the Children’s area.
- Stroller parking was high on the staff’s wish lists.
 - Program rooms do not have space to accommodate today’s increasingly large strollers.
 - Parents are not comfortable leaving their strollers in unsecured, unsupervised areas.
 - Strollers parked outside the program rooms can block access to collections and block aisles.
 - A cloakroom was suggested by Milner.
- Customers ask to bring their bikes into the libraries because they are concerned about locking them up on the bike racks.
 - Some libraries lend locks to customers (Highlands).
- Libraries in malls (Londonderry and Capilano) must ask customers not to bring in their shopping carts, as it is illegal.
- Staff noted that metal stops on the AV shelves are dangerous
 - They are at ankle height and customers and staff can catch on them as they walk past. Staff do not feel they are an ideal design for a public library [I can echo this sentiment – I caught my hand on the sharp edges while browsing for DVDs]

Service Desk

- Older, large service desks felt like a barrier for staff.
- New service desks allowed customers to stand beside the staff member but were sometimes placed so that customers could not be greeted head-on as they entered the library.
- Mixed feelings about the lack of storage space in the newer desk.
 - Some think this is great as it focuses staff attention on the customer.
- Some staff felt that the new service desk configuration is unclear for customers
 - Riverbend staff reported that customers get confused and end up at the returns desk.

Flow

- Staff felt that patrons should be able to move easily and quickly throughout the library when they are not intending to stay for long periods. The holds shelves, book return, self-checkout, and circulation desk should all be in close proximity, clearly-labeled, and arranged in an order requiring the quickest route possible for customers to easily circulate materials.
 - Capilano staff reported that having only one self check-out causes lines and congestion in that area.
- Entrance/exit is an area that many staff expressed opinions about.
 - Doors that opened in opposite directions were problematic for parents with strollers and patrons with walking aides.
 - Placement of the service desk (see above).
 - Separate entrance/exit doors were confusing.
- Drive-through book-return options should be fast and easy, patrons should not have to exit their cars (Whitemud Crossing).
- Book-return needs to be well marked and covered so customers can still use it in bad weather.
- Queuing at the desk and at self-check machines should be intuitive.
 - There should never be opportunities for customers to be by-passed for service because multiple line-ups have been created (Mill Woods).
- Some customers stay for several hours (Strathcona seniors) or all day (Castle Downs, Strathcona, Milner).

“Emerging” Technologies

- All libraries want more plug-ins for customers to use with their own devices.
 - These include not just laptops but also cameras, phones, and mp3 players to charge.
 - Idylwyld reported that their floor plug-ins were problematic because they became very dirty

- Staff thought it should be easy for people to use emerging technologies all over the library.
- Furniture must be suitable to support these technologies: appropriate seating and tables.
- Customers want to download e-content onto their own devices.
- Wireless signal is not consistently strong through the building.
 - Londonderry reports they can't offer texting programs for t/weens because of low cell reception in their basement.
- Customers want to watch movies, in groups and individually.
- Customers want to listen to music, in groups and individually.
 - Whitemud Crossing listening stations are popular, however, customers cannot change the CD themselves.
- Staff report customers using laptops in areas that were not intended for laptops. Use of these areas usually revolves around plug-ins.
 - Customers are reported to plug in their laptops and leave cords stretching across the floor creating a tripping hazard.
 - Staff also notice customers block off spaces when they try to access plug-ins
- Customers would like wireless printing

Open Spaces and Privacy

- Clear sightlines made it easier for staff to rove (Abbottsfield, Londonderry) because all they had to do was “step out from behind the desk” to see if a customer needed help.
- Clear sightlines around the library gave staff an increased sense of security.
 - No “dark mystery corners” where customers can hide and engage in dangerous or undesirable activities (drugs, fights, theft of library materials).
 - Clear sightlines are seen to be a deterrent to bad behaviours.
- Some customers prefer “nooks” where they can have more private spaces.
 - Strathcona customers like to claim a corner for the day to sleep.
 - Milner has struggled with placement of furniture facing outwards towards the windows, turning the couches in so as to deter sleeping.
- Some customers seek out certain spaces regularly: territorialism.
 - This can be intimidating for other customers.
- Several libraries reported that they were unable to meet requests for customers, and sometimes staff, to provide a private and appropriate space to pray.
 - Mentioned by staff at Milner, Londonderry, Mill Woods.
- Staff reported that customers have requested a private space suitable for praying.
- Customers have requested spaces that allow for cultural ceremonies such as smudging ceremony
 - Viewed as negative for the aboriginal community that such ceremonies cannot be held for regular meetings.

Flexibility

- Customers will move furniture to accommodate their needs.

- This can cause problems if larger teens are using child-sized furniture and it breaks, or if the customers block access for others (Milner AV section customers move the tables in front of the outlets in order to watch movies on the portable DVD players, blocking access to collections for others).
- Some branches have specifically chosen furniture to accommodate multi-uses.
 - Lois Hole modular tables, for example, and the Herman Miller Scooter tables that can be moved all around the library, used for laptops or just for reading or working (Lois Hole, Idylwyld).
- Branches with older, heavier, larger pieces of furniture that cannot be moved is a challenge.
 - Strathcona's desk poses difficulties for modification as it is a historical building, but it is a security concern and forces the space to be segmented around it.
- Staff feel it is important that the space be flexible enough to accommodate on the spot programming in the children's area.
 - At Sprucewood the collections got in the way of the nicer window area that could have been used for programming space.
- Customers are in areas of the library that are not their "designated" areas, either for age or for activity: adults in the children's area, teens all over the library, tutor pairs in the children's area, studiers in the program room.
- Seasonal changes in space use are noticed in the libraries.
 - Students during exam times, children in summer reading programs, mornings with Sing Sign Laugh and Learn programs, for example, require different kinds of furniture arrangements and spaces to accommodate an influx/decrease in certain activities and users.

Collaborative and Solitary Work

- Many customers are coming to the library to be together for various activities (studying, watching videos, playing games online and in person, learn English, visit, book club, hobby groups).
- Staff report that there are not enough workspaces to accommodate groups (group computer workstations, large work tables), especially in locations that will not disturb others.
- Small group meeting rooms are requested by all libraries.
- Small study rooms are well used at Lois Hole and Whitemud Crossing and requested by customers at other branches that don't have them.

"Living Room"

- Several times the phrase "the library is the living room of the community" was expressed, though with different meanings: It was a place to relax with entertainment; a place to watch movies together; a place to use the computer; a place with couches (but some staff felt this should not be for sleeping, while others felt this was fine).

Outdoor Spaces

- Outdoor spaces were often mentioned by staff. Branches that had access to outdoor spaces often reported issues that prevented them from using these spaces to their fullest.
 - E.g. No direct access to the space (Woodcroft)
- Staff noted many customer requests for outdoor spaces.
- Staff report customers complaining about parking.
 - E.g. Not enough, or arrangement of parking stalls.
 - Parking sited as a deterrent to customers coming to the Riverbend branch.
 - Parking configuration was a big complaint at Lois Hole.

Office Services

- Every library, without exception, reported that customers want: a scanner, a colour printer, a colour photocopier, a two-sided printer, a two-sided photocopier, and a fax machine.

Wayfinding and Signage

- Libraries repeatedly said that customers had difficulty finding their way around the building and that certain sections of the library were not well-labeled or that the labels themselves were confusing, e.g. “check-out.”

Accessibility

- Entrances were mentioned as a barrier to accessibility.
- Riverbend entrance is not handicap accessible.
 - Button for wheel chair users to open the front door cannot actually be reached by people in wheel chairs.
- Milner staff suggested the need for wider lift/ramp access for wheel chairs and strollers, as well as wheel chair access from the west side.
- Accessibility of Capilano on the second floor – elevator not great
- Some staff noted the difficulty their customers have finding/accessing materials on lower or higher shelves
 - E.g. customers have difficulty reaching items on lower shelves and/or have difficulty seeing the labels (especially customers using large print) (Riverbend).

Perception of Library Spaces

- Suggested that how customers perceive the space can be a barrier to their access of it (Community Librarian Meeting).
 - E.g. one customer said they were afraid to walk by the security gates because they thought if they had fines it would cause the gates to beep (Milner).
 - Policy and its negative impact on the perception of space.

Infinite Demand and Infinite Expansion

- Staff believe that if the library were to increase the number of study spaces, places to sit, computer stations, the size of the program room, the number of program rooms, customers would continue to fill the spaces and use these services.
- Everyone wants a bigger library.