

Phase 3 Outreach Initiative Documentation  
for the

# **Baldwin Public Library**

300 W Merrill St,  
Birmingham, MI, 48009

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## **PHASE 3 PROGRAMMING**

### **OUTREACH INITIATIVES SUMMARY**

Baldwin Public Library  
Building Committee  
September 22, 2021

### **INITIATIVE 1 - ALL-STAFF MEETING (September 14, 2021)**

Steve Schneemann, Ron Cieslak, and Dianne Schurg from Merritt Cieslak Design (MCD) attended the September 14, 2021 BPL all-staff meeting and discussion items related to the Phase 3 project were included in the meeting agenda. A "Wish List" of programmatic items was shared with MCD by the director, prior to the meeting, and was condensed down to the following items that were discussed:

#### **Main Entrance**

- Accessibility/ADA Compliance
- Materials Returns/Automated Handling
- Overall Aesthetic (Inviting, Welcoming)
- Lighting

#### **Circulation Desk**

- Sightlines to Entryway
- Location Relative to other Staff Offices
- Reduced Footprint
- "Satellite" Locations
- Hold Shelf

#### **Exterior Plaza**

- Outdoor Program Area
- Inviting/Connection to Shain Park
- Native Plantings
- Aesthetically Integrated with Building

#### **Café/Collaboration Space**

- Tables & Chairs for Gathering

- High Quality Coffee Drinks/Snacks
- Café Operation – Vendor
- Flexible Space for Meeting & Collaboration
- Connectivity to Plaza Space

## **INITIATIVE 2 – FOCUS GROUP (COMMUNITY FORUM) (September 15, 2021)**

This event was advertised via email to 12,000 addresses and was highlighted on the library's website, Facebook, Instagram, and Twitter.

Only two members of the community attended the forum: Melissa Mark (BPL Board President) and Danielle Rumble (Sole candidate for upcoming BPL board election). Other attendees were the BPL director, Rebekah Craft, the BPL assistant director, Jaclyn Miller, and Ron Cieslak, Steve Schneemann, and Dianne Schurg from Merritt Cieslak Design.

Director Craft conducted the meeting and covered the following:

- History of the library and additions and renovations that have occurred over the years, including the current 3-phases
- The purpose of the community forum including:
  - Entryway accessibility
  - Updated lighting
  - Clearly defined lobby & wayfinding
  - Updated circulation area
  - Friends book sale area
  - Outdoor program area (connectivity to Shain Park)
  - Celebrating the original building
  - Exterior plaza
  - Collaboration space
  - Café
- How the project will be funded
- What the schedule of the project will be
- Feedback that had been received (to date) from the community survey, including the following:
  - Add a drive-up window
  - Drawbacks of the current dropbox (have to get out of car)
  - Approx 30% favorable toward a café, with 70% either unfavorable or ambivalent
  - Would like an outdoor children's program area – coming 2022
  - Paying for parking a deterrent
  - The library is a "very important" part of the community (95% agree) and "very important to my family (83%)



- The current entrance is cold and dark looking – not a reflection of the community
  - Front steps are daunting
  - It's hard to tell if the library is open or closed b/c of the lack of lighting as a visual cue.
- Questions for attendees including:
    - Do you have any feedback based on what was discussed?
    - How do you feel about including a café near the entrance?
    - Would it be helpful to have the circulation desk closer to the entry for easy pick up?
    - Any feedback on the exterior of the expansion & renovation?
    - Any feedback about the city & library?
  - Director Craft will be presenting the Phase 3 Schematic Design to the library board on January 19, 2022, and to the City Commission on January 22, 2022.

### **INITIATIVE 3 – COMMUNITY SURVEY (Opened 9/2, closed 9/17)**

MCD and director Craft created a survey to be used for information gathering related to the anticipated programming for the Phase 3 project. The survey was advertised via email to 12,000 addresses and was highlighted on the library's website, Facebook, Instagram, and Twitter. The questions posed were as follow:

1. What is your age?
  - ☐ Under 18
  - ☐ 18-24
  - ☐ 25-34
  - ☐ 35-44
  - ☐ 45-54
  - ☐ 55-64
  - ☐ 65+
  - ☐ rather not say
2. On average, how often do you visit the Baldwin Public Library?
  - ☐ Once a week or more
  - ☐ A few times a month
  - ☐ Once a month
  - ☐ A few times a year
  - ☐ Rarely
3. When visiting Baldwin, I usually visit:
  - ☐ By myself

- ☐ With a spouse/partner
  - ☐ With friends
  - ☐ With my children/grandchildren
  - ☐ With coworkers
  - ☐ With classmates
  - ☐ Other
4. When you visit the library, what is the primary purpose of your visit? Please check all that apply.
- ☐ Borrow materials
  - ☐ Study
  - ☐ Quiet escape
  - ☐ Read newspapers and periodicals
  - ☐ Use a computer
  - ☐ Use library's wifi
  - ☐ Attend a BPL program for adults
  - ☐ Attend a BPL program for teens
  - ☐ Attend a BPL program for children
  - ☐ Attend a computer class
  - ☐ Use the Idea Lab
  - ☐ Attend a meeting
  - ☐ Meet up with friends or family
  - ☐ Tutoring
  - ☐ Other
5. What is your primary method of transportation to the library?
- ☐ Walk or ride a bike
  - ☐ Drive and use curbside pickup
  - ☐ Drive and use street parking
  - ☐ Drive and park in the garage
6. If you have not visited the library in the last two years, which of the following reasons describes why? Please check all that apply.
- ☐ I use online resources from the library instead
  - ☐ I didn't have time
  - ☐ I get the information I need from the internet
  - ☐ I purchase the materials I need rather than borrowing them from the library
  - ☐ It's too difficult for me to access the library
  - ☐ I don't feel welcome at the library
  - ☐ COVID-19
  - ☐ Other
7. How important do you feel the Baldwin Public Library is to your community?
- ☐ Very important
  - ☐ Somewhat important

- ☐ Not that important
- ☐ Not important at all

8. How important do you feel the Baldwin Public Library is to you and your family?

- ☐ Very important
- ☐ Somewhat important
- ☐ Not that important
- ☐ Not important at all

9. What are your perceptions of the Baldwin Public Library building?

- ☐ It feels very welcoming.
- ☐ It feels somewhat welcoming. It could use some improvement.
- ☐ It feels somewhat unwelcoming.
- ☐ It does not feel welcoming at all.
- ☐ Comments:

10. How welcoming and comfortable do you consider the Baldwin Public Library front entrance?

- Please check all that apply.
- ☐ It feels very welcoming and comfortable.
  - ☐ It is somewhat welcoming. It could use some improvement
  - ☐ It is somewhat unwelcoming. It causes some difficulty
  - ☐ It is not welcoming at all due to accessibility and visual issues.
  - ☐ It is not welcoming at all due to another reason.
  - ☐ I don't know.
  - ☐ Comments:

11. What could make the library building more welcoming?

- ☐ Signage
- ☐ Lighting
- ☐ Welcome desk
- ☐ Ease of entry
- ☐ Self check-out near the entrance
- ☐ Touch screen with the week's activities posted
- ☐ Paint and flooring updates

12. How important is it to you that the library provides a cafe serving high quality coffees, lattes and snacks?

- ☐ Very important
- ☐ Somewhat important
- ☐ Not that important
- ☐ Not important at all

13. How important is it to you that the library provide vending machines serving high quality coffees and snacks?

- ☐ Very important
- ☐ Somewhat important
- ☐ Not that important
- ☐ Not important at all

14. How useful would it be to you if the library provided self-service item pickup lockers at the entrance?

- ☐ Very useful
- ☐ Somewhat useful
- ☐ Not that useful
- ☐ Not useful at all

15. If the library were to add a meeting space with chairs and moveable tables near the front entrance, how would you use it?

- ☐ I would prefer to bring in my own food and snacks from home.
- ☐ I would prefer to bring in my own food from a restaurant in town.
- ☐ I would prefer to purchase items from a staffed cafe at the library.
- ☐ I would prefer to purchase items from a vending machine at the library.
- ☐ I would not be interested in drinking or eating at the library.

16. What type of place would you like the Baldwin Public Library to be? Please select all that apply.

- ☐ A comfortable place for learning and studying
- ☐ A comfortable space for meetings and gatherings
- ☐ A fun and safe place to hangout with friends
- ☐ A place with the latest technologies available
- ☐ A place to experiment and create
- ☐ Other? \_\_\_\_\_

17. What type of amenities would attract you to the Baldwin Public Library? Please select all that apply.

(Check all that apply)

- ☐ Cafe or coffee space
- ☐ Free wifi and computers
- ☐ Art or gallery space
- ☐ Collaboration space
- ☐ Outdoor program area for kids
- ☐ Private group and study rooms
- ☐ Other? \_\_\_\_\_

18. Rate in order of preference the services you would like to have available at the street-level entrance, with 1 being most important and 6 being not important at all:

- \_\_\_ Item return slot
- \_\_\_ Hold pickup
- \_\_\_ Self checkout machine

- \_\_Circulation Desk
- \_\_Open tables and chairs
- \_\_Staffed cafe counter

19. If we made further changes to the library, how could we improve it?

Detailed results of the survey are included in the 'Phase 3 Outreach Initiative Documentation' PDF delivered electronically to the library director on September 22, 2021, with selected highlights from the survey as noted below:

- The vast majority of library users visit the library to borrow materials and, to a lesser degree, for studying, reading, meetings, and programs
- The majority of users drive to the library (nearly 80%), while just over 20% walk or ride a bicycle
- BPL is highly regarded within the community, with 95% indicating that it is "very important" to the community, and 84% indicating that it is "very important" to their family
- Perceptions of the BPL building were mixed, with some indicating that it feels at least somewhat welcoming, and others indicating that it could use improvement
- There were numerous anecdotal comments about specific conditions related to the main entrance that needed improvement
- Respondents were evenly supportive of improving library signage, lighting, and finishes, while also expressing support for an easier entry processional, having a self check-out near the entry, and having an interactive touch screen with the week's activities posted
- The idea of adding a café to the library received mixed results with approximately 1/3 indicating that it would be "very" or "somewhat" important to them, 1/3 indicating that it is "not that important" to them, and 1/3 indicating that it is "not important at all" to them
- The idea of having vending machines at the library for "high quality" coffees and snacks was less supported than the idea of a café, with only 15% of respondents indicating that it was either "very" important, or "somewhat" important to them
- Slightly over half of respondents indicated that they would not be interested in consuming a beverage or snack at the library, while slightly less than half indicated that they would be
- The idea of self-service lockers for material pick-up received a split response, with roughly half of respondents in favor of the idea, and half of the respondents not in favor of the idea
- The vast majority of respondents (90%) indicated that they would like BPL to be a "comfortable place for learning and studying" while lesser percentages were also interested in BPL being a place for meeting & gathering, a safe space to meet friends, a place that offers the latest technologies, and a place to experiment and create
- Respondents were relatively equally spread in their support for the types of amenities that would attract them to BPL including a café, free wifi, art exhibit

space, collaboration space, outdoor program area, and private group study rooms

- Respondents rated the following services that they would like have available at the street-level entrance, in order of preference, including a materials return drop, a place to pick-up hold items, a self check-out kiosk, the circulation desk, open table & chairs, and a staffed café
- The survey also asked respondents to add any ideas about how the library might be improved and the responses were numerous and varied. Some of the recurring themes were as follows:
  - The library is great as-is
  - There could be a better space for the Friends book sales
  - Aesthetics could be improved, particularly at the entry
  - The architectural language of original building is widely appreciated
  - Lighting could be improved
  - Easier curbside pickup
  - The library should have better accessibility
  - Free parking (even short-term) is desired
  - A play area for children
  - A drive-up book drop is desired
  - Some expressed enthusiasm about the idea of a café, while some expressed dismay
  - Better signage and wayfinding
- Many anecdotal comments were left by respondents throughout the survey and are illustrated in the survey results as a part of the aforementioned 'Phase 3 Outreach Initiative Documentation.' We encourage a review of these comments.

## **Phase 3 Renovation Brainstorming List/Suggestions**

### **(All may not be containable within budget)**

#### **Front entrance**

- Accessible (seniors, caregivers with strollers, people with disabilities)
- ADA-compliant ramp that is fully covered from ice/snow/rain. Notes:
  - Ramp will need to be longer than current ramp due to need for switchbacks
  - Would like to have one main entrance where people can choose to go either up the ramp, up the stairs, or up the elevator
  - The current ramp is quite treacherous in inclement weather
  - If ramp is partially inside/partially outside, it will require an expensive automatic door
- Return slot for automated handling system that is accessible from outside front door
- Air lock at front door for inclement weather with automatic doors?
- Adequate space for walk-off carpet during salt and honey locust season
- More inviting
- Well-lit
- Passenger elevator from street level to first level
  - Optional: Could we eliminate the elevator in exchange for a moving sidewalk? pros/cons?
  - Evaluate some way to continually move people, not one at a time. Thinking about the 10 minutes before storytime starts.
- Add skylight to entryway to provide view of original 1927 building
- Design and colors for all interior features coordinate with existing wall color, carpeting, and furnishings

#### **Circulation desk**

- In a location that offers direct sightlines to the front door (think: welcome desk)
- In a location that allows for queues that will not impede foot traffic to other areas
- To be placed closer to the entrance so Circulation staff can see/face the entrance and welcome visitors
- Reduce desk footprint or add smaller desks that are on casters. The desk should have adequate drawer and shelving space, a modesty panel, a swivel mount for monitor, and cord management capabilities.
  - Equipment needed at each station includes: chair, computer, RFID pad, 2 scanners (front- and employee-facing), receipt printer, phone
  - Shared equipment also required: trash can, recycling bin, desk printer, and cash register/credit card machine (or alternative)
  - Each station should have enough floor space to accommodate a reshelving/Tech Services cart by the chair
  - Need locations for lost & found items, bike locks, returned MeL items, returned

Youth items, puppet bags, Internet to Go kits

- Have at least one desk be accessible by a wheelchair
    - It would be nice to have one desk that can be raised/lowered to accommodate those who like to stand.
  - Ideally, stations for 3 workers when necessary (stations for 2 workers essential) ● Ideally, ability of each station to accommodate both right- and left-handed workers ● If located in the current area, ability to leave the desk from both ends/sides ● Add a door to the existing workroom, particularly if Desk moves away from the current area.
    - Renovate Elevator Room (ceiling, configuration, possibly new cabinets, etc.) ■
    - Must have mailboxes for Circ Is and Pages somewhere close to the Desk ■ Must have departmental bins somewhere close to the Desk
    - Better spot for carts? Possibly expand/square off sorter room?
    - Relocate supplies to Pink Room and reuse space for something else? ●
- Different type of hold shelf? Or relocate altogether (see Optional items below)?

#### Exterior Plaza

- Add native plants to tie in with existing landscaping
- Consider maintaining existing circular planter and flag pole (or relocating flag pole further east but keeping it in the plaza).
- Add outdoor program space and cafe seating (no permanent chairs/tables, must be moveable/storable)
- Reuse existing bike racks or purchase new?

#### Cafe and collaboration space

- Tables and chairs for users to sit at and chat or bring in outside food
- High quality coffee that is competitive with other Birmingham cafes within walking distance of the library (Birmingham Roast, Commonwealth, Starbucks, Seven Daughters, Eli Tea Bar, Planthropie, Bakehouse 46)
- Cafe consultant: Andy Vickers, 248-931-5869
- Cafe operation will be bid out. How much cafe equipment should be installed by the Library and how much by the operator?
  - What happens if current cafe owners in downtown Birmingham are upset with the renter of the Library cafe for getting free rent in a cafe space? Could competition from a Library cafe cause local restaurants/cafes to not want to donate to Library fundraisers like Books & Bites?
  - What happens if the cafe is not profitable or the cafe company is not able to find staff and the cafe company wants to back out?
- Flexible space that can be adapted in case the cafe is not sustainable ■ Option 1: Fully-equipped with sink, dishwasher, and cooler to prepare coffee and light snacks
  - Option 2: Coffee cart and vending machines

#### Friends Book Sale space

- We are currently hosting the sale on small tables in the lobby
- We are looking at possibly setting up a Used Book Room elsewhere in the Library



**Optional**

- Windows that open up in the cafe in the summertime for indoor/outdoor seating
- Solar panels
- Ability to pick up holds at street level via lockers
- Locations for mail and deliveries at street level
- Relocate sorter
- Relocate Grand Hall self-checks closer to entrance
- Moveable sidewalk

**Questions**

1. We want to conduct a survey of our patrons. Do you have surveys that have been successful in the past that we can email to our patrons?
2. We want to host an information gathering session for the public to attend and share feedback. Do you have questions that you have used in these sessions that would be helpful? Are you interested in attending this session?
3. We need to determine who to invite to the focus group. What is your suggestion? Will you facilitate it?

# **Phase 3 Renovation Discussion Items**

## **Main Entrance**

- Accessibility/ADA Compliance
- Materials Returns/Automated Handling
- Overall Aesthetic (Inviting, Welcoming)

## **Exterior Plaza**

- Outdoor Program Area
- Inviting/Connection to Shain Park
- Native Plantings
- Aesthetically Integrated with Building

## **Circulation Desk**

- Sightlines to Entryway
- Location Relative to other Staff Offices
- Reduced Footprint
- “Satellite” Locations
- Hold Shelf

## **Café/Collaboration Space**

- Tables & Chairs for Gathering
- High Quality Coffee Drinks
- Café Operation – Vendor
- Flexible Space for Meeting & Collaboration
- Connectivity to Plaza Space



## **MEETING MINUTES**

Time: 8:30 AM – 9:30 AM  
Date: September 14th, 2021  
Location: Zoom

### ***MEETING MINUTES ARE RECORDED IN BLUE***

#### Attendees:

Rebekah Craft	Director	Baldwin Public Library
Jaclyn Miller	Assistant Director	Baldwin Public Library
Steven Schneemann	Principal Architect	Merritt Cieslak Design
Ron Cieslak	Principal Architect	Merritt Cieslak Design
Dianne Schurg	Interior Designer	Merritt Cieslak Design

Library Staff

## **AGENDA ITEMS**

1. Introductions of MCD and BPL Personnel
2. Review of Project Work Scope (from Wish-list)
  - The discussion began with Steve Schneemann and Ron Cieslak explaining the purpose of the meeting and asking the staff for input on what does and does not work for the library regarding Phase 3 Renovation Discussion Items.
  - The following are all comments by the staff related to the 4 outlined topics:

- Existing Entrance
  - Current entrance is much too dark, good lighting would make the entrance feel more welcoming and safe for patrons.
  - Directional lighting would help with guiding patrons through the main entrance, as would having appropriate lighting to help illuminate tasks.
  - The current lighting is dim. During evening hours in the winter it is difficult to tell if the library is open or not.
  - The director explained that the adult services lighting is currently on a programmed timer that requires a consultant to adjust. Therefore it was requested that main entrance lighting be on a more thoughtful and adjustable control system.
  - Natural lighting for the entryway would help it feel more welcoming.
  - The ramp is not easily accessible and the steps are difficult as well.
  - A driver's side drop off and/or drive up area would be helpful for patrons if it could be incorporated into the design.
  
- Circulation Desk
  - Current orientation is confusing and unwelcoming. It is not easy to welcome patrons.
  - New circulation desk should be in view of the doors.
  - Circulation desk may need to be moved closer to the new entrance.
  - The technology for the circulation desk should be thoughtful in the initial design in order to make IT servicing easier
  - Distributing staff and points of contact through use of "satellite" locations could increase patron/ staff interaction, however if implemented poorly, it could be confusing to the patrons if there are too many locations.
  - Request for updated ventilation and exhaust for the Idea lab.
  
- Cafe/Collaboration Space
  - Concerns with the cafe at the main entrance and kids wanting to stop and get food, food attracting unwanted vermin, and the risks associated with food allergies.
  - Like the idea of a collaboration space with flexible meeting rooms, student/ tutor study space, and meet up session spaces.
  - Creating a collaboration space closer to the entrance while simultaneously moving the circulation desk closer to the new main entrance could help to make the grand hall a quieter space.
  - Concern with vendor having different standards of service than library staff
  
- Exterior Plaza
  - In favor of the idea of implementing native plantings and using this as an educational tool.
  - Request for some kind of barrier along the street edge whether it's a partial wall or landscaping to provide additional safety.
  - It was noted that the library doesn't typically use Shain Park for events- once or twice a year.
  
- No Further Meeting between MCD and staff scheduled at this time.

*Note: These minutes represent the best efforts of **Merritt Cieslak Design** to record discussions and decisions at this meeting. Please report any errors or omissions to the author upon review.*



Steve Schneemann <ss@mcdarchitects.com>

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## Fwd: Baldwin Library - Survey and Upcoming Community Forum

4 messages

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**Rebekah Craft** <rebekah.craft@baldwinlib.org>  
To: Steven Schneemann <ss@mcdarchitects.com>

Thu, Sep 2, 2021 at 4:08 PM

Hi Steve,

We just sent out the survey to 11,000 emails. The City is also going to post this survey on their online engagement platform. We will also be placing paper surveys out in the Library to collect feedback.

The direct link for the survey is: <https://www.surveymonkey.com/r/BPLPhase3>

Rebekah

—

**Rebekah Craft**  
*Library Director*  
Baldwin Public Library  
[300 W. Merrill St.](#)  
[Birmingham, MI 48009](#)  
[www.baldwinlib.org](http://www.baldwinlib.org)  
248-554-4681

—— Forwarded message ——

From: **Baldwin Public Library** <[newsletters@baldwinlib.org](mailto:newsletters@baldwinlib.org)>  
Date: Thu, Sep 2, 2021 at 4:04 PM  
Subject: Baldwin Library - Survey and Upcoming Community Forum  
To: <[rebekah.craft@baldwinlib.org](mailto:rebekah.craft@baldwinlib.org)>

Baldwin Public Library: Survey and Upcoming Community Forum



# Baldwin Public Library

LEARN. CONNECT. DISCOVER.

## Survey: Front Entrance & Circulation Area

### *We want to hear from you*

The Baldwin Public Library is planning an expansion and renovation of our Front Entrance and Circulation Area, expected to begin in the summer of 2023. This project is the third and final phase of a three-phase design project that started in 2017 with the renovation of the Adult Services area and continued in 2020 with the expansion and renovation of the Youth Room.



We value your input and would love to have your feedback in this brief survey.

### **[Take the survey](#)**

## Community Forum

***Wednesday, September 15 at 7:00 p.m.***

[Merritt Cieslak Design](#), the architectural firm designing the project, is gathering feedback about the project in a Community Forum on Wednesday, September 15, at 7:00 p.m. in the

Library's second floor Jeanne Lloyd Room. Attendees will have the opportunity to share feedback and ask questions about the project.

If you are unable to attend the Community Forum, but would like to share your feedback, please contact Library Director Rebekah Craft at 248-554-4681 or [rebekah.craft@baldwinlib.org](mailto:rebekah.craft@baldwinlib.org).

*Photos below by Laszlo Regos*



Baldwin Public Library | [300 W. Merrill](#) | Birmingham, MI 48009



Baldwin Public Library | [300 W Merrill St, Birmingham, MI 48009](#)

Unsubscribe [rebekah.craft@baldwinlib.org](mailto:rebekah.craft@baldwinlib.org)

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**Steve Schneemann** <[ss@mcdarchitects.com](mailto:ss@mcdarchitects.com)>  
To: Rebekah Craft <[rebekah.craft@baldwinlib.org](mailto:rebekah.craft@baldwinlib.org)>  
Bcc: [ss@mcdarchitects.com](mailto:ss@mcdarchitects.com)

Thu, Sep 2, 2021 at 4:17 PM

Awesome! Looking forward to getting some valuable feedback.

Thank you, Rebekah.

Merritt Cieslak Design, PLC  
Steven G. Schneemann  
[office] 248.374.0001  
[cell] 248.321.9800

On Sep 2, 2021, at 4:08 PM, Rebekah Craft <[rebekah.craft@baldwinlib.org](mailto:rebekah.craft@baldwinlib.org)> wrote:

[Quoted text hidden]

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**Rebekah Craft** <[rebekah.craft@baldwinlib.org](mailto:rebekah.craft@baldwinlib.org)>  
To: Steven Schneemann <[ss@mcdarchitects.com](mailto:ss@mcdarchitects.com)>

Wed, Sep 22, 2021 at 11:15 AM



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## **Community Forum on Proposed Front Entrance Renovation – September 15 at 7:00 p.m.**

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In attendance:

**Craft will welcome guests to the meeting**

**Introduction of Merritt Cieslak Design staff, library staff, and any board members in attendance**

**Give background on the current Front entrance and circulation area proposed renovation and expansion:**

- History of locations of the front doors of the Library
  - 1927 – original entrance was on Martin Street and opened into the Grand Hall. A small atrium was built into the original entrance.
  - 1960 – Youth Room addition was added to the building to create a new space and the new entrance moved to the corner of Martin and Bates Street
  - 1980 – Birkerts addition was added and the entrance was permanently relocated to Merrill Street
- Three-phase renovation project plus other building updates
  - Phase 1: Adult Services Renovation of the non-fiction and teen area - Completed in 2017
  - Phase 2: Youth Room Expansion and Renovation – Completed in 2020
  - Grand Hall – renovation completed in 2018
  - 2<sup>nd</sup> Floor – renovation to be completed in 2021
  - Phase 3: Renovation to begin in 2023

**Craft: Share purpose of the Community Forum.**

To gather ideas for what needs to be accommodated in the space:

- Fully-accessible, street level entrance – existing stairs and ramp are difficult for many visitors and are not ADA-compliant
- Update lighting to make the entrance more welcoming
- A well-defined lobby with clear wayfinding
- Updated Circulation area
- Friends Book Sale area
- Outdoor program area that visually complements Shain Park and draws visitors over to the library
- Celebrate the original 1927 as has been done with the first two renovations
- Exterior Plaza
- Café and collaboration space



**Please note:** If you've been following along with this project, you may have seen a previous rendering of the project. This was a sample rendering and was never decided upon as a final design. It was done without input from this most recent survey and it's clear that since the last time input was sought, people have different expectations from a new space.

### **How will this project be funded?**

Since 2009, the Library has been collecting 1.1 mils for operating services. Since 2016, the City has given us the extra, voter-approved millage, up to the Headlee maximum each year. We are using this extra money to fund our three phase renovation project. We are collecting the extra millage from FY2021-22 through FY2025-26 to pay for this project. We will also be using money from our fund balance and from our Trust funds to pay for this project. We expect the project to cost around \$3.26 million in 2023 dollars.

### **How much will this project cost the average homeowner?**

- The millage increase for this renovation would cost owners of a \$500,000 house approximately \$238 over 5 years (around 91 cents per week)

### **When will the renovation begin?**

We expect to begin construction in the summer of 2023 and believe the project will take about 1 year to complete. We will need to construct a temporary entrance for part of the project.

### **Feedback from the Community Survey so far:**

1. Add a drive up window
2. The current drop box does not make sense because you have to get out of your car to use it
3. 70% of respondents are against the café
4. Add an outdoor children's space – coming early spring 2022
5. Paying for parking is a huge deterrent for people who want to visit the Library
6. The Library is "very important" to the community (95% of responses) and "very important" to my family (83% of responses)
7. The current entrance is cold and dark looking and could use some updates—it's not a reflection of our community
8. The front steps are daunting and the entrance is not handicapped friendly

### **Questions for attendees:**

Do you have any general feedback on the project after what you have heard tonight?

How do you feel about adding a café to the front entrance? Has your perspective on this changed since COVID-19?

Based on our survey responses, the number one reason why people visit the library and why people use the library is to check out materials. Would it be helpful to you if we moved the circulation desk and hold shelves closer to the front entrance for easy pickup?

**Questions and comments from attendees:**

Feedback on the exterior of the expansion and renovation

Feedback about the City and the Library

Craft will be presenting the proposed Front Entrance and Circulation plan to the Library Board on January 19 and to the City Commission at their long-range planning meeting on January 22.



## **MEETING MINUTES**

Time: 7:00 PM – 8:00 PM  
Date: September 15th, 2021  
Location: Baldwin Public Library

### ***MEETING MINUTES ARE RECORDED IN BLUE***

#### **Attendees:**

Rebekah Craft	Director	Baldwin Public Library
Jaclyn Miller	Assistant Director	Baldwin Public Library
Steven Schneemann	Principal Architect	Merritt Cieslak Design
Ron Cieslak	Principal Architect	Merritt Cieslak Design
Dianne Schurg	Interior Designer	Merritt Cieslak Design
Melissa Mark	President	BPL Board
Danielle Rumble	Candidate	BPL Board

## **AGENDA**

### **ITEMS**

**Craft will welcome guests to the meeting**

**Introduction of Merritt Cieslak Design staff**

**Give background on the current Front entrance and circulation area proposed renovation and expansion:**

- History of locations of the front doors of the Library
  - o 1927 – original entrance was on Martin Street and opened into the Grand Hall. A small atrium was built into the original entrance.
  - o 1960 – Youth Room addition was added to the building to create a new space and the new entrance moved to the corner of Martin and Bates Street

- o 1980 – Birkerts addition was added and the entrance was permanently relocated to Merrill Street
- Three-phase renovation project plus other building updates
  - o Phase 1: Adult Services Renovation - Completed in 2017
  - o Phase 2: Youth Room Expansion and Renovation – Completed in 2020
  - o Grand Hall – renovation completed in 2018
  - o 2<sup>nd</sup> Floor – renovation to be completed in 2021
  - o Phase 3: Renovation to begin in 2023

### **Craft: Share purpose of the Community Forum.**

To gather ideas for what needs to be accommodated in the space:

- Fully-accessible, street level entrance – existing stairs and ramp are difficult for many visitors and are not ADA-compliant
- Update lighting to make the entrance more welcoming
- A well-defined lobby with clear wayfinding
- Updated Circulation area
- Friends Book Sale area [Need larger Area \(10x10\)](#)
- Outdoor program area that connects to Shain Park [Barrier to keep kids from running into street](#)
- Celebrate the original 1927 as has been done with the first two renovations
- Exterior Plaza
- Café and collaboration space

### **How will this project be funded?**

Since 2009, the Library has been collecting 1.1 mills for operating services. Since 2016, the City has given us the extra, voter-approved millage, up to the Headlee maximum each year. We are using this extra money to fund our three phase renovation project. We are collecting the extra millage from FY2021-22 through FY2025-26 to pay for this project. We will also be using money from our fund balance and from our Trust funds to pay for this project. We expect the project to cost around \$3.2 million.

### **How much will this project cost the average homeowner?**

- The millage increase for this renovation would cost owners of a \$400,000 house approximately \$xx per year for 5 years (a little over \$x a week)

### **When will the renovation begin?**

We expect to begin construction in the summer of 2023 and believe the project will take about 1 year to complete. We will need to construct a temporary entrance for part of the project.

### **Feedback from the Community Survey so far:**

1. Add a drive up window
  - a. [The drive-up window may not be a viable option, since the adjacent street is not a one way street.](#)
2. The current drop box does not make sense because you have to get out of your car to use it

3. 70% of respondents are against the café  
 The cafe will need to have an adequate quantity of seating and various options such as high-top, lounge, two tops and booths etc.  
  
 The front corner is prime real estate and could be used by the library as a spotlight section ie. hot picks, mystery month etc. instead of as the location for the cafe.
4. Add an outdoor children's space – coming early spring 2022
5. Paying for parking is a huge deterrent for people who want to visit the Library
6. The Library is "very important" to the community (95% of responses) and "very important" to my family (83% of responses)  
 All of the program elements listed in the RFP and Wish list won't fit under the curve at the entrance.
7. The current entrance is cold and dark looking and could use some updates—it's not a reflection of our community  
 The front entrance is much too dark and will need adequate lighting. Hard to tell if open or closed
8. The front steps are daunting and the entrance is not handicapped friendly  
 The front entrance will need to have a temporary entrance that is accessible.  
 The design proposal will need to accommodate the when, where and how regarding this.

### Questions for attendees:

Do you have any general feedback on the project after what you have heard tonight?

There is a need for a more welcoming layout and services at the main entrance to help orient oneself.

How do you feel about adding a café to the front entrance? Has your perspective on this changed since COVID-19?

Mr. Bloom really wants a cafe serving high quality coffee with glass doors that open to the outdoors- potentially with an art gallery. The library staff are concerned with this potentially attracting unwanted animals/ bugs etc as well as what the cafe open to the street would mean for thermal comfort and the HVAC system.

Based on our survey responses, the number one reason why people visit the library and why people use the library is to check out materials. Would it be helpful to you if we moved the circulation desk and hold shelves closer to the front entrance for easy pickup?

The curbside pick-up could also benefit from providing more parking time for metered parking.

### Questions and comments from attendees:

Feedback on the exterior of the expansion and renovation

Feedback about the City and the Library

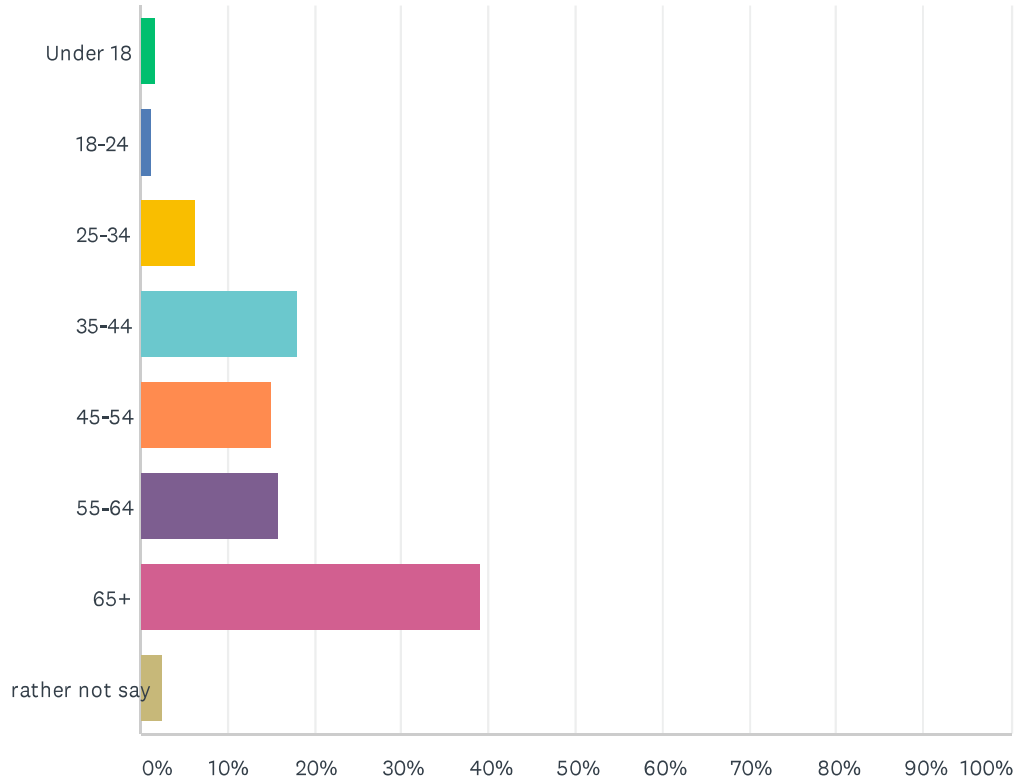
Craft will be presenting the proposed Front Entrance and Circulation plan to the Library Board on January 19 and to the City Commission at their long-range planning meeting on January 22.

- No Further Meeting between MCD and Community Forum scheduled at this time.

*Note: These minutes represent the best efforts of **Merritt Cieslak Design** to record discussions and decisions at this meeting. Please report any errors or omissions to the author upon review.*

## Q1 What is your age?

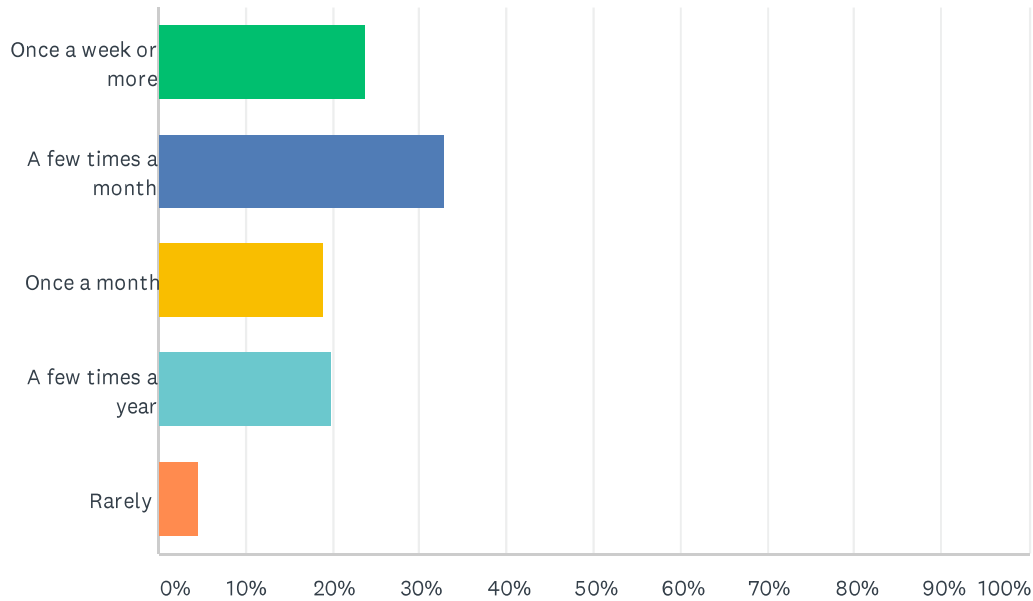
Answered: 575    Skipped: 3



ANSWER CHOICES	RESPONSES	
Under 18	1.74%	10
18-24	1.22%	7
25-34	6.26%	36
35-44	18.09%	104
45-54	15.13%	87
55-64	16.00%	92
65+	39.13%	225
rather not say	2.43%	14
TOTAL		575

## Q2 On average, how often do you visit the Baldwin Public Library?

Answered: 576 Skipped: 2

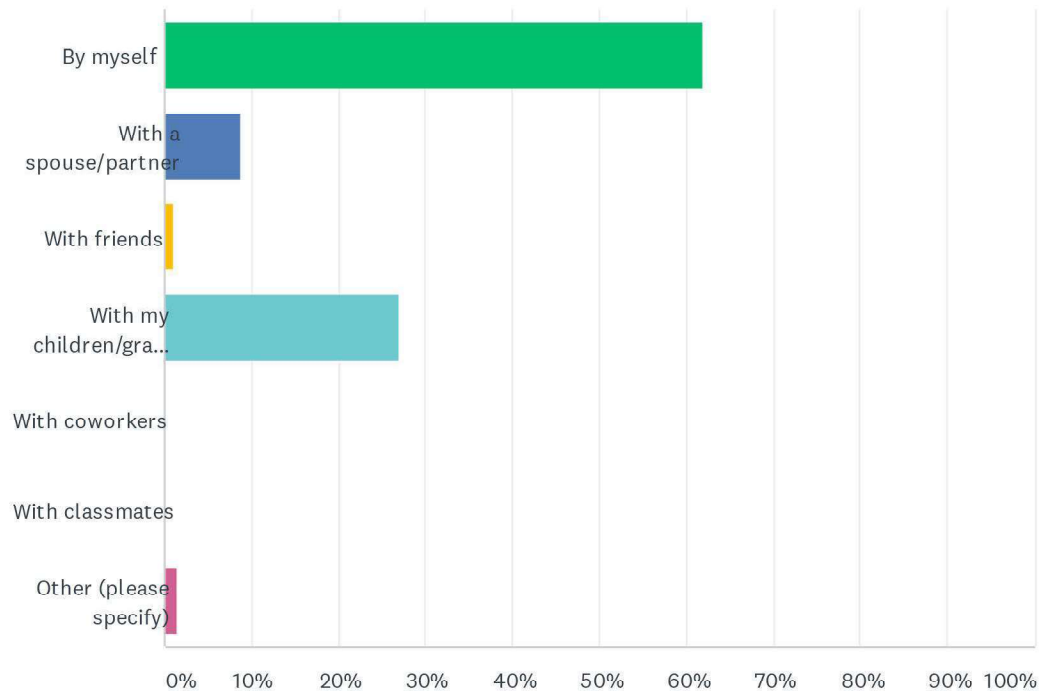


ANSWER CHOICES	RESPONSES	
Once a week or more	23.78%	137
A few times a month	32.81%	189
Once a month	19.10%	110
A few times a year	19.79%	114
Rarely	4.51%	26
TOTAL		576



### Q3 When visiting Baldwin, I usually visit:

Answered: 575 Skipped: 3



ANSWER CHOICES	RESPONSES	
By myself	61.91%	356
With a spouse/partner	8.70%	50
With friends	1.04%	6
With my children/grandchildren	26.96%	155
With coworkers	0.00%	0
With classmates	0.00%	0
Other (please specify)	1.39%	8
TOTAL		575

#### Question 3: Other responses

- Sibling
- With my kids
- With family (parents, siblings)
- My nephew
- children
- Parents
- Both by myself and with my child
- with my mom so she doesn't have to drive

## Q4 When you visit the library, what is the primary purpose of your visit? Please check all that apply.

Answered: 574   Skipped: 4

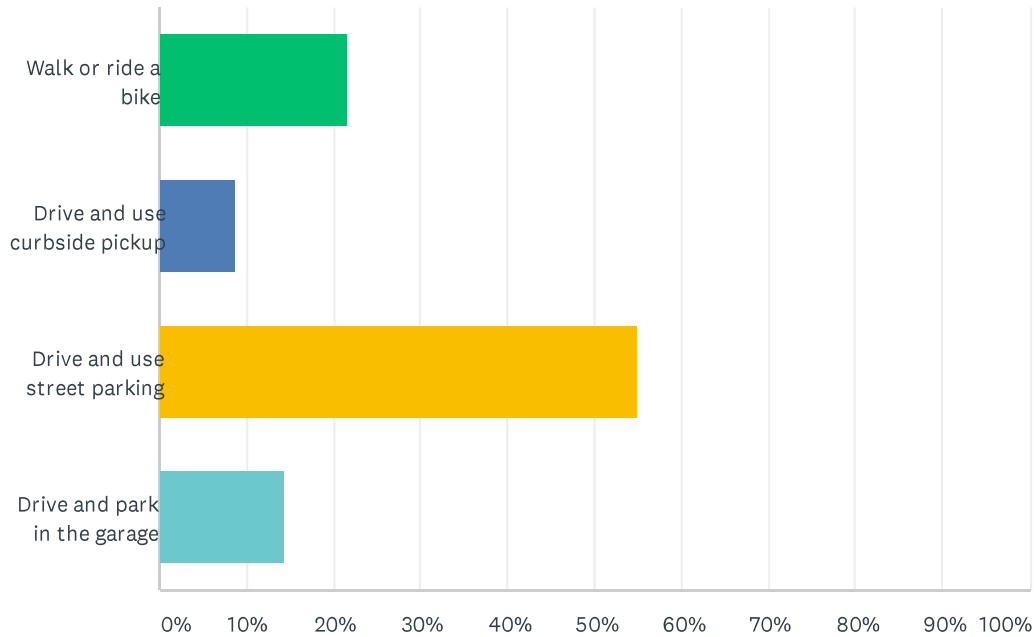
ANSWER CHOICES	RESPONSES	
Borrow materials	93.38%	536
Study	9.06%	52
Quiet escape	22.13%	127
Read newspapers and periodicals	16.20%	93
Use a computer	5.23%	30
Use library's wifi	6.62%	38
Attend a BPL program for adults	14.98%	86
Attend a BPL program for teens	1.74%	10
Attend a BPL program for children	9.41%	54
Attend a computer class	1.57%	9
Use the Idea Lab makerspace	4.88%	28
Attend a meeting	8.01%	46
Meet up with friends or family	4.88%	28
Tutoring	1.39%	8
Other (please specify)	4.70%	27
Total Respondents: 574		

### Question 4: Other responses

- bathroom use. The city has no public restrooms in the park.
- Read
- DROP SOMETHING
- volunteer
- Read books!
- Friends board meeting and book sale work
- Volunteer
- Pre COVID, quiet escape
- Donate books
- Research
- research
- Pick up reserved books
- Working
- Volunteer
- Knitworking club
- Pick up kids take and make and adult craft project
- research, look over new offerings
- Borrow books
- research
- Pick up a kit for idea lab project
- Books and dvds borrowed
- Kids Space
- Children play and look at books
- Friends book sales

## Q5 What is your primary method of transportation to the library?

Answered: 574 Skipped: 4



ANSWER CHOICES	RESPONSES	
Walk or ride a bike	21.60%	124
Drive and use curbside pickup	8.89%	51
Drive and use street parking	55.05%	316
Drive and park in the garage	14.46%	83
TOTAL		574

## Q6 If you have not visited the library in the last two years, which of the following reasons describes why? Please check all that apply.

Answered: 237 Skipped: 341

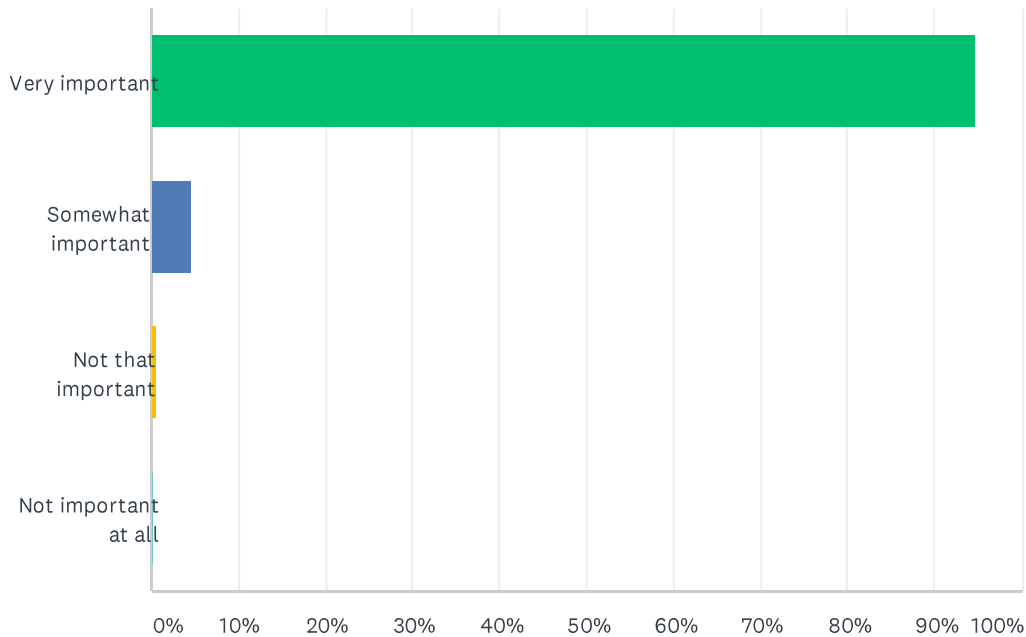
ANSWER CHOICES	RESPONSES	
I use online resources from the library instead	13.50%	32
I didn't have time	5.49%	13
I get the information I need from the internet	6.75%	16
I purchase the materials I need rather than borrowing them from the library	5.06%	12
It's too difficult for me to access the library	5.06%	12
I don't feel welcome at the library	2.95%	7
COVID-19	53.59%	127
Other (please specify)	32.07%	76
Total Respondents: 237		

### Question 6: Other responses

- I have been to the library
- Came a lot-love curb side pick up!
- I used the Library for years but last time was early 2021 because of working and other personal matters. This a very good hospitable library God Bless Y'all
- Sometimes I don't want to make the long drive.
- paying for parking
- I feel that even with the renovations, the library is not up to speed for the 21st century. It lacks a modern but comfortable feel. In fact, I don't feel comfortable there. For a community like B'ham, it is not a good reflection of those would LOVE to spend time in our local library. I am now accessing the library online or else finding what I need on the internet. I'm sooo disappointed in how the library turned out.
- it is a lousy library
- Staff is rude
- Adjacent parking is an issue.
- Library was closed to volunteers
- lack of handicap parking and too far to walk from garage
- Confused by all the construction
- I'm back to monthly or more often since the Covid lockdown has ended.
- Florida in the winter

## Q7 How important do you feel the Baldwin Public Library is to your community?

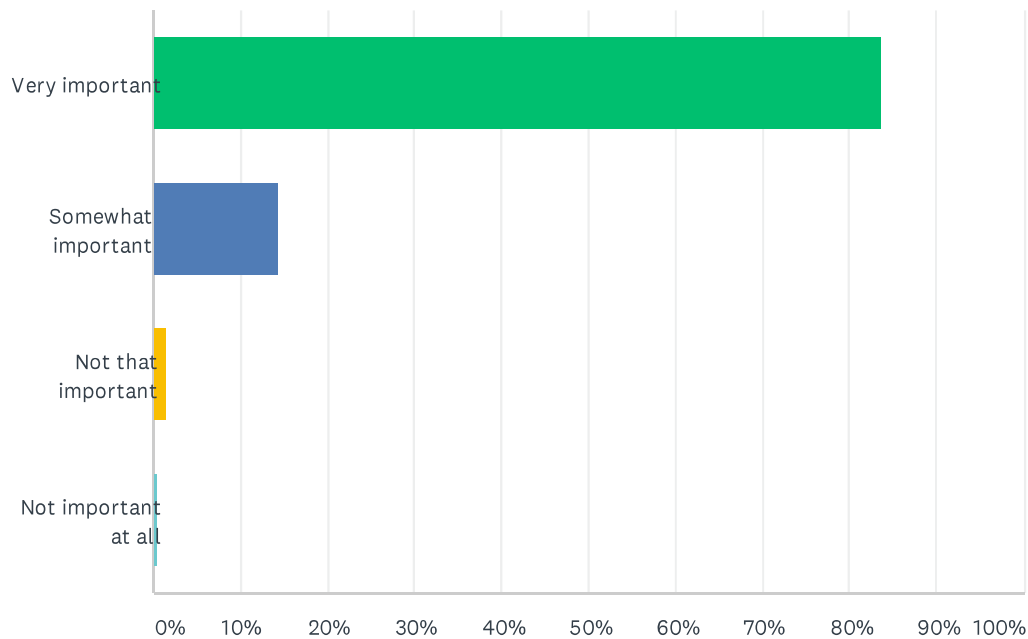
Answered: 571 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very important	94.75%	541
Somewhat important	4.55%	26
Not that important	0.53%	3
Not important at all	0.18%	1
TOTAL		571

## Q8 How important do you feel the Baldwin Public Library is to you and your family?

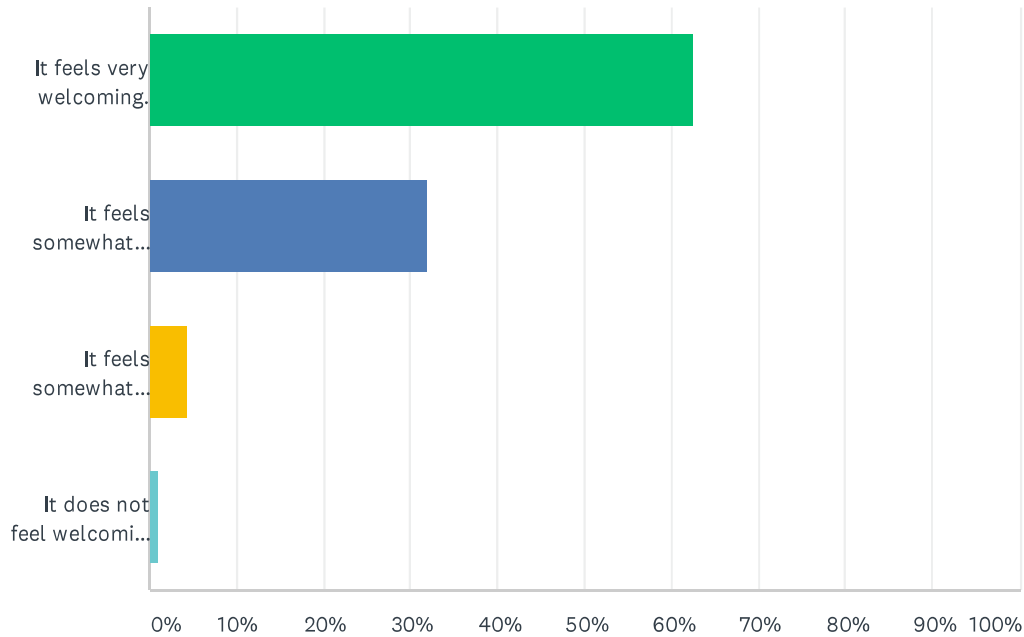
Answered: 575 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very important	83.65%	481
Somewhat important	14.43%	83
Not that important	1.57%	9
Not important at all	0.35%	2
TOTAL		575

## Q9 What are your perceptions of the Baldwin Public Library building?

Answered: 574 Skipped: 4



ANSWER CHOICES	RESPONSES	
It feels very welcoming.	62.54%	359
It feels somewhat welcoming. It could use some improvement.	32.06%	184
It feels somewhat unwelcoming.	4.36%	25
It does not feel welcoming at all.	1.05%	6
TOTAL		574

## Q10 How welcoming and comfortable do you consider the Baldwin Public Library front entrance? Please check all that apply.

Answered: 573 Skipped: 5

ANSWER CHOICES	RESPONSES	
It feels very welcoming and comfortable.	38.22%	219
It is somewhat welcoming. It could use some improvement	44.85%	257
It is somewhat unwelcoming. It causes some difficulty	7.68%	44
It is not welcoming at all due to accessibility and visual issues.	6.63%	38
It is not welcoming at all due to another reason.	0.52%	3
I don't know.	2.44%	14
Comments	6.98%	40
Total Respondents: 573		

### Question 10: Other responses

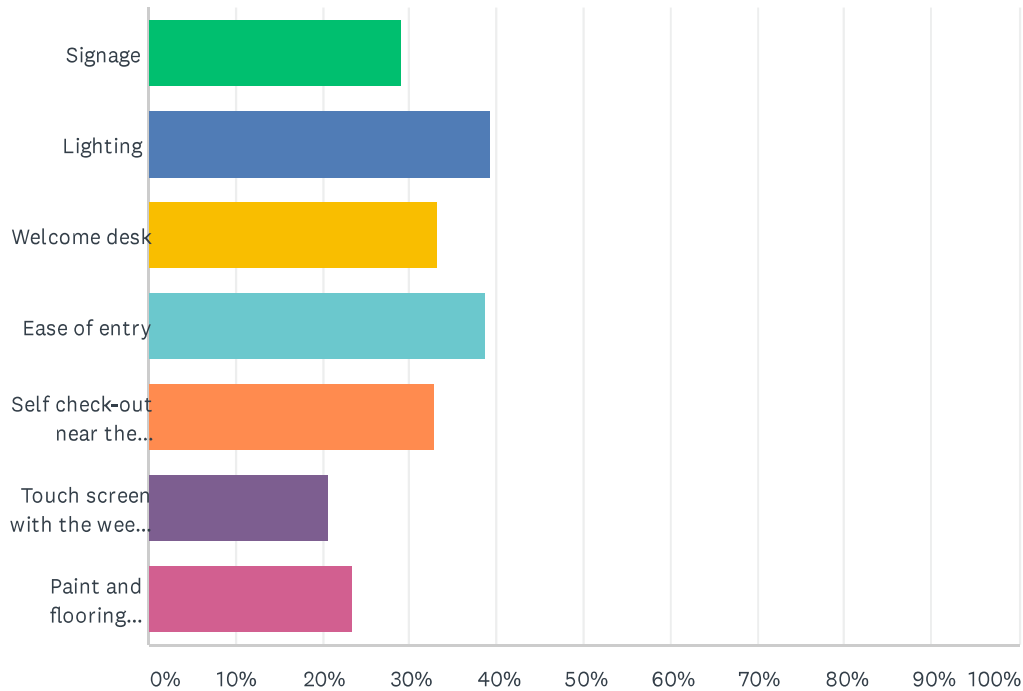
- I like the outside area steps and seating around the plants. The main doors are kind of boring.
- Steps are too steep and the ramp is he long distance to access from the main stairway.
- crumbling broken steps
- Difficult to access up the stairs. Dark. I DO like that it offers some protection from the weather. How about automatic, sliding doors? If you're considering reestablishing the original entrance on Martin, that would really mess up the cozy adult reading area. But you could probably capture the current circulation area for adult reading. With a bump out and windows and other renovations to add charm, it would get southern light. Eager to see the plans.
- I love modern design, but it needs more green scape and I wish they would close Merrill Street so it would feel connected to the Birmingham Community House.
- Entrance is not welcoming and reflective of the library staff who also are not welcomng
- Hard to park near there
- Clean up the clutter (cart for used book sale, etc) Maybe better lighting
- Lets not waste taxpayer money.
- the glass entrance doors need to be cleaned more regularly
- the entrance needs to look for inviting and visually appealing. it needs something to catch your eye
- Being a child of the 50s and recalling the comfortable feeling of the early Children's Room off the main room, I find the circular modern design of the current entrance is cold and not as inviting as the grand feeling of the original building.
- I am there so often that it's hard to be impartial, but it feels like "home" to me. I'm sure improvements could be made, but I have difficulty visualizing what those might be.
- ALL MONEY SHOULD BE SPEND ON KNOWLEDGE, BUILDING IS NOT IMPORTANT
- Ugly, outdated, not warm, not a reflection of our community.
- Needs provision to return materials without exiting car



- it needs a drive-up window somewhere, so you don't have to get out of the car.
- i love the convenience of parking!
- Between the pandemic and the library construction, we need a break from further construction. Please
- Dark, feel funneled into a random space and don't know exactly which way to turn.
- The green landscaping around the sculpture is... ugly.
- I remember the old entrance from the 60's. We'll adjust to whatever!
- I don't expect it to feel welcoming, I just don't know which way to turn when i go in. I usually put books on hold and then just go pick them up.
- the steps are difficult
- Less pompous staff
- Would like no stairs
- needs a human/interaction/friendly face to welcome. needs better signage. needs a more vibrant atmosphere.
- Would love a more historical feel instead of modern and cold
- It seems dark at the top. Don't like the architecture. All the concrete is ugly.
- Honestly, except to make it "fancier" why change?
- Need handicapped option to get in, not just steps
- I need to visit
- It was a beautiful building until the edition that was done in the 70s. I don't care how renowned the architect is/was, the end result was totally disharmonious and unwelcoming
- Pls make accessibility a priority. Some need handrails on both sides of stairs
- ..but I would be grateful if there weren't so many stairs.
- I am honestly not a fan of that "new" entrance because I love the original Tudor building and its entrance. I never felt the addition fit the original building at all.
- It seems a bit dark under the awning. I do like that it's a covered entrance though.
- The entrance seems closed in, due to the way the doors are positioned and the security scanning system. It does not provide a feeling of 'flow' into the facility
- No problems with it as it is.

## Q11 What could make the library building more welcoming?

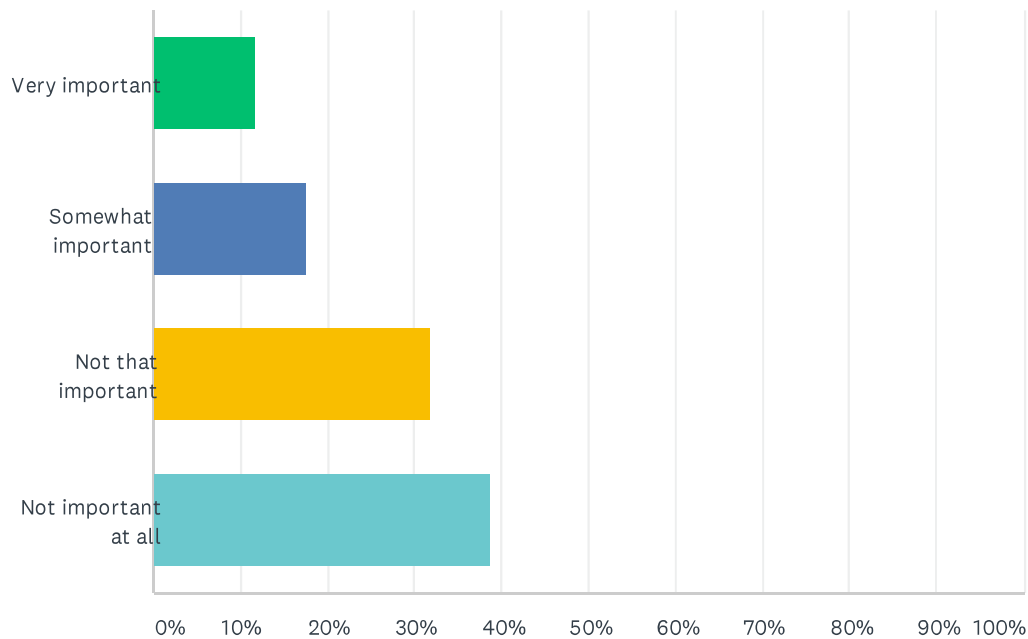
Answered: 478   Skipped: 100



ANSWER CHOICES	RESPONSES	
Signage	29.08%	139
Lighting	39.33%	188
Welcome desk	33.26%	159
Ease of entry	38.70%	185
Self check-out near the entrance	32.85%	157
Touch screen with the week's activities posted	20.71%	99
Paint and flooring updates	23.43%	112
Total Respondents: 478		

## Q12 How important is it to you that the library provides a cafe serving high quality coffees, lattes and snacks?

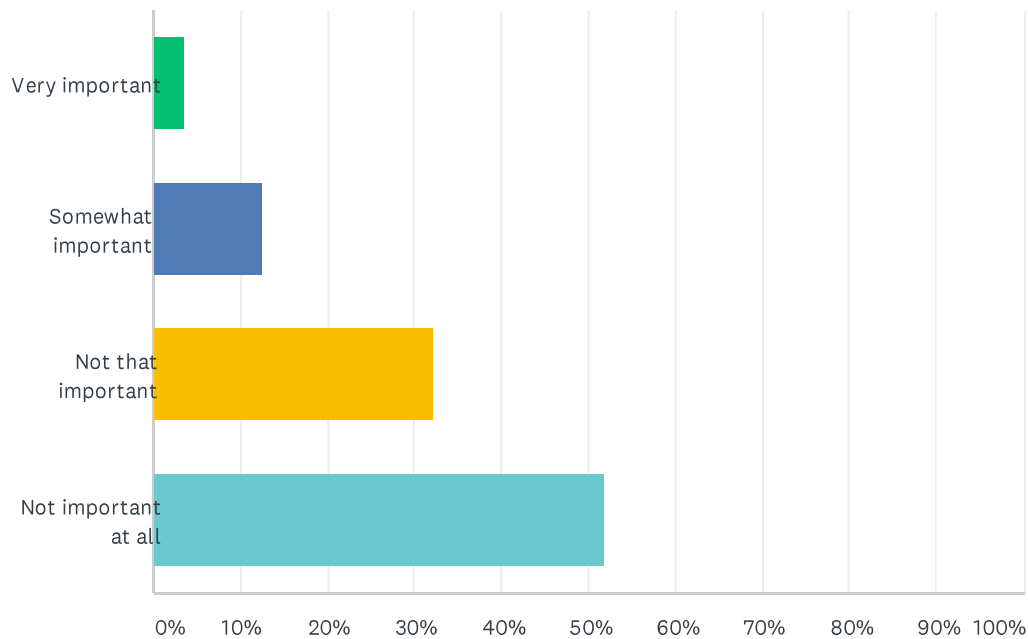
Answered: 577 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very important	11.79%	68
Somewhat important	17.68%	102
Not that important	31.89%	184
Not important at all	38.65%	223
TOTAL		577

## Q13 How important is it to you that the library provide vending machines serving high quality coffees and snacks?

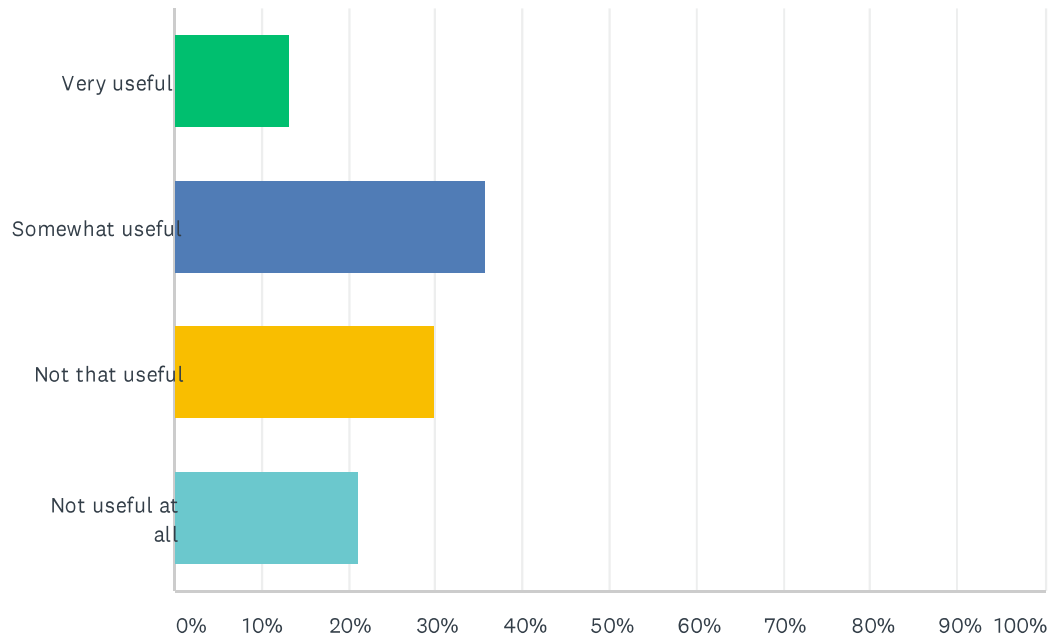
Answered: 576 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very important	3.47%	20
Somewhat important	12.50%	72
Not that important	32.12%	185
Not important at all	51.91%	299
TOTAL		576

## Q14 How useful would it be to you if the library provided self-service item pickup lockers at the entrance?

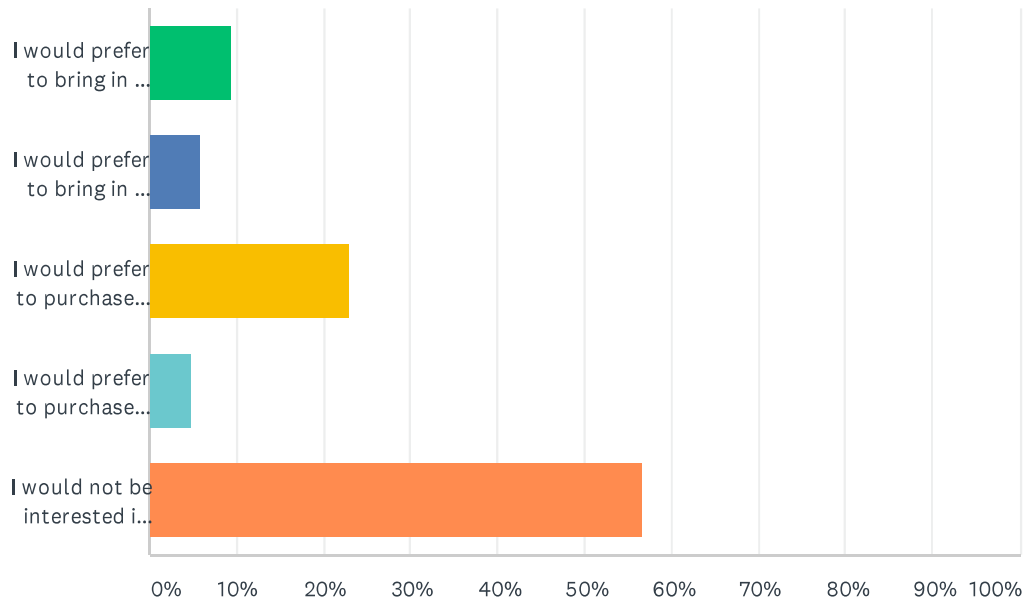
Answered: 570 Skipped: 8



ANSWER CHOICES	RESPONSES	
Very useful	13.16%	75
Somewhat useful	35.79%	204
Not that useful	29.82%	170
Not useful at all	21.23%	121
TOTAL		570

## Q15 If the library were to add a meeting space with chairs and moveable tables near the front entrance, how would you use it?

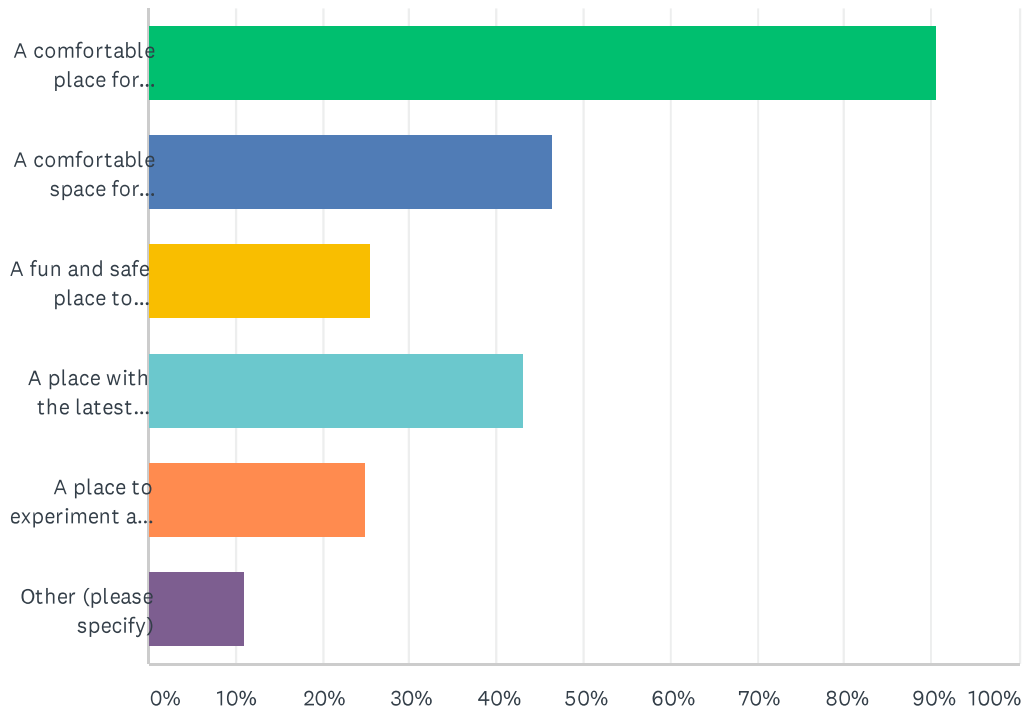
Answered: 560 Skipped: 18



ANSWER CHOICES	RESPONSES	
I would prefer to bring in my own food and snacks from home.	9.46%	53
I would prefer to bring in my own food from a restaurant in town.	5.89%	33
I would prefer to purchase items from a staffed cafe at the library.	23.04%	129
I would prefer to purchase items from a vending machine at the library.	4.82%	27
I would not be interested in drinking or eating at the library.	56.79%	318
TOTAL		560

## Q16 What type of place would you like the Baldwin Public Library to be? Please select all that apply.

Answered: 568 Skipped: 10



ANSWER CHOICES	RESPONSES	
A comfortable place for learning and studying	90.67%	515
A comfortable space for meetings and gatherings	46.48%	264
A fun and safe place to hangout with friends	25.53%	145
A place with the latest technologies available	43.13%	245
A place to experiment and create	25.00%	142
Other (please specify)	11.09%	63
Total Respondents: 568		

## Question 16: Other responses

### Ambiance/User experience

- a quiet place
- A place to browse home design magazines while the children get books. A place to checkout travel books (once back to traveling) and other books.
- a quiet, peaceful space for occasional rest and revitalization -- no noise, no phones
- Entertain children
- ease of ability to look at what is available
- A place to just sit and read or browse through magazines,etc.
- Quiet
- We moved here 5 years ago. In my other communities, the libraries had a different esthetic, a warmth. Baldwin Library could use separate areas where people congregate, socialize - away from those of us who visit the library to actually read or peruse the books.
- A place to go read and look at books with my kids
- Read
- A place to get books and other materials. A place for classes, available computers, printers, and copiers. And a place for children to learn to love their library and look forward to being there.
- A quiet place.
- An efficient place from which to borrow books and things.
- A place where it's easy to find items to check out: books, DVDs, cds, etc.
- The Baldwin Library is a gem. Be sure to retain it's architectural beauty and legacy. I like the exposed brick and framed pictures with the history of the building.
- A fun and safe place to bring my kids for hours
- I would love it to feel more adjacent to the park. better outdoor space
- Both A. Place for learning and studying & B. A place for meeting and gatherings all done in peace.
- A quiet space for working, studying, reading, learning
- A quiet elegant place of contemplation
- A place to borrow books!

### Programs

- A place with monthly cultural events (similar to pre-Covid)
- More kid focused programs and activities like at West Bloomfield Library
- Development activities for my child
- I think it would be awesome to offer a place for seniors and youngens to walk and get their wiggles out.
- A facility with comprehensive resource to support lifelong learning, including technology, seminars and workshops.



- A place I can take my children to learn and play. WHEN WILL YOU BE BRINGING BACK THE IN PERSON CLASSES FOR YOUNG CHILDREN? Many places are doing this/have been doing this for a while. The online classes are not great for toddlers. They need face to face socialization and interaction!!

#### Parking

- A library that has lots of free parking and easy (no steps) to access.
- Wish parking wasn't such an issue
- Parking is the biggest problem! Too costly, parking garages 🚗
- Would like to sit and read a bit but the time on the meters doesn't allow time

#### Café

- It would be nice to be able to get a cup of good coffee there
- Please don't turn the library into a cafe. The thought of finding even more crumbs, stains and grease marks on pages and equipment is unappealing and unsanitary. The library is in an old building, so much of its charm is part of that original architecture- let's respect it for that.
- It is fine the way it is. Nonsense to bring in food. Be noisy and disruptive
- A cafe would be terrific with good coffee. The library can be more like an additional community gathering space in town. How about more author visits and lectures? Have "salons" on off-the-wall topics like unusual instruments or deep dives into the library's archives. I'm sick of virtual events! Want to get involved with a small performing space for small, acoustic music events? Lots of thoughts.

#### Content

- excellent collection of books and media.
- a place with more titles!
- Just a place to look for new books
- I am interested only in seeing what's new and checking out books.
- A place that provides ample reading material as well as research technology.
- None of these—a place to rent books!
- Place to access fiction and non fiction books for loan
- a great resource for books and other media
- A place to check out books and other materials. I probably would not ever spend time there other than getting books.
- A place where books, not e-books, are available, and a place for book discussions of those books with a librarian who is informed and knowledgeable about leading book discussions.
- A place with good books and other media
- A place full of books and resources

- A place where I can check out books.
- A place to purchase used books and media materials
- Stick to books, my shade gardening books disappeared, very disappointing
- Large availability of books, games and movies in good condition
- A place to find and check out great books both new and classics

#### Ease of use

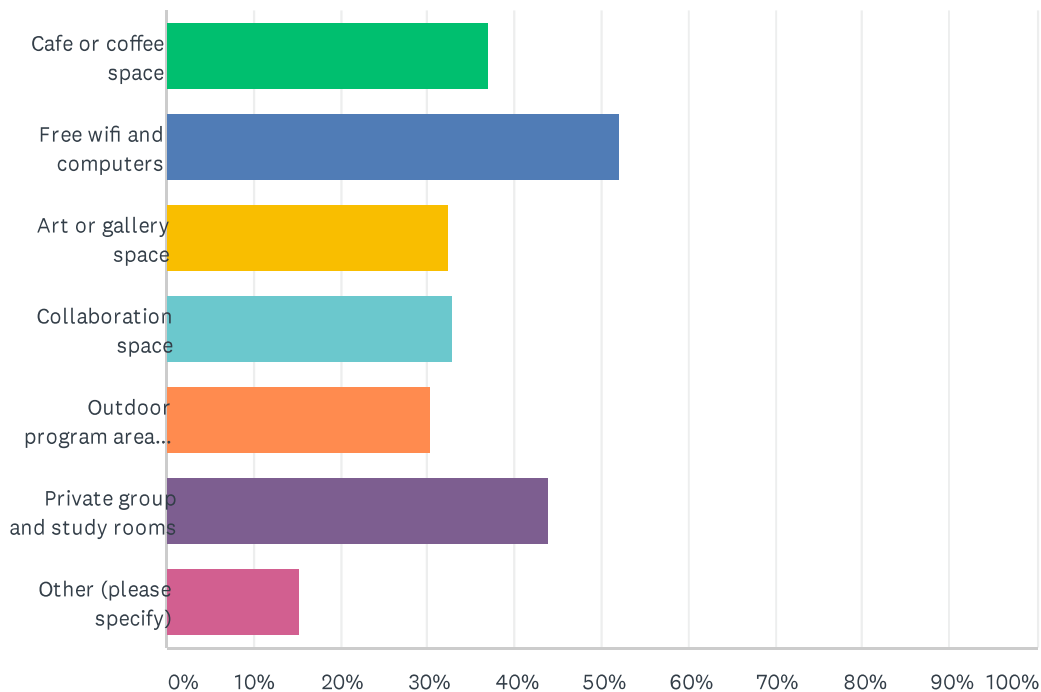
- easy to get in and out if the only purpose is to pick up items from the hold shelf
- I'm at a point where I really use the library only for checking out materials. That may change at some point if I have grandchildren.

#### Other

- Confusing question
- Continue as is
- architecture and new construction cannot substitute for a friendly ambience.
- All of the above.
- close it. it is useless in this day and age
- Q11 assumes I do not already find the building welcoming. This questions needs a qualifier before Q12.
- All of the above.
- lets not waste taxpayer money by competing wiht local businesses.
- A library that reflects the current socio historical moment in that the value of Diversity is reflected in its space, staff, and materials. Woefully, we are of the opinion Baldwin is behind the times.
- Challenge and entice me to read broadly

## Q17 What type of amenities would attract you to the Baldwin Public Library? Please select all that apply.

Answered: 521 Skipped: 57



ANSWER CHOICES	RESPONSES	
Cafe or coffee space	37.04%	193
Free wifi and computers	52.02%	271
Art or gallery space	32.44%	169
Collaboration space	32.82%	171
Outdoor program area for kids	30.33%	158
Private group and study rooms	43.95%	229
Other (please specify)	15.36%	80
Total Respondents: 521		

## Question 17: Other responses

### Content

- I enjoy renting the new DVDs
- more books
- Books and DVD's
- Need more books
- display cases with rotating items. selected good books on display.
- Books!
- More non-fiction books
- Greater selection of books
- well balanced offerings for users
- Books, etc.
- not an amenity, but piano music books....classical, romantic, etc. Not pop.
- MORE ONLINE DATABASE TO GAIN KNOWLEDGE
- Real books and journals
- more international options eg. magazines
- Again, better selection of books, don't get into food
- Take out/borrow baking pans (other libraries have them)
- A good selection of books
- Books, news, movies, games
- Good books & knowledgeable librarians.
- good speakers
- Quiet sitting area
- improved collection and materials
- Quality of books, magazines, nice chairs to read and relax
- BOOKS AND MEDIA

### Building Improvements

- Comfortable reading spaces
- Restricted traffic, and an outdoor kids area would be wonderful!
- A quiet room that demands I should read the books on the table
- Chess tables or chess club
- Quiet area with few distractions
- Small rentable sound proof meeting rooms that I could reserve for a team meeting for work or school.
- Study carrels rather than study "rooms"
- Outdoor sitting area for reading
- community meeting spaces
- quiet study area, academic research engines like Jstor
- More comfy furniture for reading.

- Quiet
- Easy to go in & out.
- Outdoor reading area for adults.
- A walking track
- Easier pick up of materials
- Historical and warm and cozy fire place vibes to read and relax
- Outdoor space for programs for adults
- outdoor area for adults, too
- Consistent hours, no construction
- Tables, chairs,& for sale books
- Meeting rooms
- Outdoor area for gathering
- workspace where we could use our personal computers. I have not used this in the past, but might if I knew it were available

#### Programming

- Activities
- Troy Library offers the ability to transfer media (outdated) to more modern. Would love this!
- Toddler/young child in person classes
- story telling would be nice, or something free to bring the kids to.
- Better & more Kids programs and activities

#### Parking

- Free parking!!!
- Handicap parking nearby.
- Better parking, garages are annoying, prefer outdoor surface parking

#### Café

- Does NOT need a cafe
- Would only use cafe post-pandemic unless it was outdoor.
- The cafe, in a separate area, would be great for those who wish to socialize.
- I like the idea of a coffee space, but it should be limited and I don't want people carrying coffee throughout the library.
- My perspective has changed since the pandemic; prior, I would've welcomed a cafe. Now, I'm not sure that I would want to use one. Of course, in three years, it might be great to buy a cuppa tea and sit in the library for an hour.

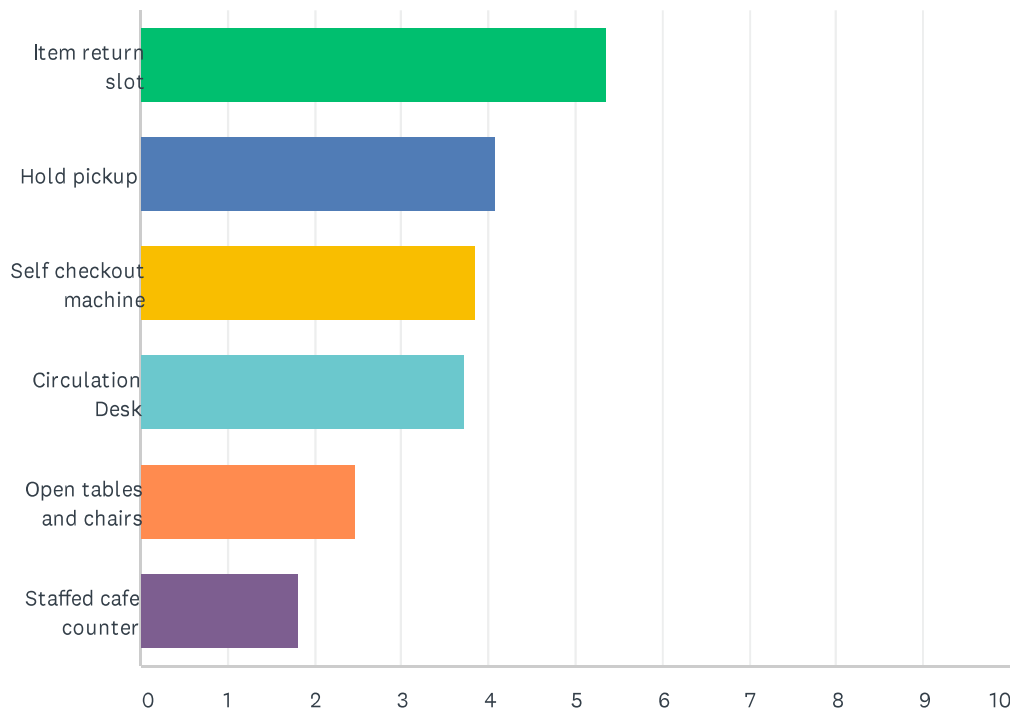
#### Other

- It is fine as it is.

- None
- No homeless people
- No comment
- None of the above
- All is well
- Diversity - in touch with global systemic changes in relation to diversity. This should be changes in staff diversity, space, and materials.
- If you have money to spend we need to return it to the taxpayers
- I recognize others may find these attractive. For me, things are fine as is.
- Just be a library
- I AM A LOCAL AUTHOR AND SPEAKER. WHEN MY MEMOIR CAME OUT IN 2016, I TRIED TO SCHEDULE A PRESENTATION AT THE LIBRARY -- WITHOUT SUCCESS. THE PERSON IN CHARGE OF EVENTS NEVER RETURNED MY CALLS OR CONTACT ME.
- I don't need entertainment. The library us fine the way it is. You are wasting money on these ideas.
- None. I'm already attracted to the library.
- nothing would persuade me to visit such a relic of the past
- Better staff
- I'm already there all the time
- I think that the library is great as it is. The staff is great and makes a difference.
- None
- Curbside pickup without having to leave the car.

**Q18 Rate in order of preference the services you would like to have available at the street-level entrance, with 1 being most important and 6 being not important at all:**

Answered: 551 Skipped: 27



	1	2	3	4	5	6	TOTAL	SCORE
Item return slot	66.41% 348	18.13% 95	6.49% 34	4.96% 26	1.72% 9	2.29% 12	524	5.36
Hold pickup	7.78% 39	36.73% 184	27.15% 136	16.97% 85	6.19% 31	5.19% 26	501	4.07
Self checkout machine	9.15% 46	24.45% 123	29.82% 150	21.67% 109	8.95% 45	5.96% 30	503	3.85
Circulation Desk	13.21% 67	13.81% 70	24.85% 126	33.14% 168	10.06% 51	4.93% 25	507	3.72
Open tables and chairs	4.01% 20	5.21% 26	7.62% 38	12.02% 60	58.32% 291	12.83% 64	499	2.46
Staffed cafe counter	4.48% 23	4.68% 24	4.48% 23	8.58% 44	11.31% 58	66.47% 341	513	1.83

## Q19 If we made further changes to the library, how could we improve it?

Answered: 303 Skipped: 275

Keep as is

- None! The library is fantastic.
- I think the library is good as is and doesn't need any significant changes
- It ain't broke -- worried about ideas for "fixing it."
- No changes necessary. Enjoy it "as-is!"
- There's so much that's good. "Keep on keeping on."
- I think it's very nice as is! It's my favorite destination in downtown Birmingham.
- No further changes needed
- You're good :D
- You are doing great !
- No changes are required
- Happy as is
- It's good
- I think it's great the way it is.
- I think it is great! I don't see any need for change. You offer everything I need and more. THANK YOU !!!
- That is a wonderful library!
- I think it's great as it is. The youth room took so long to complete that it's nice just to be able to use the library without continued disruption. Let's take a break from construction everywhere in Birmingham.
- It's great
- I like the current library
- Please do not make massive expensive changes. It is fine as is.
- It's fine as it is
- It's lovely as is:)
- I like it the way it is.
- It doesn't need improving. I do like the cheery update for Children's area. The entrance is fine just the way it is.
- For me, everything presently is fine
- Keep up the good work!!!
- I think it is fine
- I think it's great as is!
- You're doing fine now.
- You guys are doing great! =)
- Good as is to me!!
- it's good how it is just continue keeping it simple and clean life is Grand. God Bless



## Friends Used Book Sales

- A permanent space for a Friends Bookshop similar to that in the Bloomfield Hills Library on Lone Pine would be appreciated
- Provide better/ larger space for book sale sorting/storage
- More space at the entrance for pick-ups and used book sale area.
- Make a better "sale" area for books and items for purchase. Bloomfield library has a whole "store" for used books and media, in addition to a few other items. It's great- just like a bookstore. Books for sale are organized, which Baldwin is lacking.

## Ambiance/Aesthetics

- more open feel, particularly near the entrance. If there were tables/chair and cafe service (coffee/tea/light snacks) I might spend more time in the library rather than just dash in and out as I do now
- Respect the existing historical aesthetic.
- Aesthetically more appealing.
- Updated shelving, paint, welcome maker space, appears very outdated
- more plants and art work
- Continue modernization efforts. The Library is a critical component of our community.
- Redesign hallway from circulation to children's area; feels cramped. I review microfilm, so improve area for the machines. I also use InterLibrary Loan, so an easy pickup spot is important to me.
- More natural light like the new Children's area
- Ability to watch movies or listen to music/audiobooks
- Maybe some more lighting
- Good lighting is really important in all spaces. Better signage throughout. Love the seating areas next to windows in the kids area.
- Aim for a more integrated look in keeping with other buildings in the neighborhood. The remodeling of 30 years ago or so was disjointed and not aesthetically pleasing.
- More study rooms fitting 2-4 people.
- Make it cozier and more serene like it was before
- Better use of the space available. I feel the current "layout" is poor
- A new entrance with open space and a welcome desk would be welcoming.
- Better lighting, more esthetically pleasing, café, plaza
- A concierge welcoming & assisting locations
- Please don't get rid of all of the historic features, lighting, etc So many libraries have become too "sterile". I love the warm feeling of Baldwin
- I've been going to Baldwin for a long time and enjoy seeing the old features. Incorporating that into any new changes would be nice.
- Maintain the integrity and feel of the original architecture. Please don't ruin the atmosphere by making it cold and modern with uncomfortable furniture.
- The charm and character has already been heavily damaged - STOP
- Love to have a cozy & homey atmosphere not modern and cold

- More seating. Larger, more modern restrooms.
- A welcome desk near the entrance would be good. Could direct people coming in
- I wish the exterior additions to the library had been blended into the original instead of all the grey concrete.
- it could be bigger to offer more but is site constricted
- Craft studios
- An upper level walking track would provide a huge service to people who want to walk and listen to their tapes in inclement weather, which is very often in Michigan. It would improve the circulation!
- More modern entrance
- More modern entrance
- Alter the design of the south entrance to help it blend with the building and be visually attractive.
- Clean and updated bathrooms
- Be careful, don't do anything drastic. It's nice to just come into the library, browse, and choose a book.
- Making a soundproof, "quiet area" where no phone calls or group study is allowed. The space would be for people who want complete silence. Perhaps a basement or second floor room could be created for this purpose.
- Open up the original entrance on the other side of the building, it felt more open and welcoming. The current main entrance is hidden in back.
- More lounge areas for people to read/work.
- better, more cheerful signage and more plants would be inexpensive. displays from local schoolchildren would be charming. features on local adults/seniors and their hobbies/collections would foster community pride. and poetry readings of all kinds would be an antidote to the harshness of our current world. library powers that are in charge: spend less money on construction and more imagination for ambience.
- more comfy chairs
- Expanding outdoor spaces and more flexible design of interior spaces. Also easier curbside pick up and drop off.
- None, excellent job and customer service to our community. Thank you! Thank you! We love and enjoy the Baldwin Library over the years being Birmingham residents for over 75 years.
- More outdoor seating areas w tables
- attempt to better marry the old architecture with necessary updates.
- Faster elevator. Ground floor entrance that's well lit.
- More small rooms for study
- Update it. Actually, re-do it. It's a real disappointment, especially when you compare it to surrounding communities. I would rather go to the Bloomfield Twp Library on Lone Pine- THEY did a remarkable job with their library.
- More areas to study alone without interruption.
- Roof top patio and gardens

- reading area that feels more like a lounge, less like you are in the middle of a main room.
- Restore original facade in creeping with the the age of building
- not sure. but i like the sitting room which remind me the old time
- I think just adding more natural light to the entrance would make it more welcoming.
- Focus on function over form
- seems that the current circulation desk is not needed anymore since members do their own self checkout. why not revamp that area to easier/more self checkouts? expand the IDEA lab! perhaps make a designated adult only room where past art projects can be accessed and completed or used for the adult reading programs? seems that updates always center around the kids which is great but adults would benefit from the same ideas
- Display cabinets for holiday, other monthly celebrations.
- None slippery floor easily cleaned but not cold both in temperature and ambiance . Get rid of the round entrance and scary ramp. Used all the ground level outdoor space IN the library proper. Move circulation desk to main entrance separate from stacks. Possibly use "new" space for the meeting rooms and a wide entrance area. Signage or pamphlets explaining services
- More comfortable seating.
- Needs a more modern, bright and vibrant feel, yet remain calming and sophisticated
- I would like the same thoughtfulness given to the fabulous new youth room applied to the rest of the library. More open space, updated while incorporating the historical areas, individual & group tables/seating. A more open and welcoming entrance.
- Expand
- Increase the space! It's great - too bad it can't be bigger
- Use of 'green' materials and environmentally sound design incorporating natural light
- Make it like a big home living room with nook and crannies.
- I love modern design, but it needs more green scape and I wish they would close some of the streets so it would feel connected to the Park or Birmingham Community House.
- Blfld Twp. - Rochester - are the area's best libraries. Models for improvements.
- Use sustainable building materials
- Maybe warm it up a little...atmosphere somewhat sterile
- Fireplace in large reading area
- A gallery space is a really good idea - even exploring different topics through open pages in art books could be quite informative. I'd like to see some work desks facing outward to the foliage outside. Thank you! It really is already a great library.
- Bank of small soundproof phone book type rooms to take calls.
- It would be great to add some more study rooms or study areas. Also, if there are outdoor play areas for kids would be even better. Thanks
- More space

Entry

- Ground level entrance
- Make sure the new entrance, if there is one, not be cold with a slippery tile floor. A second entrance on the west or north side would be a bonus!
- Don't think you need to do anything at the front entrance.
- The library is great. The only improvement I can envision is a more open entry area.
- Adding some sort of outdoor thing where you could sit
- Having more staff to help, and making the building entrance more easily accessible. The stairs are too much. The awning is too dark. It's clear where to go when you go inside. Way more light!!!
- Windows at the entrance
- Make entrance more handicap accessible
- Brighter entrance. More e books
- Interior design updates
- More tables and chairs
- Accessibility to walk in ( no steps)
- The design of the front of the library is not welcoming. The large staircase and ugly facade could definitely be improved.
- Please, please make it easier to get in & out of. Have drive-up return slots & a drive-up pickup window for books on hold,
- change entrance to what is now rear of building, but originally was the entrance. Only the reading area would have to be moved to a remote place in the library which it seems to me is where it should be.
- It would be wonderful to have well-lit access on Chester St. garage side.
- Make the entrance more open and well lit.
- info desk at entrance to direct you where you should go
- Making front entrance light and airy, modernizing (while maintaining the historic nature of the building) the large main room.
- Get rid of the forbidding concrete wall in front
- The north side of the building is so beautiful. Can the original entrance on the north side be highlighted more? It seems to be covered up by bushes. Make sure your have nice bike racks at the South entrance.
- outdoor tables and chairs, international magazines, kids play area and activities (for older kids 10+)
- Create a street-level Martin Street entrance and reconfigure the interior so that returns can be made there. Also, have Hold pickup and self checkout nearby.
- More open entrance area
- Open the front entrance with the same expansive feeling the youth wing has while staying true to the best of 1927.
- Improve the decor at the entrance, but in keeping with the charm of the older sections; and possibly provide additional comfortable seating.
- The entrance is just unattractive and not really functional
- improve entry way & entry hall
- Add other entrances on other sides

- More doors at front entrance 2 is a little crowded

#### Accessibility

- Automatic doors without need for the buttons.
- Get rid of stairs to front lobby
- Restore the original entrance
- automatic doors so we would not have to touch the door
- Move the front entrance and circ desk to the ground level so the elderly would not have to climb the steep steps.
- Easier access; remove all the steps in front.
- I can use the steps now, but on the future it may be difficult for me. Perhaps a more level access would help. Thank you. God bless you.

#### Parking

- Better access to free parking for under 30 minute trips
- Better Parking access
- free parking
- more street level handicap parking, a more spacious feeling {I love the feeling at Bloomfield Library. Too bad they became hyper-selective.
- More parking for library users only
- More "five to ten" minute free parking in front that could be monitored by using one's credit card like B'ham's Free Two Hour Parking Structures. If some overstay their time limit they a \$20 parking fee which generates money to pay for the meters and eventually provides revenue for the library.
- Need multiple 5 minute parking spaces
- More reserved parking out front (for Library)
- Parking is my biggest issue. With little ones, the garage is far and cumbersome, and paying for street parking feels silly. It changes the feel of what a trip to the library should be.
- more parking/library specific. I know that's a tough ask! The other fun idea would be using the rooftop for gatherings/enjoying the park + views.
- I would LOVE it if the library and city would work together to offer a couple other 5-minute drop-off spots. (There used to be two available but that changed.) It is immensely helpful to be able to nip in briefly and pick up an item and return items without having to deal with the parking decks, especially for those with young kids in tow.
- Another entrance on the north side of the library, particularly if you park in the Chester Street deck
- Parking ease
- Better parking availability
- More free space parking not just 1. 15 minute limit. Continue with the great plantings.
- A few more 5 minute parking areas.

- Parking can be challenging sometimes.
- Paying for parking, trying to find adjacent parking is hard getting used to. As an older woman, normally visiting the library alone, parking in the structure doesn't always feel comfortable. The "dueling" architectural styles within the library feel awkward.

#### Youth-Related

- Play area for kids. I love the Southfield library for a comparison.
- Art classes for children
- I would love more reading programs and programs for kids
- I'd love to see more children's programming for younger school age children that happens after the school day AND on weekends!
- More programs for elementary aged kids
- More activities for elementary aged children

#### Programs

- More book clubs
- Kids programs

#### Customer service/requests

- Having a wide selection of real books to lend
- More books
- More space for books and book shelves to hold more books to lend
- Keep curbside pick up and have more copies of new releases
- I always thought the kids section should have been located downstairs. Kids are loud and so are the adults and having the open door that connects the two rooms is just silly to me. I've tried to study here and I always hear a loud child. It's all good though. I do like the update you've made to the kid section. I just wish the ceiling didn't leak every time it rained. The joys of a flat roof. Thank you!
- Make people be quieter, conversations in private rooms.
- getting rid of the fines and due dates was a big plus for me.
- I love the library!
- Have the employees say hello when you enter the library. I walked in, today, and I was not greeted by one person. They looked at me, but not one said hello.
- keep the current staff, they are great
- You are great as is. But access to more audio books would be greatly appreciated.
- Have small wheeled carts available so patrons can "shop" the shelves..
- More theatre scripts available
- Best library around. Love the Baldwin library. You offer so many great opportunities that other library's do not
- increase number of books. quit removing larger books/folio/oversized from circ
- Add to your book collection and organize them better.
- Newer crafting books

- Sometimes the study rooms have food particles left on the tables, chairs, floors, and/or tables are sticky from food. Teens hanging out can be distracting sometimes. Sometimes people smoke out front and walking through it is gross. Maybe some areas could be more vibrant. Staff for the most is outgoing, with a couple exceptions.
- Regarding the children's area, I notice the books about politicians prominently displayed are only of democrats and since the library serves a politically diverse community, it should be mindful of this when selecting which books are most prominently displayed.
- More books
- Make it more of an engaged learning center for kids and students, While giving parents a relaxing area to watch over.
- As stated above, Baldwin needs to diversify its board, materials, space, and staffing for the benefit of the education and development of its young stakeholders.
- Your library is amazing. I have visited quite a lot of libraries in the US however your library is by far the best one. I love it! I prepared for a board exam here and it provided me with a great environment and I was able to score well in my exam. I am visiting here for a limited time & Baldwin Library has left a very profound, positive impact on my mind.
- book club books on metronet
- Kids books and series, have all items in a series and make sure they are in good condition. Make sure when a game or book isn't returned that you replace it.
- Perfect as it is
- Mainly customer care and explanation of the maker space. Also, make the computers easier to use
- Again, better books, more SHADE gardening books
- Availability of current books on audio
- A couple more political science periodicals.
- More craft and art classes linked to books
- make electronic access more user friendly
- MORE DATABASES
- Have more books! So many materials are no longer available. Now I use the Township Library all the time because they have everything and they are even friendlier.
- give instruction as to how to find help needed; for example, tech tutor (how to use e-books, etc.)
- AUDIO BOOKS, CD's etc could have more choice
- Potentially further blending of the digital and the physical or making more people aware of the digital offerings would improve our experiences at Baldwin? Maybe online book clubs with running commentaries from members of the specific clubs.
- (11. Comment) Open up the closed spaces. Have better internet access in the 'dead zones'. (12. Comment) The Librarian yelled at me that no eating is allowed in the library! Yet, there is a vending machine area in the basement! (15. Comment) This question does not go with the answer choices! (19. Comment) Improve wi-fi access to eliminate dead zones. Have an area where new books continue to be acquired and

displayed. Extend weekend & Friday hours. Have on-site book clubs for adults in evening hours.

- More books for teens that are appropriate
- More self check outs
- Make it so anyone who pays taxes who go to Birmingham schools gets full access
- I don't know!
- Be welcoming to kids
- No changes required. Put the funds toward removing or reducing fees for patrons or those in other communities who share the library or extending services to other communities who would benefit. Widen the circle of education to other communities where we may interact.
- Make reference materials more accessible . More self help.
- Remove any and all mask policies
- More staff throughout the building. Not necessarily all librarians, but "point people" to create a personal, caring atmosphere. In addition to being present, these people could direct traffic, keep an eye on things, and probably defuse situations before they escalate (like loud, inappropriate behavior or people abusing library materials, furniture, littering, etc.)
- BE MORE FRIENDLY AND SUPPORTIVE OF LOCAL AUTHORS
- Easier to obtain library card
- Larger DVD selection
- Keep it clean and "no talking" signs
- More explanation about 1) Using "Libby" and things that one can get on line; 2) How to use idea lab
- Baking pans take out section =)
- More toys for the littles to play with, and big comfy chairs for reading.
- Self checkout
- Figure out how to welcome older people back in world where Covid lives on at some low level
- Troy Library offers the ability to transfer media (outdated) to more modern. Would love this!
- Again, I am really interested in Academic Search engines (on computers) like Jstore, Academic Search Premier etc., I usually have to go to Wayne State University to do my research. But, it would be more handy for the Baldwin Library to have those features on at least on or several computers.
- i hope you continue curbside pick ups. love the staff there!
- The checkout area seems to cluttered with check, computer lab and the hold books. Make it more pleasing and less cluttered
- More online daily newspaper access; domestic (like the LA Times) and international (like the Independent from the UK). Because of the BPL, I would not move from this community in Michigan.

Hours



- Expand the open hours.
- Be open later, and good weekend hours
- The notion of being able to “order” online, pickup after hours, and drop off after hours would make the library infinitely more accessible to my family.
- Night time hours for those of us who work
- Longer hours

#### Book Return

- drive up book return
- Drive through drop on drivers side instead of passengers side.
- The library should have a dedicated FREE parking lot. The main reason that I don't use the Baldwin Public Library is that I do not want to have to pay for parking. Instead, I use the Bloomfield Township Public Library which has free parking. Also, the drop off boxes are ridiculously stupid! You literally have to get out of your vehicle to place items inside the box, which defeats the purpose of a drive up drop off box. This design should ABSOLUTELY be changed!!!
- make the returning of materials easier so you don't have to get out of your car when you are the driver. right now you have to park and walk around to the passenger side to put your materials in the on street return bin
- Curbside drop off on drivers side of car
- Easier curbside drop off, I know this has been explored but if there were any way to have a driver side drop off that would be fabulous.
- Change the book return at the curb so it isn't necessary to exit your car to deposit a book to be returned.
- Drop off outside from drivers side of car
- The most important thing that you don't have access to is a driveup window where you don't get out of the car.
- Self-checkout near entrance, return drop box on driver's side!, and a warmer, more welcoming entrance.
- A drive up deposit container.
- Curbside pickup from in car.
- Curbside item return slot accessible from the driver's side of a vehicle.

#### Café

- Keep it a library. Don't turn it into a trendy coffee shop.
- I never considered a cafe with coffee so it's not important to me, but that would be SO cool.
- I hope you will not even consider food for purchase at the library. There are plenty of places in Birmingham for food purchase. Shain Park is an inviting place to sit with cafe food. I believe that including food will just encourage groups to congregate near the entrance. As it is, whenever I ride my bike to the library, I often see kids with skate

boards using the library wall for stunts. However if a group (such as a book group) or an event meets in one of the downstairs rooms, including coffee and treats is a nice addition.

- I think it's looking great. I do not want it turned into a place to hang out and eat and meet friends. There are other places in town to facilitate that.
- I love a cafe idea!
- Please do not desecrate the library with some stupid cafe, if you want food/coffee walk into town.
- I don't think making the library is necessary but maybe making it more modern looking. Cafe with coffee would be really nice.
- DO NOT PUT IN A CAFE!
- I love the library, you do a great job! It would be so nice to grab a coffee and snack and to read at a table, or invite a friend to coffee at the library. Thank you!
- It is selfish on my part to want a cafe - but honestly, you don't need one and it would be tough to make any money. I like the improvement you made with the last build out - so not sure how to improve.
- I don't think the cafe is a good idea. I don't drink coffee and don't want to be in the library if it smells like coffee and people are wandering around with cups. Yuck.
- Don't put in a cafe!!! We don't need food at the library!!!
- [Staffed cafe counter] is not a good idea - there are cafes close by - it creates noise that distracts - and makes it too easy to spill food and/or beverages on a book. If I want to sit and chat with friends and chow food and drinks I go elsewhere. Moreover - it costs labor to serve and make food and drinks; clean-up.. and inevitably food and drinks will be brought into the library leading to messy accidents and damaged books etc.
- I love the idea of a cafe. I grew up in Troy and they had a cafe when I was young and I've always thought that was a cool perk. I also think the library should host educational lectures and more programs for adults and kids. I remember Troy had interesting programs, I attended a 5 week lectures series with my grandma when I was young on the historical and political landscape of the Ukraine.
- easier access, cafe, use the main floor for more events, don't mess with the historic architecture, outside, easily accessible furniture with umbrellas for nice weather. See above comments.
- Vegan, and nut free options if a cafe is open.
- More cozy spaces to hang out and read. A small coffee cafe would be nice.
- I'm so excited you may be adding a cafe! I also love the idea of outdoor space for kids programming.
- A small staffed cafe run by a local business. Also more small group study or meeting spaces that would be reserved online
- Would love to see tables and chairs for gathering or refreshments. Cafe would be great!
- I think it's important to remember that people can get beverages and food at so many places, but there is only one place to check out books etc. We have such limited space at our library. Let's use that space for what only a library provides. If we had ample space it could be nice to have extras, but we are limited.

- No food or beverage
- Honestly I am not sure why you need food at the library
- Trust your instincts...if food is allowed...troubles will occur.
- Don't add food and drink! That is ridiculous!
- The lobby could be improved as well as area around check out desk. I am not a fan of the library serving food and coffee.
- Library is small to have a coffee shop, the library will services may be impacted by the coffee shop
- The Library is great as is but adding a Coffee service with Tables on the Outside would be a great addition, including wi-fi usage now that we all have to work from home, escaping to the library for collaborating and sitting would be a great addition.
- You could improve it by adding a cafe and/or another area for programs.
- Do you really need a cafe? Unless you're serving Starbucks, why bother?! I can see it now, coffee & food left all over the place. No thanks.

#### Marketing & Signage

- make program schedule more accessible (consolidated, sent in mail/email) - i don't know if you already do this.
- More outbound communication to the community about the classes, movies, ebooks, technology, etc. I think the library is a hidden jewel that needs to get out of hiding.
- Better distribution of information in regards to programs/activities available. We love our library.
- Better signage for programs
- Better signage
- Proper signage at entrance telling patrons where to go for specific needs
- Street level large posters (colorful) of hot books, of magazine covers, of upcoming children's special event spotters to refresh regularly
- 

#### Money/Funding

- The money that the library board wants to spend on the front entrance would better be returned to or not taken from the taxpayers.
- I don't want too much to be spent on the building. The contents are more important.
- Stop spending taxpayer money on improvements that are barely used, library is good as it is
- shut it down.. the internet is here... move with the times... stop stealing taxpayers money
- Keep it a simple library. If you feel compelled to spend money we need a citizen vote.
- Reduce costs, lower property taxes

#### Other

- Make sure no homeless or strange people. That is a must for kids safety. And for making it welcoming. No loitering. Otherwise it's very nice already. Maybe spruce up entry area
- Improve the restrooms.
- wipe out COVID & require the uninformed to get Vaccinated
- It would be wonderful if
- NA
- No suggestions
- 9NA
- NA
- NA
- NA
- Don't know
- I think the library is GREAT!
- I love the library!
- NA
- You are doing a great job with the updates.
- Doing Great!
- I think the current master plan is acceptable
- I am not sure! It has always been changing and improving since I have lived in Birmingham!
- Libraries are for study and learning. Be careful of trying to make Baldwin a place for every activity: a restaurant, a place just to hang out with friends, an outdoor playground, etc.
- I leave that to the experts.
- You're doing a masterful job!! I lived here for 25 years - Baldwin rocks <3