

Rochester Public Library Master Plan

Appendices

Appendix A: Library Staff Engagement

summary of visioning sessions

visioning sessions | library staff themes

What does “best in class” library service mean to you? What barriers, if any, are there to providing exceptional service?

Easy to get to the library and accessible once you are here.

Provide a wide range of programs and services that customers ask for, and do it well.

Barriers include lack of public will for improvements/changes, staff time, ability to implement change quickly

What does the Rochester community need to thrive? If you were granted 3 wishes to enhance your ability to provide what is needed, what would you ask for?

Affordable housing, food security, better transportation infrastructure.

Community: sense of belonging for new community members, community support, better investment in public amenities

3 wishes: free internet, mental health resources, library seen as a vital community asset

How does the library contribute to the community’s unique identity? How might it in the future?

Library can set a welcoming and caring tone for the rest of the community: show what welcoming is and can be.

Multiple languages, advance guard of DEI initiatives in the city

Future: How can the library be world-class, like Mayo, and not just good enough?

How might the library further reflect the community’s diversity to be welcoming to all?

Space for everyone + space for the community to join together

Branches that mirror the neighborhood communities

Programming that reflects the community’s diversity

visioning sessions | Steering Committee themes

What does the Rochester community need to thrive? If you were granted 3 wishes to enhance your ability to provide what is needed, what would you ask for?

Embrace that Rochester is no longer a small town: build institutions to reflect large city status, expand civic presence outside of downtown for improved access, celebrate diversity.

What does “best in class” library service for Rochester mean to you?

Service that responds to community needs, inviting space that is easy to get to and easy to use

How does the library contribute to the community’s unique identity? How might it in the future?

Welcoming place for all and an exemplar for what Rochester wants to be, filling a hole in the community that higher ed institutions and arts organizations would typically fill, how can the library help Rochester’s image be more than Mayo and IBM?

Imagine the master plan process is complete. What outcomes would indicate that it was a resounding success?

Community is excited about the library services and offerings, council is supportive of the plan because it’s based on data and there is strong support from constituents, Mayo sees an opportunity to support the library, aspirational + obtainable, more than about a building – must include library service recommendations and look beyond physical space needs.

visioning sessions | friends of the library themes

What is wildly successful at the library now? What opportunities or initiatives would inspire the community to engage with the library more?

Libby, youth programming, seed library, book donations, reading champions are all popular.

Easier access (better public transportation, free parking), more innovative programs (library of things, seed library), community meeting space, and keeping the library front of mind increase engagement.

What does the Rochester community need to thrive? If you were granted 3 wishes to provide what is needed, what would you ask for?

Rochester needs affordable housing, branch library locations, and a library location outside of downtown.

Three wishes would include: affordable housing, more parks and trails, inclusive spaces for the entire community, improved access to downtown, library coffee shop

How might the library further reflect the community's diversity?

A more diverse library staff – including leadership team and friends members, cultural programming, people library where you can meet and learn with community members with different experiences from you

visioning sessions | library foundation themes

What does the Rochester community need to thrive? If you were granted 3 wishes to provide what is needed, what would you ask for?

Vision and Action team, free entertainment, affordable housing, culturally sensitive programming, better connection between resources and those who need them, better awareness of library offerings, infrastructure improvements

How does the library contribute to the community's unique identity? How might it in the future?

Library is a leader in DEI, addressing the digital divide and providing access to those who need it, use the broad skillsets of librarians to serve community needs, improved tools/offerings for library users needing mental health services, bring in speakers that challenge and contribute to the community identity

Imagine the master plan process is complete. What outcomes would indicate that it was a resounding success?

Community understands what the library does now and what it would like to do in the future with their support, strategy for engaging people over the years, improved library accessibility, more library patrons, community is aware of the master plan and excited to support it

round 2 staff engagement

What are three words you want people to think about for the future library?

77 responses



Looking five years into the future, what are the greatest opportunities you see for the Rochester Public Library?

Increased population.

Rochester continued growth

More services where they are needed

Diverse growth in staff and community.

Diversity

To become an award winner again and maintain the status

Funding from partners like DMC and forward unbound

More patrons

Looking five years into the future, what are the greatest opportunities you see for the Rochester Public Library?

Involvement in neighborhoods

Partnerships with local social services and nonprofits.

City income that is growing exponentially.

Creating new, accessible community spaces

Partner with other departments, like Parks and Rec, to expand our reach. (What if, when other departments build new public spaces, we had a library space included?)

Partnering with other city departments

Service for different communities

Better visibility within and among our community

Looking five years into the future, what are the greatest opportunities you see for the Rochester Public Library?

Nothing if the City doesn't value the Library, what it offers the community, and doesn't have City/community support in funding anything.

Serving growing diverse populations

Economic growth possible private partnerships

More funding

Diversity

More library locations or an expansion
Additional Databases

Wider reach to all

Accessible

Looking five years into the future, what are the greatest opportunities you see for the Rochester Public Library?

More partnerships with other local social services and nonprofits

Community partnerships

The community supporting increased digital materials

Growing our technology to help the community.

Educational partnerships

Partnerships, like social workers, more often.

Collaborating with other stakeholders like mayo city departments

Rebranding ourselves

Looking five years into the future, what are the greatest opportunities you see for the Rochester Public Library?

help protect vulnerable people

Community centered collaborations

International visitors

Partnerships with school districts

Money

Lack of community support

Lack of support from the city and library administrators

Politics

round 3 staff engagement

discussion | staff meeting

Survey respondents (40% of whom live in NW Rochester) prefer a location at the **north** or **west** part of town. If there were **2 satellite locations**, where should they be located?

NOTES:

- Somewhere south between Walmart and Menards
- Central near Trader Joe's
- Parter w/Parks and Rec near Cascade Lake. Outdoor programming a potential here. Transit link.
- Former Joann's location, very large.
- Somewhere in the north with a 2nd location south or central.
- North and west may serve the same types of groups of people who have access to a car.
 - Might a holds locker be better for those who have access to a vehicle?
 - What location might be more equitable for access?
- SE area needs access, also NW area.
- Multi-modal access is important.
- Cub Foods in SE b/c it targets underserved populations.
- North or NW b/c these are the busiest bookmobile stops.
- NW near Gates area is preferred. This is a multimodal area, this is where the book box is located.

discussion | supervisors meeting

Survey respondents (40% of whom live in NW Rochester) prefer a location at the **north** or **west** part of town. If there were **2 satellite locations**, where should they be located?

NOTES:

- The neighborhood near Cascade Lake is more affluent but also has a lot of high-density senior housing.
- SE area of the city has lower-income neighborhoods. Ward 4 seems appropriate for a location to counter NW.
- Kim noted that area around book mobile stops have high-density low-income housing.
- East side of 52 is closer to high-density apartments near Fire Station #4.
- Locations that are easy to arrive at without hitting traffic lights would be ideal.
- Low saturation around SELCO area

discussion | staff meeting

What would you like to see at a satellite location in terms of **collections, services, programming**? Based on your interactions with community members what types of offerings would have the **most impact**?

NOTES:

- SE: mini-full service with collections, internet, printing, partner services, possible less programming
- NW: more grab and go
- Gage East as co-location.
- Pop-ups in schools during the summers
- Specialize branches depending on the location within the city
- Areas that are accessible to public transportation still have long walks between stops and buildings. Not good for accessibility.
- Ease of use and access to free parking would be important.
- Floating collection between two branches to keep things balanced.
- Would need FT staff to move collections between locations.
- If there are specific services in one location will others feel left out?
- Cascade Lake: opp for Winona State University, Senior Center, and Parks and Rec partnering. Primarily programming with popular collections. No comp labs = too staff intensive.
- Book lockers and pick-ups at new community center.
- Children's-specific library near Gage Park or Cub Foods. Could help parents feel ok about noisy kids.

NOTES CONTD:

- Young children in NW has a lot of kids, SE families have a more difficult time to get to downtown.
- Holds pick-up and drop-off at opposite end of rapid transit. Will help people avoid downtown construction. (Easy for staff to get back and forth.)
- Quiet meeting spaces at a branch.
- Co-locating at Fire Stations.
- Adult pop-ups at bars and breweries or dispensaries.
- Storage Container library pop-ups.

What worries you about the idea of distributed services?

- Funding
- Staffing
- Community reception, why isn't the satellite closer to me?
- What happens to downtown location if services move elsewhere?

What makes you excited about the idea of distributed services?

- Serve more communities
- Parking
- Opportunities to connect
- It's not just about downtown, services available across the city
- Access

discussion | supervisors meeting

What are the offerings at each satellite location in terms of **collections, services, programming**?

NOTES:

- Karen views success as having similar saturation of card holders in all areas of the city.
- Return to community codesigners to look at opportunities for services outside of downtown.
- Start small with a location to return items and have holds lockers. Largely unstaffed. Match this with social services: social workers, county partners, deep partnerships embedded within the space at the south branch.
- Start with offering the same at both north and south and see how things evolve?
- Highly adaptable spaces so it's easy to rearrange
- SE: laptop checkouts, social services to save people a trip elsewhere
- Collections scaled to small space, only have most popular items, world language offerings to match locations.
- Satellite collections can't go out on hold to ensure availability at those locations.
- Wifi available inside and outside
- Green space
- 24/7 access and service to expand usage.
- Noise: having both quiet and loud spaces in a small space could be difficult. Design with acoustics in mind.
- People want a space to come together and gather, design with groups in mind.

NOTES CONTD:

- Pop-up collections: multiple smaller vans rather than one large truck. Look for partner locations for events.
- How do satellite locations handle large quantities of checked in materials? Plan storage space or materials pick-up operations to meet needs.
- Focus on self-service for circulation and registration as much as possible.
- Cross train staff to provide efficient service.
- Both locations need the ability to drop off materials and to pick up holds at a minimum.
- SE should have more culturally relevant programming, in partnership with neighborhood groups.
- SE could have homework support, when the library offered homework help most users came from this area of town.
- 24/7 access: RPL should look to other libraries who are doing this to learn from them, consider this for north branch.
- How will satellites impact downtown library? Who will remain to use the downtown library?
- Susan Kent noted that RPL use of digital material is skyrocketing, how will this affect space use?
- Move technical services elsewhere since this uses a lot of real estate?
- How can new offerings be sustainable? It would be unfortunate to have a brand-new offering and then take it away after a year.

discussion | supervisors meeting

What do library operations look like at a satellite location?

Notes:

- What is prioritized?
- Need to staff the desks, processing feels bare-bone.
- Reallocate space-use from downtown to satellites
- Consolidate desk staff at downtown library? Non-librarians could staff the reference desk.
- Combine all adult-services on one floor to have 1 desk on 1 floor?
- Instead of reassigning fully to satellite locations can each department share coverage with those locations?
- Susan Kent noted that open hours, number of shifts, number of staff will all be considerations for satellite location operational costs.
- How can staff maintain pockets of specialization AND a generalist approach to staffing?
- Most successful pop-ups in Rochester have had limited hours. What is the accessible, library-equivalent of this?

What will the impact of this be on the community?

- Past efforts that have not succeeded are weighing on staff. Karen feels that looking outside of downtown feels significantly different from past efforts. Community buzz/excitement feels new.
- A distributed model will be more convenient for library users. Other city services are not concentrated downtown like they once were. RPL needs to find a way to shift.

Appendix B: Community Engagement

Rochester Public Library Master Plan

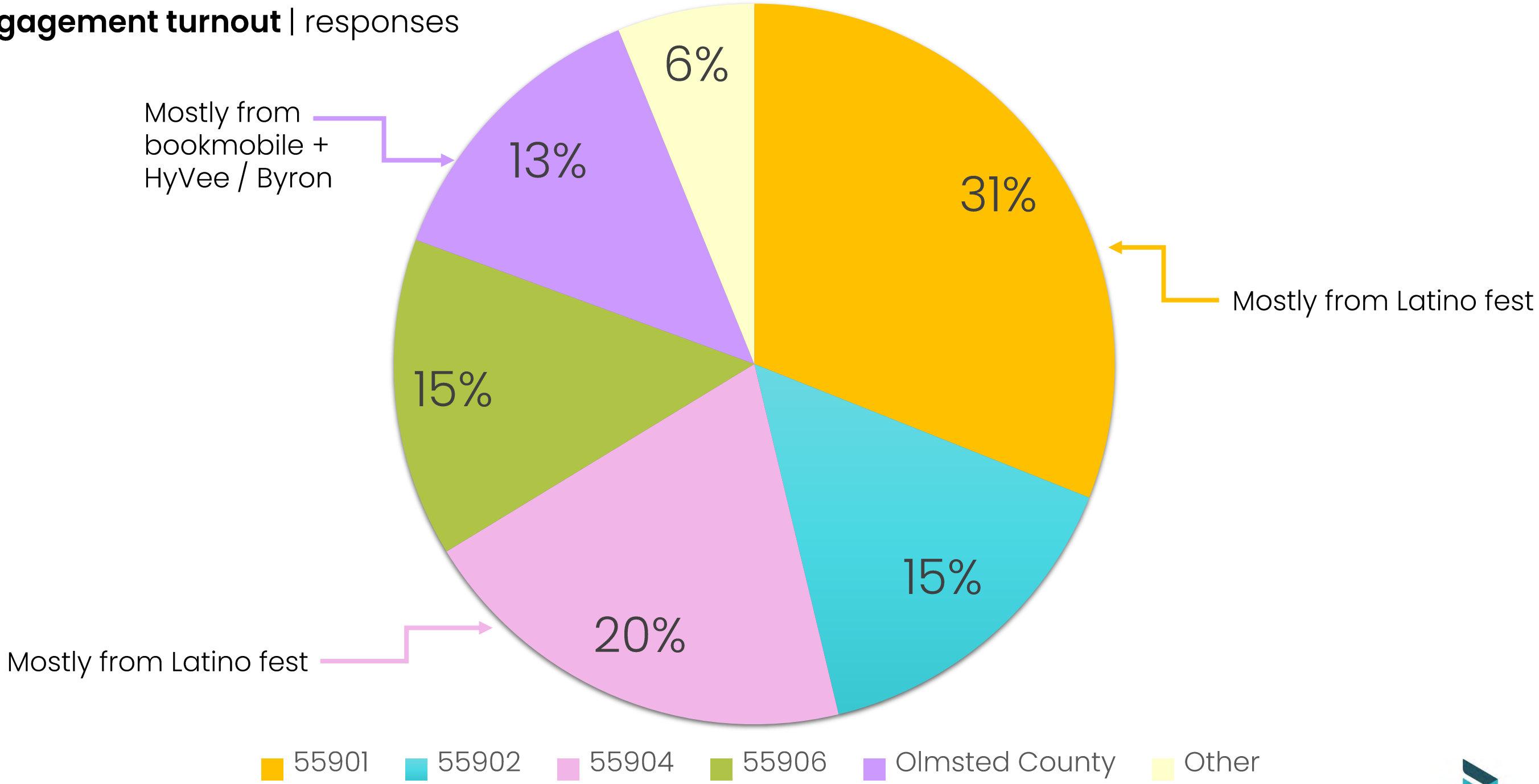
Engagement Round 1 Data
24 October 2024

MSRDesign

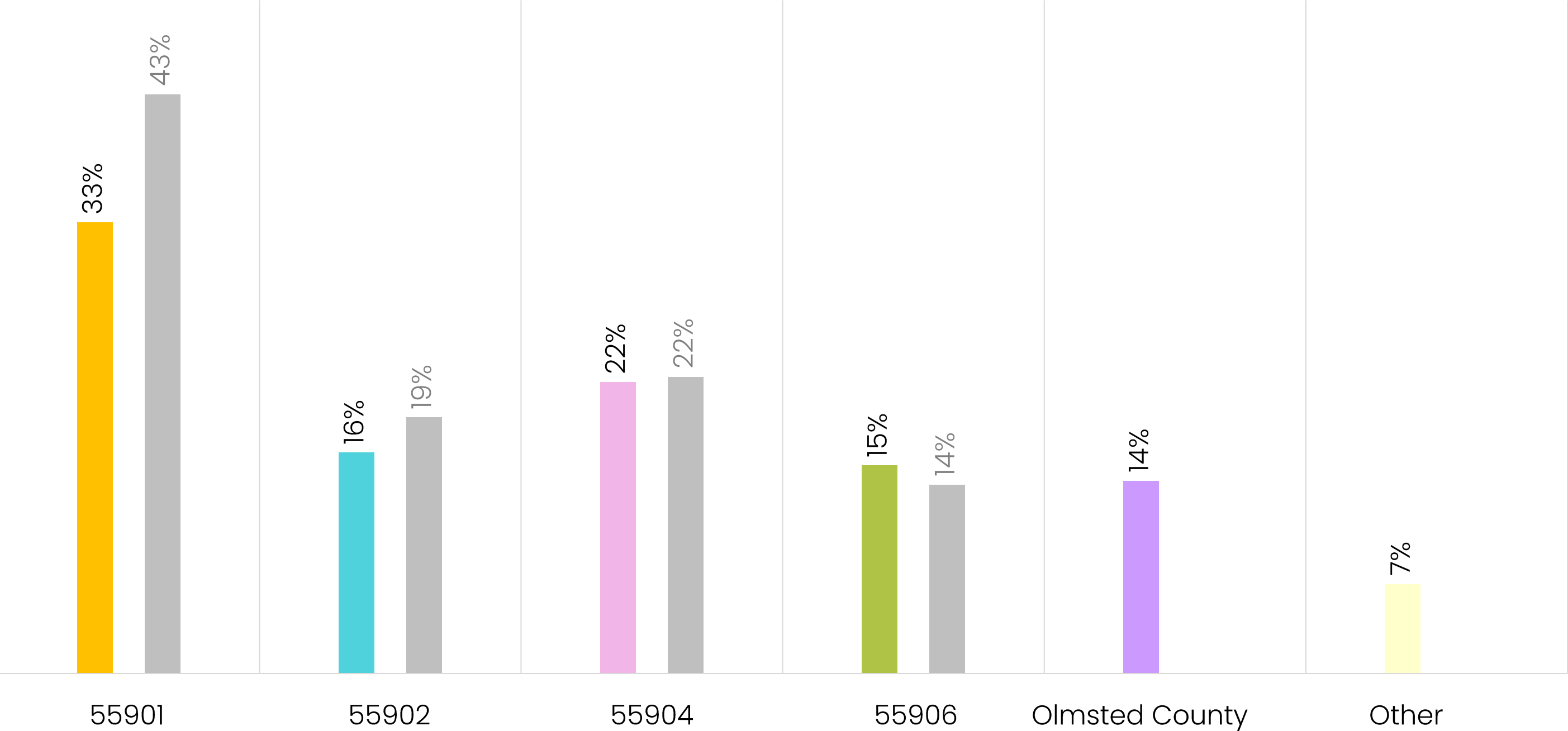
engagement turnout | responses



engagement turnout | responses



zip code responses vs actual population



engagement boards | first round

Do you currently use the Rochester Public Library?



¿Actualmente usas la biblioteca de la Ciudad de Rochester?

Hadda ma isticmaashaa maktabadda dadweynaha ee Rochester?

If yes, what would improve your experience?

En caso afirmativo, ¿qué mejoraría tu experiencia?

Hadday haa tahay, maxaa wanaajin kara khibradaada?

Yes SÍ / HAA
Downtown Library Biblioteca del centro Maktabadda Bartamaha Magaalada
Bookmobile Biblioteca móvil Mabill buug
Digital Only Solo digitales Digital kaliya

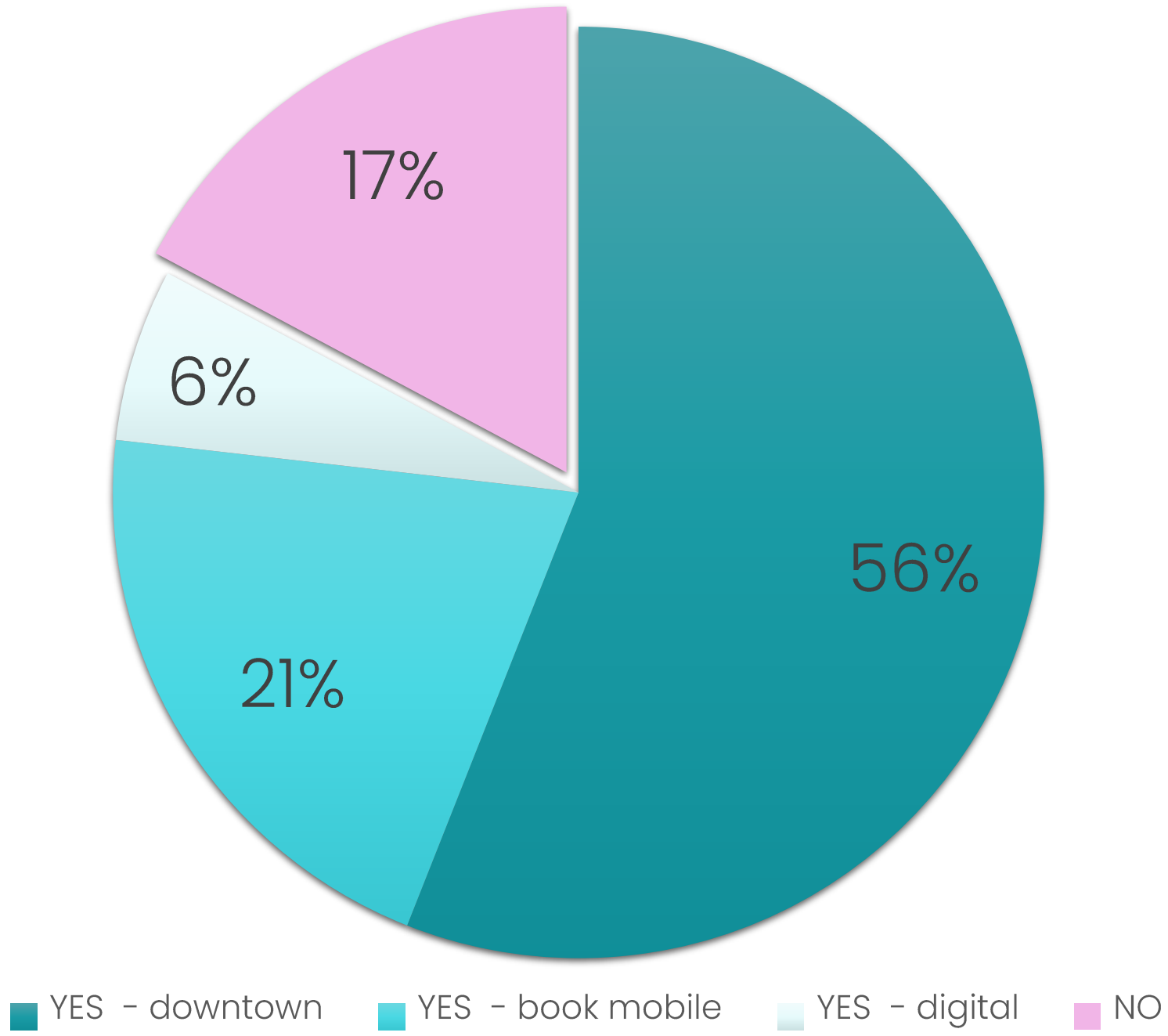
No NO / MAYA
Limited Free Parking estacionamiento gratuito limitado Baarinkii bilaash ah oo kaddib
Cooking Classes Masi programación para adultos farsiyada cunto karinta

If no, why not? What would encourage you to use the library?

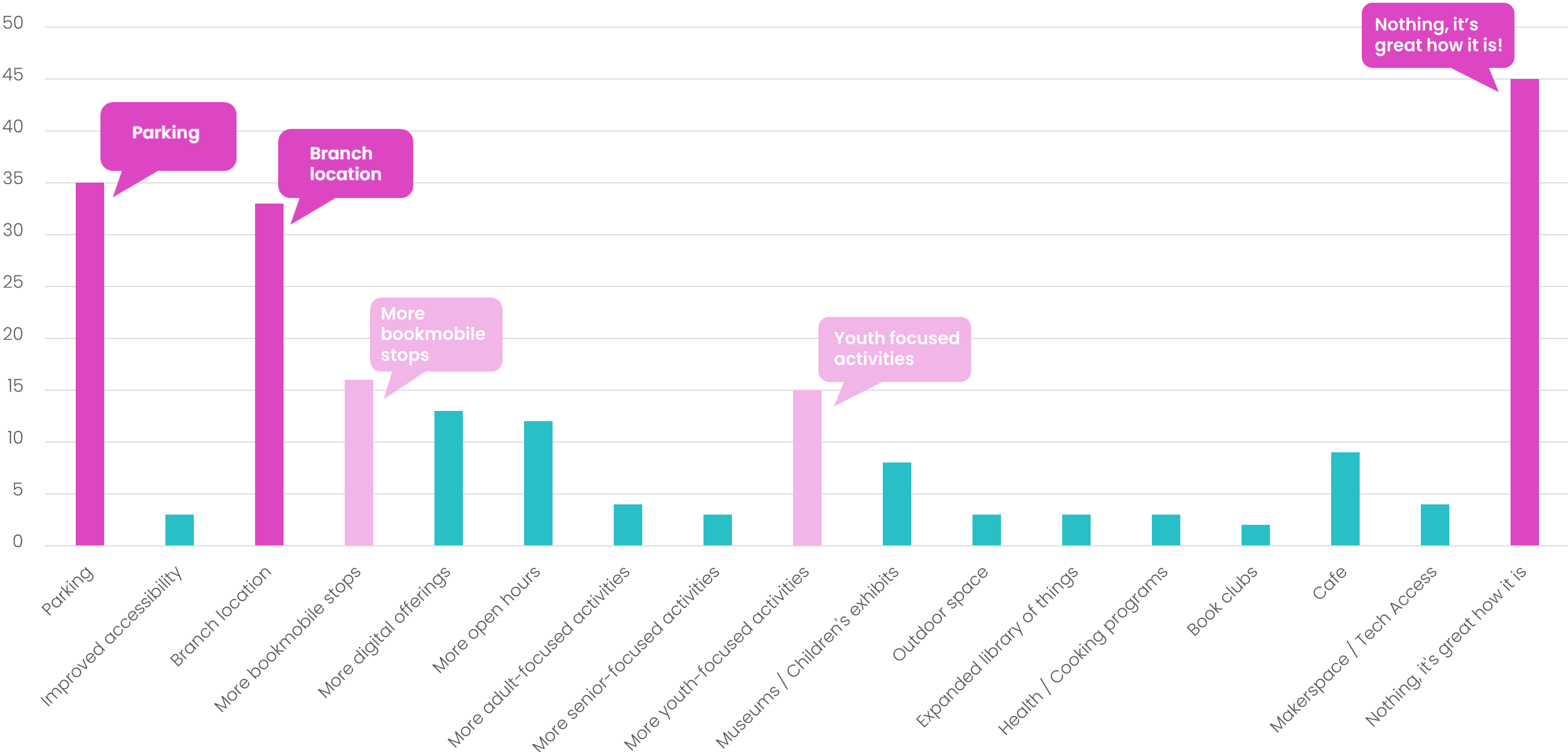
Si no, ¿por qué no? ¿Qué te animaría a utilizar la biblioteca?

Haddii ay maya tahay, maxaa diidaya? Maxaa kugu dhiirigelinaya inaad isticmaasho maktabadda?

Do you currently use Rochester Public Library?



What would improve your experience?



engagement boards | first round

What does your community need?

Tell us what's important to you!

Write or sketch on provided sticky notes + place on board:

¿Qué necesita tu comunidad?

¡Cuéntanos qué es importante para ti!

Escribe o dibuja en las notas adhesivas proporcionadas + colócalas en el tablero:

Maxay bulshadaadu u baahan tahay?

Noo sheeg waxa muhiimka kuu ah!

Ku qor ama ku sawir qoraalada dhegdheg ee la bixiyay + dhig dusha sare:



More **affordable housing** options

Opciones de vivienda más accesibles
fursado guri oo la awoodi karo

Safe **bike lanes**

Carriles seguros para ciclistas
Wadooyin baaskii'ka awoodnada leh

A **space to meet** new people / families

Un espacio para conocer nuevas personas/familias.
Meel lagu kulmo dad/qoys cusub

Providing access for immigrants and marginalized communities.

Brihdar access to laa' immigrantes y comunidades marginadas.
Bixinta'marrin u helka soogaleeciga iyo bulshooyinka la haybaaco

Affordable **Child Care/Preschool**

Cuidado infantil/preescolar accesible
Xannaanada imaha/Dugsiga ka Hor ee la awoodi karo

Better access to **social services.**

Mejor acceso a los servicios sociales.
Heitaanka adeegyada bulshada oo wanaagsan

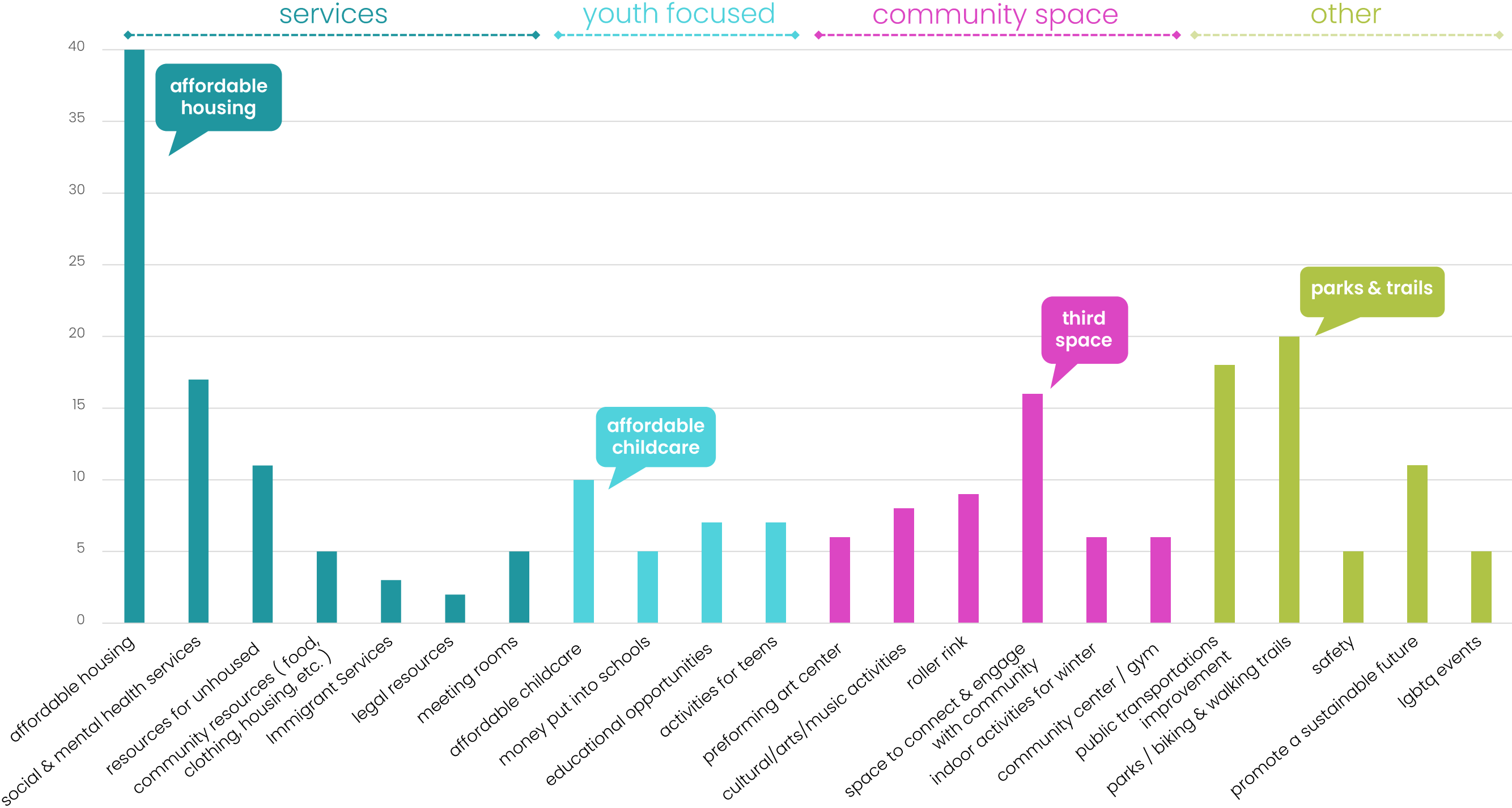
Promote a greener, more **sustainable future.**

Promover un futuro más verde y sostenible.
Kor u qaad cagaar cagaaran, mustaqbal waara.

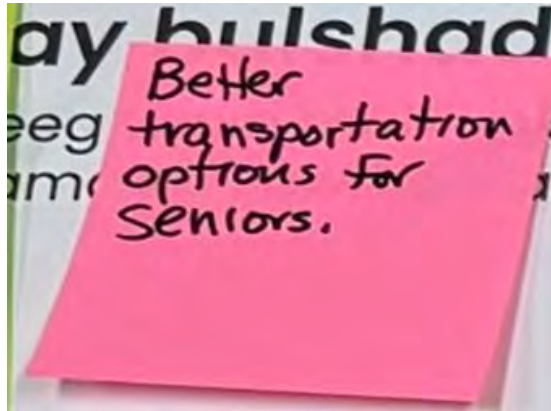
Strong **mental and physical health** for all

Bienestar mental y físico para todos.
Cag'fardood mashi'aawad iyo jidheed'ga'fardood isdhexdhexaad.

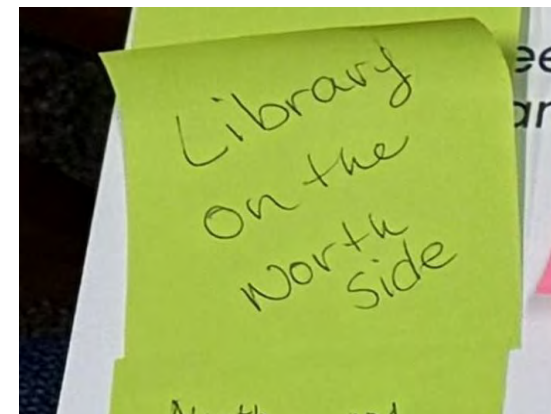
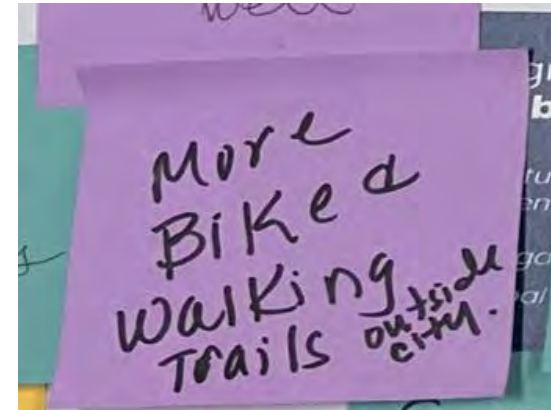
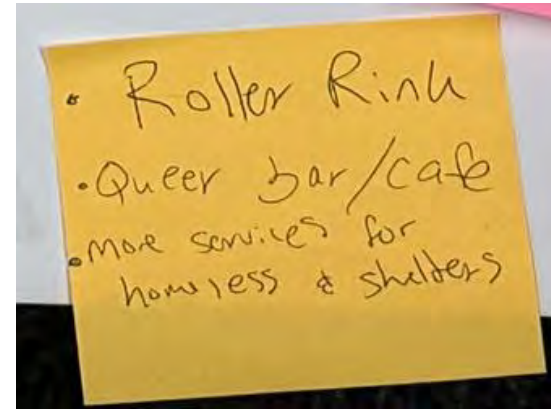
What does your community need?



write-in comments



- Clean air indoors
- Drop in place for people to play instruments together
- More buildings with bird safe glass
- Education around native plantings and pollinators
- **Free entertainment**
- All gender restrooms
- More daylight
- Literacy events
- RPL broadcast
- **Distance from ramp to library is too long**
- Recommendations systems for digital library based on what they've read
- Public showers
- **Affordable indoor activities**
- Entrance from skyway to level 2
- SELCO integration – better sharing
- More resources for autistic people
- Safe space and mental health support for BIPOC people
- **New branch that has free parking**
- Drag storytime
- Gaming



- **Lower taxes**
- Remote book drop locations
- Affordable rentable space for get together
- Food support
- Train to Minneapolis
- Parenting groups
- Branch by north Menards
- 24/7 library x 2
- Don't criminalize the homeless
- **Affordable events for kids, teens, and adults**
- More secure children's area so kids can't escape
- Zoo – waterpark
- Female free and men free centers
- **Better bike trails and lanes**
- Drop-in care – don't need them for a full day just need for 2 hours
- Work café for *parents* / play café – place where children are monitored by other people
- Supervised children's area
- Indoor swimming pools / splash pad
- Photography studio
- Creative flex space

engagement boards | first round

21st Century Libraries Are...

Las bibliotecas del Siglo 21 son...

Maktabadihii Qarnigii 21-aad waa...

What elements do you think would benefit the community?
Use provided stickers to show us what excites you most:

¿Qué elementos crees que beneficiarían a la comunidad?
Utiliza las pegatinas proporcionadas para mostrarnos lo que más te emociona
Maxay yihiin waxyaabaha ay kula tahay inay faa'iido u yeelan karaan bulshada?
Isticmaal istiikaro la bixiyay si aad noo tusiso waxa aadka kuugu xamaasinaya:

flexible meeting rooms
salas de reuniones flexibles
qololka shirarka dabaasan

collaborative lounge
salón colaborativo
fadhiga iskaashiga

outdoor programming
programación al aire libre
barmanshiyada dibadda

incubators
incubadoras
ilbaxayaasha

commercial kitchen
cocina comercial
jikada ganacsiga

space to host events
espacio para organizar eventos
meel lagu martigeliyo dhacdooyinka

music-production studio
estudio de producción musical
istudiyaha wax soo saarka musikaada

library of things
biblioteca de cosas
maktabada waxyaalaha

dedicated teen space
espacio dedicado para adolescentes
meel dhalinyaro ah oo go'an

puppet theater
teatro de marionetas
masraka puppet

community hubs / centros comunitarios / xarumaha bulshada

fitness studio
estudio de fitness
istudiyaha jirahiska

children's exhibits
exposiciones infantiles
bandhigyada carruuta

demonstration kitchen
cocina de demostración
jikada bandhiga

resource centers
centros de recursos
xarumaha kheyraadka

makers lab
laboratorio de creación
shaybaadnka sameeyayaasha

job skills training
capacitación en habilidades laborales
tababarka xirfadaha shaqada

production studio
estudio de producción
studio-soo saarid

buildings that promote movement
edificios que promuevan el movimiento
dhisimayaal kor u qaada dhacdahaqaaqa

sensory room
sala sensorial
qolka dareenka

rehearsal space
espacio de ensayo
meel ku celcelinta

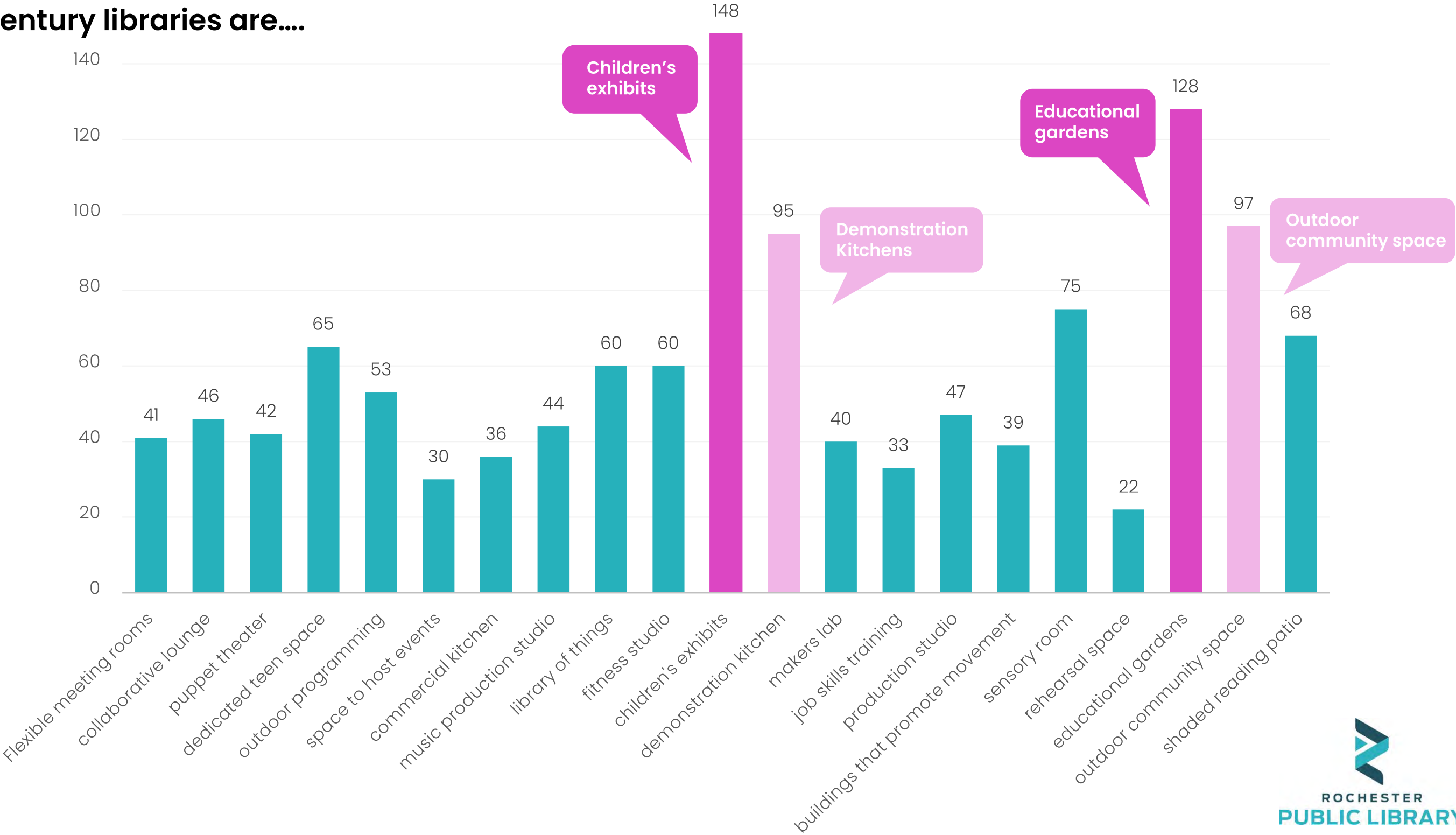
educational gardens
jardines educativos
beeraha waxbarashada

outdoor community space
espacio comunitario al aire libre
barxada akhriska hadhsan

shaded reading patio
patio de lectura con sombra
barxada akhriska hadhsan

a place for whole body wellbeing / un lugar para el bienestar integral / meel loogu talagalay fayoobida jirka oo dhan

21st century libraries are....

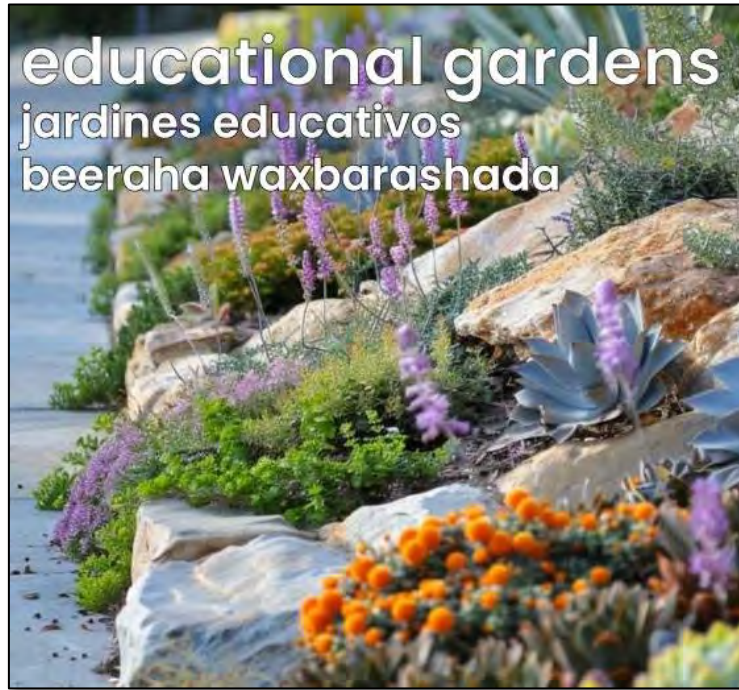


highest ranking



children's exhibits
exposiciones infantiles
bandhigyada carruurta

1



educational gardens
jardines educativos
beeraha waxbarashada

2



outdoor community space
espacio comunitario al aire libre
barxadda akhriska hadhsan

3



demonstration kitchen
cocina de demostración
jikada bandhiga

4

Appendix C: Community Co-design Report

Community Co-Design Report

A co-design project to supplement
Rochester Public Library community
engagement and strategic planning.



Report to
Rochester Public
Library

May 2025

Acknowledgements & Contacts

Acknowledgement

Rochester Public Library (RPL) recognizes that many communities that could benefit most from library services and resources often struggle most with identifying and accessing them. This co-design effort explored strategies and approaches for RPL to better connect with and support a diverse set of community needs and experiences within and surrounding Rochester, Minnesota.

We would also like to offer a special thank you to the community co-designers for their honesty, strength, and hope. We cannot do our work without the voice of those most impacted by these challenges. We will continue to promote and connect project leaders with willing co-designers from this project.

For Questions or Collaboration

Khadija Ali (She/Her)
Co-Founder, Pamoja Women
jijayarey@gmail.com

Beth Martinez (She/Her)
Parent Advocate, Cradle2Career
Bethm@c2c.com

Wafa Elkhailifa (She/Her)
Equitable Development Coordinator
Destination Medical Center EDA
wafaelkhailifa@dmceda.org

Chao Mwatela, M.S. (She/Her)
Diversity, Equity and Inclusion Director
City of Rochester, Minnesota
cmwatela@rochestermn.gov

Kimberly Edson (They/Them)
Deputy Director – Public Services
Rochester Public Library
kedson@rplmn.org

Karen Lemke (She/Her)
Library Director
Rochester Public Library
klemke@rplmn.org

Jess Roberts (He/Him)
Founder, **BYDESIGN** LLC
Jess.Roberts@by-design.org
By-design.org

Intended Use

Intended Use

This report was developed for the sole purpose of Rochester Public Library to improving awareness and access to supportive materials, resources, and services to communities that lack reliable connection and relationships with the Library.

All findings from this report are the property of Rochester Public Library and are protected under all applicable rules, policies, and guidelines.

All other materials outlining the co-design approach, structure, application, and next steps, including diagrams, logos, website, and other intellectual property are the property of [By Design LLC](#) and are not intended to be reproduced without prior written consent.

Contents

01

Background & Co-Design Description

Intent & Background
Co-Design
Co-Design Structure

02

Proposed Priorities

Safety
Physical Space
Programming & Offerings
Connections & Access

03

Prioritized Programming

Strategic Direction & Takeaways
Co-Design Ideas

04

Next Steps & Implementation

Relational Assets
Development & Implementation
Continuum of Development & Implementation

01

BACKGROUND & CO- DESIGN DESCRIPTION

Intent & Background

Intent and Background

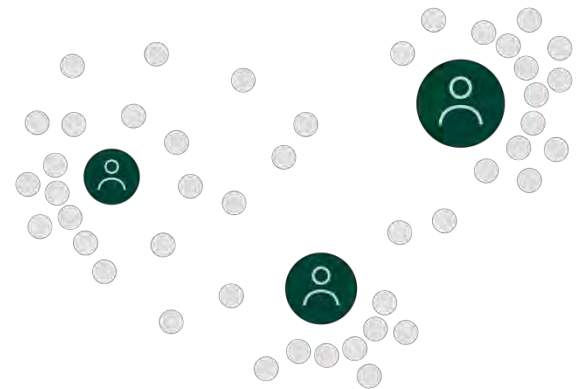
This co-design effort engaged with a variety of communities across the Rochester region, specifically those who have not had a meaningful way to inform library policy and practices in the past. The co-designers met on 3 occasions and held interviews with friends, family, neighbors, and others in their personal networks to guide the work of Rochester Public Library and its partners to develop library design, policies, practices, and resources of the future.

What is Co-Design?

Wicked and complex problems persist today because of a power imbalance in how solutions (policies, programs, and resources) are defined, developed, and implemented. Co-design is a rigorous and meaningful opportunity for those disproportionately impacted by a problem to leverage their shared lived experiences and participate in more equitable decision-making structures.

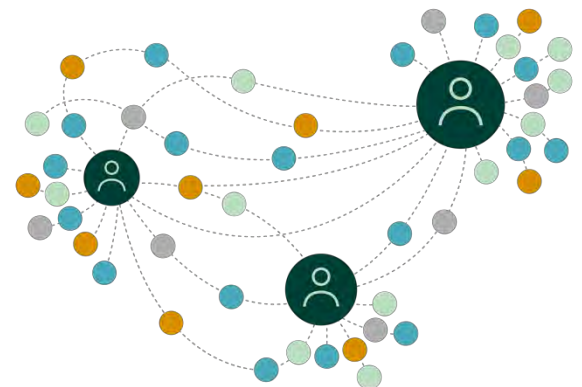
Traditional Engagement

The most valuable aspect of a co-design approach is that you can access perspectives and voices that would not be accessible through traditional approaches (listening sessions and surveys for example). Traditional approaches tend to engage the “usual suspects” who are often treated as universal token representatives of the communities they are part of. This approach offers a very limited, and often inaccurate, perspective on community experiences and values.



Community Co-Design

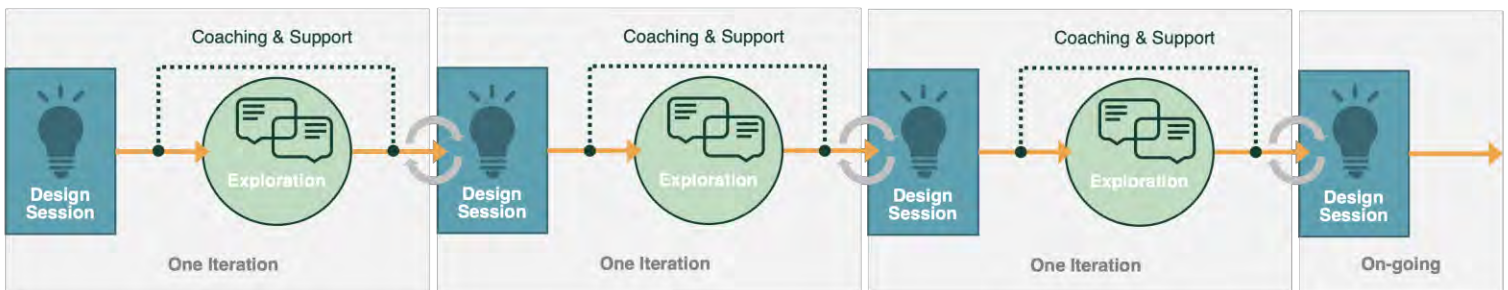
In a co-design approach, the community co-designers (who are from under-represented communities) are conduits to difficult-to-reach community networks (friends, family, co-workers, neighbors, etc.). In this way you have access to a much broader and more diverse collection of perspectives and experiences from those that would not be accessible through other methods. In short, the co-design process is a cost effective, equitable, and mutually beneficial way to include a diversity of community insights and values in any project.



Co-Design Structure

Co-Design Structure

A co-design structure is an iterative sequence of in-person (or virtual) design sessions followed by community co-designer explorations. The design sessions are where a diverse collection of community co-designers (**who are all professionally compensated as designers and researchers**) come together and collectively interpret information and insights from their community conversations (explorations) as well as co-develop promising solution concepts to test with community members in subsequent iterations.



The following insights and proposals were informed by the insights, fears, hopes, and values of those in the young adult, elderly, Somali, Hispanic, and LGBTQIA+ community. The guiding principles have been identified and revised through the shared lived experiences of a broad range of stakeholders (between 20-30 individuals of varying age, geography, race, gender, socioeconomics, etc.) that were engaged by the co-designers over the course of this project.

02

PROPOSED PRIORITIES

Proposed Priorities

Priority Concepts/Themes

The following themes were identified and prioritized by the co-designers following the first two rounds of community conversations/interviews. The priorities (shared through our first 3 co-design sessions) are as followed:

Safety	Physical Space
Programming & Offerings	Connection & Access

Proposed Priorities

Safety

Safety

Develop strategies, spaces, and programming that ensure safe and welcoming experiences for everyone, especially women (of all ages), LGBTQIA+ individuals, and under-represented communities.

Safety was one of the most important themes across communities. People emphasized that feeling safe when visiting an organization or using its services is essential. Safety goes beyond just physical security—it includes health, psychological well-being, and accessibility for people with disabilities. Single, disabled, young and elderly women were especially concerned with safety or a lack thereof.

Feeling welcome and included is just as important as the resources offered. Many shared that no matter how great a space looks or what services it provides, if they don't feel safe, they won't return or recommend it to others.



Spiritual spaces feel safe and welcoming because people have similar experiences and backgrounds and speak the same language I do.
-Co-Designer

Proposed Priorities

Safety

Safety

Develop strategies, spaces, and programming that ensure safe and welcoming experiences for everyone, especially women (of all ages), LGBTQIA+ individuals, and under-represented communities.

Insights & Considerations:

Priority safety considerations for co-designers, and those they interviewed, included: 1) Representation in people (patrons and workforce), materials, and communications. 2) Opportunities to know "what to expect" before they would visit the library. 3) Personalized or family/culturally-specific wayfinding (what are the things that others like me need to know/find valuable at/throughout the library)?

- Most felt that getting to the library often felt unsafe, especially for women, elderly, and those with disabilities. Individuals noted that people loitering around the library felt scary and some women even had experiences of being "catcalled."
- Many noted that spiritual spaces were where they felt most welcome and safe. Some also noted the value of having spaces for prayer while at the library.
- While the library is open to everyone, many noted that people sleeping on the chairs or at work areas made it feel unsafe to use the space.
- Some noted that events or busy times make those with weakened immune systems (elderly and those with disabilities) fearful of contracting an illness, especially during the winters.
- Some noted the need for a community/cultural liaison or connector for outreach to communities that are unaware or uncertain of the library.

Proposed Priorities

Safety

Safety

Develop strategies, spaces, and programming that ensure safe and welcoming experiences for everyone, especially women (of all ages), LGBTQIA+ individuals, and under-represented communities.

Insights & Considerations (continued):

- Some discussed a need for focus on the full family-unit, ensuring simultaneous spaces and programming for a variety of family member needs so that each family member was able to engage with the programming and enjoy their time.
- For LGBTQIA+ individuals' safety is always top of mind when looking for something to do— either hold identity or have indicator of allyship – how are you showing a welcoming space through flags, greetings, books, etcetera?
 - Most LGBTQIA+ felt that library was welcoming to them (participation in PRIDE, books, Human Library etc.)
- Individuals with disabilities felt nervous going to the library because it caused anxiety to know if the spaces would be organized enough/quiet enough to get through with a wheelchair or if they would need to find an alternative route to get into the building (one mentioned that they had to go down to 1st in the elevator then back up to second to have an accessible route).
- Because most people were not familiar with the library (what it offers, how to use it, etc.) many people would simply avoid visiting. Many were seeking someway to know “what to expect” before they would go, especially from a trusted community peer.



Safety

Safety

Develop strategies, spaces, and programming that ensure safe and welcoming experiences for everyone, especially women (of all ages), LGBTQIA+ individuals, and under-represented communities.

Insights & Considerations (continued):

- Be proactive about reaching out to and connecting with communities that lack connection with the library (no amount of information or marketing will “convince” people to show up).
- Many noted that seeing the library at community events was very important to building trust and feeling more welcome at the library, especially given the current political environment.
- Most noted that spaces that were well lit and clean, but still comfortable and offered opportunities for privacy felt the most welcoming and safe.

Physical Space

Physical Space

Develop spaces that are broadly welcoming and respond to the community's sense of place, safety, and wellbeing.

The design and location of a library—or any community space—play a significant role in whether people feel welcome and choose to visit. Many respondents noted that both the physical appearance of a space and its location (whether downtown, in the broader city, or in surrounding areas) influence how they engage with it. While the look and feel of a space matter, most people emphasized that what happens in the space and how they are treated there are more important than the design itself.



A safe space is where my kids cannot get in trouble, lost, or bother others.
-Co-Designer

Proposed Priorities

Physical Space

Physical Space

Develop spaces that are broadly welcoming and respond to the community's sense of place, safety, and wellbeing.

Insights & Considerations:

Priority design and space considerations for co-designers, and those they interviewed, included: 1) A diversity of spaces, specifically for family-units, ensuring simultaneous spaces and programming for a variety of family member needs (generation-focus). 2) A need for third spaces, specifically for young adults and elder men (both groups cited cafes as comfortable and welcoming spaces). 3) Accessibility needed to be explicitly designed into the spaces, wayfinding, access points, and displays (going beyond ADA minimums).

- While almost everyone had an issue with parking downtown (especially in a ramp not connected to the library), it was especially problematic for respondents that were elderly, parents of young children, and disabled individuals.
- While library spaces met minimal ADA compliance, for those with disabilities, they did not see specifically welcoming cues, such as tables where wheelchairs could fit under, larger elevators, and the ability to see books on the top shelves (too high to see from wheelchair).
- For most, the current library felt too open and chaotic. Most were seeking smaller, more semi-private spaces that would feel more humane, safe, and private.
- Many noted that if their children didn't have safe spaces (where they could not get in trouble, break something, or get lost) they would not feel comfortable – it was more work than it was worth.

Physical Space

Physical Space

Develop spaces that are broadly welcoming and respond to the community's sense of place, safety, and wellbeing.

Insights & Considerations (continued):

- Younger adults and elderly noted that there were not sufficient spaces for independent/small group study/discussions. The small rooms were limited but preferred for safety and privacy (and quiet) among young people.
- Younger people noted that after COVID, people aren't leaving their homes as much as they used to and were looking for other ways of connecting.
- Young adults were looking for spaces to connect with others, possibly for gaming or other virtual experiences.
- LGBTQIA+ and younger communities are looking for laid-back environments that are well lit but avoided a lot of fluorescent lighting as it can be difficult for those with disabilities (think cafe/coffee shop).
- Elders, especially men of many cultures, were seeking a "third" place like young adults that was safe, comfortable, and semi-private such as a coffee shop or diner.
- Everyone spoke to the need for comfortable and clean seating.
- Many noted that spaces with plantings/nature is also very important and should, where possible, include native plantings in a variety of global environments.

Physical Space

Physical Space

Develop spaces that are broadly welcoming and respond to the community's sense of place, safety, and wellbeing.

Insights & Considerations (continued):

- Many noted a desire for outdoor space at the library, perhaps rooftop space.
- Those with disabilities were seeking strong visual cues that spaces were accessible, such as flat flooring, tall tables that wheelchairs would fit under, and open isles/spaces between tables.
- Many noted that there should be multiple spaces that gave all family members something to do (for example, if there is a safe place for children, a place for parents to “recharge”).

Programing & Offerings

Programming & Offerings

Develop strategies, spaces, and programming that align with a diversity of community values, beliefs, rituals, and hopes without being overwhelming or confusing to navigate.

One of the most valuable aspects of a library—or any community organization—is the ability to find and access resources, build and share knowledge, and participate in programs that support individual and family needs. Many people emphasized that having a diverse range of programs and services to meet different community needs was more important than simply having many resources. In fact, too many resources without clear guidance could make navigation overwhelming. While libraries are traditionally known for books, community members often saw programming—both current and potential future offerings—as more essential to their community than book rentals.



I cannot bring my children to the library because they would be too loud and disruptive.

-Co-Designer

Programing & Offerings

Programming & Offerings

Develop strategies, spaces, and programming that align with a diversity of community values, beliefs, rituals, and hopes without being overwhelming or confusing to navigate.

Insights & Considerations:

Priority programming & offering considerations for co-designers, and those they interviewed, included: 1) Those unfamiliar with the library are afraid that it is not child-friendly, especially for neurodivergent children (children would be too loud/disruptive for others). 2) Some cultures/families do not learn/exchange knowledge through reading (alternatives include storytelling, dance, imagery, etc.). 3) Finding safe spaces for cultural events (especially affordable ones) is difficult.

- One of the biggest challenges is that most parents (especially in underserved and BIPOC communities) felt that they could not take their children to the library because they would be too loud and disruptive to others.
 - This is especially the case for parents of neurodivergent children, especially children with autism, who often did not feel welcome anywhere. Many noted the importance of sensory spaces – both for adults and children.
- Some mentioned a desire for a Human Library (from previous experiences) that helps bring to life the library resources.
- In addition to children, some noted that cultures, such as Somali are very vocal and felt they would not be welcome in the library where it is supposed to be quiet.

Programing & Offerings

Programming & Offerings

Develop strategies, spaces, and programming that align with a diversity of community values, beliefs, rituals, and hopes without being overwhelming or confusing to navigate.

Insights & Considerations (continued):

- Older individuals felt that while there was lots of programming for children, there was limited options for Elderly.
- Young adults felt that tutoring and English classes would be beneficial.
- Most were not aware of virtual or bookmobile options. Those that were found that while the bookmobile was equally distributed around the community, they found that it was more welcoming in some communities than others (doors would be closed in communities that were perceived as less “safe”).
- Young adults (not teenagers and not parent/adults) felt a need for spaces and resources that was more geared to their interests.
- Many noted the difficulty in finding spaces for hosting cultural events, especially ones that are affordable for communities and Community Based Organizations.
- Many noted the differences in how families and cultures learn or exchange knowledge (Somali individuals noted the importance of offering children’s story time with Somali elders).

Connection & Access

Connection & Access

Develop culturally-nourishing strategies, spaces, and programming that proactively reaches communities that have not traditionally visited the library or used its services.

Even the best resources and programming won't make an impact if people don't know they exist or don't feel comfortable accessing them. Many respondents acknowledged that while the library offers valuable programs and services, those who might benefit most are often unaware of them or feel hesitant to engage. Additionally, many emphasized that a single negative experience can be enough to discourage them from returning. First impressions matter, and organizations must prioritize creating welcoming and accessible experiences from the start.



I thought that only schools had libraries.

-Co-Designer

Connection & Access

Connection & Access

Develop culturally-nourishing strategies, spaces, and programming that proactively reaches communities that have not traditionally visited the library or used its services.

Insights & Considerations:

Priority connection and access considerations for co-designers, and those they interviewed, included: 1) Most were unaware of the library services or if it even existed. 2) Outreach and connection needed to occur through community/peer connectors or liaisons where trust and relationship already existed. 3) Connecting different generations, specifically young adults with elders (in outreach and/or programming) is a priority. 4) The downtown location was not a barrier, if the services and resources were valuable, and parking could be made as easy as possible.

- Somali community members mentioned not feeling welcome or that the library feels accessible:
 - “As they walk in, people assume they know where they are going or how to navigate. No one welcomes them.”
 - “Culturally specific books are hard to find, you would have to ask someone to assist you to find them and don’t feel comfortable doing so.”
- Language barriers are always a challenge. For many, if they could not find someone that looked/spoke like them, they would be unlikely to come back.
- Many in the Somali community thought that libraries only existed in schools and were completely unaware of the library or its services/value.

Connection & Access

Connection & Access

Develop culturally-nourishing strategies, spaces, and programming that proactively reaches communities that have not traditionally visited the library or used its services.

Insights & Considerations (continued):

- Young adults (peers) across cultures were most likely to be able to identify and help others in their community (families and elders) navigate spaces and resources.
- The library needs proactive and targeted ways of reaching under-represented communities where and how it makes sense and needs to be bi-directional (the U of M extension program is a possible model for doing so – at a smaller scale).
- Some noted that they only saw the library as a place for reading which excluded some cultures and families where reading is not as important as it might be with the dominant culture.
- Some from the Somali community noted that knowledge is not shared through reading, but instead through storytelling, especially with elders. They thought programming that aligned with culturally sensitive knowledge exchange would be important.
- For most, they learned about the library through other avenues, such as Hawthorne, United Way, and the Boys and Girls Club .
- Transportation is of specific concern for underserved communities, those from outside of Rochester, elderly, and those with disabilities.

Connection & Access

Connection & Access

Develop culturally-nourishing strategies, spaces, and programming that proactively reaches communities that have not traditionally visited the library or used its services.

Insights & Considerations (continued):

- The Somali community sees heavy utilization of the Library during Ramadhan, but not much the rest of the year. Many also noted that they did not see many books related to Somali culture.
- Many Somalis noted that they go to the Twin Cities to feel more welcome at the library. They usually leveraged WhatsApp for finding resources .
- Transportation can be a challenge, but it felt too complicated for individuals and families, with at least one individual mentioning that they got lost on the bus.
- Young adults may be valuable on-going assets for the library to help identify, build, and support/deliver programs.

03

**PRIORITIZED
PROGRAMING**

Strategic Direction & Takeaways

Strategic Direction & Takeaways

As the Library and design team move into next steps, it is strongly recommended that they **prioritize depth over breadth**—focusing on meaningful, sustained engagement with one or more under-served communities, rather than attempting to meet the needs of all groups simultaneously. Co-designers consistently emphasized the need for **deep support and wraparound services**. For many, a single class, program, or referral is not enough to justify a visit to the library—especially when navigating challenges related to transportation, stigma, or past exclusion.

This guidance aligns with the City Council’s interest in whether the library will be “filling a gap.” To do so authentically, next steps must go beyond simply listing or referring to external services. **Programs must be rooted in the lived realities of community members and designed to provide direct, relational, and dignified support.**

Key directions include:

- **Invest in deep outreach and visibility**, particularly among those who don’t know what’s available or have assumed they’re not welcome.
- **Prioritize families with children with disabilities, LGBTQIA+ youth and adults, new immigrants, and seniors**—groups often navigating systemic barriers and social isolation.
- **Support navigation and city orientation**, especially for people with disabilities, newcomers, and elders trying to engage in community life.
- **Create peer-to-peer spaces** (e.g., for college and career prep among caregivers) that build on existing knowledge and trust.
- **Leverage intergenerational programming** to reinforce community strengths—like elder story time or youth mentoring younger children.

By focusing deeply and intentionally, the library has the opportunity to become a trusted and transformative space—**starting with those who need it most.**

Prioritized Programming

Programming

Building on earlier community engagement efforts—including co-design—the co-designers reflected on their conversations with other community members over the past several months. Through this reflection, they helped identify, validate, and prioritize programs (facilitated by the library or hosted in partnership at the library) that are most important and meaningful to their community. The following is the result of the final co-design session held on May 6.

Educational & Skill-Building Support (13 mentions)

Classes, services, and resources to support learning, development, and daily needs.

- Resume/legal docs help, applying for MA (Families, Adults, Teens)
- Job fair for local businesses (Family, Teen)
- FAFSA help (Family)
- Help scheduling appointments (Family)
- Health care insurance educator (Family)
- Health care navigation support (Family)
- Navigation for housing options for those with disabilities (Family)
- Assistance translating government/hospital forms (Adult)
- License test classes and practice (Family)
- Parenting classes (+ inviting parenting authors) (Family)
- Math and English educational services (General)
- Tutoring services (Teen)
- ADHD and Autism social learning groups (Family)

Prioritized Programming Focus

Communication, Outreach & Access (12 mentions)

Improving how the library communicates and connects with the community, especially multilingual and underserved populations.

- Advertisement on events, better communication (Family)
- Translation services and community education (Family)
- Interpreters that match language dialects (Families)
- Kiosk with local resources (Family)
- UMR advertise volunteer/event opportunities (General)
- Communicate with other community-based organizations (Family)
- More communication with Head Start (Family)
- Roadmap/person who helps in your language (Adult)
- Help with the bus system (Family)
- Transportation and city bus information (Family, Teen)
- Expand bookmobile offerings and email notifications (Family)
- Taking puppet shows to tabling events or the bookmobile (Family)

Multicultural & Inclusive Programming (10 mentions)

Requests for global representation, diverse materials, and welcoming programs.

- Robust multicultural and global selection of books (Family)
- LGBTQIA+ books (Family, Teen, Child, Adult)
- List of books by disabled authors/disability representation, book club (Teen)
- Disability rights wayfinding (General)
- LGBTQIA+ rights wayfinding (General)

Prioritized Programming Focus

Multicultural & Inclusive Programming (10 mentions) - continued

Requests for global representation, diverse materials, and welcoming programs.

- Monthly cultural classes in different languages (Adult)
- Rotating cultural activities (Family)
- Youth outreach events to LGBTQIA+ and neurodivergent communities (Teen)
- Pride Prom – “would like to see more like this” (General)
- Dance parties for families and children (Family)

Community Building & Social Connections (7 mentions)

Opportunities to connect people through activities and relationships.

- Volunteer opportunities shared broadly (Family)
- Support groups for parents of children with developmental challenges (Family)
- Dating events to find friends like you in the community (Family)
- Community-led book clubs (Family)
- Reading with dogs (therapy animals) (Family)
- Puppet shows, special guests, and story times (Child)
- Story time and themed book checkouts (Child)

Prioritized Programming Focus

Youth-Oriented Programming & Study Support (7 mentions)

Study areas, homework help, and youth-friendly spaces.

- Teen comic area for free discussion (Teen)
- Whiteboards in study spaces (General)
- Computer/printing available, enough conference rooms (Teen)
- Study spaces (Teen)
- After-school homework help + transportation (Teen)
- Child care help in children's area (Family)
- Craft time inclusive of a variety of motor skill abilities (Family)

Physical & Emotional Well-being (6 mentions)

Space and support for emotional health, physical safety, and accessibility.

- Extended Special Ed services (Family)
- Child safety help if parent uses restroom (Child)
- Quiet place for seniors (Adult)
- Senior well-being classes (Adult)
- SOS Room – food, clothing, necessities (Family)
- Food pantry and transportation (Family)

04

NEXT STEPS & IMPLEMENTATION

Sustaining Co-Design Beyond the Project: Why Relationships Matter

Co-design does not end when a project concludes. In fact, one of its greatest assets is the trust, insight, and capacity built through relationships—especially in communities where those relationships are hard-won and often overlooked. These connections are not a side effect of the process; they are foundational to long-term impact, learning, and accountability.

Project teams should intentionally recognize and celebrate the contributions of community co-designers in a variety of ways: citing their insights in reports and presentations, inviting them to project celebrations, and ensuring their voices are represented in future dissemination efforts. Recognition reinforces that co-designers are not simply contributors—they are core partners whose perspectives are integral to the work.

Strong relationships with co-designers also create sustained pathways for two-way learning. Co-designers often serve as trusted conduits between the project and the broader community. They can continue to share information outward and bring feedback and insight back in, ensuring that the project remains responsive to community needs. Their lived experience can also shape future phases of work, support implementation, and co-lead evaluation and storytelling.

Sustaining Co-Design Beyond the Project: Why Relationships Matter

Beyond the direct benefits, there are broader strategic advantages to maintaining co-design relationships:

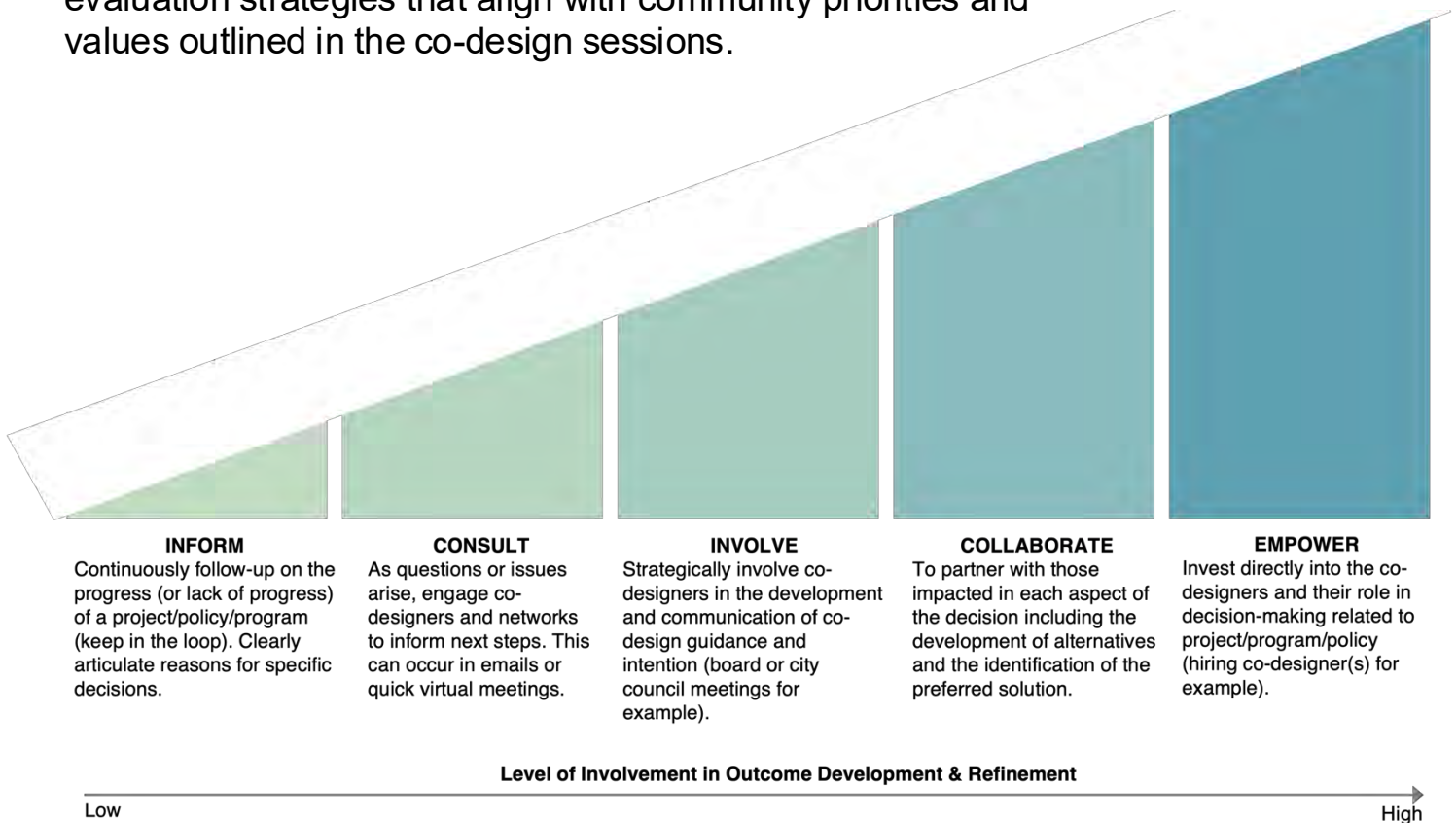
- **Greater legitimacy and trust:** Organizations that show up consistently and equitably with communities earn long-term credibility.
- **Real-time responsiveness:** Ongoing relationships support adaptive decision-making as needs shift or unexpected barriers arise.
- **Mutual capacity building:** Co-design strengthens leadership and confidence within communities, while deepening cultural humility and equity practice among organizational teams.
- **Momentum for systems change:** Relationships built during a project often seed broader collaborations or advocacy efforts.
- **Efficiency in future work:** Trust-based relationships reduce the time, cost, and harm associated with rebuilding engagement from scratch.

Ultimately, sustaining co-design means honoring the commitment to shared power and mutual benefit. It's not just about project deliverables—it's about people. Investing in those relationships is investing in the long-term success, relevance, and integrity of the work.

Next Steps & Implementation

Development & Implementation

Co-Design does not end once the co-design sessions are complete. One of the most important next steps is to collaboratively continue the development and implementation of the community-driven insights and opportunities at scales and in places that are most likely to yield practical change. Development and Implementation includes the development (in collaboration with co-designers) of small-scale prototypes to evaluate policy, practice, and/or service concepts that can be rapidly and safely tested with key stakeholders. Once prototyping has offered ample feedback, concepts are scaled up for full implementation and include the development of evaluation strategies that align with community priorities and values outlined in the co-design sessions.



Adapted From: IAP2 Spectrum of Public Participation

Next Steps & Implementation

Continuum of Development & Implementation

Developing concepts is not a linear approach and next steps will depend on the project. The most important part of this phase is to continue the momentum generated during the co-design sessions and look to find small, but meaningful opportunities to build, test, learn, and implement co-design principles and recommendations.

1. Dissemination

Communicate co-designed outcomes in ways that are clear, compelling, and relevant to those positioned to act—such as decision-makers, collaborators, and community partners. This phase is not only about sharing what was developed, but also how and why it matters. Co-designers should be meaningfully involved in shaping and delivering the message, using formats that feel natural and accessible to them. Their lived experiences provide critical context, build credibility, and help translate insights into practical momentum. Effective dissemination honors the process and invites others into the next stage of the work.



2. Prototyping

Design small, intentional experiments to explore early-stage ideas in real-world conditions. Prototypes are not polished solutions—**they are low-risk, cost-effective tools for learning. By making an idea tangible**, teams and co-designers can observe how people interact with it, uncover unanticipated insights, and refine the concept. This phase emphasizes curiosity, shared discovery, and continuous feedback—ensuring that what’s being built remains grounded, responsive, and meaningful before moving into broader implementation.

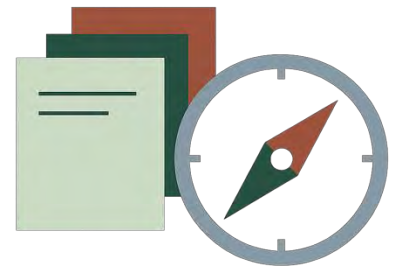


Next Steps & Implementation

Continuum of Development & Implementation

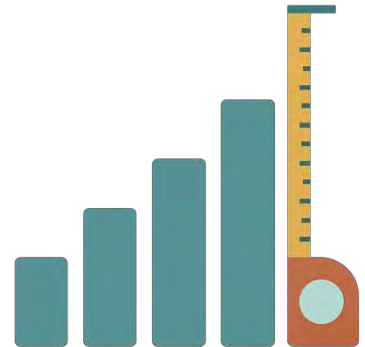
3. Piloting

Test a fuller version of the co-designed concept with a small group in real-world settings. Piloting is a learning opportunity—not a final validation. It helps **surface what works well, what needs refining, and where gaps or unintended consequences may still exist**. This phase invites collaboration with those directly impacted by the work to address practical challenges, build ownership, and improve the concept before broader rollout. A well-run pilot strengthens both the solution and the relationships that support it.



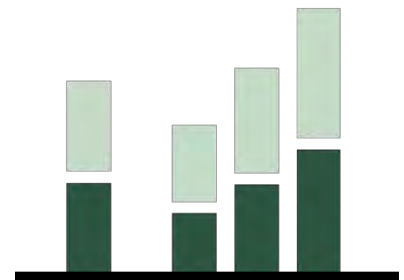
4. Scaling

Grow your project by identifying receptive systems, committed partners, and communities **where conditions are ripe for sustainable success**. Scaling is not about copying and pasting a solution—it's about expanding impact by adapting core principles to new environments. Build on lessons learned through piloting and collaborate with co-designers and stakeholders to ensure the approach remains relevant, responsive, and grounded in local realities.



5. Continuous Improvement

Sustainable impact requires ongoing learning—not just one-time implementation. As environments evolve—through shifts in technology, community priorities, or demographics—your approach should evolve too. View each phase of the work as an opportunity to reflect, adapt, and grow. Actively engage co-designers and end users to uncover emerging needs, assess what's working, and make meaningful adjustments. Continuous improvement keeps solutions relevant, equitable, and aligned with the realities of those most impacted.





Thank You

Jess Roberts
Founder & Lead Co-Design Facilitator
Jess.Roberts@by-design.org
By-design.org

Appendix D: Quantitative Survey



ROCHESTER
PUBLIC LIBRARY

COMMUNITY SURVEY
SUMMARY OF FINDINGS
MAY/JUNE 2025



BACKGROUND

The City of Rochester contracted with MSR Design to work together to build out a Facilities and Operations Master Plan for Rochester Public Library which will help guide the future of library services for the community. To support the library’s mission of “welcoming all to connect and learn” and to support the City Council’s commitments to equity, the project includes working with various stakeholders including but not limited to the public, RPL Planning Team, City of Rochester City Council and Administrative teammates, Olmsted County representatives, RPL Board, RPL Foundation, RPL Friends, and RPL staff.

A quantitative survey was developed based upon insights gained during earlier rounds of qualitative engagement with the audiences mentioned above. MSR Design contracted with Rochester-based market research firm SNG Research for survey design and administration.





RESEARCH OBJECTIVES

Research objectives for this survey included:

- Measuring use of RPL (in-person, digital/online, bookmobile), if at all
- Gathering information on possible barriers to using RPL in-person
- Getting feedback on concepts/ideas for possible updates to:
 - library access
 - space (including teen space)
 - library service locations outside of downtown
- Assessing awareness and usage of current RPL programming
- Identifying current and preferred communications methods
- Gauging feelings around value/funding for RPL
- Gathering demographic information for sub-group analysis





METHODOLOGY

An online survey was developed around the research objectives to fit within the timeline and budget allotted for the study.

The survey was open from May 16 to June 8, 2025 (with distribution/promotion of the link starting on May 19 and continuing throughout the data collection period).

A total of 4,517 Olmsted County residents are included in this report.

- Survey length varied considerably but ranged between 10 and 20 minutes for most, with a median of 15 minutes.
 - Several optional open-ended questions were included, which add length but allow respondents to express their opinions in their own words.
- Respondents were required to live in Olmsted County and to be age 13 or older.
- Respondents could choose to take the survey in English, Spanish, or Somali.
- As an added enticement for participation, those who completed the survey could enter a drawing for one of five \$100 Visa gift cards. Drawing winners were randomly selected from all participants who completed the full survey and entered the drawing.



METHODOLOGY

The survey link was distributed in myriad ways to include all types of library users and non-users:

- Email invitations were sent to all library accounts with email addresses, Microsoft Form accounts from the study website, participants in the Co-Design process, University of Minnesota student/staff/faculty newsletter, RPL spring newsletter recipients, Friends of RPL members, City staff, and more than 200 community organizations, leaders, and churches encouraging participation in the survey and sharing of the link to their networks
- Online panel of Olmsted County residents
- Postcard with a QR code linking to the survey was mailed to 8,500 non-library card holders
- Social media messages on RPL accounts and shared on Olmsted County, City of Rochester, Friends, and Foundation accounts
- Press release to local media and an appearance by the Library Director on KTTC TV's Midwest Access segment
- Environmental displays including RPL's website header, digital signage, and posters, fliers, hold slips, and newsletters around RPL
- Printed newsletter mailed to Friends/Foundation mailing lists
- Library staff distributing fliers at community events, such as Rochester Pride, Seedling Swap, Rochester Farmer's Market, Forward Concert, and more





METHODOLOGY

Although this study uses a non-probability sample, the methodology and resulting sample size is sufficiently robust to provide valuable insights about the sampled population and important sub-groups.

Throughout the survey, response options were randomized, and scale questions were alternated with the positive end of scale first for half of respondents, and the negative end of scale first for the other half of respondents, to neutralize response bias.

Questions were optional (unless it was necessary to require them for programming reasons).

- Some drop-offs are typical for an online survey. Respondents who completed through the RPL Programs section (Q22) are included in the data.

Percents and nets may not add to 100% due to rounding.

76% of respondents would be willing to participate in additional research for RPL in the future:

- 73% would participate in another online survey
- 20% would participate in a focus group
- 18% would participate in a 1:1 telephone interview



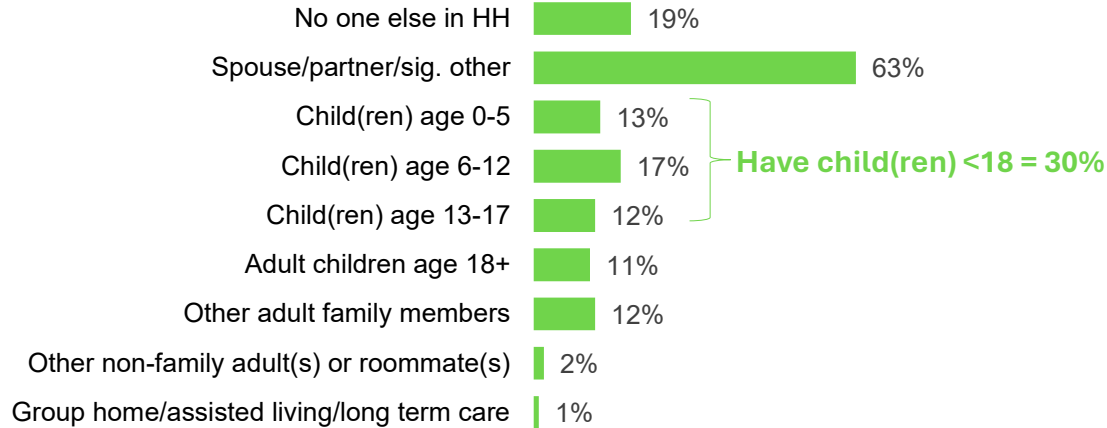
RESPONDENT PROFILE



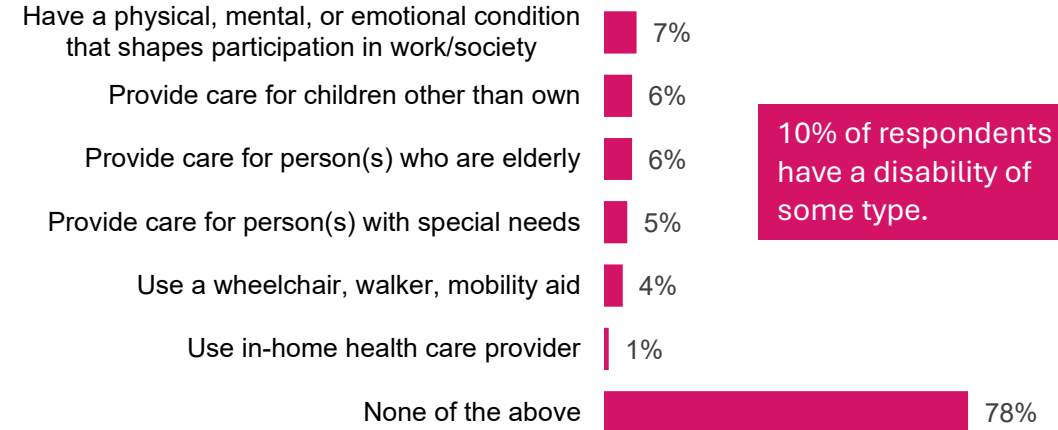
DEMOGRAPHIC INFORMATION

Among those who shared demographic information*

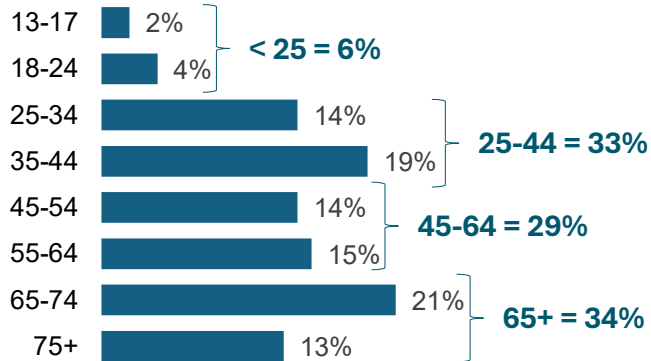
Household makeup



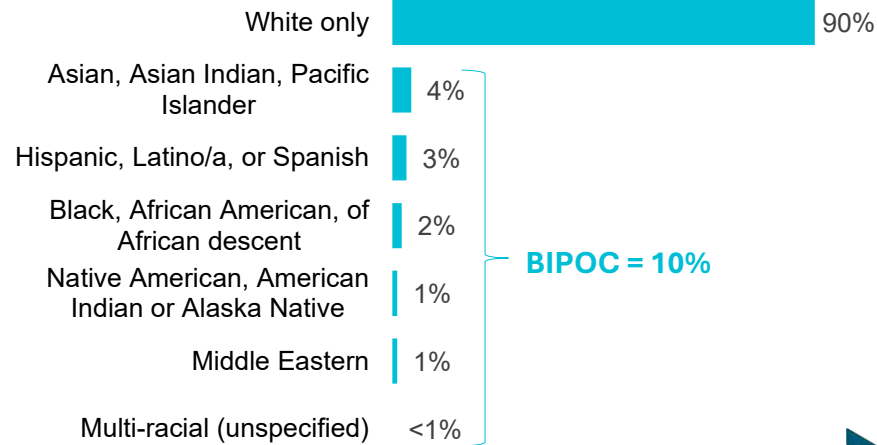
Have a disability &/or are a care provider



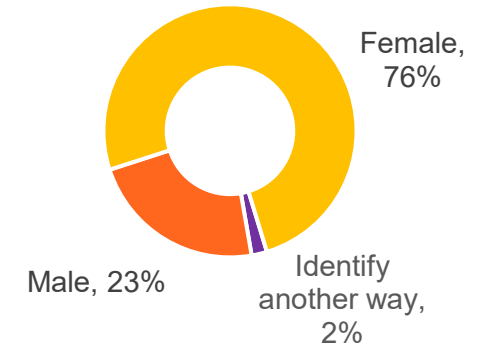
Age range



Race/Ethnicity



Gender identity

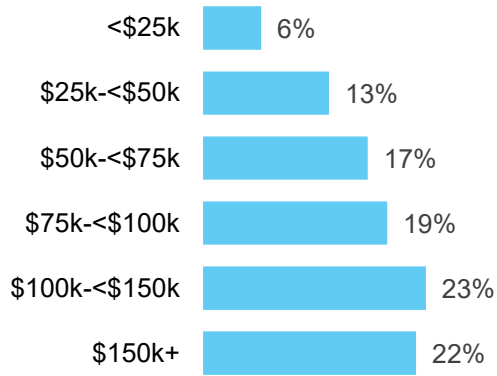


* Respondents were instructed to provide any information they were comfortable sharing about themselves. The number of respondents choosing to answer demographic questions varied. Percentages are based to Total Answering and may not add to 100% due to rounding.

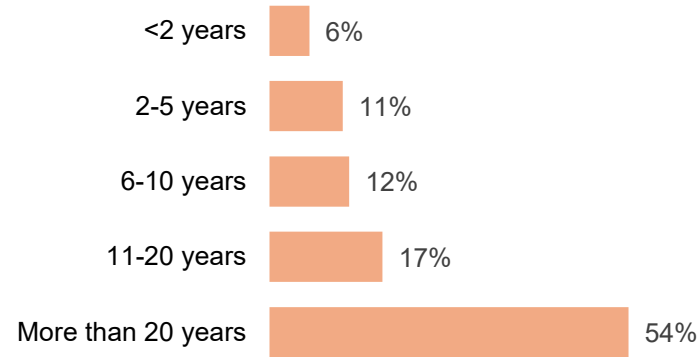
DEMOGRAPHIC INFORMATION

Among those who shared demographic information*

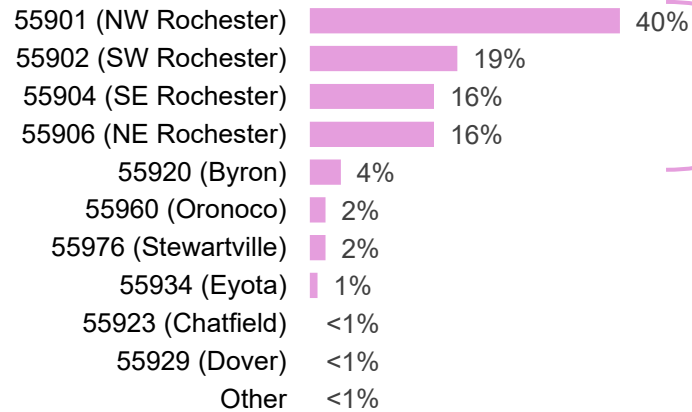
Household Income



of Years Lived in Olmsted County

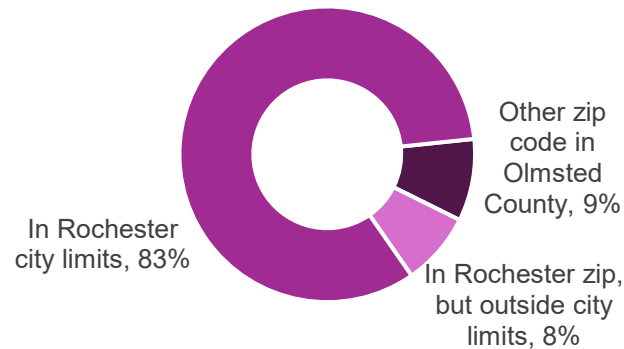


Zip Code

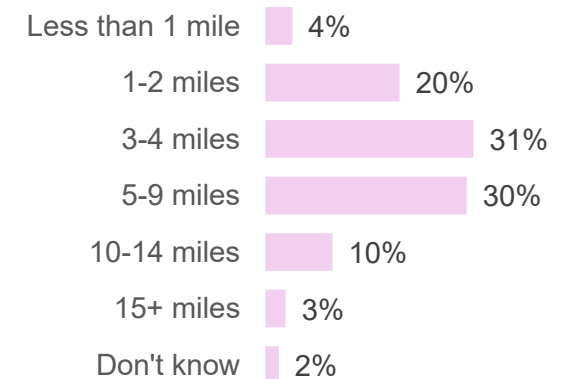


91% live in a Rochester zip code

Area of Residence



Distance from home to RPL



* Respondents were instructed to provide any information they were comfortable sharing about themselves. The number of respondents choosing to answer demographic questions varied. Percentages are based to Total Answering and may not add to 100% due to rounding.



COMMUNITY CO-DESIGN

Recognizing that some populations are harder to reach with community engagement efforts and quantitative surveys, RPL also incorporated a Community Co-Design process as part of the overall strategic planning efforts.

Co-Designers, who include individuals from young adult, elderly, Somali, Hispanic, and LGBTQIA+ communities, met on multiple occasions and held interviews with friends, family, neighbors, co-workers and others of varying age, geography, race, gender and socioeconomic status in their personal networks to discuss safety, physical space, programming & offerings, and connection & access for Rochester Public Library.

The Co-Design report is available under separate cover.

KEY FINDINGS



KEY FINDINGS

Rochester Public Library (RPL) is a highly valued and well-used community asset.

- Most respondents strongly agree that there is value in having library resources available to the community regardless of how much they personally use them (88%), and that RPL is a worthwhile use of their tax dollars (72%).
- 94% of respondents have visited RPL and/or used library services in the past 12 months.
 - Seven-in-ten of those who have visited in-person report that RPL was their primary destination when they went downtown.

There are, however, barriers to visiting RPL downtown, primarily related to parking.

- Nearly half of respondents (46%) disagree that there is adequate parking near the library entrance, while about four-in-ten disagree that the cost of parking downtown is reasonable and that they are comfortable parking at meters, and 22%-24% disagree with other statements related to driving and parking downtown.
 - Two-hours of validated (free) parking in the ramp near RPL is the top choice in a list of possible improvements to access, with 76% selecting it as one of their three.
- Perceptions of safety is another barrier to visiting the library, with 28% of respondents disagreeing that they feel safe when they're outside near the library.
 - Note that only 9% disagree that they feel safe while inside the library.





KEY FINDINGS

The most appealing option for improving the use of space at the downtown library is an outdoor green space on the roof of RPL, with nearly half selecting it in their top three.

- One-third of respondents feel that a re-designed space for young children would be a big improvement, while more than one-fifth would like to see more private space for reading, studying or having virtual meetings and larger space for special programs/events at the library.
- The top three opportunities for improvements to teen space at the downtown library (among those who are teens or have teens in their household) are tools for creating, computers with software for creating, and space for events and workshops.

There is interest in having library services available outside of the downtown area, with smaller ‘satellite’ libraries and/or pick up spots for holds/reserved books and materials at partner locations being options that rise to the top of potential improvements.

- Among those interested in satellite locations, the majority see them as having mostly space for books and materials to browse, with some space for programs and events.
- The appeal of different areas of town for a satellite library location correlates with the area of town the respondent lives in: 55901 (which has the highest population) prefers North or West, 55902 prefers Central (near the mall) or South, 55904 prefers Central (near the fairgrounds) or South, and 55906 prefers East or North. Those residing outside the city limits tend to prefer North or West.
- More than eight-in-ten (82%) of those interested in satellite libraries say if one were available that matched their preferences it would likely increase the frequency of visiting the library (this equates to 42% of total respondents).



KEY FINDINGS

Respondents are aware of an average of 7.3 RPL programs, services, collaborations, and events, but have only participated in an average of 1.5 in the past year.

- The highest awareness and most used programs/services at RPL are the Friends of the Library Book Store, Seed Library, and technology access.
- Programs with the lowest awareness (and usage by only 1%-2% of respondents), are Convert-O-Lab, Library @ Home, sound booth, sensory friendly opportunities, and past programs being available on the library's video channel.
- More than half of respondents (55%) report that they would be more likely to participate in RPL programs if they weren't downtown.

RPL's website and emails are where respondents are currently most likely to get information about the library, and email is viewed as the most effective way to make people aware of programs and services in the future.

- Respondents are more likely to view social media posts by RPL as an effective communication tool than are currently getting information via social media, which suggests that building up email distribution lists and social media followers are good ways to enhance communications.
 - Facebook is the most-used social media platform, with YouTube and Instagram following distantly. About one-third of respondents (32%) currently follow RPL's Facebook account, 11% follow their Instagram and 4% follow RPL on YouTube.



KEY FINDINGS

Respondents say they are willing to support additional funding for improvements to RPL.

- Nearly nine-in-ten (89%) agree that they would expect funding for the library to increase as the city and county population increases, and 73% say that they would support additional funding for RPL even if it resulted in a property tax increase (compared to 22% who would oppose).
 - Support was high across demographic categories and among both users and non-users.

DETAILED FINDINGS



VISITING DOWNTOWN ROCHESTER & RPL



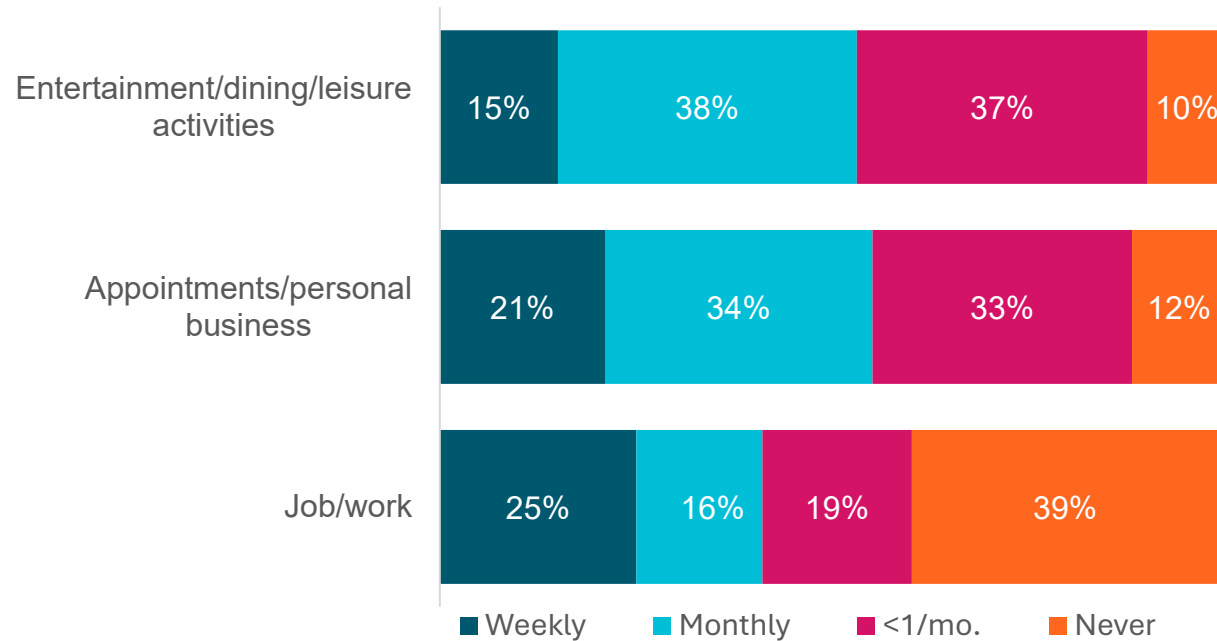


VISITS TO DOWNTOWN ROCHESTER

The vast majority of respondents visited downtown Rochester in the past year (97%), and nearly three-quarters go downtown at least once a month (73%).

- More than half go downtown at least monthly for appointments (55%) and/or for entertainment/leisure activities (53%).
- Four-in-ten go downtown at least monthly for work (41%).

Frequency of visiting downtown Rochester in past 12 months



Visited downtown for any reason in past 12 months:

Weekly	38%
Monthly	35%
<1/month	24%
Never	3%

n=3939-4444

Q1: In the past 12 months, how often have you visited downtown Rochester for each of the following, on average? (Your best estimate is fine.)



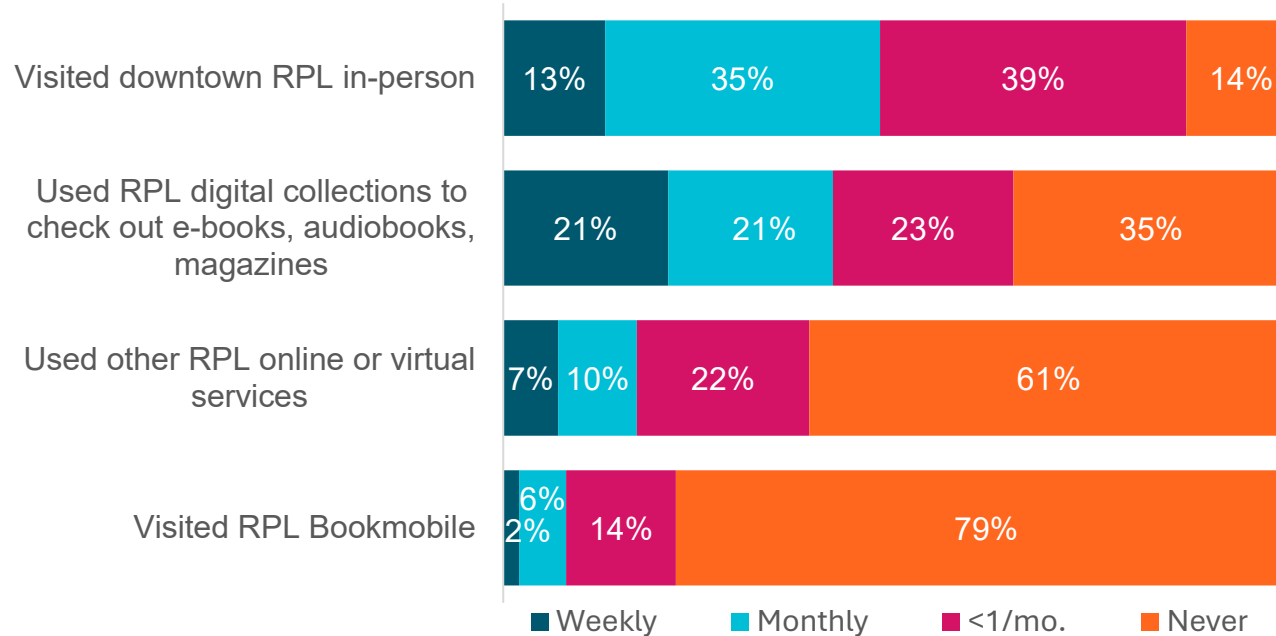


USE OF RPL SERVICES

Most respondents, 94%, have used RPL services in some capacity in the past 12 months.

- Nearly half visit the downtown library at least once a month (48%), while 14% have never visited the library in-person in the past year.
 - Those who have never visited RPL in-person in the past 12 months tend to be older, lower income, and live outside of Rochester.
- More than four-in-ten report using RPL’s digital collections to check out materials at least monthly (42%).
- Usage is lowest for the Bookmobile (8% at least monthly) and online services other than digital collections (17% at least monthly).

Frequency of visiting/using RPL services in past 12 months



N=4517

Q2: In the past 12 months, how often have you done each of the following, on average? (Your best estimate is fine.)

Visited/used RPL for any reason in the past 12 months:

Weekly	32%
Monthly	39%
<1/month	24%
Never	6%

Type of user (in past 12 months):

In-person only	18%
Digital/online only	7%
Bookmobile only	1%
Use RPL in multiple ways	69%
Non-user	6%



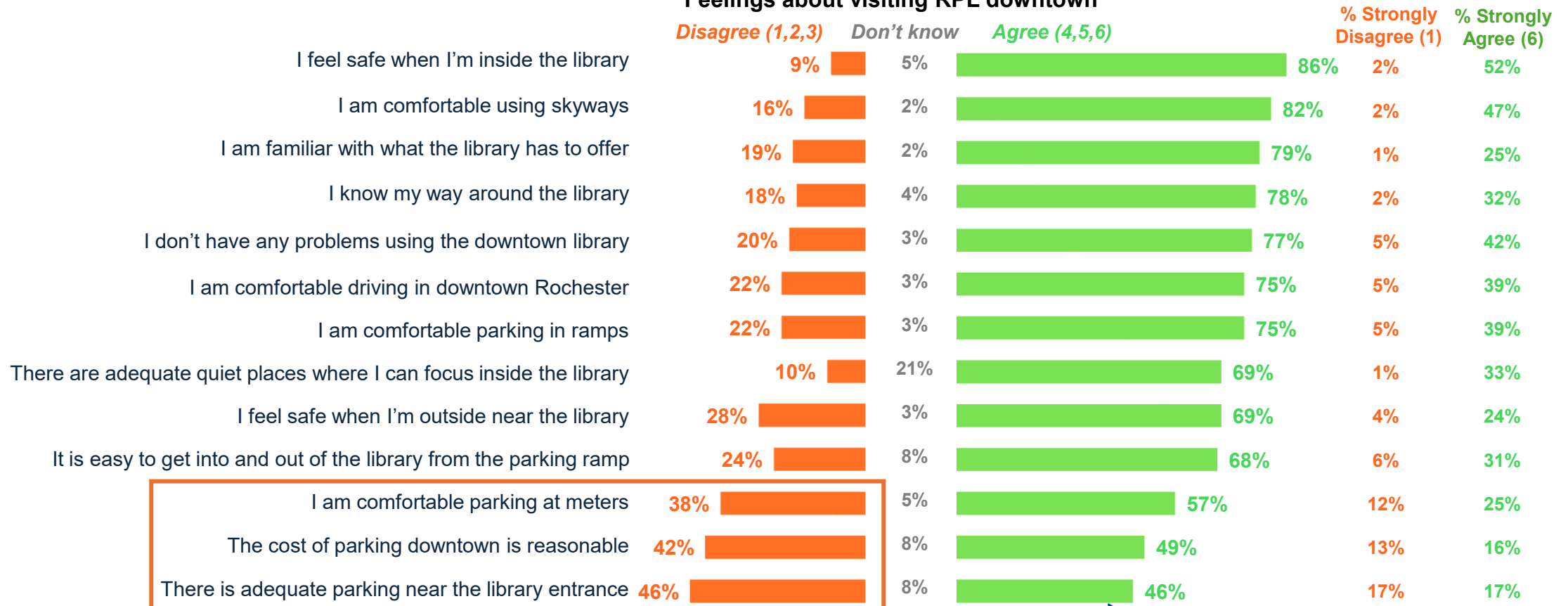


VISITING RPL

Parking is the biggest barrier to visiting RPL in-person, and safety outside near the library is also a concern.

- 46% of respondents disagree that there is adequate parking near the library entrance, 42% disagree that the cost of parking downtown is reasonable, and 38% disagree that they are comfortable parking at meters. More than one-in-five disagree with other parking-related questions.
- Nearly three-in-ten respondents (28%) disagree that they feel safe when outside near the library.

Feelings about visiting RPL downtown



N=4517

Q5: How much do you agree or disagree with the following statements related to visiting RPL downtown?





VISITING RPL

Those who have not visited RPL downtown at all in the past year are understandably more likely to disagree that they know their way around the library, are familiar with what the library has to offer, and don't have any problems using the downtown library. They are also more likely to disagree with most questions related to driving and parking by 10-15 percentage points.

- For both those that have visited RPL in-person in the past year and those who have not, the statements with the highest levels of disagreement are that the cost of parking downtown is reasonable, there is adequate parking near the library entrance, and they are comfortable parking at meters.

Comparing the % that <u>disagree</u> with each statement between those who have <u>not</u> visited RPL downtown in-person in the past year and those who have	Visited RPL downtown in past 12 months		
	No	Yes	Gap
I know my way around the library	39%	15%	24
I am familiar with what the library has to offer	35%	16%	19
I don't have any problems using the downtown library	34%	18%	16
I am comfortable driving in downtown Rochester	35%	20%	15
I am comfortable parking in ramps	35%	20%	15
I am comfortable using skyways	27%	14%	13
The cost of parking downtown is reasonable	53%	41%	12
I am comfortable parking at meters	46%	36%	10
It is easy to get into and out of the library from the parking ramp	32%	23%	9
I feel safe when I'm outside near the library	32%	27%	5
There is adequate parking near the library entrance	51%	46%	5
I feel safe when I'm inside the library	12%	8%	4
There are adequate quiet places where I can focus inside the library	11%	10%	1





VISITING RPL

Frequency of going downtown for work, personal business/appointments, or entertainment/leisure activities correlates highly with frequency of visiting RPL in-person.

- More than one-in-four of those who go downtown weekly for work, personal business, or leisure also go to RPL weekly.
- Six-in-ten of those who never go downtown for those reasons also never visit the library in-person.

Visited downtown RPL in-person...	Frequency of going downtown for work, personal business, leisure in past 12 months			
	Weekly	Monthly	<1/month	Never
Weekly	27%	4%	5%	4%
Monthly	37%	48%	15%	12%
<1/month	29%	37%	59%	25%
Never	7%	11%	22%	59%





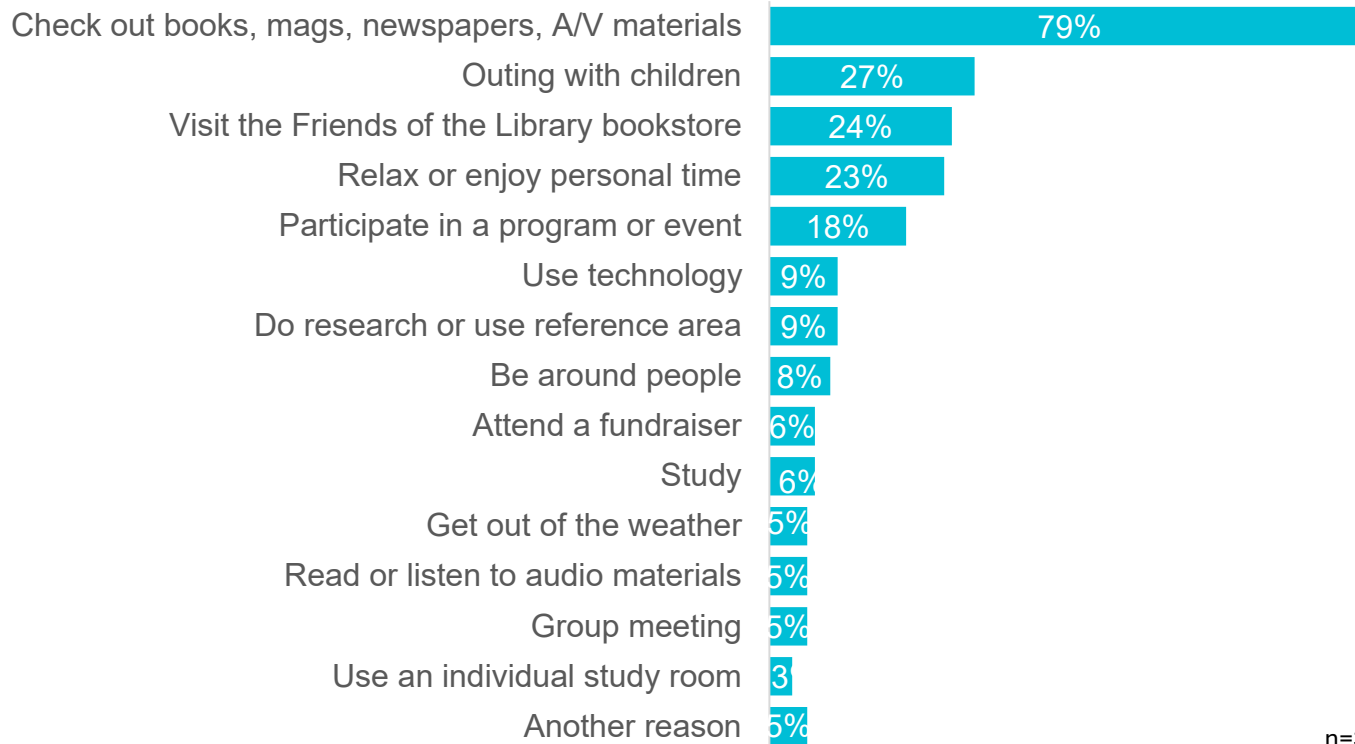
REASONS FOR VISITING RPL IN-PERSON

Most of those who visit RPL in-person say it was their primary destination (70%). Typically, respondents visit in-person so they can check out books or other material (79%).

- Outings with children, visiting the Friends of the Library bookstore, and relaxation/personal time are other reasons for visiting RPL in-person.

(Among those who have visited RPL at least once in past 12 months)

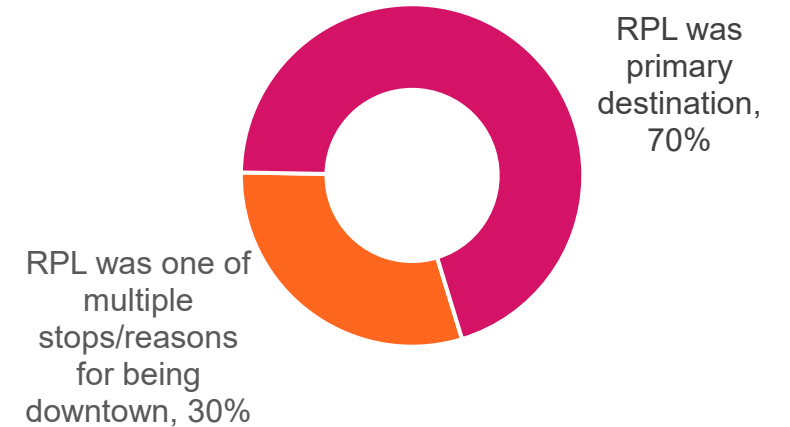
Reasons for visiting RPL in-person



n=3882

(Among those who have visited RPL at least once in past 12 months)

Was RPL Primary Destination



Q4: (Among those who have visited RPL downtown in the past 12 months) Why do you typically visit RPL downtown in-person?
 Q3: (Among those who have visited RPL downtown in the past 12 months) When you visited RPL downtown in-person in the past 12 months, was it usually your primary destination, or was it one of multiple stops or reasons for being downtown?



IDEAS FOR CHANGES AT RPL





IDEAS FOR CHANGES AT RPL

A variety of ideas for possible changes at RPL were presented to respondents with the introduction...

“We’ve got a variety of ideas for new or different spaces, programs, and services for RPL based on previous community research and input. Although we don’t yet know what changes might be realistic for the library to make, we’d like to get your thoughts on each.”

The ideas presented were on the following topics. For each topic, respondents were asked to rank up to three ideas that they thought would be the biggest improvements.

- Ease of access/use of the downtown library
- Use of space at the downtown library
- Teen space at the downtown library
- Offering materials, programs, and services outside of the downtown area

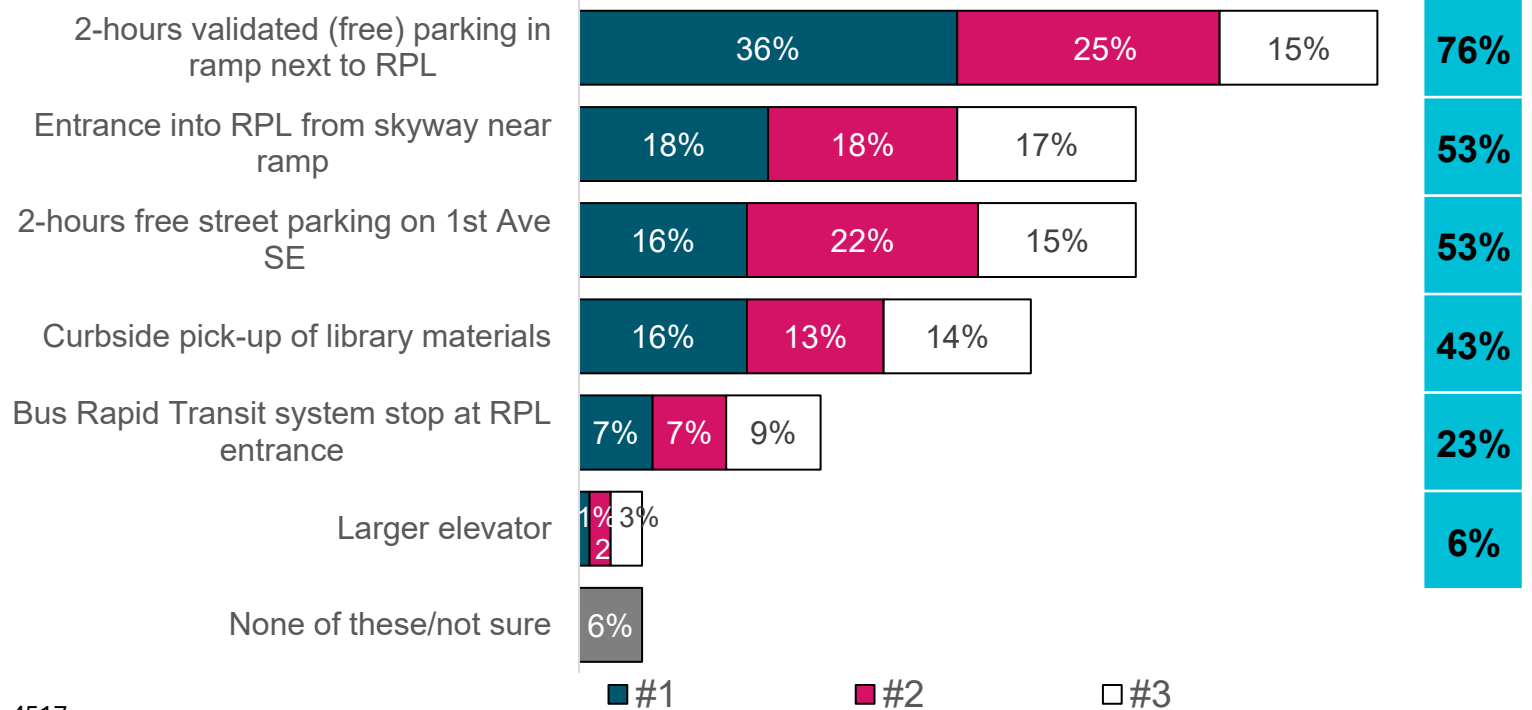


EASE OF ACCESS TO DOWNTOWN RPL

Having 2-hours of validated (free) parking in the ramp attached to RPL is the top choice for making it easier to use the downtown library, with three-quarters of respondents selecting it in their top three.

- More than half feel that an entrance into the library from the skyway near the ramp and/or 2-hours of free street parking on 1st Avenue SE would make access easier.

Ideas to make it easier to use the downtown library



N=4517

Q7: Below are some possible changes that could make it easier to use the downtown library. Please select up to three (3) changes that you feel would be the biggest improvement(s) and rank them.

"1 hour of parking isn't enough time to find a spot and walk in which can take 10-15 minutes, attend a 30 min story time then having to walk back 10 mins leaves very little time to pick out books or play after storytime. As a low income family, having access to the library without having to pay is vital to us."

"As someone with limited physical capabilities, the length and slope of the skyway path from the ramp to the library entrance is the reason I do not visit the library more often. There is very limited handicapped parking at the library."

"Direct access from the skyway would be ideal, the current pathway is meandering and the space could be used for other purposes."

"Free parking, free parking, free parking!!! One hour is not enough time for a library visit. I would like to read the paper & periodicals in addition to browsing/ selecting materials to check out. As someone who has recently retired, I now have the time to utilize what the library has to offer but not the funds to pay for parking."

"Curbside pickup would be an absolute game changer that I would use often. We utilized it a lot during the beginning of the pandemic, and our family is still trying not to catch covid and so we do not access indoor spaces where others are not masking often. This would majorly help us utilize more library materials!"

"There are some occasions that my destination is the library, but I don't go in because parking is unavailable due to civic center events. It would be helpful at then to have the rapid transit bus."





EASE OF ACCESS TO DOWNTOWN RPL

When given the opportunity to share open-ended feedback around changes that could make it easier to use the downtown library, parking and physical access were mentioned at least twice as often as any other themes.

- Respondents also used the opportunity to express their thoughts around the need for additional locations, library collections, and safety, as well as other suggestions (many of which are addressed directly later in the survey).

Themes from open-ended feedback:
Parking, Physical Access & Transportation to Downtown Library
Satellite Libraries & Alternative Locations
Collection & Resources (Physical, Digital, Non-Traditional)
Safety, Security & Atmosphere (Building Environment)
Ideological Concerns regarding Collections, Displays & Programming
Hours of Operation
Staff & Customer Service
Internal Building Accessibility, Layout & Amenities
Quiet, Study & Work Spaces
Technology, Computers & Online Services (In-Library & Remote)
Bookmobile & Off-Site Material Access (Book Drops, Lockers)
Programs, Events & Community Engagement
Communication, Awareness & General Feedback

Summarized AI theme development is shown above. All verbatim comments are available separately.

Q8: Is there anything else you'd like to tell us regarding changes that could make it easier to use the downtown library?

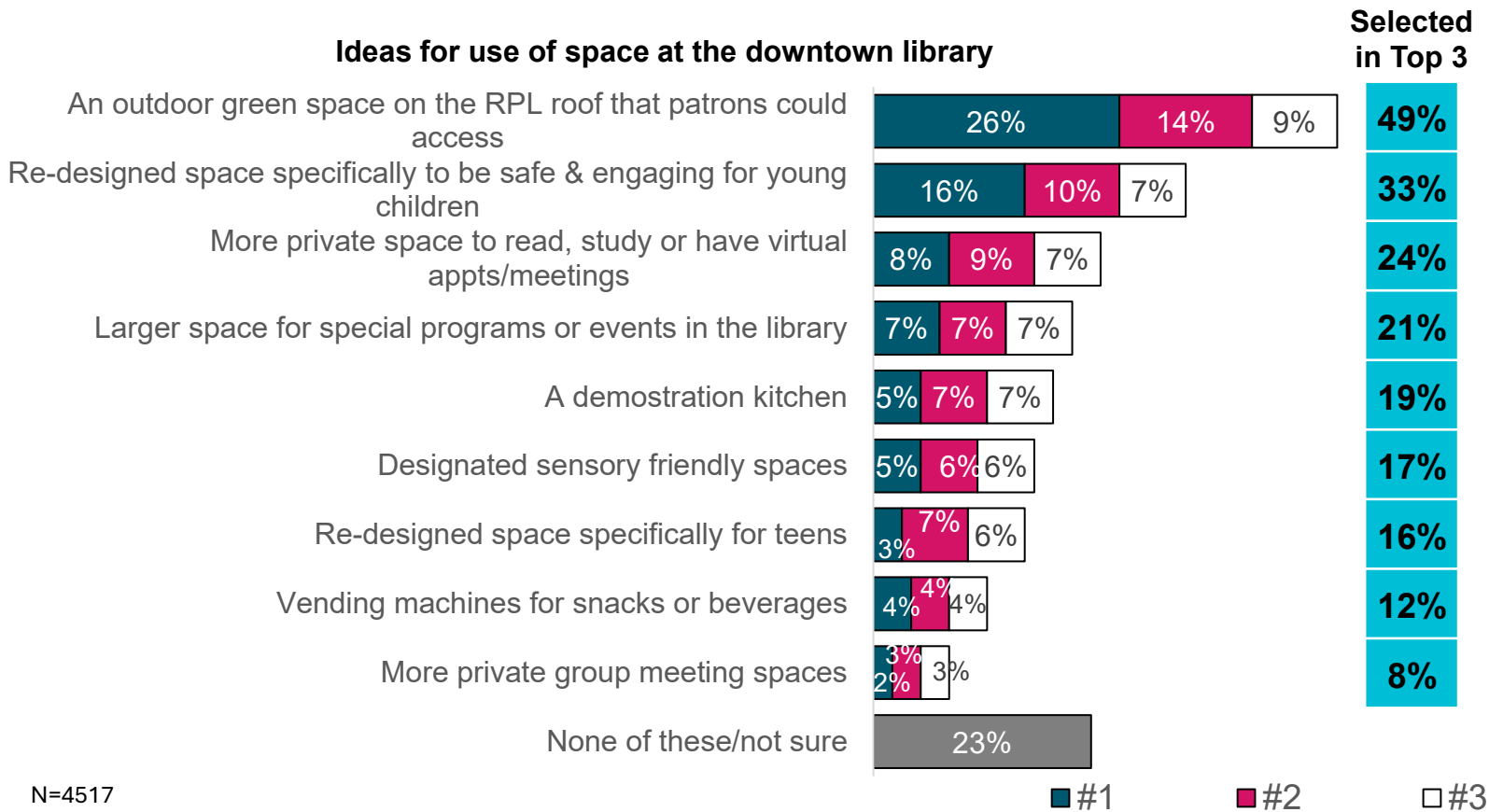




USE OF SPACE AT DOWNTOWN RPL

The idea of an outdoor green space on the RPL roof has high appeal, with nearly half of respondents selecting it in their top three.

- One-third like the idea of re-designed space specifically for young children, and about one-quarter rate more private space to read, study or have virtual meetings in their top three.
- Nearly one-in-four didn't select any of the options, often commenting that it's fine as is or they're not familiar enough to say.



N=4517

Q9: Below are some possible changes that could be made regarding the use of space at the downtown library. Please select up to three (3) changes that you feel would be the biggest improvement(s) and rank them.

“Having a garden/classes on the roof top green space would be amazing-could sell produce with profits going to social worker funding.”

“A new, reimagined space for young kids would be incredible! Almost every weekend the kids area is very busy!”

“As a mom with a husband who often works weekends when we can come to the library, I’m often reluctant to bring my girls (age 4 & 2) to the library by myself because they easily slip into the stacks in the multiple play areas and I “lose them”. Having all of the bigger play stuff in one area where I could easily keep an eye on them both would make it easier to feel comfortable coming by myself with the girls.”

“I usually do a lot of studying there and I would like there to be more quiet space.”

“Love the idea of private rooms for appointments, etc.”

“A demonstration kitchen would be amazing! Community education has some great classes, but they are not inexpensive. I love the classes that are offered at RPL however it would be nice if there were an additional date or two for each class because it seems like there’s always a conflict for the ones we’d really like to do and they’re not offered again readily.”

“As I volunteer more in the community, I am noticing it is hard to find collaboration space for small groups of 5 to 10 people. It would also be good for students looking to work on projects with classmates. A table/chairs, whiteboard and screen would be needed.”

“I don’t use the space now due to downtown location. Changes to the inside wouldn’t have any effect on my usage.”



USE OF SPACE AT DOWNTOWN RPL

Open-ended feedback around the use of space at the downtown library offered feedback on children/family space, quiet and collaboration areas, maker spaces, other amenities and thoughts around the types of spaces available in the library.

Themes from open-ended feedback:
Enhanced Youth Spaces (Children & Teens)
Quiet, Study, and Collaboration Areas
Creative, Learning & Maker Hubs (Makerspaces, Demo Kitchens)
Safety, Security & Atmosphere Management
Improved Comfort, Ambiance & Aesthetics
Reimagining Downtown Space (Relocation/Branches Context)
Outdoor and Green Spaces
Food & Drink Amenities
Collection Display & Space Optimization
Parking & Access (Impacting Internal Space Use)
Internal Accessibility & Wayfinding (Within Building)
General Space Expansion & Reorganization

Summarized AI theme development is shown above. All verbatim comments are available separately.

Q10: Is there anything else you'd like to tell us regarding changes to the use of space at the downtown library?



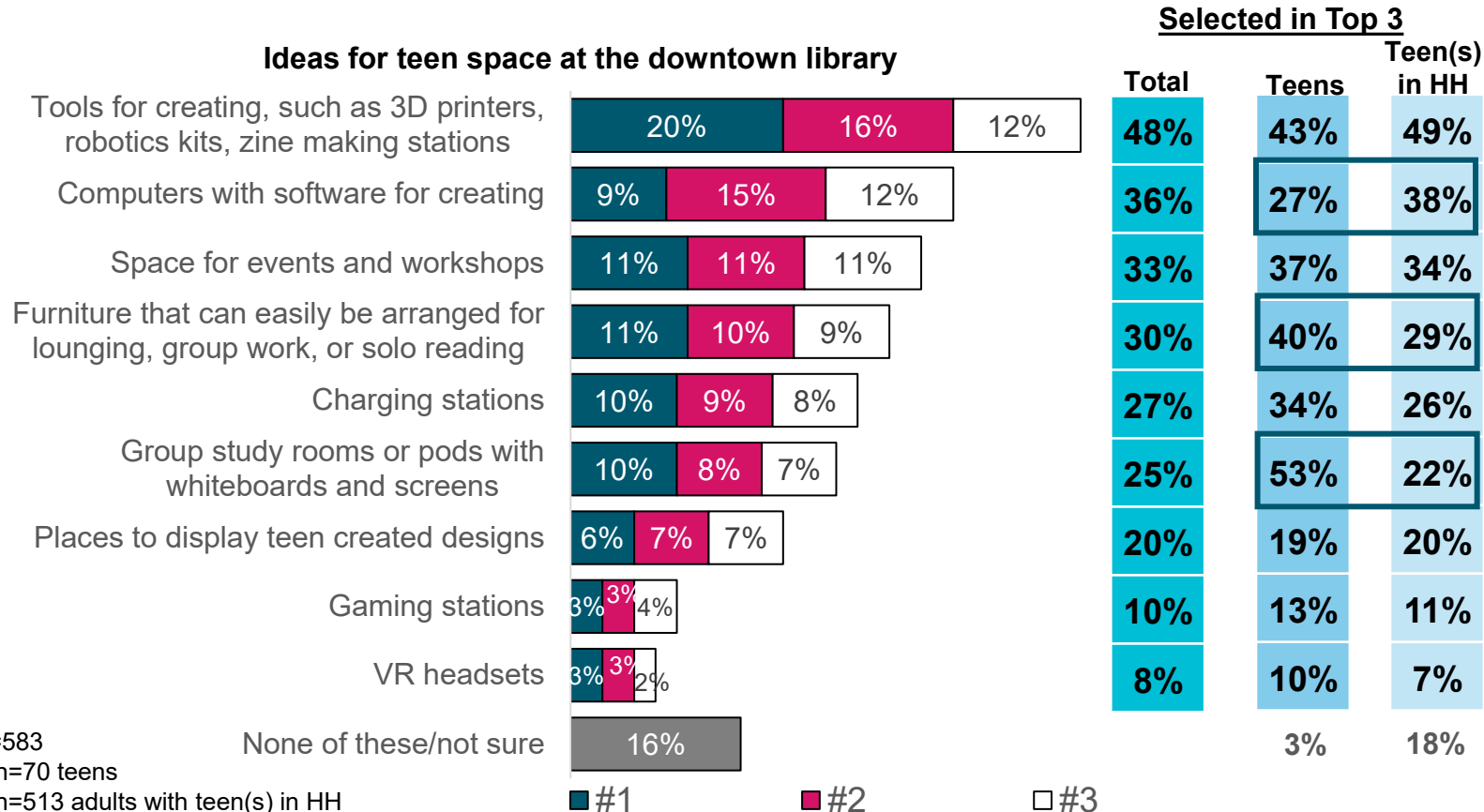


TEEN SPACE AT DOWNTOWN RPL

Overall, about half of respondents who are teens or who have teens in their household rate tools for creating (3D printers, robotics kits, zine making stations, etc.) in their top three options (48%). Among Teens specifically, however, a higher portion rated group study rooms or pods with whiteboards and screens in their top three (53%).

- Having computers with software for creating is more likely to be in the top three among those with teens in the household than among teens themselves, while furniture that can easily be rearranged is more important to teens.

Ideas for teen space at the downtown library



From Teens:
“A 3D printer would be nice, tbh. Also chargers for laptops, like if someone forgot theirs.”
“Also the study rooms with screens because they could be for group gaming.”
“Books are most important to me. Also, please don't add VR or gaming stuff. That's unnecessary when teens already spend so much of their time online. The library is a place for community and face-to-face interactions. Adding computers minimizes beneficial social interactions and isolates teens from each other and the real world.”

From adults with teen(s) in household:
“It would be great if the teen space felt like a place made for teens — vibrant, welcoming, and flexible. Having a mix of tech tools, creative supplies, and quiet or social zones would help meet a variety of interests. It could also be helpful to include student-led input or a teen advisory board to help shape programs and design choices, so teens feel a sense of ownership and belonging in the space.”
“Comfortable areas and couches with events specifically geared for teens.”
“I think any time teens feel included, and are offered a space where they could gather and watch a movie or something like that, would be ideal.”
“I love all the ideas for the teen space!!!”

Q11: (Among those who are age 13-17 or who have teens in their household) Below are some possible updates or changes that could be made regarding the teen space at the downtown library. Please select up to three (3) updates that you feel would be the biggest improvement(s) and rank them.





TEEN SPACE AT DOWNTOWN RPL

Open-ended feedback around the teen space at the downtown library was most often technology-related.

- Other mentions referenced the space itself and the importance of flexibility and comfort.

Themes from open-ended feedback:
Technology, Gaming & Creative Tools
Comfortable, Engaging & Distinct Physical Space
Engaging Programs & Skill-Building Opportunities
Diverse Zones for Socializing, Study & Collaboration
Expanded Collections & Reading-Focused Activities
Content Concerns, Safety & Supervision
Practical Amenities & Basic Needs
Access to the Library/Teen Space
Teen Voice & Ownership in Space Development

Summarized AI theme development is shown above. All verbatim comments are available separately.

Q12: Is there anything else you'd like to tell us regarding possible updates to the teen space in the downtown library?

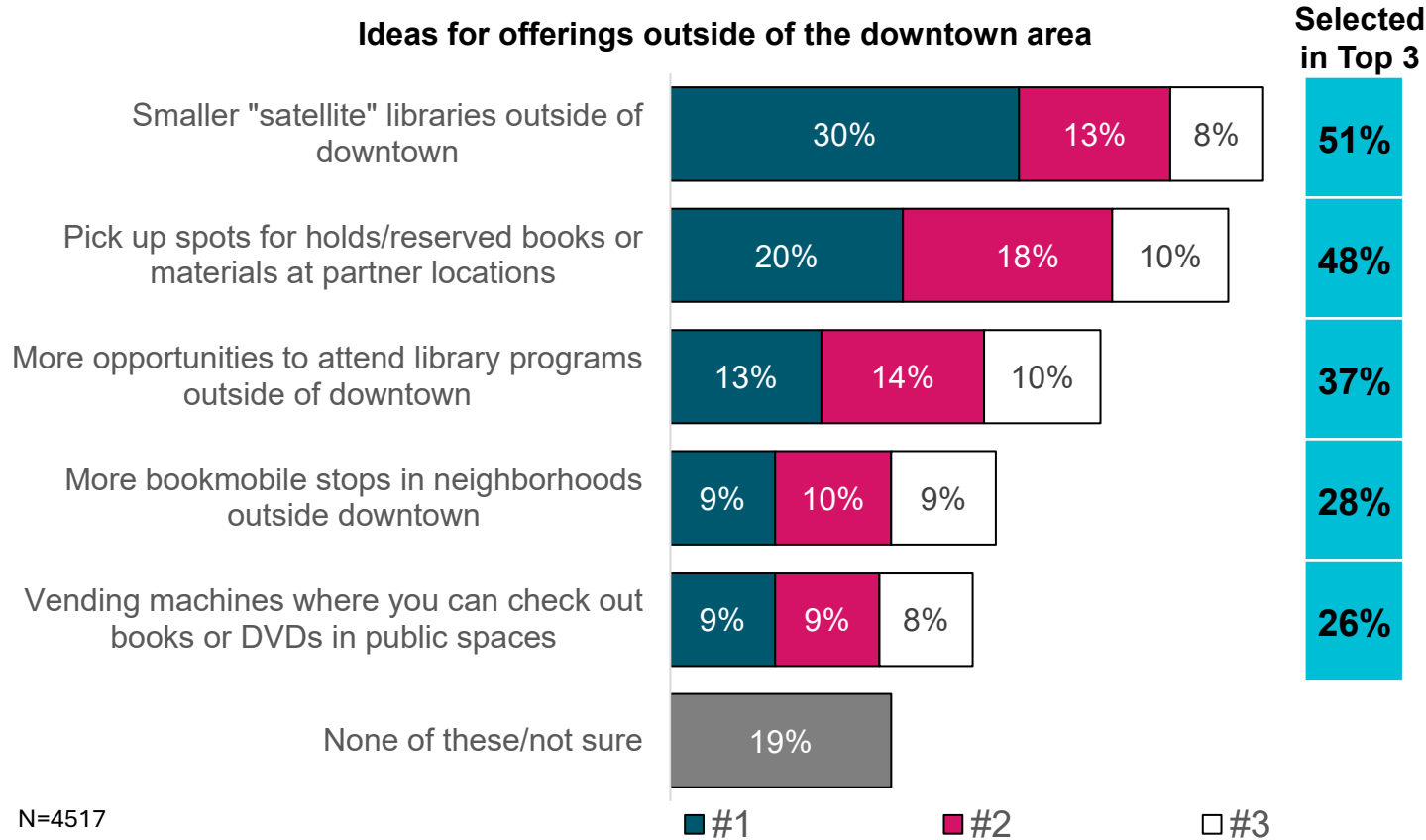




RPL SERVICES OUTSIDE OF DOWNTOWN

Smaller ‘satellite’ libraries outside of downtown and pick-up spots for reserved materials at partner locations are the most popular options for divesting library services outside of the downtown area, with about half of respondents choosing each in their top three (although satellite libraries was more likely to be selected as #1).

- Of all the ideas for improvements to RPL, satellite locations is the only one that was selected in the top 3 more often by those who have never visited RPL in-person in the past year than by those who have, although it was close (53% vs. 51%).



“A satellite location in a strip mall would be terrific---easy access and parking. A good example is the Hennepin County Library location in St Anthony Village: a small space in a strip mall with a modest reading area for magazines and newspapers, a small help desk, one check out station and a copy machine. All that is needed for traditional library patrons.”

“A satellite location would be a dream for our family. We like the quiet of the outskirts, it's hard for us to plan half a day just to visit the library when we have no other business downtown.”

“An easier way to pickup and return materials would shorten the turnaround time for me. I would be much more inclined to return materials as soon as I was finished with them rather than hold onto them until they were due. I would also take out fewer materials at a time knowing that I could easily pick up something else once I was finished with my current checkout without having to go downtown.”

“Even living "far out west" near Costco, we're still only 7 minutes from the downtown library. I would look to outside locations to provide services you aren't able to do at the central location - working space, community space, along with reserved book pickup/return.”

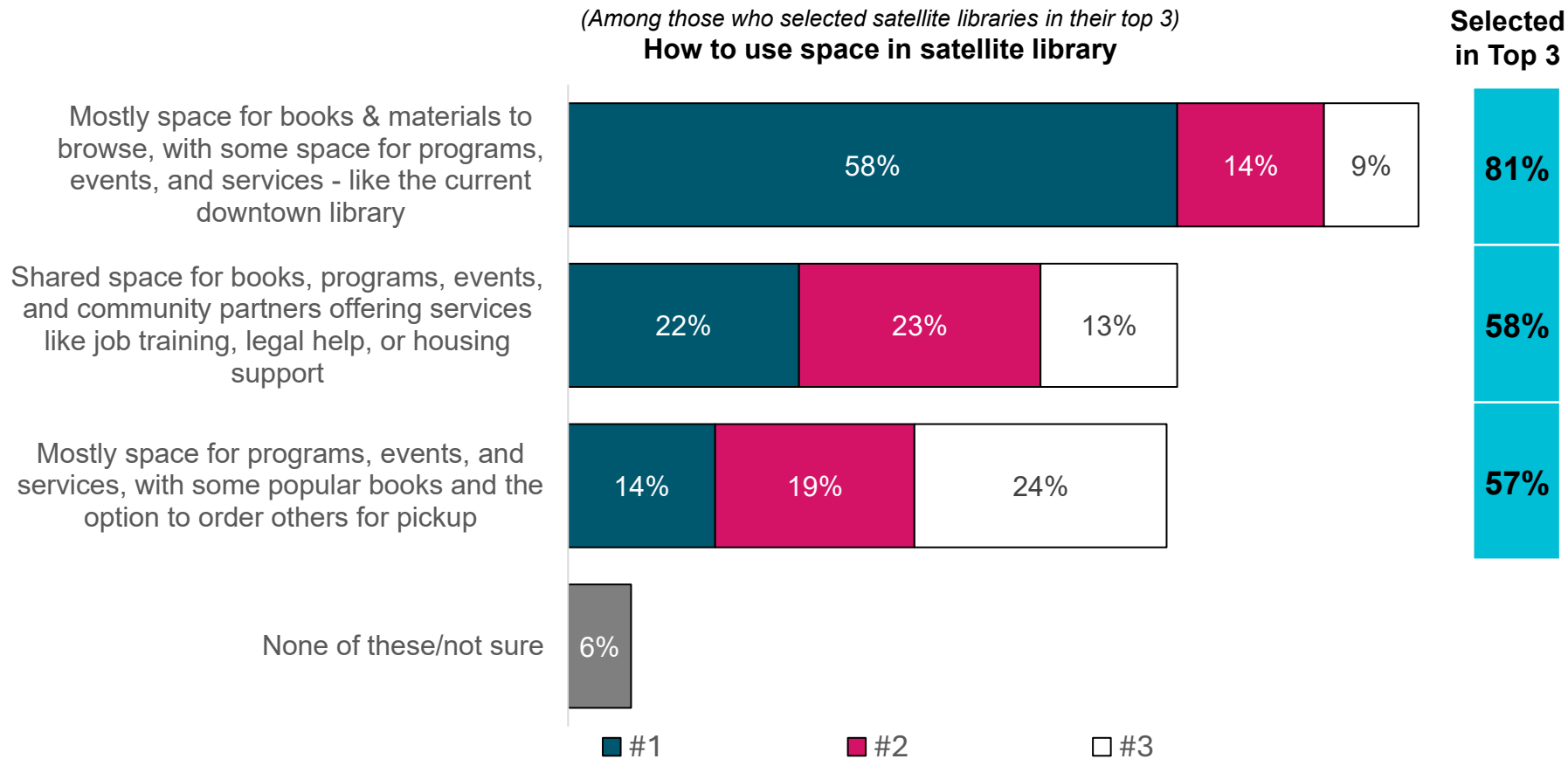
“Book mobile hours in the evenings and weekends, when working folk would more likely be home.”

“I love your ideas. I believe a satellite location is likely needed, especially with the population growing in Rochester. However, this is likely costly. I have not successfully used the bookmobile because it has a complicated schedule and I have not been able to keep up with where it is. I like the idea of the vending machine on 41st Street but the fact that the books need to be returned to the vending machine rather than main library has been a barrier for me to follow through with trying it. I also drove by and was not able to easily see where to park for the vending machine.”

Q13: Below are some ways for RPL to offer additional materials, programs, and services outside of the downtown area. Please select up to three (3) changes that you feel would be the biggest improvement(s) and rank them.

SATELLITE: USE OF SPACE

Respondents who like the idea of satellite libraries typically envision a smaller version of the downtown library, consisting mostly of space for books and materials, with some space for programs, events, and services.



(Among those who selected satellite libraries in their top 3)
 Q14: If a satellite library were added outside of the downtown area, how would you like the space to be used?



SATELLITE: LOCATIONS

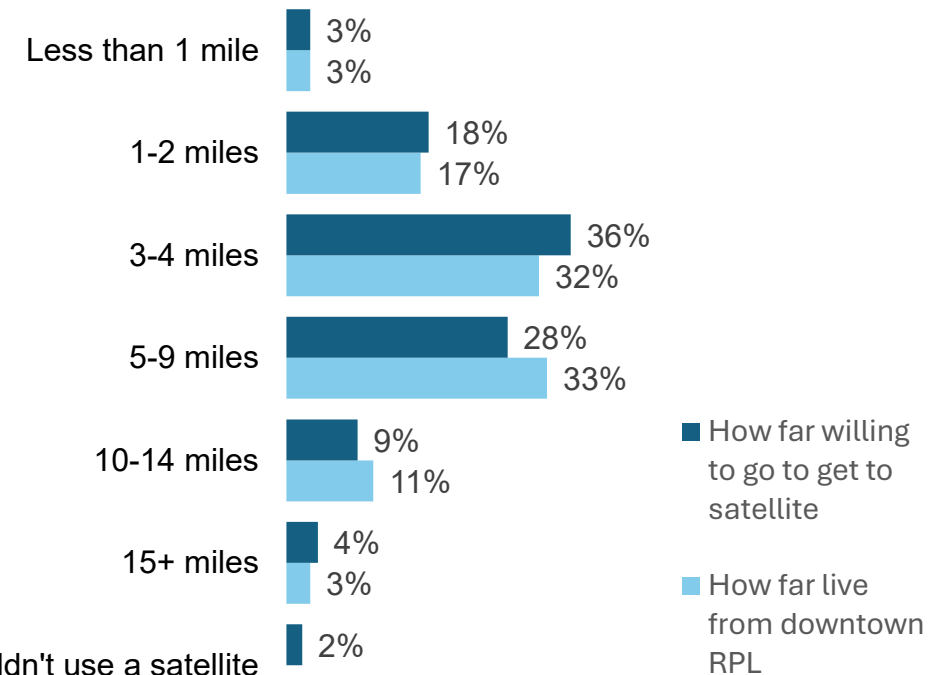
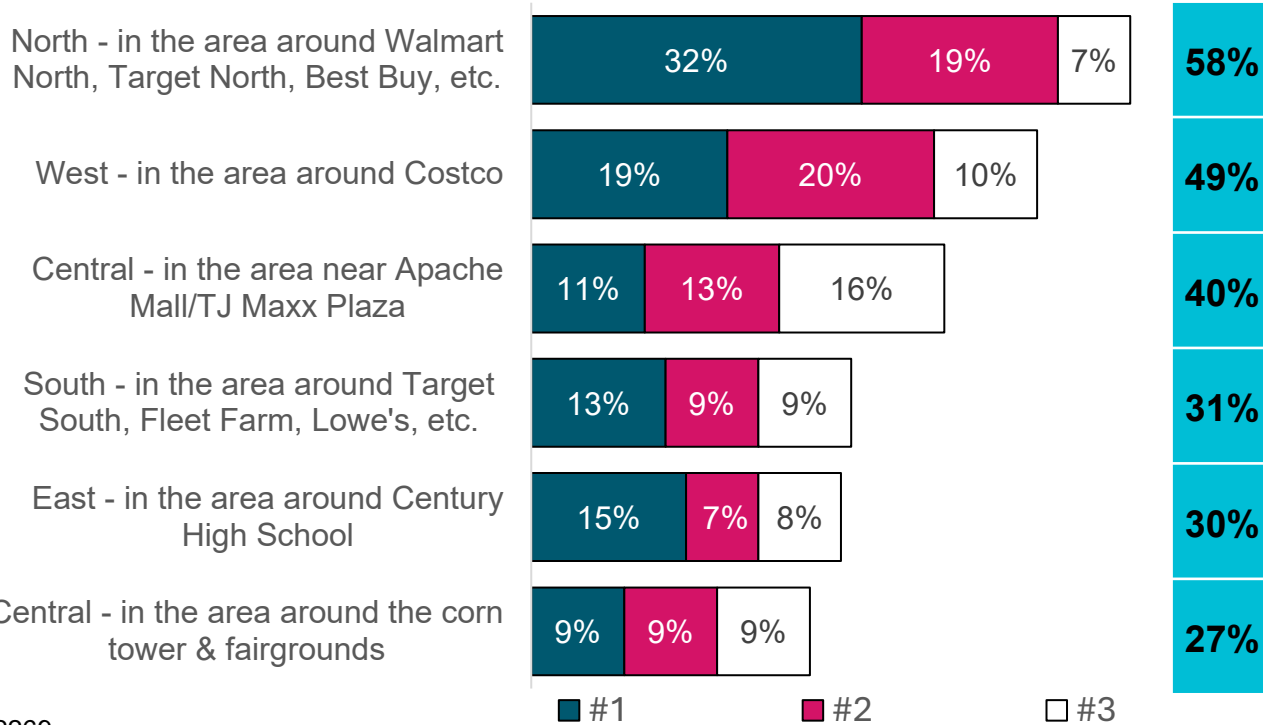
Overall, the preferred area of town for a satellite location is on the north side, followed by the west side - in high traffic shopping districts in the highest population quadrant of the city. That said, the appeal of each area of town correlates highly with area the respondent lives in, as seen on the following page.

- Generally, respondents are willing to go about as far to get to a satellite location as they currently live from the downtown RPL.

(Among those who selected satellite locations in their top 3)
Preferred area(s) of town for satellite library

Selected in Top 3

(Among those who selected satellite locations in their top 3)
Distance willing to travel to satellite & current distance from RPL



n=2269

(Among those who selected satellite libraries in their top 3)

Q16. What area(s) of town would work best for you for satellite library location(s)? Please select up to three (3) options and rank them.

Q15: Understanding that it might be dependent upon the location itself, in general, approximately how far from home would you be willing to go to get to a satellite location of the library that was not downtown?

QD9: About how many miles would you say you live from the Rochester Public Library?

n=2226-2295



SATELLITE: LOCATIONS BY ZIP CODE

The appeal of different areas of town for a satellite library location correlates with the area of town the respondent lives in: 55901 prefers North or West, 55902 prefers Central (near the mall) or South, 55904 prefers Central (near the fairgrounds) or South, and 55906 prefers East or North. Those residing outside the city limits tend to prefer North or West.

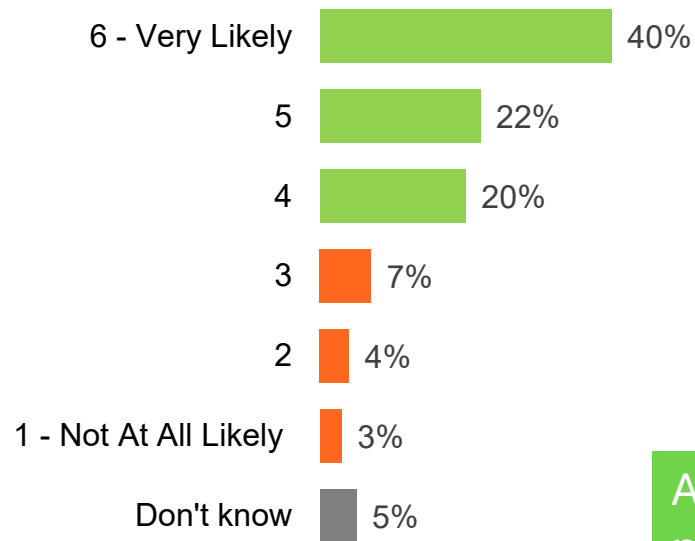
Satellite locations	Area of Residence				
	Inside City Limits				Outside City Limits
	55901	55902	55904	55906	
Preferred use of space in a satellite library					
Mostly space for books and materials to browse, with some space for programs, events, and services - like the current downtown library	83%	79%	81%	85%	83%
Shared space for books, programs, events, and community partners offering services like job training, legal help, or housing support	58%	59%	65%	59%	57%
Mostly space for programs, events, and services, with some popular books and the option to order others for pickup	57%	56%	63%	55%	55%
How far willing to go to get to satellite					
2 miles or less	22%	31%	28%	21%	7%
3-4 miles	41%	34%	37%	42%	23%
5-9 miles	25%	26%	24%	29%	37%
10+ miles	10%	8%	8%	6%	32%
Areas of town that are best for a satellite library					
North – in the area around Walmart N, Target N, Best Buy, etc.	85%	23%	17%	56%	55%
West – in the area around Costco	69%	39%	17%	31%	53%
Central – in the area near Apache Mall/TJ Maxx Plaza	33%	70%	55%	18%	34%
South – in the area around Target S, Fleet Farm, Lowe's, etc.	14%	59%	61%	15%	38%
East – in the area around Century High School	21%	8%	25%	82%	28%
Central – in the area around the corn tower and fairgrounds	10%	41%	70%	24%	23%

SATELLITE: INCREASE VISITS

Four-in-ten of those who are interested in satellite libraries report that if a satellite that matched their preferences were available, it would ‘very likely’ increase their use of RPL, and more than eight-in-ten feel it’s at least somewhat likely to.

- Basing this to Total respondents, this means that 42% would be likely to increase their RPL usage if a satellite matching their preferences were available.
- Three-quarters of those who have not visited RPL in-person in the past year say a satellite is likely to increase their visits.

(Among those who selected satellite libraries in their top 3)
Likelihood of satellites increasing RPL use



Likely = 82% (based to Total = 42%)

Unlikely = 14% (based to Total = 7%)

Among those who have never visited RPL downtown in the past year, but are interested in satellite libraries, 76% say it would be likely to increase visits (34% ‘very likely’).

n=2290

(Among those who selected satellite locations in their top 3)
 Q17: If a satellite location that matched your preferences in the previous questions were available outside of the downtown area, how likely would it be to increase how often you visit the library?



RPL SERVICES OUTSIDE OF DOWNTOWN

Open-ended feedback around diversified services outside of the downtown library showed immense support for more library access points, often mentioning the barriers to using the downtown location.

- Other comments centered on the importance of digital access, suggestions about the bookmobile, and communication about access options.

Themes from open-ended feedback:
Establish Satellite Libraries/Branch Locations
Need for Free, Ample & Accessible Parking for Off-Site Services
Convenient Material Pickup & Drop-off Points
Offer Programs & Events in Community Locations
Expanded Digital Resources & Enhanced Online Access
Improve & Expand Bookmobile Services
Desire for Alternative Library Environments
Partnerships with Community Organizations
Concerns about Resource Allocation & Maintaining a Strong Central Library
Improved Communication & Awareness of All Access Options
Focus on Core Library Services for Off-Site Options
Home Delivery & Mail Services

Summarized AI theme development is shown above. All verbatim comments are available separately.

Q18: Is there anything else you'd like to tell us regarding ways to access or use library materials, programs, services, and events outside of the downtown area?



PROGRAMMING



AWARENESS & USE OF PROGRAMS

95% of respondents are aware of any RPL programs and 65% have used or participated in at least one in the past year.

- The highest awareness and most used programs/services at RPL are the Friends Book Store, Seed Library, and technology access.

Awareness and Use of RPL programs, services, collaborations, or events

	Aware of program	Have used/participated in past 12 months
Friends of the Library Book Store	73%	36%
Seed Library	67%	27%
Technology access	67%	17%
Storytime for youth and families	62%	9%
Help with accessing library e-books and digital audio books	50%	13%
Book clubs for adults	43%	4%
Games or Puzzle events for all ages	40%	5%
Candidate forums that can be attended in-person or viewed online	33%	9%
Creative or crafting opportunities for youth	31%	5%
Discussion Groups on different topics	30%	2%
Creative or crafting opportunities for adults	30%	4%
Special interest opportunities for youth	29%	3%
Dance parties for youth and families	23%	3%
Social Worker onsite at RPL	22%	1%
Puppet or Magic shows	22%	2%
BookBox where you can check out books/DVDs with library card	22%	2%
Language Conversation Groups in English or Spanish	20%	1%
Convert-O-Lab for digitizing older media formats	16%	2%
Library @ Home services	14%	1%
Sound booth for recording	13%	1%
Sensory friendly opportunities	12%	1%
Past programs available on the library's video channel	5%	1%
Other programs, services, collaborations, and events	1%	<1%
None	5%	35%

On average, respondents are aware of 7.3 programs and have participated in 1.5 programs in the past 12 months.

N=4517

Q19: Examples of programs, services, collaborations, and events that are currently available at the downtown library are listed below. Please select those you were **aware** of prior to taking this survey, whether or not you've used them.

Q20: Please select the programs, services, collaborations, and events that you or your family have used or participated in in the past 12 months.

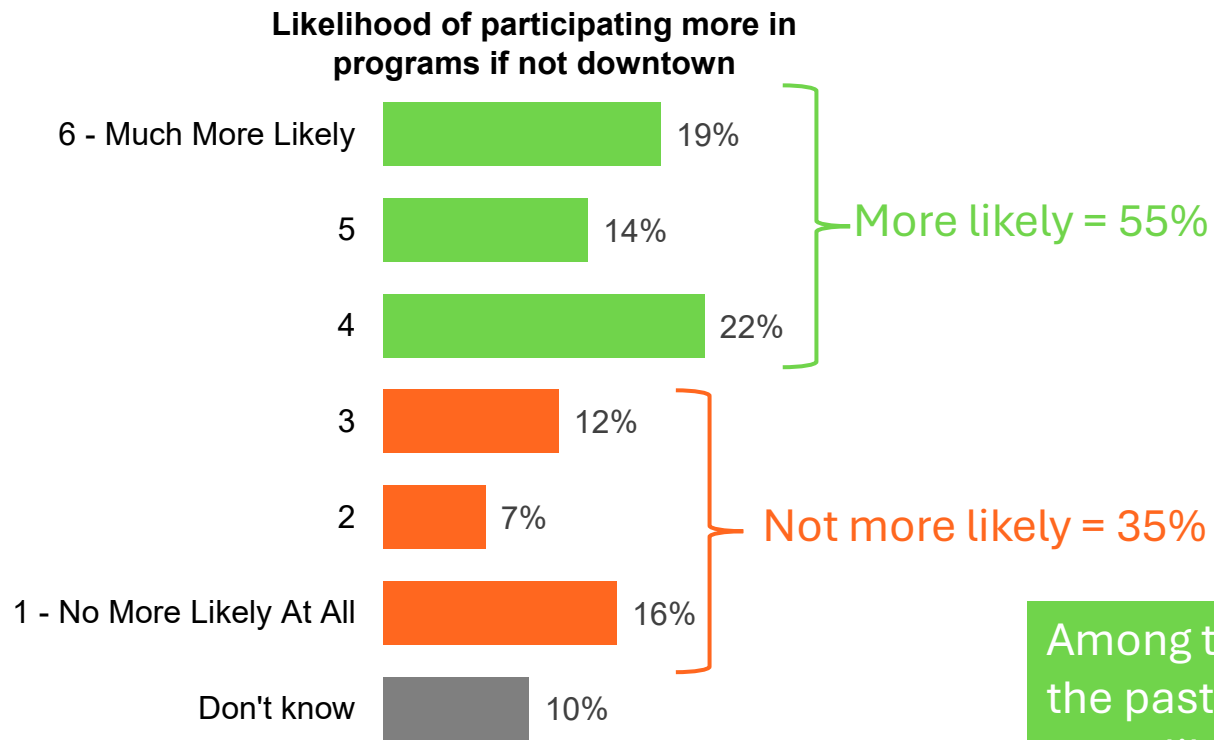




PARTICIPATION IF NOT DOWNTOWN

More than half of respondents (55%) would be more likely to participate in RPL programs if they weren't downtown (one-in-five would be 'much more likely').

- Those who have never visited the downtown RPL in the past 12 months are equally likely to say they would be more likely to participate in programs if they were not downtown.



Among those who have never visited RPL downtown in the past year, the same portion, 55%, say they would be more likely to participate in programs if they were available outside of downtown (21% 'much more likely').

N=4517

Q22: How much more likely, if at all, would you be to participate in library programs, services, collaborations, or events if they were available in another location, outside of downtown?



PROGRAMMING

Respondents were invited to share ideas for new/different programming that the library could offer and a wide variety of suggestions were brought forth. Most mentioned were educational workshops/classes, arts, crafts and creativity, makerspaces and a “Library of Things”, and youth and family programming.

Themes from open-ended feedback:
Educational Workshops & Lifelong Learning
Arts, Crafts & Creative Expression
Makerspaces, Creative Technology & "Library of Things"
Youth & Family Programming
Community Building & Social Engagement
Technology Training & Digital Literacy
Author Events, Lectures & Performances
Health & Wellness Initiatives
Career, Business & Financial Literacy
Community Partnerships & Outreach
Outdoor, Gardening & Environmental Programs
Local History & Genealogy
Civic Engagement & Social Support Information

Summarized AI theme development is shown above. All verbatim comments are available separately.

Q21: What are other, different types of programs, services, collaborations, or events that you would like to see the library offer for you or your family, or that you feel would be valuable for the community overall? We encourage you to think 'outside the box'!



COMMUNICATION



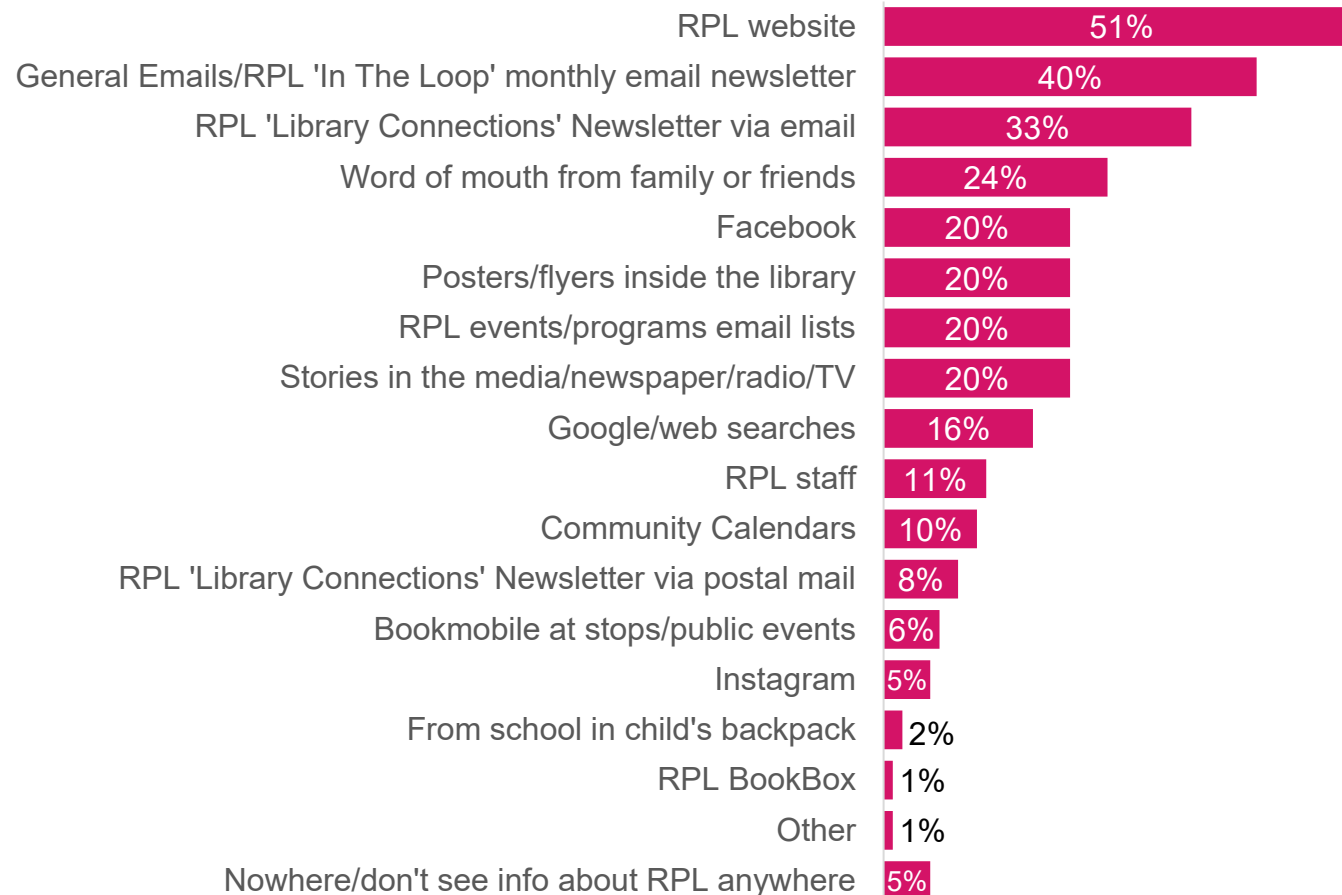


CURRENT INFORMATION SOURCES

RPL's website and emails are where respondents are most likely to get information about RPL.

- Facebook is an information source for four times as many respondents as Instagram is (20% vs. 5%).

Where currently get information about RPL



On average, respondents use 2.9 sources for information about RPL.

n=4502

Q23: Where do you currently get information about RPL? (Select all that apply.)

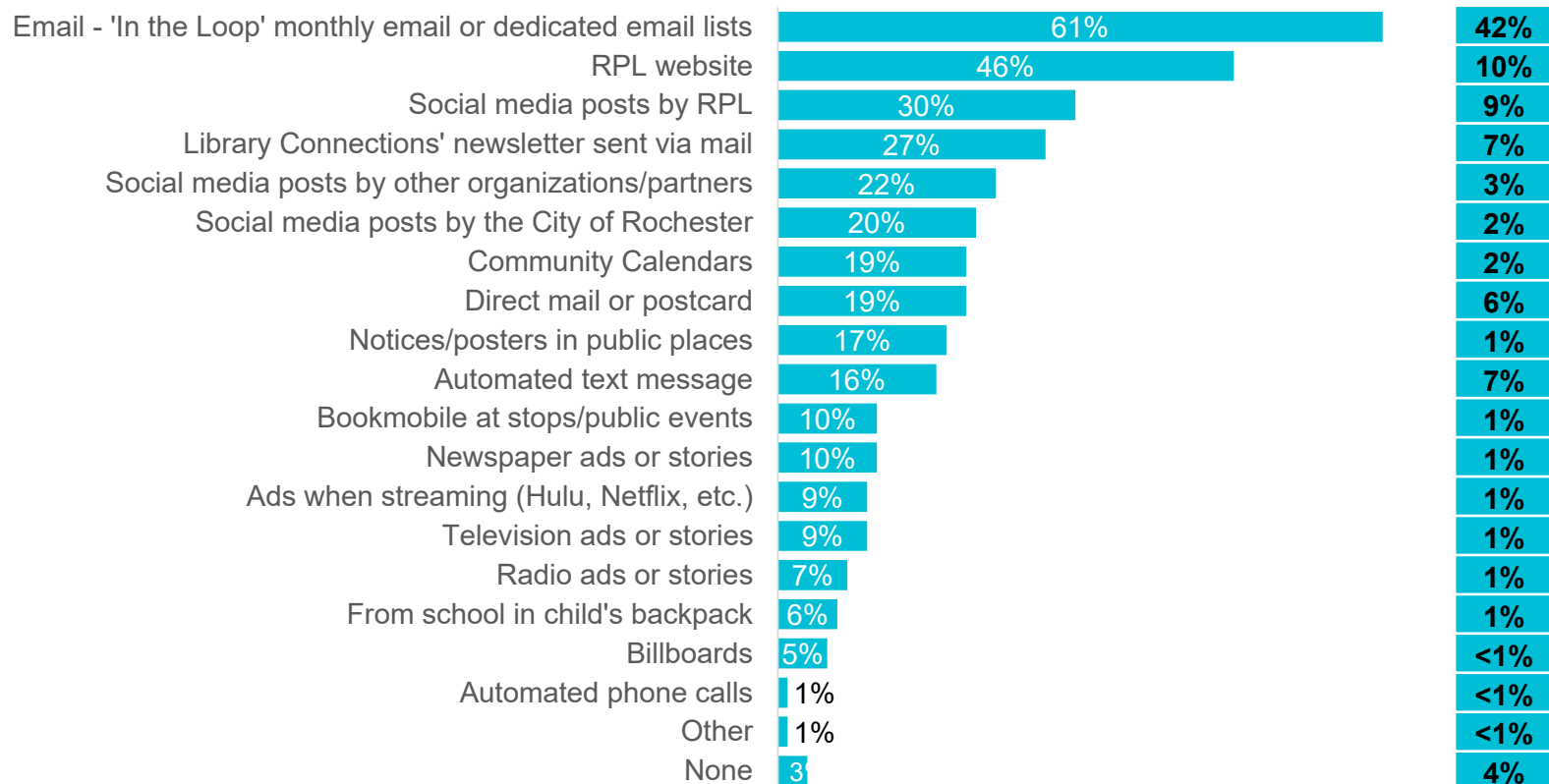


MOST EFFECTIVE INFORMATION SOURCES

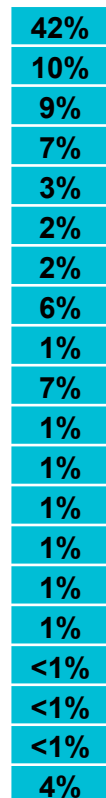
Email newsletters/dedicated email lists are the most effective way to make people aware of programs and services, so continuing to build up distribution lists and followers is important.

- RPL’s website and social media posts are also effective.
- 16% say automated text messages would be effective, but almost no one is interested in automated phone calls.

Most effective ways for RPL to make aware of programs/services in the future



Selected as 'best' way



On average, respondents find 3.4 of these to be effective ways to get information about RPL.

n=4484

Q24. In the future, what would be the most effective ways for RPL to make you aware of programs and services that might be of interest to you? (Select all that apply.)

Q25. Of the ways you selected, which would be the one best way for RPL to make you aware of programs and services that might be of interest to you?

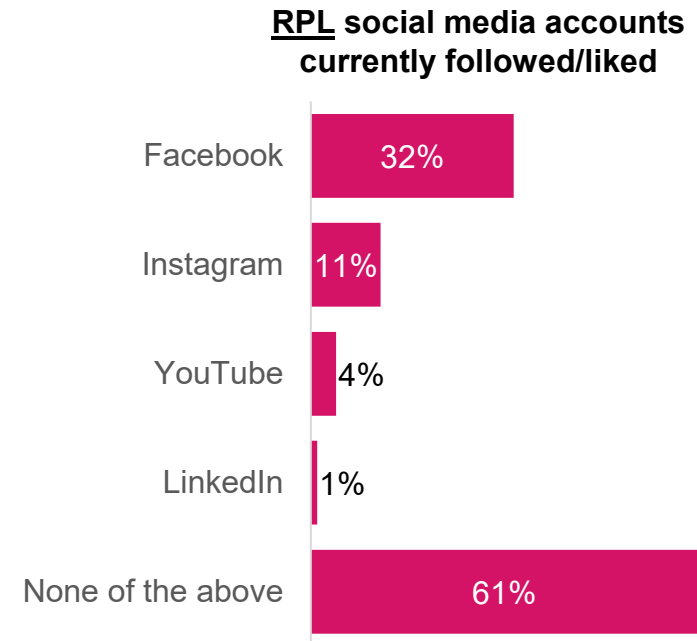
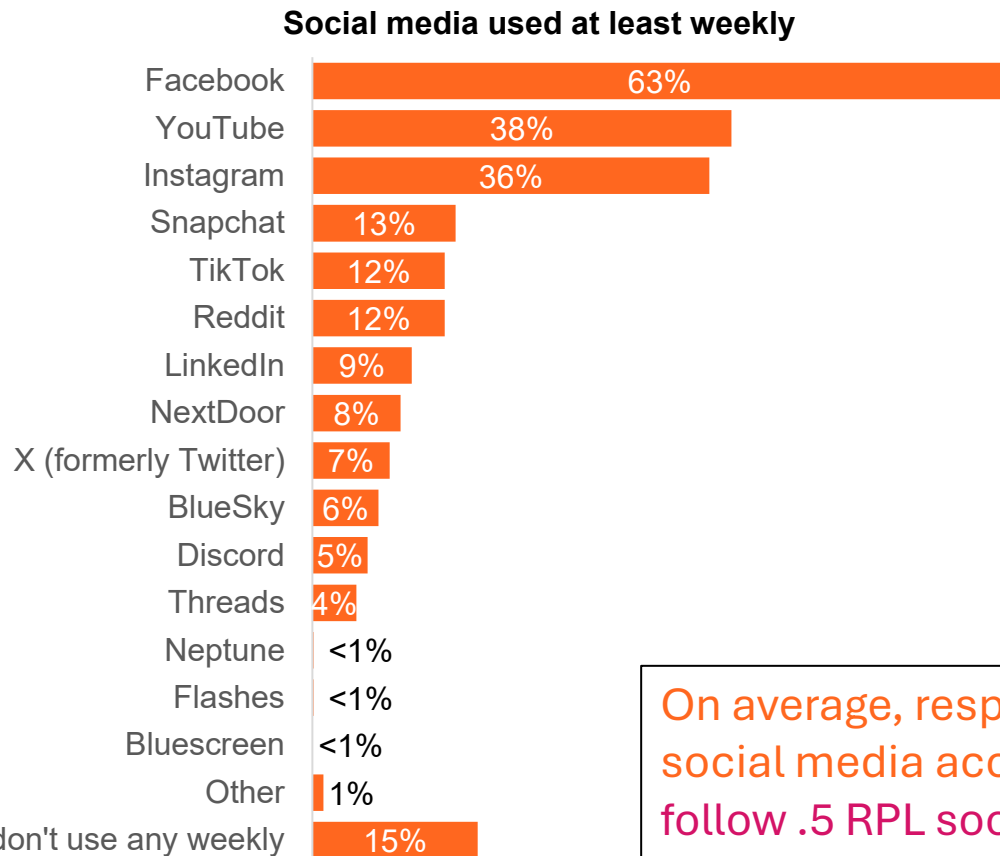




SOCIAL MEDIA

Facebook is the clear social media choice among respondents, although a sizeable portion also use YouTube and Instagram at least weekly.

- Most respondents don't follow RPL on social media (61%). RPL's Facebook account is followed by three times as many as its Instagram, and hardly anyone follows RPL on YouTube or LinkedIn.



On average, respondents use 2.1 social media accounts weekly and follow .5 RPL social media accounts.

n=4472

n=4465

Q26: Please select the types of social media you look at once a week or more often. (Select all that apply.)
 Q27: Which of these **Rochester Public Library** social media accounts do you currently follow or like?





MOST EFFECTIVE INFORMATION SOURCES

Selection of email and the website as the most effective information sources increases as age increases.

- Social media posts are most likely to be viewed as effective among the 25-44 age range, and among BIPOC respondents.
- The youngest respondents show greater interest in direct mail, public notices and billboards.
- Email, website, and social media are considered the best information sources among non-RPL visitors, though to a lesser degree than among visitors.

Most effective ways for RPL to make aware of programs/services in the future	Age Range				Race/Ethnicity		Visited RPL downtown in past yr	
	13-24	25-44	45-64	65+	BIPOC	White only	Yes	No
Email - 'In the Loop' monthly email or dedicated email lists	48%	56%	62%	68%	54%	63%	63%	52%
RPL website	31%	42%	49%	50%	43%	47%	49%	28%
Social media posts by RPL	30%	42%	32%	18%	37%	31%	31%	27%
Library Connections' newsletter sent via mail	21%	21%	27%	34%	20%	28%	28%	22%
Social media posts by other organizations/partners	25%	34%	22%	11%	29%	23%	23%	20%
Social media posts by the City of Rochester	26%	28%	21%	12%	28%	20%	20%	20%
Community Calendars	8%	18%	21%	21%	20%	20%	20%	16%
Direct mail or postcard	25%	20%	16%	20%	23%	19%	19%	19%
Notices/posters in public places	31%	19%	16%	13%	21%	17%	18%	9%
Automated text message	19%	17%	14%	16%	20%	16%	16%	13%
Bookmobile at stops/public events	15%	12%	9%	8%	14%	10%	10%	10%
Newspaper ads or stories	6%	3%	7%	20%	6%	11%	10%	11%
Ads when streaming (Hulu, Netflix, etc.)	20%	12%	8%	4%	12%	9%	8%	11%
Television ads or stories	11%	4%	8%	13%	9%	9%	8%	12%
Radio ads or stories	13%	6%	8%	6%	9%	7%	7%	8%
From school in child's backpack	7%	13%	6%	1%	12%	6%	7%	4%
Billboards	16%	5%	6%	4%	10%	5%	5%	6%
Automated phone calls	2%	1%	1%	2%	2%	1%	1%	<1%
None	5%	2%	3%	2%	2%	2%	2%	6%

Q24. In the future, what would be the most effective ways for RPL to make you aware of programs and services that might be of interest to you? (Select all that apply.)



SOCIAL MEDIA

Respondents age 25-44 are most likely to follow RPL on Facebook, and those under age 45 are the biggest Instagram followers.

- The youngest respondents (13-24) are much more likely to be on Snapchat, TikTok, X, and Discord than those 25+.

Social media use	Age Range				Race		Visited RPL downtown in past yr	
	13-24	25-44	45-64	65+	BIPOC	White-only	Yes	No
RPL social media accounts followed/liked								
Facebook	14%	43%	34%	23%	33%	34%	34%	23%
Instagram	18%	19%	10%	4%	19%	11%	12%	4%
YouTube	8%	3%	4%	5%	9%	4%	4%	4%
LinkedIn	1%	2%	2%	1%	4%	1%	1%	1%
None	68%	48%	62%	73%	53%	61%	60%	73%

Social media platforms used at least weekly								
Facebook	36%	69%	68%	59%	58%	66%	63%	67%
YouTube	63%	42%	36%	33%	54%	36%	38%	38%
Instagram	61%	55%	35%	15%	52%	36%	37%	31%
Snapchat	40%	22%	9%	3%	20%	13%	12%	15%
TikTok	41%	20%	11%	2%	26%	12%	12%	14%
Reddit	20%	23%	10%	3%	19%	12%	13%	8%
LinkedIn	9%	10%	12%	5%	13%	9%	9%	7%
NextDoor	1%	3%	8%	13%	5%	8%	7%	10%
X (formerly Twitter)	16%	8%	7%	3%	11%	6%	6%	7%
BlueSky	3%	6%	8%	5%	7%	6%	6%	5%
Discord	17%	9%	3%	<1%	9%	4%	5%	3%
Threads	2%	4%	5%	2%	4%	4%	4%	2%
Neptune	1%	<1%	<1%	0%	1%	<1%	<1%	0%
Flashes	0%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
Bluescreen	1%	0%	0%	0%	<1%	0%	<1%	<1%
None/don't use any weekly	7%	7%	12%	24%	7%	14%	15%	14%



VALUE/FUNDING



FUNDING SECTION INTRODUCTION

The following text was included on an introductory page before questions related to funding.

Thank you for answering some questions about the current library and about ideas for new or different programs and services that could be part of the library in the future.

Keep in mind that this research is being done to gather community feedback and that the ideas shared here may or may not be implemented. If changes are made, a range of options will be researched for financing, including reallocation of the current library budget, philanthropy or sponsorship, or a tax increase.

RPL provides free access to books, technology, educational programs, and community spaces and is primarily funded from City Property Taxes and an appropriation from Olmsted County. Additional funding comes from library revenues (fees or fines), and funds raised by the RPL Foundation and the Friends of the Library.



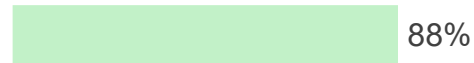


RPL VALUE

Nearly nine-in-ten respondents give a rating of 6-strongly agree that there is value in having library resources available to the community regardless of personal use (88%), while more than seven-in-ten strongly agree that RPL is a good use of their tax dollars (72%) and more than six-in-ten strongly agree that they'd expect funding for RPL to increase as city and county populations increase (63%).

See value in having library resources available to the community

Strongly Agree - 6



5 7%

4 3%

3 1%

2 <1%

Strongly Disagree - 1

1%

Don't know

<1%

Agree = 98%

Disagree = 2%

Rochester Public Library is a worthwhile use of my tax dollars



5 13%

4 8%

3 4%

2 1%

1 1%

Don't know 1%

Agree = 93%

Disagree = 6%

I would expect funding for Rochester Public Library to increase as City and County populations increase



5 16%

4 10%

3 5%

2 2%

1 2%

Don't know 3%

Agree = 89%

Disagree = 9%

n=4512 - 4435

How much do you agree or disagree with each statement:

Q6: I see value in having library resources available to the community, no matter how much I use them.

Q28a. Rochester Public Library is a worthwhile use of my tax dollars.

Q28b. I would expect funding for Rochester Public Library to increase as City and County populations increase.

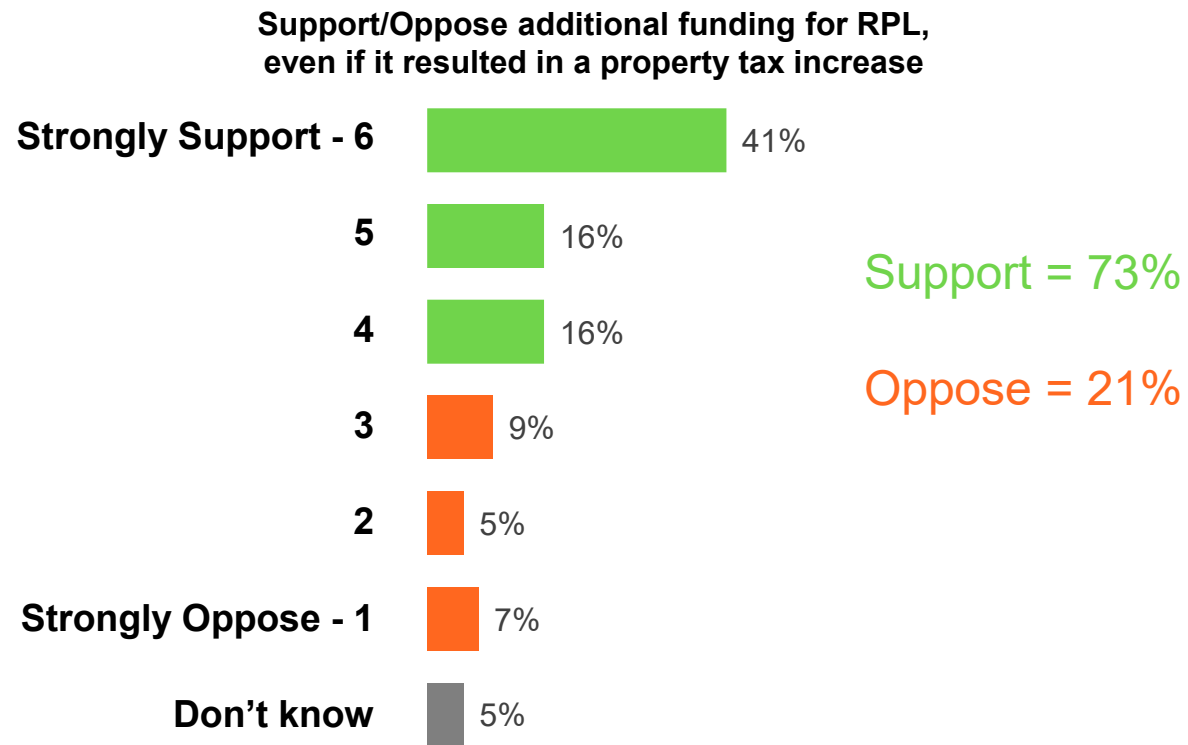




RPL FUNDING

Respondents are more than three times as likely to say they would support additional funding for RPL, even if it resulted in a property tax increase, as they are to say they would oppose it (73% vs. 22%).

- More than four-in-ten give the top box rating of '6-Strongly Support.'



n=4428

Q29: Would you support or oppose additional funding for the Rochester Public Library, even if it resulted in a property tax increase for residents?





RPL VALUE AND FUNDING

There are not big differences by zip code (within the city limits) in agreement/support around value and funding, although those in 55902 agree a little more strongly that RPL is a worthwhile use of tax dollars and expectations that funding would increase as the population does. Those living outside the city limits tend to give slightly lower ratings.

- Agreement/support increases slightly as income increases.
- Those who have used the downtown library in the past year are more likely to agree/support than those who have not.

Views on RPL value and funding

Area of Residence					Household Income			Visited RPL downtown in past year	
Inside City Limits				Outside City Limits	<\$50K	\$50K- <\$100K	\$100K+	Yes	No
55901	55902	55904	55906						

I see value in having library resources available to the community, no matter how much I use them.										
Agree- Strongly Agree (6) / Any Agree (4,5,6)	88% / 98%	89% / 98%	89% / 98%	90% / 98%	87% / 97%	87% / 97%	90% / 99%	91% / 98%	89% / 98%	82% / 94%
Disagree- Strongly Disagree (1) / Any Disagree (1,2,3)	<1% / 2%	1% / 2%	<1% / 1%	1% / 2%	2% / 3%	1% / 2%	<1% / 1%	1% / 2%	<1% / 1%	3% / 5%

Rochester Public Library is a worthwhile use of my tax dollars.										
Agree- Strongly Agree (6) / Any Agree (4,5,6)	73% / 93%	78% / 94%	73% / 92%	75% / 93%	67% / 92%	71% / 92%	75% / 93%	77% / 95%	75% / 94%	56% / 83%
Disagree- Strongly Disagree (1) / Any Disagree (1,2,3)	1% / 5%	1% / 6%	2% / 7%	1% / 6%	2% / 7%	2% / 6%	1% / 6%	1% / 4%	1% / 5%	4% / 13%

I would expect funding for Rochester Public Library to increase as City and County populations increase.										
Agree- Strongly Agree (6) / Any Agree (4,5,6)	64% / 89%	69% / 91%	64% / 89%	64% / 90%	59% / 89%	62% / 88%	66% / 91%	70% / 93%	65% / 90%	47% / 79%
Disagree- Strongly Disagree (1) / Any Disagree (1,2,3)	1% / 8%	1% / 6%	2% / 8%	2% / 8%	3% / 8%	1% / 8%	1% / 7%	1% / 6%	1% / 7%	5% / 16%

Would you support or oppose additional funding for the Rochester Public Library, even if it resulted in a property tax increase for residents?										
Support- Strongly Support (6) / Any Support (4,5,6)	42% / 74%	44% / 77%	41% / 73%	42% / 74%	36% / 70%	44% / 73%	44% / 77%	47% / 80%	43% / 76%	27% / 57%
Oppose- Strongly Oppose (1) / Any Oppose (1,2,3)	6% / 21%	6% / 18%	8% / 23%	7% / 22%	8% / 24%	6% / 20%	5% / 19%	5% / 17%	6% / 20%	12% / 36%

FINAL COMMENTS



FINAL COMMENTS

Before exiting the survey, respondents had one last opportunity to add any final comments, suggestions or questions. Many made a point to express their appreciation for the library, while others reiterated thoughts about topics included in the survey.

Themes from open-ended feedback:

Appreciation & Positive Sentiment for RPL and Staff

Suggestions for New/Improved Services, Programs, Facilities (General)

Physical Collection & Material Displays (incl. Content Controversies)

Digital Resources (Libby, Ebooks, Audiobooks)

Accessibility, Parking, and Location (Challenges & Expansion)

Library Atmosphere, Safety, and Environment (incl. Homeless)

Funding & Taxes

Bookmobile Services

Policies (Checkout, Renewal, Overdue)

Communication & Outreach

Feedback on Survey Instrument/Process

Interlibrary Loan (ILL)

“I love the library so very much. People talk about the importance of “third places” and while there are always things that could improve, I am proud to call RPL a home away from home. Not everyone loves the downtown location, but I think it adds vibrancy and purpose to the city center. I cannot express the depth of gratitude I feel for all the people that make RPL the wonderful place it is. THANK YOU!”

“Even though I don’t make use of the library very often at the moment, I think it is an essential resource to a community. I hope to start using it more because I learned a lot by taking the survey. My biggest obstacle is convenience and habit. I hope to be more intentional going forward.”

“Although we may not use RPL as much as we did when we had kids at home, we still use it for books, DVDs, covert-o-lab, & attending events. Even if I didn’t use it at all, I would still strongly support it as the library is a crucial piece of our community fabric that opens doors to people throughout the community - both literally & figuratively. The library has continued to become more important an income inequity has grown over the last half century. Without a library there would be more kids & adults left behind and out. The library is a source of information & hope and a place of welcoming & growth. We are so fortunate to have not just a library, but an incredible library both in facilities & staff. We need to continue to support & grow the library as our city grows. Thanks!”

“For me, inadequate parking and access are the major issues. I would like to see FREE parking for library patrons. I don’t typically use the parking ramp because it’s too hard to get into the library.”

“I am deeply interested in/excited by the idea of a satellite library - the downtown location of the current library, with its traffic/construction/parking considerations and lack of green space, is largely preventative of my library usage. I would love for a trip to the library to be fun, relaxing, and easy, and currently it just doesn’t feel that way.”

“I am a huge lover of libraries and reading. I also work in the social welfare field. I used to go to the library just about weekly. However, have not taken my children and really have not gone much myself due to the atmosphere of the library now. I totally get the library is for everyone but not loving the loitering outside with all the smoking and swearing and spitting. Also most seats are taken when I’m inside. Not sure what you can do about that but it’s really a deterrent from coming at all other than getting preordered books and leaving.”

Summarized AI theme development is shown above. All verbatim comments are available separately.

Q32: **Thank you** for sharing your time and opinions! Before closing the survey, please use this space to add any final comments, suggestions, or questions you may have.



Appendix E: Downtown Library Building Assessment

PROPERTY CONDITION ASSESSMENT
OF
ROCHESTER PUBLIC LIBRARY
ROCHESTER, MINNESOTA



FOR
MSR DESIGN



**BUILDING
ANALYTICS**
Building/Environmental Evaluations

File No. 124037
October 2024



BUILDING ANALYTICS

Building/Environmental Evaluations

PO BOX 7489
BURBANK, CA 91510-7489
(818) 841-2575

October 27, 2024

File No.: 124037

Ms. Kate Michaud, AIA
MSR Design
510 Marquette Avenue South, Suite 200
Minneapolis, MN 55402

Reference: Rochester Public Library
101 2nd Street SE
Rochester, MN 55904

Subject: Limited Property Condition Assessment

Building Analytics performed a Property Condition Assessment (PCA) of the Rochester Public Library located at 101 2nd Street SE in Rochester, Minnesota on Wednesday, September 25, 2024. The evaluation consists of a walk-through survey of the site and building. Construction documents were available for this review. Public records were not reviewed. The weather conditions on the days of the evaluation were 70 degrees Fahrenheit, clear and slight winds from the northwest. The results of the evaluation are as follows:

EXECUTIVE SUMMARY

Rochester Public Library consists of a reported 84,000 square foot two-story freestanding building built in 1995. The library is bound on three sides by public ways; 2nd Street SE to the south, Civic Center Drive to the east and 1st Avenue Southeast to the west. The Zumbro River is directly south across 2nd Street. Adjacent properties include public parking ramps to the north, south and west with the Mayo Civic Center to the east.

The general condition of the building is good. The materials used, and the methodology of construction above average for the area.

The building is constructed of post tensioned concrete, reinforced concrete slab on grade, precast concrete and factory finished metal cladding and flat roofs. Windows are factory finished aluminum framed with insulated tinted glazing. The current occupancy designation is Group A3 and B. The building was designed and built in conformance with the Building Codes in effect at the time of construction.

The building extends to the limits of the property on all sides. Adequate slope is provided for positive drainage away from the building across the paving to the public street on the south, east and west.

There is no parking provided on site. Public parking is available is adjacent parking ramps directly to the north, across the street to the south and west.

Public sidewalks at the perimeter of the building and the driveway on the west side of the building utilize Portland cement concrete with slopes that follow the natural grade of the site. The paving is in good condition.

Due to the urban nature of the property, there is no landscaping. Street trees are provided and are maintained by the city.

The roofing system on the building is a Firestone 60 mil low-slope fire retardant (LS FR) Ethylene Propylene Diene Monomer (EPDM) single-ply membrane. The roof was reportedly replaced in 2022 and is assumed to have a manufacturer's warranty still in place. The roof membrane is in good condition with no reported leaks. The roof over the Skyway along the west side of the building is a white single-ply membrane and appears to be older.

There are visible signs of past roof leaks and water intrusion is the Skyway. The source of the water intrusion should be investigated and repairs made.

The building's exterior walls consist of precast concrete panels, factory finished metal cladding and an aluminum and glass storefront and window wall system.

The interior finishes generally consist of carpet tiles, ceramic tile, vinyl tile throughout with 2 x 4 suspended acoustic or liner wood ceilings, painted gypsum board ceilings and walls. The condition of the interiors is generally in good condition.

The building was constructed in 1995. The International Building Code (IBC) accessibility requirements and the Americans with Disability Act (ADA) are assumed to be the basis of design for this project. The building is generally accessible to the disabled. The main pedestrian entrance is a set of aluminum framed glass doors with automatic door openers. The restrooms generally comply with accessibility standards for the disabled.

Though the building may have been designed and constructed to meet disabled access requirements there are frequent staff and patron complaints about accessibility that include: the stairs leading to staff entrances on level 1 and 2 making access impossible for persons using mobility devices; the narrow width of automatic doors at the main entrance that do not allow for larger motorized wheelchairs to fit through the doors and the lack of adult changing tables available in the restrooms.

Cooling and heating are supplied to all areas of the building from a built-up system that includes a 200-ton Multistack chiller, two Evapco cooling towers, four Fulton Endura XE natural gas fired boilers. Cooling and heating are distributed from four Racan built-up air-handling units with cooling and heating coils to VAV boxes located above the finished ceiling. Additional heating is provided by liner radiators at the base of the storefront and window walls.

The plumbing system uses copper water supply pipes and cast-iron waste and vent lines. The building is separately metered for domestic water and natural gas.

Electrical service is provided underground to the site by Rochester Public Utilities (RPU) to an interior mounted switchboard with a 2000-ampere main circuit breaker. The switchboard was manufactured by General Electric. Approximately 90 percent of the building's light fixtures have been retrofitted with LED lamps.

The building is protected by an automatic fire sprinkler and a fire alarm system. There is an incoming 6" fire water service with two 4" wet risers and a 3" dry riser serving the garage. The fire alarm panel is located in the mechanical penthouse, main electrical room and was manufactured by Johnson Controls, Model No. IFC-640/IFC-3030.

The library is served by two, two-stop 2000 lbs. capacity hydraulic passenger elevators and one three-stop 4500 lbs. capacity hydraulic passenger/service elevator. The passenger elevators are original and will require modernization. The service elevator has been modernized. The passenger elevators are small and do not accommodate many people. The passenger elevators do not have room to accommodate a gurney, if an issue arises requiring the use of a gurney the person in need of help must be wheeled through the library to the service elevator to access the street.

This assessment was conducted with due diligence in a manner consistent with the level of care ordinarily exercised by the members of the profession conducting this type of work. Building Analytics is not responsible or liable for any claims, which are associated with the interpretation of the available information. In accordance with our agreement, no destructive investigation was conducted on the subject property.

101 2nd Street SE, Rochester, Minnesota
Job No. 124037
October 27, 2024
Page 4

CONCLUSION

The building appears to receive an average level of maintenance. The roof was replaced two years ago and is in good condition. Replacement of some of the HVAC systems components should be anticipated as they are reaching the end of or have exceeded their published service life. With a program of continued maintenance and the corrections of the recommended repairs, this property should perform satisfactorily for the remainder of its economic life.

Should you have any questions regarding this report, please do not hesitate to call.

Cordially
BUILDING ANALYTICS

A handwritten signature in black ink, appearing to read 'Michael E. Williams', with a long horizontal line extending to the right.

Michael E. Williams, RA
President

Attachments: Recommended Work Items
Qualifications
Reference Photographs

QUALIFICATIONS

SCOPE OF SERVICES

The scope of services included the following:

A visual examination of the interior, exterior and site to determine the present condition of the facility. Interviews with site personnel were performed by Building Analytics and photographic documentation is provided.

Attention was directed to conditions pertaining to local and state building code compliance, disabled access requirements, fire/life safety systems, consideration of useful life of major components, and the quality of construction.

Preparation of a report identifying the type and condition of the major building and site components including the tenants' mechanical, electrical, and plumbing systems along with a list of work items identified having a value of \$3,000.00 or more. Code and life safety issues are identified without regard for this minimum value.

LIMITATIONS

On September 25, 2024, Building Analytics conducted a property condition assessment of the property to determine the condition of the various components. During our site visit, we did not operate any specific equipment, or perform any test. The findings in our Property Condition Assessment are not based on a comprehensive engineering study, as we did not do any destructive testing to observe the underlying conditions. Our observations and resulting Report are not intended to be an overall guarantee of the performance of any building components or systems.

The weather conditions on the day of the assessment were 70 degrees Fahrenheit, slight winds and sunny.

Limited construction documents were available for this review.

The Property Condition Assessment (PCA) was performed using procedures and methods consistent with good commercial and customary practice conforming to ASTM 2018-15, Standard Guide for Property Condition Assessments: Baseline Property Condition Assessment Process.

The representations regarding the status of ADA Title III Compliance for the subject property are based on visual observation and, thus, are intended to be a good faith effort to assist the Client by noting nonconforming conditions, if any, and are not considered to be based on a detailed study.

Repair, replacement, and/or improvement estimates are based on approximate quantities and costs, and other information reported to be accurate. A detailed survey of quantities for cost estimating has not been provided. Statements of the estimated costs to repair, replace, and/or improve are those that we consider being probable for the marketplace. Such statements do not constitute a guarantee or a representation that all items that may need repair or other attention are included. The actual cost of repairs may vary substantially from Building Analytics' estimate.

Areas of project not included in the scope of services:

Concealed or inaccessible areas of the buildings and site which required the use of destructive investigation are beyond that proposed in the scope of work. Work requiring the use of special consultants beyond that noted in the scope of work. Furniture, fixtures, and process equipment not part of the building structures. Utility rooms, and power vaults which are the property of a utility company, or any portions of the property which Building Analytics determines to be unsafe. If any area of particular concern was identified, it is so noted in the report and further study is recommended.

RESOURCES AND CONTACTS

The property condition assessment was accomplished by Mr. Michael Williams, RA, President with Building Analytics.

RELIANCE

These services were performed in accordance with generally accepted practices for real estate advisors conducting this type of business. No other warranty, either expressed or implied, is made. Building Analytics is not responsible or liable for any claims that are associated with the interpretation of the available information. In the event that changes take place in the nature of this property, its use, or additional relevant information about the property is brought to our attention, the conclusions and recommendations contained in this report may not be valid.

MSR Design, its successors and assigns may use and rely upon this report in connection with a planned transaction of the subject property. Building Analytics agrees to provide reasonable cooperation in answering questions by any of the above parties in connection with that transaction.

1



1. South and west elevations as seen from 2nd Street.

2



2. South elevation looking west along 2nd Street.

3



3. East elevation.

4



4. West elevation.

5



5. West elevation.

6



6. Overview of the roof looking west.

7



7. Overview of the roof looking east.

8



8. Overview of the roof looking south.

9



9. Short parapet wall cap flashing.

10



10. Lantern as the southwest corner of the roof.

11



11. Cooling towers.
Cooling towers are planned for removal in October 2025.

12



12. Rust and corrosion on the underside of the cooling towers.

13



13. 200-ton Multistack chiller.
Chiller was replaced in spring 2025 as part of the geothermal conversion.

14



14. New natural gas fired space heating boilers.

15



15. Typical air-handler, one of four.

16



16. Typical variable frequency drives.

17



17. Main electrical service.

18



18. Electrical service.

19



19. Fire alarm panel.

20



20. Fire sprinkler service risers.

21



21. Domestic water service.

22



22. Telephone service MPOE.

23



23. Ground floor public service lobby.

24



24. Ground floor Skyway elevator lobby and foyer.

25



25. Foyer entrance to the library.

26



26. Ground floor interior elevator lobby.

27



27. Meeting room interior finishes.

28



28. Restroom interior finishes.

29



29. Book sorting area.

30



30. Book sorting equipment.

31



31. Garage interior finishes.

32



32. 2nd floor interior elevator lobby.

33



33. 2nd floor book stacks and study area.

34



34. 2nd floor seating and study area.

35



35. Library staff kitchen, 2nd floor.

36



36. Open office area 2nd floor.

37



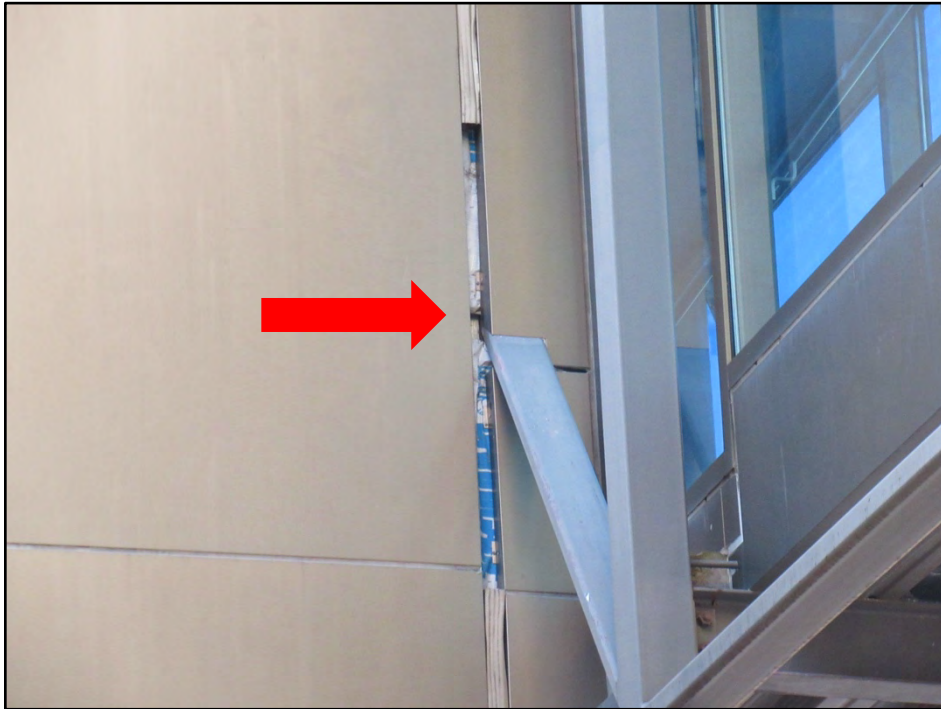
37. Service / passenger elevator lobby 2nd floor.

38



38. Library and Skyway intersection with missing flashing.

39



39. Detail of Library and Skyway intersection with missing flashing.

40



40. Water damage at Skyway.

41

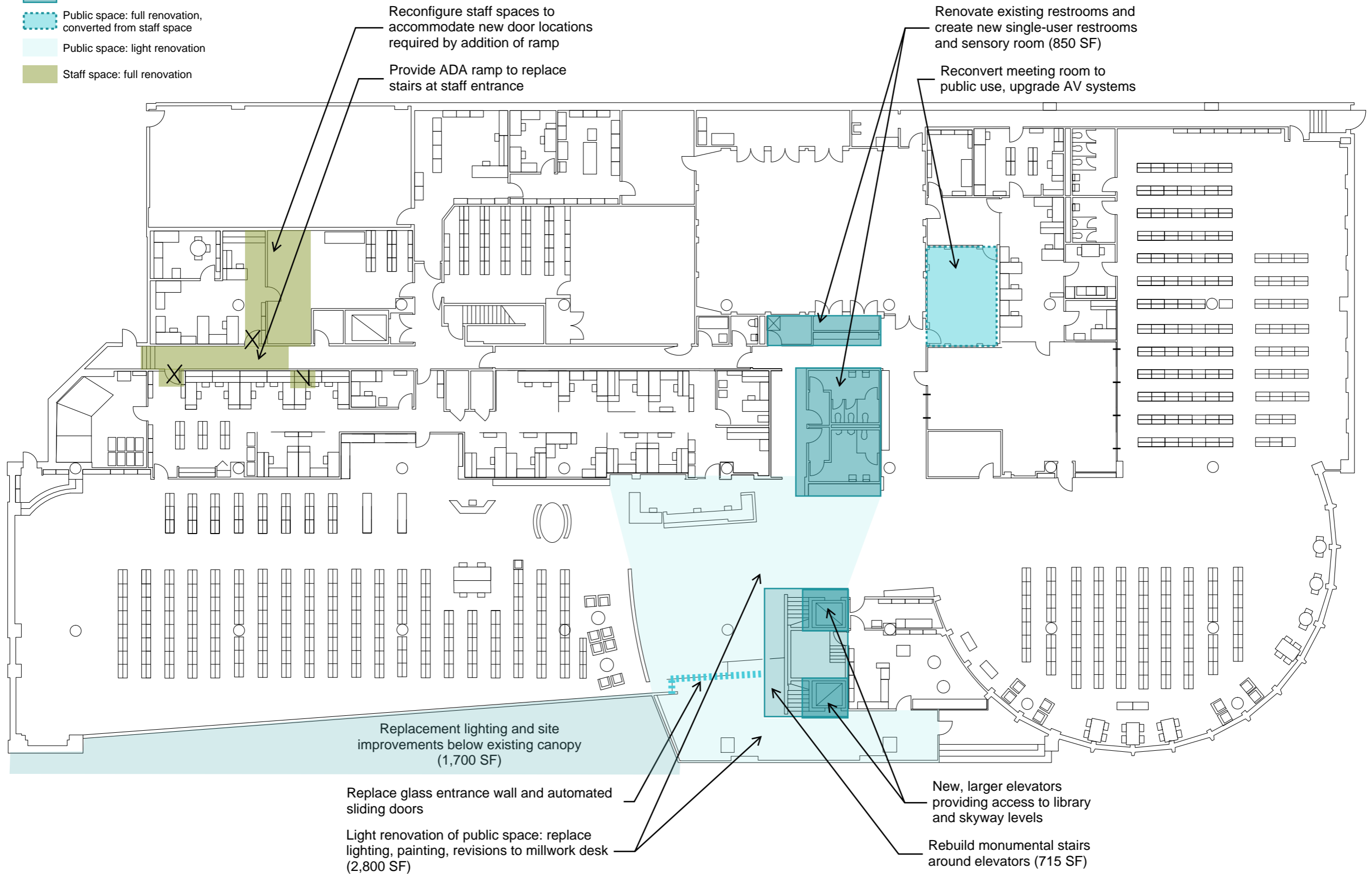


41. Water damage at the Skyway.

Appendix F: Downtown Library Renovation Scope

KEY

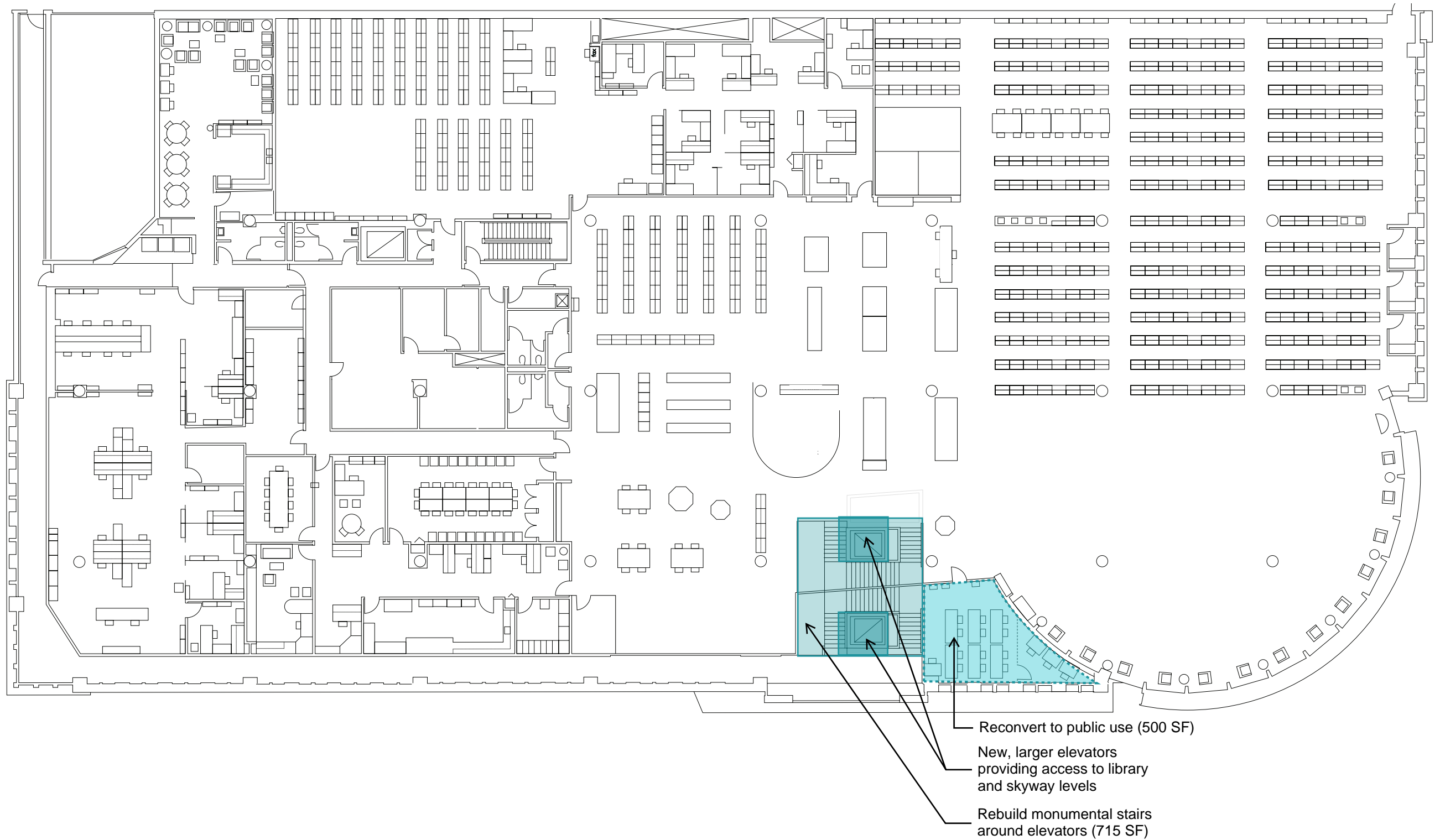
- Public space: full renovation
- Public space: full renovation, converted from staff space
- Public space: light renovation
- Staff space: full renovation



Level 1 Short-term Scope | Improve Access
Downtown Library Renovation

KEY

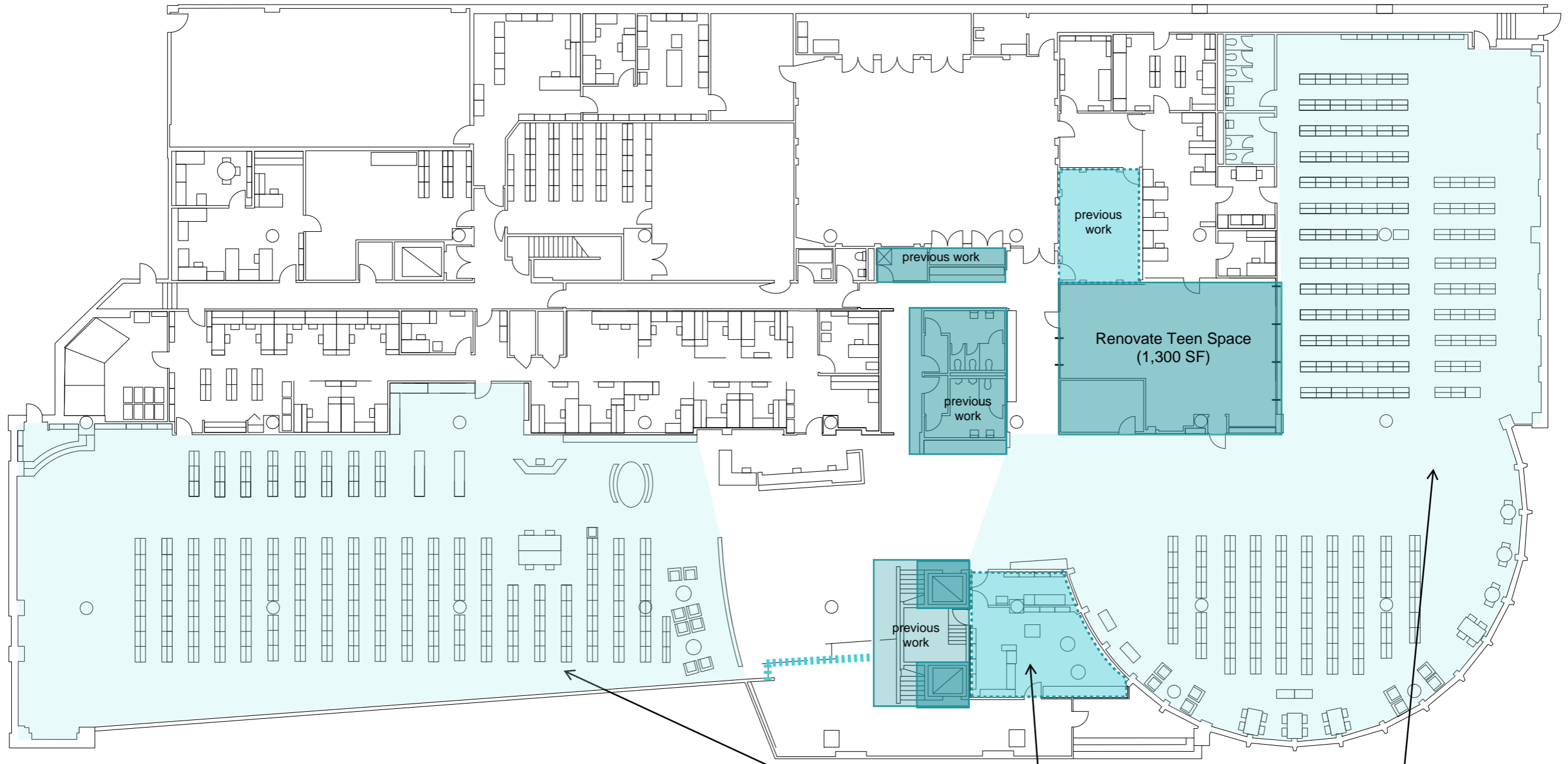
- Public space: full renovation
- Public space: full renovation, converted from staff space
- Public space: light renovation
- Staff space: full renovation



Level 2 Short-term Scope | Improve Access
Downtown Library Renovation

KEY

- Public space: full renovation
- Public space: full renovation, converted from staff space
- Public space: light renovation
- Staff space: full renovation



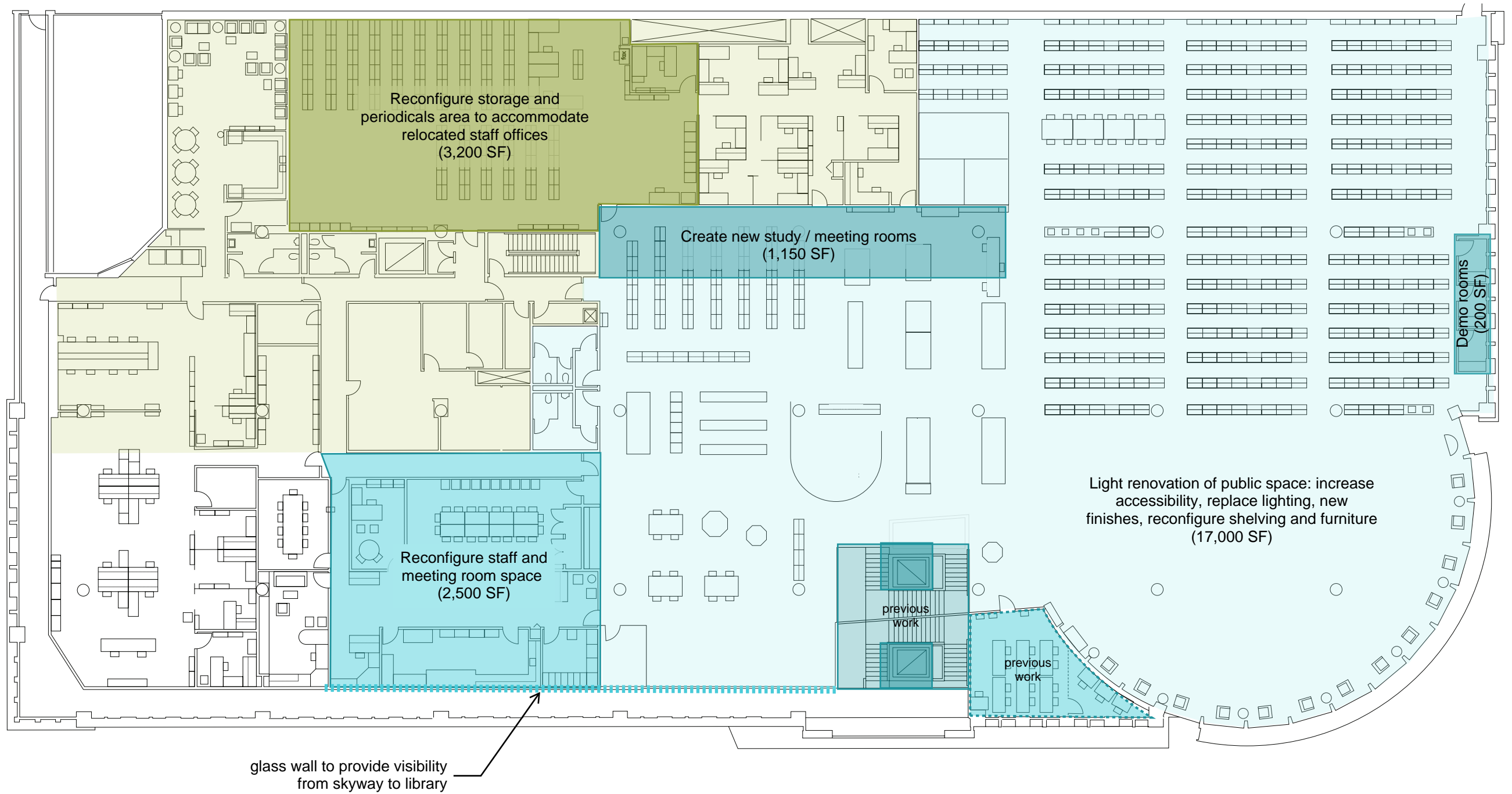
Renovate and convert to public use (650 SF)

Light renovation of public space: increase accessibility, replace lighting, new finishes, reconfigure shelving and furniture (17,000 SF)

Level 1 Midterm Scope | Improve User Experience
Downtown Library Renovation

KEY

- Public space: full renovation
- Public space: full renovation, converted from staff space
- Public space: light renovation
- Staff space: full renovation

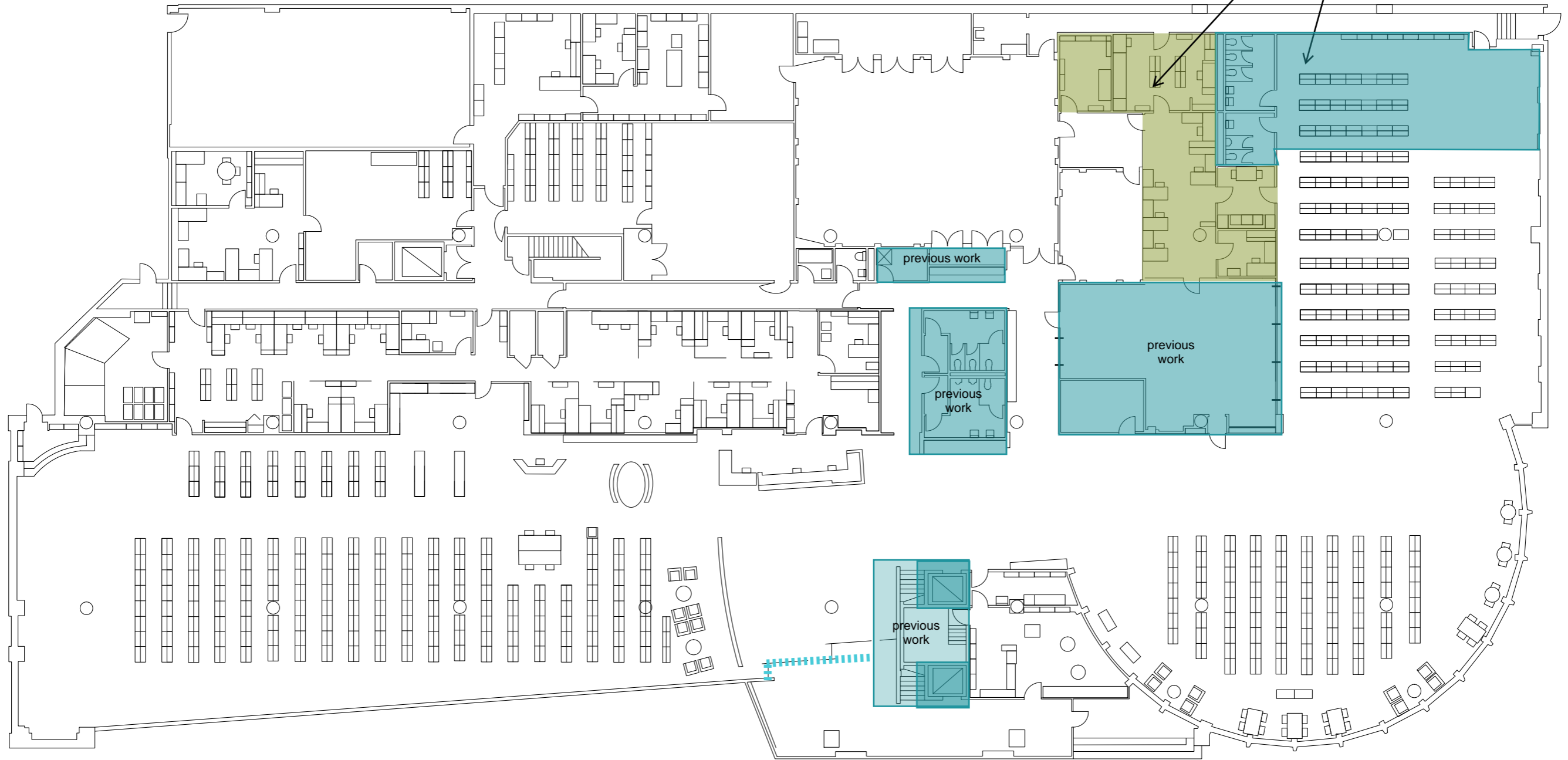


KEY

- Public space: full renovation
- Public space: full renovation, converted from staff space
- Public space: light renovation
- Staff space: full renovation

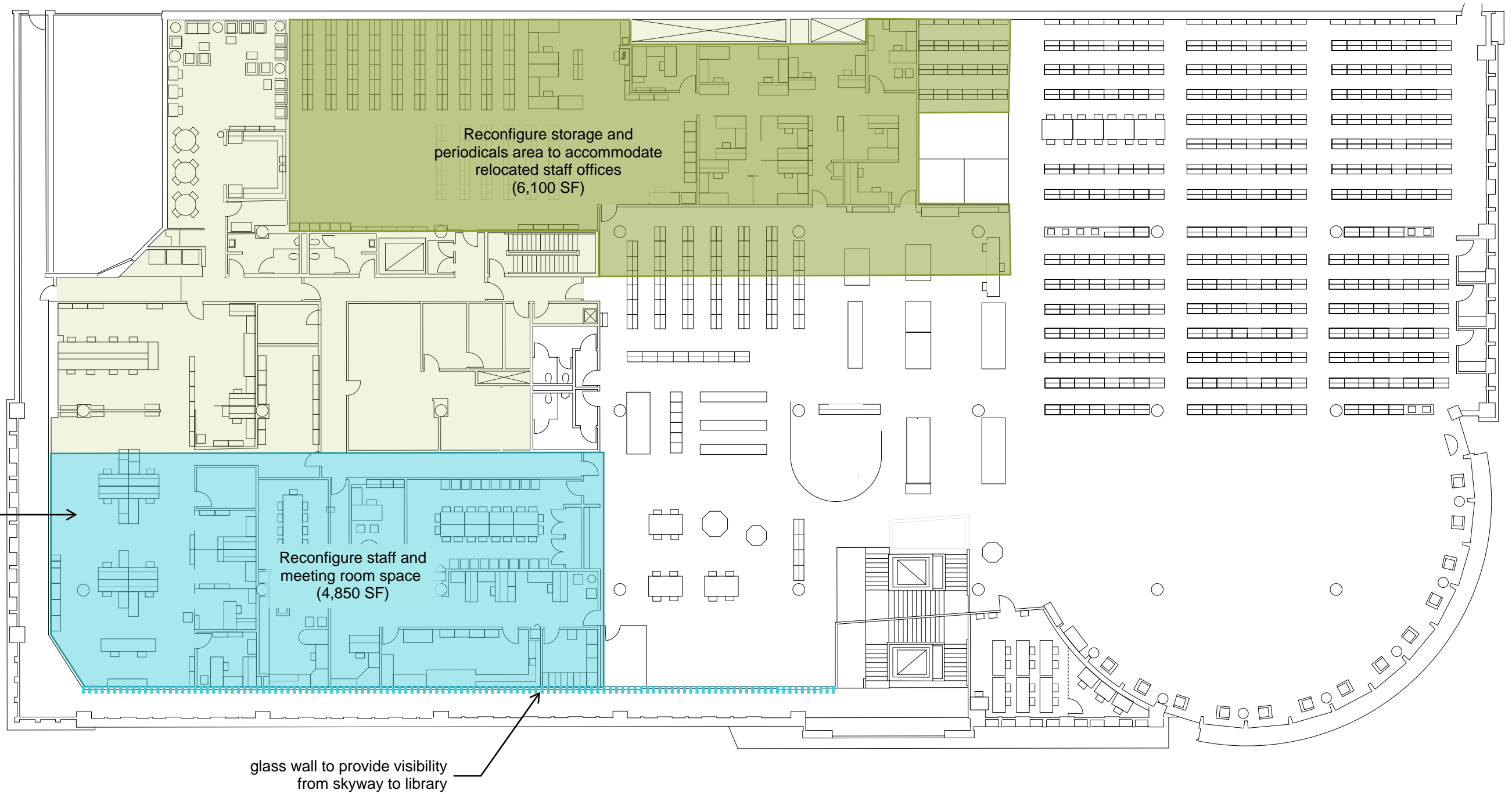
Renovate staff spaces for greater efficiency (1,250 SF)

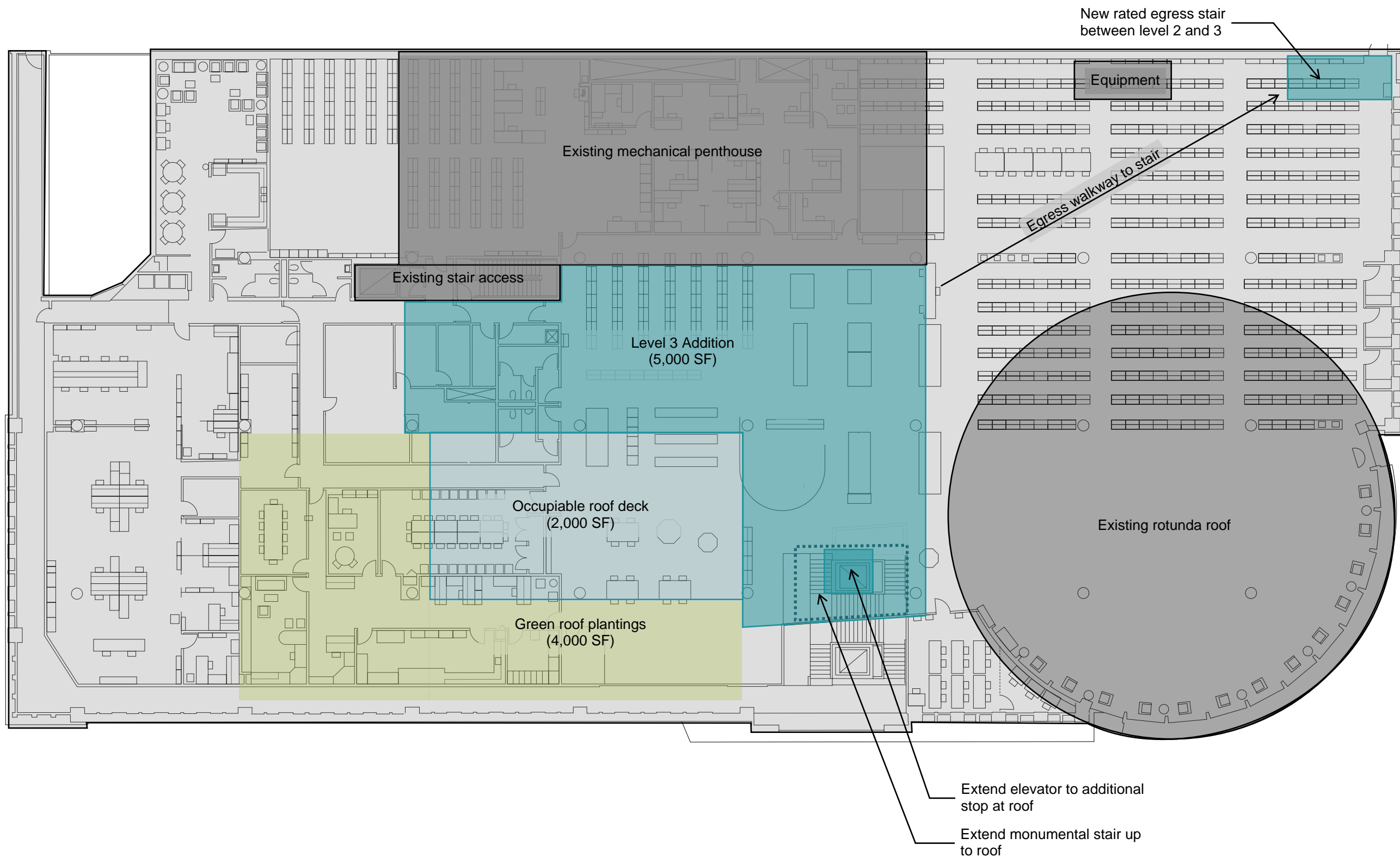
Renovate existing restrooms, add new meeting rooms (1,420 SF)



KEY

- Public space: full renovation
- Public space: full renovation, converted from staff space
- Public space: light renovation
- Staff space: full renovation





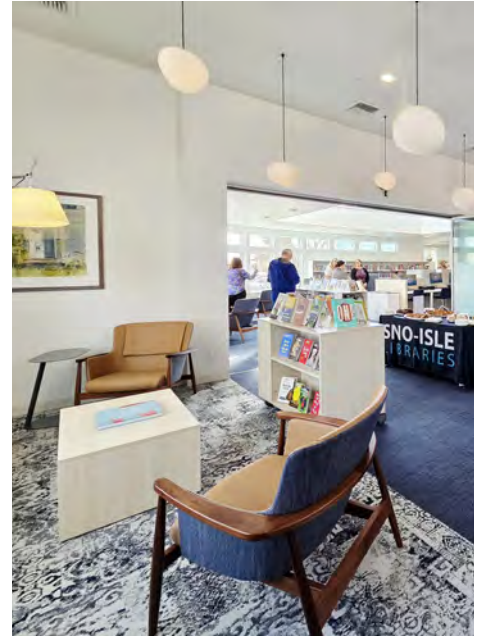
Appendix G: Satellite Location Examples

Small Library Branch



3,500 SF Sno-Isles Libraries Darrington Branch (designed by MSR Design)

Small Library Branch



5,000 SF Sno-Isles Libraries Langley Branch (designed by MSR Design)

Library in the mall



Dallas Public Library | children's branch in mall (designer unknown)



Anne Arundel Co. Public Library | 3,000 sf full-service library in mall (designer unknown)

<https://www.urbanlibraries.org/innovations/discoveries-the-library-at-the-mall-1>

Library + Housing



Milwaukee Public Library Villard Branch | with housing (designed by Engberg Anderson)
https://mpl.org/blog/now/mpl_villard_branch_history

Library + Government Services



Saratoga Springs UT | with city hall (designed by MSR Design)

Library + Community Center



Highland Park Branch | with rec center (designed by LSE)

Library + Community Organizations



Missoula Public Library | library + 4 mission-aligned partners (designed by MSR Design)
https://www.researchgate.net/publication/368920411_Redefining_Library_as_Culture_House_The_Missoula_Public_Library_Partnership

Appendix H: Recommendations Probable Costs

**Rochester Public Library
Facilities Masterplan Recommendations Probable Costs**

August 2025



Satellite Location 2,000 SF	Estimated Costs	Notes
Construction Costs	100,000 - 618,000	
FF&E and Soft Costs	213,000 - 265,000	
Total Capital Costs - 1 location	\$313,000 - 883,000	
Total Capital Costs - 2 locations	\$616,000 - 1,766,000	
Staff Costs: Satellite Location	270,250	2 FT Staff + 3 PT Staff
Staff Costs: Sort/Pack at RPL	-	- reallocate existing staff
Staff Costs: Van driver	-	- reallocate existing staff
Collection Costs	121,250	
Technology Costs	17,000	maintenance service contracts, telecom, internet
Programming Costs	2,500	programming supplies
Transportation: Van	135,500	purchase cost of new outreach van
Transportation: Operating Costs	26,500	includes depreciation
Rent, Utilities, Custodial Costs	106,000	
Marketing/outreach efforts	15,000	
Total Operational Costs - 1 location	\$694,000	calculated for 12 month period
Total Operational Costs - 2 locations	\$1,388,000	calculated for 12 month period

Satellite Location 4,000 SF	Estimated Costs	Notes
Construction Costs	200,000 - 1,236,000	
FF&E and Soft Costs	425,000 - 530,000	
Total Capital Costs - 1 location	\$625,000 - 1,766,000	
Total Capital Costs - 2 locations	\$1,250,000 - 3,532,000	
Staff Costs: Satellite Location	363,500	3 FT Staff + 3 PT Staff
Staff Costs: Sort/Pack at RPL	-	- reallocate existing staff
Staff Costs: Van driver	-	- reallocate existing staff
Collection Costs	121,250	
Technology Costs	17,000	maintenance service contracts, telecom, internet
Programming Costs	2,500	programming supplies
Transportation: Van	135,500	purchase cost of new outreach van
Transportation: Operating Costs	26,500	includes depreciation
Rent, Utilities, Custodial Costs	166,000	
Marketing/outreach efforts	15,000	
Total Operational Costs - 1 location	\$847,250	calculated for 12 month period
Total Operational Costs - 2 locations	\$1,694,500	calculated for 12 month period

Holds pickup at partner locations	Estimated Costs	Notes
Staff Costs: Sort/Pack at RPL		- reallocate existing staff
Staff Costs: Van driver		- reallocate existing staff
Transportation: Van	135,500	purchase cost of new outreach van
Transportation: Operating Costs	26,500	includes depreciation
Subtotal Operational Costs	\$162,000	calculated for 12 month period

Adjusted bookmobile service	Estimated Costs	Notes
Cost savings for smaller bookmobile	(\$100,000 - 300,000)	These savings are only to be incurred if satellite locations allow for a reduction in bookmobile service
Staffing for expanded service	\$213,000	1 FT staff + 1 FT driver

Extra hour of free parking	Estimated Costs	Notes
Cost for anticipated parking time	75,000 - 150,000	Assumes 25,000 - 50,000 validations over 6-months
Marketing/outreach efforts	15,000	
Total Costs	\$90,000 - 165,000	calculated for 6-month period

RPL Renovation:		
Short-term Improve Access	Estimated Costs	Notes
Construction Costs	2,723,000	
FF&E and Soft Costs	1,167,000	
Subtotal Capital Costs	\$3,890,000	
Subtotal Operational Costs		- No impact to staff operations

RPL Renovation:		
Midterm Improve User Experience	Estimated Costs	Notes
Construction Costs	6,338,188	
FF&E and Soft Costs	2,716,366	
Subtotal Capital Costs	\$9,054,554	
Subtotal Operational Costs		- No impact to staff operations

RPL Renovation:		
Longterm Community Wish List	Estimated Costs	Notes
Construction Costs	8,885,650	
FF&E and Soft Costs	3,808,136	
Subtotal Capital Costs	\$12,693,786	
Staffing for Level 3 service desk	343,000	4 FT staff
Subtotal Operational Costs	\$343,000	calculated for 12 month period

Construction Costs

Costs are based off of estimates developed by Kraus-Anderson Construction for the scopes of work described in Appendix F "Downtown Library Renovation Scope". These costs include: construction materials and labor, building permits, bonds, general liability insurance, general contractor OH&P, general conditions (dumpsters, equipment rentals, general contractor staffing). Costs are intended to provide a rough order of magnitude for long-term planning only.

The range of costs represents the varying levels of fitout a rental space will need to operate as a satellite library. The lower end of the cost range (\$50 - 75/SF) is for locations that will require minimal work beyond new paint, flooring, and electrical updates. The upper end of the cost range (\$248 - 309/SF) is for locations that are a "white box" and will require new walls, finishes, lighting, and MEP work.

FF&E and Soft Costs

These costs typically represent 30% of the total project costs for a library project. Furniture, Fixtures & Equipment (FF&E) Costs include: library shelving, furnishings for public and staff spaces, A/V equipment, security systems, and art. Soft costs include: professional design services, code required construction testing, hazardous materials abatement, and moving costs (both out of and back into renovated spaces).

Escalation

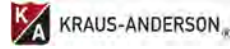
All costs are in Q3 2025 dollars. All costs will need to be escalated to the year that costs are anticipated to be incurred.

Deferred Maintenance

Deferred maintenance work identified for the completion between 2029 and 2032 is included in the "2025 Library Facility Condition Assessment" prepared by Kraus-Anderson for the City of Rochester.

There is some overlap in the deferred maintenance scope and in the short-term and midterm recommendations of this report. For maximum efficiency it is recommended that these scopes of work are incorporated into a single project.

Rochester Public Library



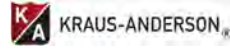
Immediate Budget

MSRDesign

8/15/2025

Area		Project Costs	Cost/GSF	Remarks
Level 1 Interior Improvements (Heavy Remodel)	850	\$ 233,750.00	\$ 275.00	
Level 1 Interior Improvements (Light Remodel)	2,800	\$ 210,000.00	\$ 75.00	
Level 1 Staff Accessibility Ramp	550	\$ 82,500.00	\$ 150.00	
Accessible Elevator	2	\$ 1,226,400.00	\$ 613,200.00	Per Elevator, If decks are PT this is not possible to do in the interior and a new location will need to be thought out.
Stairway Modifications	715	\$ 178,750.00	\$ 250.00	
Exterior Improvements	1,700	\$ 212,500.00	\$ 125.00	
Entrance Doors	230	\$ 34,500.00	\$ 150.00	
TI Fitup Cost/GSF			\$200-\$250	
Total Construction Costs		\$ 2,178,400.00		
Project General Requirements (GC's)		\$326,760		Includes permitting, bonding, OH&P, staffing, and consumables such as temp toilets, dumpsters, etc.
Contingency		\$217,840	10.0%	
Total Project Costs		\$ 2,723,000.00		

Rochester Public Library



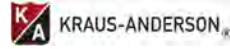
Midterm Budget

MSRDesign

8/15/2025

Area		Project Costs	Cost/GSF	Remarks
Level 1 Interior Improvements (Heavy Remodel)	1,950	\$ 536,250.00	\$ 275.00	
Level 1 Interior Improvements (Light Remodel)	17,000	\$ 1,275,000.00	\$ 75.00	
Level 2 Accessible Entrance	500	\$ 37,500.00	\$ 75.00	
Level 2 Interior Improvements (Heavy)	7,850	\$ 1,946,800.00	\$ 248.00	
Level 2 Interior Improvements (Light)	17,000	\$ 1,275,000.00	\$ 75.00	
Total Construction Costs		\$ 5,070,550.00		
Project General Requirements (GC's)		\$760,583		Includes permitting, bonding, OH&P, staffing, and consumables such as temp toilets, dumpsters, etc.
Contingency		\$507,055		10.0%
Total Project Costs		\$ 6,338,188		

Rochester Public Library



Long Term Budget

MSRDesign

8/15/2025

Area		Project Costs	Cost/GSF	Remarks
Children's Space Interior Improvements (Heavy Remodel)	2,670	\$ 734,250.00	\$ 275.00	
Children's Space Interior Improvements (Light Remodel)	500	\$ 37,500.00	\$ 75.00	
Level 2 Skywalk Entrance (Heavy Remodel)	10,950	\$ 3,011,250.00	\$ 275.00	
Level 3 Library Addition	5,000	\$ 3,000,000.00	\$ 600.00	
Level 3 Library Addition (Green Roof/Pavers)	6,000	\$ 238,020.00	\$ 39.67	
Level 3 Library Addition Egress Stair Extensions	250	\$ 87,500.00	\$ 350.00	
Total Construction Costs		\$ 7,108,520.00		
Project General Requirements (GC's)		\$1,066,278		Includes permitting, bonding, OH&P, staffing, and consumables such as temp toilets, dumpsters, etc.
Contingency		\$710,852		10.0%
Total Project Costs		\$8,885,650		