Bentonville Public Library
Needs Assessment 2021 – 2041

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Bentonville Public Library

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Teen Advisory Board

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BPL Needs Assessment
Executive Summary

In September of 2020, the City of Bentonville (COB) contracted with MSR Design to conduct a thorough examination of the Bentonville Public Library (BPL) facility and how the library addresses the education, technology, leisure and 21st Century needs of the city's residents. MSR, with extensive help from BPL, conducted a multi-step public engagement process in order to gather information from a diverse group of individuals to determine the community's needs and desires. After a careful assessment of the existing building, an examination of the city's current and projected demographics, library use trends, analysis of the public feedback, and a study of state and national library trends, the consultants concluded that the current library is beloved, but does not fully meet the current or future needs of the COB's residents. To meet the current and future needs of residents, our conclusions indicate that BPL should expand the current building and site programming to address the following:

- Increase the number and size of meeting rooms and study spaces.
- Provide more exterior programming spaces for all age groups but ensure the youth services area has access to outdoor program space and learning gardens.
- Expand the current collection, program space, and storage of the youth services area.
- Provide space for hands on learning (in regards to technology, making and art) for all age groups and collaborate with other institutions to provide enriched programming.
- Provide information about the human services and city amenities (including cultural, natural, and art based) of the area to ensure that the COB can be enjoyed and navigated by all, including new and visiting, members of the community.
- Provide additional room for staff workspace and storage to allow staff to continue to provide a high level of service to all patrons.
- Provide room for a growing collection in not only number but diversity of offerings.
- Maintain the existing character of library facility and staff.

Modern library facilities throughout the country are becoming places where people go to find information and recreational materials, engage in lifelong learning, to study and work collaboratively, and to participate in community meetings and events. To fulfill these roles, BPL requires updated and more space to display materials on easy-to-reach shelving, increased area to display new and current materials, access to digital information both in the form of WiFi and programming, comfortable furniture for reading and conversing, additional meeting room space for community groups and businesses, increased space for teens' and children's areas, space for tutoring and small group collaborative workspaces and access to flexible program rooms to promote lifelong learning. This Needs Assessment projects 20 years into the future. As the library of the future transitions

from the historical repository for books to a vibrant center for technology, learning, recreation, and community interaction, it will need to utilize space in deliberate but flexible ways to meet the needs of the current and future community.

This report looks at multiple ways for BPL/COB to address community needs to account for multiple financial strategies. The report provides programs and narratives that explain the needs as well as conceptual layouts and renderings to demonstrate how that need could be resolved in an architectural layout. The document will provide a road map for the future expansion of the library as well as note items that should be investigated further as needs might have shifted prior to the actual expansion of the library.

The COB is extending a 1% city sales tax to allow for $266 million dollars in bonds. The library expansion of $4.5 million dollars is included in that Bond Referendum. The report provides a program that aligns with a solely bond funded project. The bond option proposed in the report does not meet the full 20 year need for the Bentonville community; however strategies are included to address the 20 year need in potential phasing options. This allows for use of the bond funds now with ease of expansion when more funds become available. This report also provides an option that addresses the full needs expressed by the community and library. This option would require both private and public funding. The full needs assessment option provides a concept program, layout, renderings, and budget. The library, city, and library foundation will need to provide a project cost prior to moving into the next phase to ensure the project scope meets the project budget.

This Needs Assessment was created using input from the public, administration, staff, foundation and advisory board members, and public officials. It should be viewed as a living document that provides a thoughtful framework for future decisions. We are unsure of how the pandemic will fully play out and have included information about best practices but have assessed the information in a pre pandemic environment with the assumption that moving ahead the library will function relatively the same. The recommendations in this plan are based on the pre pandemic patterns of use—including circulation of materials, visits, computer use (and demand), meeting requests, and service requirements. We have also attempted to project how these patterns will evolve over time by recommending space for technology, meeting rooms, and better merchandising of materials.
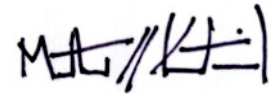
With regard to the recommendations, the plan assumes that the goal is to provide the best and most efficient building possible with respect to budget. We recommend that the facility be studied in-depth at the time of investment to account for any unforeseen conditions or community change. As with any future-oriented plan, these assumptions must be revisited to ensure that the library remains relevant over time.

This report is based on:
- Comments gathered by the public engagement process
- Meetings with various stakeholders including the Library Advisory Board and staff
- CAI mapping data base
- Careful review and analysis of local, regional, and national comparative library service data
- Information provided by BPL
- Previously completed detailed facility data
- Historical data
- Collaboration with the BPL leadership team.

MSR has enjoyed our time getting to know the City of Bentonville, Bentonville Public Library, and the community. The COB and library have a lot to offer the residents and patrons of the area with seemingly limitless options in the arts, access to nature, great institutions, restaurants, and human services. We are looking forward to seeing this library grow to continue to enhance and be supported by the local community.

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BPL Needs Assessment
Introduction

- The Needs Assessment is focused on the mission of Bentonville Public Library and how facilities should grow and develop with the community.
- As a City department, the Library is accountable to citizens as taxpayers.
- The collaboration between BPL and the Bentonville Library Foundation is a public/private partnership, with regard to them being two separate, legal entities.
- The Needs Assessment has three pieces: public engagement, analysis, and recommendations.

 The Mission of Bentonville Public Library (BPL) is to engage our community, encourage discovery and promote literacy by offering lifelong learning opportunities.

Incorporated in 1934, Bentonville Public Library is a department of the City of Bentonville. The Library Director reports directly to the Mayor and City Council. The Library Director also reports to a Library Advisory Board, an advisory group for BPL. The City and Library are governed by the City Council and accountable to citizens as taxpayers. Ongoing expenses for operation & maintenance, including personnel, should be considered with BPL growth.

 The Mission of the Bentonville library Foundation (BLF) is to engage the community in order to provide necessary and sustainable support for the Bentonville Public Library.

Formed in 2003, BLF is a 501c3 nonprofit charity and is governed by a volunteer community board of directors. The Foundation formed when the Bentonville community sought to raise $9 million to build a new library facility. With the foresight and generosity of individuals, corporations and foundations, the Foundation successfully raised $7 million, and the City of Bentonville invested a $2 million contribution enabling the Foundation to reach its $9 million goal.

The Bentonville Library Foundation supports the ever-increasing need for library services through funding for books, equipment, technology, programs and operation of the library's facilities. The Foundation is committed to continuing to support the Library's growth and development in future years and relies on the community of individuals, businesses and corporations for financial support.

Introduction content provided by BPL for use in this document

Below are a list of goals provided by BPL to ensure a comprehensive, helpful report.

- Creation of a comprehensive Needs Assessment of Bentonville Public Library that is mission-focused and community-driven.

- The Assessment will use information and community feedback collected to determine BPL's capital growth and development options, and justifying the need for an expansion of its current facility and/or other opportunities for library services in the City.

- The final product will consist of a written report that recommends viable solutions for BPL's growth and expansion.

  - The report must be creative and innovative, clear and concise, focused on visual graphics, and address issues that are unique to Bentonville.

  - The Needs Assessment shall include general conceptual imagery, illustrations and enough detail to estimate design and construction costs and operational expenses.

  - The report must be usable for the Library to proceed with RFQs for future architectural services to provide an in-depth building program plan to inform design and construction phases of an expansion project.

  - The Needs Assessment must be usable for the Bentonville Library Foundation to proceed with a feasibility study for private fund development and for the City to consider ongoing operational costs.

  - Short-term and long-range plans should be identified and may be presented as "phased" priorities to address immediate and future library needs in a rapidly growing city. The plan should consider growth options now, and look ahead 10-15 years. This timeframe aligns with city planning goals and should consider population projections.

The report team used the above as a guide for the report content and feels this report meets and exceeds the above goals.

BPL Needs Assessment
Community Description

Bentonville Demographic Projections

- Bentonville has a rich heritage and continues to maintain a small town feel, despite rapid growth.
- Bentonville's daytime population significantly increases during the workweek (66,767); racial and ethnic diversity has grown in recent years; median age is younger than NWA and U.S. peers (33.9).
- Bentonville has more affluent households than NWA peers and are well educated; Bentonville's poverty rate is 7.7% and the public school district reports 24.5% free and reduced lunch student population. Additionally, the rate of homelessness has grown to 116%, including 54% homeless youth.

- Bentonville's development uniquely balances many driving values that have garnered national and global recognition.
- Educational institutions have grown in both size and types and have positive reputations for academic success.
- Library affiliates and volunteers are important stakeholders and supporters for Bentonville Library and demonstrate the value of community.
- BPL patrons reflect Bentonville; the library offers free library cards to all Benton County residents and provides free services to others in many ways.

Library Connection

An expansion of the public library should align with population growth, school enrollment and city development. Downtown, the library has experienced strong circulation, growing program attendance and the community's need for quality library services. Popular library collections available at the Community Center, as well as outreach activities and technology access provided to local students, demonstrate a desire for library services beyond downtown. The expansion of the Main Street location should be assessed, as well as library building opportunities in areas of infill or edge growth.

Some content provided by BPL and the City of Bentonville for use in this document with additional content from the Bentonville Community Plan + public information available about the COB.

City of Bentonville

City of Bentonville Mission Statement

The mission of Bentonville City Government is to preserve, promote and sustain an excellent quality of life within our city. In partnership with the community, we pledge to deliver municipal services in a professional, personal and responsive manner.

Location

Bentonville is located in the northwest corner of Arkansas, roughly 8 miles south of Missouri and 20 miles east of Oklahoma. The city is approximately 32 square miles and is the seat of Benton County. Bentonville is bordered to the east and south by Rogers, the north by Bella Vista, and the west by Centerton. It is part of the two-county Northwest Arkansas region, also known as the Fayetteville-Springdale-Rogers metropolitan statistical area (MSA). Interstate 49 runs north and south through eastern Bentonville, connecting the city to other communities in the region, as well as major metropolitan centers.

History

Bentonville is part of the area included in the Louisiana Purchase in 1802. It was incorporated as a town in January 1873. Many of the oldest buildings standing in Bentonville today were built between 1875 and 1888.
By 1900, Bentonville had a city-owned light and water plant and was working on a sewer program. The major products were apples, strawberries, peaches, railroad ties, mine props, horses and mules, hardwood for wagon spokes, lime, grain and produce. By the 1920's, the trend turned to poultry and dairy. The economic and physical landscape in Bentonville was destined to change dramatically. In 1950, Sam Walton opened Walton's Five and Dime in a storefront facing Bentonville Square. As of 2014, Walmart had over 11,000 stores around the world and annual revenue of over $485 billion. While Walmart was the primary spark, there are several pieces of kindling that supported the rapid economic and population growth in Bentonville and the region, including University of Arkansas, Tyson Foods, and J. B. Hunt.

Community Setting - Bentonville is part of a larger full-service region.

Bentonville is a community in motion. Once a small community nestled in the Ozark foothills, Bentonville has maintained its unique character and charm as it has evolved into a rapidly growing community with inviting neighborhoods, a thriving local economy, and booming cultural scene. Historic Downtown Bentonville remains the heart of the community, providing a strong link to the past while accommodating new shopping, entertainment, and cultural offerings. Bentonville offers tremendous opportunity for new growth and investment. The community's growing population and influence are elevating Bentonville's role within the Northwest Arkansas region. More importantly, the City of Bentonville is becoming a key player on a national scale. As the world headquarters for the Walmart Corporation, Bentonville has a far reaching and ever expanding impact on the corporate world.

In addition, cultural amenities like The Crystal Bridges Museum of American Art or the Bentonville Film Festival, are bringing widespread attention to the city at large. The city's continued growth as a corporate, recreational, and cultural hotspot is putting Bentonville on the national and global stage.
Bentonville is a community of strong spirit and optimism; a community that believes its best days lie ahead. Bentonville's vision is a small town feel with global appeal that is fostered through thoughtful growth.

Population - Bentonville is becoming increasingly diverse, affluent, and older.

Population: Bentonville's population continues to grow. Over the past thirty years, the City's population has increased consistently from 11,257 (in 1990) to 19,730 (in 2000) to 35,301 (in 2010). It is estimated that the 2017 population is 47,645. Bentonville's population is expected to continue to grow to 72,463 by 2035, mirroring regional trends. The Fayetteville-Springdale-Rogers metropolitan statistical area (MSA) is home to over one half million people.

Daytime Population: Bentonville is an employment hub, with a daytime population estimated at nearly 66,767. This population has a significant influence on demand for retail goods and services throughout the community. Diversity: Bentonville's population is increasingly made up of transplants. In 2015, only 36.8% of its population was born in the State of Arkansas. Between 2000 and 2016, the share of foreign-born residents more than doubled, from 6.7% to 14.6%.

Race - The population is becoming more racially and ethnically diverse. The majority of residents in 2017 identified as white (73.3%), with the remainder split among different racial minority groups, including Asian (10.5%). Between 2010 and 2022, the white share of the population is projected to decline, with increases in minority populations. The city is currently, and expected to remain, roughly about the same racial composition as the Northwest Arkansas region. Age: The population is aging, but remains relatively young. The city's 2017 median age is estimated to be 32.5 years. The city's 2017 median age is younger than both Northwest Arkansas (33.9 years in 2017) and the entire United States (38.2 years).

Income – Incomes are rising and Bentonville households are more affluent than Northwest Arkansas households. The city's 2017 median household income is estimated at $62,989. Between 2017 and 2022 the median household income is expected to rise by nearly $5,100 to $68,041. This is more than $10,000 higher than the median income of Northwest Arkansas households: $50,747 (2017) and $53,642 (2022). Bentonville's poverty level is 7.7%, compared to NW Arkansas at 16.2% and the United States at 15.5%. While this is comparatively low, the public school district reports 24.5% free and reduced lunch student population. Additionally, the homeless population in NW Arkansas has grown 116% to 2,462 persons (2007–2015); children and youth under 18 comprise 54% of the homelessness population.

Education – Bentonville residents are well-educated. Just under half of all residents over the age of 25 hold a bachelor's degree or higher. This proportion is much higher than both the region and the nation.

Population growth
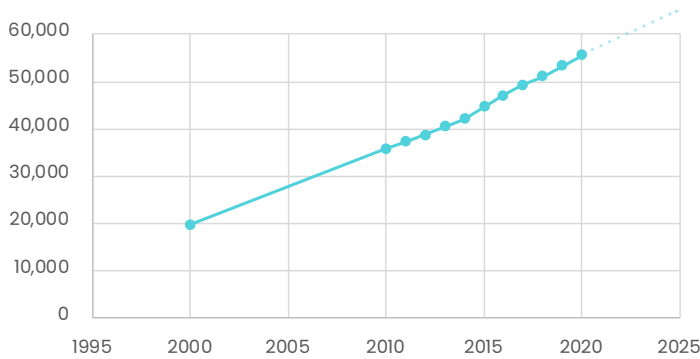
According to census data and the Bentonville Community Plan, the population of Bentonville is projected to increase by more than 40% between 2020 and 2050.

Age as percentage of total population
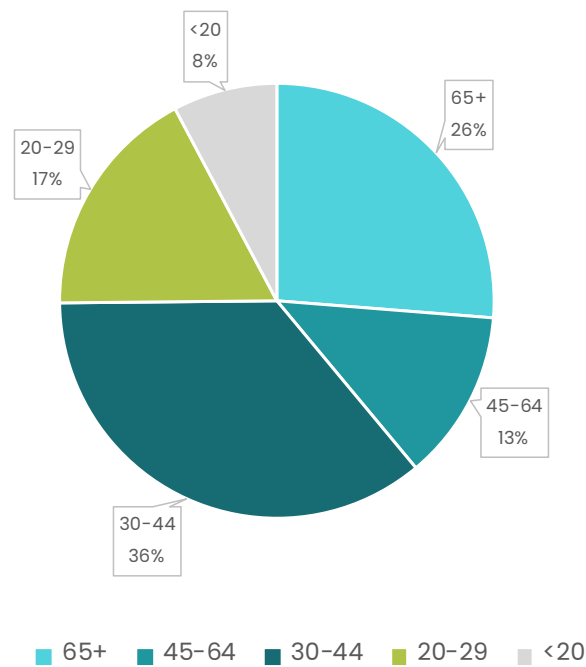
Economy
Bentonville attracts employees from the region, the nation and beyond

Regional economic growth is being driven by a blend of corporate, healthcare, and higher education growth. The most significant influence has been the explosive expansion of three Fortune 500 companies located within the region: Walmart, Tysons Foods, and J.B. Hunt.

Healthcare and education are also major drivers. The University of Arkansas has also been a heavy influence, with enrollment increases. Healthcare providers such as Washington Regional Medical Center, Mercy Hospital Northwest Arkansas Health System, and the Northwest Health System have also expanded, mirroring national trends.

The number of jobs in Bentonville is increasing rapidly. The region experienced a 23% growth in jobs from 2004 to 2013 vs. a 55% increase in Bentonville. Accordingly, Bentonville's share of the region's total jobs grew from 16.6% in 2004 to 20.8% in 2014.

Walmart dominates the local economy. Within Bentonville, nearly half of its primary jobs are within the "management of companies of enterprises" categories, due to the presence of Walmart's global headquarters, associated vendors, and contractor support functions. No other industry comprises more than 10% of the total number of jobs.

The overwhelming majority of Bentonville's labor shed commutes from other cities. In 2014, 81.6% of the jobs within Bentonville were held by non-residents commuting from a variety of destinations throughout the region and beyond. This represents an opportunity to capture spending from people who do not live in Bentonville.

Educational Institutions

Bentonville Public Schools
The rapid growth of Bentonville has affected the public school population. According to the Bentonville School's website, the district includes twelve elementary, five middle, four junior high and two high schools for a total of 23 schools. The 2018-2019 student enrollment was 17,225, representing diverse nationalities and ethnicities. The student graduation rate in 2018 was 93.5% and the overall population includes 24.5% of students who are eligible for free and reduced-price meals.
Bentonville Schools has received national and state recognitions. Bentonville Schools earned thirteen "A" ratings from the Arkansas Department of Education "State Report Card." Niche.com ranked Bentonville Schools as the "2018 Best School District" in Arkansas.

Charter and Private Schools
Bentonville City limits includes two charter schools: Northwest Arkansas Classical Academy and Haas Hall Academy, and three private schools: Thaden School, Walnut Farm Montessori School and Bentonville Christian Academy.

Home School Families
According to the Arkansas Department of Education's "2017-2018 Home School Annual Report" the Bentonville School District included 1,021 home school students.

Higher Education
Bentonville is also the home of the largest community college in Arkansas, Northwest Arkansas Community College (NWACC). NWACC's student population for the fall of 2018 was 7,995 students. NWACC offers over 55 two-year degree and certificate programs.
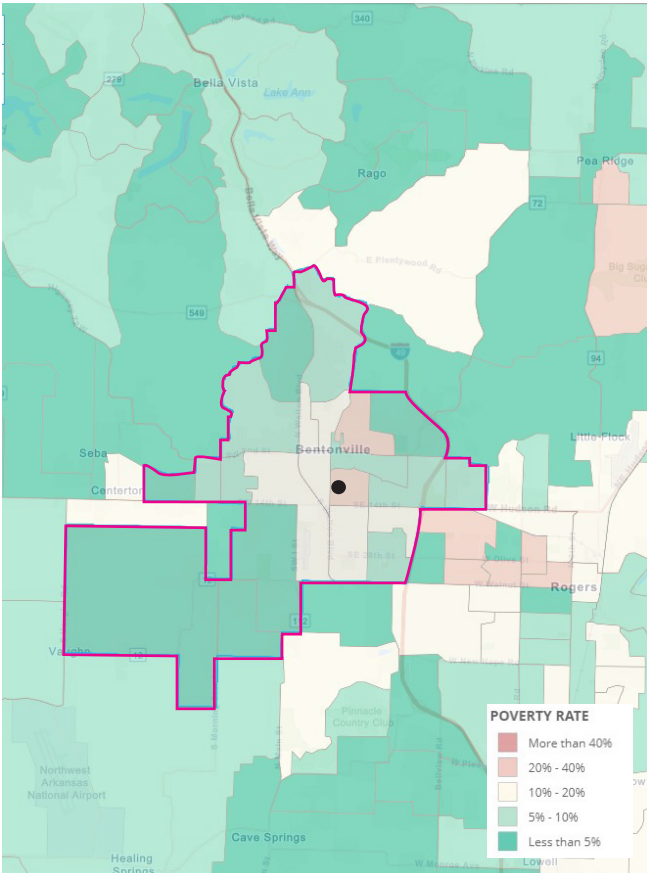
Population density
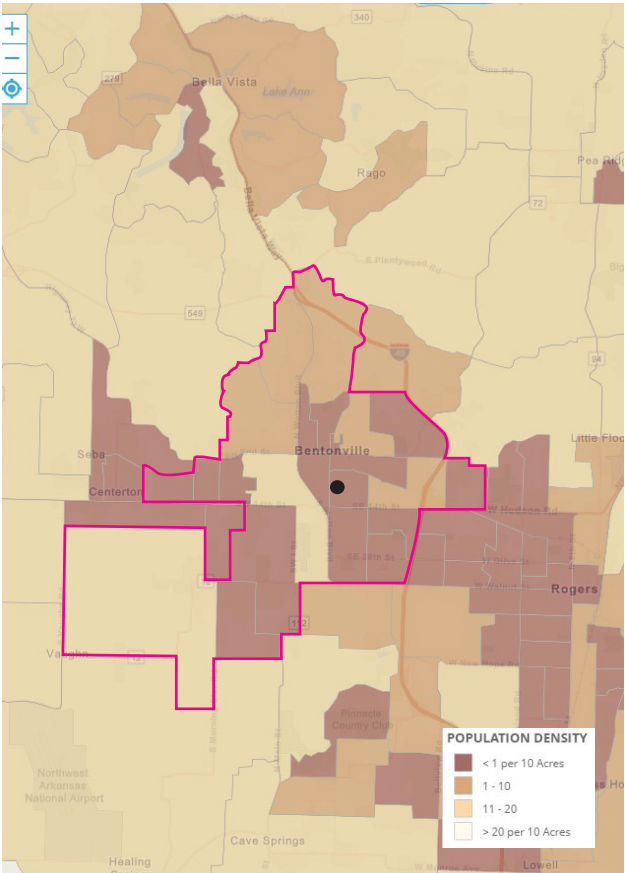
Bentonville is a low density area that will continue to increase in density over time. The location of the library is well positioned in the middle of the city and is near downtown.

Poverty rate (2019)

A 2015 Pew Research study found that 37% of those living in homes with annual incomes of $30,000 or less said closing their local public library would have a major impact on them or their family.
https://www.pewresearch.org/internet/2015/09/15/who-uses-libraries-and-what-they-do-at-their-libraries/

Bentonville, AR, has relatively low poverty and the library is located to allow good access to areas that have higher percentages of poverty.

Limited English proficiency
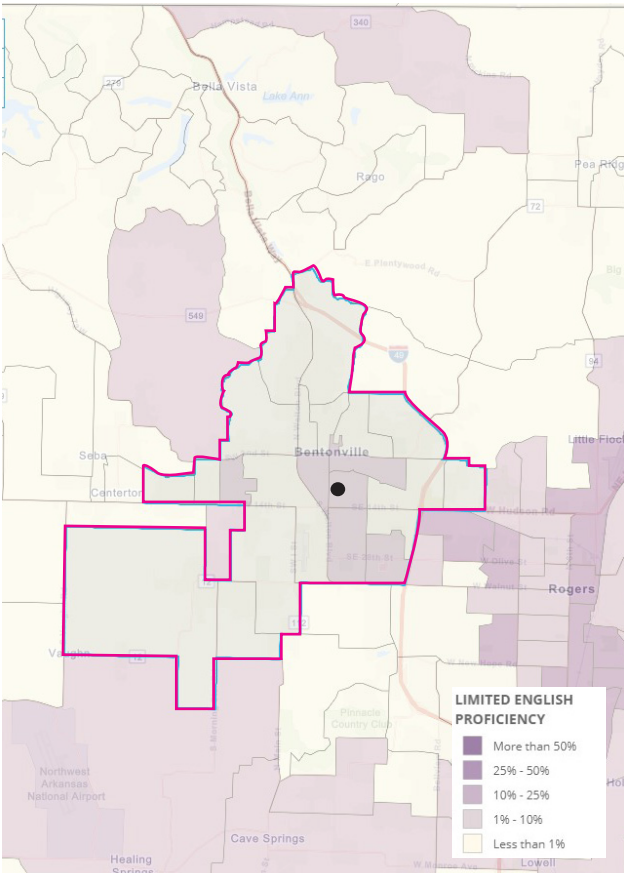
Most of the population in Bentonville is able to speak English; however there is a pocket around downtown and to the west of the city where limited English proficiency is present. The community is diverse and will continue to increase in diversity. It is recommended that BPL continue to celebrate and educate the community about all the cultures residing in the area. The current location of the library allows access to communities with limited English proficiency. BPL should provide collections for languages that are common to the area.

Minority population
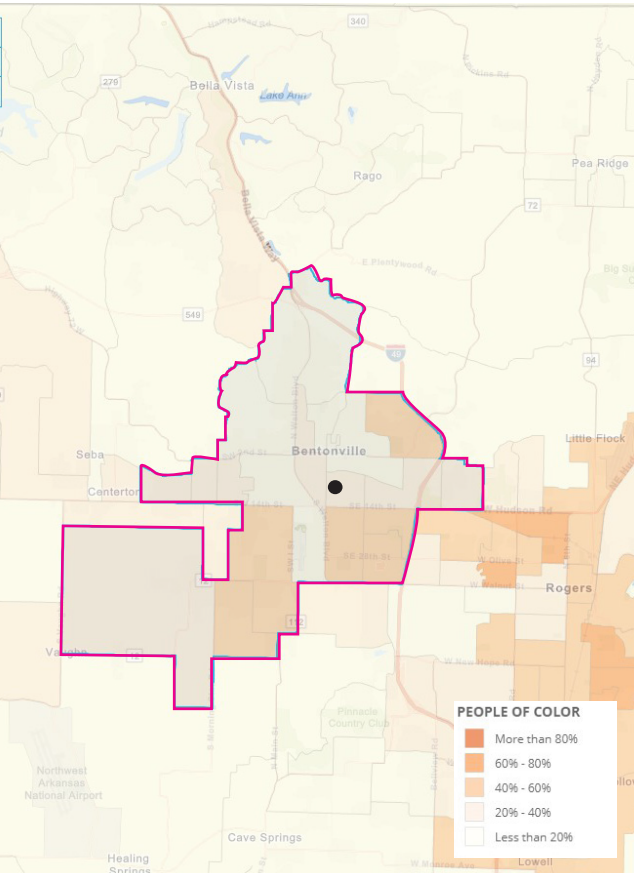
Community Assets

Transit
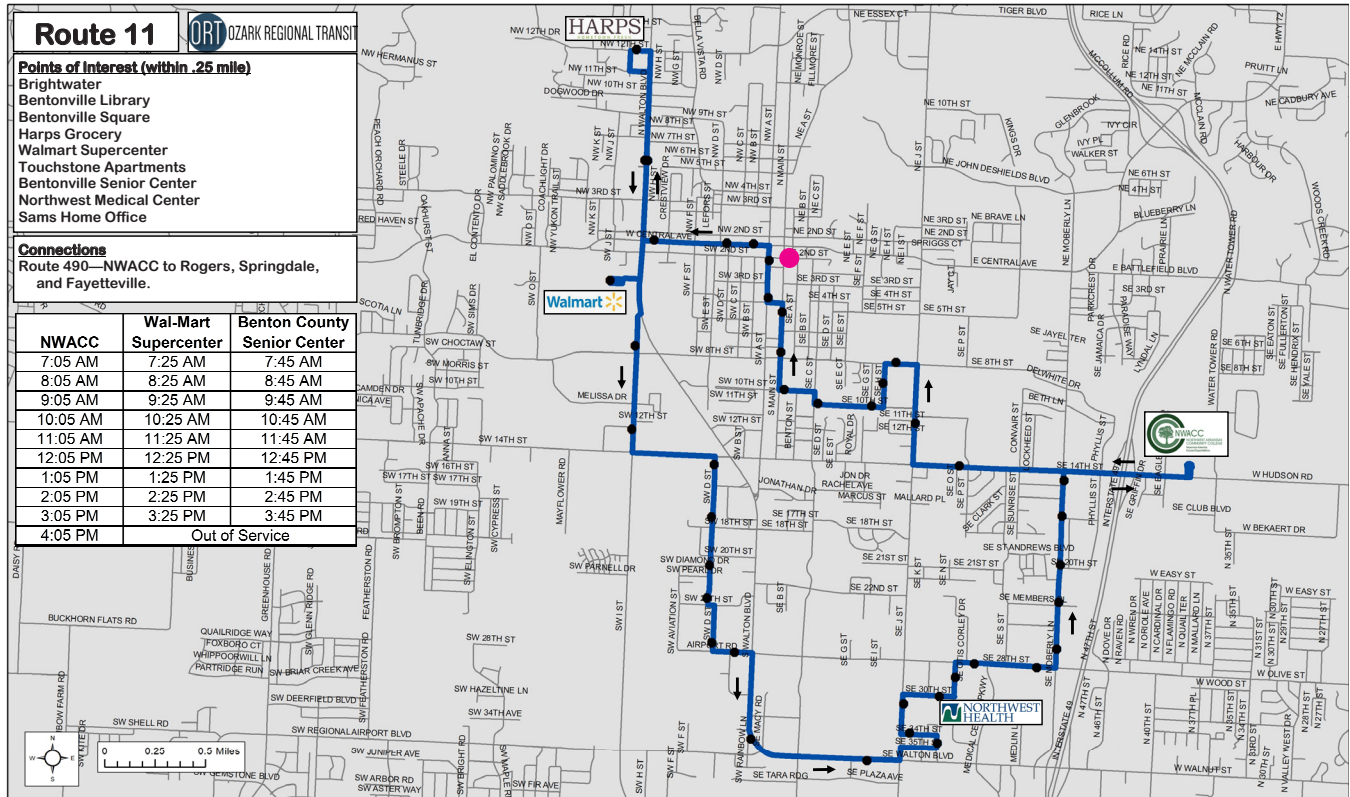
There is a route 11 bus stop near the entrance of the library and should remain. The bus service is not extensive but does allow access to people who may not have access to a car or bicycle. Increasing the coverage of the bus system is recommended.

Bike and walking paths

Bentonville has an extensive cycling and pedestrian trail network that is expanding every year. The downtown bike path goes through the library parking lot which allows great access to the library by pedestrians and cyclists.

However, there is a safety concern about congestion with the bicycle, pedestrian, and vehicular traffic crossing near the library entrance. It is recommended to move the through path toward the north of the library site and to have a secondary path that allows access to promote bicycling to the library.

Arts and culture

Bentonville has a wealth of arts and culture with connecting walking and bicycle paths allowing for easy access to these places. The library should be considered as part of the system and should partner with these entities in both programming as well as content.

Parking

There is a demand for parking for the existing library which will increase with the potential of a new addition. BPL's current lot is used as a public parking lot and is used by more than just BPL patrons. The city should continue to provide additional downtown parking along with street parking adjacent to the library. This conversation should be ongoing.

The downtown bike path goes through the library parking lot which allows great access to the library by pedestrians and cyclists. There is a safety concern about congestion with the bicycle, pedestrian, and vehicular traffic crossing near the library entrance. It is proposed to move the through path toward the north of the library site and to have a secondary path that allows access to promote bicycling to the library.

The Library Community

In addition to the Bentonville Library Foundation organization, Bentonville Public Library is supported by other groups, volunteers and community partners.

Bentonville Public Library Advisory Board
As representatives of the local community, the members advise and recommend to the Library Director on all aspects of library activities. The Library Advisory Board (LAB) is composed of seven members, appointed by the Mayor and approved by City Council. Each member of the advisory board holds office for a term of five (5) years and serves without compensation. A representative of the City Council also serves on the Library Advisory Board in an ex-officio capacity. Representatives from the Friends and Foundation groups also meet with the Library Advisory Board.

Friends of the Bentonville Public Library

The Friends of the Bentonville Public Library (FOL) is an organization revitalized in 2002 to support the library's collections, services and programs. FOL has a small used bookstore inside the Library that is operated by Friends volunteers.

Northwest Arkansas Genealogical Society

Formed in 1971, the Northwest Arkansas Genealogical Society (NAGS) began as a club where members shared an interest in family histories and resource sharing. The club became an official organization and started

a library of materials. In 2006, NAGS donated its collection to BPL and Society volunteers assist patrons with local history and genealogy research inside the library

Library Volunteers

The City of Bentonville is recognized as a Volunteer Community of the Year each year since 2010. To promote volunteerism, the Mayor of Bentonville established an outstanding volunteer award. Our Friends of the Library and Teen Advisory Board have both been recognized as outstanding groups in previous years. Daily, BPL enlists the help of library volunteers: adults, teens, junior partners and groups/organizations.

Volunteers support the library with operational tasks, for example: sorting and shelving of materials, light cleaning and disinfecting public use items, craft preparation, summer reading registration and other regular duties that allow staff to be assigned library work.

Volunteers also provide time and expertise for programmatic opportunities, such as: event talent, workshop leaders, reading buddies and other special programs.

BPL benefits from strong support from local teenagers volunteering, with more than 250 teen volunteers serving in 2019. Additionally, members of the Teen Advisory Board often present or lead initiatives. Internships and work study students in conjunction with professional studies and academic programs are also accepted and useful as high-level volunteer support.

Volunteers through the Walmart Volunteerism Always Pays (VAP) program also provide work in support of library projects; VAP grants are awarded to the Bentonville Library Foundation for library use.

2019 Library Volunteerism, Including Library Affiliates:

No. of Volunteers:	**464**
No. of Hours:	**15,761**
Value of Service:	**$389,138**

Community Partners

Collaborative sharing of resources provides more opportunities for our community. The Library actively seeks, develops and promotes partnerships with other organizations. These partnerships benefit our library users through enhanced development of programs and services.

BPL has realized successful projects with: Bentonville Schools, City of Bentonville departments, Crystal Bridges Museum of American Art, The Scott Family Amazeum, The Native American History Museum, Northwest Arkansas Community College, The Peel Compton Foundation and Walmart Museum, among others. A full list of community partners is featured every year in the Library's Annual Report.

Each of these partners and future potential partners were included in the stakeholder engagement sessions to ensure that all partnerships would benefit from the potential expansion of the library and that all needs were heard.

Patron Profiles

Bentonville Public Library reflects our community in many ways. As a gathering place with collections and services for everyone, BPL is both **welcoming** and **diverse** – much like Bentonville itself.
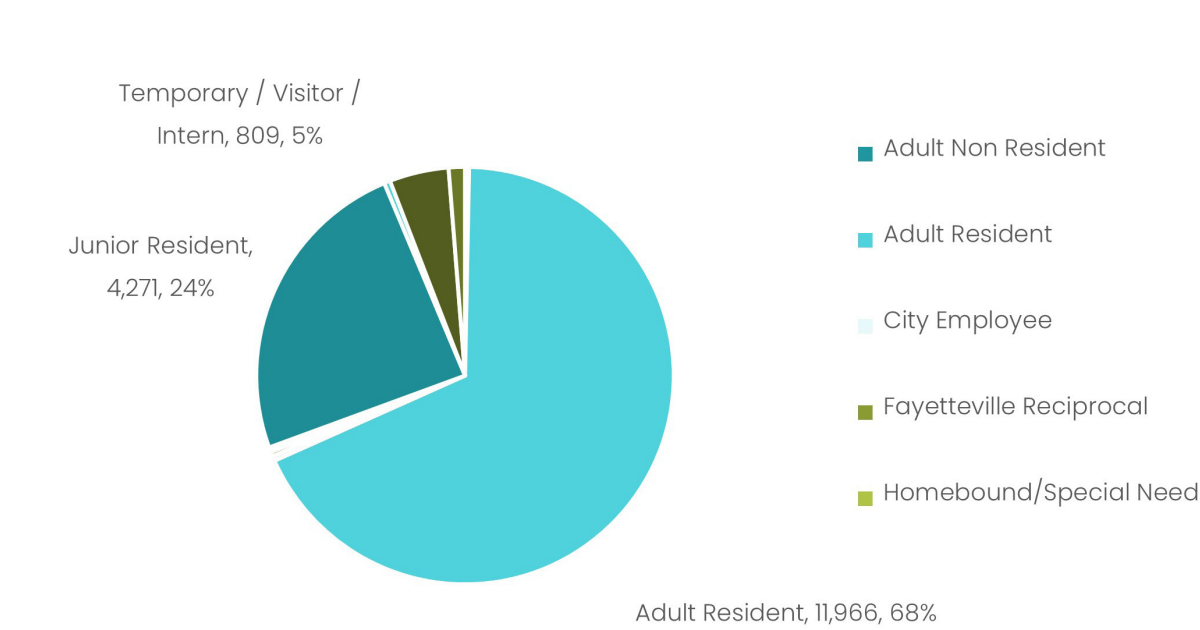
While the library does **not** track race, ethnicity or economic status, anecdotally staff observe patrons who use the library represent various categories of diversity comparable to school and city populations.

Bentonville Public Library is committed to its role as an **equalizer** by serving everyone - regardless of age, socio-economic status, education, race or ethnicity and physical abilities. Anecdotally, we know that many in our community come to the library for free access to books, educational or entertainment offerings, computers, internet, a safe and comfortable space, as well as other social reasons. BPL regularly serves **homeless** patrons including youth and families, and others living at **poverty** level who frequently attend library programs, check out materials and use technology.

Free library cards are provided to all **Benton County** residents, as well as Fayetteville residents through a reciprocal agreement. Free cards are also offered to educators in Bentonville schools, City staff, property owners in Benton County and business owners in Bentonville. BPL Tech Cards are issued to students in the library's local service area.
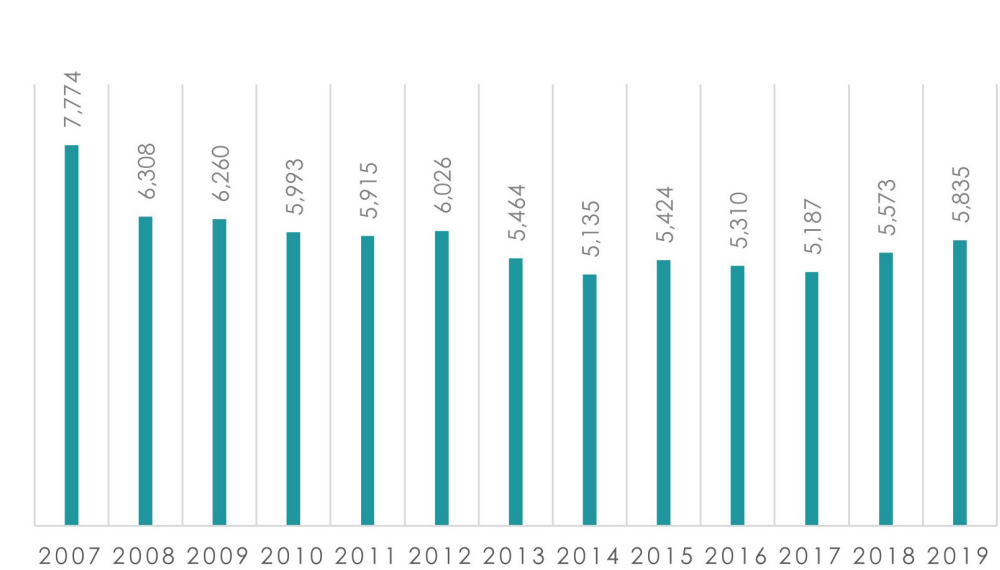
Non-resident cards are offered for an annual fee per household to patrons outside, but adjacent to, Benton County. Limited-access cards are provided to corporate interns and temporary residents.

Patron Snapshot (2019)

Temporary / Visitor / Intern, 809, 5%

Junior Resident, 4,271, 24%

Adult Resident, 11,966, 68%

- Adult Non Resident
- Adult Resident
- City Employee
- Fayetteville Reciprocal
- Homebound/Special Need

Snapshot does not include 25,000 BPL Tech Card Accounts

Library Cards (2007-2019)

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
7,774	6,308	6,260	5,993	5,915	6,026	5,464	5,135	5,424	5,310	5,187	5,573	5,835

An all-time high new registrations of 7,774 was recorded in 2007, the first full year in the new facility. BPL registered 5,835 new cards in 2019; our annual 5-year average is 5,466 new registrations.

BPL Needs Assessment
Library Description

Assessment Takeaway

- The library's growth throughout history has been responsive to community needs.
- Recent initiatives such as the community center mini-branch, re-purposing project and shelving expansion are ways BPL adapted to growth with a minimal capital investment.
- BPL's personnel budget and collection expenditures are higher than the mean average of libraries, but O&M expenditures are lower.

- BPL employs a 35 member staff to deliver public services; the library is under the regional and national average for professional librarians.
- Being a City of Bentonville department benefits the Library in many ways. Staff in Human Resources, Finance, Legal, Information Technology, Public Works, Public Safety and other departments support the Library.

Content provided by BPL for use in this document is based on 2019 data in preparation for the Library's 2020 Needs Assessment Study. Annual statistics cited are relatively comparable to recent years, except data effected by the COVID-19 Pandemic. PLDS table comparisons reflect 2018 data to compare with the last Public Library Data Survey report offered by the Public Library Association.

History

- **November 11, 1918** - The first public library in Bentonville was located in the east room of the Massey Hotel space. It closed due to insufficient funding.

- **1934 -** The "Allen D. Clark Library" opened in the basement of the First Presbyterian Church. Under the leadership of Mayor Sam Beasley, the library was incorporated as a Bentonville City Library.

- **May 9, 1935 -** The Library moved to the Council room at the back of City Hall, but quickly outgrew the location and moved to the east side of City Hall.

- **October 7, 1963 -** The City purchased the Church of Christ building on SW A Street and relocated the Library to the space.

- **1977 -** Jim Walton and Mr. & Mrs. Sam Walton purchased the Historic Massey Hotel with plans to move the Library to the first floor.

- **November 11, 1979 -** Extensive renovations and restorations of the Massey Hotel allowed Bentonville Public Library to open its doors to the public. This grand old space was the library's home for nearly 27 years. The Massey Hotel is listed on the National Register of Historic Places.

- **2003 -** A Public/Private Partnership Despite the wonderful historical significance in the Massey Hotel location, the 8,500 square foot space was unable to meet our users' growing and modern library needs. The Bentonville community began efforts to fund and build a new library. A public/private partnership, the Bentonville Library Foundation succeeded in the task of raising $7,000,000 for the $9,000,000 project. Generosity from individuals, corporations and foundations joined the City of Bentonville's $2,000,000 contribution toward construction of the Library.

- **October 30, 2006 -** A Downtown Destination When the new 38,000 square foot library opened at 405 South Main Street, Bentonville Public Library became a destination place in downtown Bentonville. Facility amenities include vibrant children's and teen spaces, community meeting rooms, genealogy research center, used bookstore and café. At the time, the library building and property was owned by the Bentonville Library Foundation; it was leased, maintained and staffed by the City of Bentonville for the purposes of a public library until 2020 when the Foundation conveyed it to the City.

- **Spring 2015 -** The Self-Service Library - Bentonville Public Library partnered with the Bentonville Parks and Recreation Department to install a 'Mini-Branch' Library inside the Bentonville Community Center at 1101 SW Citizens Circle.
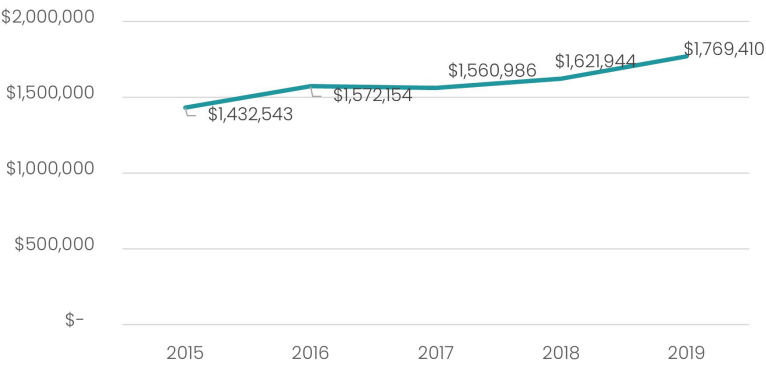
Budget and Staffing

As a **City Department**, Bentonville Public Library is funded by the City of Bentonville general operating fund.
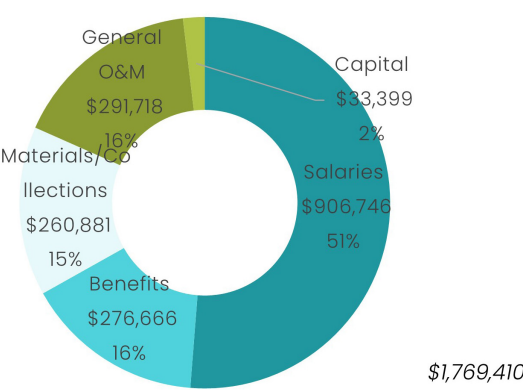
BPL's annual budget of approximately $1.5 million funds library personnel salaries and benefits, operational expenditures and capital purchases.

Expenditures

Past 5-Year Expenditure Comparison

2019 Snapshot Budget

BPL's 2018 expenditures are compared with PLDS reporting libraries (mean average) serving population 25,000 – 49,999. (2019 Summary Data Tables)

BPL is higher in salaries/benefits and collections, but lower in operating and maintenance. As a City department, salary surveys and benefits packages for full-time staff allow BPL to be competitive. O&M expenditures are solely based on need and stewardship of public funds. Collection expenditures reflect the library's focus on materials.

2018 Expenditures	BPL	Other Libraries	Difference
Salaries/Benefits	$1,086,592	$919,135	$167,457
O&M	$ 275,309	$287,508	($6,199)
Collections*	$ 260,044	$146,810	$113,234

*Print, audiovisual, ebooks, downloadables, databases and other electronic formats.
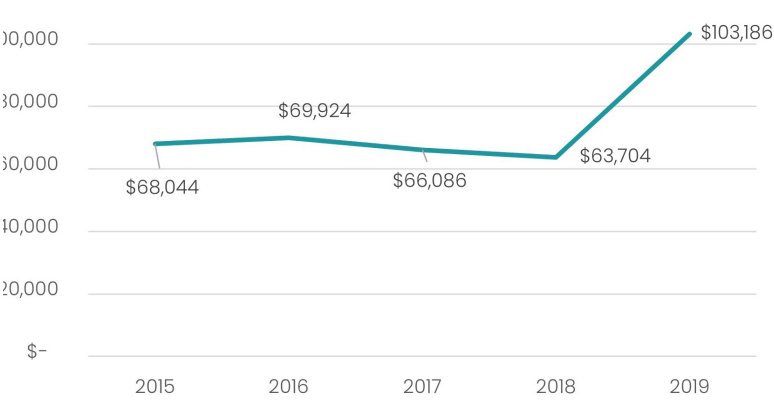
Revenues

Library revenue resources include overdue fines, basic cost-recovery fees, donations and grants. Staff scholarships through the Arkansas State Library are included as revenue and expended to the award recipient.

When applicable, City Impact Fees for the Library are reflected in revenue to offset growth-related capital expenditures.

Rental payments from the café vendor are also counted toward library revenue; a flat monthly rate adequately compensates the City for use of its property.

Past 5-Year Revenue Comparison

2019 Revenue includes a charitable trust gift to BPL

Supplemental financial support is provided by the Bentonville Library Foundation and the Friends of the Bentonville Library. For 2019, additional donations, sponsorships and contributions supporting BPL were valued at $205,356.

Library personnel are employees of the City of Bentonville. BPL employs 35 staff equaling 22.40 full-time equivalent (FTE). Thirteen are full-time working 40 hours each weeks and are eligible for benefits; the remaining 22 are part-time staff working 16-18 hours per week.

2021 BPL Personnel [22.40 FTE]

- Librarians
- Full-time Paraprofessionals
- Part-time Clerical Staff
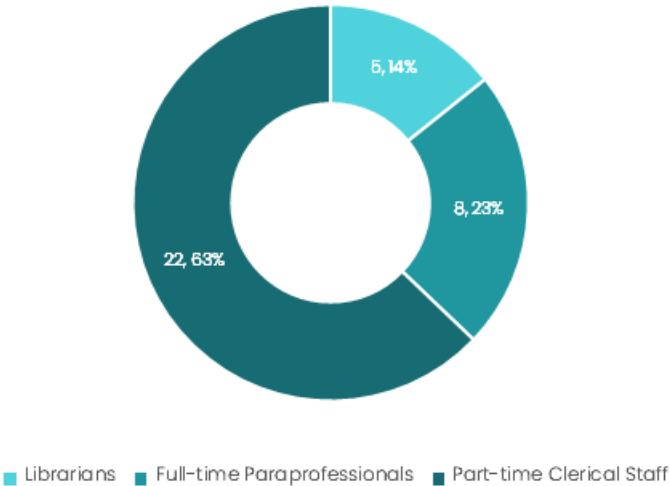
The number of professional librarians is below regional and national benchmarks for a library and city of our size. Five (5) librarians, including the library director, are considered administrative positions responsible for many facets of public service. BPL librarians comprise 23% of FTE staff, compared with the national average of 29.2% librarians to FTE (2017 PLDS: Characteristics and Trends).

When comparing professional positions to our regional library peers, informal survey results are included as an item of general information.

2021 NWA Librarian Positions

- Bentonville
- Fayetteville
- Rogers
- Springdale
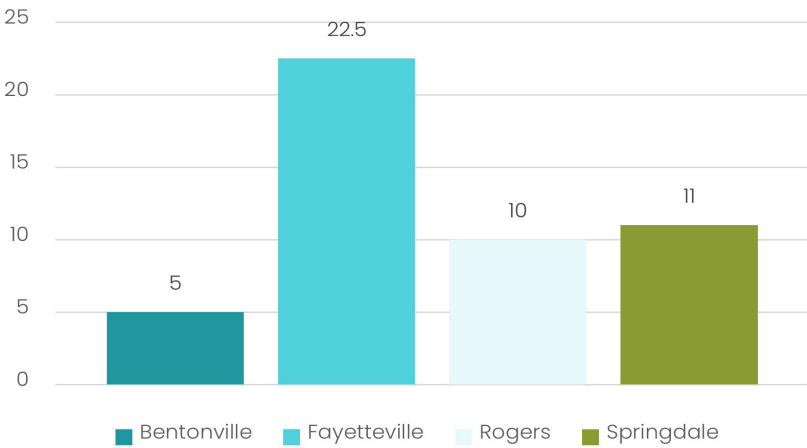
Staff Hours

The number of staff hours budgeted per year includes number of people, their scheduled work time and public service hours of the library. BPL is comparable with support staff, but below standard for librarians. (2019 Summary Data Tables).

2018 Staff Hours/YR	BPL	Other Libraries	Difference
Librarian Hours/YR	10,400	13,856	(3,456)
Other Staff Hours/YR	33,852	33,700	152
Total Staff Hours/YR	44,252	47,556	(3,304)

2019 Personnel
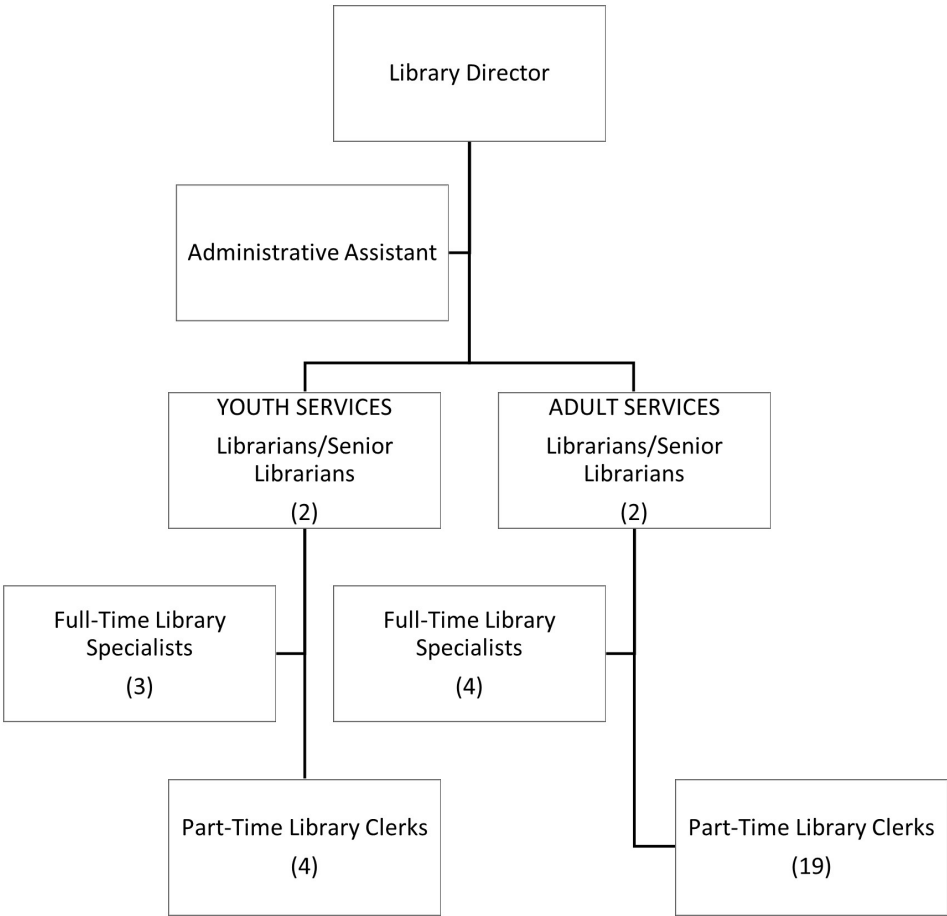
BPL Needs Assessment
Facility Review

Built	**Bicycle Score**	**Monthly Average Visits**
2006	84	26,667 visits
Size	**Nearest Dedicated Bike Lane**	**Monthly Visitors/SF**
38,500 square feet	in parking lot	0.7
Walk Score	**Transit Score**	
77	N/A	

Resource use
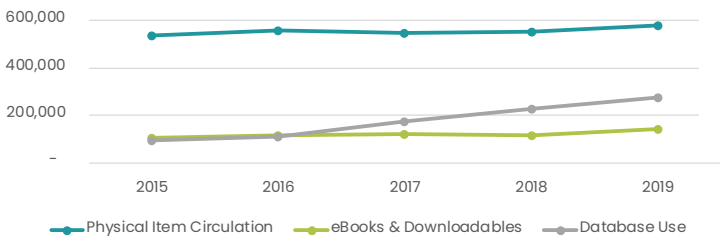
Visits, circulation and program attendance
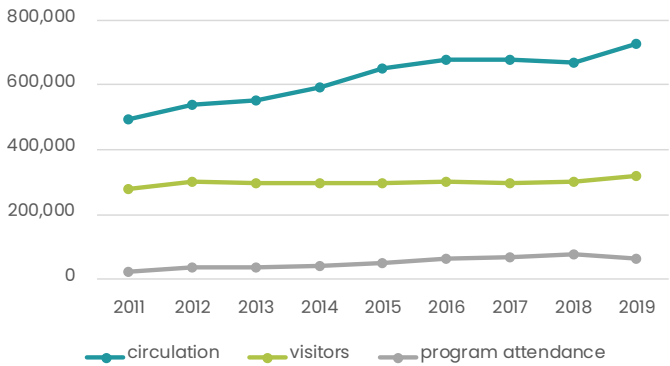
Collection + circulation growth
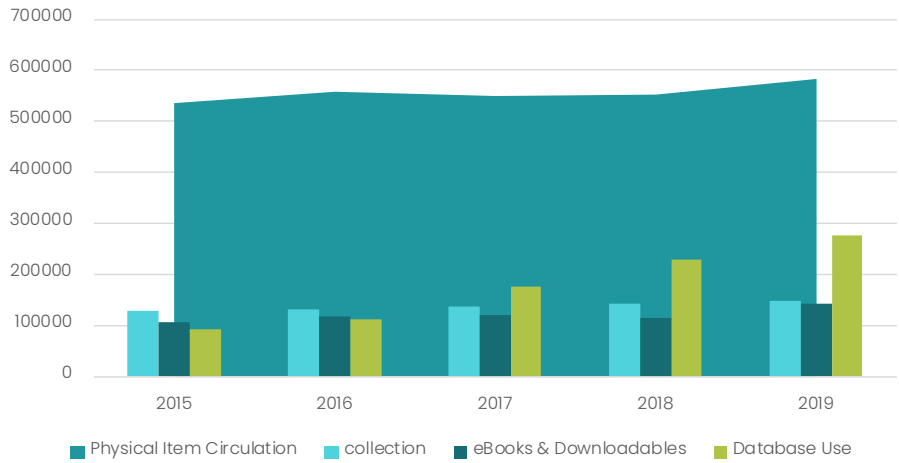
The following is a collaboration between BPL and MSR on an assessment of current spaces with a detailed review provided by HP Engineering.

Assessment Takeaway

Use of Library Spaces & Challenges that are ongoing include the following key areas:

- Facility changes allowed BPL to be more flexible and provided some improvement for a short time.
- Crowded conditions in the children's department are a sustained problem.
- No quiet library areas; the library is very noisy, especially when there is a lot of activity.
- Meeting rooms are used as programming spaces for library events and by community groups and are often not available.
- The Friends bookstore is overcrowded.
- The café space requires a vendor to be a facility amenity for library patrons.

- Lack of adequate parking is a problem at BPL and downtown.
- Staff are sharing offices and need more space to maintain patron privacy and efficient work flow.
- The entrance is detached from the front desk and can be congested for programming.

Existing Library Program:

meeting room	1,100 SF	(1) 8 person, (1) 25 person
large meeting room	2,125 SF	(1) 150 person
staff	5,050 SF	(4) offices
youth collection	3,300 SF	
youth study	240 SF	(5) study rooms
youth staff	625 SF	(2) offices
storytime	230 SF	
activity space	240 SF	
teen	1,270 SF	
adult	13,000 SF	
genealogy	770 SF	
adult study	570 SF	(6) 1-2 person, (2) 4 person
friends store	200 SF	
other	9,780 SF	

total building **38,500 SF**

Existing Library Plan:
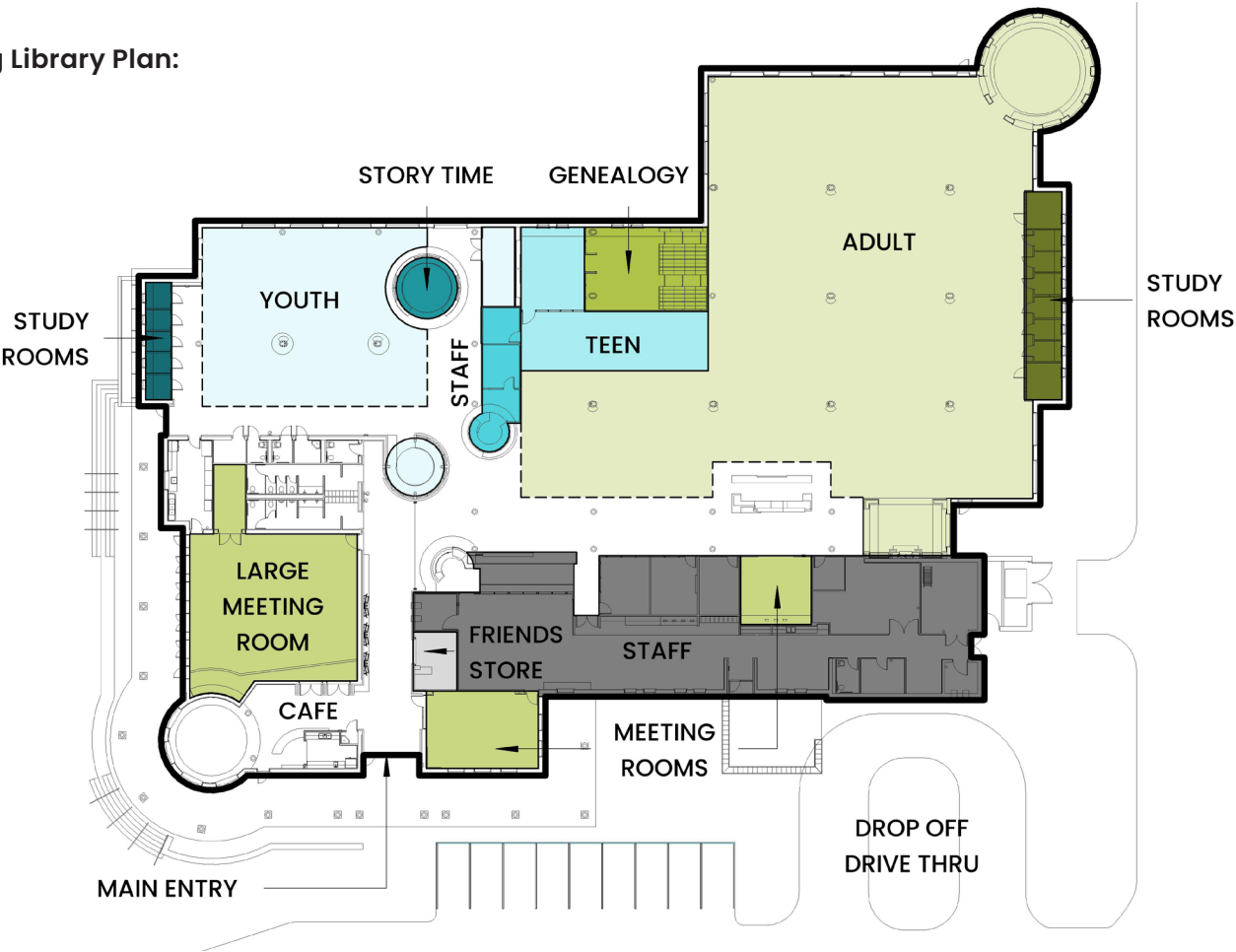
Site Plan:

Bentonville Public Library was completed in 2006 and designed by MSR Architects.

Downtown Location / Site

The library is located on an irregularly shaped site that has changed over the last year. The pink dashed line on the previous page shows the now enlarged site boundary used in the study. The site slopes in the north west corner. There are utilities located under SE 4th Street that would need to be relocated if the expansion expands to the north of SE 4th Street (which will have to be vacated). A 20' utility easement would need to be located at the back of the site for utility relocation. The area in green would be a potential acquisition to allow for parking expansion.

In 2010, BLF purchased adjacent property at 313 S Main and 312 SE A streets and demolished the old homes on the lots. The lots are north of BPL, across 4th Street and surrounded a neighboring beauty/barber shop. The existing library property and facility located at 405 South Main Street was purchased for $1.00 by the City of Bentonville from the Bentonville Library Foundation. To complement BPL's plan for growth, the Bentonville Library Foundation conveyed additional property to the City of Bentonville for $1.00 and the City purchased an adjacent parcel from a private owner. Total acreage available: 3.976 acres.

Downtown improvements along Main Street are currently being investigated. The library should work with the City to ensure continued and improved access to downtown and incorporate more street parking near the library.

Landscape

The site is well maintained and includes mostly turf and some large and decorative trees that should be preserved. Exterior lighting is adequate for safety at the entrance. Further lighting could be supplied at the sides and back area.

Exterior

The exterior of the building is a low-maintenance brick and stone masonry and painted steel accents. The windows are thermally broken wood windows with insulated glass. The roof is a typical EPDM roof system.

Interior

The floor is slab on grade with areas of terrazzo, carpet and linoleum with accents in brick and wood with coved terrazzo or wood base. The 2x2 exposed grid ACT is original and in good condition. Doors are solid core wood doors in hollow metal or wood frames.

Public Spaces/Programming

Several property, facility and capital issues were identified in a 2010 Library Document entitled "Executive Update." Some issues were addressed through minor renovation or targeted projects, such as: expansion of the Read Aloud space, additional parking and storage, facility maintenance and furniture repair. However, many facility challenges remain – particularly, with regard to public areas, parking and use of space.

The public spaces are well maintained and aging well. The quality of light is good and was commented on often during stakeholder interviews. The following will go through specific spaces and address specific program and space characteristics.

The Bogle Family Children's Library

The highest reported activity is in the Children's Library. Prior to 2010, the Read Aloud area for storytime was constructed of a round sitting area with walls and windows. The Library Foundation received a grant that allowed for minor construction to remove the walls. This opened the floor plan and provided a more comfortable environment. The craft area was also extended during the project.

Providing much-needed relief, the remodel created more open floor space. Sustained high-use and program attendance reaching maximum capacity, particularly in the children's department, continues to challenge BPL.

There is a lack of storage and access to sinks for craft classes. The tween area is underdeveloped and storytime flows into the collection making browsing difficult during programs. The lack of enclosure around the story time room creates noise issues for the other areas of the library. The craft area is too small for some programming and is open to adjacent carpeted areas.

The study rooms have limited visibility for staff.

Teen area

The teen area is adjacent to the genealogy department and near the large print collections, and includes Young Adult (YA) collections and the Teen Zone. The Teen Zone is a meeting and event room for teens, and also holds the YA media and foreign language collections. The Teen Zone is small, and several teen programs have outgrown the limited space. The room itself has aged well and is in good condition but there is a lack of branding that this is a teen space. There are no dedicated teen study rooms. The teen area is not easily accessible by the children's library, causing a disconnect of collections, staff and volunteers within the Youth Services department.

Adult stacks and study

The adult area has study seating, computers, collections and some lounge seating in an open floor plan. Collections are commonly placed on both the top and bottoms of the 78" high sections of shelving. The collection continues to grow each year and needs to be accounted for in any growth plan. There are large, 8 person study tables that are rarely fully occupied. The study rooms are tucked away to the side and have access to natural daylight but have low visibility to staff with only a half window on the doors. There are poor acoustics between study rooms and between the study rooms and public space. The diagonal lighting offers flexibility of the floor plan and ample light; However, lights should be updated for energy efficiency and BPL is planning a LED conversion in 2021. At the time when this library was built access to outlets was not a primary concern; however in the current day there is a lack of access to outlets. The fireplace and sunroom offer some lounge seating and are commonly sought out.

Staff Space

The staff area is broken up into two locations in the library. One area is the youth services - including the teen librarian which is detached from the other youth services area. There are currently two work stations that are within the children's area. The workstations have good visual access but also can lead to disruptions during the work day. The configuration does not allow for easy integration of teen volunteers. Checkin and storage for volunteers should be included in future programming efforts.

The second is the larger area near the front of the building that includes the staff entrance, mechanical, storage, receiving, lounge, private offices, workspace, sorting and the Automatic Materials Handling unit (AMH). There is one separate staff restroom in this area. This area is land locked in the building with the exterior wall to the south and the skylight at the front desk. There is an interior and exterior book drop, both with a three bin AMH. Both AMH areas are undersized and the bins / rooms can get overwhelmed. The staff lounge is small and gets congested during lunch time with only one microwave. Staff requested that there be more space for quiet time during break. The staff has access to a single restroom and it currently does not have a shower. Offices are shared and can cause disruptions in work flow when one person needs privacy during the work day.

Built ins are located throughout the staff areas. It was commented that these do not allow enough flexibility of space. A more modular system / furniture solution should be used in future renovations.

The staff storage room is currently used for staff, janitorial supplies, and the Friends storage and sorting. It would be best if Friends storage and janitorial could move to other spaces to allow better use of the existing room. This will be further explored on a future page. Increasing storage needs for larger collection items (the library of things) needs to be accounted for in future expansion.

The staff area needs to grow and should consider taking over the Haney room and potentially the Friends store and Rotary room and relocating those rooms in expanded or renovated areas. This would be a more efficient and effective use of space and avoid a small expansion on the south side of the building that would not be cost effective.

Meeting spaces

Bentonville Library offers free meeting room use to local nonprofit organizations, businesses and educational institutions. City functions, such as staff training, public meetings and expos are held in the library meeting rooms as well. The library has established meeting room policies, procedures and forms that guide management of meeting room usage. Cost-recovery fees to use meeting rooms are being considered in the future.

Meeting spaces at the library are functional, versatile and well-used by the community.

- Walmart Community Room: 165 occupancy, auditorium style with access to a storage room and kitchen
- Rotary Conference Room: 40 occupancy, conference style
- Haney Family Conference Room: 15-20 occupancy, conference style
- Additional gathering spaces used by patrons and small groups include the Sunroom, the Teen Zone, the Fireplace Room, the Café Space, the Veranda outside and general seating/tables in adult and children's areas.

In recent years, the library is regularly reserving the meeting rooms for programs, clubs and events to accommodate larger crowds at library offerings.

The library's one-two (1-2) person private study rooms are highly-used in the adult and children's spaces. Small group study rooms accommodating four people are highly-used as well. Anecdotally, the library's study rooms are ideal spaces for studying, tutoring, business and other personal uses, however, they are not sound-proof rooms, so they are not considered quiet spaces.

Meeting rooms function well as sized, however the Walmart room is at times too small for program sizes and need is greater than supply for all room sizes. Storage for the Walmart room is too small to allow the various furniture set ups. The catering kitchen is rarely used for events and can be used as storage and disinfecting materials for the children's area.

Access to the outdoors is possible and used at times. Easier access could be beneficial.

The Sunroom is not available for reservation but is used as a meeting space for book clubs and game night. It can be a noise concern for the library and could be enclosed with glass and glass doors in the future.
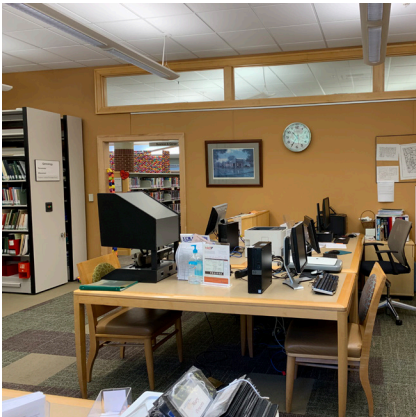
History and Genealogy

A small genealogy and local history center, staffed by volunteers serves patrons who are researching ancestry or local history of the area. It houses archives of the local/regional newspaper on microfilm. The area also includes compact shelving and the room can be closed but is not locked during library hours. Workstations and miscellaneous equipment is located on a central collection of tables and chairs. There is limited room to lay out materials. Relocating compact shelving in future plans should be avoided if possible.

Book store

'Read It Again' Used Bookstore – a small bookstore that is operated by Friends of the Library volunteers allows patrons to purchase inexpensive books. The materials fill the wall-mounted shelves and overflow on carts that are inside the store, and outside the store in the main foyer. The bookstore is cramped, and it is a popular amenity with patrons. The entry of the library can be congested - the overspill of the book store contributes to this. WiFi is noted as inconsistent in the area.

211 Cafe

Café services are provided at BPL through a formal RFP procedure and rental arrangement with a private business owner / vendor. For several months, the library was between renters and the café amenity was missed by patrons and staff. The café is also noted as a favorite option in most every stakeholder group. Current policy is to allow beverages and light snacks throughout the library. Currently, 211 Café provides a variety of beverages, baked goods and sandwiches.

Bentonville Library Foundation Office

The Executive Director of the Bentonville Library Foundation has a small work area that is barely adequate for one part-time staff during a quiet phase of development work. The Library Director's office and public meeting rooms must be used for meetings with stakeholders.

Facility Maintenance: Janitorial, Maintenance and Storage

When the library was built, space for janitorial and storage was inadequate. BPL has a small storage room at the City of Bentonville Utility Drive-Thru facility across the street for items not used frequently: special event supplies, archived files, surplus items waiting for auction and facility materials (carpet squares, ceiling tiles, spare shelving and light fixtures).

As a public facility with high use, ongoing maintenance and improvements at BPL are vitally important. Most projects are absorbed by the City of Bentonville's budget process. Routine cleaning, maintenance and repairs include, but are not limited to: janitorial services, specialty cleaning, facility upkeep, furniture and fixtures, grounds maintenance, contracts for technical services, safety inspections and major repairs. These responsibilities are performed by library staff, city staff and/or contracted professionals.

Public Parking

High vehicle traffic and **limited parking** is a common daily problem at Bentonville Public Library.

High attendance at library programs or large meeting groups continue to max-out the library's parking lot. Two parking options added since 2010 include a small staff parking lot on the north side of the library and overflow parking available at the City of Bentonville Utility Drive-Thru facility across the street.

The library's public parking lot is used by others for non-library activities. Anecdotally, these include but are not limited to: residents in adjacent apartments, customers and staff at nearby businesses and restaurants, attendees at First Fridays, Farmers Market, holiday parades, runners and cyclists accessing the trail or participating in events, among others.

While our city is more pedestrian and bicycle friendly through the development of local trails - parking is challenge throughout downtown Bentonville today. In the Bentonville Community Plan, several sections discuss parking in relation to access and mobility. A map proposing parking structures to better serve the "Heart of Downtown" is also included as an illustration. In 2019, the City of Bentonville issued a Request for Qualifications (RFQ) to professionally assess and advise solutions to the downtown parking problem.

2017 Facility Update

Bentonville Library Foundation funded a project to reconfigure or "repurpose" specific areas of the library to make best use of the existing floor plan.

Collections were relocated, services were combined, a conference room increased in size and technology changed. These modifications improve connectivity of related spaces, allow library staff to share resources and enhance how patrons navigate the library. This has increased the function of the library but the library continues to outgrow these spaces.

- The Genealogy & Local History received a new entry, a custom cabinet and decreased in size

- The Teen Zone was relocated to the former genealogy reception area to be near the Children's Department creating a natural progression for "Youth Services," allowing teen volunteers to be close to the children's area

- Due to declining use, BPL removed several public computers in adult, teen and children's departments

- An active learning space for toddlers and preschoolers with an iPad kiosk and other hands-on learning tools was created in the Kid Tech area

- Copy/Print station was moved to the public floor for efficiency

- A larger conference room was designed in the former copy/print room

- Staff spaces and offices were reconfigured to accommodate BPL's existing headcount.

Shelving

- In April 2019, Bentonville Public Library expanded its shelving for library materials by adding over 400 shelves to accommodate growing collections. This budgeted capital project provides a 10% increase in shelves and makes good use of available square footage inside the library.

- After the shelves were installed, staff shifted more than 80,000 items to spread specific collections across the new sections of shelving.

- A small "tween" area was created in the Children's Department during the shelving expansion

- BPL continues to monitor the use of physical materials versus digital resources and allocates resources accordingly

- Media is currently located on standard shelving and can be hard to browse for the patrons and hard to shelve for library staff.

Mechanical, Electrical and Plumbing (MEP) Review

Introduction

HP Engineering performed a comprehensive analysis of the existing MEP systems at the Bentonville Public Library. This analysis included the following:

- Comparative review of existing installed for code violations.

- Identification of any obsolete equipment that cannot be easily repaired or maintained.

- Identification of any damaged equipment.

- Evaluation of the capacity for expansion in the existing infrastructure.

This report includes a detailed presentation of all issues that were identified from our analysis, as well as solutions for remediation.

Overview

The Bentonville Public Library was originally constructed in 2006 and has undergone a few minor remodels in the years since.

HVAC and Plumbing

The existing HVAC primarily consists of a Trane 75-ton gas fired Multi-zone VAV packaged unit, Trane 30-ton gas fired Multi-zone VAV packaged unit, Trane 10-ton gas fired constant volume packaged unit which appear in good working condition, but are 14 years old and near the end of their expected life. Additional capacity will need to be added for the proposed NW expansion - our recommended would be an additional rooftop VAV air handler. Further investigation will be required to confirm but it does appear that the existing HVAC has the excess capacity to serve the proposed SE expansion with additional VAV boxes. Existing BMS controls are Trane Tracer Synchrony and are sufficient for expansion to existing systems.

The existing 4" sanitary sewer service exits the building on the south portion of the east wall. This is potentially a concern for any added plumbing to the NW side of the building. The as-built drawings show a sanitary depth of -2.00 feet on gridline P-3. Further investigation (GPR) will be needed to determine if a new sewer tap will be required.

The existing 6" storm sewer lines exit the building at various locations including at and north walls where expansions are being proposed. These will potentially need to be relocated as a part of the expansion.

The existing 1 1/4" medium pressure gas line is fed from a meter on the east side of the building. Most likely the existing medium pressure gas lines will not have capacity for the new expansion's HVAC, therefore a new line will need to be installed from the existing meter.

The existing 2 1/2" water service is fed from a meter on the southeast side of the building. The existing water service will have sufficient capacity for the new expansion's proposed restrooms therefore a new line will only need to be extended from the existing NW restroom group.

The existing 6" fire suppression service is fed from the riser room on southeast corner of the building. The existing fire suppression system will have sufficient capacity for the new expansion. The FDC is located on the Northeast corner of the building. Fire department access to this FDC will need to be coordinated with the proposed expansion plans on the NE side of this building to avoid relocation of the existing FDC.

Electrical Distribution

The building is electrically serviced by the Bentonville Electric Utility Department. The utility transformer is 500kVA and is located at the southeast corner of the building. The service is 1200 amps, 480Y277V 3ph. The Main Distribution Panel (MDP) is 1200 amps, 480Y277V, 3ph and is located in MECHANICAL 157. Branch circuit panels and transformers are located in MECHANICAL 157 and ELECTRICAL 160. The electrical distribution equipment in general is in above average condition. Peak demand as provided by the utility company is approximately 222kVA, or 268 amps.

Overall, there is minimal spare physical capacity for additional circuit breakers. While it is a possibility that there is sufficient electrical load capacity for the addition, physical capacity may not be sufficient for additional circuits, circuit breakers, and/or feeders to new panelboards. Options will be evaluated further during the design process.

Telecommunications

The telecommunications service entry and backboard are located in MECHANICAL 157. Data drops and floor boxes are located throughout the facility.

Interior Lighting and Controls

Lighting fixture types consist of a variety of linear direct/indirect pendants, 2'x4' troffers, various sized downlights, decorative pendants, decorative wall sconces, and track lighting. Lamping types primarily consist of linear fluorescent, compact fluorescent, metal halide, and incandescent. All interior lighting is controlled via a lighting control relay panel. Various areas are also controlled with local controls, which consist of manual switches and occupancy sensors. All fixtures are in good working condition.

Exterior Lighting and Controls

Lighting fixture types consist of parking lot pole lights (approximately 30'), building mounted decorative wall packs, bollard lights, and ground mounted floodlighting for the monument sign. All fixtures were originally controlled via timeclock; some fixtures have been converted to photocell by the City Public Works department.

Emergency Lighting and Exit Signs

Emergency lighting is accomplished with integral batteries within the lighting fixtures. Exit/Emergency combos are used for exit lighting.

Fire Alarm System

The facility is monitored by an Addressable Fire Alarm System. The fire alarm control panel (FACP) is located in MECHANICAL 157. Notification devices and pull stations are located throughout the facility. The FACP indicated normal operation of the system. Further evaluation during the design process will be required to determine the capacity for expansion of the system.

Access Control

There is one electrical access control point located at the door into STAFF ENTRY 150.

BPL Needs Assessment
# BPL Usage and Trends

Assessment Takeaway

The following graphs are based on information provided by BPL. The numbers go to 2019 as 2020 will not give accurate trending information based on the COVID-19 Pandemic. However the trends should be reassessed in 2021 as COVID may have a longterm impace on various library uses and trends.

- Physical collection is still growing
- Program attendance reflects the highest growth as community participants enjoy the library's offerings. Programs are offered for babies, toddlers, preschoolers, tweens, teens, adults and families
- Meeting room use has gone down due to more rooms being available to the community outside of BPL and the limited availability due to library use of those spaces for programs and staff use
- Computer use is going down; WiFi numbers were not available but it would be assumed that WiFi use is going up
- Circulation of digital content and database usage is on the rise and should continue to do so with minimal access to physical collection due to the COVID-19 Pandemic

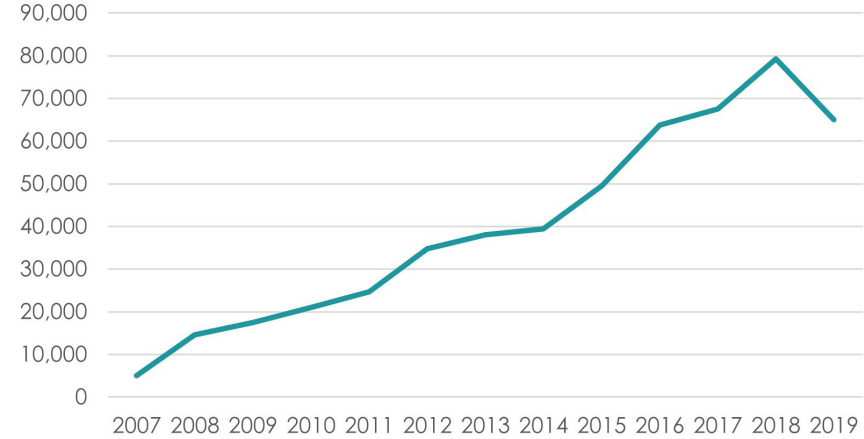The following is a collaboration between BPL and MSR.

Library Visitors
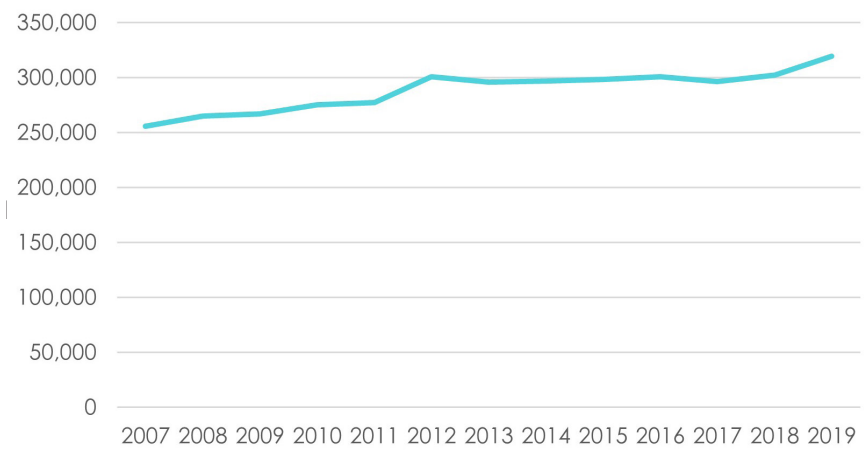
From 2007–2017, 3.75 Million visits to BPL were recorded by the library's automated gates.

Library visits continued to grow in 2018 and even more in 2019 with a count of 319,697, and increase of 25% since 2007. The five year average is 303,551 people per year.

Library Program Attendance

Program attendance reflects the highest growth as community participants enjoy the library's offerings. Programs are offered for babies, toddlers, preschoolers, tweens, teens, adults and families.

Library circulation
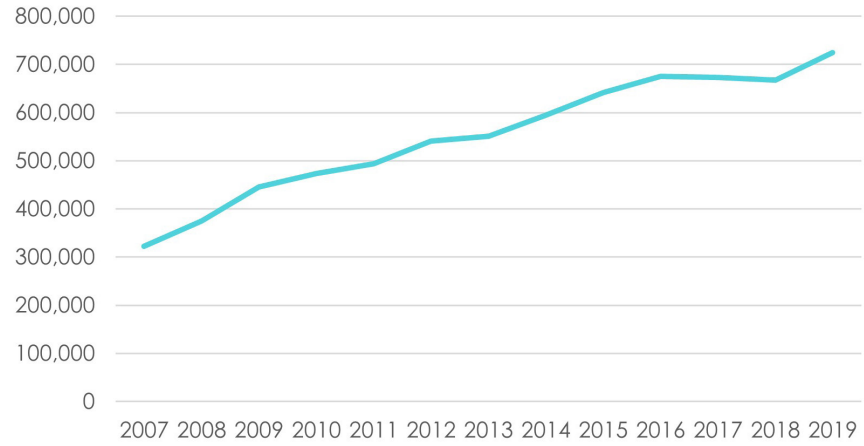
Circulation has continued to go up, outside of the slight fall of 2017 and 2018.

Circulation has increased 125% since 2007 and is at an all time high of 725,056 in 2019. BPL has circulated 7,179,064 items since 2007.

*BPL's circulation figures from 2009-2019 includes digital downloads (i.e. eBook checkouts); it does not include database usage.

Collection and circulation

Collection Size
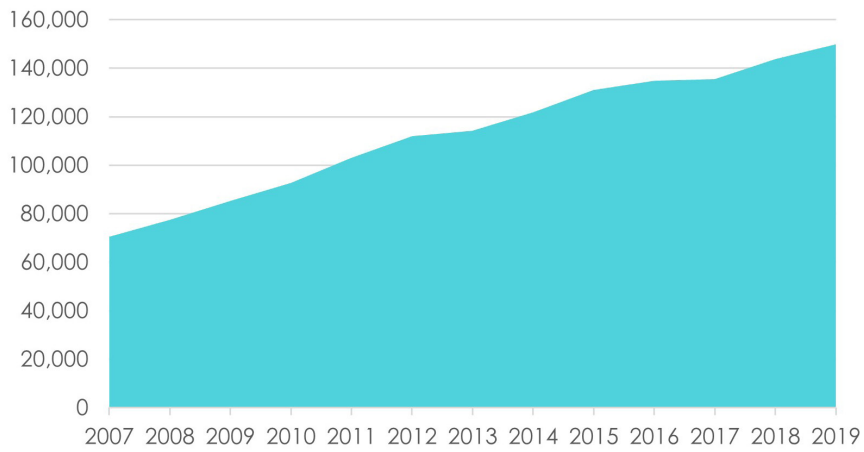
BPL's collection inventory includes physical materials only; it does not include the number of digital materials provided through downloadables or databases.

Bentonville Public Library's collection is valued at approximately $3 Million and has more than doubled in size since the new library opened in 2006. It includes: books, audiobooks, videos, music CDs, periodicals and many special collections including materials at the Bentonville Community Center, tabletop games, technology (laptops and telescopes) and other unique items (fishing poles and book club kits).

Collection Value
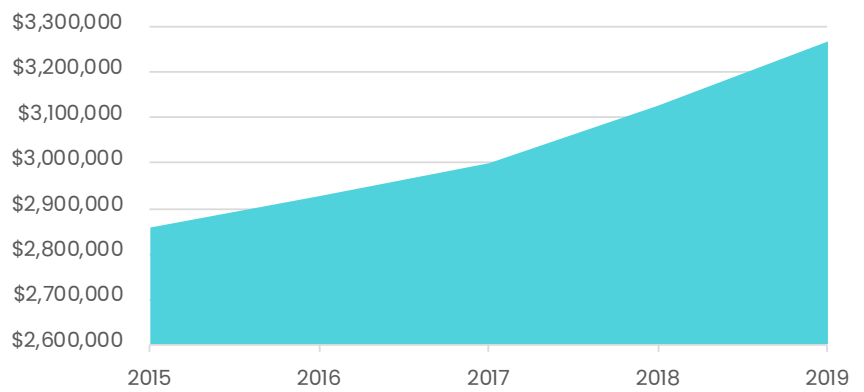
BPL's collection continues to grow and needs to be accounted for in any expansion plans to allow for easy browsing. This trend should be monitored as national trends are seeing a decline in physical materials due to the digital offerings. When physical collection decreases this frees up physical space that allows libraries to offer more collaboration space or other programmatic needs.

Collection vs. Circulation
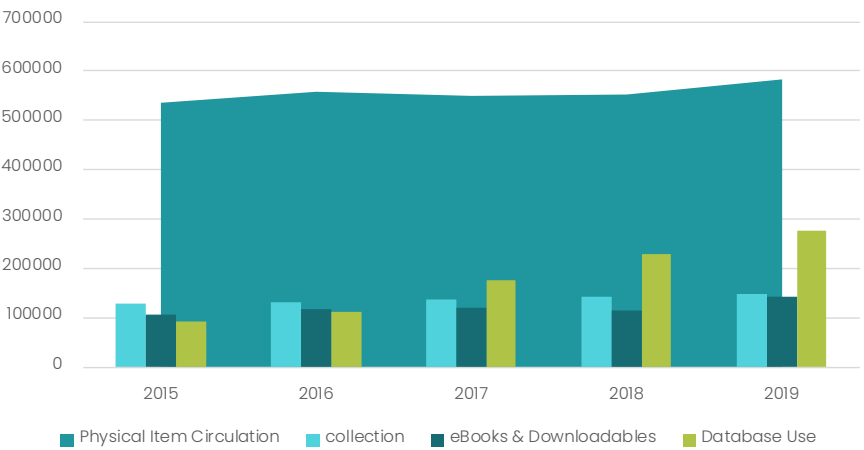
It is important to look at circulation numbers in regards to collection types.

From 2015 to 2019, circulation of physical items went up only 9% while eBook and downloads went up 34%. Database usage went up 201%. In 2017 the library had 30 licensed databases and today it has 43.

BPL total collection by media (2019)

The 2019 Collection Breakdown includes 2,155 physical items shelved in the Bentonville Community Center's library collection. Downloadables include purchase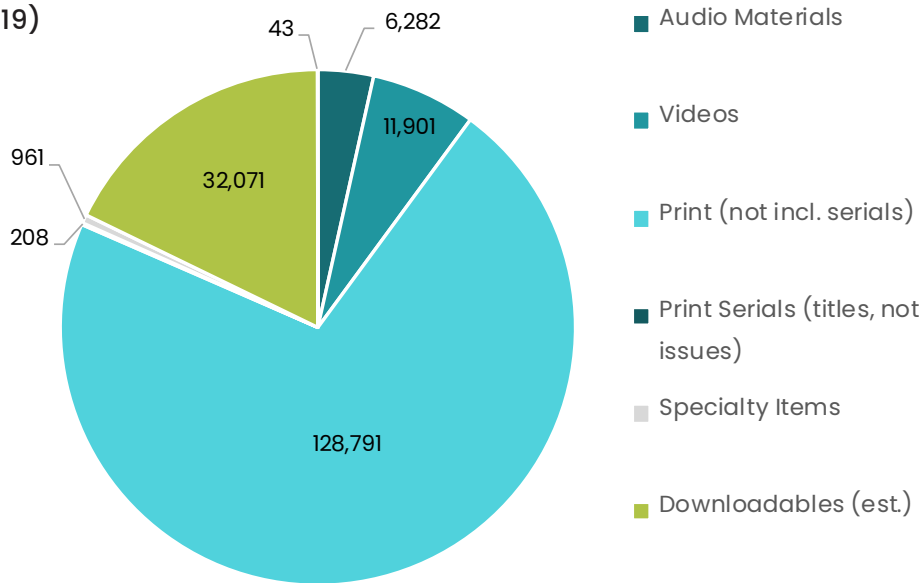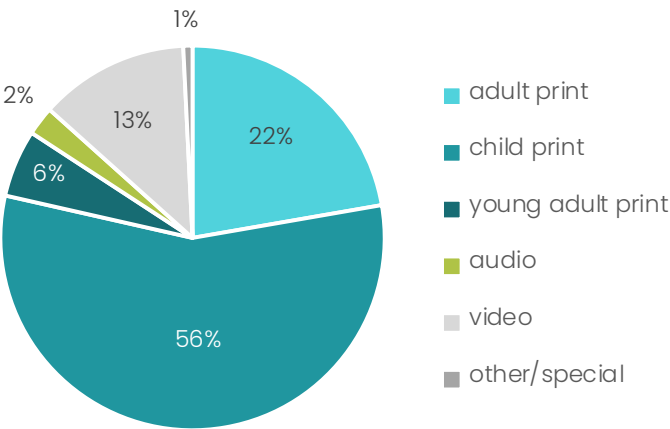s by BPL and services through consortia agreements, plus 43 licensed databases subscribed through BPL's annual budget are added in this Collection Breakdown too.

43
6,282
961
208
32,071
11,901
128,791

- Audio Materials
- Videos
- Print (not incl. serials)
- Print Serials (titles, not issues)
- Specialty Items
- Downloadables (est.)

BPL circulation by type (2019)

The circulation by type shows that children's print is the heaviest to circulate with adult print being second. Those areas of shelving would likely be the ones to increase over time.

1%
2%
13%
22%
6%
56%

- adult print
- child print
- young adult print
- audio
- video
- other/special

BPL children's collection by media (2019)

25,119
5,321
361
327,990

- Children's Print
- Children's Video
- Children's Audio
- Children's Music

BPL adult collection by media (2019)

8,038
1,737
39,204
129,798

- Adult Print
- Adult Video
- Adult Audio
- Adult Music

Top 5 adult circulation (2019)

46,629
41,603
38,362
13,363
10,014

- Adult Fiction (BAF)
- Adult Non-fiction (BANF)
- Adult Video (BAVID)
- Large Print Fiction (BLPF)
- Adult Christian Fiction (BACF)
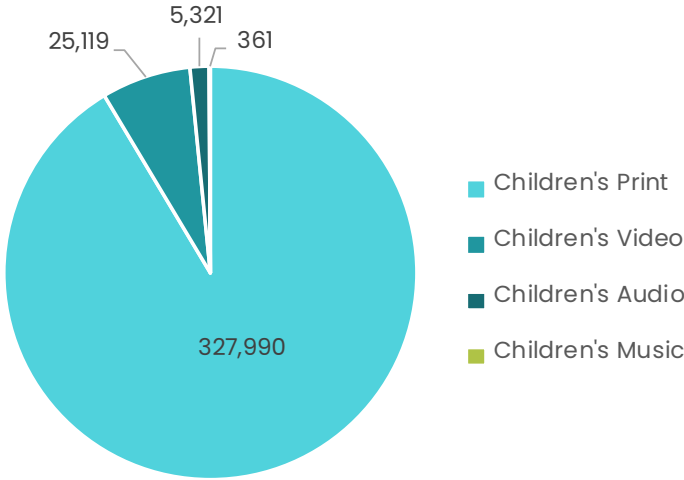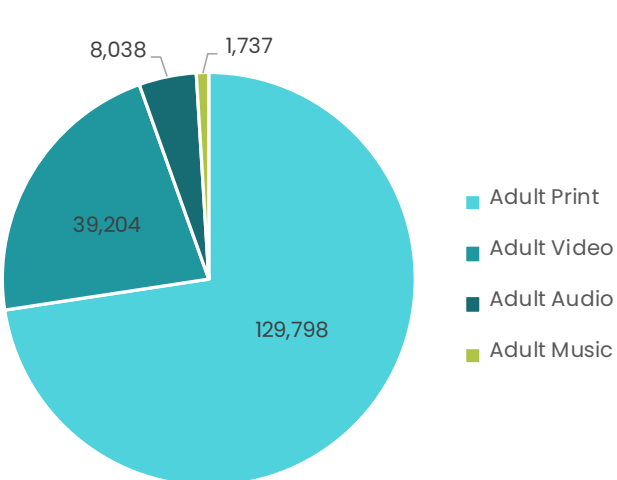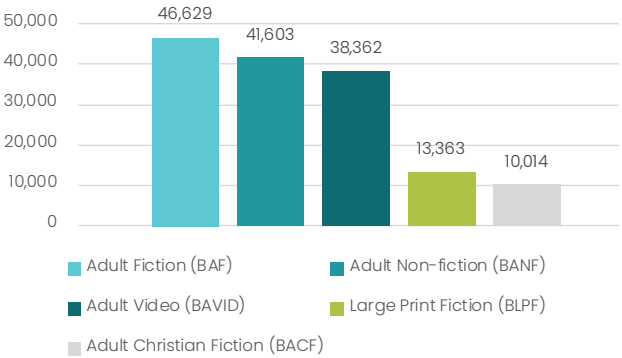
BPL young adult collection by media (2019)

809
6,997
32,969

- YA Print
- YA Video
- YA Audio
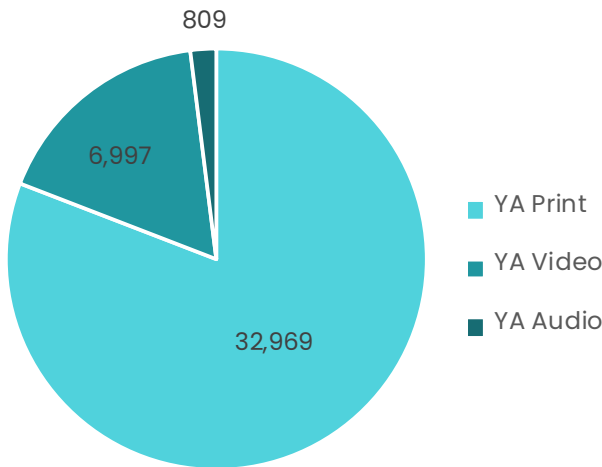
Top 5 young adult circulation (2019)

20338
5882
4236
1502
6990

- YA Fiction (BYAF)
- YA Graphic Novels (BYAGR)
- YA Non-Fiction (BYANF)
- YA Prep (BYPREP)
- YA Video (BYVID)
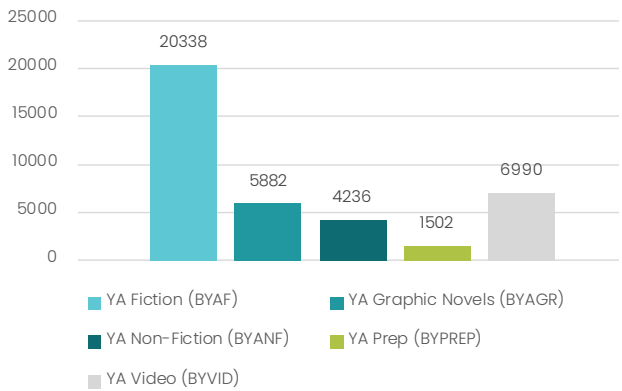
Top 5 children's circulation (2019)

51159
35472
85923
43157
42063

- Easy Fiction (BEF)
- E Non-Fiction
- Picture Books (BPIC)
- Juvenile Fiction (BJF)
- Juvenile Non-Fiction (BJNF)
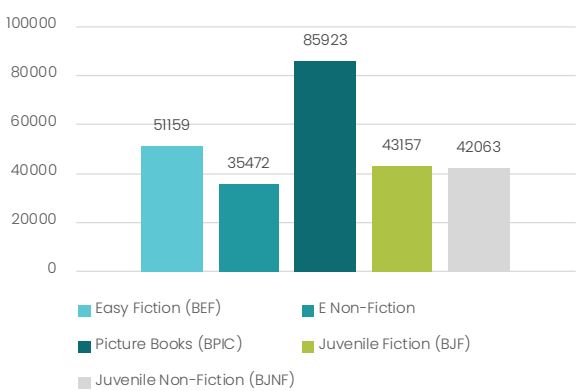
Circulation - digital vs. physical

5-Year Checkout & Digital Comparison

	2015	2016	2017	2018	2019
check outs	536,015	558,076	550,932	554,581	585,199
downloads	105,939	116,658	121,652	114,447	142,207
database	92,228	111,648	175,672	230,124	282,142
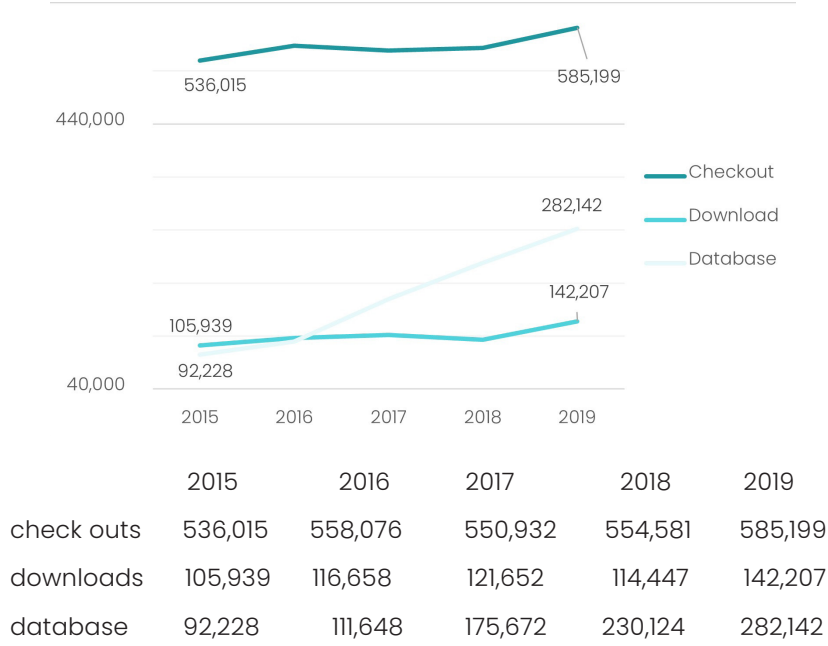
	BPL	National
Checkouts	11.56	10.85
Downloads	2.55	0.84

2018 Summary Counts Report (population 25,000-49,999)

Physical Circulation	BPL	Other Libraries	Difference
Print	448,473	184,184	264,289
CD/DVD	85,102	77,255	7,847
Other	2,606	16,144	-13,538

Digital Circulation	BPL	Other Libraries	Difference
Digital/Elec Retrievals	230,124	55,613	174,511
Elec Circ	114,447	27,531	86,916
TOTAL ALL CIRC	880,752	288,698	592,054

Across five years: BPL's **decline** in traditional materials is **lower** per capital than the national trend; BPL's **increase** in digital downloads is **higher** per capita than the national trend.

Checkouts of physical items continue to increase at BPL, with a steady growth across five years. Totaling more than half a million annually, circulation has increased 9%. In 2017, BPL realized a -1% decrease of physical materials; circulation bounced back in 2018 and 2019.

Downloads of digital materials such as ebooks, audiobooks music, magazines and videos continue to increase. Digital use grew 34% in five years and BPL's highest annual downloads was recorded at 142,207 in 2019.

Database use tripled in use, growing 206%. This is primarily due to BPL's Tech Card program for students and educators in local schools. Database use does not include the Arkansas Traveler Project.

Bentonville Public Library's circulation of physical items versus digital downloads reflects national trends demonstrating a decline in print and DVD/CD checkouts versus an increase in digital downloads.

BPL's use per capita is higher than the national trend in both traditional material checkouts and digital downloads.

Meeting Room Use

Meeting Room Use (2007-2019)

No. of Times Meeting Rooms Used (public)
No. of Attendees in Meeting Rooms (public)
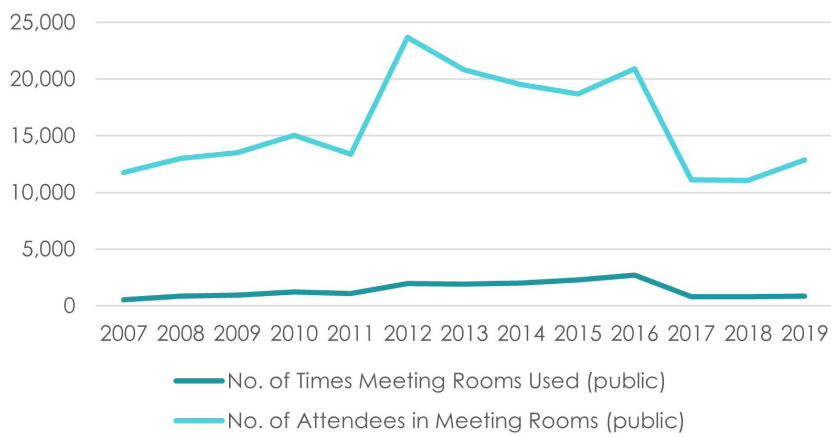
Meeting room use has fluctuated over time; in recent years, meeting room use has decreased due to limited availability because the library's use of those spaces for programs and staff use has increased. Corporate use has fluctuated over time as many places have expanded headquarters; however more businesses are moving into the area that may be in need of off site meeting spaces.

Meeting Room Use (2013-2017)

Tate & Haney   Rotary   Walmart
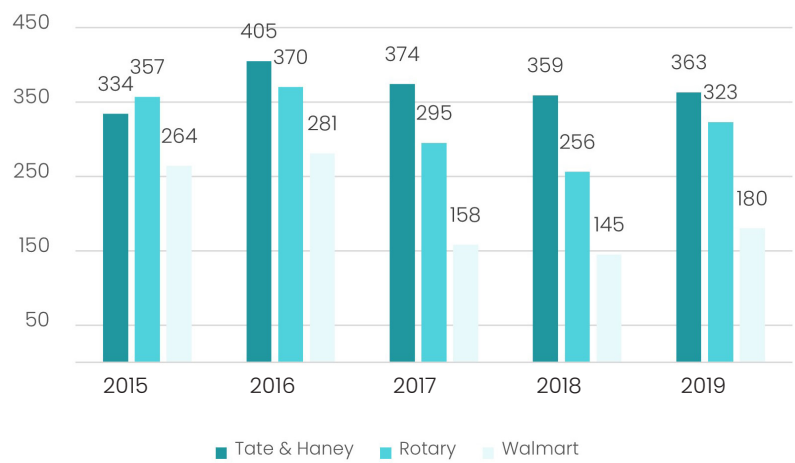
Meeting Room Use by Type

29%
71%
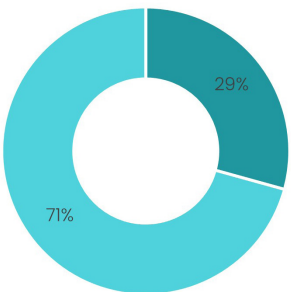
For-Profit/Corporate
Non-Profit/Government/Other

Meeting Room Use

23%
41%
36%
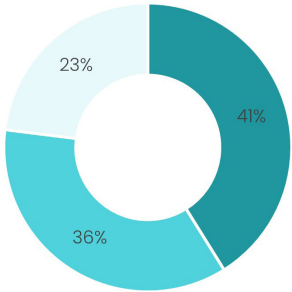
Tate & Haney   Rotary   Walmart

Meeting Room Attendance

11,944
33,395
23,015
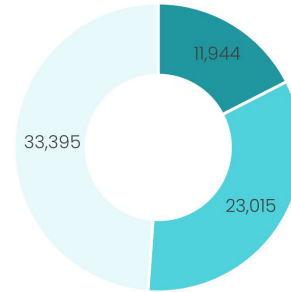
Tate & Haney   Rotary   Walmart

Programs and Services

Programs and services are becoming more important and library / community drivers. Lifelong learning and 21st century skills are now commonplace in most library programming delivering programming to all age levels and including more than just literacy. BPL continues to focus on early literacy and the children's programs are well attended. Other programs include book clubs, art classes, writing workshops and special events, such as Bentonville's Literature Festival and Free Comic Book Day. The amount of programs and services is limited by spaces and the availability of staff.

Program Attendance 2007 - 2019
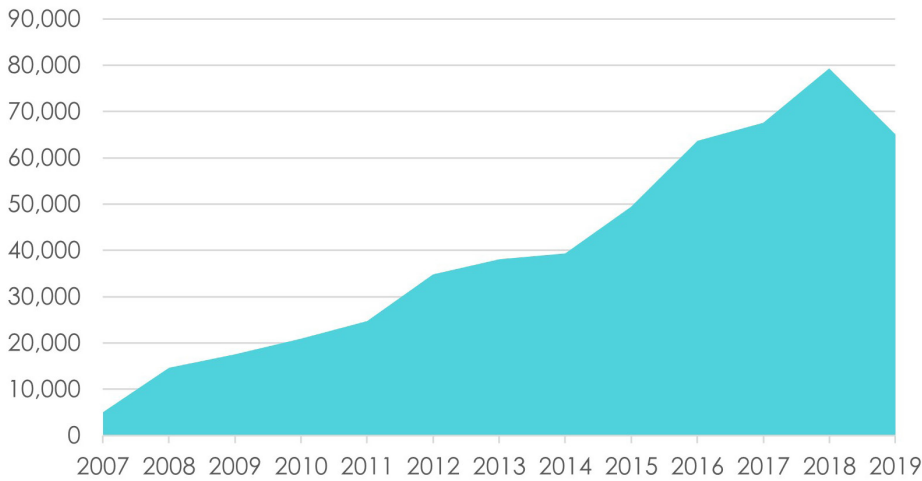
Program attendance has dramatically increased over th last 10 years as seen in this chart. Since 2007 the number of attendants has grown 1191%! with a record of 79,313 people in 2018.

2017 Program Attendance (67,577)

4,310
3,644
6,423
53,200
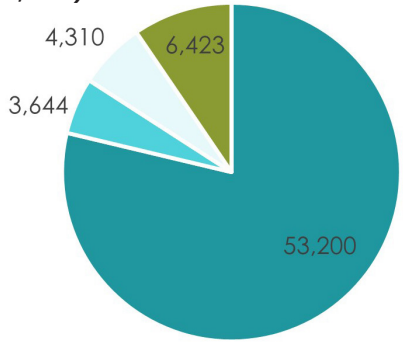
2017 Program Type (1,098)


66
251
781
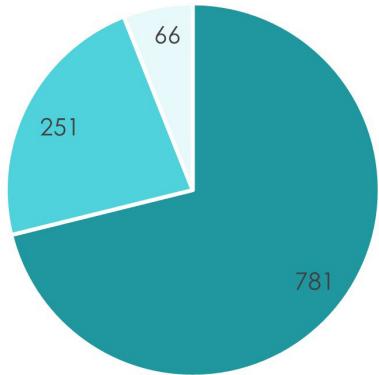
In understanding space needs, it is important to understand program attendance by age group. As demonstrated by these charts children's programs are the most attended and create a large demand on the children's area as well as the Walmart Room.

When evaluating attendance, the number of programs offered should also be considered. There is a decrease in attendance in 2019 but there is also address in the number of programs that count for the decline.

55 fewer teen programs were offered in 2019 due to lack of staff and less outreach to high schools as demonstrated by the graph below.

2018 Program Attendance (79,313)

1,876
14,546
6,370
56,521

2018 Program Type (1,122)

70
248
804

2019 Program Attendance (65,021)

1,797
3,100
3,615
56,509
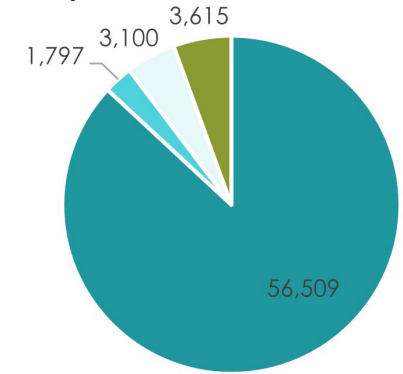
2019 Program Type (996)

86
193
717
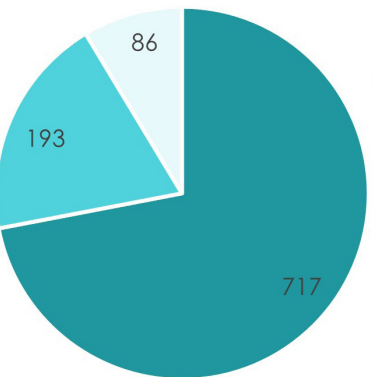
- ■ Children's Program Attendance
- ■ Teen Program Attendance
- ■ Adult Program Attendance
- ■ All-Library Program Attendance/Festivals

Outreach + library tours
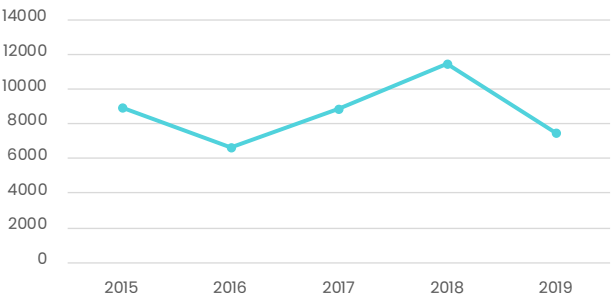
Children's programs offered vs. attendance (2019)

Legend:
- Outreach/Field Trips
- Specials
- Movies
- Passive Programs
- School Age Programs
- Storytimes

Offered: 89, 47, 37, 116, 138, 290
Attendance: 6,747, 5,943, 479, 24,995, 3,427, 14,918

Adult programs offered vs. attendance (2019)

Legend:
- GeekCon
- Outreach/Field Trips
- Staff Assistance - PC, Resume, Proctor
- Specials - Author Visits/Tim Ernst
- Passive Programs
- Book Club
- Programs & Workshops

Offered: 1, 13, N/A, 3, N/A, 13, 56
Attendance: 3615, 698, 75, 475, 850, 237, 765

Teen programs offered vs. attendance (2019)

Legend:
- Volunteer meetings/trainings & Teen Adv. Board
- Outreach/Field Trips
- Specials
- Movies
- Passive Programs
- Programs & Workshops

Offered: 39, 5, 15, 7, 10, 117
Attendance: 187, 75, 156, 103, 24, 1,252

Technology

Technology is an ever evolving part of the library physical space as well as programming. It is a resource that allows a library has to remain flexible over time.

Computer Usage 2007 - 2019
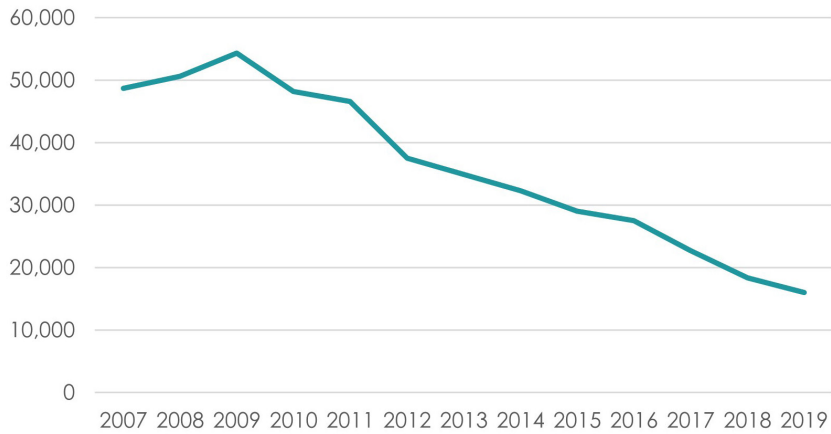
This BPL computer usage graph reflects national trends for computer usage going down. Many libraries of this age were built with a large number of computer terminals that have slowly decreased. However, with that trend, national trends show an increase usage of WiFi. However computer usage will always be a necessity for every library to ensure equal access to digital content for those that do not have their own devices or internet service.
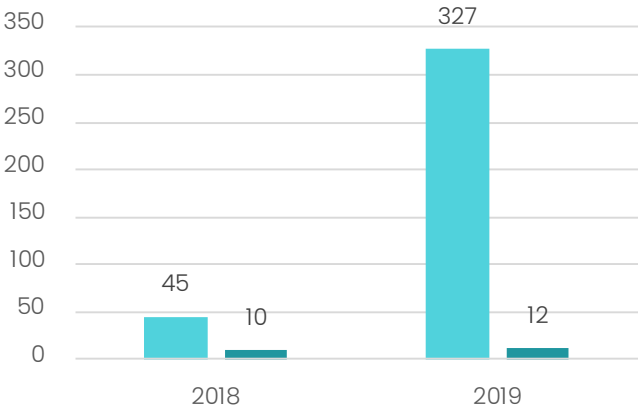
The library offers checkout of digital devices which has increased dramatically from 2017-2019. This trend requires increased broadband capabilities to ensure the WiFi can handle the demand.

iPad (BIPAD)

laptop (BLPTP)
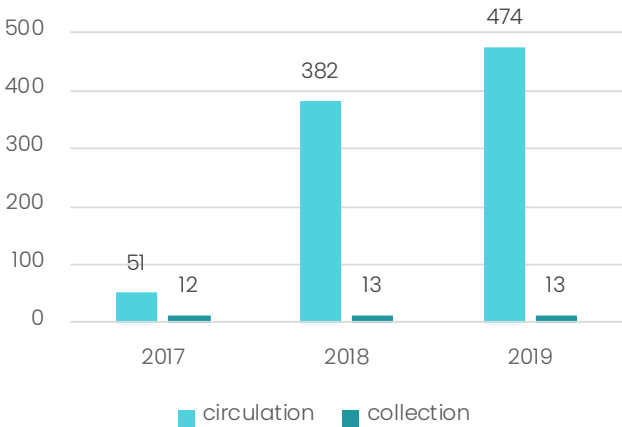
Technology upgrades and offerings

- RFID Library in 2006 with new facility + automated bookdrops
- QuickSort AMH purchased in 2010 to upgrade/replace bookdrops
- BPL's Tech Loan Program began with NOOKs and netbooks in 2010
- Library website and mobile app developed in 2012
- BPL Tech Card program launched in 2014 providing digital content to students
- Library website update in 2016
- Self-check and security gates upgraded in 2016
- Meeting Room equipment upgraded in 2016
- UltraSort AMH upgraded in 2016 to replace QuickSort system in bookdrops
- New microfilm station purchased for genealogy in 2016
- ORION telescopes began circulating in 2017
- New iPads and laptops replaced NOOKS and netbooks in 2019
- iPad workstations for tweens and teens installed for in-library use in 2019
- Library of Things collection expanded to offer new 'things' in 2020 - including coding kits, robots, Go Pro and more technology for patrons to check out
- New mobile app launch in 2021
- Wireless printing and other technology upgrades in 2021
- Integrated Library System upgraded and moved to cloud hosting service in 2021
- Self-check upgrade to include ecommerce payment options are planned for 2021
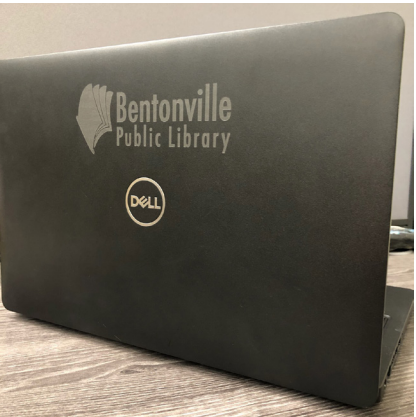
BPL Needs Assessment
National Library Trends

Libraries very much grow out of the communities they serve and vary greatly from city to city and region to region. Within a system a library may change in service model or feel. The following information can help libraries project into the future and see how they compare to national trends. Institutions like American Library Association (ALA) typically provide current information on trends and most libraries follow these organizations closely. The national trends do align with feedback MSR received from stakeholders and our firm's observations with BPL use trends.

- Community hub came up in multiple stakeholders meeting and is trending on the national level of libraries becoming the new community centers.
- Forming partnerships and collaborating with regional institutions is helping libraries increase the community's access to services and information. Bentonville has a wealth of cultural and human services to partner with.
- Equal and free access to information - this includes physical collections as well as digital information. Now more than ever it is also adult programming.
- Increase help in providing assistance to people finding jobs or government information. BPL's programming and relationships have started to address this expectation.
- Convenience and browsing are high priorities which resemble a market / retail environment.

For an extensive collection of case studies, design guidelines, and national trends data see Appendix E.

BPL Needs Assessment
Community / Public Engagement w/ BPL

Assessment Takeaway:

Recognizing that the library's needs are a direct reflection of the community's needs, a focal point of this particular needs assessment was the "Community / Public Engagement" portion.

The goal was to collect, organize and summarize public opinions from a wide cross-section of the community, including a broad age-range, varied socio-economic factors, diverse cultures and ethnicities, plus many community partners that are served by BPL.

BPL and MSR provided 4 touchpoints of engagement in September, October and November of 2020.

- **online survey** (open 10/16/2020 - 10/26/2020)
- **stakeholder engagement**
- **community engagement**
    in-person with interactive boards
    virtual session with digital interactive boards and polls
- **art activity with local artist**
- in-library feedback and BPL surveys (2019)
    included as a reference point; provided by BPL

In addition to standard marketing / communication procedures promoting the online survey and public workshops, BPL mailed over 20,000 postcards to Bentonville addresses. Patrons and supporters were included and the library specifically targeted low-to-moderate income households in town.

The survey responses, stakeholder meetings and community workshops positively influenced MSR's design process and are specifically reflected in the overall recommendations and are summarized below.

- The library is beloved and the collection continues to be a primary draw and will continue to grow.
- Along with books, the community is looking to the library to provide more programs and spaces (interior and exterior) that support lifelong learning, hands-on learning / activities and community interaction for all ages.

- Integration into Bentonville's bicycling and art communities is a big opportunity.
- Adding a "community hub" or dedicated space for learning about what the community has to offer will be a helpful aspect for visitors to the library and tourists of Bentonville.

Online Survey Summary

- 872 people responded to the online survey
- Approximately **95%** of participants that gave their age are **19+**
- Of the participants that disclosed where they lived, **65%** were from Bentonville
- **56%** of participants experience barriers that prevent them from visiting/fully participating in all the library offers
- Several responses requesting **expanded hours** (earlier, later and weekends)
- Interest in **several branches** / library expansion
- Collective desire for:

  - **Maker space** for variety of activities with shared resources + tools. Activities such as sewing, knitting, woodworking, robotics, art classes, cooking and other hands-on learning were mentioned frequently. Maker spaces or rooms dedicated to support a learning environment with storage, technology and flexibility are very popular and common in 21st century libraries.

  - **Outdoor spaces** and connection to nature from the interior (daylight, views, etc.). Many commented about the appreciation for the current building's daylight and expressed desire for more. In conjunction with bringing daylight into the building, there is a desire for more outdoor connections from the interior spaces. These connections can provide spillout and indoor/outdoor experiences. Outdoor programming space was also a very common ask by participants. Spaces for children to play and get energy out, a place for outdoor storytime, spaces for adults to have quiet reading, spaces for

  co-working and social gathering. There is an obvious love for the outdoors and nature in the Bentonville community and the library is clearly a place that the community seeks to enjoy nature.

  - Acoustic privacy / quiet **study** rooms. Many commented on needing separation of active programs and lively spaces from quiet and less active spaces; the children's department in particular. More attention on acoustic performance for study rooms and adding elements into larger areas to mitigate echoes.

  - Adult topical classes for **learning** new skills. Beyond the great interest for hands-on learning opportunities and spaces that support it, the community often offered up the desire for continuing education of all kinds. Foreign language was a top theme, along with genealogy and local history, creative writing and basic life skills.

  - Diversified and increased **collection.** It has been heard loud and clear - the Bentonville community loves books! The future of BPL must take into account

  an expanded and continuously growing collection across the board. See Appendix for more information on specific sub-collections and their trending growth/decline in circulation.

  - **Community** collaboration, workshops and connection + better spaces to support those. The Bentonville community is wonderful and has much to offer. There was a consistent expression of desire to see more partnerships with the library and local organizations. Also a desire for more opportunities and programs for inter-community sharing and learning.

  - Integration of **art.** There were many responses asking for more art in the library. Potential for partnerships within the community along with programs and spaces dedicated to teaching and celebrating art.

Most frequently used words from survey regarding beloved spaces in Bentonville and how the library can adopt certain aspects:

town square   trail system
                                        beautiful outdoor space
nice outdoor space   **bentonville**   outdoor performance area
parking lot   **space** **community center**
bpl space
downtown square   coffee shop   park area
downtown area   **crystal bridges**   outdoor reading space
outdoor music events
open space   **bpl trail library amazeum**   natural space
unique comfortable place   8th st market
natural light **nature** **park** outdoor area bentonville square
quiet place   favorite place   **downtown** walmart museum
                    outdoor trail
outdoor space **square** bike trail community gathering place
outdoor play **kids** crystal bridges trail love crystal bridges outdoor seating
outdoor garden   downtown bentonville   picnic table
bentonville community center   open area

Most frequently used words from survey regarding lifelong learning:

additional educational opportunities
                quiet study area   empty nesting age
special need children   early american history american sign language
basic life skills   **kids**   art class
equipped maker space   **adult**
creative class   adult class **3d printer**   senior training seminar
pottery class   creative writing   virtual music lessons
local history **books**
foreign language   college & tech different language
history of nwa cooking class interesting topic ie cooking class local learning events
knitting   older adult class **library** range of perspective
soundproof music room   **sewing**   arkansas history   second language
books club   **bpl**   rosetta stone
open club meetings- family history   better newer books
future career choice new people free class
crystal bridge
tools share program   earth science experiment

Stakeholder Meeting Summaries

MSR, with the help of BPL Library Director, Hadi Dudley, participated in a series of in-person and virtual stakeholder meetings to discuss library trends, the library's role in the community, how the community can shape and support the library, and what the community needs from the library. The library also met with a couple of key stakeholders and provided MSR with meeting minutes to include in the information gathered. A complete list of participants with complete meeting minutes will be attached as an appendix. The process engaged 128 attendees over a series of 18 meetings.

Realizing that participation may be dampened for a variety of reasons, and in an effort to reach as many perspectives as possible, more than 80 community groups received email invitations to stakeholder meetings. The effort afforded 39 organizations an opportunity to speak up for their clients' interests in an open forum. These conversations reflected the diverse and unique needs of the Bentonville community.

The community partner meetings were held with multiple parties at each meeting to allow cross pollination of ideas. This approach was highly successful and would be recommended for any future stakeholder engagement.

The following meetings occurred:

- Community Partners
  Arts, Culture and Business
  Human Services Organizations
  Educational institutions
  Bicycle Community - via email
- The Library Foundation
- TAB - Teen Advisory Board
- BPL Staff
- Youth Council
- Community Council
- Bentonville Mayor Orman, Debbie Griffin, and Jake Harper
- Northwest Arkansas Genealogy Society

- Friends of Bentonville Library
- Library Advisory Board

Below is a summary of the major talking points, suggestions, and concerns from each of the meetings. MSR conducted all meetings with BPL Director Hadi Dudley present during th entire meeting or there to give an introduction to the project.

Arts, Culture and Business
This dynamic group provided a lot of feedback with the following as major takeaways. The library needs should be driven by the community's needs and a primary goal of the library expansion should be to enhance future collaboration with the many community collaborators / resources. This will amplify and lift all voices and people (especially the

underserved members of the community) and will allow the library to continue to be the hearthstone of the community. The library should provide information and become a resource to both tourist and newcomers about all the great amenities and aspects of the Bentonville community. This allows the library to be supported by the community and allows the library to support the people and organization of the community. Spaces that would allow this to happen would be the following: provide a space for a rotating art show, a maker / activity space that is flexible to allow teaching of art and other types of creative classes. Provide an outdoor space to promote community gatherings along with a garden space for learning. Outdoor habitat should be native and educational. Provide meeting rooms for the community members and nonprofits to gather. Provide spaces for entrepreneurs to meet together and meet with clients. Provide access to equipment that would be too expensive to purchase.

Human Services Organizations
Many human service groups came together for this meeting and provided feedback on how the library can become a link between the community and these organizations and in general continue to be a great community resource for all but especially the underserved communities. Providing access to fast internet / WiFi is essential and providing a computer terminal dedicated or customized to put patrons in touch with all the human services organizations is suggested. Continue to provide free access to meeting and study rooms and provide additional meeting and study spaces in the future. The library should provide a space where someone (2-3 people) could have virtual & confidential meetings. Provide programming with human service organizations and provide that information to all human service organizations to allow the information to get into the hands of those in

need. Work with the city to provide improved access to the library. Provide the following spaces for community at large – art, outdoor play and learning, bicycle support station, and general community gathering.

Educational institutions
Both home schooling and public educators provided feedback on how the library can enhance learning all year round. The existing library has programs and spaces that already enhance the learning community. Both virtual and physical collection and programs are being utilized. The collection could be enhanced by adding more ESL books with side by side translations along with GED prep books. Increased help with technology for both remote learning and job applications. Provide large bandwidth to allow homeschool and distance learning at the library. Study and meeting rooms are in high demand and fill up quickly, provide addition study and meeting rooms – both enclosed and open. Provide a maker / activity space to complement skills / subjects that are taught in schools. Provided a renewed teen and children's area to encourage use of the library outside of school hours and months. The library should pair with other institutions to allow community access to other programs typically only held outside of the library – including business, multigenerational, and cultural learning. Provide space for flexible gathering – this is beneficial to all members of the community.

Bicycle Community
Bentonville's bicycle community was mentioned in nearly every stakeholder meeting and a summary of comments related to bicycling is highlighted below. The library should ensure that there is a safe place for bicycles to lock up near the front door and a safe path around and to the library entrance. The library should partner with community members to provide bicycle related programs

such as bicycle safety and maintenance. Provide the following amenities to increase bicycle traffic to the library: outdoor charging area, water station, and fix it station. Providing places to gather both inside and out is key to not only the bicycle but all community members. Access to food and beverages is a real amenity for cyclists. It should be noted that the library does not want to replicate services already provided but ensure that the community has access to places and knowledge that is not already available to all community members. Promoting other ways of accessing the library will help with the parking congestion.

The Bentonville Library Foundation
The Foundation members enjoy the following aspects of the current space that should be preserved and/or enhanced: Children's programming, the adult collection, the drive up book drop, public meeting spaces, study rooms, access to natural daylight, café, front porch, and general look of the library. They would recommend the following improvements: expanded children's and teen area, larger public meeting room, outdoor learning and gathering spaces, provide a more generous entry, embrace cycling, provide an archiving area and maker space.

TAB – Teen Advisory Board
The teen area is currently next to the genealogy room and in front of the Large Print area. The area can be closed and the collection is housed in the same area as the meeting / study space. The Teen Advisory Board provided the following feedback on the existing teen space and potential improvements. The teens like having their own space for studying and tutoring. The current space can be small especially during Math Mentor programs. The new space should have more study tables, more lounge chairs, and

include white boards. The furniture should be easy to move to allow maximum flexibility for the students to adjust the space. The current technology is good with the addition of one computer terminal or iPad to allow access to the library's online collection. The teens do use the study rooms and it would be good to have dedicated space or provide more general study rooms as they aren't always available when needed. Getting to the library and getting out teen programming (marketing) can be difficult at times. It was suggested to provide lockers for volunteers in the youth services area.

BPL Librarians
The librarians expressed that there are many great features about the current library including but not limited to the following: durable finishes, great natural and artificial light, open feel, the flexibility of the front porch space, and RFID / book drops. In talking with the librarians, the following should be incorporated into future plans: Provide more storage for staff areas as well as program spaces. Both the service desk and youth services desk would benefit from having more selfcheck stations. Meeting and study rooms are in high demand and more of each should be provided – especially in the teen area and for 4 or more people. These rooms should have easy visible access to staff. The large program room should be larger (300 people) and divisible. If possible two meeting rooms the size of the Rotary room should be incorporated. Children's area needs to increase in size with more room for crafts and a separate storytime room to reduce noise and allow easy browsing of the collection while programs are happening. Ensure that the craft area is easy to clean and has access to a sink and storage. A wellness room / sensory room should be provided. Teen area should

be enclosed yet visible with collection outside of the meeting spaces. Increase the amount of outdoor program space and ensure it has access from children's area. The activity zone is used by more than just children and should have its own area and be as flexible as possible for both making and technology learning. The staff area needs more storage, privacy between volunteers and staff, private offices for those that require privacy, a second restroom, and the youth area needs more room as well all youth staff in one connected area.

BPL Staff
The staff expressed, in addition to the items that the librarians noted, that the following are great aspects of the current library: patrons and staff interactions, Library of Things, library programming, and the cafe. The staff noted that the following items should be incorporated in the future plans. The current AMH systems are undersized and can overflow and thus should be enlarged. The drive up should minimally be a 7 bin sorter and the interior a 5 bin sorter. The staff receives feedback that the parking lot can fill up at times and be congested with the many modes of transportation arriving at the front door. More storage is required for nearly every aspect of the library. The collection is growing and currently the shelving is full on both the top and bottom shelf. Movies / media should be moved near the front as this should be quickly accessible for patrons. The current entrance can get congested and the front desk should be modified to provide more eyes on the front door as well as provide a smiling face upon arrival. Since there are generally a lot of questions involving technology, a mobile station near the technology area may help remove congestion at the front desk. More areas for meeting are needed – both enclosed and open. A general comment would be to remove the collection from areas that can

turn into meeting spaces. In addition to the staff area comments above, the staff would like to see easier access from their cars to the building, an enlarged breakroom, a second bathroom with shower, and all the youth services staff to have easy access to the youth area and each other (including teen).

Northwest Arkansas Genealogy Society
Northwest Arkansas Genealogy Society currently has an area in the library that is enclosed but not locked. Volunteers use that space to meet with BPL patrons to answer questions and help with the collection that can not be checked out and remains in the room. The library provides equipment, office supplies, data bases, and compact shelving. The current size provides enough room for the current demand. If possible the following items should be addressed in the library expansion: more storage, update microfilm reader, provide scanner that allows books to be flat on the table, provide additional layout space, two work station terminals, and flat files for maps and other large format documents.

Friends of Bentonville Library
The Friends of Bentonville Library (FBL) are very supportive and work well with BPL. FBL provides grants to the staff and support BPL's needs financially. Their current shop is very small and they are sharing valuable storage space with the BPL staff. FBL also has an off site storage location of 10x10. FBL are working through COVID making use of the outside veranda for pop up sales and the fireplace area for the shop but sales have gone down considerably. A larger store would benefit the Friends by potentially increasing sales. A window display was requested to promote the store and specialty books. Providing storage with good lighting directly adjacent to the store would help both the staff gain back storage and provide flexibility to volunteers allowing sorting during store hours. Better WiFi in the store would

allow for credit card interactions in the future which has been requested by many patrons. Providing enough storage to allow off site storage to be eliminated would be preferred and streamline their process.

Library Advisory Board
The LAB expressed that there are many great features about the current library including but not limited to the following: children's programming, free meeting space, the café, the staff, the location, and providing services for everyone. In talking with the LAB, the following should be incorporated into future plans: provide even more meeting spaces and program spaces for larger meetings with adequate storage. The plan should improve bicycle and pedestrian access between the community and the entrance as well as address the need for more parking. Provide information and programming to increase access to all the great outdoor, art, human services, and community resources of Bentonville. Provide more space for youth services – including teen and tween. Increase the visibility of library programming to Main street with larger windows. Lastly, increase outdoor reading and programming space for all ages – including areas for adults to relax and for children to learn and play.

Mayor's Youth Council
This meeting was held with the library director, and the following is feedback from the group. The library plays an active role in educating the community about social issues through programs and collections and should continue to do so. The digital offerings are a great resource; however there can be long wait times. Being a location for free lunch during summer programs provides food for those in need by also making the community aware of the issue. The library and community could benefit from outdoor spaces for reading, studying, and gathering – creating a reading

hammock area would be of interest. Being able to separate the children's area from the other areas would be good to provide quieter space for teens and adults. There are many great programs at the library but not everyone knows about them – especially tutor and volunteer programs. Provide better marketing to get out the word to youth. The maker space should have both a craft and technology component and should be located as to not be a distraction to others. Similar to the TAB – the council would like the teen space to have the following spaces: independent work space, gathering space for up to 10 but typically 3-4 and movable furnishings. Transportation is a barrier for tweens and teens and this barrier prevents teens from coming. Look into bus rides or sign up rides for this demographic. Coffee, coding, and art were also expressed as a way of drawing tweens and teens into the library.

Mayor's Community Council
This group expressed that the library was doing a great job and is a vital part of the community and was thinking outside of the box about ways the library could continue to be out in the community. The following are aspects of the library and the collection that should be retained with any future expansion: gathering spaces, meeting rooms that are open to all, online content, coffee shop, and the welcoming of all. Many suggestions are providing ways for the library to expand into the community more to provide ease of use as well as ensure access for all. The following were mentioned: book drops throughout the community along with small library "shops" in different places/ businesses to provide access to collections in other areas of the city. Look for other ways to expand such as a "moving library" or bookmobile. The group suggested that the community could benefit from content related to the following: US citizenship, multicultural / language books and classes, as well as

Community Engagement Interactive Boards

After synthesizing the online survey and stakeholder results, interactive boards were created based on the following themes that emerged from the stakeholder feedback. These boards were presented at (2) 2 hour long informal open house style meetings at the Bentonville Community Center, (1) virtual meeting, and were displayed at BPL for a short time following the public presentations. Approximately 111 people shared their opinions using interactive boards.

outdoor space   **maker space**   **lifelong learning**   **community**

Summary:
- Outdoor spaces that were most popular were spaces to support events and programs, connection with the biking community and areas for play and quiet reading.
- Most popular maker space activities / elements were creative outlets like woodworking, painting and crafts along with the technology like virtual reality and 3D printing.
- Lifelong learning received most interest in technology, cooking and inter-generational programs.
- Popular community aspects were integrated art, large, open and informal social spaces along with community rooms for various group sizes.

Bentonville history. This group also suggested partnering with other institutions to share their expertise to support library programming in areas such as art, civics, cultural diversity, language learning and Bentonville history.

Stakeholder Summary
The community is very supportive of the library and thinks it adds value to all walks of life. Providing more space for gathering, studying, and collaborating is requested along with providing those types of spaces outdoors. A common theme is to create partnerships with community institutions and services to allow that information to be learned / used at the library. Continuing to serve all community members with respect is important and is

greatly appreciated – this can be done with providing information for jobs, access to fast internet, proving access to human services, and coordination to get that information into the right hands. The children's department is beloved and should increase in size to allow for the future growth of Bentonville. The community is very much interested in art and the outdoors and the library should complement those aspects and ensure that it can provide free content to the community to ensure everyone can participate in those great aspects of the City of Bentonville. There are underlying issues of acoustics and parking and those should be explored in the design to ensure that patrons can focus on learning.

Participants were asked to place a sticker on the images on the board that represented aspects of programs, spaces or ideas that they would like to see at BPL

Participants were asked to write on a sticky note any ideas or thoughts about certain aspects of the library they would like to see in the future

Outdoor Space

How would you enjoy an outdoor space, a natural setting or explore connections to nature? Use provided stickers to place on images :

- As a meeting space - as a small group or with individuals
- Native plant garden
- I love the idea of bringing the outside in with large windows and natural light
- More things to view while on trails
- Bentonville NEEDS a community garden space, especially one that could serve all ages and teach gardening skills to children and adults alike
- What about community gardening and outdoor study space
- Space for solitude and space for community/ group gatherings/ work
- On the bike path!
- Reading and writing and studying
- Being able to experience and enjoy the beautiful natural area here!
- Outdoor space for gathering, studying, and reading
- Outdoor storytime for kids and comfortable seating for general outdoor reading (maybe with food trucks)
- Arboretum
- A place to gather and listen to stories. Pass a book around and have each person read a page
- It would be nice to have an outdoor space to read and work
- A community garden where people can learn to grow things and share with others (+ 1 sticker)
- Places with tables to work/study - outside
- Outdoor reading/study work areas with shade and character
- Outdoor work, reading, and gathering spaces
- Outdoor performances/readings
- Have fun dates for senior men and women
- Pollinator garden and native plants (+ 1 sticker)
- Places with work tables and other areas like front porch but with better lighting
- Outdoor spaces that bring people together
- Embracing the surrounding natural beauty
- Connect to bicycle community as a gateway to Bentonville (+ 2 stickers)
- I like the outdoor pavilion at the library, but some more comfy seating or hammock hooks would be cool! (+1 sticker)
- It would be nice to have some reading/ working spaces that incorporated nature a bit more or were cozy (+1 sticker)
- I am disabled and cannot move about with ease. More focus on accessible things like outdoor benches and picnic tables (+1 sticker)
- Outdoor performance stage
- Messy project space hands-on
- Any outdoor space. An outdoor space for reading would be very neat (+1 sticker)
- Tables outside with room to drink a cup of coffee in a big green space
- Bike friendly
- Outdoor quiet study spaces, art and beautiful Arkansas unique features. A quiet reflection/ meditation area would be wonderful (+3 stickers)
- Shade
- Tree to climb and read in!
- Exploratory trail with reading nooks
- Comfortable outdoor reading spaces would be amazing!! (+1 sticker)
- I love the idea of outdoor communal areas that can be used for small and large groups (+1 sticker)
- Outdoor amphitheater for performances/ movies
- An outdoor space for studying/ work from home would be awesome
- Incorporate interactive art related to books/ reading (+1 sticker)
- Natural play area that encourages discovery (+1 sticker)
- Kid friendly - LOUD
- Interactive space
- Floor to ceiling windows, lots of trees outside
- One of my favorite places have natural light and seem to bring the outdoor/ nature inside. The places are artful, calm, and relaxing (+4 stickers)
- I would love a place for the performing arts, but also outdoor spaces accessible during less than perfect weather.
- An outdoor space for performing arts/ mixed use would be great (+1 sticker)
- I love the beauty of nature that surrounds us here. I would like to see the library add some outdoor space/ let more outside in (+1 sticker)
- Story walk space
- Nature playground for ages 2-6

Maker Space

How would you create, innovate, make & tinker? Are you interested in arts and crafts or science and technology?
Use provided stickers to place on images :

- Adult crafts
- A space for learning various arts/ crafts/ skills that uses local experts/ artists to showcase their skill through teaching others in small workshops (+2 stickers)
- Photography, sewing, knitting, creative classes (+3 stickers)
- Space for multigenerational maker activities
- I'd love to see access to 3D printers, vinyl cutters, maker space stuff and programs for kids to learn to use them (+3 stickers)
- Arts and technology coming together to create a space for everyone
- Old arts should never go away
- A greenhouse and cooking classes
- Multi-purpose art studio
- Workshops
- Science lab
- An exploratory area for one to take apart unusual tools, apprenticeships, etc.
- 3D printer
- In Breckenridge, CO, they had a slide and cool reading area in the kid's sections. It was great
- I would like a place to Discord programming and PCB marino
- I think that having a well-equipped maker space in BPL would be an amazing addition. 3D printers and laser cutters would be a good start (+3 stickers)
- Jewelry - area with help available
- Vinyl cutting, 3D printing, engraving, sewing (+1 sticker)
- A large space where experts could come in and host workshops
- A "play" space for all ages to create freely
- A rentable/ bookable space for community groups to meet in
- Have fun events for single seniors
- Large open space (all weather) to conduct work
- Studio space rental
- Access to a 3D printer would be really useful (+4 stickers)
- small classroom space to conduct various volunteer based classes
- A space to learn "old" crafts and artisan skills that are at risk of being lost from our culture
- It would be cool to tie in arts and creative workshops, perhaps technology/ tinkering/ 3D printing somehow

- A space where supplies are housed and space is available for all generations to be creative and explore - unstructured but organized
- Robotics program (+3 stickers)
- Creative workshops like flower arranging or a sewing class... an innovation center would be awesome
- Love idea of intro to coding, tech for younger students
- A maker space that has open space that can be multipurpose at other times
- I would like to see adult programming in manual arts - painting, drawing, woodworking, fiber crafts, pottery, etc. (+6 stickers)
- Provide everyone with a setting that gives exposure to common household tasks like replacing a bulb, fixing a dripping faucet, etc. (+2 stickers)
- I'm always down to learn more about woodworking. I lack a decent space though. I've heard of libraries that offer a small shop space (+5 stickers)
- I think a tech hub with different tech devices like AR, VR, 3D printers and drones would be cool!
- Programs on sustainability and climate changes - learn about it more and learn what I can do to help (+1 sticker)
- Space to paint, arts and crafts, 3D printer, and vinyl printing
- Screen-printing
- More maker/creative skills, but lack a lot of the resources/ hardware to do it. A makerspace with programs for learning would help a lot! (+4 stickers)
- Access to materials for arts, etc.

- Important parenting strategies and ways to foster a healthy community - offer opportunities for groups to form, meet, coordinate programming
- Give different options to learn and how to learn with others
- Learning about other countries and cultures of the world from people who have lived there (+5 stickers)
- Job fairs, opportunity for networking (+5 stickers)
- Healthy living (eating, exercise, etc.) (+5 stickers)
- Poetry workshops (+1 sticker)
- Learning new languages and other cultures (+1 sticker)
- Mandated approved parenting classes for children being served under CASA (+1 sticker)
- More spaces for under-served providing access to human service organizations and life skill development (+11 stickers)
- Expand children's department (+8 stickers)
- I want to learn more about Medicare/ Medicaid (+3 stickers)
- A creative writing workshop/ room
- Diversity programming, opportunities for people from different backgrounds to interact and learn about each other
- Classes to learn different languages (+10 stickers)
- I'm nearing empty nesting age and am interested in travel, learning new skills, meeting new people, and creating (+4 stickers)
- VR
- Financial literacy (+1 sticker)
- Software development for all ages
- Services for seniors where they can meet up
- I would love an opportunity for different cultural learning opportunities based on regional representation
- Community opportunities and events
- I would like to have up-to-date information on career education (+1 sticker)
- Learning about different cultures (food, dance, traditions, etc.) ex. "Today we are traveling to Taiwan."
- Language learning center especially for English or a second language
- Genealogy center
- I want to learn to code computers (+4 stickers)
- How to use computers, devices, apps, etc. (+4 stickers)
- Musical instruments, singing, choir, etc.
- Music
- Healthy living, gardening and learning outdoors and indoors
- Local history (+1 sticker)
- Classes on genealogy
- Mentoring opportunities for teens to seniors
- Soundproof music room, VR Lab, science area, learn coding and animation (+3 stickers)
- Meditation, yoga, metaphysical, unique workshops (+1 sticker)
- Spaces for artists, business owners, educators, etc to share their knowledge with the community (+1 sticker)
- An area that promotes the entrepreneurial culture of Bentonville

Community

What spaces would invite you to connect and collaborate at the Library? Do you meet others to socialize, study or work? Use provided stickers to place on images :


- Public study rooms with other students where cooperation is allowed
- BPL needs a larger area for programs
- Spaces to connect service products for human services groups
- I would like to see BPL grow via either satellite locations or perhaps even a bookmobile or two (+5 stickers)
- I think a mini coffee shop would be cool but also useful!
- Being a grumpy old man at 50 more quiet spaces to read would be nice. Thanks.
- I would LOVE additional book drops. I really miss the one at the community center (+2 stickers)
- Satellite sites. Drop off sites for returns.
- More than 1 book return slot inside and outside the library so we don't have to stand in line to return materials
- Areas inside and out for comfy reading
- Have nonprofits share their missions (+1 sticker)
- Partnerships with community partners to help under privileged gain help
- Our students need study spaces! Lots of great connects for small groups
- Enhance library to be a "landing spot" to learn about our community for new residents, tourists, etc. (+4 stickers)
- Areas to gather to learn/ practice different languages (+2 stickers)
- Outdoor collaborative spaces for groups! (+2 stickers)
- "Welcome to Bentonville" classes- tell about all city adventures, 311, etc.
- Some art/ exhibits would make the library more interesting (+2 stickers)
- The library should be the hub of the community - a place to belong, to come and hang out and learn/ experience
- Language center including English language development
- Team workspaces
- Adult literacy center
- Workspaces for nonprofits
- Work space for community and NGOs
- Student-centered art exhibits! I would love to see a place for local schools to have rotating student art shows
- Open areas that inspire creative thinking, focused on

- curiously, kids and family
- Pot luck/ lunch session where we can take and learn about various cultures and cuisines
- More study areas - quiet zone
- Door in front of children's areas
- More space for used books
- Imaginary play space
- Meditation rooms, come and go craft rooms for all ages, outdoor greenery reading areas
- Culture classes - help those from other cultures understand ours and vice versa
- Adaptable spaces that are welcoming to all
- Architectural interesting
- Books in languages other than English. And English books from authors outside of US (+1 sticker)
- Community involvement, by partnering with local organizations and connecting library patrons with them
- Please bring in more international literature for children/adults; more storytelling experiences (+1 sticker)
- Comfortable happy spaces for group meetings
- Rooms for lectures with projector and power for participant laptops
- Warm, and modern atmosphere: the library could look for those things while designing
- Bookmobiles (+2 stickers)
- Connected with nature
- Create welcoming places to gather (+1 sticker)
- Spaces for teams to meet and socialize. Outdoor is great too (+1 sticker)
- Exposure to art and technology. BPL should be a destination, a family outing, something for all to enjoy - not thought of as only a place for books (+3 stickers)
- Larger, versatile meeting space that is multi-functional
- Community collaborations with area businesses to teach others about outdoor activities such as bike riding and hiking (+1 sticker)
- Outdoor space for community programs (+1 sticker)

Virtual Engagement Session - Zoom

MSR Design and Hadi Dudley led a virtual meeting showing the digital version of the interactive boards. Polls were used to gather participant feedback as well as dialogue and the chat box.
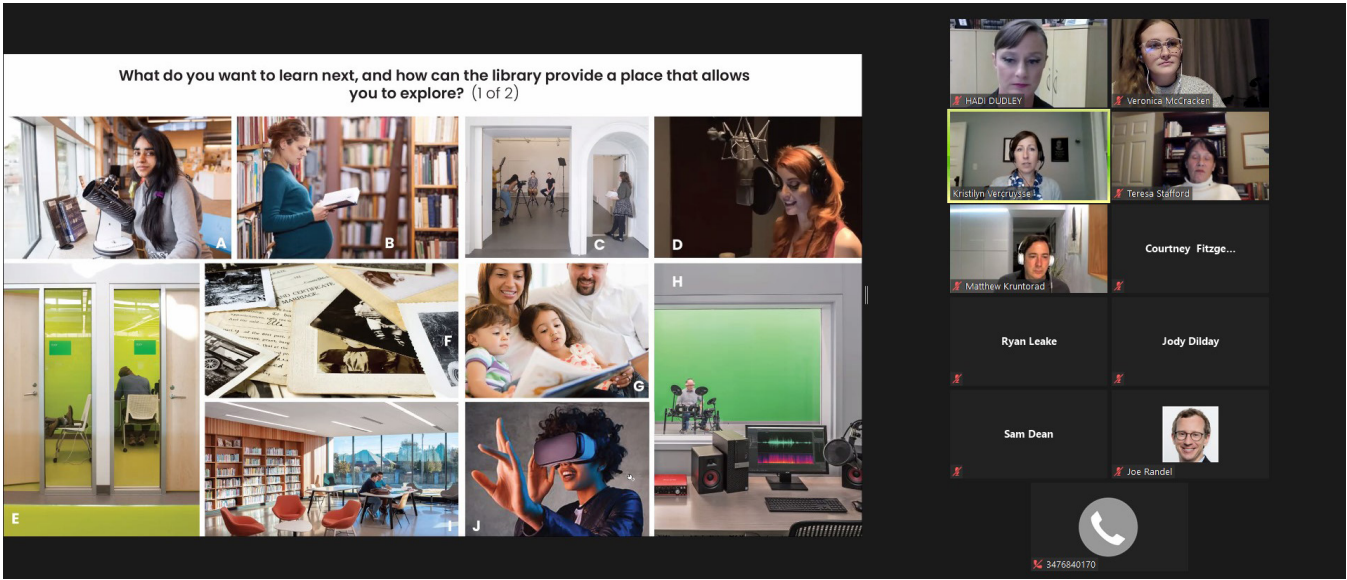
Summary:

Participants were very much in line with feedback received on the in-person boards. Desire for the outdoor spaces to support outdoor programming and gathering as well as quiet reading and learning gardens. Activities in a maker space that people responded to were robotics, photography and other creative outlets. Desire for recording rooms, and more study rooms, medium sized meeting / collaboration rooms and a large room to fit 300+ people.

Art Activity

80 kits distributed | Participants were asked - What words, images or ideas best represent your idea of a great public library?

In Collaboration with Ziba Rajabi
Ziba Rajabi's practice primarily revolves around painting, drawing, and installation. Originally from Tehran, Iran, she currently resides in Fayetteville. Ziba is the recipient of the Artist 360 Grant, she has been an artist in residence at Vermont Studio Center, and her work has been included in a number of exhibitions, both nationally and internationally.

Dream Big. Draw a Picture. Share Your Story.
Submitted art for inclusion in an artist book and collaborative public artwork; finished pieces will be woven and available for viewing at Bentonville Public Library!
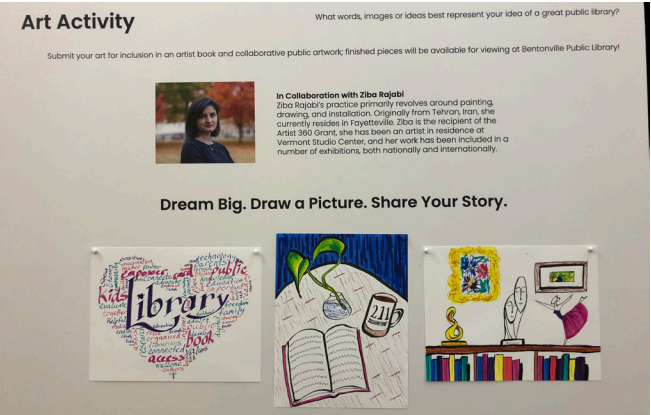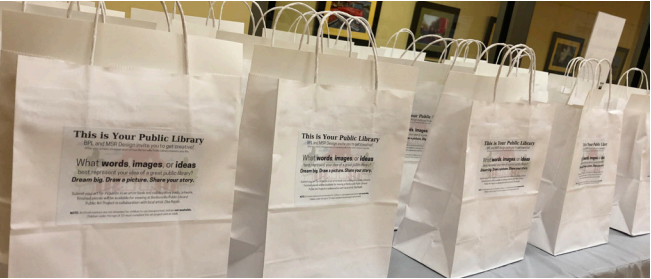
In-Library Feedback - 2019

BPL hosted stakeholder sessions and patron surveys in January, February and March, 2019 to identify priorities in the library's strategic plan for the next 3 years.

The surveys and sessions were not statistically valid and do not paint a full picture of usage, wants and needs for Bentonville Public Library. The process offers a snapshot in time with select voluntary participants and will be weighed as a limited collection of general feedback about BPL. In some instances, specific interests of groups or individuals are noticeable by the feedback they provided. The following feedback tools were used:

1. Staff Open House
2. Library Advisory Board
3. Friends of the Bentonville Library
4. Homeschool Student Survey
5. Bentonville Library Foundation
6. Teen Advisory Board
7. Patron In-House Survey
8. Patron Online Survey

Library administration noted the following "common themes" or "take-aways" after full review and overall consideration of the collected responses.

• More collection materials, physical and digital, are wanted
• More library programs are wanted
• Credit card capabilities are wanted
• Access to facility (traffic/parking/hours) and account restrictions are mentioned as barriers to service
• Library staff are generally thought of as friendly and helpful
• There is a communication gap for marketing/promotion of BPL programs/services
• Patrons use the library for many, many reasons and often compare BPL with our regional peers.

BPL Needs Assessment

Recommendations

BPL of the Future

After review of existing conditions paired with synthesis of community, staff and stakeholder feedback, the following summarizes findings and areas of focus for the project as it progresses.

Summary

Areas of focus for resolving existing issues:

- Acoustic privacy / separation from active spaces and quiet spaces
- More room for diversified and increased collection
- Staff space that allows more privacy for patron information and staff conversation
- Enlarged children's area – both for crafts and story time
- More parking with more clear paths for pedestrian / vehicular traffic
- Improved space to serve teens
- Better visibility of staff service from entry
- More welcoming and open entry experience
- Cafe is beloved, ensure it stays/improves
- Activate west side of building for views from Main St.

Areas of focus for new spaces/elements:

- More quiet study rooms and small meeting rooms
- Outdoors space with connection to children's area
- Outdoor gardens for learning - accessible to all
- Larger Walmart room with ample storage and prefunction space that doesn't create bottleneck
- Connection to community in terms of learning and art
- Connection to bicycling community
- To become a resource for community and tourists - "community hub"
- More places to meet and socialize, both casual and enclosed of all sizes
- Maker space for variety of activities with shared resources + tools
- Adult topical classes for learning new skills
- Community collaboration, workshops, partnerships and connection + better spaces to support those

Process

MSR Design explored various scenarios for potential future building improvements and expansion. Taking into consideration the library's site (with new acquisition of the former barber shop lot and the two lots north of SE 4th St.), opportunities and limitations, the team presented multiple schemes ranging from maxing out the site with a one-level addition (top image on the right), to a multi-level addition (bottom image on the right).
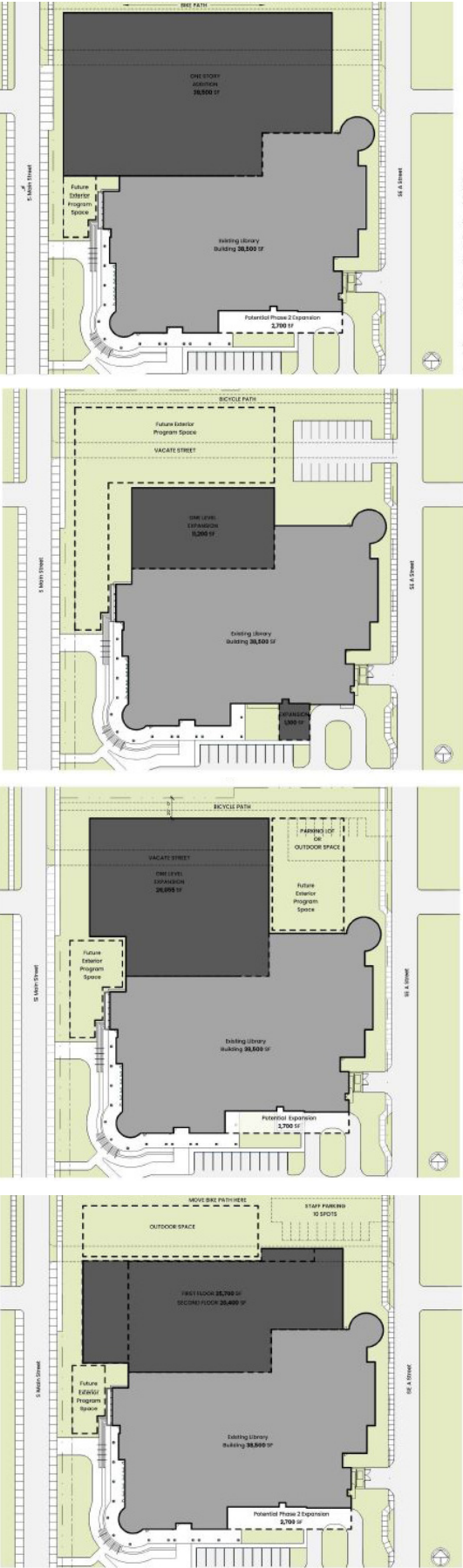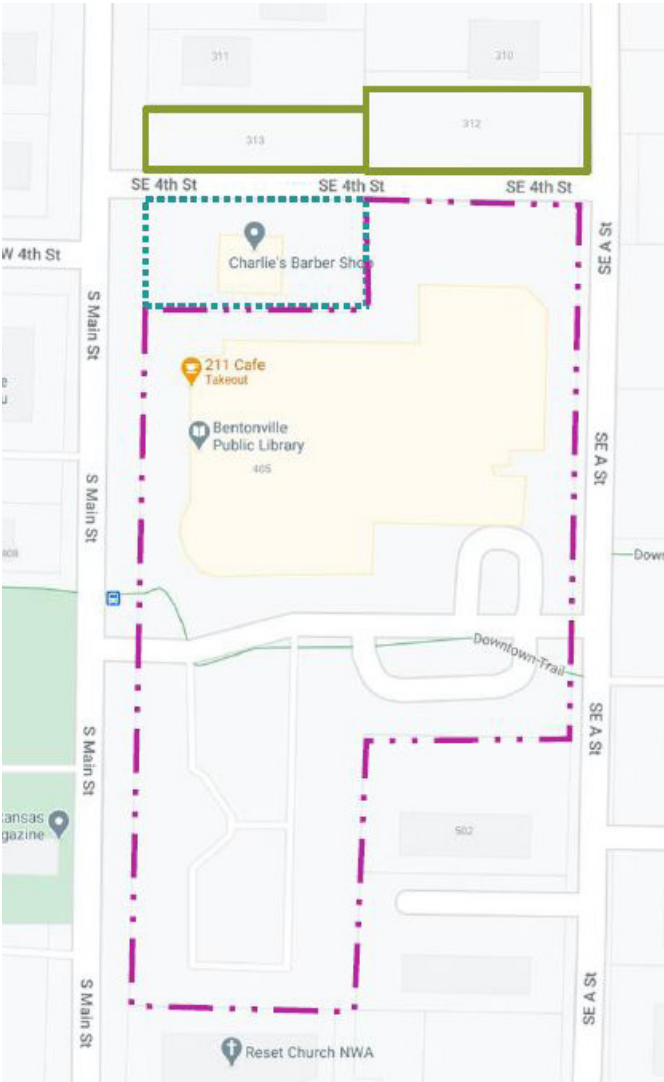
Options were verified as feasible with bubble diagrams, showing square footage areas for library spaces and programs. These diagrams provide visual representation of existing elements, potential improvements and shifts, as well as added spaces in the existing building and the additions.
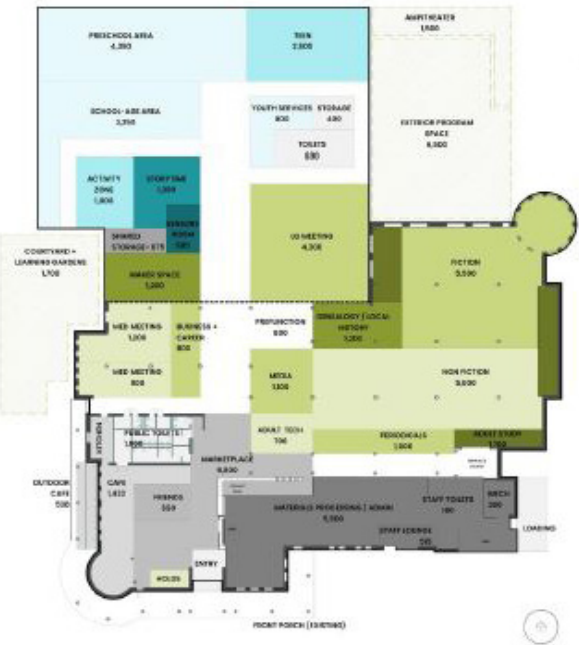
Adjacencies and flow are the factors by which these diagrams were critiqued and analyzed. Input from BPL staff and stakeholders drove the development and evolutions of these diagrams into the next layer of detail: fit plans.

Fit plans are generated to confirm that the assumed square footages and scale used in the bubble diagrams will suffice. They show fixtures, furniture and equipment typical in each of the space types. Another analysis by BPL staff, project steering committee and city was completed with this level of information, which is helpful to identify scale, adjacencies and relationships of space and programs. After reviewing all aspects of the various options presented, **two schemes emerged as most successful.** Other options that were explored but identified as less efficient, economical or fitting for the community are as follows:

- *Multi-level addition.* The amount of square footage needed for growth simply does not equate to an addition with multiple levels. Phasing this option is feasible, however the infrastructure needed to function with upper levels (stairs, elevators, egress) is prohibitive and expensive for a non-necessity. In the future if BPL would require the amount of space of the two story addition, MSR would recommend looking at another branch location to increase accessibility to more of the community

- *Maxed-out site addition.* Given the continual feedback by the public, BPL staff and stakeholders regarding the desire for usable outdoor space for programs, reading and activities, it did not make sense to build a large addition up to the property lines. Nor was the amount of square footage appropriate for the amount of space needed to address community needs.
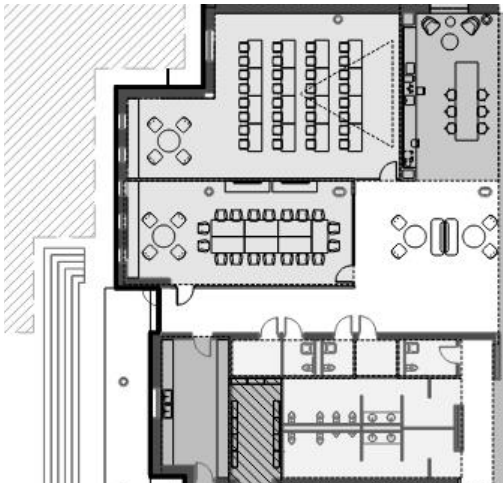
Fit plan example

Scheme 1: A modest addition off the north end of the existing building to expand the children's department. Benefits are:

- Minimal initial cost

- Addresses immediate need for children's department growth

- Lends itself well to a multi-phased approach to meet full community needs as discovered in the engagement process

Scheme 2: A moderate addition off the north end of the existing building to expand the children's department, add a large meeting room and provide a variety of outdoor areas along the perimeter of the existing building and addition. Benefits are:

- Economical construction cost with one-story, non-phased addition

- Addresses immediate and future needs of the community including children's expansion, large meeting space, community hub, opening up the entry to be more welcoming, adequate teen space, outdoor space and more meeting / study rooms

- Gaining more room for staff

Scheme Summary

MSR Design explored various scenarios for potential future building expansion. Considering the site's opportunities and limitations, two schemes emerged as most effective, efficient and successful. These scheme may look fully vetted, however these demonstrated one of many ways to address the needs of the community and the next phase for this project would explore these and other plans to accommodate the needs of the community noted in this report.

- **Scheme 1: Bond Option –** 6,400 SF addition dedicated to expanding the children's department. It lends itself well to phasing additional expansions while addressing some immediate library and community needs.

- **Scheme 2: Full Option –** 26,555 SF addition addressing all needs identified in the engagement process. Single-phased approach for optimized efficiency and economy. Best suited for all encompassing 20-year look ahead for the library and community's needs.

BPL Needs Assessment
Bond Option

Opportunities

Space Use

- Utilize site for outdoor programming with learning gardens, outdoor reading rooms, play areas and walking paths. *Landscape design and improvements not included in cost estimate scope.*

- Majority of the current building is well-utilized, however the following changes would optimize:

  - More study rooms

  - Children's area updating/expansion with addition of Craft Room / Storytime room

  - Addition of Activity Room that is centrally located for all ages to access.

  - Relocating Teen Area to give them more square footage for study, collection and collaboration space.

Future Investigation

- Collection growth needs to be re-evaluated at project start

- Secondary access and entries / security

- Parking

- Bicycle path relocation + bicycle parking

- Improve staff space efficiency

- Main entry congestion

Programs

- Arts / crafts and other lifelong learning skills classes can be held in the Activity Room

- Children's area connection to outdoor program space

Access + 21st Century Skills

- Improve bike path and pedestrian access to avoid traffic jams near parking
- The building itself could be used as a teaching tool in 21st Century Skills programs on Environmental Literacy.

Budget

- ~$4.5 million estimated project cost

Site Plan

POTENTIAL RELOCATION OF BICYCLE PATH

Future Exterior
Program Space

ADDITIONAL PARKING

WIDEN
PARKING
ENTRY

VACATE STREET / LEAVE UTILITIES

EXISTING PARKING

ONE LEVEL
EXPANSION
6,400 SF

S Main Street

SE A Street

Existing Library
Building **38,500** SF
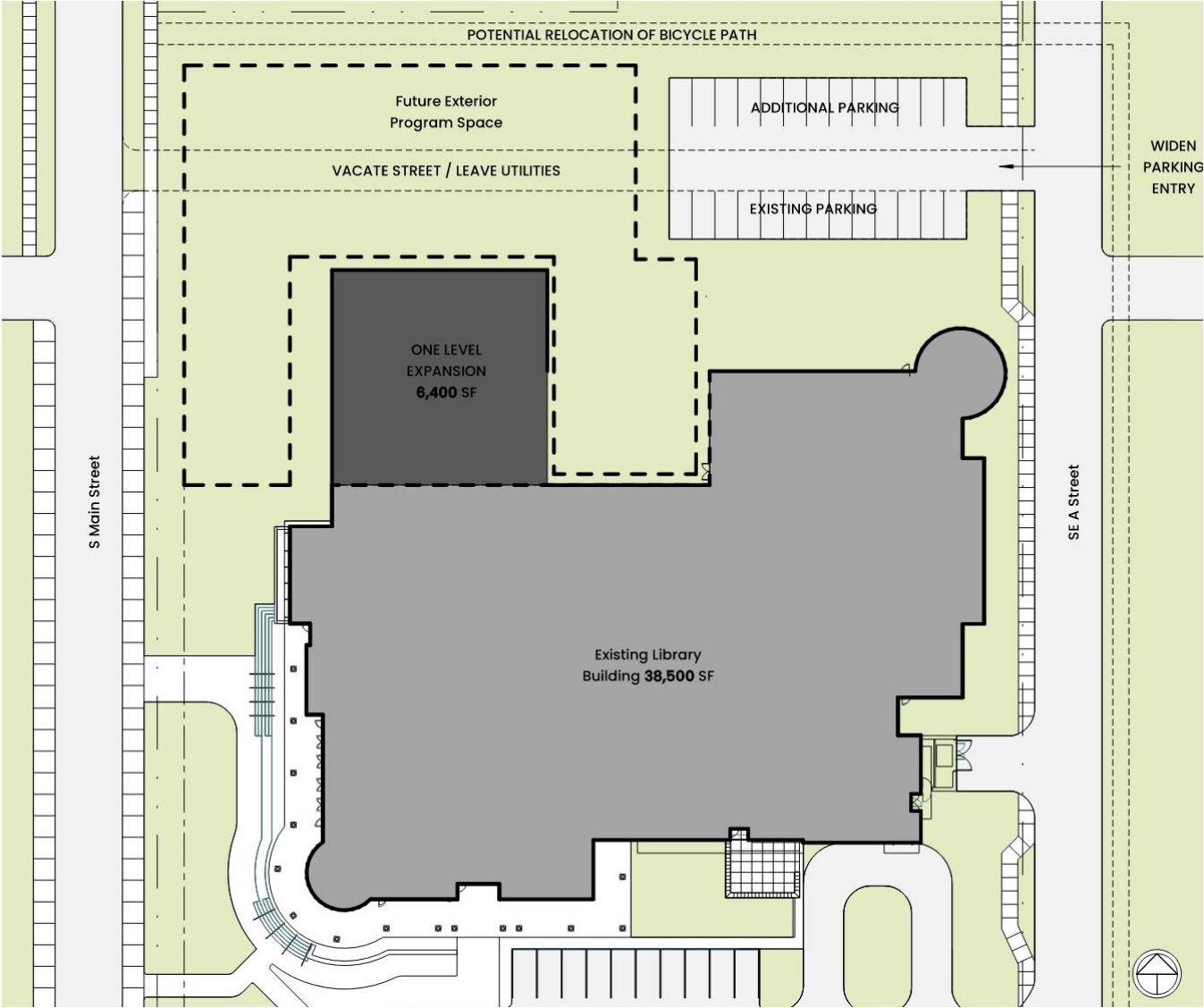
6,400 SF addition

38,500 SF existing

44,900 SF total

Bubble Diagram

EXTERIOR PROGRAM SPACE
13,100

PHASE 2B
8,700

STORYTIME / CRAFT
1,370

PRESCHOOL
2,855

PHASE 2A
5,000

HANEY
270 SF

LEARNING
GARDENS
2,500

SCHOOL-AGE
2,200

MEET A
215 SF

EXTERIOR
ADULT
1,000

NON FICTION
5,875

YOUTH
SERVICES
930

STORAGE/
MECH
630

GENEALOGY /
LOCAL HISTORY
770

TEEN
1,820

LARGE PRINT

ACTIVITY
ROOM
1,180

FICTION
5,700

ADULT STUDY
1010

PUBLIC TOILETS
870

ADULT TECH
340

MEDIA
510

PERIODICALS
775

HOLDS

FIREPLACE
LOUNGE

SERVICE
DESK

MECH
300

WALMART
2125 SF

FRIENDS
200

MATERIALS PROCESSING / ADMIN
5,440

LOADING

AMH

CAFE
1,180

ENTRY

ROTARY
660 SF

FRONT PORCH (EXISTING)

Space Attributes:

Approximately 25% overall collection growth, assuming circulation will increase with excitement around the renovation / expansion. Preferably all shelving is 66" H or under.

Teen Space

- Open collaboration / gaming zone with lockable storage and TV monitor with technology, acoustic wall and ceiling treatments and flexible, comfortable and mobile furniture.
- Study rooms to seat 4. Acoustic wall and ceiling treatments. Glass door and/or sidelite for visibility. TV monitor and videoconferencing capabilities/technology preferable. At least one dry erase surface
- Comfortable lounge for social gathering and informal study
- Access / visibility to youth staff area

Youth Services

- Private offices, workspace, public-facing stations, copier, printer and countertop w/ lockable cabinet storage

School Age + Preschool

- Study rooms to seat 4. Acoustic wall and ceiling treatments. Glass door and/or sidelite for visibility. At least one dry erase surface
- Flexible, comfy seating / furniture for all ages with durable upholsteries
- Interactive learning wall and play structures
- Outdoor access to learning gardens w/ security
- 42" H shelving maximum for preschool
- 66" H shelving maximum for school age

Craft Room / Storytime Room

- Outdoor access w/ security
- Blackout and sun shades for light control
- Projector and projection surface
- Faucet, undermount sink w/ paint trap, durable/cleanable countertop, base and upper cabinet lockable storage
- Project cubbies / drying rack
- Collapsible / mobile tables and stackable seating. Cushions or small stools for storytime
- Closet or tall cabinet storage with adjustable shelves for supplies
- At least one dry erase surface or mobile board

Activity Room

- Projector and projection surface
- Faucet, undermount sink w/ paint trap, durable/cleanable Countertop, base and upper cabinet lockable storage
- Project cubbies / drying rack
- Collapsible / mobile tables with highly durable tops and flexible seating.
- Ample closet storage with adjustable shelves for supplies
- At least one dry erase surface or mobile board
- Ample space, power and ventilation for variety of tools / equipment / technology
- Glass doors and walls for visibility
- Display wall / area for completed projects and community interaction

Marketplace

- Mobile display units for new materials. Flexible for face out or spine out display
- Use available walls for gallery. Art rail and accessories for hanging art. Flexible track lighting for illumination

General

- Task, ambient and decorative lighting
- Acoustic treatments (walls + ceiling)
- Carpet or appropriate resilient / durable flooring
- Durable, lockable millwork and storage as required
- Sun or blackout shades
- AV capabilities and storage

Highlights:

- Rotary Room stays
- Activity room with ample storage
- Youth area access to learning garden
- Youth area consolidated on west side
- Combined storytime + craft zone in larger space at back of expansion (most activity + noise)
- Youth services provides buffer between teen + children's but serves both
- Variety of youth spaces along main st. "active" view

- Teen space adj. to activity room
- Holds near service desk
- Genealogy in same location
- Move Haney meeting room
- Add (1) 6 person meeting
- Add (2) 6 person collaboration study rooms
- Add (1) 4 person study room
- Increase AMH capacity at drive up window
- Increase to staff space
- Outdoor connection from adult stacks to outdoor seating area

Library Program:

	Existing	Proposed	
Meeting Room	1,100 SF	1,140 SF	(1) 20-30 person, (1) 8 person
Large Meeting Room	2,125 SF	2,125 SF	(1) 150 person, no change
Staff	5,050 SF	5,440 SF	takes over current Haney room
Youth Collection	3,300 SF	4,655 SF	
Youth Study	240 SF	400 SF	(4) study rooms
Youth Staff	625 SF	930 SF	
Storytime	230 SF	685 SF	(1) 80 person
Youth Craft	240 SF	685 SF	shared w/ Storytime
Activity Room	--	1,180 SF	new!
Teen	1,270 SF	1,850 SF	(5) study, (1) collaboration/gaming
Adult	13,000 SF	12,860 SF	
Genealogy	770 SF	770 SF	no change
Adult study	570 SF	1,010 SF	(2) 6 person, (3) 4 person, (6) 1-2 person
Friends store	200 SF	200 SF	no change
Other	9,780 SF	10,970 SF	
Total Building	**38,500 SF**	**44,900 SF**	

Fit Plan

Renovation Diagram

- 6,400 addition
- 10,000 interior renovation
- light renovation as required throughout facility
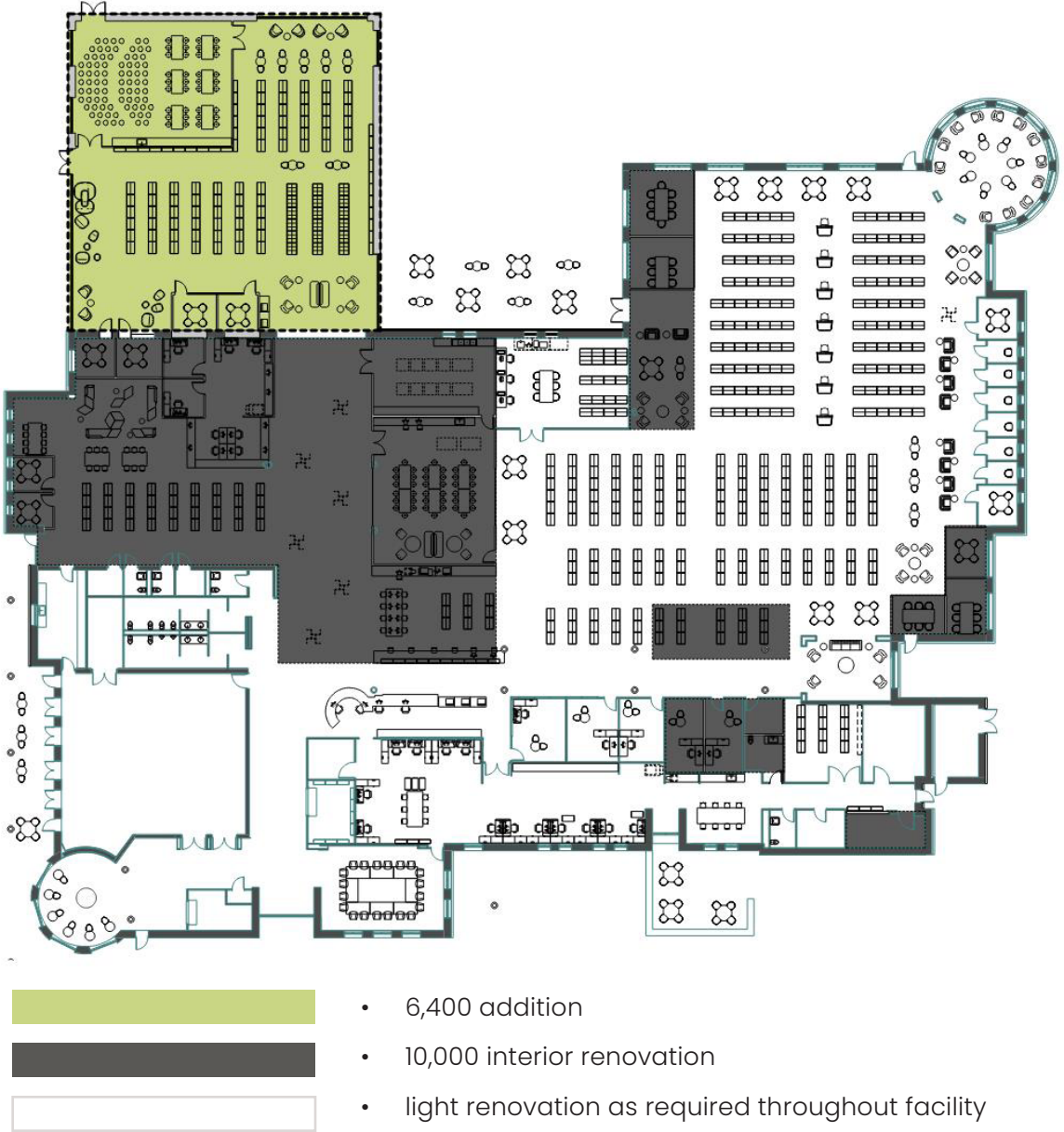
Cost Estimate

A. Building Construction Cost		**$3,401,147**

- Addition
- Renovation
- Site Development
- Design Contingency (4%)
- Unknown Contingency (4%)
- Inflation (10%)

B. Furnishings, Fixtures, Equipment   **$293,700**

- Furnishings - Addition
- Furnishings - Activity Room
- Phone & Networking in Addition
- Specialty Equipment is by Owner
- Inflation (10%)

$576,502

C. Soft Cost

- Professional Services
- Reimburses
- LEED Registration and Commissioning
- Geotech Report
- Code / Testing Allowance
- Moving Cost
- Survey

D. Project Contingency   **$225,000**

- 5% of 4,500,000

Total Project Cost:	**$4,496,349**

*Project cost does not include future phasing

Future Phasing (2A)

- Reprogramming of Walmart Room
- More space for staff / larger AMH on interior
- Larger friends store
- 300 person auditorium
- Additional medium size meeting room
- Potential to add community hub – depending on collection growth

Future Phasing (2B)

Phase 2B would accommodate future collection growth and the need for more study, collaboration and meeting room space. The size of this phase would need to be explored further depending on the needs of the community but as shown would provide the below.

- Add Community Hub
- Add two medium meeting rooms
- Add more collaboration / study space
- Add more space for collection
- Potential increase / reorganization of genealogy

Activity Room CONCEPT Rendering

Storytime Room CONCEPT Rendering

Images sponsored by the Bentonville Library Foundation

BPL Needs Assessment
Full Option

Opportunities

Space Use

- Utilize site for outdoor programming with learning gardens, outdoor reading rooms, play areas and walking paths. *Landscape design and improvements not included in cost estimate scope.*

- Majority of the current building is well-utilized, however the following changes would optimize:

  - More study rooms

  - Children's area updating/expansion

  - Addition of Activity Room that is centrally located for all ages to access.

  - Addition of Large Meeting room for 300+ people

Programs

- Arts / crafts and other lifelong learning skills classes can be held in the Activity Room

- Children's area connection to outdoor program space

- Adult access to outdoor reading/program

- Community Hub for new + regular visitors

Access + 21st Century Skills

- Improve bike path and pedestrian access to avoid traffic jams near parking
- The building itself could be used as a teaching tool in 21st Century Skills programs on Environmental Literacy.
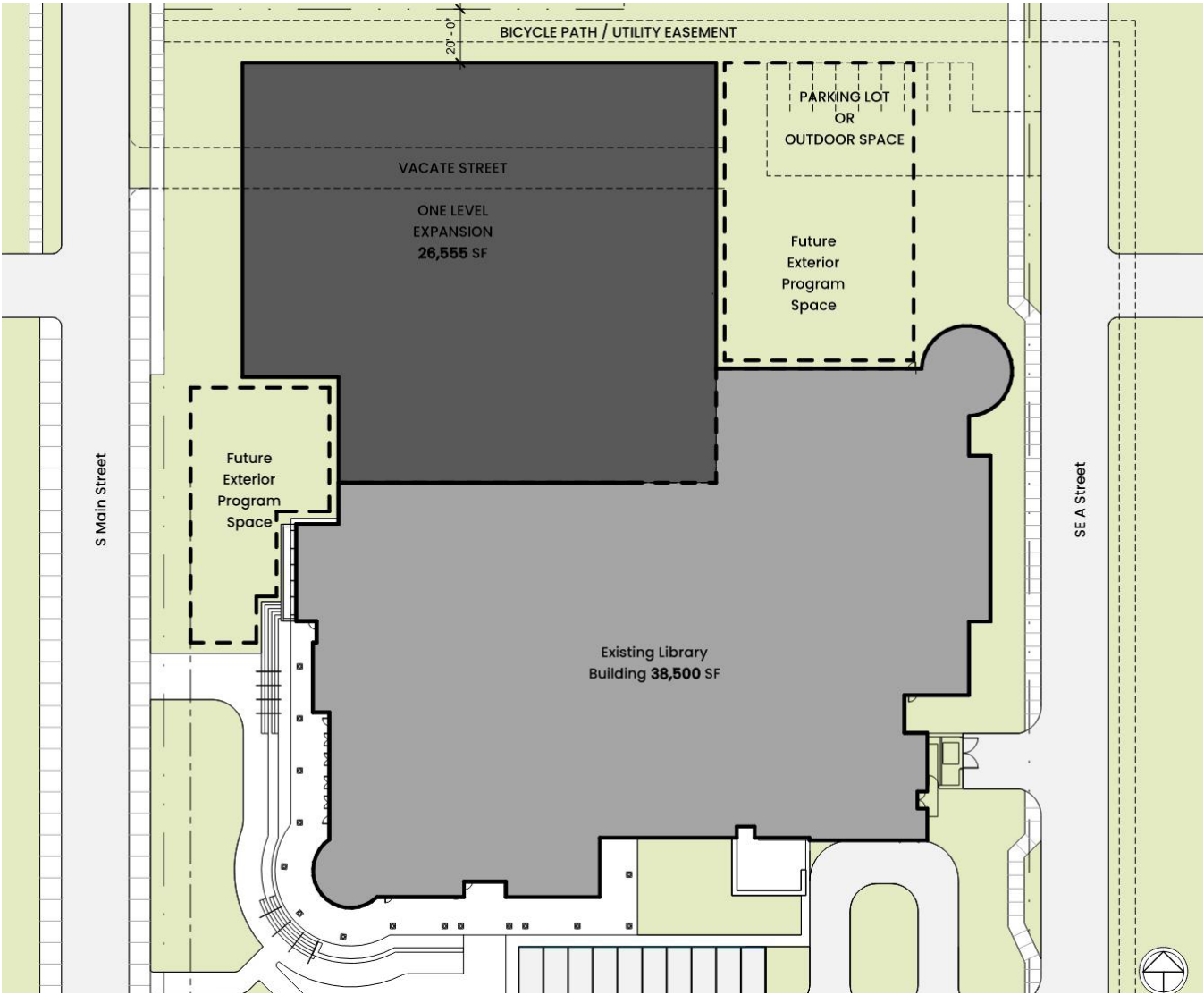
Budget

- ~$15 million estimated project cost

Future Investigation

- Collection growth needs to be re-evaluated at project start

- Secondary access and entries / security

- Parking

- Bicycle path relocation + bicycle parking

- Improve staff space efficiency

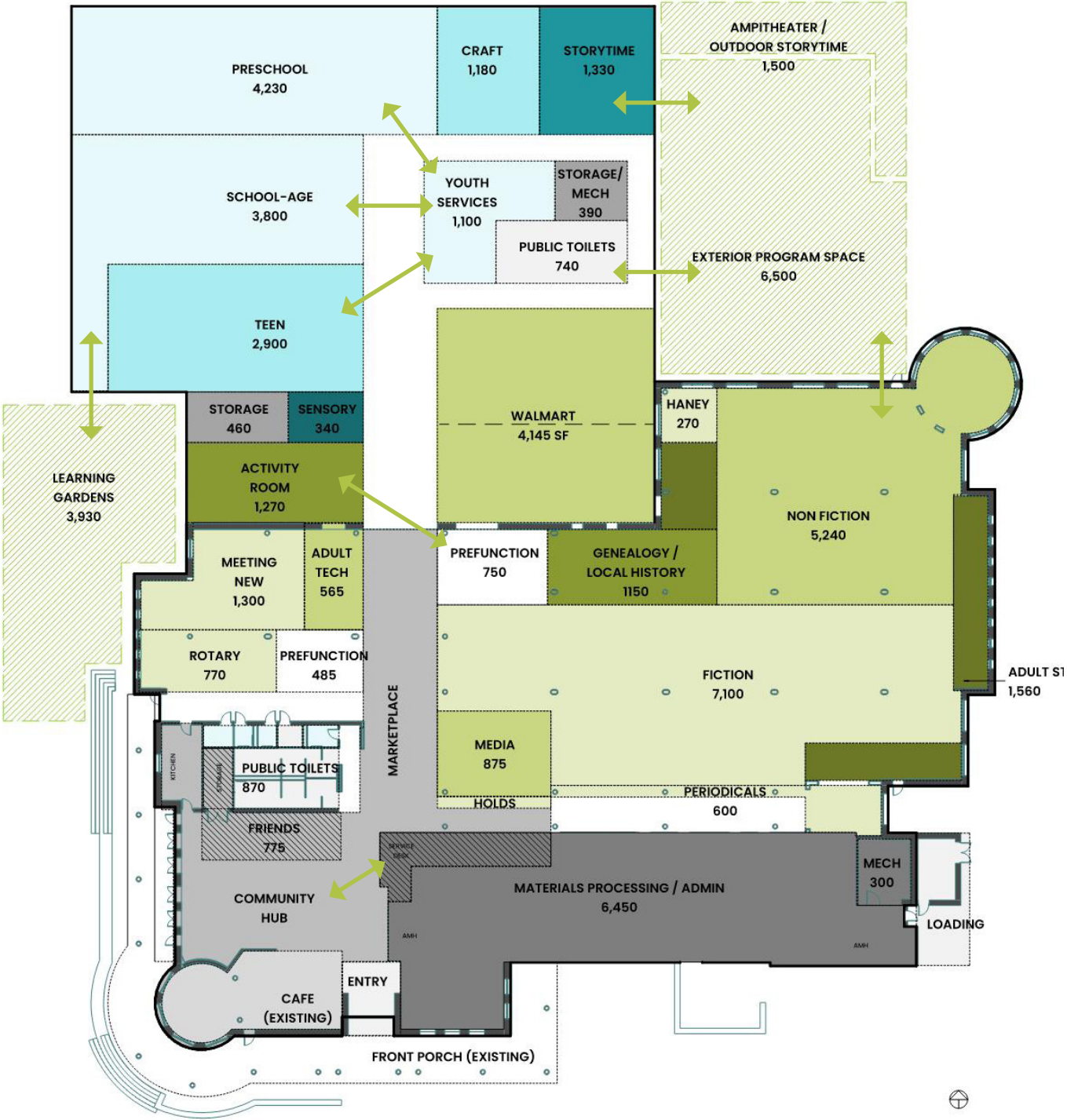- Sight lines to exterior from youth staff

Site Plan

BICYCLE PATH / UTILITY EASEMENT

PARKING LOT OR OUTDOOR SPACE

VACATE STREET

ONE LEVEL EXPANSION **26,555** SF

Future Exterior Program Space

S Main Street

SE A Street

Future Exterior Program Space

Existing Library Building **38,500** SF

26,555 SF addition

38,500 SF existing

65,055 SF total

Bubble Diagram

PRESCHOOL 4,230

CRAFT 1,180

STORYTIME 1,330

AMPITHEATER / OUTDOOR STORYTIME 1,500

SCHOOL-AGE 3,800

YOUTH SERVICES 1,100

STORAGE/ MECH 390

PUBLIC TOILETS 740

EXTERIOR PROGRAM SPACE 6,500

TEEN 2,900

STORAGE 460

SENSORY 340

WALMART 4,145 SF

HANEY 270

NON FICTION 5,240

LEARNING GARDENS 3,930

ACTIVITY ROOM 1,270

MEETING NEW 1,300

ADULT TECH 565

PREFUNCTION 750

GENEALOGY / LOCAL HISTORY 1150

ROTARY 770

PREFUNCTION 485

MARKETPLACE

FICTION 7,100

ADULT ST 1,560

PUBLIC TOILETS 870

MEDIA 875

HOLDS

PERIODICALS 600

FRIENDS 775

MECH 300

COMMUNITY HUB

MATERIALS PROCESSING / ADMIN 6,450

LOADING

CAFE (EXISTING)

ENTRY

FRONT PORCH (EXISTING)

Space Attributes:

Approximately 30-35% overall collection growth, assuming circulation will increase with excitement around the renovation / expansion. preferably all shelving is 66" H or under.

Large Meeting Room / New Walmart Room

- Ability to be divided into 2 rooms. Collapsible wall with adequate acoustics
- Lockable storage rooms for high-density stackable chairs and collapsible tables. Furniture for various layouts (banquet, lecture, training, etc.)
- Faucet, sink and counter for potential catering / buffet-style serving
- 2 projectors and 2 projection screen (ceiling recessed), can be dual-use when opened as one room, or separately when divided
- Blackout and sun shades for light control
- AV capabilities for presenters (mic, speakers, hearing loop, etc)
- Mobile lecterns with AV capacity
- Acoustic wall and ceiling treatments

Prefunction

- Open informal social zone with flexible, comfortable seating and side/laptop tables
- TV monitor for scrolling digital display, broadcasting meetings, showing room booking schedule, etc.
- Countertop with lockable base cabinet storage below for serving catered food/drinks
- Adjacency to donor wall / recognition

Art Gallery

- White painted wall, easily patched and re-painted for gallery backdrop
- Art rail and hanging accessories for art. Flexible track lighting for illumination
- Comfortable lounge bench seats for viewing, social gathering and informal study
- Indoor planters with plants
- Mobile display units

Teen Space

- Open collaboration / gaming zone with lockable storage and TV monitor with technology. Acoustic wall and ceiling treatments and flexible, comfortable seating

- Comfortable lounge for social gathering and informal study
- Study rooms to seat 4. Acoustic wall and ceiling treatments. Glass door and/or sidelite for visibility. TV monitor and videoconferencing capabilities/technology preferable. At least one dry erase surface
- Access / visibility to youth staff area

Youth Services

- Private offices, workspace, public-facing stations, copier, printer and countertop w/ lockable cabinet storage

School Age + Preschool

- Study rooms to seat 4. Acoustic wall and ceiling treatments. glass door and/or sidelite for visibility. At least one dry erase surface
- Flexible, comfy seating / furniture for all ages with durable upholsteries
- Interactive learning wall and play structures
- Outdoor access to learning gardens w/ security
- 42" H shelving maximum for preschool
- 66" H shelving maximum for school age

Craft Room

- Blackout and sun shades for light control
- Projector and projection surface
- Faucet, undermount sink w/ paint trap, durable/cleanable countertop, base and upper cabinet lockable storage
- Project cubbies / drying rack
- Durable collapsible / mobile tables and stackable seating
- Closet or tall cabinet storage with adjustable shelves for supplies
- At least one dry erase surface or mobile board
- At least one magnetic surface or wall for displaying projects
- Full height glass walls with views to preschool area and storytime room. Acoustic sheer drapery for flexible privacy
- Acoustic wall and ceiling treatments

Storytime Room

- Outdoor spillover space w/ security

- Blackout and sun shades for light control
- Projector and projection surface
- Cushions or small stools, easily stored
- Closet or tall cabinet storage with adjustable shelves for supplies
- AV capabilities for presenters (mic, speakers, hearing loop, etc)
- Mobile lectern with AV capacity
- Full height glass walls with views to craft room. acoustic sheer drapery for flexible privacy

Activity Room

- Projector and projection surface or dual monitors
- Faucet, undermount sink w/ paint trap, durable/cleanable countertop, base and upper cabinet lockable storage
- Project cubbies / drying rack
- Collapsible / mobile tables with highly durable tops and flexible seating. cushions or small stools for storytime
- Closet storage with adjustable shelves for supplies
- At least one dry erase surface or mobile board
- Ample space, power and ventilation for variety of tools / equipment / technology
- Glass doors and walls for visibility
- Display wall / area for completed projects and community interaction
- Acoustic wall and ceiling treatments

Marketplace

- Mobile display units for new materials. Flexible for face out or spine out display
- Use available walls for gallery. art rail and accessories for hanging art. Flexible track lighting for illumination

Friends Store + Sort + Storage

- Reuse Walmart Room storage room for sorting/staging and storage
- Checkout desk w/ POS. ADA compliant transaction counter. Lockable storage cabinets below. Slat wall or similar adjustable display behind desk.
- TV monitor for scrolling digital display is preferred.

- 78" H wall shelving with adjustable shelves
- Mobile display units for variety of retail or material display: face out and spine out for books, display case for other items

Community Hub

- Mobile display units for variety of materials: brochures, catalogs, flyers, maps, etc.
- Large standing-height table with stool seating for spreading out maps or large format materials, collaboration, social gathering, etc.
- TV monitor for scrolling digital display is preferred.
- Decorative wall for branding / catching visitor attention upon entry
- Small lounge grouping: lounge chairs, side table, coffee table
- Demolished CMU wall from previous Walmart Room location to open up space upon entry

Meeting Rooms (20-30 person)

- Acoustic wall and ceiling treatments
- Projector and projection surface or dual monitors visible from back of rooms
- Collapsible / mobile tables and stackable seating to support variety of layouts : boardroom, training, collaboration, etc.
- Blackout and sun shades for light control
- Glass door and/or sidelite for visibility
- 34" H credenza for serving catered food, with lockable storage below and AV capabilities

Meeting Rooms (8-10 person)

- Acoustic wall and ceiling treatments
- TV monitor with teleconferencing capabilities
- Conference table with power and AV
- Glass door and/or sidelite for visibility
- 34" H credenza for serving catered food, with lockable storage below and AV capabilities, as required

Exterior

- Outdoor learning gardens with raised beds and signage on west side
- Short wall to buffer outdoor program space from Main St.
- Concrete patio and steps off of children's area and connecting to maker space

- Exterior lighting and signage
- Outdoor quiet reading area off of adult collection with outdoor lounge chairs and tables
- Shade devices
- Outdoor foldable / collapsible tables and chairs for events
- Ampitheater-esque landscaping for tiered seating and buffer to east
- Lighting and security at building perimeter

General

- Dimmable LED task, ambient and decorative lighting
- Acoustic treatments (walls + ceiling)
- Carpet or appropriate resilient / durable flooring
- Durable, lockable millwork and storage as required
- Sun or blackout shades
- AV capabilities and storage
- Environmental graphics and way-finding signage

Highlights:

- Staff gains rotary room area for workroom space
- Activity room with ample storage
- Activity room centrally located for equal adult/youth access
- Youth area access to learning garden
- Youth area consolidated in addition (acoustics)
- Youth craft + storytime rooms adjacent
- Storytime adjacent to exterior program
- Community hub near service desk, friends + café
- Activate view from Main Street
- Holds near service desk

- Genealogy in same location but with expanded seating
- Add (1) 300+ person meeting room
- Add (1) 20-30 person meeting rooms
- Add (3) 6-8 person collaboration study rooms
- Add (1) 4 person study room
- Add (2) 1-2 person study rooms
- Relocate Rotary + Haney meeting rooms
- Add Sensory Room to support neurodiversity
- Increase AMH capacity at drive up window and interior window
- Connection from adult to exterior / outdoor reading

Library Program:

|	Existing	Proposed	
Meeting Room	1,100 SF	2,340 SF	(2) 20-30 person, (1) 8 person
Large Meeting Room	2,125 SF	4,145 SF	(1) 300 person, can be (2) 150 person
Staff	5,050 SF	6,450 SF	more offices, larger AMH, 2nd bathroom
Youth Collection	3,300 SF	7,430 SF	
Youth Study	240 SF	600 SF	(6) study rooms
Youth Staff	625 SF	1,100 SF	
Storytime	230 SF	1,330 SF	(1) 100 person
Youth Craft	240 SF	1,180 SF	(1) 50 person
Activity Room	--	1,270 SF	new!
Teen	1,270 SF	2,900 SF	(5) study, (1) collaboration/gaming
Adult	13,000 SF	13,815 SF	
Genealogy	770 SF	1,150 SF	
Adult Study	570 SF	1,560 SF	(3) 6-8 person, (3) 4 person, (8) 1-2 person
Friends Store	200 SF	775 SF	
Other	9,780 SF	19,010 SF	marketplace, cafe, sensory room, community hub, etc.
TotalBuilding	**38,500 SF**	**65,055 SF**	

Fit Plan
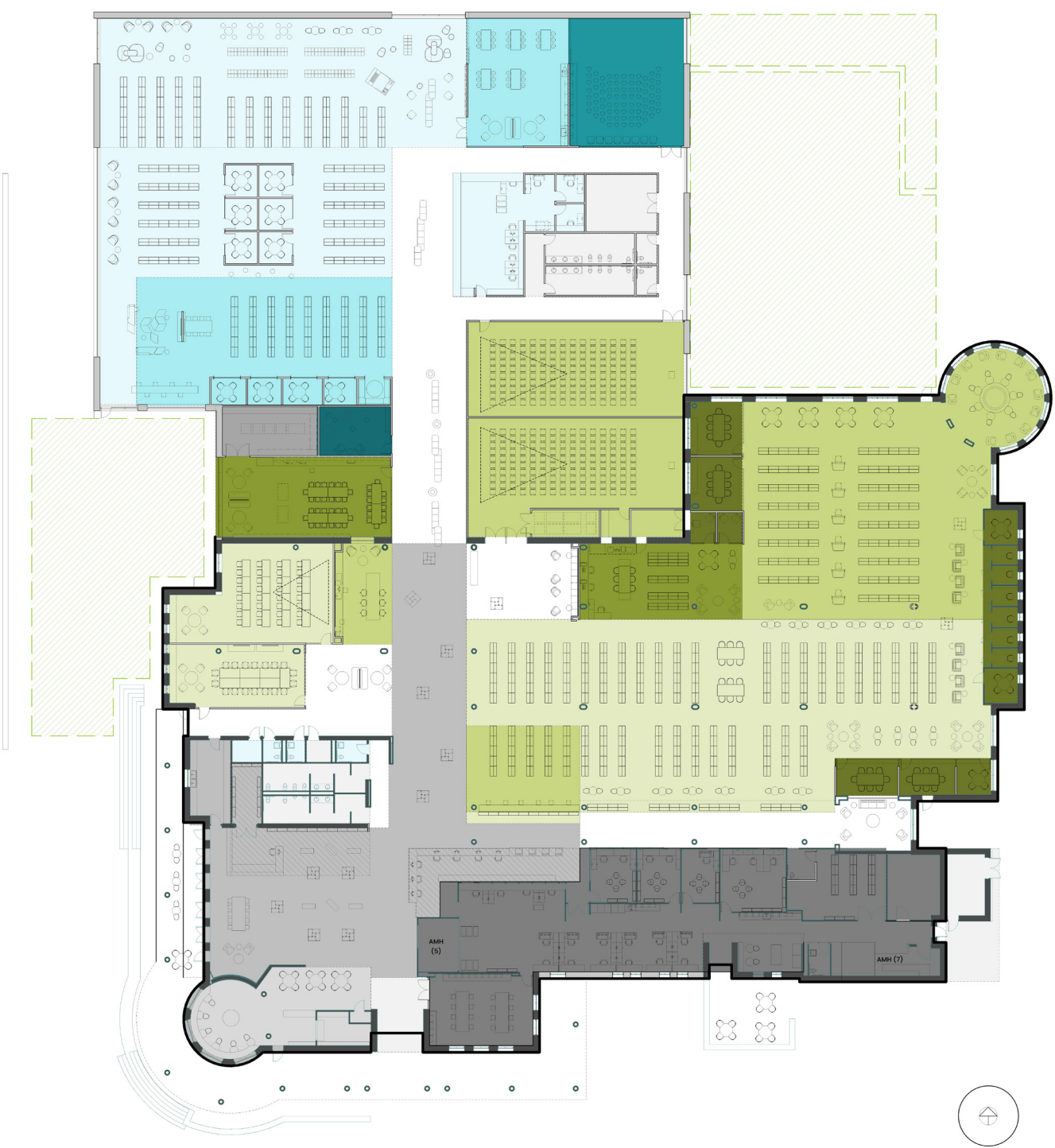
Renovation Diagram
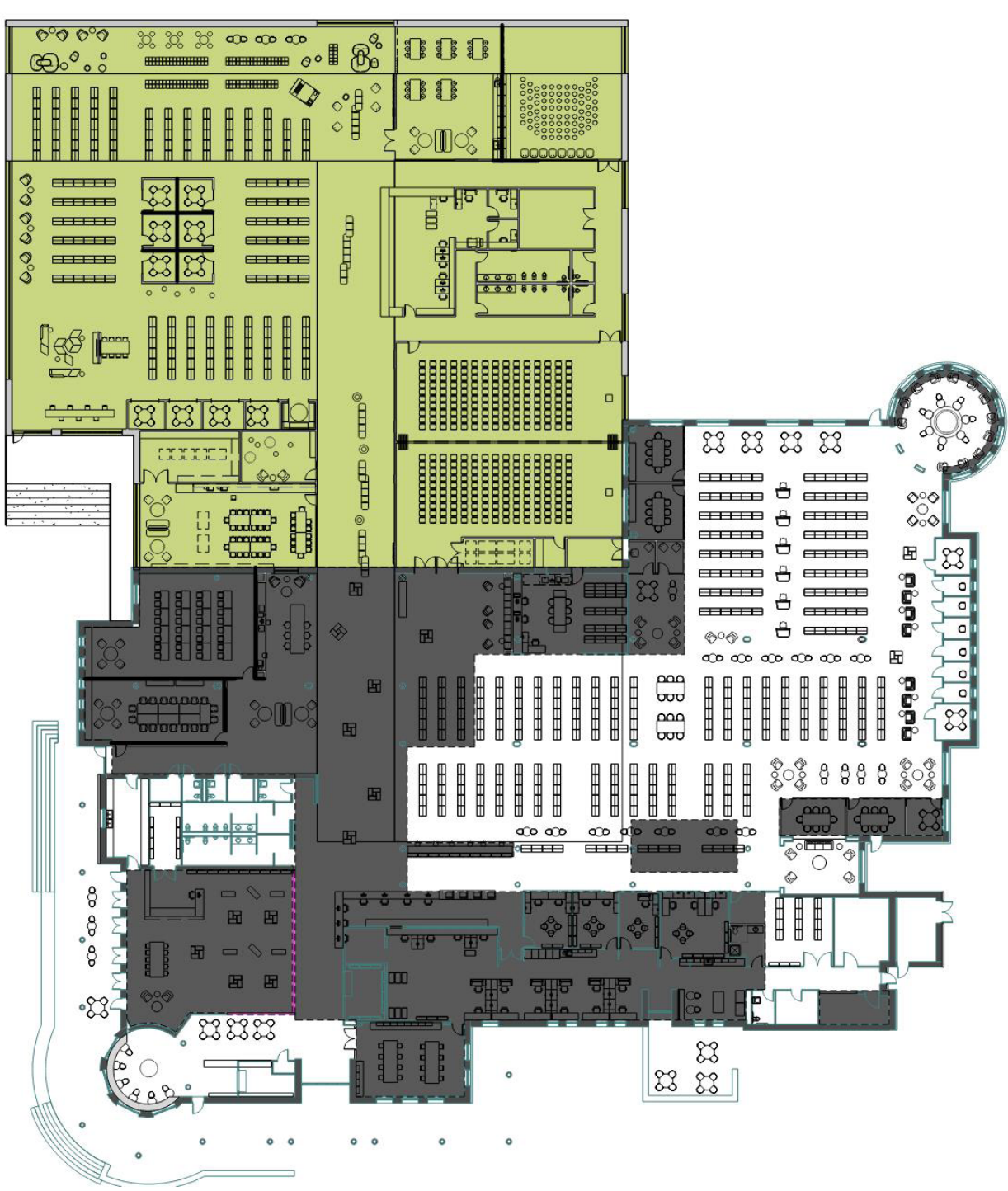
- 26,555 addition
- 18,390 interior renovation
- 17,700 light renovation as required throughout facility

Community Art + Bicycling Diagram
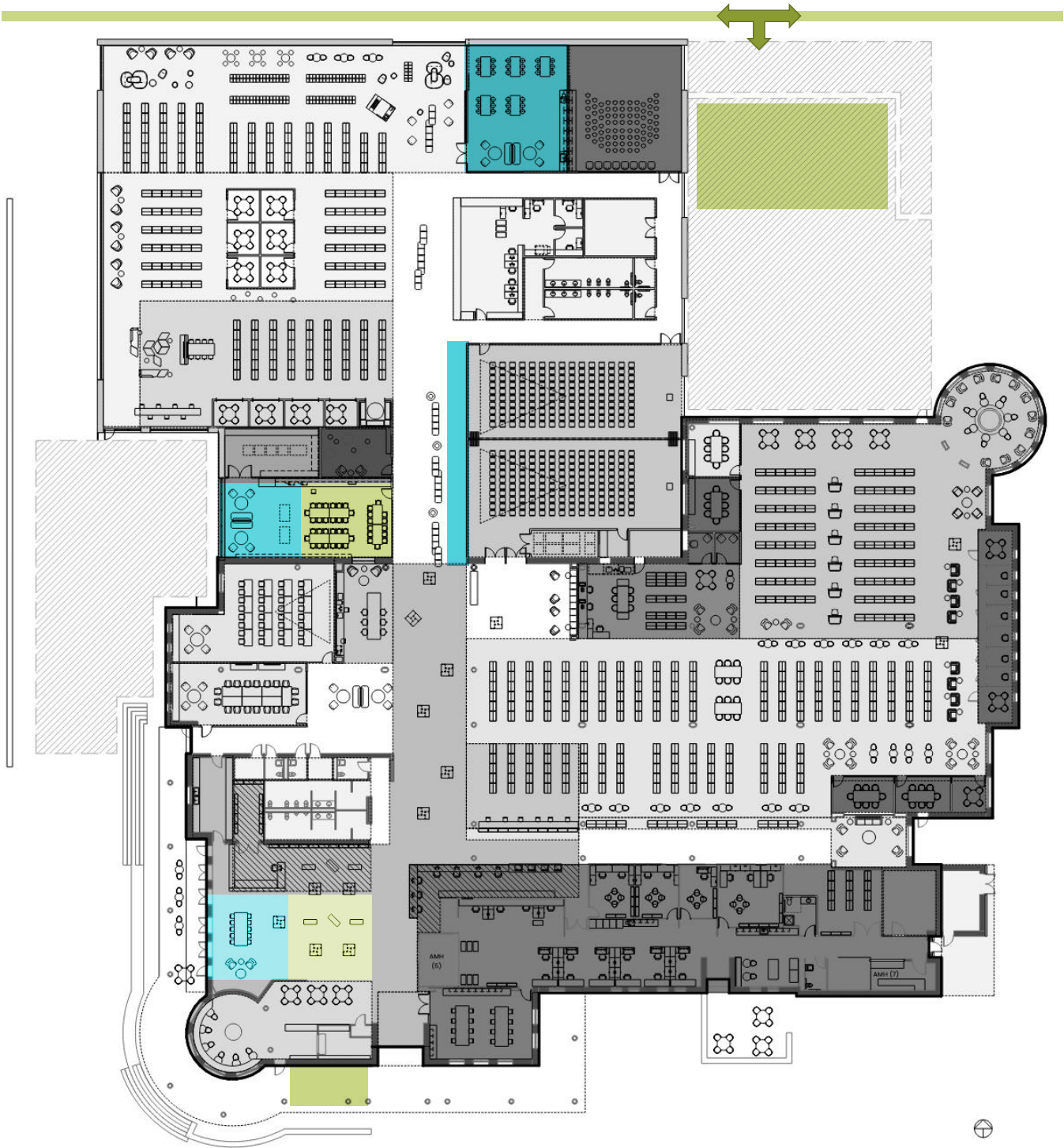
- Gallery space for rotating local art exhibits
- Activity room to allow for arts programs in the library – both library and community led
- Craft room to allow for youth arts programs
- Community hub space that can highlight local museums and amenities of bentonville

- Suggestion of rerouting bicycle path to engage with the new outdoor space
- Activity room to allow collaboration between library and community regarding bicycle safety and potential bicycle programming.
- Continued use of the café as a meeting place
- Outdoor space for meeting and learning
- Community hub space that can highlight local trails and resources for the bicycle community

Cost Estimate

A. Building Construction cost   **$10,924,989**

- Addition
- Renovation
- Site Development
- Design Contingency (5%)
- Unknown Contingency (5%)
- Inflation (10%)

B. Furnishings,Fixtures, Equipment   **$1,656,344**

- Furnishings Addition
- Furnishings Renovation
- Phone & Networking in Addition
- *Specialty Equipment is by owner*
- Inflation (10%)

C. Soft Cost   **$1,671,786**

- Professional Services
- Reimbursibles
- LEED Registration and Commissioning
- Geotech Report
- Code / Testing Allowance
- Moving Cost
- Survey

D. Project Contingency   **$712,656**

- 5% of project cost

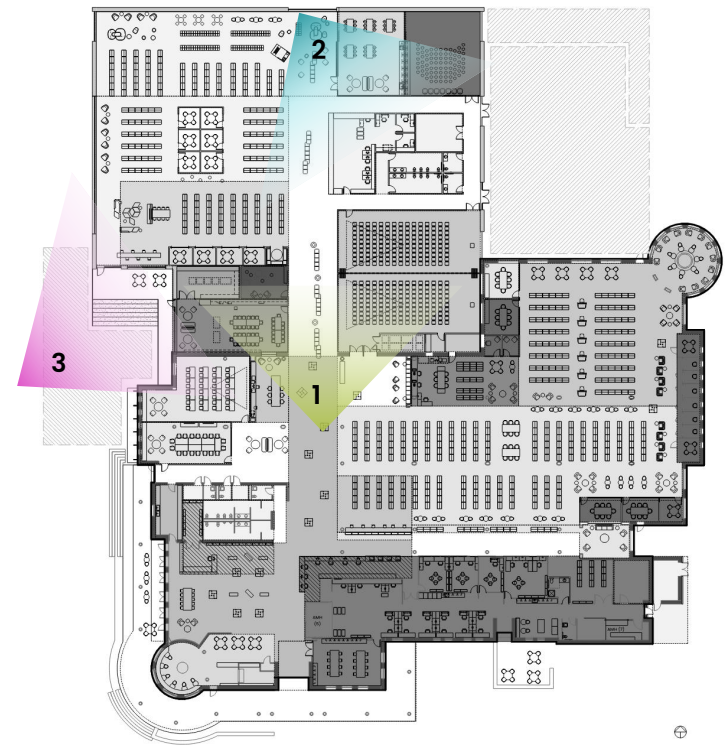**total project cost:**   **$14,965,774**

1. Marketplace CONCEPT Rendering

3. Exterior Concept Rendering

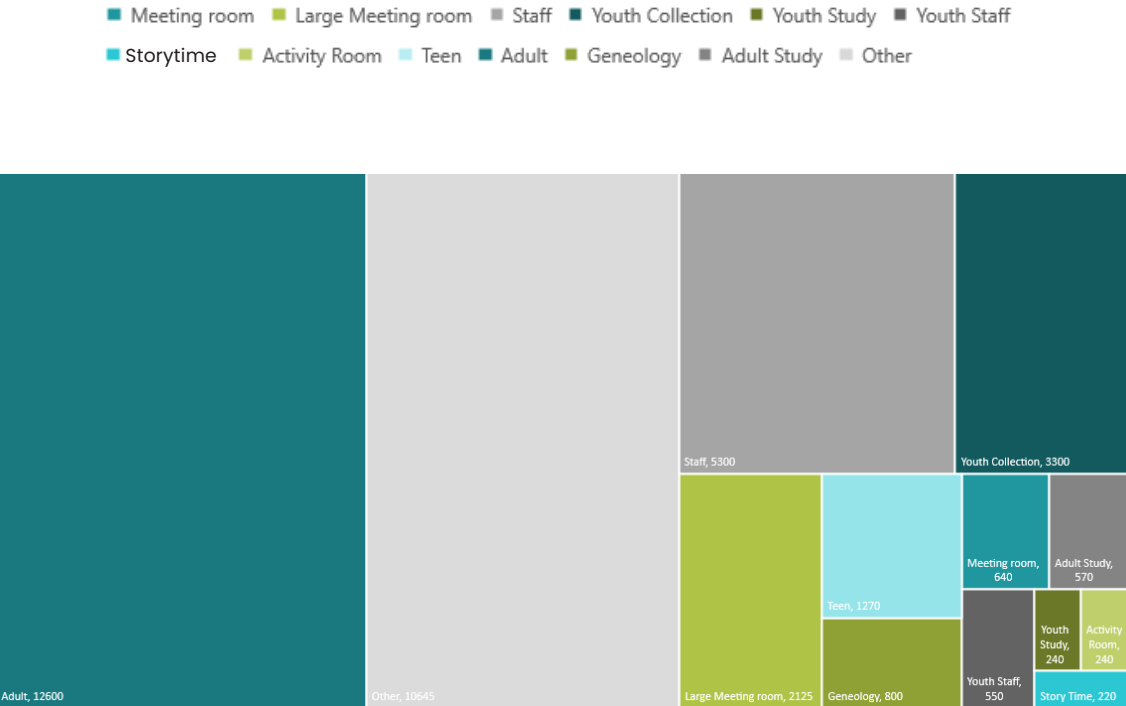## 2. Children's Area CONCEPT Rendering

These renderings are to show potentially how the space could feel and address the needs of the community. General design moves that should apply to the new expansion are as follows:
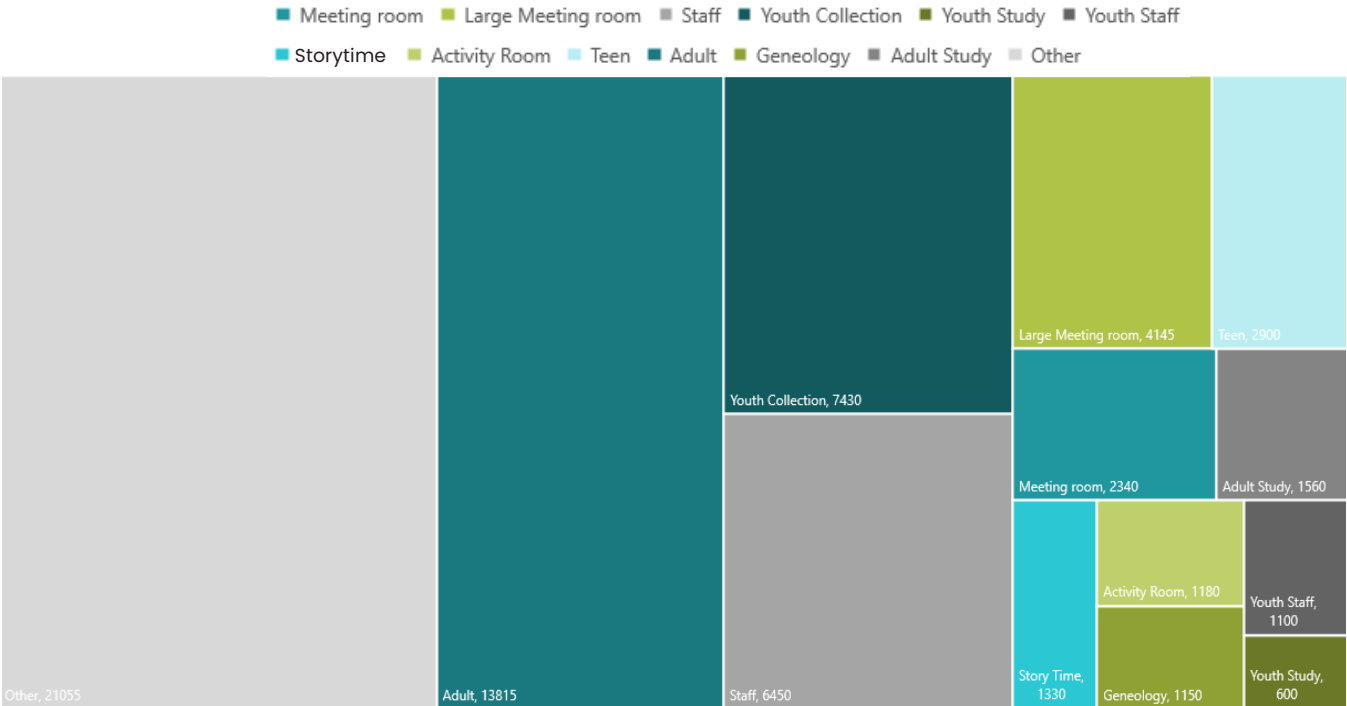
- To provide a seamless transition from the existing to new. Wood should be used as accents. Larger panel / slats should be used to provide a more modern feel.

- Glass partitions and doors should be an aluminum system. This is lower maintenance in the future and allows more glazing.

- Exterior should provide large, simple opening to highlight the activities inside to provide interest to people passing by.

- A clerestory is shown above the youth services desk to demonstrate the importance of daylight and warmth of the existing library.
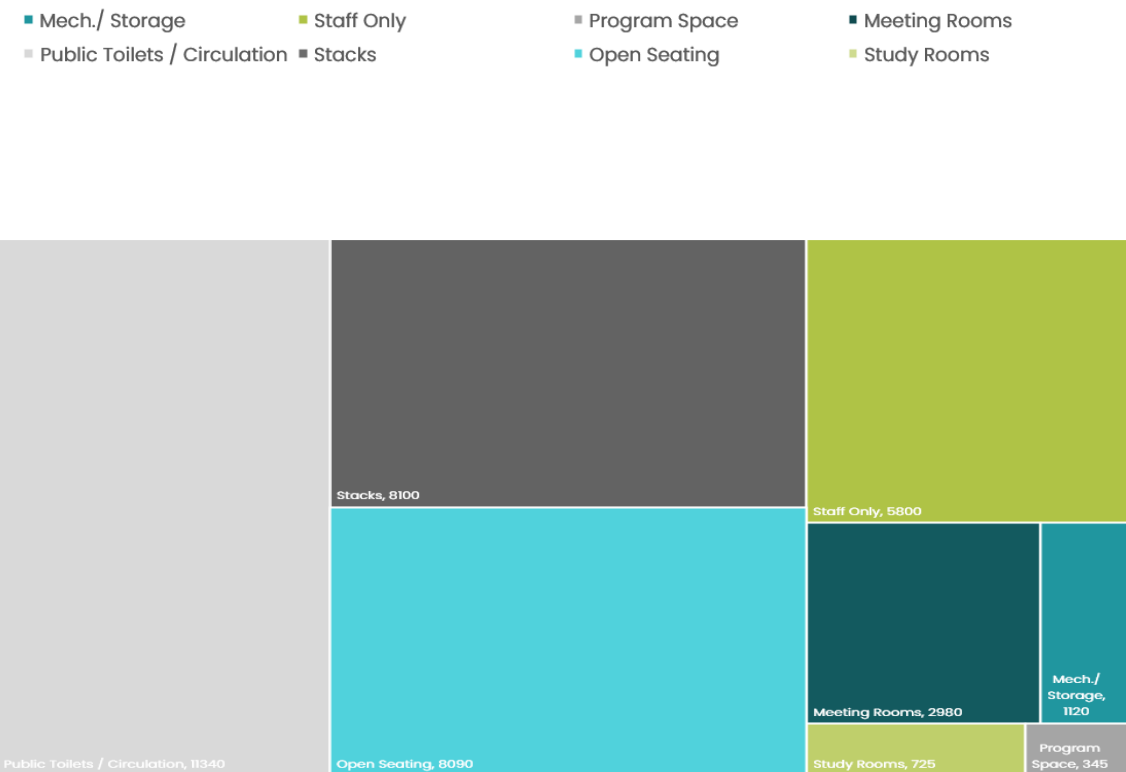
Existing Building Program SF - 38,500 SF total building

■ Meeting room ■ Large Meeting room ■ Staff ■ Youth Collection ■ Youth Study ■ Youth Staff
■ Storytime ■ Activity Room ■ Teen ■ Adult ■ Geneology ■ Adult Study ■ Other

Proposed Building Program SF - 65,055 SF total building

■ Meeting room ■ Large Meeting room ■ Staff ■ Youth Collection ■ Youth Study ■ Youth Staff
■ Storytime ■ Activity Room ■ Teen ■ Adult ■ Geneology ■ Adult Study ■ Other

Existing Building Space Type SF - 38,500 SF total building

■ Mech./ Storage ■ Staff Only ■ Program Space ■ Meeting Rooms
■ Public Toilets / Circulation ■ Stacks ■ Open Seating ■ Study Rooms

Proposed Building Space Type SF - 65,055 SF total building

■ Mech./ Storage ■ Staff Only ■ Program Space ■ Meeting Rooms
■ Public Toilets / Circulation ■ Stacks ■ Open Seating ■ Study Rooms