

2025 PROSPER COMMUNITY LIBRARY MASTER PLAN

VOLUME 2





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APPENDICES



APPENDIX A | DISCOVERY TOUR NOTES

DISCOVERY TOUR NOTES

Prior to beginning the master plan process, library and Town staff and consultants toured Texas libraries to evaluate best practices and new services at new and renovated libraries across the region. This information gathering was invaluable to the planning process as staff provided pictures and images of aspirational services, systems, furniture, and layouts to be incorporated into the Prosper Community Library culture. Lessons learned during this process were used to generate images for community input as well as develop a common architectural vocabulary for the consulting team.

Why we chose these libraries

Three (3) tours of Texas Libraries were planned and embarked upon including:

GEORGE W. HAWKES LIBRARY, CITY OF ARLINGTON 3 FLOORS, APPROXIMATELY 60,000 SF

1. \$30 million dollar project, built and opened in 2018
2. \$26 million in bond, \$4 million fundraised primarily for FFE
3. Council chamber was also renovated as part of project with intention that library would use for bigger programs (ex. story-time), capacity is 260
4. [Re]brary Room – Community Multipurpose room
 - Larger room, dividable into two, seats about 70 per side
 - Alcove kitchen adjacent
 - Skyfold partition is expensive but effective in dividing the room and separating sound



DISCOVERY TOUR NOTES

(CON'T) GEORGE W. HAWKES LIBRARY:

- Arlington recommended Power/data in floor for maximum flexibility
 - Hearing loop for hearing and support
 - Rooms are available for rent by community
 - Important to educate community on use of room
5. Arlington does not use the library for voting, too complicated
 6. Shared outdoor plaza used for library events, was fitted with adequate power/data hookups for events
 7. Sustainability shop in lobby was created partnered with Green Mountain Energy, functions as a “friends store” with souvenirs for visitors.
 8. After hours lobby also has a quick access computer and place for kids to play/get out energy before entering the library
 9. First floor includes: reference desk, self checks, business center by elevator, AMH (automatic material sorter) with visibility for kids, flexible shelves so can clear space if needed
 10. Group asked about collection size and circulation? Thousands of check outs, will provide specific numbers if desired.
 11. First floor also includes staff spaces with drive through book drop facing street
 12. Library added a passport office in a spare conference room. Lesson learned: good to have a few spare rooms for miscellaneous service needs that arise / evolve over time
 13. Children’s area: board book bins were specifically sized for



DISCOVERY TOUR NOTES

(CON'T) GEORGE W. HAWKES LIBRARY:

small children, but design needed tweaking for various reasons:

- Signage changed because kids were pulling off the original signs
 - In future will be careful about cubby depth, as were so deep babies were falling into
14. Activity room has a large Burgeon interactive wall, themed to reflect Arlington design
 15. Outside of activity room is an extended playtime zone, so that children waiting for an activity have somewhere to play.
 16. Lessons learned: True rocking chairs are not good in children's areas as they can pinch baby fingers
 17. Dedicated study rooms specifically for kids, can be used for homeschool groups, etc.
 18. Lessons learned: Individual temperature controls for conference rooms would have been ideal, rooms have more temperature fluctuation than is desired and for general occupant comfort
 19. Gaming turned out to be too much trouble, staff removed
 20. Lesson learned: First floor quick access: Adding power to tables drastically improved useability of café seating
 21. Lesson learned: Lights over stairwell have proven to be really difficult to maintain
 22. Lessons learned: Good to have chair rails anywhere furniture



DISCOVERY TOUR NOTES

(CON'T) GEORGE W. HAWKES LIBRARY:

- or traffic may strike
- 23. All lighting is daylight and motion sensitive, required by code
- 24. Second floor:
 - Adult collection, computers, classrooms, teen space, maker spaces
 - Suite of classrooms/ meeting rooms
 - No auto locks on meeting rooms, staff have to manually lock and unlock
- 25. Create room is another multipurpose, was included in the program as a bonus room, and has been good to have the extra program space.
- 26. Teen space has transparent bubble wall for illusion of privacy but with staff visual control
- 27. Maker space has two sides, low tech and high tech, Arlington built up services over time
 - Arlington charges for laser materials
- 28. Staff area is immediately adjacent to collections on all floors
- 29. Adult education suite for trainings includes reception, two classrooms, and staff space
- 30. Level three includes: a board room, more adult collections, genealogy, quiet reading and outdoor roof deck
- 31. Roof deck on level 3 great for special events
- 32. Entire floor has great views from conference rooms, roof deck
- 33. Staff break room is on level 3 as well
- 34. Because building is big and spread out, staff uses walkie talkies for quick communication
- 35. Safety considerations: City provides two designated police officers that circulate between city hall and library
- 36. Arlington has art on display from sister city (Bad Koenighofen in Germany)
- 37. Summary Priorities and Lessons Learned:
 - Elevators will be a lot of work, cleaning, maintenance, etc.
 - Floor boxes are very important in helping anticipate flexibility

DISCOVERY TOUR NOTES

ARLINGTON LIBRARY:

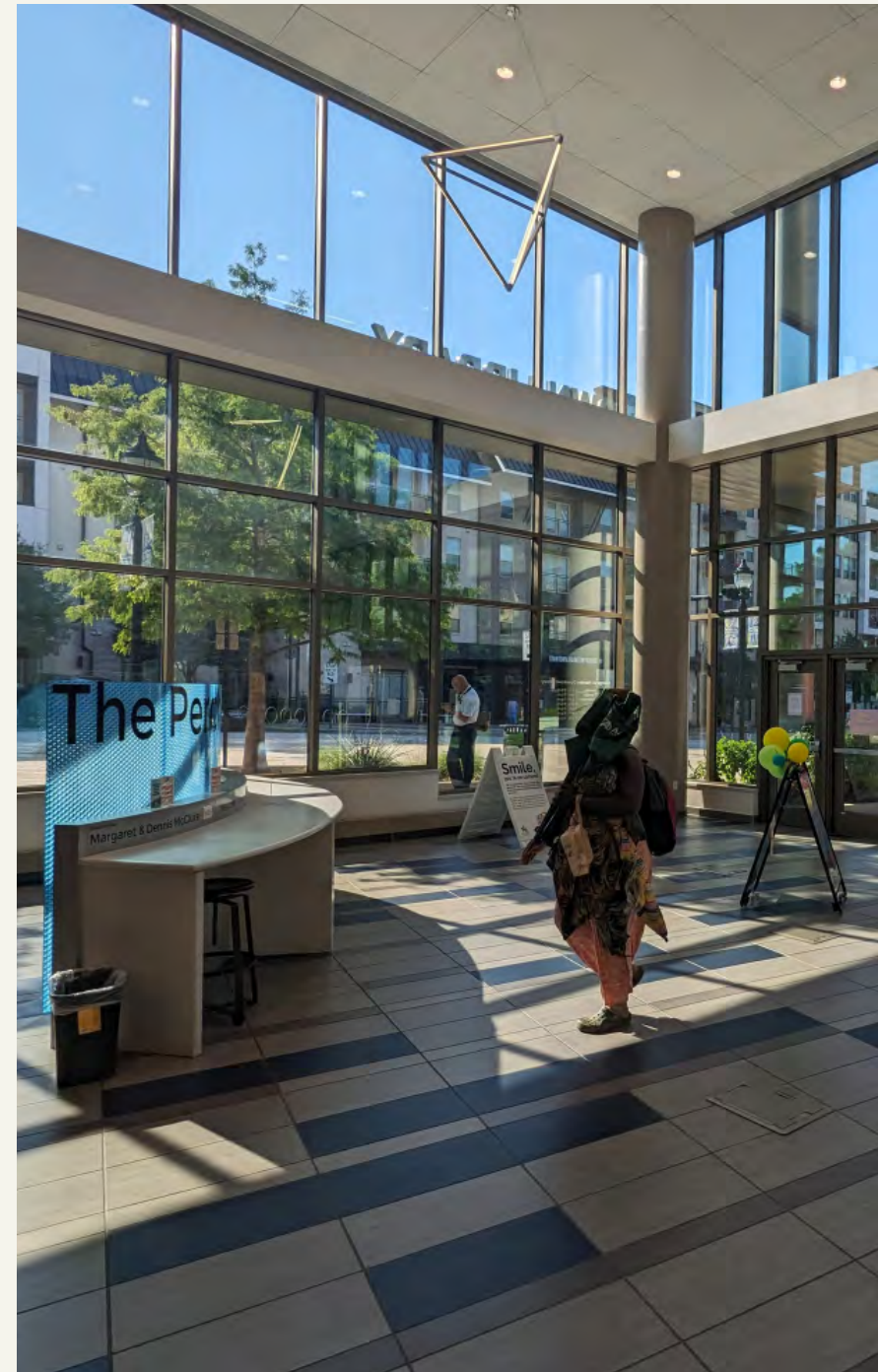
1. Group found the building really interesting, but found that it felt really big for Prosper
2. Were surprised by the DVD collection; Prosper will not need
3. Prosper is maxed out on space and collections, already need more of everything
4. Group asked the question: is the role of the library to provide social services or education? Leslie: Both
5. A libraries Mission is to connect with the public, and address social as well as educational needs
6. Prosper currently has 300-500 visitors per day, doing great compared to even bigger cities like Arlington
7. Prosper utilization of collections is also impressive compared to state averages and peers
8. Council asked why? Leslie: a little bit of everything:
 - Good service, good collections
 - Popular for families, stay at home moms, nannies and babysitters
 - Lots of multigenerational users
9. Group asked what was parking situation for Arlington? 720: Public / private garage
10. After hours lobby was interesting to group, gives access to basic services and separates meeting spaces
11. Prosper has specific policies regarding for-profit tutoring and overall use of community rooms



DISCOVERY TOUR NOTES

(CON'T) ARLINGTON LIBRARY:

12. Group belief is that public buildings shouldn't be about making money, competing with private sector
13. Community Room currently is available for non-commercial events
14. Prosper needs more voting locations, but doesn't necessarily need to be Library. Some churches are becoming voting locations.
15. Prosper is looking at growth to 80,000 people at build out – what is the best way to plan for a building?
 - Can consider a shell space like Euless and Garland or plan building for expansion like JGG
 - Also can look at multiple locations, but PCL Library Director prefers a single centralized location
 - Branches make more sense for police and fire, but not the library in this case
 - Group is wary of creating an east/west rivalry like McKinney
16. Site considerations: Library visitors drive downtown business, will be good to keep Library as close to downtown as possible. Town may have access to some land through a deal negotiated with Bluestar. Will investigate further.



DISCOVERY TOUR NOTES

CEDAR HILL PUBLIC LIBRARY, CITY OF CEDAR HILL

1. Fast facts:
 - Project size: 40,000 sf, 2.5 levels
 - Community size: 60,000 population
 - Site: 5 acre site with park partnership
 - Bond was 3 separate initiatives – community wanted joint library and park
 - \$45 million budget for park and library
 - 2 year construction
 - Pandemic meant pricing changed dramatically during course of project
 - First 6 days circulated more than a month in old building
2. Project was a big exercise in listening to the community, the “secret sauce” to the success of the project
3. 4x the size of previous library, “10 lbs of programming in a 5 lb bag”
4. Number one ask was for more space
5. Other community ask was more technology
6. Two significant advocates are recognized:
 - Traphene Hickman was the original founding library director and strong advocate
 - Zula B Wiley donated the previous library land
7. Sustainability was a key component of design:
 - Building is LEED silver certified
 - Utilizes sustainable features such as fritted bird strike



DISCOVERY TOUR NOTES

(CON'T) CEDAR HILL PUBLIC LIBRARY:

- glass, on-site harvested wood, etc.
- Goals reflected in the lobby art installation “Take Flight”.
Sculptural wood installation: manufactured the wood birds from reclaimed wood from site
- 8. History was important to community, City partnered with the Cedar Hill Museum to give them a storefront space off the main lobby
- 9. Community input reflected on word mural in entry lobby
- 10. Ground floor:
 - Youth services and welcome
 - Height adjustable service desks
 - Business center and tech (on each floor, no cost to use services)
- 11. Furniture approach was for everything to be functional, durable, and timeless
- 12. Youth spaces encourage play as a way to learn, STEM space always busy / popular
- 13. Library has a robust collection of things, such as KultureCity kits – for patrons with sensory/auditory needs
- 14. Library is both a Family Place and KultureCity library
- 15. Selected land with help of Citizen site selection committee, which developed criteria for site selection
- 16. Project has proven to be Catalytic: already spurring development in Midtown
- 17. Parking lot is intentionally small because there is additional



DISCOVERY TOUR NOTES

(CON'T) CEDAR HILL PUBLIC LIBRARY:

parking nearby: Underparked at 117 total parking spaces

18. Collection was expanded at opening, still have room for growth

19. Staff space notes:

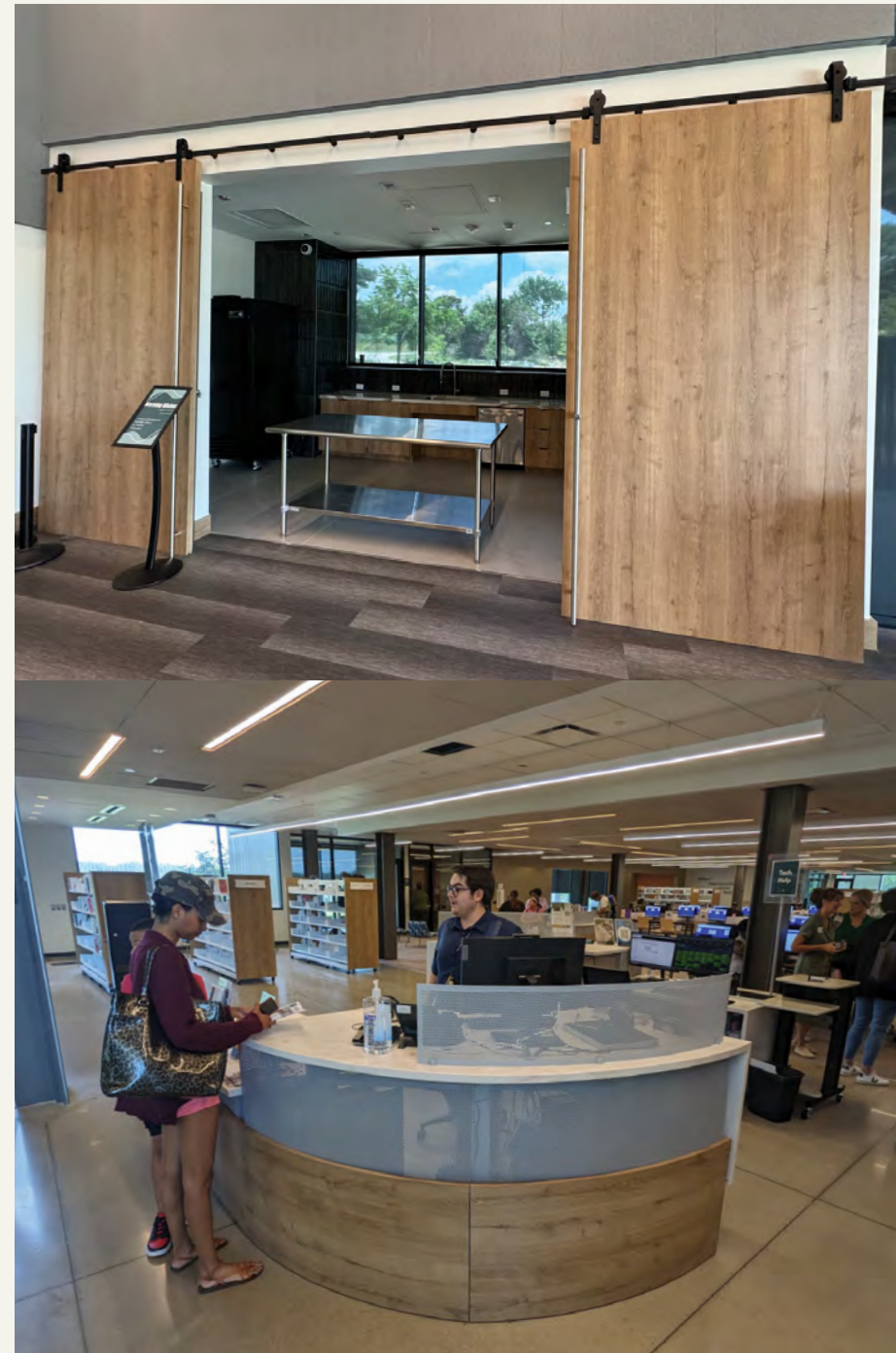
- Staff area is size of old library
- All staff cycle through service desks to have connection to community
- Storage closets much improved
- AMH has both a pedestrian book drop and drive through

20. Second Floor:

- Adult reading porch provides beautiful seasonal views
- Teen space is very popular
- Digital media/Storytelling suite has been a big hit
- Maker hasn't been fully fitted out due to budget and time needed to figure out offerings, currently being used more like a classroom
- Study rooms monitored through reservation system, currently done by staff. CH will give patrons at-home online booking option eventually
- Big party deck available for rental, spectacular views
- Quiet study doubles as bridal suite
- Event spaces: Library separated from event space on all floors

21. Lower level:

- Social café on lower level, partnership with local coffee vendor



DISCOVERY TOUR NOTES

(CON'T) CEDAR HILL PUBLIC LIBRARY:

- Social stair serves as a casual and multipurpose hangout spot
 - Multipurpose room is dividable, has warming kitchen with direct outdoor access for deliveries
 - Nana walls from MP room open to park to create an even bigger, more flexible indoor/outdoor space
 - Performers have loved the new space
22. Prosper asked about event logistics:
- Where do rental funds go? Into cities general fund but library contributions are tracked separately
 - Events with alcohol require additional security
23. Security monitoring is more for record, not enough staff to truly monitor
24. Outdoor spaces were envisioned as part of the project ethos as a place of inspiration and connection. Amenities include:
- Hookups and adequate staging area for food trucks
 - Inspirational quotes throughout park
 - Adult friendly play was a consideration (Ping pong tables and swings)
 - Amphitheater for outdoor events
 - Were careful to include power/Wi-Fi for public use throughout park
25. Board room is used only by library and city staff, not accessible to public



DISCOVERY TOUR NOTES

(CON'T) CEDAR HILL PUBLIC LIBRARY:

CEDAR HILL REFLECTIONS

- Group really liked the building, including key features like the natural light and connection to outdoors
- Staff space was really nice and spacious, tech was impressive
- Group were surprised by how much meeting space there was, asked what percentage of building it was? CH noted roughly 5,500 sf out of the whole 40,000 sf building.
- Library team liked to see the service desk multifunctionality and ergonomics
- Group found the personal touches referencing city/library history were applicable to Prosper
- Group was divided on the drive through – will depend on property location and lot size
- At CH, service window is not open yet, requires dedicated staff person and training, so taking more time to get operational
- Group asked how involved was the CH community during design? CH noted:
 - Community involved primarily on design, not on policy
 - Building committee input group formed from select Board members and community members
 - Board and friends are big advocates for library, have been critical for fundraising, big champions of project
- CH noted staff alignment was really important for project as well:



DISCOVERY TOUR NOTES

(CON'T) CEDAR HILL PUBLIC LIBRARY:

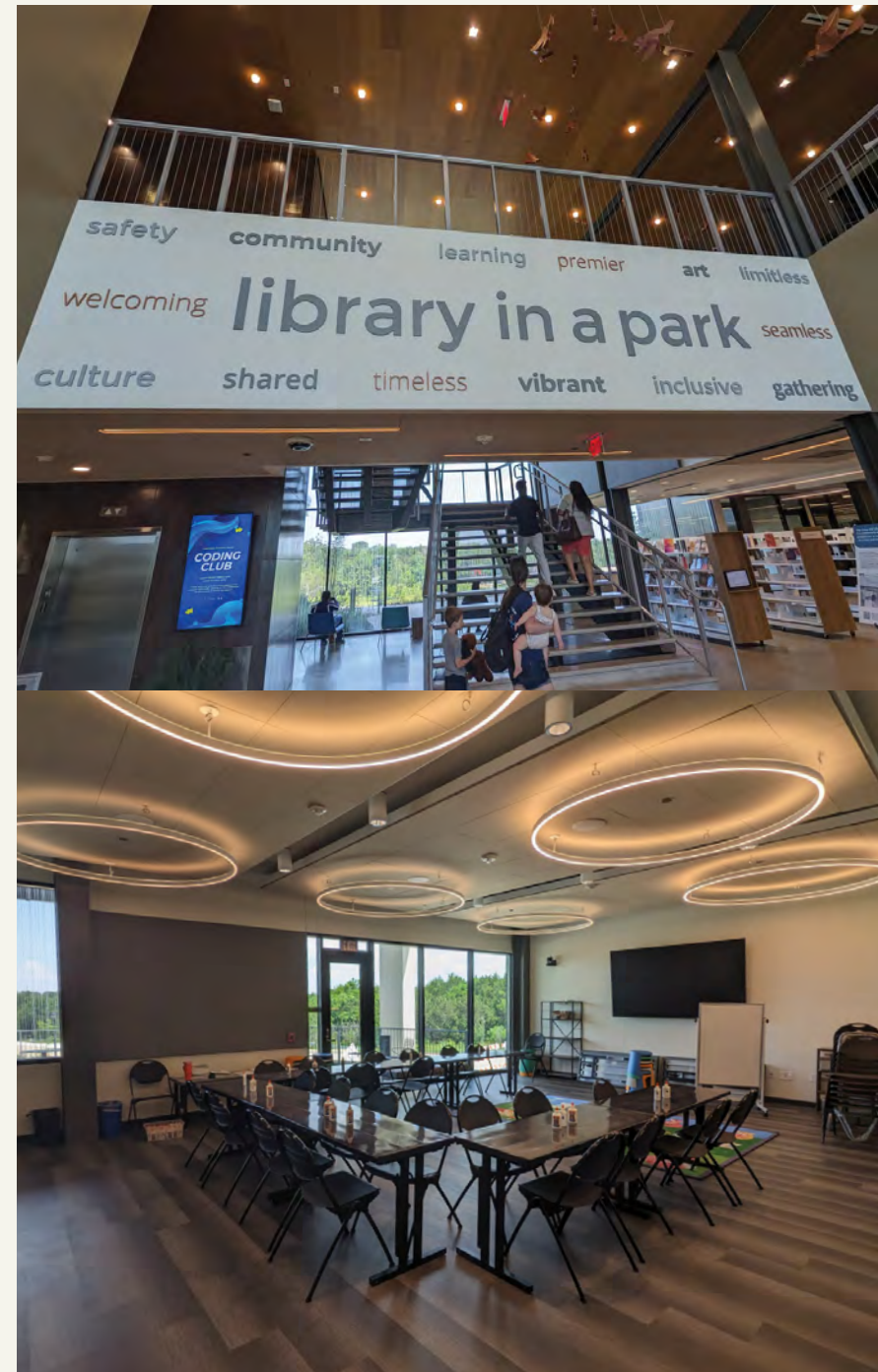
- Held a staff retreat leading up to building opening to explore how everyone could be “champions for change”
- Used Journey mapping to understand what are typical user experiences
- Reconfigured customer service model
- Used the Hedgehog model for “Good to Great” to really understand what CH’s great is:
 - What is the thing we can excel at? Customer services
 - How do we become great? Acknowledging, listening etc.
 - How do we know we are succeeding? Community feedback
- With new building, CH’s O&M budget increased 51%
- Staff grew from 18 to 28, with additions staggered over budget years
- All staff are trained in library essential functions so can step in to help
- CH says Library is still currently understaffed – depend heavily on volunteers to make up gap
- CH has an active friends group, but not a Foundation
- Group asked if there is a plan to expand eventually? Yes, PGAL designed the building with an expansion in mind, building would grow to meet needs of expected population growth (from 50,000 to 80,000)
- Group didn’t care for monetized event spaces



DISCOVERY TOUR NOTES

(CON'T) CEDAR HILL PUBLIC LIBRARY:

- Cedar Hill felt like it made really good use of space
- Group didn't feel open access was right for Prosper
- How does Prosper prioritize residents: For Prosper taxpayer, shouldn't be crowded out of library use by non-residents
- Prosper has paid members, a gray area for some council members
- What is Prosper teen participation? Good/growing attendance, definitely need own space. Some nuances:
 - Teen boys are unicorns in libraries, need to find ways to bring in
 - There are differences between teens and tweens, may want to look at separate space
- Group liked the Arlington maker space, most robust of examples seen
 - Asked if this is a redundant service to schools? PCL Library Director noted schools aren't open during the summer and evening
- Group asked if there was a rule of thumb for how many study rooms a community needs? 720 noted there is no rule of thumb, and instead is a balance between project budget, area, and collection size
- Group observed that Multipurpose Spaces allow for most efficient use of spaces



DISCOVERY TOUR NOTES

(CON'T) CEDAR HILL PUBLIC LIBRARY:

- Leslie explained Prosper digital collections, including Cloudli-brary and Libby
- 720 asked: What are everyone's aspirations for the library:
 - Exceptional in every way (Town has high taxes, citizens have an expectation of excellence)
 - Beautiful building
 - Multiuse complex
 - Expectations for community: types of space and activities will be most important, ex: innovation and access to maker spaces
 - Community expectations:
 - Leslie: people in Prosper save money by using library services
 - As apartments get built out and more population density, more library users
 - Complaints about nowhere to bring kids, "too many beers"
 - Prosper is not walkable, golf carts are increasingly common
- What is coming for Prosper? Explosive population growth
- Meeting space needs currently:
 - Would be good to have a training space 30 people
 - Community room is used every day, need more meeting space
- A place for voting. Voting is disruptive. For bigger elec-tions, lose program room use for a month.
- Ideal for community rooms to have exterior doors
- What are typical Security considerations for a library?
 - Monitor people when entering/ exiting building, lock down building
 - Garland: opted for more robust features such as bullet proof desks and police desk
 - Low shelving is used for better sight lines
 - Tornado shelters are not typical, although public asks about this
- Group really liked the idea of an adjacent park, depends on finding a good site

DISCOVERY TOUR NOTES

SMITH PUBLIC LIBRARY, CITY OF WYLIE

- Project is a combination municipal complex, slightly older project but on tour
- Entry lobby has space for donor recognition and art/history display
- Conference/ MP meeting located directly off of lobby
- After lobby/entry area, service desk to left and children's spaces to the right
- Children's spaces include themed storytime room with puppet theater
- Quiet reading room is quite traditional, loved by community
- Sustainability and the use of natural and local materials was important to the design
- Teen space was overly themed, design inspiration was "Roy Lichtenstein pop art"
- More flexible maker / lab space
- Pros and cons of being collocated with rec center:
 - Great to double up on programming, but facilities are vastly different in terms of policies, age limits, noise, for profit vs non profit policies.
 - Rec center migrates into the library, not ideal
 - Hours are slightly different, unsupervised kids often find their way from rec center
- Lessons learned: Plan for plugs (power) everywhere! Difficult and costly to retrofit in floors.



DISCOVERY TOUR NOTES

(CON'T) SMITH PUBLIC LIBRARY, CITY OF WYLIE

- Interesting note: Drive through was original to building, but not used much until Covid, now very popular
- 720 noted that while AMHs are expensive, with circulation over 300,000 items they pay off very quickly in staff hours saved
- Outdoor spaces are used for programming, recent example: DSO concert truck held a concert
- Site planning is important, community complains that parking lot is a long walk
- During summer, to supplement programming, Kona Shaved Ice parks outside and serves Sno Cones, makes a donation to the library
- In Lobby, planning to retrofit existing doors to sliding doors, will be much better for ADA and moms with strollers.

Notes from Internal Town Discussion (recapping drive back to Prosper):

- Council member:
 - Sees a need for a 100 person multi-use conf room for Prosper
 - Loved the lighting in the stairwell in Arlington
 - Liked the park combined with library
 - Senior Center and Rec Center would be nice to be



DISCOVERY TOUR NOTES

(CON'T) SMITH PUBLIC LIBRARY, CITY OF WYLIE

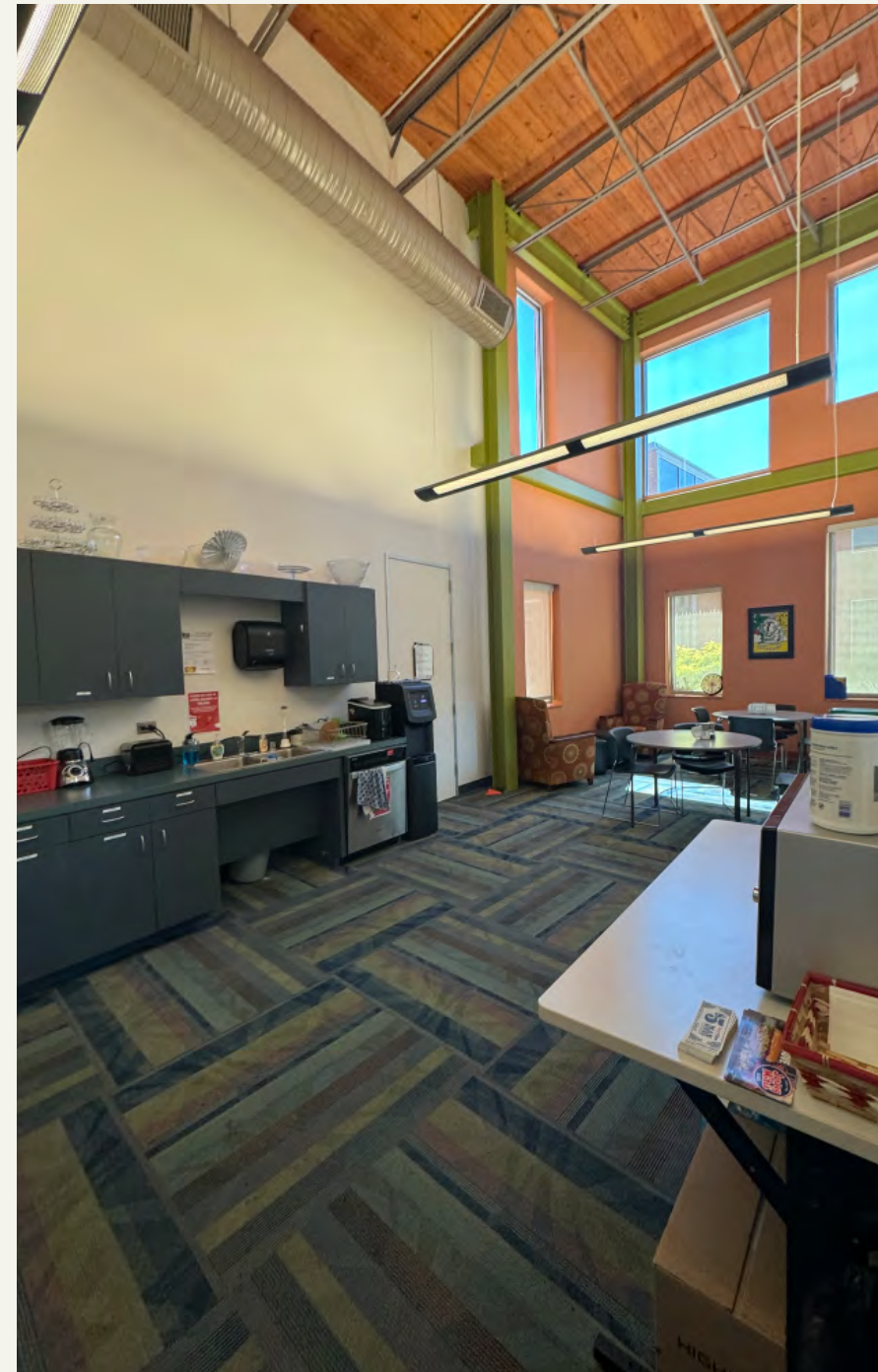
- close to library and open park space
- Liked the Cedar Hill design best
- Liked tall ceilings
- Maker space in Arlington was fantastic
- Liked historical element in Arlington & Cedar Hill
- Drive through in Frisco, hidden like it is, preferable
- Liked the combination of park with library
- Gaming in educational sense would be acceptable
- Invest in soundproofing room dividers
- Liked floors in Cedar Hill
- Loved rooftop patio
- Inquired about security elements
- Likes idea of rec center and library close
- Liked historical element in Arlington & Cedar Hill
- Did not like single floor library, much preferred separating adult and children
- Liked the separated lobby and library idea
- Sees our survey not being collection driven but more event and activity requested
- Agrees on the large 100 person conference room need
- Loved rooftop patio



DISCOVERY TOUR NOTES

(CON'T) SMITH PUBLIC LIBRARY, CITY OF WYLIE

- Detests drive through window
- Likes the idea of not dating library with tree like in Wiley or huge Word wall like Arlington
- Felt that Arlington overdid the donation names over rooms, less wordy preferred
- Like donation wall recognition
- Really liked old-school feel of the Wiley circular, well-lit Quiet reading room
- Doesn't want to separate library into east and west, centrally located is better
- Very hesitant to cross municipal with for-profit, regarding meeting spaces
- Rec center like Wiley's doesn't seem appropriate for teens in Prosper
- Balked at estimate for automatic materials handling, Wiley rep said \$250K
- Demographic of 55+ is a large target, not just "senior" space, needs to be more multi-use geared



DISCOVERY TOUR NOTES

(CON'T) SMITH PUBLIC LIBRARY, CITY OF WYLIE

- Summary Discussion:
 - All agreed on the large windows
 - Most liked the lighting on the wall in the Arlington stairway
 - Liked the flexibility that shelving and seating on casters provides
 - Lesson learned: Lighting fixtures need to be selected with ease of cleaning and repair in mind
 - Lesson learned: Maintenance concerns with upkeep also need to be kept in mind

Summary Conversation with 720 Design 06/17/24

- Learned lobby function is not just as an entrance but as an after hours space that can serve multiple functions
- Big question is: What is right proportion of physical collections to community focused space?
- Masterplan data will justify the size of the new library
- Group enjoyed seeing variety of event spaces (especially at Cedar Hill – so beautiful!), including outdoor and reading decks.



DISCOVERY TOUR NOTES

(CON'T) SMITH PUBLIC LIBRARY, CITY OF WYLIE

- Mixed opinions on role of event spaces as place to have social events
 - Need bigger space, at least luncheon for 100 ppl
 - Dividable ideal!
- Prefer for MP spaces to service Town needs and non-profits (NO for-profit partnerships)
- Group loved the mobile walls to the outdoor plaza at Cedar Hill, but concerned about expense, curious how could work for Prosper
- Mixed opinion on including gaming for Teens, ok so long as selective about kinds of games that the library makes available
- Teen room at Wylie did not have good visibility
- Group was particular about lighting
- Project will need to be purposeful in decisions made
- Master Plan process will really highlight how busy libraries are and the value of a large library
- Need to be conscientious about perception that library is for all, of different users and why, and the need for the library to remain free (not monetized)
- Arlington library and individual temperature controls seemed like a nice idea, but how applicable? Be smart about temperature controls
- Mixed opinions on drive through – will need to be beautiful,



DISCOVERY TOUR NOTES

(CON'T) SMITH PUBLIC LIBRARY, CITY OF WYLIE

- careful, and screened well
- Group loved the quiet reading room in Wylie
- Group loved the fireplace at Arlington
- Liked idea of Foundation or Donor Recognition Wall, not so much Sponsorship banners/naming
- Library purpose is books + services + programs + social services (internet and access to tech)
 - Need to listen and respond to needs of community
 - Take advantage of flex spaces to utilize in different ways as community grown
 - Library will mean as many things to as many people
- Makerspace – group was really excited about possibilities:
 - Lean on surveys for what kind of space
 - Plan for flexibility so can adapt to changing technology needs
 - 720 Design wouldn't ask community for specifics more than high tech vs. low tech
- Community room in current building not ideal, need to have a separate entrance
 - In future own dedicated entrance OR after hours lobby with separated access from building
- Variety of furniture for reading / study at Cedar Hill study rooms was good
- Security grille separation for after hours community room use
- Family Place library – Prosper is potentially interested in



DISCOVERY TOUR NOTES

(CON'T) SMITH PUBLIC LIBRARY, CITY OF WYLIE

becoming? Group noted program is about teaching parents about how play and learning are linked

- Kulture City – Group curious to look more into
- Even if don't pursue formal grant programs, family friendly space is desirable, with play areas, family friendly restrooms, etc.
- Library should be inclusive of all abilities
- Catering kitchen – on the bigger side would be preferred, no cooking equipment: counter, fridge, sink, microwave, ice machine
- 720 Design asked if anything from tours change how we approach the survey? Such as use of library for social activities, gaming for teens, etc.
- Survey will be revisited after leadership interviews
- Cedar Hill: Group was intrigued by the historical society presence, could reserve some space for a similar purpose in Prosper but not as much as CH. Prosper's Historical Society is not good at providing the occasional volunteer support, even the occasional booth or exhibit, so maybe more fixed display rather than a more immersive space.
- Rec Center partnership can meet the social needs of the library
- Coffee/café will be desirable to community, but probably not full service – either vending or cart
- Will need to think through policies for food (Wylie: no food or drinks, Cedar Hill: saw a kid with a pizza box)





APPENDIX B | COMMUNITY INPUT RESULTS



COMMUNITY INPUT PROCESS + VOTING TABULATIONS

COMMUNITY INPUT PROCESS + VOTING TABULATIONS

LIBRARY VOTING TABULATIONS



720 design

Title	Staff July 9, 2024			Power Users July 11, 2024			Community Leaders July 11, 2024			OVERALL		
	Total Dots	Category Rank	Image Rank	Total Dots	Category Rank	Image Rank	Total Dots	Category Rank	Image Rank	Total Dots	Category Rank	Image Rank
Gathering Spaces	15	#4		13	2		15	2		43	2	
Multi-purpose Room with Dividers (FPL)	4		#8 tie	0			0			4		
Multi-purpose Room with Dividers (APL)	0			2			4		7	6		
Multi-purpose Room Operable ext wall	2			0			2			4		
Warming/Demo Kitchen	2			1			2			5		
Technology/Training Lab	0			0			0			0		
Conference	0			1			0			1		
Study Room	5		5 tie	4		4 tie	6		1 tie	15		#2
Story Time	2			5		2 tie	1			8		
Learning & Interactive Spaces	6	#5		8	3		6	4		20	5	
Interactive Learning	1			4		4 tie	3			8		#9 tie
Reading Niches	5		5 tie	4		4 tie	2			11		#6
Teen Spaces	0			0			1			1		
Community Living Room	16	#3		5	4		10	3		31	3	
Comfortable Seating	2			1			2			5		
Fireplace Lounge	0			0			0			0		
Quiet Reading Room	8		2 tie	0			5		3 tie	13		#3 tie
Study Pods	6		4	4		4 tie	3		8 tie	13		#3 tie
Technology	4	#6		4	5		6	4		14	6	
Gaming/Coding/Entrepreneurship	0			3		9 tie	5		3 tie	8		#9 tie
Video/Audio Recording Spaces	4		#8 tie	1			1			6		
Interactive Technology	0			0			0			0		
Trends	22	#1		24	1		17	1		63	1	
Maker Space - Low Tech	2			6		1	2			10		#7
Maker Space - High Tech	3			3		9 tie	6		1 tie	12		#5
Donation Wall	0			0			2			2		
Sale Area	0			4		4 tie	0			4		
Drive up Return	4		#8 tie	2			0			6		
Drive up Service Window	2			2			1			5		
After Hours Pick up	3			2			1			6		
Vending Café	8		2 tie	5		2 tie	3		8 tie	16		#1
Local History	0			0			2			2		
Outdoor Spaces	17	#2		1	6		3	6		21	4	
Amphitheater	5		5 tie	0			0			5		
Café Seating with Power	0			0			0			0		
Reading Swings	1			0			0			1		
Reading Deck	2			1			3		8 tie	6		
Plaza and Walking Paths	9		1	0			0			9		#8
TOTAL VOTES	80			55			57			192		



ONLINE SURVEY RESULTS



ONLINE COMMUNITY SURVEY

Prosper Community Library

2024.09.12



Ivy Group

IVYGROUP.COM

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Background

To gather feedback from many voices, in the summer of 2024 The Ivy Group surveyed the residents of Prosper. The goal of this survey is to define how the larger, reimagined Prosper Community Library can best serve residents.

Research Objectives

The specific objectives of the survey are to:

- ◆ Identify barriers preventing the use of public library services
- ◆ Determine the importance of different indoor and outdoor library spaces
- ◆ Identify the best ways to share information about the library
- ◆ Learn what the library might do or offer to better meet the needs of residents

Research Methodology

Working closely with the library's leadership and 720 Design staff, the consultants developed the questionnaire for the community survey. Upon the library's approval, the team built the questionnaire within the Sogolytics survey platform and made it available via a link and QR code. The library promoted the survey on social and traditional media, and within the library building. Paper versions of the survey were made available.

A total of 565 individuals participated in the survey effort over five weeks (July 30, 2024, through September 3, 2024). Ivy Group tabulated the data and analyzed the findings.

Research Highlights

565 Total Completed Surveys

69 of the 634 survey respondents were excluded for not receiving a Town of Prosper utility bill.

38.8% Non-User Respondents

Respondents who patronized PCL two or fewer times in the past 12 months

61.2% User Respondents

Respondents who patronized the library three or more times in the past 12 months

Visit Frequency

41.6% patronized PCL **7+ times** in the past year

18.9% are “**power patrons**,” having used PCL **20+ times** in the past year

Visit Reason | The top reasons that users cite for patronizing PCL are:

“To check out **physical** books, magazines, movies, hotspots, etc.” **(76.9%)**

“For **entertainment** or hobbies” **(40.2%)**

“To download **digital** materials” **(39.6%)**

Users & Non-Users

Barriers to Use | The top reasons that respondents cite for not using the library or not using it more frequently are:

“The **children’s area** is too small.” **(27.6%)**

“The library **doesn’t** have what I need.” **(24.6%)**

“The library’s **hours** are not convenient for me.” **(17.0%)**

Other Libraries Used

Frisco Public Library (46.5%)	I do not use other libraries. (43.9%)	McKinney Public Library (9.2%)
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Importance of Spaces

Space for books and other physical materials (79.4%)	Space for children (78.8%)	Space for library programs (66.2%)
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Preferences for Meeting Spaces

Space for 6-8 people (45.5%)	Space for up to 25 people (42.1%)	Space for 2-5 people (40.7%)
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Preferences for Outdoor Spaces

Space for children to play (64.4%)	Access to Wi-Fi (59.6%)	Space for interactive experiences (54.5%)
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Preferences for the Feel of the New Library

Welcoming (82.3%)	Calm (62.2%)	Spacious (59.6%)
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Best Ways for the Library to Communicate

Email (72.0%)	Social media (52.0%)	Library website (49.0%)
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Reimagined Library | In open-ended answers, support for staff and program ideas were frequently mentioned as areas of focus in the reimagined library.

Facility (39.0%)	Collections (28.1%)	Programs (13.0%)
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Survey Findings

About Respondents

Q1. Do You Live in Prosper?

All	Responses
89.1%	Yes, and I receive a Town of Prosper Utility Bill
5.7%	Yes, but I do not receive a Town of Prosper Utility Bill
5.2%	I do not live in Prosper

Those who responded “Yes, but I do not receive a Town of Prosper Utility Bill” or “I do not live in Prosper” exited the survey at this question, bringing the number of completed surveys to 565.

Q11. Age

All	Responses
0.4%	Up to 17
1.2%	18 to 24
30.6%	25 to 39
56.6%	40 to 64
9.6%	65 and up
1.6%	Prefer not to answer

Residents 65 and older are overrepresented in the survey respondents (9.6%) compared to the proportion of Prosper (7.7%) residents 65 and older, according to the latest Census data.

Q12. Household Composition

Percentage total exceeds 100% as respondents could select more than one answer.

All	Responses
56.3%	Family with young children in the household
31.1%	Family with teens in the household
25.1%	Family/adults without children in the household
2.1%	Single person household
0.7%	Prefer not to answer

About Library Usage

Q2. Do You Have a Library Card for Prosper Community Library?

All	Responses
80.5%	Yes
18.1%	No
1.4%	Don't know

Q3. In the Last 12 Months, Approximately How Many Times Have You Visited the Prosper Community Library or Used Its Services?

Includes visits or calls to the building, using a study room, visits to the library's website and catalog, and use of digital services like Libby.

38.8% of survey respondents (219 out of 565) are classified as “non-users” of library services, having patronized the library two times or fewer in the past 12 months.

20.5%	0 times
18.2%	1–2 times

61.2% of survey respondents (346 out of 565) are deemed “library users,” having patronized the library three times or more in the past 12 months.

19.6%	3–6 times
22.7%	7–19 times
18.9%	20+ times

Asked of Users Only

Q4. Reasons for Using the Library

Percentage total exceeds 100% as respondents could select more than one answer.

Users	Responses
76.9%	To check out physical books, magazines, movies, hotspots, etc.
40.2%	For entertainment or hobbies (programs, kits, craft books, etc.)
39.6%	To download digital materials from services like Libby and cloudLibrary
28.9%	To attend a program
27.8%	To attend a storytime
23.4%	To find study or research materials
23.1%	To read, work, or study in a quiet place
11.0%	To use a study room or Collaboration Station
9.3%	To see friends and other people
9.3%	To print/copy/scan/scan-to-email
8.7%	To use online resources such as Mango and LinkedIn Learning
8.4%	To use the library's Wi-Fi
7.8%	To use the library's computers
6.7%	To attend a meeting for a group you belong to
5.2%	To use the 3D printer
4.6%	For one-on-one help from library staff

4.0%	To provide or receive tutoring
3.5%	To take online classes or complete an online certification
1.7%	To search or apply for a job
1.2%	To charge a device
3.5%	Other (Please specify)

The 12 individuals who responded “Other” were given the opportunity to elaborate. The verbatim comments can be found in the appendix. Their responses are sorted by primary theme below:

Comments	“Other” Responses
8	To check out physical books, magazines, movies, hotspots, etc.
2	To read, work, or study in a quiet place
1	To use the bathrooms
1	For socializing

Asked of All Respondents

Q5. Reasons for Not Using the Library, or Not Using It More Frequently

Percentage total exceeds 100% as respondents could select more than one answer.

All	Responses
27.6%	The children's area is too small.
24.6%	The library doesn't have what I need.
17.0%	The library's hours are not convenient for me.
14.7%	It doesn't occur to me to go there.
13.6%	I use the Internet to get information.
12.4%	I don't have time.
11.7%	I have other places to obtain books, DVDs, etc.
8.8%	I can't find a place to sit and read.
8.1%	The programs don't interest me.
5.8%	I can't find a place to study.
5.7%	I don't read a lot.
5.0%	The library's website/app is hard to navigate.
5.0%	The library is too far away.
3.7%	I did not feel welcome when I visited.
0.9%	The library doesn't have enough offerings in Spanish.
0.5%	A health condition prevents me from going.

0.3%	I don't have a way to get to the library.
0.2%	I owe money for lost or damaged materials.
23.5%	Other (Please specify)

The 133 individuals who responded “Other” were given the opportunity to elaborate. The verbatim comments can be found in the appendix. Their responses are sorted by primary theme below:

Comments	“Other” Responses
33	The library doesn't have what I need.
16	I use the library frequently.
11	I recently moved to Prosper.
9	I use another library.
7	The library is too small.
6	I use the digital branch.
6	There are not enough offerings for adults.
5	The library doesn't accommodate children.
5	The library's hours are not convenient for me.
4	It doesn't occur to me to go there.
3	I can't find a place to study.
3	The cost of a library card is too high.
3	I don't have time.
3	I have other places to obtain books, DVDs, etc.

2	I owe money for lost or damaged materials.
1	I just got my library card.
1	The library is often cold.
1	I live out of town.
1	The programs don't interest me.
13	N/A

Q6. Do You Use Other Public Libraries in the Area?

Percentage totals exceed 100% as respondents could select more than one answer.

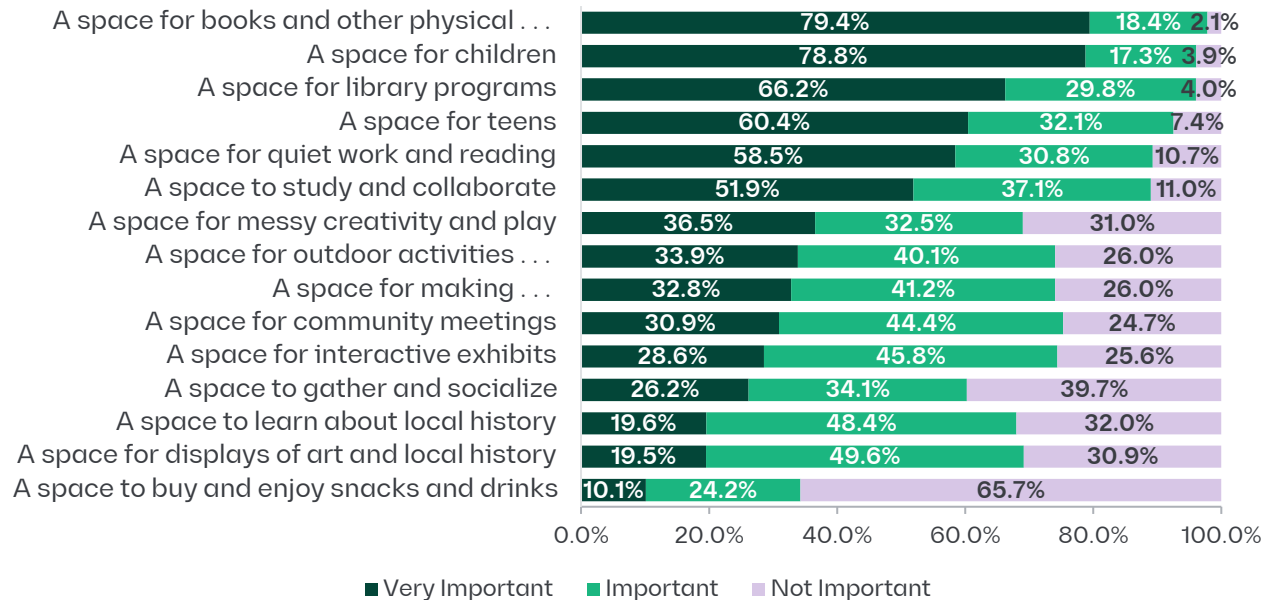
All	Responses
46.5%	Frisco Public Library
43.9%	I do not use other libraries.
9.2%	McKinney Public Library System
3.0%	Celina Public Library
1.9%	Little Elm Public Library
4.6%	Other (Please specify)

The 26 individuals who responded “Other” were given the opportunity to elaborate. Some mentioned more than one library in their answer. The verbatim comments can be found in the appendix. Their responses are sorted by primary location below:

Comments	“Other” Responses
7	Plano Public Library
5	Allen Public Library
5	Houston Public Library
3	School library
1	The Colony Public Library
1	Dallas Public Library
1	Flower Mound Public Library
1	Irving Public Library
1	Other
1	Out of state

Q7. Importance of Spaces in the Library

Respondents were provided a *Don't Know* response option for those attributes with which they were unfamiliar. These responses have been deducted from the question's overall respondent base of 565.



Responses	Number Able to Rate	% Who Responded Very Important
A space for books and other physical materials	559	79.4%
A space for children	561	78.8%
A space for library programs	554	66.2%
A space for teens	551	60.4%
A space for quiet work and reading	561	58.5%
A space to study and collaborate	555	51.9%
A space for messy creativity and play	539	36.5%

A space for outdoor activities (e.g., classroom, amphitheater, story walk)	543	33.9%
A space for making (e.g., 3D printing, cooking, art)	539	32.8%
A space for community meetings	543	30.9%
A space for interactive exhibits	539	28.6%
A space to gather and socialize	546	26.2%
A space to learn about local history	541	19.6%
A space for displays of art and local history	538	19.5%
A space to buy and enjoy snacks and drinks	534	10.1%

Q8. What Would You Like in a Meeting Space?

Percentage total exceeds 100% as respondents could select more than one answer.

All	Responses
45.5%	Space for 6-8 people
42.1%	Space for up to 25 people
40.7%	Space for 2-5 people
34.2%	Access to video conferencing and projection
30.6%	A large conference table
13.5%	A kitchenette
12.7%	Space for 100 people or more

Q9. What Would You Like in an Outdoor Space?

Percentage total exceeds 100% as respondents could select more than one answer.

All	Responses
64.4%	Space for children to play
59.6%	Access to Wi-Fi
54.5%	Space for interactive experiences (e.g., story walk, sensory garden)
52.0%	Space for outdoor programs
48.7%	An amphitheater for events
45.7%	Walking trails
44.1%	Café space or seating
37.5%	Space for informal gatherings
7.8%	No preference
1.8%	Other (Please specify)

The 10 individuals who responded “Other” were given the opportunity to elaborate. The verbatim comments can be found in the appendix. Their responses are sorted by primary theme below:

Comments	“Other” Responses
3	None
2	Café space or seating
2	Space for outdoor programs

1	Collections
1	Learning space
1	Shaded space

Q10. How Would You Like the New Library to Feel?

Percentage total exceeds 100% as respondents could select more than one answer.

All	Responses
82.3%	Welcoming
62.2%	Calm
59.6%	Spacious
55.3%	Light-filled
54.6%	Inspiring
53.3%	Cozy
52.4%	Innovative
37.7%	Colorful
30.6%	Energetic
21.6%	Historical

Q13. Best Ways for the Library to Communicate

Percentage total exceeds 100% as respondents could select more than one answer.

All	Responses
72.0%	Email

52.0%	Social media (Instagram, Facebook, etc.)
49.0%	Library website
39.1%	Text message
39.1%	Digital newsletter
20.0%	Mailings from the library
13.3%	In-library display screen
9.0%	Word of mouth (library staff, friends, neighbors, etc.)
6.9%	Library handouts
6.4%	Local newspapers
0.4%	Other (Please specify)

The 2 individuals who responded “Other” were given the opportunity to elaborate. The verbatim comments can be found below:

- ◆ App
- ◆ None

Q14. Is There Anything Else You Would like to Share with Us as We Plan for the Reimagined Library?

231 respondents (40.9%) took advantage of the opportunity to share how the reimagined library might better meet their needs.

Individual responses often covered multiple attributes. The responses which follow below have been parsed and sorted by the primary theme. Identifying information was redacted, otherwise the verbatim comments can be found in the appendix.

Comments	Responses
90	Facility
65	Collections

30	Programs
11	Support for PCL
7	Staff
5	Reciprocal access
5	Budget
2	Partnerships
1	Access
15	N/A

Appendix

Multiple questions allowed respondents to give open-ended answers, which are reproduced below. These responses have been parsed and sorted by primary theme. Identifying information has been redacted, otherwise the comments are verbatim.

Q4. Primary Reasons for Using the Library

To check out physical books, magazines, movies, hotspots, etc.

- ◆ As a place to take little kids to just explore books :)
- ◆ Borrow kids books
- ◆ Check out physical books
- ◆ Children's books
- ◆ Reading books for my kids
- ◆ rent books for kids
- ◆ To check out Adult Books
- ◆ To find good books to read for kids

To read, work, or study in a quiet place

- ◆ Quiet place where you can also have a cup of coffee
- ◆ Study space

To use the bathrooms

- ◆ To get a break between errands and use bathroom

For socializing

- ◆ To say hi to the staff who are friends of mine

Q5. Primary Reasons for Not Using the Library

The library doesn't have what I need.

- ◆ Book I'm wanting not available
- ◆ Book selection (general fiction) is very limited
- ◆ I would like more books from my favorite authors. Most of them are series mysteries and romantic suspense. The library has only a few of them .
- ◆ just depends on what book I want to check out...and if it's available
- ◆ Lack of classic literature and good books without poor behavior glorified by the author.

- ◆ Limited selection
- ◆ Need more new adult books
- ◆ Not a great selection, kids programs aren't good
- ◆ Not enough books
- ◆ not enough books
- ◆ Not enough books
- ◆ Not enough books
- ◆ Not enough books.
- ◆ Not many books. My kids always come back not getting books that they were looking for .
- ◆ Overall the library's selection and size is small
- ◆ Please expand selections and offerings. More non-fiction books for school research, more fiction books to fun reading, and classic books for summer reading programs
- ◆ Small selection of young adult and adult. Would love an expanded library!
- ◆ So frequently the materials i want to check out simply aren't available. The catalog/inventory is so sparse & seriously lacking!
- ◆ The inventory. Popular books are never available and waitlists are extremely long.
- ◆ The Library does not have enough digital books
- ◆ The library has small space and little book collection. And the open hours are short.
- ◆ The library is on the smaller side. I don't feel the selection available in hard copy is as great.
- ◆ The library probably doesn't have any books in Japanese (my native language).
- ◆ The selection of books for adults in the library (not including digital) is extremely limited.
- ◆ Too few paper books available to browse
- ◆ We need more access to ebooks. I love reading ebooks but every one I want to read are either not available or checked out.
- ◆ We use the library. I do wish it was larger with more books and tables to sit at. We really enjoy the different sitting spaces that is offered at Frisco, Allen and McKinney libraries.
- ◆ We used to attend regularly when the children were in elementary and middle school, mostly for programs and the children's and YA collections. Now that they have grown, our need for this has diminished. I am an avid reader of historical non-fiction, and as such, the Adult collection is a bit too general for my interests. Very much support the library and its role in this community though!
- ◆ We would like more choices in the Adult Fiction & Non-Fiction sections
- ◆ No event passes, no useful digital subscriptions
- ◆ No free library access to Frisco and mckinney libraries
- ◆ No Makerspace/Laser Cutter
- ◆ It is way too out of date with limited resources

I use the library frequently.

- ◆ i DO use the library

- ◆ I do use the library often
- ◆ I go all the time
- ◆ I go for my wife
- ◆ I have no reason. We are in the library almost weekly.
- ◆ My family uses the library frequently.
- ◆ Question doesn't apply. We use it as much as we need to
- ◆ We do use the library
- ◆ We got, we don't know go for any of these reasons
- ◆ We love the library
- ◆ We use it all the time
- ◆ We use the library weekly
- ◆ We use the library, so none of this applies.
- ◆ I use it.
- ◆ I use the library on a regular basis
- ◆ We love the children's programs :)

I recently moved to Prosper.

- ◆ I recently moved to Prosper.
- ◆ Just moved to the area
- ◆ Just moved to the area
- ◆ Moved in last month
- ◆ New prosper resident
- ◆ New to prosper
- ◆ Recently moved to Prosper
- ◆ Recently moved to prosper
- ◆ Recently moved to Prosper
- ◆ Recently moved to prosper and found this library in google search. Yet to visit
- ◆ We are new in town

I use another library.

- ◆ Frisco public library is near and much bigger, newer and has more books, we prefer go to it
- ◆ I go to McKinney Library more genealogical research materials.
- ◆ I take my children to other places that offer more amenities (Frisco library)
- ◆ Prefer the frisco library
- ◆ We go to Frisco's new library
- ◆ We just moved and enjoy the Frisco Library as it's very new and modern.
- ◆ We take our kids to the Frisco Public Library because it is larger, more spacious and has outdoor spaces.
- ◆ We use the Frisco library as it has plenty of space and is very kid friendly.
- ◆ Not real inviting compared to another close library in the next town over

The library is too small.

- ◆ Library is little small compare to Frisco library and less program for kids
- ◆ More space is needed

- ◆ The events are small, so it's tough to get there for events. Like build a Caterpillar could be something more
- ◆ The library is not big enough. The future library should model the Frisco library to be really useful to residents.
- ◆ The prosper library is an embarrassment compared to Frisco. Please invest the many, many tax dollars you receive from us back into the library.
- ◆ Too small and not very inviting.
- ◆ I use the library, but the resources are limited due to the size of the current building.

I use the digital branch.

- ◆ I get what I want from digital materials.
- ◆ I read using the library app
- ◆ I use digital services more often
- ◆ I use the online service to get my books
- ◆ Mobile apps are great I just don't go in
- ◆ The resources I use, such as Libby are available remotely.

There are not enough offerings for adults.

- ◆ Aged out.
- ◆ Does not look like it appeals to adults and is geared towards children.
- ◆ Had a card, need to renew it apparently (just saw 2 yrs max. Makes sense with transience+). Used to LOVE going to the Prosper Library - regularly got books, supported programs, etc. It's become VERY focused on children - and teens - been very little I've seen mentioned for Adults. Would be great to have programs like Allen, Frisco, McKinney. Do go there
- ◆ Need better events and programs. More communication on these for awareness.
- ◆ Programs seem directed at only young families with small kids
- ◆ seems like it's mostly geared for children

The library doesn't accommodate children.

- ◆ Extremely small library, with 3 kids (ages 5 and younger, impossible to keep them quiet), upstairs inconvenient to use computers when I have 3 kids too. Story time /programs requiring a ticket 30min. Before is inconvenient and unnecessary, also telling parents to leave if child is too loud is asking a lot- toddlers are loud.
- ◆ I have a five and two-year-old, who are sometimes loud and every time they raise their voice, we get scolded by the staff. They are just kids and excited about the books, I wish there was more of an open mind around children being present at the library.
- ◆ Library policies are not practical for families with young children
- ◆ The Children's Library is not friendly to normal children's noise. I feel we are always shushed and reprimanded because the adult library is upstairs with no door. Children need to feel welcome as long as the noise they make is normal and they aren't misbehaving.
- ◆ Afraid my kids will be disruptive but I want to bring them!

The library's hours are not convenient for me.

- ◆ It's too small. and i don't like the hours
- ◆ The kids programs run during my kids school times.
- ◆ The program times do not work with our schedule
- ◆ The programs offered take place during school hours- my kids at 7 and 8
- ◆ Wasn't open on Friday

It doesn't occur to me to go there.

- ◆ Didn't know of the location.
- ◆ I didn't know Prosper had a library
- ◆ I didn't know we had one
- ◆ need to find out what they offer. I asked for a library card to get on line option, but never went to pu

I can't find a place to study.

- ◆ I wish there were "booths" (tiny rooms) available to have a quiet phone call or meeting.
- ◆ Lack of adequate quiet space that is free from distractions.
- ◆ Need better break out and work rooms for WFH people.

The cost of a library card is too high.

- ◆ All residents and prosper I'd students should be able to get free cards
- ◆ Even though I like in Prosper, I have to pay for library card for the year. When was told I chose to purchase Frisco Library card instead.
- ◆ I just moved to Prosper and when I looked into getting a library card, it's unclear if I would get it for free or would have to pay annually

I don't have time.

- ◆ Busy
- ◆ Busy schedules.
- ◆ My kids don't go because of school and their schedules. But I visit at least twice monthly.

I have other places to obtain books, DVDs, etc.

- ◆ I get my books from the internet, both digital and hardbacks.
- ◆ I tend to purchase books for my personal library, so I don't think to go.
- ◆ My kids are older now, so we don't go. I listen to books through Audible and podcasts.

I owe money for lost or damaged materials.

- ◆ Due dates are too short. Also exorbitant charges for small damages.
- ◆ We borrowed book from library. My kids love reading. Before person who borrowed book may have glue two pages, my kids when reading separate the page and when we returned book we had fine of \$30. For damaging the book.

While my kids seperated the page someone had glued. So we stop using prosper library. Now we use Frisco.

I just got my library card.

- ◆ i just got my library card

Library is often cold.

- ◆ The library is often cold.

I live out of town.

- ◆ Out of town

The programs don't interest me.

- ◆ I go, but have to force my kids to go.

N/A

- ◆ N/A
- ◆ N/A
- ◆ N/a
- ◆ Na
- ◆ Na
- ◆ NA
- ◆ NA; I visit just the right amount of time
- ◆ None
- ◆ None
- ◆ none
- ◆ Not a relevant question for us
- ◆ This question is N/A for me
- ◆ N/A

Q6. Do You Use Other Public Libraries in the Area?

Plano Public Library

- ◆ PLano
- ◆ Plano
- ◆ Plano
- ◆ Plano
- ◆ plano & houston
- ◆ Plano Public Library
- ◆ Plano Public Library System

Allen Public Library

- ◆ Allen
- ◆ Allen

- ◆ Allen
- ◆ Allen public library
- ◆ Allen, Flower Mound

Houston Public Library

- ◆ Houston
- ◆ Houston
- ◆ Houston Digital Library - Libby
- ◆ Houston Public Library
- ◆ Houston Public Library

School library

- ◆ Cockrell Elementary
- ◆ Collin College Libraries, Plano Libraries
- ◆ University libraries

The Colony Public Library

- ◆ City of The Colony

Dallas Public Library

- ◆ Dallas Public Luvrary

Flower Mound Public Library

- ◆ Flower mound and Lewisville

Irving Public Library

- ◆ Irving Public Library

Other

- ◆ E-books from the area we previously lived in

Out of state

- ◆ Pierce County Library (I still have a card there)

Q9. What Would You Like in an Outdoor Space?

None

- ◆ I don't think there should be an outdoor space. It is a LIBRARY!
- ◆ Not sure its needed, the Town should have it, not the library?
- ◆ the library doesn't need an outdoor space

Café space or seating

- ◆ A comfortable place to read in a garden/outside setting.
- ◆ Outdoor reading area with shade

Space for outdoor programs

- ◆ Space for live music (small stage or in the front lobby area) on Sunday afternoons from the high school music dept, ie string quartet, jazz trio, choral group.
- ◆ More Interactive programs for kids

Collections

- ◆ I would like some more Indian author books. Which are easily available in frisco libraries

Learning space

- ◆ Outdoor learning area and habitat and garden

Shaded space

- ◆ Shaded area

Q14. Is There Anything Else You Would like To Share with Us as We Plan for the Reimagined Library?

The categories have been further parsed by primary subcategory, where applicable.

Facility

Children's area

- ◆ A bigger more spacious library with many weekend activities for kids and an interactive play area for kids.
- ◆ A larger play space with more child friendly activities!
- ◆ Children to be controlled and not run in facility and run into old people. bookmobile. Genealogical information available.
- ◆ I haven't been very often but if it had more space and easier to see kid books to pick out, we would go more often. Also, it would be good to have events and programs at times so working parents could take their kids.
- ◆ More things for children to enjoy and learn. It would be great if this was a regular place for children to enjoy with a lot of focus on their type of activities.
- ◆ My grandson also lives IN Prosper, so some of my "needs" are him to grow with and through the library. He is there almost weekly. Smaller children will try to be quiet, but some noise and a bit of activity should be happily tolerated in the children's area of any public space. Our library is wonderful! Exciting to learn growth is planned, as our town is growing. Thank you!
- ◆ Our family doesn't go to the library often but it is certainly something we want to change. Having young kids (age 2 and 4) I want to instill great reading habits for them and make them excited about books. Would love a place to bring them for that especially being just down the road.

- ◆ Prosper needs more indoor children's play areas. Top does great with outdoor spaces, but with the heat and cold it limits times for younger children to enjoy these spaces. The library should have an interactive children's play area similar to Frisco Library. My family and friends some who even live up in Celina drive the 20 minutes to the Frisco library just for the indoor play area. I think Prosper Library is losing a lot of foot traffic because of this. An indoor children's play area would make the library a great destination for local children to play and parents to socialize.
- ◆ Thank you very much for reimagining the library, many other cities have done similar things in the past and have created an amazing space for the community. The Frisco library can be an example, and we can definitely look for examples in other places. We visited friends in Oklahoma City, and they took us to their library which was really nice, here is a link to the library:
<https://www.metrolibrary.org/branch/northwest-library> At the entrance it had sculptures of dinosaurs and it made it fun for the kids. I am sure our library will be beautiful, and you may want to continue providing surveys to get more ideas from our community. Thank you.
- ◆ We enjoy going to the Frisco library for children. It has activities, play areas, and a community feel.
- ◆ We go to the Frisco library more frequently than the Prosper library because it has a space for kids to play. We actually drive past the Prosper library on our way down there, however our kids know that the Prosper library is not the play library, rather the library to check out books and attend story time. There is nothing wrong with that, but if considering a new and innovative library I would definitely want for it to be inclusive of all ages like the Frisco library has done!
- ◆ We need more space. I've seen the children's programs at max capacity several times. We need an updated space to accommodate all ages.
- ◆ Would love more amenities that I can bring my children and entertain them for longer periods of time, not only just to pick out their books. Sometimes the classes/events don't fit in our schedule so we would still like to have other amenities for entertainment to make our library trip longer and more well rounded.
- ◆ As prosper is rapidly growing, more spaces is needed, especially for a kids area and more programs to offer. Compare to Frisco library, the offering at Prosper library is too limited. I would love to come to prosper library so I don't need to drive 20 min to Frisco library to use their facility and programs
- ◆ If it's possible at all, it'd be helpful to have a secluded toddler space where some noise is allowed. I often find myself stressing to keep my kids quiet in the library and when they have trouble controlling their voice level, I need to leave early even though I wanted to stay longer and browse more. A dedicated space or floor level just for the littles to freely play and read without worrying about being too loud would be wonderful.
- ◆ We need a bigger space! A space for kids to play and imagine. The main reason we go to Frisco is because they have a big place for the kids to play and explore.
- ◆ When my children were young we went to the library several times a month - they loved to read! Now that I have a grandchild, I hope to instill a love of books as she

grows (she's 1 1/2 yrs old). We recently went to the new Frisco library to explore & try a kids reading time (there was nothing scheduled for her age that day at our Prosper library) and I was a bit disappointed at the complete openness of the space, it was very cavernous and seemed more like a play space. Maybe if the play area/computer games would have been more separated from the book section it may have been less overwhelming? And I believe it's important to have a children's area that fosters a love of reading and that is more separated from the adult area. I do wish the questionnaire had a 'somewhat important' option. I believe creative & interactive spaces are somewhat important and they should be separate from the book area. Not sure if historical/art exhibits (again, s/b somewhat important) need their own space, but should be interspersed throughout the library. If trying to engage youngsters, maybe create a scavenger type list to foster a reason for them to seek out the displays. As for an outside area, if you include a play space & walking trails you create a more playground atmosphere. Thanks for the opportunity to engage. I look forward to seeing our future library space!

- ◆ We love visiting the Frisco library with our young kids (4-7 years old) for the interactive and creative play. I doubt prosper has that large of a budget, but something along those lines would be awesome! We've been members of 3 libraries (between moving houses) and have enjoyed story times, STEM, crafts, story on the go, music and movement programming, as well as an area for the kids to use their imagination or play pretend.

Other libraries

- ◆ Compare yourself to frisco library (frisco library is 10/10 perfect)
- ◆ Frisco Library is amazing and I've never seen anything like it. Celina had nice plans for their new Library a couple years ago. Both great Libraries to capture ideas from
- ◆ Frisco Public Library has set a pretty high bar, but I believe Prosper can create a right-sized, right-budgeted library that becomes a destination for residents in Prosper and surrounding areas. Thank you
- ◆ Growing up the library in my home town was very welcoming and cozy. They had tons of books and crannies to read, study, and learn. My favorite part was feeling like the library was a maze and you could always find a new table, or chair to discover.
- ◆ I really like the New Frisco Library. The old one was not used by me much, but I have been to meetings at the new one and love the layout and grand size and all the activities that can be done there.
- ◆ I'm so excited that a new library is in the works! Please make it bigger, better, and more beautiful! We need something big and amazing to match our growing, amazing town!!! Put Prosper on the map for having the best!!!! Frisco's is nice but I believe we can do even better!
- ◆ If possible, build a one better than Frisco library 😊
- ◆ Looking forward to library like Frisco.
- ◆ Love the Frisco library for the warmth and the collection and offerings. Wish we had a similar library in prosper too

- ◆ Please consider Frisco library as an inspiration and build the new plan on similar lines.
- ◆ Please don't turn into Frisco; their library is ridiculously loud and chaotic; I stopped going there because of that
- ◆ Prosper library should take inspiration for ideas from Frisco Public Library. I paid \$50 for Frisco library membership since I'm a resident of Prosper. But it's worth it and I too wish Prosper library grows in size & features to support the growing population.
- ◆ Prosper needs a similar library like Frisco brand new library. Prosper population is growing at record rate, we need a library to be keep pace with population growth and knowledge demand for the new generation- space, programs and materials offering.
- ◆ Step it up, Prosper! We live a few minutes away but always go to Frisco library as they have done it right!
- ◆ We'd love to have a larger one closer to us than driving to Frisco library. Currently we use the Frisco library with our 4 young kids...to read books in comfortable chairs or a kids space area to read. Sometimes use the computers. Then having some picnic areas outside to sit down and bring a packed lunch or use the cafe.
- ◆ While in Fayetteville, I made a trip to their public library. I did not stay long enough to enjoy any programming or other, but I was able to experience the mix of various spaces (both indoor and outdoor). It was inviting as well as calm and soothing and was a great space to spend some time. Coffee shop was an added bonus for the library trip.
- ◆ The Prosper Library is a favorite location of ours on the weekends, due to proximity, since we live in Prosper and want to support our local library. However, McKinney, Frisco, and Plano public libraries have highly developed enrichment activities for kids, families, and adults that Prosper does not come close to. Specifically for kids, I'm thinking events like festival celebrations, live musicians from local orchestras, visits from science museum staff in the area, etc. For adults, it'd be great to have programs that link online learning with discussion/exchange groups that contribute to professional and personal development. For instance, I'm learning Spanish - it'd be great to leverage library resources and a conversation group that meets at the library. Such structure of online learning + in-person discussion could be used for other areas of interest for adults, like photography, coding, public speaking, etc. I do think there's also an element of local history that the Prosper Library has a duty to preserve and display. Our family moved here 2 years ago, but knowing more about the location we're raising our kids in is important to us. Plus, if not the library, who? I would love to see a small section of the library dedicated to Prosper history - along with a Prosper speaker series (that is recorded) so that we have a general understanding of what came before this community of largely newcomers. Additionally, we have the opportunity to have even greater resources than what these other local libraries have. For instance, I lived in Orlando for some time, where the local library had a professional recording studio and maker labs that were very unique.

- ◆ We love the interactive science aspect of the Frisco library as well as the cozy nooks around the library to sit and read.

Study/work space

- ◆ Having a space for homeschoolers would be great.
- ◆ I hope there would be spaces directed toward adults, that could provide desks/seating to do work. The new Frisco library is great; however, I feel like the openness was counterintuitive to being like a library that has quieter places. Their old library had a nice quiet floor that was more mature with wood and great for adults. Instead of going modern it would be nice to have a design that would be timeless and mature, while incorporating updated technology. Prosper has beautiful classic architecture from government buildings to its school district, it would be nice to carry the neoclassical or classic revival architecture from the exterior to the interior. It has really made our town stand out to provide the best.
- ◆ I would like to see more conference rooms and areas where I can work. I work from home and there are days when I would like to visit and do my work. A small rooms, like a pod area, would be amazing for people like me to visit library and work. Thank you for taking the time and listening to the resident opinions. Looking forward to how these inputs make our library more functional and welcoming for all age groups.
- ◆ Keep the library primary purpose as A space for quiet work and reading. Would like to add more conference rooms with computer, video and conference tables and chairs for adults with glass doors to keep area quiet and monitor teen or children if they occupy. Add more adult programs like the Frisco library. Add free interlibrary access to Frisco, Plano and mckinney libraries to get access to their benefits too. Currently too many children programs that don't benefit adults. An outdoor area to read for adults with walking trails would be nice.
- ◆ Study rooms and meeting spaces will be needed as the town grows. Makerspace rooms will be a big hit as would something like an ESports room. Access to more digital materials via databases. The space you have now is bright and inviting with eye capturing art on the walls. Being able to bring that to an outdoor space would be a great extension to the library!
- ◆ The study space at Plano Public Libraries is very cool
- ◆ There are no small nooks (closed rooms) for an adult to reserve to use for a virtual meeting or independent classes (with speaking volume allowed). It would be great to have that option away from home -- like for a virtual doc appt, or meeting w a lawyer, or to tune into a virtual learning class independently.
- ◆ We absolutely love the prosper library. They always have books that my children were looking for and where they could find something they wanted to read. However, the space is small, especially for our rapidly growing community. I invision a library where kids can come not only to find a book but to explore what kinds of books they enjoy. As elementary school children become teenagers I feel that it is important to have a public library where teenagers can come and gather not only to study and research but also a Safe environment, where they can take a pause from the busy from their busy lives and find calm.

- ◆ We need a modern, spacious, and well-designed library similar to Frisco Library. This space should include areas for coffee, studying, collaboration, and work, featuring large floor-to-ceiling windows to maximize natural light.
- ◆ with wfh , it would be nice to have some kind of single or two person seating to work some days in library and a cafe possibly out side with some basic food options.
- ◆ Cozy and inviting seating areas to study and read would be most welcome. Also, expanded digital library offerings.

Quiet space

- ◆ No play areas! The children are too loud/misbehaved, the parents are inattentive/on their phones. The library should be a library, not a playground.
- ◆ Please provide some sort of divide between adults and children's/ teen area. What happened to libraries being quiet? At least a space for people to work, read, research without constant noise.
- ◆ Replicate Frisco library with tons of quiet reading rooms. And would like a lot of rooms where students can do their homework
- ◆ We are members of the Frisco Public Library and frankly as gorgeous and as large as it is, it is just too loud and feels more like a cafeteria at a school than a library. Children's areas are so very important, but they need their own area where they can be loud without it hindering the adult area. One big open space was not the right move.
- ◆ More sitting space
- ◆ There is not much seating in the Prosper library, a cafe would also be very nice with Wi-Fi!
- ◆ While Frisco library has a great kids area, I do not feel calm there like I do at our prosper library. Frisco library is overcrowded and I feel like I'm at high alert watching my kids there. I like how at our prosper library, it's calm, not overcrowded, I can see my kids at all times since it's a relatively small downstairs area
- ◆ Open but separated spaces to accommodate both the noise of children's programs as well as adult quiet space. Meeting space (for small or larger) is virtually non-existent in our current library (and anywhere in town). Adequate storage for various library materials so they do not clutter up public space; i.e., tables, chairs, displays, etc. Air printing or something similar that would allow users to print directly from their own devices. Call rooms; small rooms that would allow for teleconferencing or taking phone calls. 24-hour holds pick-up area (via secure lockers). Drive-Up service window. Allowing a small percentage of the quiet space/rooms to be used by non-members; i.e., business people who have meetings in the area or nearby residents for whom our library is the most convenient. Still have most space dedicated to members, but have quiet/secluded work space that can be used by non-members so they are not turned away or working/teleconferencing in the open areas disturbing other patrons. Children/Parent "time-out" room that allows parents to take a disruptive child to calm down while they are still in the building so other siblings can continue for a short period of time attending a program, using a computer,

reading in a corner, working on a craft, or something where they are at least visually seen by staff but so the parent doesn't have to round up the entire entourage and leave the building while one is having a melt-down and may need a snack or one-on-one time with their parent to calm back down. This would benefit all; other patrons, other siblings, and the stressed parent and child (and staff, too, I would think). Any outdoor space should have adequate shaded areas and air circulation potential.

Larger building

- ◆ We love frisco library, a spacious library is much needed for Prosper.
- ◆ We love the library and look forward to a larger space with more books 😊 Thank you for growing with the community.
- ◆ We love the library now and all the people that work there, maybe just more space and programs for kids!
- ◆ We need a big library like Frisco library that would encourage young kids and adults to read and visit library more often.
- ◆ Need room and a lot more books
- ◆ Open a new big Library
- ◆ Prosper grown to be 50K community, We need bigger, modern and best in class library. This will boost the image of the town , will be great back bone in shaping kids life and bring meaningful connections and shape them upto be best citizens, it's worth an investment and long due .
- ◆ We have a great library but we have out grown the space.

Makerspace

- ◆ Need to have a Makerspace area for creative activities, including laser cutter and 3-D printer
- ◆ Plano and Frisco have recording spaces for media and podcasts and I think this would be a great addition to Prosper.
- ◆ A MakerSpace. 3-D printer, CNC, Laser, Vinyl Cutter, etc. Frisco's library has done an amazing job in providing the MakerSpace to their community. Their library is very spacious too. Their kids play area/mini town, is great for little ones and families. Try to emulate their already well done, and established, library. Thank you in advance. Sincerely, Going on 17 year resident.
- ◆ Crafting area with CNC machine, 3-d printing, acrylic machine
- ◆ I would like our library to have a Makerspace section with 3D printing and laser cutting. Now I have to go to Little Elm for these activities. Until we can get a Makerspace section of our own, I'd like to at least get access to the Frisco library to shorten the drive.
- ◆ Technology Hub - **Digital Media Labs:** Create spaces equipped for video editing, podcasting, and 3D printing, giving residents access to cutting-edge technology. - **Virtual Reality Stations:** Offer immersive experiences with educational VR programs, allowing users to engage in virtual travel, historical reconstructions, or interactive storytelling. Community Integration - **Outdoor Reading Gardens:** Design Wi-Fi-enabled outdoor spaces with seating and greenery for reading, relaxation, and community events. - **Co-Working

Spaces:** Provide reservable workspaces with meeting rooms, high-speed internet, and collaborative tools, supporting remote work and study. - **Cultural Corners:** Showcase the community's diverse cultures through rotating exhibits, multilingual resources, and cultural programs. Sustainability **Green Roofs and Living Walls:** Incorporate living walls and green roofs to enhance air quality and promote environmental awareness. **Rainwater Harvesting:** Implement systems to collect and use rainwater for landscaping, educating the community on sustainable practices. Flexible Spaces - **Modular Meeting Rooms:** Design reconfigurable spaces for various events, from workshops to community meetings. - **Pop-Up Learning Zones:** Feature temporary installations with rotating educational themes, such as coding, DIY crafts, or culinary arts. Wellness Areas - **Quiet Reflection Zones:** Create peaceful areas for meditation, quiet reading, and mindfulness practices, with comfortable seating and calming decor. - **Health and Wellness Programs:** Partner with local professionals to offer workshops, fitness classes, and wellness screenings. Storytelling and Memory **Oral History Projects:** Establish a space where residents can record and archive their stories, contributing to a living history of the community. - **Interactive Digital Walls:** Install digital walls that display community events, local history, and resident contributions.

Meeting space

- ◆ I haven't visited the library here in Prosper because I have older teens and we don't really do that anymore. But also because the internet is so readily available, instantaneous, and free...its hard to beat the convenience. So I think in order to make sure people visit this new library, you should have a space or spaces where youth groups--besides sport groups--can meet and gather together. For example, I am a leader with Boy Scout Troop 365 in Prosper. The only space we have to meet right now is behind Prosper High School at the lunch tables on Sundays at 3 p.m. Its fine for about half the year, but the other half it is either very hot or very cold or rainy to meet outside. Keep in mind our scouts wear their uniforms while we meet so if its 110 degrees outside, it feels even hotter with a uniform shirt and long pants on. We would love a local air conditioned spot to have our meetings, and if we need to, have easy access to the outdoors if we need to do an outdoor activity. I think the library would be a great space for this. We would also be interested in doing a service project at this new location, even an Eagle Scout project there. Something where our local scouts can feel more connected to the real world around them, rather than just get their instant information fix from the sterile and lonely internet. Thank you!-
- ◆ It would be great to have a meeting space for groups like Girl Scout troops. It's an excellent way to get young people into the library. There could also be some interesting partnerships between the library and Girl Scout troops (volunteer opportunities for community service like reading programs or kid programs).
- ◆ need meeting rooms for boy scouts / girl scouts/ high school project groups / dungeon and dragon playing Need a much larger library with more reading materials for both adults and children . Need more places to sit and read. Need

a story time and a nice childrens section library. Need a place for reading groups or book clubs , programs for 55 and over.

- ◆ PLEASE allow for mixed age meeting rooms. When we were trying to find a place to play DnD we were unable to because we had preteens and teens wanting to play together and we were told that teens were not allowed in the children's meeting rooms and vice versa. Age ranges are arbitrary, especially to neurodiverse children. There's nowhere in the town to hold something like this. Also, more fiction books for adults! You only seem to keep the most recent releases and have no older books. I want to be able to read the classic scifi novels but I've literally read every single scifi book on your shelves.
- ◆ Sound proof rooms for the rooms that will host larger groups/ collaborative spaces. Build enough of these rooms as town population continues to grow. Keep children, teens, adult spaces separate. Host adult classes - arts & crafts, learning ASL, first aid, etc. Not as many windows in reading areas - instead choosing ambient lighting. Different seating options for kids. Bean bags, cozy chairs, carpeted options. Better summer reading program & incentives.

Location

- ◆ I would love for the library to be centrally located.
- ◆ just like Frisco Please bring it closer to Windsong ranch / hollyhock location
- ◆ As a resident with little kids in prosper, we really want to have a master library in prosper. Currently, we need to drive to Frisco/McKinney for libraries, so please make prosper more convenient to residents. Thanks
- ◆ Along with a central library, can we have one small library in west side of Prosper?

Outdoor space

- ◆ An outdoor area for kids would be amazing but it would be actually useful if it was covered and with a cafe for coffee, light snacks. We love the toddler programs/story time and this is one of the reasons she attend the library 2-3 times per week.
- ◆ Create a shaded outdoor space with trees, this town needs more trees, new trees and very old trees are dying and not being replaced. Outdoor space where reading and fresh air can be enjoyed by town residents is important
- ◆ Garden, with vibrant flowers
- ◆ You should consider all age groups in your design and planning, from the very young to the very old as well. I love the idea of having outdoor space as well that can be utilized in a myriad of ways.

Hours

- ◆ I hope to start visiting the library! Also it would be great if the library was open on Sundays. A coworking space with private booths you can do video calls in would be awesome too. Thank you :)
- ◆ The library needs more extensive hours of operation.
- ◆ The staff is great. Our biggest issue over the years has been the limited operating hours on the weekend are very prohibitive to working a trip to the

library into our schedules. Friday they close early, Saturday they close early and they don't open at all on Sunday. I had never in my life heard of a library not open on Sunday! Other area libraries are open 7 days a week and open later each day. I think the M-Th hours are fine but the Fri-Sun hours should be extended. I assume my other two issues with our library are related to timed space. Any time we have tried to sign up for an event or class the kids were interested in they were always already full, eventually we gave up trying. Finally, often when we are looking for a specific book they either don't have it in the collection or it has already been checked out. I feel it happens a lot more at our library that I have ever experienced in the past.

Other

- ◆ A library's primary function should be the betterment of knowledge and greater understanding. Creating a community space that is inviting and encourages the pursuit of knowledge is equitably important. Entertainment, amenities, etc. can be helpful but should all within the boundaries of creating a space where people can go to learn, study, and encourage the next generation of readers.
- ◆ New library needs an automatic check in/ check out system. It really helps me save time and easy for me.
- ◆ Think modern library design
- ◆ I prefer the library be a center for learning and children with large selection of books and activities for kids less as a place for social gathering. Single large open space plenty of light allowing kids to learn and not get distracted.
- ◆ That the adult section be organized in genre. Alphabetical by author.

Collections

Digital

- ◆ A better resource for ebooks would be top of my wishlist. The north Texas library consortium has too few new books and long wait times for new releases.
- ◆ Books collection is low volume. Even the digital content availability on the Library and Libby App is low volume. I pay to the FRISCO library and use their digital content to read books on Kindle through the Libby App. As a quick fix, at least the digital kindle books collection must be significantly introduced. This does not need a new new library or expansion of the existing physical space.
- ◆ Expanded digital selection of books in Libby.
- ◆ Genealogical websites available for home research. Easier to do in comfort of home because it takes hours to look up and scan through resources and documents.
- ◆ I would like to have access to more ebooks. Specifically access to more historical fiction. The wait list is too long for what the library currently has and therefore I have sought other libraries for ebooks in this category.
- ◆ I would love to see more electronic books. It seems that there are few new books with very long wait times, if the library has obtained the book at all. I find that the online catalog is hard to navigate, especially with kids. We love the library so much! I would love to see meeting space for our homeschool group to access. For

either small gatherings or larger (up to 50) I wish there was a larger quiet area to work. Whenever we try to utilize space upstairs, it's always full, so we end up sitting in the teen area. I would love a place to come work that is quiet and more secluded. I also find the hours a bit frustrating. Just last week we tried to go twice and the library was closed. Even one day a week that was open later into the evenings would be helpful.

- ◆ I'd like for more ebook copies and a way to limit online renewals. The Prosper library has amazing books and the service is top notch. Everybody is very helpful!
- ◆ Larger digital collection OR cooperative with other libraries in state. Online renewal of library card every other year. Book club offerings Author visits
- ◆ Love checking out books online and no-contact pickup!
- ◆ More digital book choices please
- ◆ More online access like LinkedIn learning. May be like course era?
- ◆ Please have online magazine subscriptions and enough ebooks! Thank you
- ◆ Please make more books available digitally. I would like to check out more books digitally, but they are often not available from the Prosper Library and I have to go to surrounding Libraries to find them digitally (McKinney, Frisco, Allen, Flower Mound, etc.).
- ◆ Prosper library should have access to Udemy or other sites. LinkedIn learning is not that useful.
- ◆ the digital options are good, but could have more. I would like to be able to donate used books to the library for fund raising or inclusion in the library shelves Local History, and more history in general seems to be the most lacking subject. For the teens, more graphic novels.
- ◆ Trouble logging into the online book apps. Logs me out and says password is invalid
- ◆ Would like to see more new release books available digitally.

Physical

- ◆ A larger section of biblical books (for adults) about God, the solar system (for early learners), more workshops for school age children (elementary). A library big enough so no books will ever have to be kept in storage!
- ◆ Great library, I just feel as if the library has less books, DVDs, and audiobooks as compared to other libraries. I would personally like it if there were a higher volume of books and DVDs, more specifically a little more of niche books and DVDs. Otherwise, it's an amazing library. Love to get dvds there.
- ◆ I hope the library will continue to provide a good selection of paper books. Some of the books are only available in electronic format and it makes my eyes really tired.
- ◆ I pick up books pre-ordered and don't spend a lot of time looking inside. When I have entered, the staff are always warm and friendly. Very helpful. (just wish there were more copies of books available as sometimes I see they only have one book ... and THAT's a bestseller!)
- ◆ It's a very nice library, but I would like to see a bigger selection of new books. I love reading and love being able to check out the new book area.

- ◆ More books, I find so many ebooks, but I only want physical books. Or an easy way to borrow from other libraries. Aspen lida is not the best app.
- ◆ Need to keep more books in library and I don't see more options in book row Books should be organized properly for the subject wise. Overall it's looks good
- ◆ The library should work on acquiring as many old books (pre-1950) as possible. You can make room for them by throwing away any book that supports the woke agenda.
- ◆ We like the Prosper Library, but we feel like there could be more books (new and older classics) in the Adult Fiction & Non-Fiction sections. And, we are referring to physical books, not things available digitally. The children's area used to be pretty small with a limited selection, but it is getting better every month, and we think that it is now in really good shape.

Children's

- ◆ Please consider getting a larger children's book section.
- ◆ The children section has very limited books as compared to other city public libraries I have seen, may be we have more inventory in the children and kids/youth section for reading.
- ◆ As of the now , prosper library has few books. We need to increase the range and wide selections of books. My daughter is an avid book reader and she says library doesn't have enough books that she needs. She is 10y old and read lot of fiction books
- ◆ Homeschool friendly- with books that may be considered "out of date" and possibly curriculums. Please stop buying books that have a liberal agenda. I'm so tired of having to screen all the books my kids read because there are so many(especially graphic novels) with same sex kids making out. It's just inappropriate and not necessary.
- ◆ Please have books cater to all ages for children and in stock Extend the due date as well
- ◆ The Prosper Library is important source of books and learning for young children and teens. We need to strengthen and grow the library with resources to support school age children including fun reading of various interests, research materials for school projects and reports, and classics new and old for important cultural information. In addition, the Prosper Library should be a bastion filled with the history of our town, our region, and Texas history for all to learn including those that are new to the state and area.
- ◆ Prioritize a children's play area where they have access to toys and can make a little noise without it carrying to quieter parts of the library.

Library of Things

- ◆ add library of things section. provides event passes and tickets for occasional use, provide notary service, open more locations, open 24 hours
- ◆ More items for checkout (museum passes, tools, cake pans, instruments, etc.). We've lived in an area where museum passes were available for checkout and it was amazing! (Zoo, Perot, arboretum, etc.)

- ◆ Please please please amplify the overall inventory for physical items available for check out (books, children's materials like Tonie Boxes, Yoto players, other audiobook and song player options, activity kits, and so forth). I just wish there was so much more available for check out for kids. And I wish the digital & physical catalogs had more than 1 copy of things, and had way more variety in options for books. (Ie old books, classics, research books, various topic books like cooking, parenting, state books, and so forth). The inventory is just seriously lacking.

Other

- ◆ Please add more books especially in the field of science for adults . Eg Carl Sagan. Or another scientist.
- ◆ Better collection of books
- ◆ Broader collection Library lending with McKinney & Frisco
- ◆ Collection of book to be more futuristic with career development and skill development, not just fiction and nonfiction or history. High school kids to find motivation and college going teen to have career helping and motivational books
- ◆ Collection of books not adequate. We travel to frisco and pay a membership fee for their library. I want to be able to use the Propser library as I live here.
- ◆ I find frisco library having majority of books for job seeks teens and kids alike. We can take that into count..books are what we all come for library.cimputer space ,3 d space..its the next Gen library space we should aim for".Prosper and it's prosperity a world wer innovation comes to alive."-sj
- ◆ I use the library for access to books (digital only, currently). My opinion about a library is that is should provide access to reading materials and the tools that go with them. Personally, I don't think a library needs to be (essentially) a town center —a gathering place for any or every activity or event. I think the library's collection (whether physical or digital) should be the main focus of any new library planning. To be clear, that collection should only be determined by library science professionals, not random and/or too-vocal and/or righteous individuals.
- ◆ Interested in a larger selection of books and materials across all age ranges. Design to be family oriented.
- ◆ It's all about the books ...learning and study ...reading versus over reliance on social media. Quality and quantity of books is most important. Less focus on making the library a playground. Online check out is a great feature that should be continued.
- ◆ Look at the definition of library. It is not about meeting spaces, displaying art, having interactive sections. It is about having books available for those who would like to read them. How many people on a daily basis use the library. The town of Prosper should not be spending money on a new library that is not widely used anyway. Stop the spending. Our taxes are outrageous as it is.
- ◆ Lot more collection of books
- ◆ Love the Prosper library. Very welcoming. Just needs to have more space and to more books for the growing community.
- ◆ More books and extended return time

- ◆ More books and offerings . Central areas where we can work and have access to wi fi
- ◆ More books please.
- ◆ More books!!!
- ◆ More digital and physical books. 3-6 month waits currently especially for digital. Used book store. Frisco library has done it right.
- ◆ More new releases; more copies of popular books to minimize wait list times
- ◆ More space and more books. Most of the time, the library doesn't have any of the books I need or want.
- ◆ No, but I have some suggestions on choosing audio books-please buy every book in the series. It's aggravating to turn in book #3 and try to check out the next book only to find the next book carried by my library is #12. 🤔
- ◆ Please add more reading materials such as books and magazines
- ◆ Please have a bigger selection of books, we have to go to Frisco library because the selection of books is very limited.
- ◆ Please increase the book collection and seating areas. Ideally, a closer library building to PGA would be great
- ◆ The frisco library is amazing! And they have tons of books with multiple cookies. I find the prosper library small and hard to get the books we want. For example we can't get all of the I survive books on audio book.
- ◆ The library needs more audiobooks. There is a horrifically small selection and I get most of my audiobooks from other places. And if they do have the books the wait is so long I've already received them from other locations.
- ◆ Try to be more considerate like Frisco library. And more collection of books will be helpful. We will love to use a library that's close by.
- ◆ Use money wisely. Don't redo what's working for a flash in the pan. I would really like the Christian fiction writers to be in its own area. I feel like I'm missing out on books because I don't know author names.
- ◆ We would like a higher limit on the books we can check out. Preferably 100 per library card.
- ◆ Would love to have more classical literature and science fiction

Programs

Children's

- ◆ 1. Please add some interactive programs for kids 2. Some more classes for school going kids 3. Programs for every festival. 4. Can you collaborate with Frisco library, because they take \$50 extra for Prosper residents, and Plano, Allen, McKinney people have free access to Frisco library. As Prosper is also neighbor of Frisco library. 5. Can you limit DVD for kids on their cards and encourage them to read, like if kid is allowed to get 20 items then he can take 4 DVD and 16 books or 10 items 2DVD and 8books.
- ◆ An innovative children's program is essential. Frisco library nailed! I take my grand kids weekly!
- ◆ Evening or weekend activities for littles are appreciated. Working parents miss out on so many opportunities as it is that it would be so refreshing and

empowering to be afforded similar opportunities experienced during the week/day even if infrequently.

- ◆ I think a municipal library is an important part of the community! Although my children are now grown (new empty-nester here!), we have loved and used the local libraries everywhere we've lived. I noticed as my children grew, we went together less and less, since they seemed to find their books to read at their school libraries (or had less time for pleasure reading in general). I have found that I often use the library mostly for e-books myself since it's more convenient than making the trip and easier to pack with me on trips. :) So I am always looking and hoping for expanded e-book content in my reading adventures. That being said, I always love and enjoy visiting a library whenever I find the occasion to do so and there is just something about seeing all those books lined up together that lends an air of adventure and possibility. With one new grandchild now and hopefully more in our future, I look forward to returning to the library more often with little ones and enjoying programs geared for their learning and excitement about reading. I guess that has always been the most important part of a library to me! Thank you for all you do to foster a love of reading and learning in our community and for allowing us to share our views as you plan the future of our Prosper Community Library.
- ◆ Limited amount of space for kids event. Must to reserve to get in.
- ◆ More events and robust children's programming. There have been several times throughout the year I went to the library to take my kids to the story time only to find out it was cancelled or not happening that week...it would be nice if there more things to take the kiddos to.
- ◆ Summer programs and a cozy, welcoming place kids want to go and be inspired by books. I love the frisco library and wish we had something of that caliber here!! Would be such an incredible value add to the community and helps reaffirm the important of education and reading
- ◆ The prosper library is very welcoming however, due to the number of children in the area, all of the programming in interested in is very crowded. About 5yrs ago I brought my toddler son regularly to story time. But since then, any time we've tried to attend an event it's been too crowded for comfort.
- ◆ Toddler activities! Weekend mornings :)
- ◆ We absolutely love storytime! We would participate in more children's story time if I didn't have to register an hour beforehand. More offerings and age segregation might help with how popular these sell out. At my old library, there were many storytime offerings and you registered/ signed up for a season (fall, winter, etc) by age group. Storytime was every week, and you got to know other parents and made friends over time. It was really good for community building for new parents!
- ◆ Would love if the kids programs and events were also during school holidays. Ex: the week prior to school starting, when there are no camps, there were not any kids activities. Would love activities during winter break and spring break.
- ◆ I would like to see the story time events for littles be a longer time. I often do not hassle getting my two toddlers out of the house for a 15 minute outing when there is nothing to do or a place to socialize after. I would love to make new friends at

the library but it is hard when you do a 15 minute class and are pushed out the door into a library where you can't socialize.

- ◆ Prosper library has limited times and availability of programs such as story time. We pay to go to Frisco library because the programs, events, play place are things we are looking for in addition to being able to check out books.
- ◆ Consider culture months or other programs which may help children from all walks of life and background welcome and seen in the library.
- ◆ We love chess and aviation day and any safe activities for older elementary age kids
- ◆ We would love to participate in more children based classes and programs but the offerings are prohibitive for working parents. A weekend or evening class would be wonderful!

Adults

- ◆ I am a resident finding my way back to reading. I am also a transplant in search of community oriented social gatherings. What better place to gather than a library. A place to continue to learn and grow even as an adult. A space for book clubs, DIY projects, murder mystery night, local artist/music, dance class, knitting/crochet circle, cooking class etc. I have fond memories of the library when I was child and I would love to create new memories in Prosper. This is such a unique time in Prosper to be able to contribute to the heart and soul of our "small town, big heart" spirit!
- ◆ I would love to see more adult programs!
- ◆ I'd like to see outreach to a broader age range. Elders would enjoy music on an afternoon as they don't drive at night. Stretch into an education of the arts: music, art, drama. With all the school age residents, there is a wealth of entertainers. I can see a coffee shop with a small stage and performers singing and playing instruments. Maybe have a program of music from around the world to engage young and old. Maybe intersect with the Parks and Rec dept for talks on travel or finance for the elders in the community. The outside areas should have plenty of shade and native plants. A monarch garden would be nice. There should be a lot of natural surfaces.
- ◆ It would be nice to have more adult programming, such as book clubs, writers groups, etc. I would also love a larger selection of books and an agreement with Frisco library, so Prosper residents can use their materials and not just their play space.
- ◆ Would love different book club options. Specifically, for top popular books (like Sarah J Maas, Fourth Wing etc). There are so many great programs/social options for kids currently, but not really for adults. I would love to see more social options for adults as well. Maybe a book club club for moms of young kids or a cookbook club etc.

Youth

- ◆ Reading incentive programs for children & teens.
- ◆ Would love more programs for kids and teens. The Frisco library has a night for teens.

- ◆ Offer tutoring
- ◆ Tween and teenager programs please!! I have always enjoyed our library and friendly staff. I would like a Christian collection of books on Libby. Thank you for all you do!!

Other

- ◆ Should have volunteer opportunities.
- ◆ I can teach crochet and knitting if an interest develops.
- ◆ The library was the place that first made us feel at home here in Prosper through the On the Road storytimes. We love and appreciate the library and the library staff. They are hold a very special place in our hearts.
- ◆ Would love more interactive activities and programs with expanded hours more similar to Frisco's library.
- ◆ For bilingual programs - please specify the language, people shouldn't assume it's Spanish and we have many other languages in the area Please make it feel welcoming and cozy, the cold/super quiet feel of the library is not what children need when parents are trying to make them enjoy the library experience and keep them off electronics. Please offer activities for elementary school kids in the afternoons, especially during the summer when it's too hot for outdoor activities Please consider changing hours to full day on Friday (and maybe half day on another weekday). It's nice to have a place to take the kids to get fun books when the school week is over. Please consider visiting Celina Library to observe that welcoming/cozy feeling towards children, the staff helps them with scavenger hunts, etc. And they also have the books for sale at the entrance, my kids are always looking for books there. My kids are well behaved but I'm never at ease at the Prosper Library bc it feels like we are going to be reprimanded for speaking at a normal tone (just the way I feel)

Support for PCL

- ◆ Thank you for all you do...
- ◆ Thank you for the opportunity to provide input. Looking forward to seeing the results.
- ◆ The Prosper Library is our favorite and most used/visited place in Prosper. We are so excited about this journey!!
- ◆ We are looking forward for this new library.
- ◆ Welcome new library
- ◆ A town that tries to appeal to young family needs a high quality library that matches
- ◆ Excited about a stand alone library with spaces to enhance the Prosper community!
- ◆ Get a better one asap
- ◆ Go Big!!!
- ◆ I do not have grandchildren at the moment but. I do know that once I do have them I will be frequenting the Prosper Library.
- ◆ I enjoy the library and use it regularly

Staff

- ◆ Any larger space would be wonderful! My comment is more about some of the staff and children's offerings. [REDACTED] act like they have never had young children. They [REDACTED] comes off extremely judgy and unkind. When children leave their "square" they expect them to sit right back down or the parent needs to remove them from the room. It gives off a "children must be seen and not heard" mentality, which our whole group of friends wants nothing to do with. Please ask [REDACTED] to stop talking to parents like they are 3 year olds. [REDACTED] is extremely monotone and my kids have always been bored when she is leading storytime. Rachel is amazing, we love her. Every other library in the area offers so much for kids year round. It's disappointing that Prosper barely offers anything for the preschool and under kids during the summer. We were very pleased to see there would be story time on Wednesdays through the summer. It was a step in the right direction!! Please, please, get rid of the covid squares. If families come a few minutes late, let them quietly come in and find a space in the back, instead of having their kids miss what should be a wonderful morning. Small tweaks to your library program like those stated above would be a blessing and really make the library feel more welcoming.
- ◆ I really would like the staff to remain kind and willing to help.
- ◆ Love the prosper library staff
- ◆ The current library staff seems uninterested in assisting the community. I am a grandmother who comes with my grandkids and have had several negative interactions while checking out books or trying to access story time. Even basic questions have been met with the attitude that the staff has more important things to do. I'm a life long learner and retired teacher. I know how tough it can be to work with demanding community members, but what I've seen at Prosper library is unacceptable. If more staff is needed to help children feel welcome and valued, I'd gladly vote for more allocations. Something needs to change.
- ◆ While I understand that the town has quickly outgrown the space it is in, the constant taking away of library space (including storage) is disheartening. There are also staff members who are not friendly/welcoming/sincere and it shows. It is also disheartening that more hasn't been said about losing the Head Librarian who did so much to get the Library to where it is today.
- ◆ Yes we need to clone [REDACTED] She has been the heart and soul of the library. Keep the Prosper library the best in North Texas.
- ◆ The library needs to be a stand alone building with a good director, that likes children.

Reciprocal access

- ◆ Would love reciprocal access to other regional libraries.
- ◆ I wish prosper library partnered with Frisco library as it has with other surrounding suburbs
- ◆ PISD students and families outside of the town of Prosper should have free membership. The McKinney library even goes as far as to allow all Collin County residents to have free membership.

- ◆ Please consider allowing Artesia residents free library access. They pay Prosper ISD tax and attend Prosper schools like everyone else and call Prosper their home. It makes them feel excluded and not a part of the Town since they have to pay \$50 a year for a Prosper library card when it's the closest library to them and also their Home library. Just doesn't feel right for my friends who live there, right down the street, and very unfortunate. Thank you for your consideration.
- ◆ Why are Prosper residents not part of the material sharing program with Frisco? The rules and limitations in place at Prosper are not as family friendly as those in place at Frisco (food, unrealistic quiet policies) and the resultant limitations on group meetups (we are part of a growing homeschool community in Prosper) has resulted in us going to the Frisco library more frequently though we would prefer otherwise

Budget

- ◆ Libraries are obsolete. There are much better uses of taxpayers dollars.
- ◆ The prosper library is an embarrassment compared to Frisco. Please invest the many, many tax dollars you receive from us back into the library.
- ◆ Please eliminate as much paper mail as possible, it is clutter and waste of postage. Also, Prosper history is depressingly segregated, and a painful reminder if times not good for many races and women, and the misplaced focus on too many all-white displays feels like a hint of bogoted nostalgia, a warning to stay in your place per old timers. Better if historic photos displayed are nature and buildings and farm gear and animals. Diverse people now in town, lets celebrate that to inspire kids.
- ◆ Prosper resident for decades. Was VERY disheartening to residents when City's commitment of space for a Prosper Historical Society museum was reneged during building the mega Town Hall. AND, then for this very costly building to also have very minimal community mtng space, was very perplexing. What is in that giant bldg taxpayers are going to be funding for years? PLEASE plan wisely and carefully, and, steward our tax dollars. So much could be done to encourage citizen participation and involvement. Praying for you. And, believing with you for the best Library plan possible. You can do it!
- ◆ You just built that library with that fancy city hall. Why is it this city cannot think ahead? Anyone that saw that you put the library in that building knew it would be too small. It's like you all needed a library and built that as a temporary solution. And now want to spend more money and build. Same with that stupid stadium vote. Who is in your planning department? My child could plan better. Hopefully your planner will plan for parking as it seems this city can never plan for parking in anything they build. Thanks

Partnerships

- ◆ Partner with Prosper ISD to communicate the Study/Reading/Learning opportunities for Elementary, Middle, & High School Students.
- ◆ Would like the library to accept used books for donation to organizations in need.

Access

- ◆ Please work on access for all prosper residents

N/A

- ◆ -
- ◆ A
- ◆ N/A
- ◆ Na
- ◆ No
- ◆ No
- ◆ No
- ◆ No
- ◆ No
- ◆ No.
- ◆ None
- ◆ none
- ◆ None
- ◆ None at this time.
- ◆ Moved to Prosper when the library was in high school. Have not visited the new library.

Prosper Community Library (PCL) Online Community Survey

Data tables for full respondent base

Q1. Do you live in Prosper?

Responses	Count	Percentage
Yes, and I receive a Town of Prosper Utility Bill.	565	89.1%
Yes, but I do not receive a Town of Prosper Utility Bill.	36	5.7%
I do not live in Prosper.	33	5.2%
Total	634	

Q2. Do you have a library card for Prosper Community Library?

Responses	Count	Percentage
Yes	455	80.5%
No	102	18.1%
Don't know	8	1.4%
Total	565	

Q3. In the last 12 months, approximately how many times have you visited the Prosper Community Library or used its services? Please include visits or calls to the building, using a study room, visits to the library's website and catalog, and use of digital services like Libby.

Responses	Count	Percentage	non-users	38.8%
0	116	20.5%		
1-2	103	18.2%		
3-6	111	19.6%	users	61.2%
7-19	128	22.7%		
20+	107	18.9%		
Total Responses	565			

Q4. Why do you or members of your household use the library? *Please select all that apply.*

Responses	Count	Percentage
To check out physical books, magazines, movies, hotspots, etc.	266	76.9%
For entertainment or hobbies (programs, kits, craft books, etc.)	139	40.2%
To download digital materials from services like Libby and cloudLibrary	137	39.6%
To attend a program	100	28.9%
To attend a storytime	96	27.8%
To find study or research materials	81	23.4%
To read, work, or study in a quiet place	80	23.1%
To use a study room or Collaboration Station	38	11.0%
To see friends and other people	32	9.3%
To print/copy/scan/scan-to-email	32	9.3%
To use online resources such as Mango and LinkedIn Learning	30	8.7%
To use the library's Wi-Fi	29	8.4%
To use the library's computers	27	7.8%
To attend a meeting for a group you belong to	23	6.7%
To use the 3D printer	18	5.2%
For one-on-one help from library staff	16	4.6%
To provide or receive tutoring	14	4.0%
To take online classes or complete an online certification	12	3.5%
To search or apply for a job	6	1.7%
To charge a device	4	1.2%
Other (Please specify)	12	3.5%
Total Unique Responses	346	
Total Responses	1,192	

Q5. Why do you or members of your household not use the library, or do not use it more frequently? *Please select all that apply.*

Responses	Count	Percentage
The children's area is too small.	156	27.6%
The library doesn't have what I need.	139	24.6%
The library's hours are not convenient for me.	96	17.0%
It doesn't occur to me to go there.	83	14.7%
I use the Internet to get information.	77	13.6%
I don't have time.	70	12.4%
I have other places to obtain books, DVDs, etc.	66	11.7%
I can't find a place to sit and read.	50	8.8%
The programs don't interest me.	46	8.1%
I can't find a place to study.	33	5.8%
I don't read a lot.	32	5.7%
The library's website/app is hard to navigate.	28	5.0%
The library is too far away.	28	5.0%
I did not feel welcome when I visited.	21	3.7%
The library doesn't have enough offerings in Spanish.	5	0.9%
A health condition prevents me from going.	3	0.5%
I don't have a way to get to the library.	2	0.3%
I owe money for lost or damaged materials.	1	0.2%
Other (Please specify)	133	23.5%
Total Unique Responses	565	
Total Responses	1,069	

Q6. Do you use any other public libraries in the area? *Please select all that apply.*

Responses	Count	Percentage
Frisco Public Library	263	46.5%
I do not use other libraries.	248	43.9%
McKinney Public Library System	52	9.2%
Celina Public Library	17	3.0%
Little Elm Public Library	11	1.9%
Other (Please specify)	26	4.6%
Total Unique Responses	565	
Total Responses	617	

Q7. How important to you are these spaces in the library?

Responses	Very Important	Important	Not Important	Total
A space for books and other physical materials	444	103	12	559
	79.4%	18.4%	2.1%	
A space for messy creativity and play	197	175	167	539
	36.5%	32.5%	31.0%	
A space for displays of art and local history	105	267	166	538
	19.5%	49.6%	30.9%	
A space for interactive exhibits	154	247	138	539
	28.6%	45.8%	25.6%	
A space for community meetings	168	241	134	543
	30.9%	44.4%	24.7%	
A space for making (e.g., 3D printing, cooking, art)	177	222	140	539
	32.8%	41.2%	26.0%	
A space for outdoor activities (e.g., classroom, amphitheater, story walk)	184	218	141	543
	33.9%	40.1%	26.0%	
A space for children	442	97	22	561
	78.8%	17.3%	3.9%	
A space for teens	333	177	41	551
	60.4%	32.1%	7.4%	
A space for library programs	367	165	22	554
	66.2%	29.8%	4.0%	
A space to study and collaborate	288	206	61	555
	51.9%	37.1%	11.0%	
A space to gather and socialize	143	186	217	546
	26.2%	34.1%	39.7%	
A space to learn about local history	106	262	173	541
	19.6%	48.4%	32.0%	
A space for quiet work and reading	328	173	60	561
	58.5%	30.8%	10.7%	

A space to buy and enjoy snacks and drinks	54	129	351	534
	10.1%	24.2%	65.7%	

Q8. What would you like in a meeting space? *Please select all that apply.*

Responses	Count	Percentage
Space for 6-8 people	257	45.5%
Space for up to 25 people	238	42.1%
Space for 2-5 people	230	40.7%
Access to video conferencing and projection	193	34.2%
A large conference table	173	30.6%
A kitchenette	76	13.5%
Space for 100 people or more	72	12.7%
Total Unique Responses	565	
Total Responses	1,239	

Q9. What would you like in an outdoor space? *Please select all that apply.*

Responses	Count	Percentage
Space for children to play	364	64.4%
Access to Wi-Fi	337	59.6%
Space for interactive experiences (e.g., story walk, sensory garden)	308	54.5%
Space for outdoor programs	294	52.0%
An amphitheater for events	275	48.7%
Walking trails	258	45.7%
Café space or seating	249	44.1%
Space for informal gatherings	212	37.5%
No preference	44	7.8%
Other (Please specify)	10	1.8%
Total Unique Responses	565	
Total Responses	2,351	

Q10. How would you like the new library to feel? *Please select all that apply.*

Responses	Count	Percentage
Welcoming	457	82.3%
Calm	345	62.2%
Spacious	331	59.6%
Light-filled	307	55.3%
Inspiring	303	54.6%
Cozy	296	53.3%
Innovative	291	52.4%
Colorful	209	37.7%
Energetic	170	30.6%
Historical	120	21.6%
Total Unique Responses	565	
Total Responses	2,829	

Q11. Your age:

Responses	Count	Percentage
Up to 17	2	0.4%
18 to 24	7	1.2%
25 to 39	173	30.6%
40 to 64	320	56.6%
65 and up	54	9.6%
Prefer not to answer	9	1.6%
Total	565	

Q12. Which description best fits your household? *Please select all that apply.*

Responses	Count	Percentage
Family with young children in the household	318	56.3%
Family with teens in the household	176	31.1%
Family/adults without children in the household	142	25.1%
Single person household	12	2.1%
Prefer not to answer	4	0.7%
Total Unique Responses	565	
Total Responses	652	

Q13. What is the best way for the library to communicate with you? *Please select all that apply.*

Responses	Count	Percentage
Email	407	72.0%
Social media (Instagram, Facebook, etc.)	294	52.0%
Library website	277	49.0%
Text message	221	39.1%
Digital newsletter	221	39.1%
Mailings from the library	113	20.0%
In-library display screen	75	13.3%
Word of mouth (library staff, friends, neighbors, etc.)	51	9.0%
Library handouts	39	6.9%
Local newspapers	36	6.4%
Other (Please specify)	2	0.4%
Total Unique Responses	565	
Total Responses	1,736	



TOWN LEADERSHIP INTERVIEW NOTES

MEETING 1

720 Design discussed the library project in Prosper, which began in May with data collection and community engagement, resulting in an almost 600-participant online survey. A town official detailed the town's rapid growth, leadership changes, and financial challenges, including a \$210 million bond program and a \$150 million new bond proposal. The library board emphasized the library's role as a community hub, suggesting integration with senior services and arts, and discussed the potential for a Library Foundation for private-public partnerships. The group also considered site options, including downtown and a large park, and the importance of architectural significance.

Action Items

- ☐ Explore the feasibility of establishing a library foundation.
- ☐ Invite the Prosper Youth Advisory Council to provide input on the library plans.
- ☐ Coordinate with the Parks and Recreation Department to discuss connecting trails and integrating the library with other community spaces.

Here is a summary of the key points from the transcript:

- The meeting discussed the future of the Prosper public library and how it can best serve the growing community.
- The group discussed the importance of the library as a community gathering space and hub, beyond just being a place for books. Ideas included integrating the library with other community amenities like parks, senior services, and arts/cultural spaces.
- There was discussion around finding the right location for the library, weighing options like downtown versus a more western site. Connectivity and walkability were emphasized as important factors.
- The group talked about engaging the youth community, especially the teen advisory board, to get their input on the library's future.
- Funding options were briefly touched on, including the potential to set up a library foundation to facilitate private donations and partnerships.
- Overall, the discussion focused on creating a 21st century library that serves as a central, vibrant community space for Prosper.

MEETING 2

The meeting focused on the Prosper Library's Facilities Master Plan. Key points included community input from 600 survey participants and three sessions with 15-20 people each. Discussions highlighted the need for more space, especially for children's programs, and the potential for a makerspace with 3D printers and other resources. The library's role in providing cultural and educational support, including ESL and GED classes, was emphasized. Suggestions included a historical section, a genealogy area, and a sensory room for special needs. Funding and partnerships with local organizations were also discussed to enhance the library's services and meet community needs.

Action Items

- ☐ Meet with Prosper ISD to get feedback from students on library needs and offerings.
- ☐ Explore partnership opportunities with local colleges and community organizations for programming and resource-sharing.
- ☐ Research grant funding sources that could support specialized library features and services.
- ☐ Coordinate with the Prosper Historical Society to consolidate and showcase the town's history within the new library.
- ☐ Investigate the feasibility of incorporating a genealogy research area and resources into the library design.

Here is a summary of the key points from the transcript:

- 720 Design, provided an overview of the work they have done so far, including community input sessions and tours of other libraries in the region.
- The group discussed ways the library can better support the growing Prosper community, such as offering more programming and events, expanding digital/online offerings, creating flexible community spaces, and partnering with local organizations.
- Specific ideas included adding a makerspace, business incubator space, ESL/GED classes, and areas for special needs patrons and local history/genealogy.
- There was discussion about marketing and raising awareness of the library's existing services and resources within the community.
- The group also talked about potential funding sources, including partnerships with the Economic Development Corporation, to support the library's expansion and improvements.

MEETING 3

The transcript from this Prosper Community Library meeting captures a discussion around library planning and community needs as part of the Prosper Library's facility master planning process. Key points from the conversation include:

1. **Community Growth and Library Needs:**

- The community of Prosper has experienced rapid growth, and the library is seen as a central gathering space for residents. Community leaders discussed the importance of expanding library spaces to meet the needs of a growing population, particularly focusing on families with young children and older adults.

2. **Flexible and Collaborative Spaces:**

- There was an emphasis on creating flexible spaces that can serve multiple purposes, including meeting rooms of various sizes that can be used for study groups, tutoring, and remote work. Attendees stressed the need for rooms that can accommodate different activities and have features like dividers to adjust room sizes.

3. **Teen and Family Engagement:**

- The group highlighted the need for dedicated spaces for teens and young adults, noting that there aren't many places for teens to gather in Prosper. Programs and spaces that could support academic study, clubs, and social activities were seen as a priority.

4. **Makerspaces and Creative Areas:**

- There was strong interest in incorporating technology and creativity into the new library through a Makerspace that includes tools like 3D printers and craft supplies. These spaces would support both individual and group activities, encouraging learning and innovation.

5. **Library as a Community Hub:**

- The participants envisioned the library as a hub for community interaction, with spaces designed for socializing, hosting events, and informal gatherings. They discussed the importance of the library being easily accessible and located near downtown to help drive economic activity and foster community engagement.

6. **Balancing Tradition with Innovation:**

- While the library needs to accommodate modern needs and technologies, the group emphasized that the space should still maintain a welcoming, small-town feel. Architectural features such as large windows, outdoor spaces, and comfortable seating areas were suggested to make the space both functional and inviting.

The discussion concluded with an emphasis on continuing to gather community input and ensuring the future library design reflects both current needs and the long-term vision for Prosper's growth.

MEETING 4

This transcript revolves around a focus group discussion on the future development of the Prosper Community Library and its role in supporting the growing community. Key points include:

1. **Library as a Community Hub:**

- The library was seen as more than a traditional book repository; it was described as a neutral "Switzerland" where people could gather, think critically, and engage in community life. The participants emphasized the library's potential to serve as a meeting space for town events, staff gatherings, and educational opportunities.

2. **Multi-Purpose and Makerspace:**

- There was significant interest in incorporating diverse spaces for community use, such as meeting rooms, makerspaces, and other creative areas. Maker activities, like 3D printing and classes on sewing, woodworking, and technology, were seen as valuable for both adults and kids. There was also a suggestion to provide training on how to use the equipment in the makerspace.

3. **Teen and Adult Programming:**

- The group discussed the need to balance programming for children with offerings for teens and adults. While children's programming is currently a focus, there was a call for more creative and fun activities for adults. Programs should be diverse, ranging from creative workshops to civic services like passport assistance.

4. **Space for Meetings and Events:**

- The participants highlighted a lack of meeting spaces in the town and suggested that the new library should address this need. Rooms for community events, small gatherings, and even outdoor spaces for movies or other events were proposed.

5. **Avoiding Duplication with Schools:**

- Concerns were raised about duplicating services already offered by local schools, such as vocational training and large-scale performance spaces. However, the group recognized the library's potential to complement these services by offering programs and resources during times when school facilities are unavailable.

6. **Library Location and Design:**

- The vision for the new library included incorporating elements of Prosper's history, such as windmills or silos, into the design. There was also a desire to locate the library centrally to make it accessible to all residents and encourage community interaction.

7. **Partnerships and Shared Resources:**

- The group discussed potential partnerships with local organizations like the Economic Development Corporation (EDC) and nearby libraries to provide broader services, such as business incubators or passport services. Sharing resources, like parking, with other facilities was also mentioned as a way to maximize utility.

MEETING 4

The session concluded with a focus on ensuring the library remains flexible, able to grow and adapt with Prosper's needs over time. Meeting rooms were a particularly high priority, with the acknowledgment that they are often fully booked, regardless of how many are provided.

MEETING 5

This transcript of the focus group centers around a discussion on the evolving needs of the Prosper community library as part of its long-term development plans. Key points include:

1. **Sense of Community:**

- Prosper is highly valued for its close-knit, neighborly atmosphere, where residents feel connected, even outside of their immediate neighborhoods. This sense of community extends into the desire for the library to be a welcoming space that reflects these values.

2. **Family and Special Needs:**

- A major focus was placed on ensuring the library continues to cater to families and those with special needs. Participants expressed the importance of integrating sensory-friendly design elements into the library, such as quiet rooms and controlled lighting, to accommodate children with sensory sensitivities.

3. **Library as a Cultural Hub:**

- The library was envisioned as a central, multi-functional hub for the community, providing spaces not only for reading but also for social engagement, creativity, and cultural exchange. Ideas included having spaces for art, music, speakers, and even outdoor movie nights, reflecting the town's cultural richness.

4. **Flexible Spaces:**

- Participants emphasized the need for the new library to be highly flexible, with various spaces to support different activities, such as study rooms, collaborative work areas, and community meeting spaces. The Frisco Library was frequently cited as a positive example of innovative space design that Prosper could draw from.

5. **Technology and Makerspace:**

- There was strong interest in incorporating modern technologies, such as a Makerspace for creative projects like 3D printing, along with study areas that would cater to both quiet individual work and collaborative efforts.

6. **Central Location and Civic Engagement:**

- Keeping the library close to Town Hall was a priority to maintain its role as a civic space, where residents could engage with town leaders and participate in community events. This proximity also ties into the town's vision of making the library an accessible cultural center.

7. **Consideration for Future Growth:**

- With Prosper's rapid growth, the participants recognized the need for the library to be designed for long-term flexibility to accommodate changing community demographics. This included balancing the current needs of young families with the anticipated needs of an aging population.

MEETING 5

8. Strategic Planning and Funding:

- Discussion touched on the importance of strategic planning, including the potential for a library foundation to support funding needs. The group stressed the importance of building an excellent, thoughtfully designed facility that would serve the community for many years to come.

The session highlighted the participants' strong connection to the community and their desire for the library to evolve into a flexible, inclusive space that reflects Prosper's values while preparing for future growth.

MEETING 6

This transcript focuses on the development of the Prosper Community Library, gathering leadership perspectives on how the library should evolve to serve the growing community. Key points discussed include:

1. Community Growth and Needs:

- As Prosper continues to grow, the library must adapt to meet the needs of various demographic groups, including families with young children, teens, seniors, and a growing diverse population. The leadership discussed the importance of creating spaces that cater to these groups, including study rooms for students, comfortable reading spaces for adults, and accessible areas for children and seniors.

2. Library as a Gathering Space:

- A recurring theme was the idea of the library as a community gathering space. Leaders emphasized the importance of flexible, multi-functional spaces that could serve as study rooms, meeting rooms, and comfortable areas for casual reading or working. Study rooms were particularly highlighted as being in high demand, with participants noting the need for more of these spaces in any future design.

3. Technology and Digital Resources:

- Digital resources, such as e-books and audiobooks, were discussed, though it was noted that Prosper's community has a relatively lower uptake of digital materials compared to other regions. Suggestions were made to explore ways to improve access and use of digital resources, while also recognizing the community's strong preference for physical books. The idea of Makerspaces and high-tech areas, including virtual and augmented reality features, were proposed as potential additions to serve the growing community.

4. Cultural Inclusivity:

- There was strong support for ensuring the library reflects the cultural diversity of Prosper. Suggestions included expanding the collection to include books in various languages and materials that cater to the different cultural backgrounds present in the town. Outreach programs and collaborations with local faith and cultural groups were also encouraged to strengthen the library's role as a community hub.

5. Library Expansion and Location:

- The need for a new or expanded library was discussed in depth, with some debate over whether one large central location or smaller outposts would better serve the community. A balance between providing resources in a central location and improving accessibility, particularly for residents in the western part of town, was considered. Some participants suggested the possibility of alternative solutions, such as book lockers or mobile services, to increase library access.

6. Safety and Security:

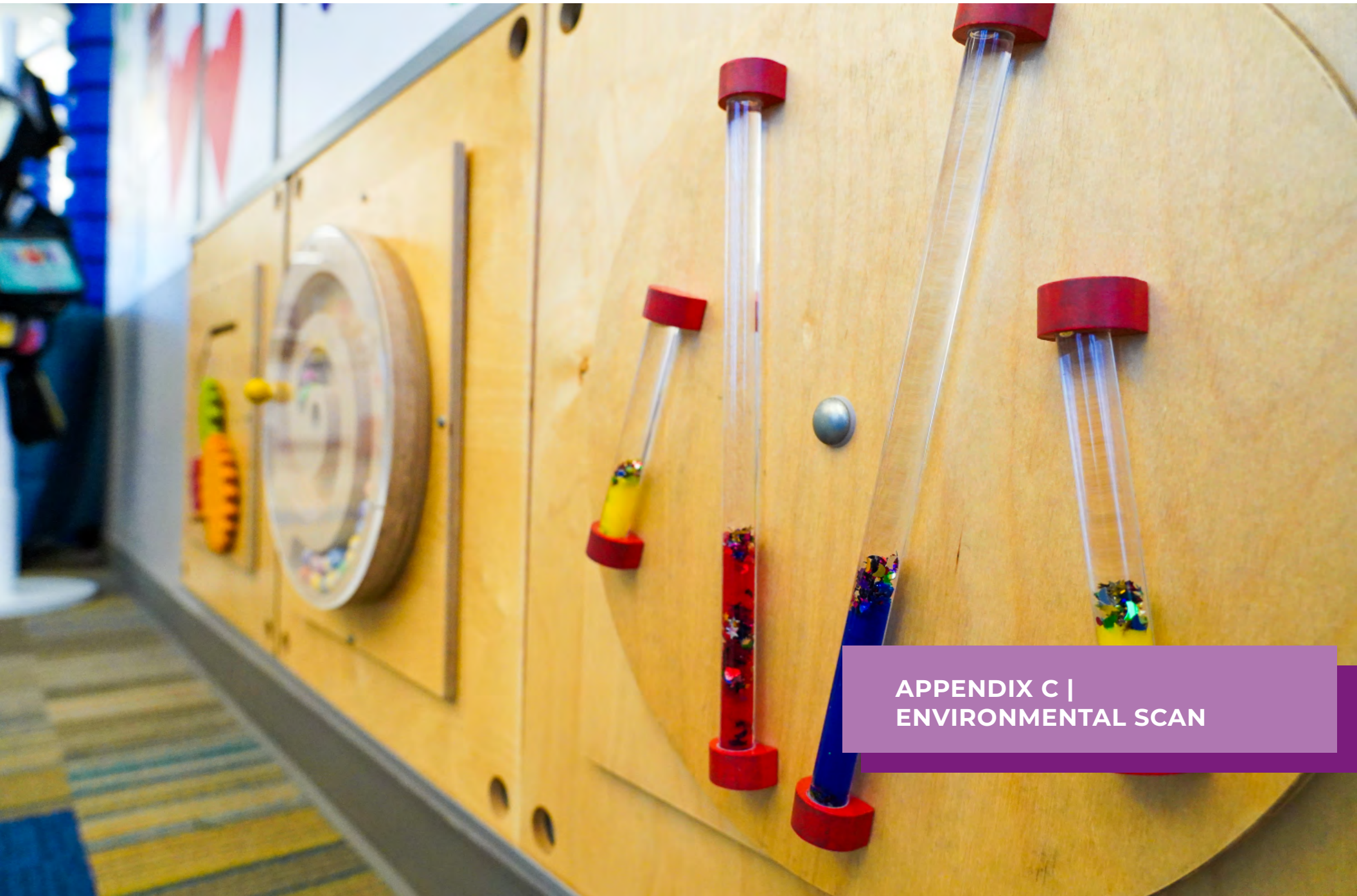
MEETING 6

- Concerns about safety, particularly around children's spaces, were raised. The leadership discussed ways to ensure the library remains a safe, welcoming environment for all users, with potential investments in security measures like cameras and ensuring visibility throughout the building.

7. Long-Term Planning and Excellence:

- Participants stressed the importance of designing a library that meets the long-term needs of Prosper, reflecting the town's focus on excellence in everything it builds. They emphasized the need to think ahead, ensuring the library is designed to serve the community for decades without requiring significant expansions or overhauls in the near future.

The discussion concluded with participants expressing their commitment to creating a library that reflects Prosper's values and demographics, aiming to make it a key cultural and educational hub for the town. The leadership encouraged further input as the planning process continues.



APPENDIX C | ENVIRONMENTAL SCAN



Environmental Scan

Prosper Community Library

A comparison of Prosper Community Library's performance with similar entities and against recognized standards provides an opportunity to identify areas of excellence, as well as areas of underperformance that may require specific interventions or further study. Benchmarking is an accurate "picture in time" that establishes baselines the library can measure progress toward its goals against.

2024.09.27



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Introduction

This study is an examination of public libraries in the Dallas area. By comparing their output measurements with benchmarking, Prosper Community Library can set goals based on the expected buildout of Prosper and similar library service in the area.

Findings must be viewed within a library's unique context—including its community demographics, facilities, finances, and management structure—and be approached with an open mind and curiosity. They should be used in concert with other tools, such as surveys and customer feedback, to accurately profile institutional performance.

As an example of the importance of context, benchmarking and national rankings tend to show that the majority of high-performing libraries are well-funded, serve highly educated and affluent populations, offer large collections, and operate multiple outlets. Of course, it is possible for a library to excel without any of these elements, but the reasons will vary and are still based on local conditions.

The data available can be overwhelming to gather and process. It's best to “start small” and look at the statistics most important to the planning initiative, vision, concerns, and projects at hand. Above- or below-average performance can be the result of unexpected factors. For example, public libraries in college towns often have below-average reference numbers due to the presence of academic libraries and tech-savvy customers in their service area. Other libraries can have relatively low program attendance if they are in communities with a wealth of cultural and recreational offerings.

Library statistics reflect transactions and outputs, whereas patron outcomes—or the actual changes in user behavior that libraries create—are the most compelling measures of library success. Outcome assessments are more difficult to conduct and are typically applied to specific projects or grants as opposed to overall library operations. For example, a library can collect and benchmark the number of children registered for Summer Reading (output), but the change in reading ability and scores after participation (outcome) requires additional data from schools or parents. Benchmarking does not include outcome measures.

Many statistics have hidden “cause-and-effect” relationships. For example, libraries with short loan periods and automatic or multiple renewal options will tend to have larger circulation numbers than peers with longer loan periods and fewer renewals. Another example is personnel costs, which often reflect the size and number of floors in a building, as well as the hours a facility is open to the public. It is always important to consider and explore the causes of comparative statistics of concern.



Research Objectives

The specific objectives of the study are to:

- ◆ Compare PCL's performance to area libraries serving similar communities
- ◆ Highlight areas of excellence and underperformance that may require further study or attention
- ◆ Set goals for facility use and staffing in the reimagined Prosper Community Library facility
- ◆ Provide concrete and persuasive data for advocacy, reports to elected officials, fundraising, and grant applications

Research Methodology

Peer Set

Prosper Community Library provided a list of eight public libraries throughout the region that serve communities with similar demographics. These peer libraries tend to be larger, with larger budgets, making them aspirational targets as Prosper reaches buildout and the library grows.

Data Set

Data reflects past performance. The study's basis is statistics collected by the Texas State Library and Archives Commission for the Texas Public Libraries Annual Report for 2022, the most current information publicly available at the time this report was prepared. More information about the data set and variables can be found at tsl.texas.gov/ldn/statistics.

Calculations

Data for Prosper Community Library and peer libraries was pulled from the Texas Public Libraries Annual Report for 2022 in May 2024. For each variable, a mean, median, and rank were calculated for comparisons. Calculated variables are noted with an asterisk (*).

The state average is calculated by dividing the sum of each measure by the number of libraries in Texas submitting data for the annual report, regardless of size. The national average is derived in the same manner, but with all libraries reporting data to the Institute of Museum and Library Services' most recent publicly available Public Library Survey (FY21). Some statistics may need to be supplemented with additional information to be meaningful and actionable. For example, the number of holdings alone does not take into account the age, condition, or other attributes that fully describe the quality of the collection.

Composite Libraries

To compare PCL to other libraries that roughly serve both the current population of its service area and the expected build-out population of Prosper, we created two "composite" libraries.



Composite Library 25,001–50,000 represents the averages of all measurements for the 67 Texas libraries that serve between 25,001 and 50,000 residents (Prosper’s current size). Meanwhile, Composite Library 50,001–100,000 represents the 37 Texas libraries that serve between 50,001 and 100,000 residents (Prosper’s projected size). All data comes from the Texas State Library and Archives Commission and represents fiscal year 2022, except where noted.



Peer Set

Benchmarking begins with identifying neighboring peer institutions that serve communities comparable to Prosper's anticipated buildout size. PCL provided the Ivy Group with a self-selected peer group of public libraries near Dallas.

	Total Locations*	Service Area Population	Total Expenditures	Total Facility Sq. Ft.
Prosper Community Library	1	33,356	\$631,895	9,627
Anna Community Library	1	27,501	N/A	32,500**
Celina Public Library	1	25,456	\$313,222	24,000***
Cozby Library and Community Commons	1	42,223	\$2,012,064	32,270
Flower Mound Public Library	1	107,750	\$2,088,779	40,000
Frisco Public Library****	2	219,587	\$6,784,050	158,068
Keller Public Library	1	45,397	\$1,863,368	22,500
Little Elm Public Library	1	71,372	\$631,465	9,760
McKinney Public Library System	2	202,690	\$3,762,159	67,000
Southlake Public Library	1	31,105	\$944,815	12,175
Mean	1.2	80,782	\$2,339,824	40,790
Median	1	43,810	\$1,937,716	28,135
PCL Rank	3	7	7	10

*Total Locations includes central and branch libraries.

** For new facility scheduled to open in 2025

*** For expanded facility scheduled to open in 2026

**** 2023 data

The Celina Public Library is in the midst of an expansion and Anna Community Library is creating its first facility. Because they haven't reported statistics in their new facilities, they are not included elsewhere in this peer set.

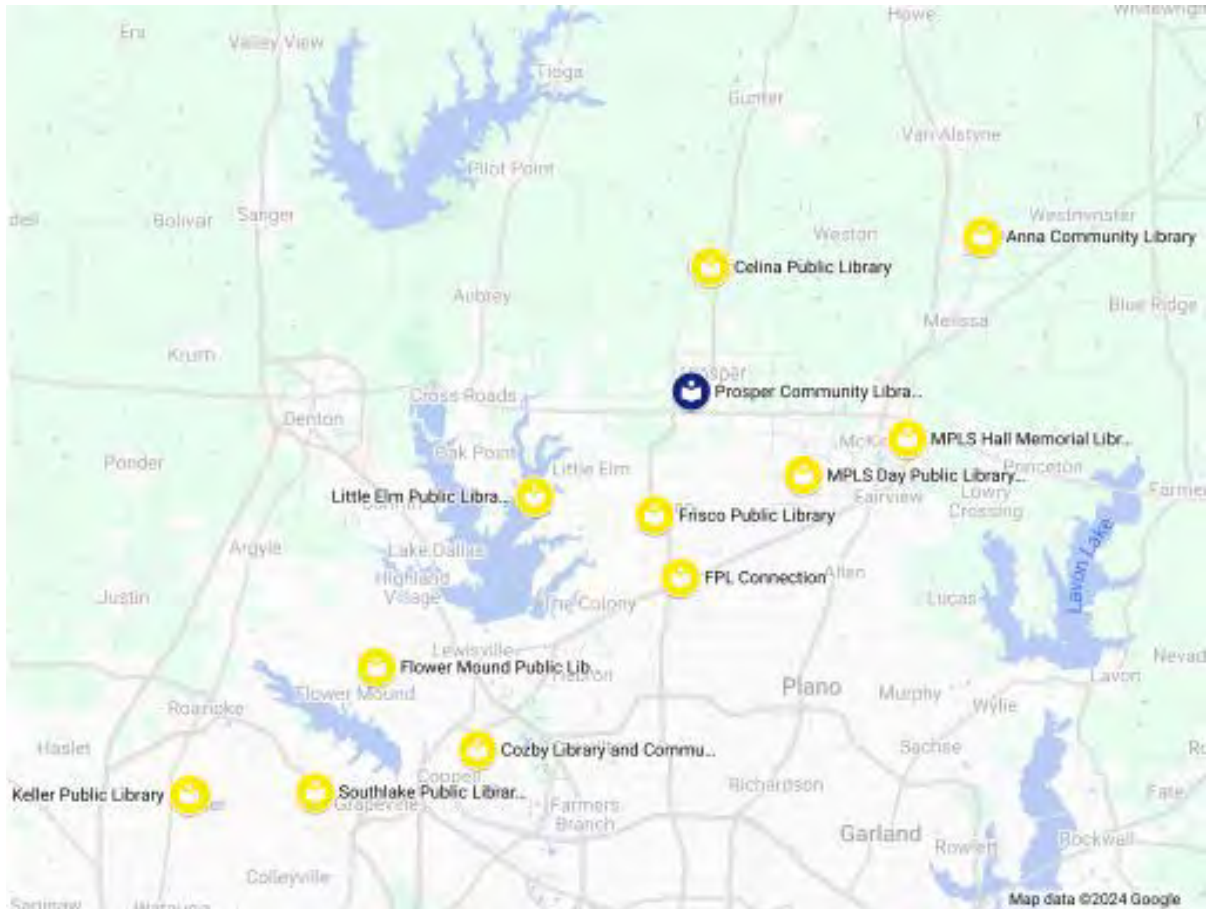
The composite libraries, national, and state averages are valuable for comparing PCL to libraries serving similar population sizes but are not considered part of the peer set.



	Total Locations	Service Area Population	Total Expenditures	Main Facility Sq. Ft.
Composite Library 25,001–50,000	1.2	34,782	\$840,375	17,381
Composite Library 50,001–100,000	1.3	67,833	\$1,507,061	29,771
State Average	1.6	51,452	\$1,191,416	16,058
National Average	1.7	31,295	\$1,331,145	–

Peer sets have value beyond this report. Sharing information on a regular basis with peer libraries can be a worthwhile activity, providing more precise and comprehensive benchmarks and facilitating productive discussions about best practices.

Map of Peer Set Locations



Prosper Community Library is marked blue. Peer set libraries are marked yellow.

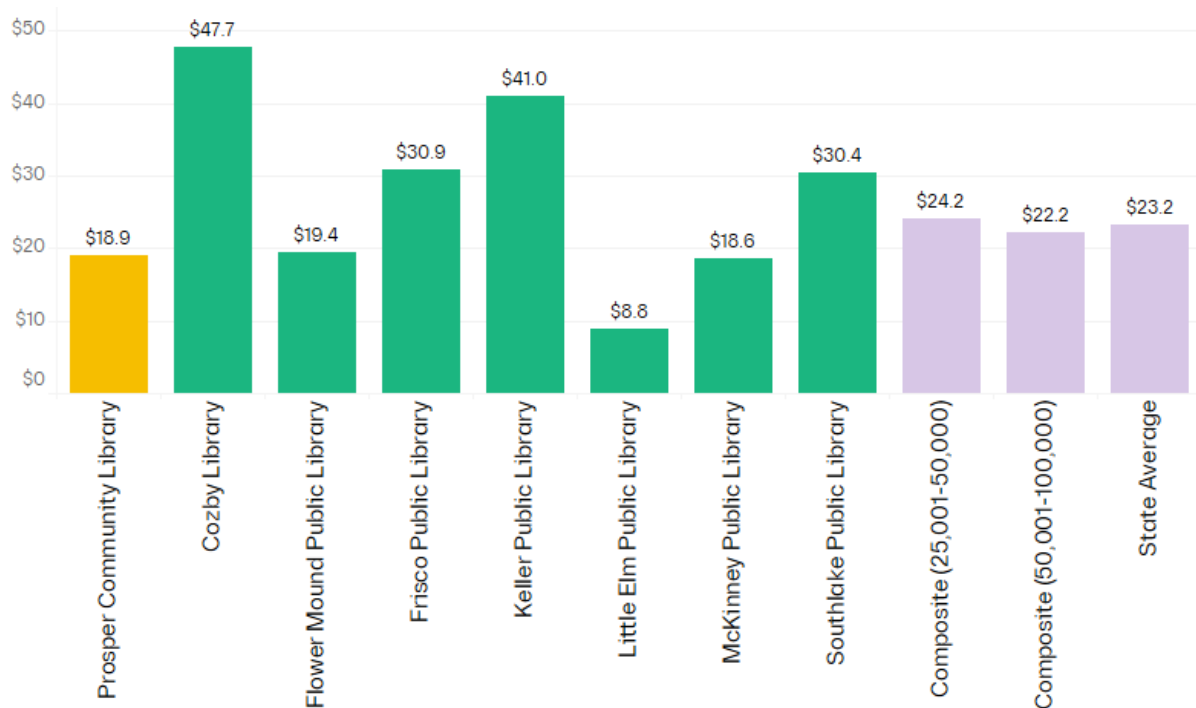


Summary of Findings

Within the peer set, Ivy Group calculated the mean and median performance for each measure, as well as the Prosper Community Library's comparative ranking among the selected libraries.

The entire peer set is in line with the state average in total revenue and expenditures per capita. We will explore how the peer set compares to the composite libraries and state averages in performance measurements.

Expenditures per Capita



	Total Revenue per Capita	Total Expenditures per Capita
Prosper Community Library	\$19.73	\$18.94
Cozby Library and Community Commons	\$48.09	\$47.65
Flower Mound Public Library	\$20.10	\$19.39
Frisco Public Library	\$30.91	\$30.89
Keller Public Library	\$43.03	\$41.05

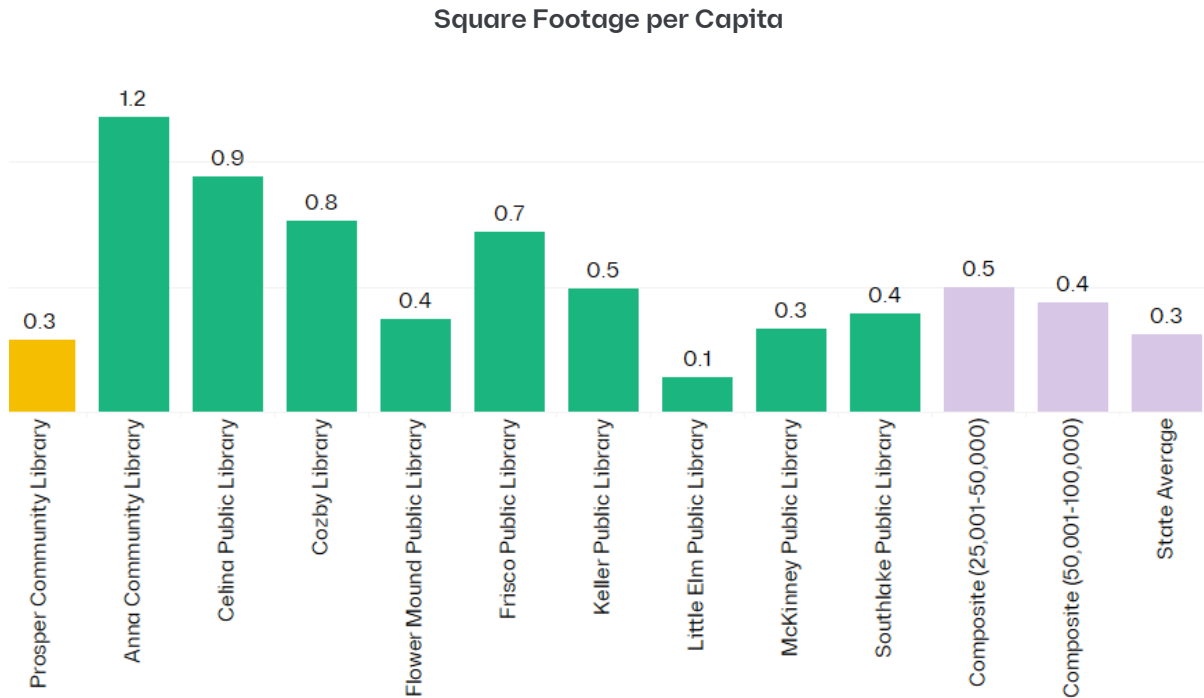


Little Elm Public Library	\$9.12	\$8.85
McKinney Public Library System	\$18.56	\$18.56
Southlake Public Library	\$30.38	\$30.38
Mean	\$27.49	\$26.96
Median	\$25.24	\$24.88
PCL Rank	6	6
Composite Library 25,001–50,000	\$27.39	\$24.16
Composite Library 50,001–100,000	\$22.93	\$22.22
State Average	\$24.13	\$23.16
National Average	\$48.16	\$42.54



Facility

As Prosper Community Library plans for the future, it is helpful to use the data and rankings to set goals for the expanded building based on the larger facility sizes of its peers.

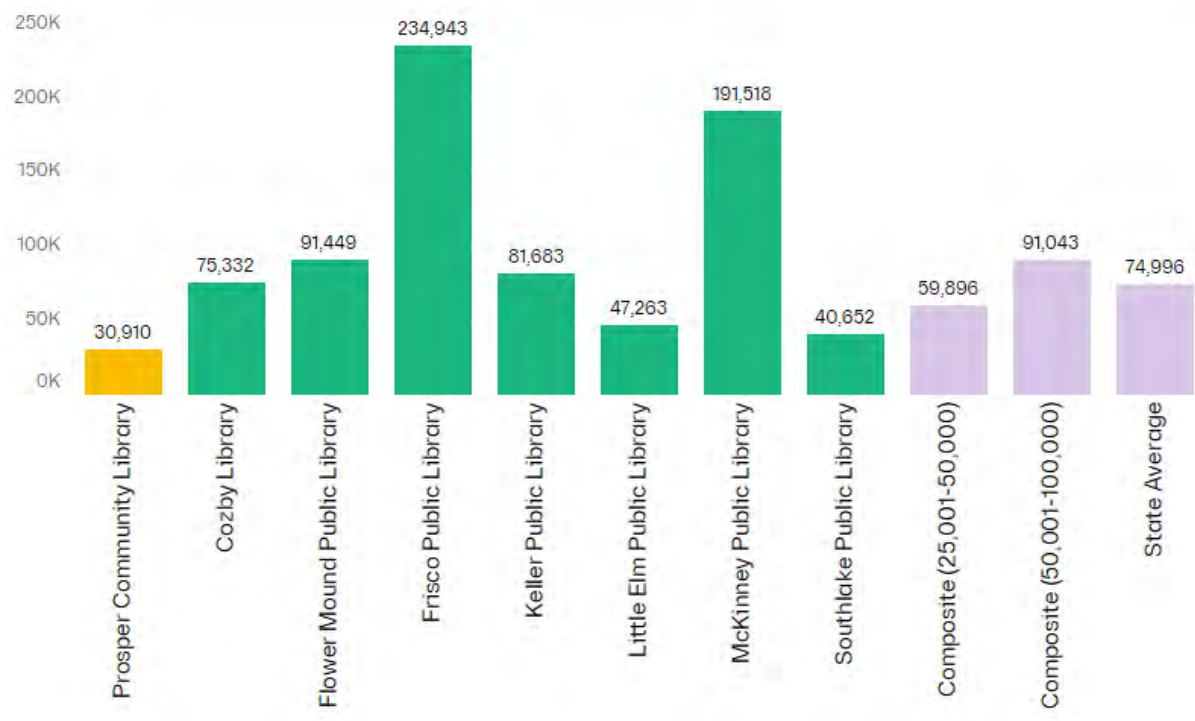


The state recommends that public library facilities offer 0.8 square feet per capita. All of the peers either have larger facilities than Prosper Community Library, or are building larger buildings, but currently only four peers meet or exceed the state guideline.

PCL staff are servicing a facility that is 82% smaller by square footage than the peer set average, necessitating fewer FTE employees in PCL's current building.

Total Physical Items





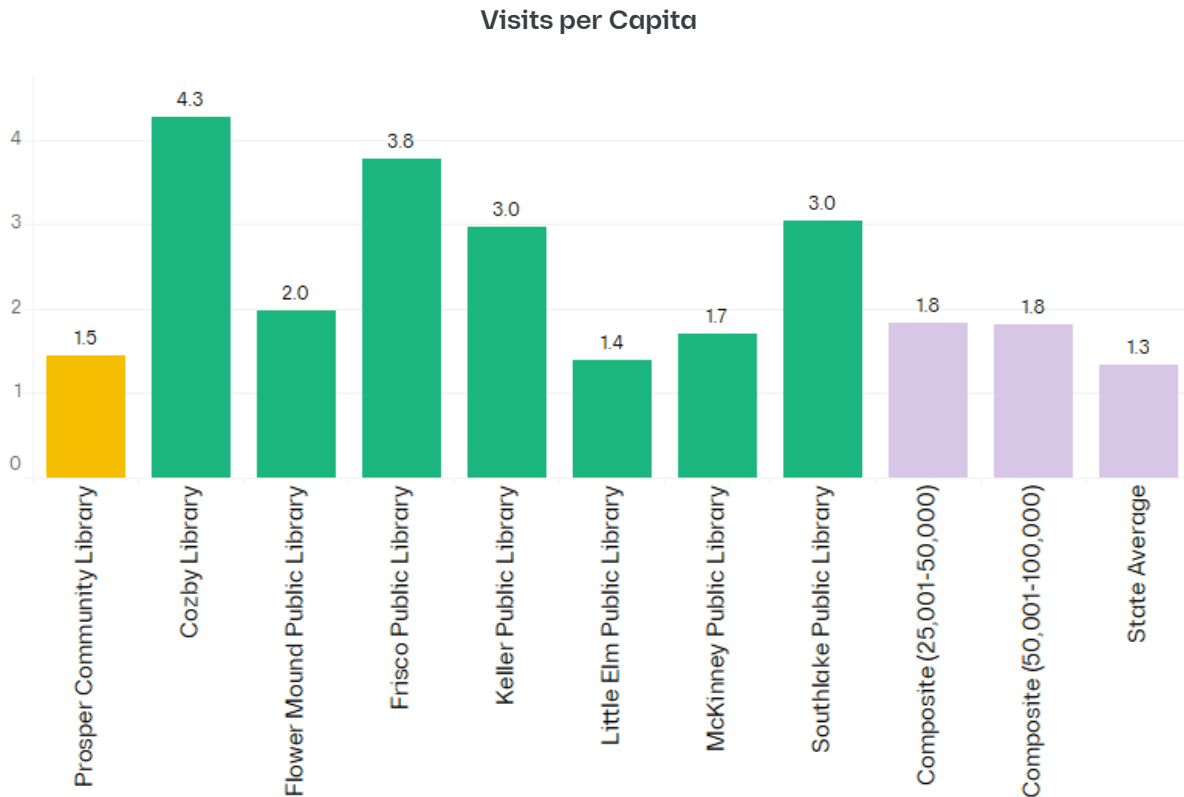
PCL is near the bottom of the peer set for total physical items (8th) and digital units (7th). It also houses fewer physical items than the composite libraries. This is likely correlated with PCL's current facility size. However, PCL also ranks low (5th) in physical books per capita, indicating room for growth, especially in high-demand titles that will not stress limited shelf space.

PCL ranks 10th for facility square footage, suggesting that the other libraries in the peer set have more dedicated space for programs and physical items.

The smaller composite library has 298.5% more Wi-Fi sessions per capita, which may mean similar libraries have more places for people to sit and use their devices.

PCL is 8th for annual visits, with fewer than the peer set average (80.1%), the larger composite libraries (60.8%), and the smaller composite libraries (23.9%).





Recommended areas for investigation:

- ◆ As the Library moves into a larger facility, will its staffing levels need to rise as it approaches the peer set average of 54,647 square feet of facility space?
- ◆ How can PCL analyze circulation data to determine which collections to expand in a larger facility?
- ◆ Will increasing dedicated programming space allow PCL to offer more or larger programs to meet community demand?
- ◆ Can seating and study spaces be enhanced to encourage personal device use on the Wi-Fi network?

	Square Footage	Service Area Population	Sq. Ft. per Capita
Prosper Community Library	9,627	33,356	0.3
Anna Community Library	32,500*	27,501	1.2
Celina Public Library	24,000**	25,456	0.9
Cozby Library and Community Commons	32,270	42,223	0.8
Flower Mound Public Library	40,000	107,750	0.4



Frisco Public Library	158,068***	219,587	0.7
Keller Public Library	22,500	45,397	3.5
Little Elm Public Library	9,760	71,372	0.1
McKinney Public Library System	67,000	202,690	0.3
Southlake Public Library	12,175	31,105	0.4
PCL Rank	10	7	9
Composite Library 25,001–50,000	17,381	34,782	0.5
Composite Library 50,001–100,000	29,771	67,833	0.4
State Average	16,058	51,452	0.3

* For new facility scheduled to open in 2025

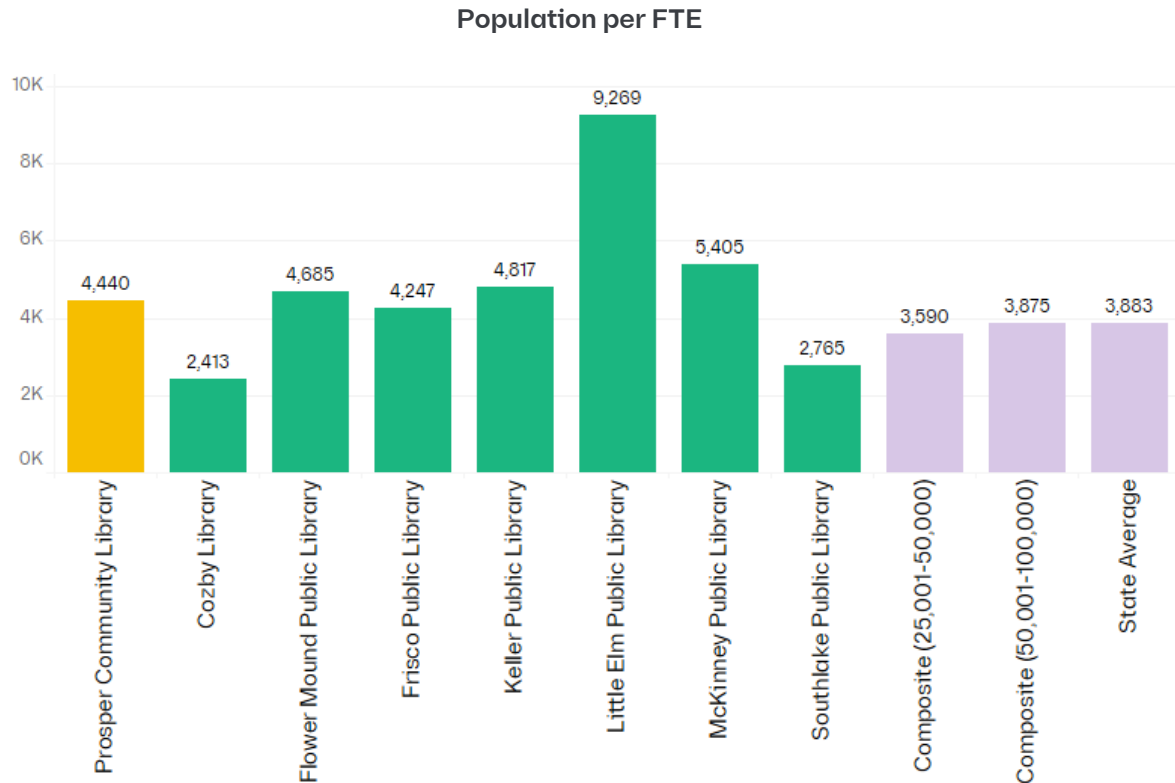
** For expanded facility scheduled to open in 2026

*** 2023 data



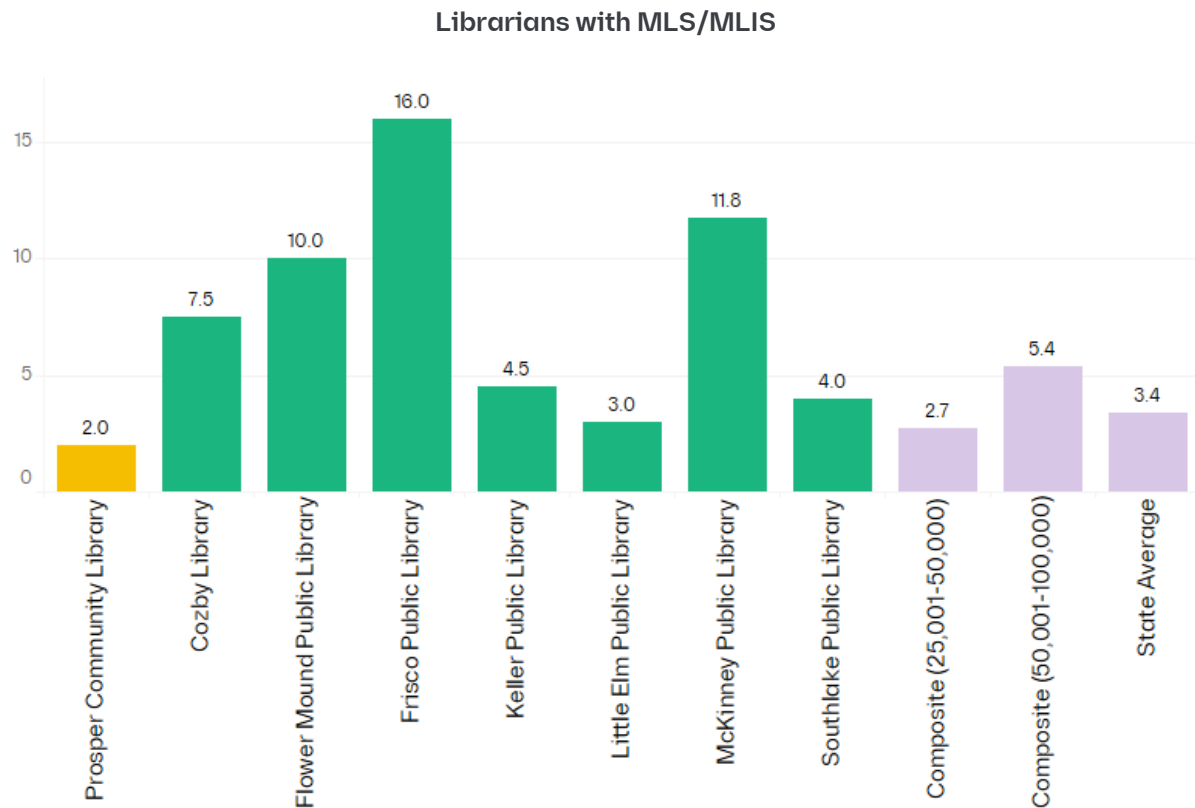
Staff

PCL employs fewer librarians with MLS/MLIS degrees from ALA accredited graduate programs and total full-time staff equivalents (FTE) than its peers but its population to staff ratio is in line with the peer set average.



PCL's population per FTE is close to the peer set average, indicating that Prosper residents are receiving one-on-one help when they need it. Ranked 8th for volunteer hours reported, PCL relies on its staff for nearly all aspects of library service.





PCL employs fewer FTE staff with an MLS/MILS degree than the peer set, both composite libraries, and the state and national averages. Prosper Community Library has a lower percentage of staff with an MLS than the libraries under consideration. At 27%, the proportion of librarians to FTE staff is lower than the peer set average of 38%, the composite libraries' 45% (25,001–50,000) and 35% (50,001–100,000), and the state's 61%. This may indicate that the other libraries have larger departments with more MLS librarians as managers and public-facing staff.

In order to recruit and retain staff, PCL should examine the difference in benefits across the peer set. PCL ranks 7th in salaries and 8th in benefits. Benefits can include health care, insurance, scholarships, and loan forgiveness programs. Because the cost of living is increasing in Prosper and the city is drawing from the same labor pool as the peer set, PCL may need both competitive salaries and benefits to attract leading candidates.

PCL ranks 1st in the peer set for staff expenditures as a percentage of total expenditures (82%), which is higher than both composite libraries and the state and national averages. It sits in the middle of the peer set for staff expenditures per capita, indicating that staffing is in line with the current population size, but staff size will need to increase as more residents move into Prosper.

Recommended areas for investigation:

- ◆ Will PCL need to find additional revenue to offer competitive compensation packages and bring staff expenditures in line with the peer set as Prosper approaches buildout?



- ◆ How can the Library leverage volunteers and partnerships to support the work of the staff?



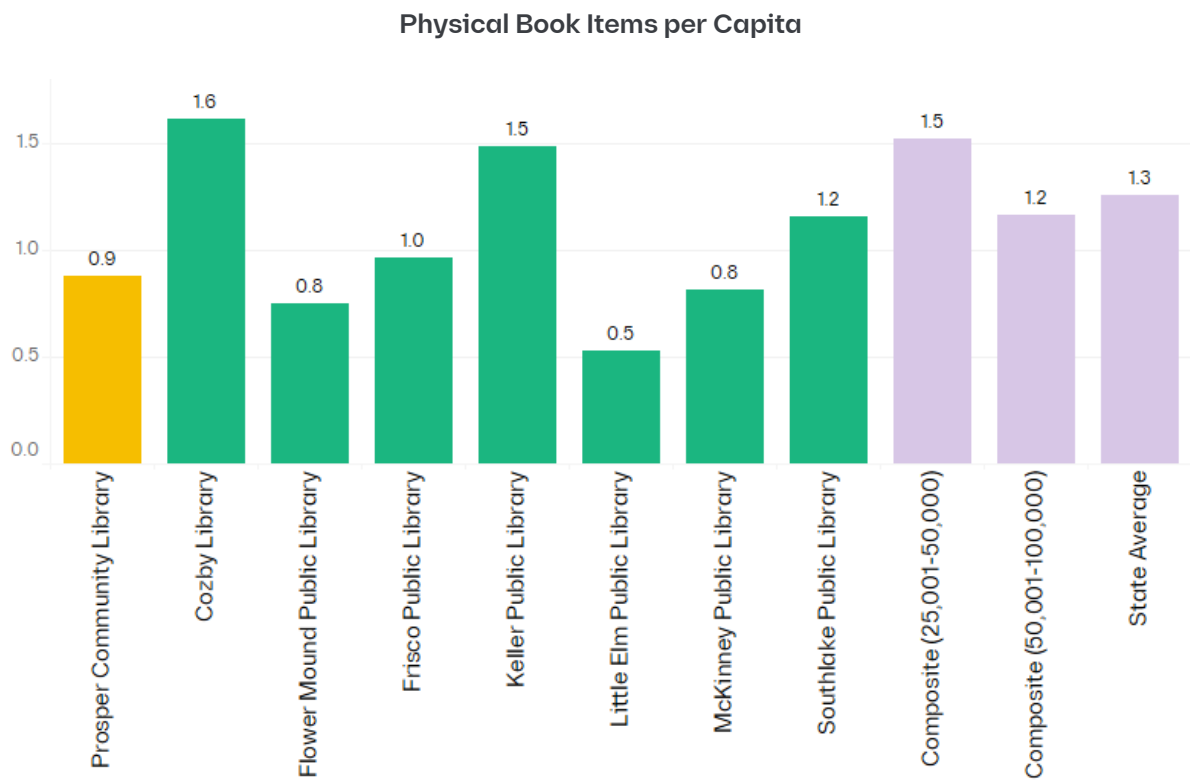
Staffing Data

	Prosper Community Library	Cozby Library and Community Commons	Flower Mound Public Library	Frisco Public Library	Keller Public Library	Little Elm Public Library	McKinney Public Library System	Southlake Public Library	Mean	Median	Rank	Composite Library 25,001- 50,000	Composite Library 50,001- 100,000	State Average	National Average
# LIBRARIANS W/MLS	2	8	10	16	5	3	12	4	7	6	8	3	5	3	4
# LIBRARIANS	0	-	-	-	-	-	2	-	0	-	2	2	1	1	5
SHARE OF LIBRARIANS W/MLS*	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	85.5%	100.0%	98.1%	100.0%	7	61.4%	89.3%	71.0%	41.0%
# OTHER FTE STAFF	5.5	10.0	13.0	37.7	4.9	4.7	23.8	7.3	13.4	8.6	6	5.3	11.5	8.5	9.2
# TOTAL FTE STAFF	7.5	17.5	23.0	51.7	9.4	7.7	37.5	11.3	20.7	14.4	8	9.7	17.5	13.2	14.3
SHARE OF FTE STAFF = LIBRARIANS*	26.8%	42.9%	43.5%	30.9%	47.7%	39.0%	36.7%	35.6%	37.9%	37.8%	8	45.4%	34.5%	61.2%	61.2%
POPULATION PER FTE STAFF*	4,440	2,413	4,685	4,247	4,817	9,269	5,405	2,765	4,755	4,562	5	3,590	3,875	3,883	2,193
SALARIES FOR ALL STAFF	\$ 409,920	\$ 1,081,788	\$ 1,177,985	\$ 3,494,939	\$ 773,225	\$ 363,217	\$ 2,036,553	\$ 519,619	\$ 1,232,156	\$ 927,507	7	\$ 420,556	\$ 808,981	\$ 574,578	\$ 648,964
BENEFITS FOR ALL STAFF	\$ 108,820	\$ 470,224	\$ 360,666	\$ 1,336,355	\$ 281,867	\$ 119,182	\$ 972,732	\$ 155,324	\$ 475,646	\$ 321,267	8	\$ 150,489	\$ 264,763	\$ 234,406	\$ 262,547
TOTAL STAFF EXPENDITURES	\$ 518,740	\$ 1,552,012	\$ 1,538,651	\$ 4,831,294	\$ 1,055,092	\$ 482,399	\$ 3,009,285	\$ 674,943	\$ 1,707,802	\$ 1,296,872	7	\$ 571,045	\$ 1,073,744	\$ 808,983	\$ 911,514
STAFF EXPENDITURES AS % OF TOTAL EXPENDITURES *	82.1%	77.1%	73.7%	71.2%	56.6%	76.4%	80.0%	71.4%	73.0%	66.9%	1	68.0%	71.2%	67.9%	68.5%
STAFF EXPENDITURES PER CAPITA*	\$ 15.55	\$ 36.76	\$ 14.28	\$ 22.00	\$ 23.24	\$ 6.76	\$ 14.85	\$ 21.70	\$ 21.18	\$ 29.60	5	\$ 16.42	\$ 15.83	\$ 15.72	\$ 29.13
TOTAL VOLUNTEER HOURS	31	1,252	1,588	10,719	1,464	1,463	5,154	4,555	3,278	1,526	8	1,600	2,037	1,222	-



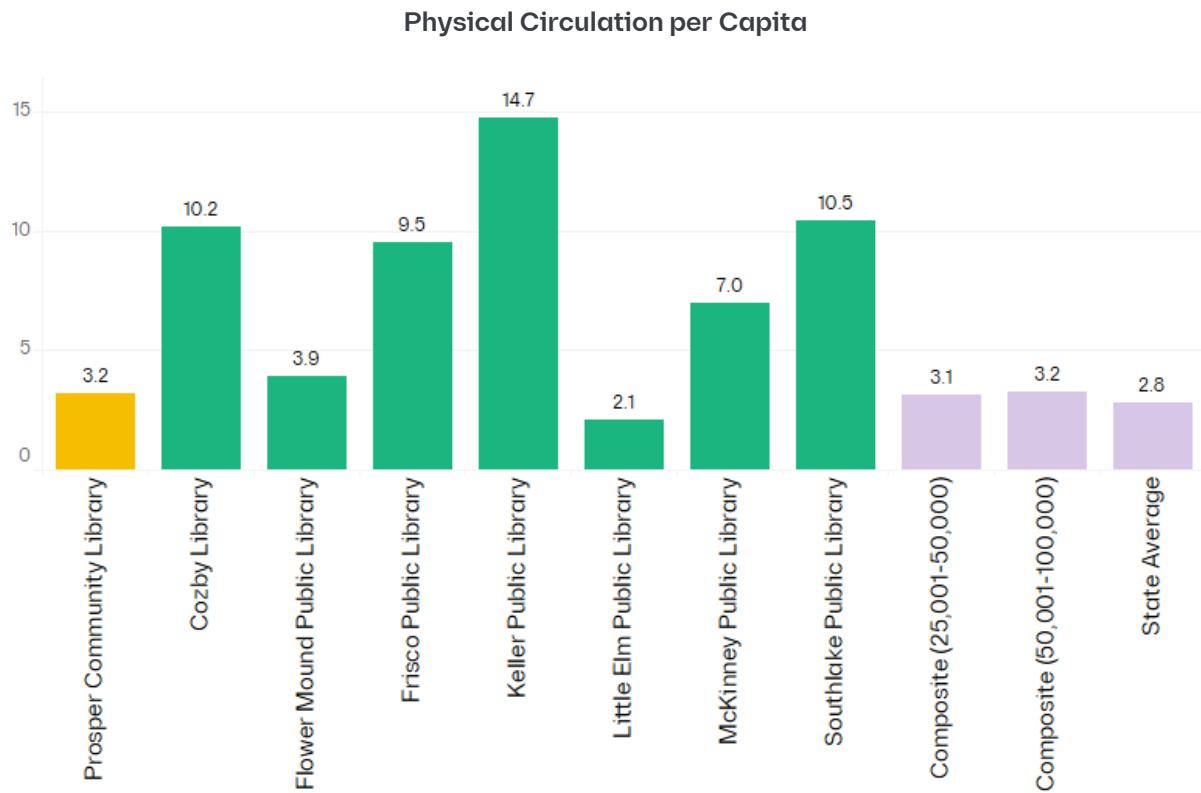
Collections

PCL has the opportunity to offer highly relevant, in-demand titles in a larger facility.



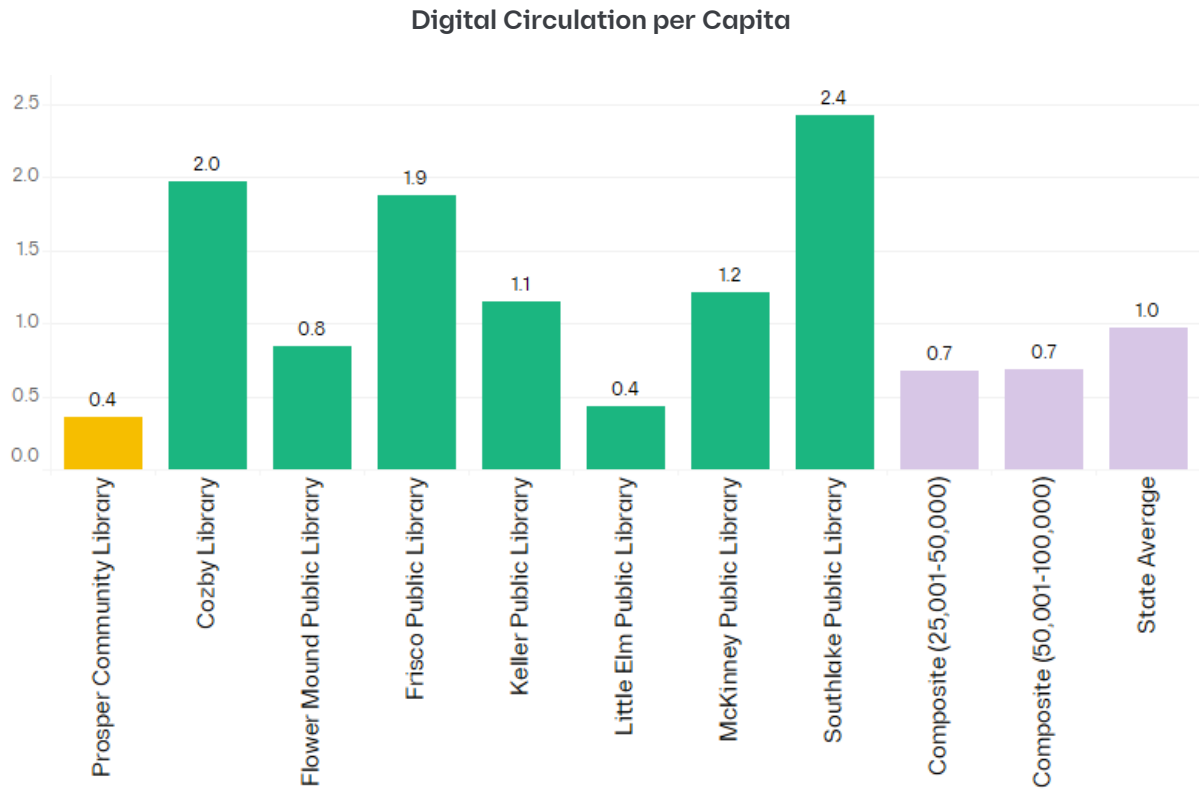
Prosper Community Library has a large physical book collection (5th per capita within the peer set). Total physical circulation per capita is lower than both composite libraries and the state average, and PCL ranks 8th within the peer set. 90.1% of PCL’s total circulation is driven by its physical collection, which ranks 3rd in the peer set for physical items as percentage of total circulation, and above each composite library’s 83% and the state average of 75%.





Low physical circulation numbers indicate an opportunity to improve access. PCL ranks 8th in circulation of physical items, circulation of digital units, and total circulation. Conversely, PCL is 4th in total circulation per material, suggesting that the materials on offer are relevant to the community's interests.

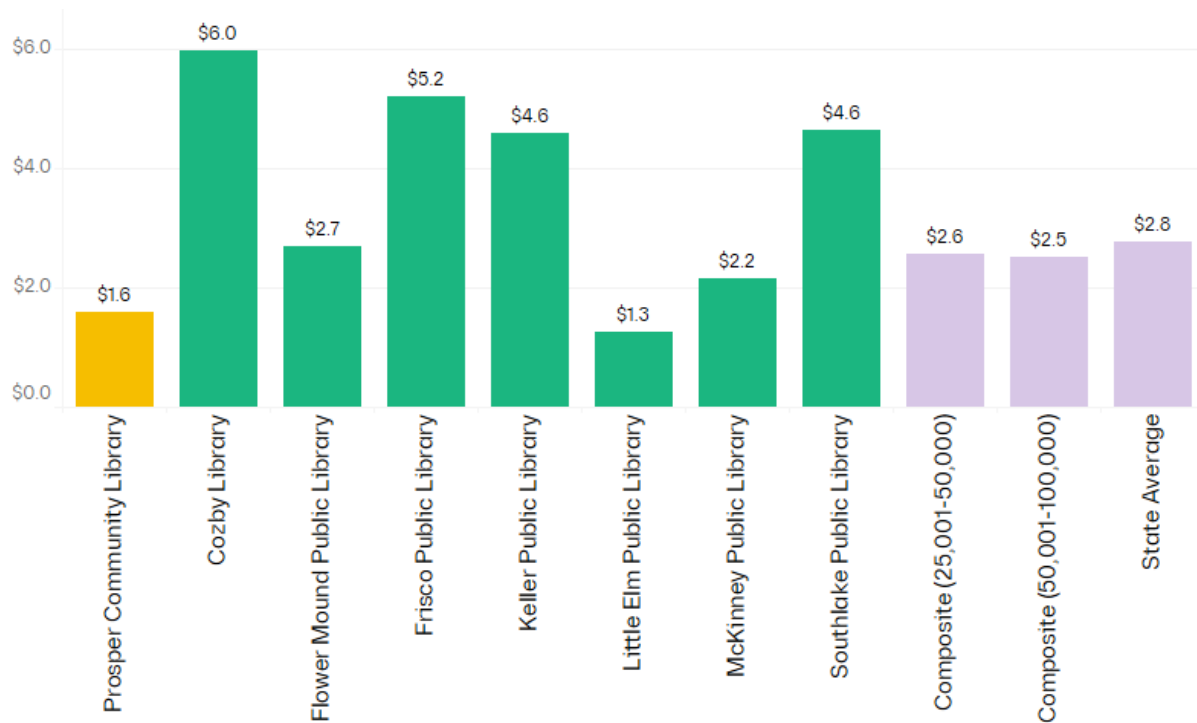




The Library's digital collection circulation and digital circulation per capita both rank 8th within the peer set. Increased promotion coupled with expansion of the digital holdings will bring the Library in line with public libraries in the region.



Collection Materials Expenditures per Capita



PCL's expenditures reflect its smaller collection size. It ranks 8th for total collection expenditures and collection expenditures as a percentage of total expenditures. It spends 41% less on collections than Composite Library (25,001–50,000), 69% less than Composite Library (50,001–100,000), and 62.7% less than the state average. Spending is low for the population size, with PCL ranking 7th in collection expenditures per capita.

All libraries in the peer set offer 77 Texshare databases to their communities. PCL offers half as many local-licensed databases as the peer set average. PCL users are less likely to successfully retrieve items from the databases (335 items) than the peer set average (56,988). Databases typically require a library card number or login to use or are hard to discover through a library website or catalog. PCL's low ranking indicates that its databases are harder to find and that more can be done to promote these resources and train patrons on their use. These numbers are affected by Prosper's smaller population than the peer set average.

Recommended areas for investigation:

- ◆ Can PCL explore multi-year funding sources to increase its materials budget and incrementally expand the collection over time?
- ◆ Along with insights from PCL's ILS, what data can the Library leverage to develop its collection according to community interests after the initial opening day collection purchase?
- ◆ What proportion of PCL's current collection is in storage, and how will making those items more accessible in the new facility increase circulation?



- ◆ Can PCL optimize online request forms and other public engagement to identify community priorities in expanding the collection?
- ◆ How do wait times for digital items affect circulation numbers across the peer set?
- ◆ How can the Library better market its existing digital offerings while planning for future expansion?



Collections Data

	Prosper Community Library	Cozby Library and Community Commons	Flower Mound Public Library	Frisco Public Library	Keller Public Library	Little Elm Public Library	McKinney Public Library System	Southlake Public Library	Mean	Median	Rank	Composite Library 25,001- 50,000	Composite Library 50,001- 100,000	State Average	National Average
PHYSICAL BOOK ITEMS	29,405	68,057	81,093	211,430	67,290	37,636	165,313	35,967	87,024	67,674	8	52,808	79,182	64,707	68,240
PHYSICAL BOOK ITEMS PER CAPITA*	0.9	1.6	0.8	1.0	1.5	0.5	0.8	1.2	1.1	1.5	5	1.5	1.2	1.3	2.2
PHYSICAL AUDIO ITEMS	326	1,456	2,913	746	3,567	1,068	7,233	712	2,253	1,262	8	2,161	3,879	2,917	4,037
PHYSICAL AUDIO ITEMS	1,069	5,535	6,332	21,991	10,189	7,045	18,920	3,866	9,368	6,689	8	4,669	7,617	6,400	6,977
PHYSICAL OTHER ITEMS	110	284	1,111	776	637	1,514	52	107	574	461	6.0	258	366	971.8	-
TOTAL PHYSICAL ITEMS*	30,910	75,332	91,449	234,943	81,683	47,263	191,518	40,652	99,219	78,508	8	59,896	91,043	74,996	79,254
EBOOKS	31,740	161,866	187,664	44,038	798,864	129,453	8,447	2,419	170,561	86,746	6	92,805	137,389	55,333	114,172
AUDIO DOWNLOADABLE UNITS	7,737	75,464	95,110	16,101	544,844	116,254	5,760	573	107,730	45,783	6	45,378	60,534	23,308	61,591
VIDEO DOWNLOADABLE UNITS	-	-	1,618	-	25,234	-	-	-	3,357	-	3	3,224	8,968	2,139	5,378
TOTAL DIGITAL UNITS*	39,477	237,330	284,392	60,139	1,368,942	245,707	14,207	2,992	281,648	148,735	6	141,407	206,891	80,780	181,140
LOCAL-LICENSED DATABASES	4	8	10	13	9	16	5	7	9	9	8	4	9	4	10
CONSOTRIUM-LICENSED DATABASES	-	-	-	-	2	1	-	1	1	-	4	3	3	2	-
TOTAL NON-STATE DATABASES	4	8	10	13	11	17	5	8	10	9	8	7	10	6	-
TEXSHARE DATABASES	77	77	77	77	77	77	77	77	77	77	1	74	73	68	48
TOTAL CIRCULATING ITEMS*	70,387	312,662	375,841	295,082	1,450,625	292,970	205,725	43,644	380,867	294,026	7	201,303	297,934	155,776	260,394
COLLECTION TOTAL ITEMS	70,281	312,386	374,740	247,292	1,449,999	291,473	205,678	43,545	374,424	269,383	7	201,051	297,581	154,810	260,394
MATERIALS PER CAPITA*	2.1	7.4	3.5	1.1	31.9	4.1	1.0	1.4	4.6	6.1	5	5.8	4.4	3.0	8.3
PRINT MATERIAL EXPENDITURES	\$ 42,271	\$ 155,000	\$ 116,322	\$ 676,614	\$ 100,019	\$ 15,416	\$ 314,731	\$ 101,038	\$ 190,176	\$ 108,680	7	\$ 46,720	\$ 91,491	\$ 65,937	\$ 66,990
ELECTRONIC MATERIAL EXPENDITURES	\$ 9,550	\$ 67,409	\$ 156,389	\$ 458,593	\$ 69,060	\$ 71,954	\$ 100,667	\$ 38,350	\$ 121,497	\$ 70,507	8	\$ 30,767	\$ 64,377	\$ 62,907	\$ 55,995
OTHER MATERIAL EXPENDITURES	\$ 1,227	\$ 30,000	\$ 16,479	\$ 8,764	\$ 39,500	\$ 2,228	\$ 21,765	\$ 4,731	\$ 15,587	\$ 12,622	8	\$ 11,749	\$ 14,737	\$ 13,482	\$ 18,054
LOCAL EXPENDITURES ON COLLECTIONS	\$ 53,048	\$ 243,814	\$ 286,690	\$ 1,143,971	\$ 208,579	\$ 89,598	\$ 437,163	\$ 144,119	\$ 325,873	\$ 226,197	8	\$ 84,497	\$ 169,353	\$ 142,326	-
TOTAL COLLECTION MATERIAL EXPENDITURES	\$ 53,048	\$ 252,409	\$ 289,190	\$ 1,143,971	\$ 208,579	\$ 89,598	\$ 437,163	\$ 144,119	\$ 327,260	\$ 230,494	8	\$ 89,235	\$ 170,605	\$ 142,326	\$ 141,039
COLLECTION AS % OF TOTAL EXPENDITURES*	8.4%	12.5%	13.8%	16.9%	11.2%	14.2%	11.6%	15.3%	13.0%	13.2%	8	10.6%	11.3%	11.9%	11%
COLLECTION MATERIAL EXPENDITURES PER CAPITA*	1.6	6.0	2.7	5.2	4.6	1.3	2.2	4.6	4.1	5.3	7	2.6	2.5	2.8	4.5



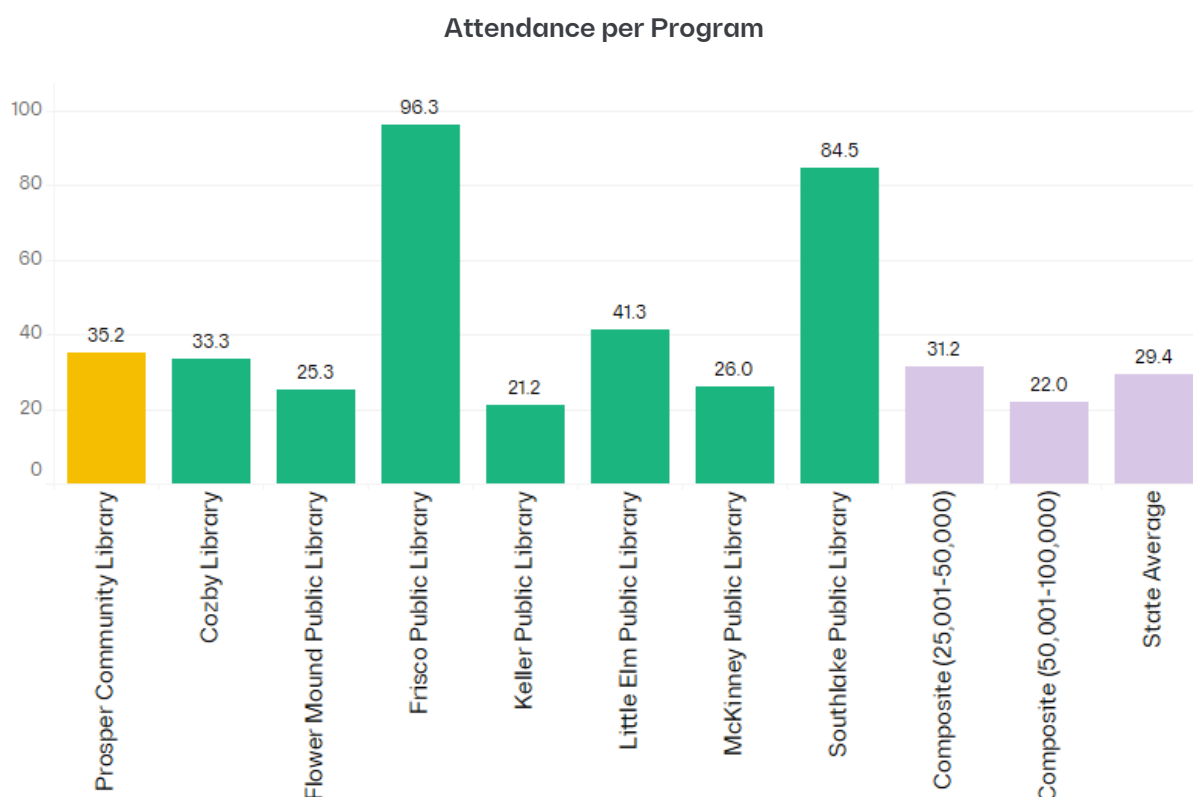
Circulation Data

	Prosper Community Library	Cozby Library and Community Commons	Flower Mound Public Library	Frisco Public Library	Keller Public Library	Little Elm Public Library	McKinney Public Library System	Southlake Public Library	Mean	Median	Rank	Composite Library 25,001- 50,000	Composite Library 50,001- 100,000	State Average	National Average
SUCCESSFUL RETREIVAL OF ELECTRONIC INFORMATION	335	178,519	15,133	90,877	6,185	9,133	92,064	63,660	56,988	39,397	8	17,176	18,502	42,891	44,609
ANNUAL CIRCULATION CHILDRENS PHYSCIAL	95,672	289,866	289,888	1,615,629	469,387	103,577	1,032,682	212,407	513,639	289,877	8	61,207	117,549	80,611	54,542
CIRCULATION CHILDRENS PHYSCIAL PER CAPITA*	2.9	6.9	2.7	7.4	10.3	1.5	5.1	6.8	6.4	6.6	6	1.8	1.7	1.6	1.7
PHYSICAL CIRCULATION ALL OTHER AGES	10,848	137,586	134,542	466,667	192,367	44,056	378,577	112,500	184,643	136,064	8	46,721	99,297	63,636	-
CIRCULATION OF OTHER PHYSICAL ITEMS	336	3,129	813	11,554	7,073	596	693	815	3,126	814	8	789	2,343	888	-
TOTAL PHYSICAL CIRCULATION*	106,856	430,581	425,243	2,093,850	668,827	148,229	1,411,952	325,722	701,408	427,912	8	108,716	219,188	145,135	164,186
PHYSICAL CIRCULATION PER CAPITA*	3.2	10.2	3.9	9.5	14.7	2.1	7.0	10.5	8.7	9.8	7	3.1	3.2	2.8	5.2
TOTAL PHYSICAL CIRULATION AS % OF TOTAL CIRCULATION	90.1%	84.3%	82.6%	90.4%	93.7%	83.1%	85.3%	81.4%	86.4%	84.8%	3	82.7%	83.2%	74.8%	78.6%
CIRCULATION PER PHYSICAL MATERIAL*	3.5	5.7	4.7	8.9	8.2	3.1	7.4	8.0	6.2	6.5	7	1.8	2.4	1.9	2.1
ANNUAL CIRCULATION CHILDRENS DIGITAL	1,454	21,374	3,245	62,793	11,402	2,648	-	14,026	14,618	7,324	7	4,275	4,750	7,140	-
CIRCULATION CHILDRENS DIGITAL PER CAPITA*	0.0	0.5	0.0	0.3	0.3	0.0	-	0.5	0.2	0.2	5	0.1	0.1	0.1	-
DIGITAL CIRCULATION ALL OTHER AGES	10,634	61,956	87,336	347,816	40,755	27,987	244,366	61,133	110,248	61,545	8	19,218	41,786	42,543	-
TOTAL DIGITAL CIRCULATION*	12,088	83,330	90,581	410,609	52,157	30,635	244,366	75,159	124,866	79,245	8	23,493	46,536	49,683	47,158
DIGITAL CIRCULATION PER CAPITA*	0.4	2.0	0.8	1.9	1.1	0.4	1.2	2.4	1.5	1.8	8	0.7	0.7	1.0	1.5
TOTAL DIGITAL CIRULATION AS % OF TOTAL CIRCULATION	10.2%	16.3%	17.6%	17.7%	7.3%	17.2%	14.8%	18.8%	15.0%	16.7%	7	17.9%	17.7%	25.6%	22.6%
CIRCULATION PER DIGITAL MATERIAL*	0.3	0.4	0.3	6.8	0.0	0.1	17.2	25.1	6.3	0.3	6	0.2	0.2	0.6	0.3
TOTAL CIRCULATION	118,608	510,782	515,011	2,316,975	713,911	178,268	1,655,625	400,066	801,156	512,897	8	131,421	263,382	193,930	208,795
TOTAL CIRCULATION PER MATERIAL*	1.7	1.6	1.4	7.9	0.5	0.6	8.0	9.2	3.9	1.7	4	0.7	0.9	1.2	0.8
ILL RECEIVED	6	2,706	294	2,559	945	1,297	3,831	365	1,500	1,121	8	522	1,288	845	8,564
ILL PROVIDED	17	539	103	347	956	201	600	13	347	274	7	388	1,216	799	9,194

Programming

PCL offers fewer programs than the peer set, but attendance per program is high, indicating relevance and pent-up demand.

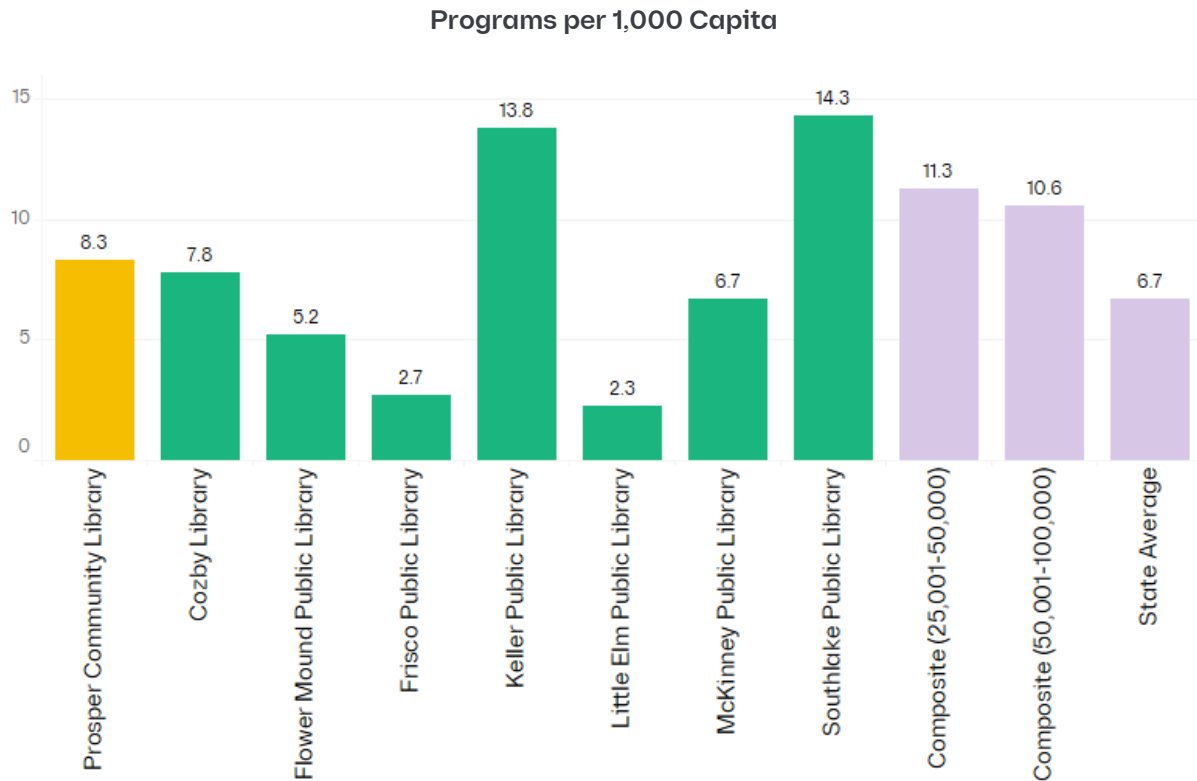
The IMLS defines a program as “any planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants.” The data in the Texas Public Libraries Annual Report is reported to IMLS and follows the same definitions. Programs may cover use of the library, library services, or library tours. Programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. The intention is to gather data on group activities instead of passive programs, such as the distribution of coloring sheets.



PCL may not offer as many programs as its peers, but its programs are well-received by the community. PCL ranks 7th for total programs and total attendance but is 4th in attendance per program. In particular, it is 4th in attendance per YA program, and 5th in both attendance per general interest program, and attendance per youth (ages 6-11) program. It offers more programs per 1,000 capita (8.3) than the peer set average (7.6) and the state average (6.7) but fewer than offered by each composite library (11.3 and 10.6, respectively). PCL’s staff seems to be in tune with community needs, accommodating of residents’ schedules, and effectively

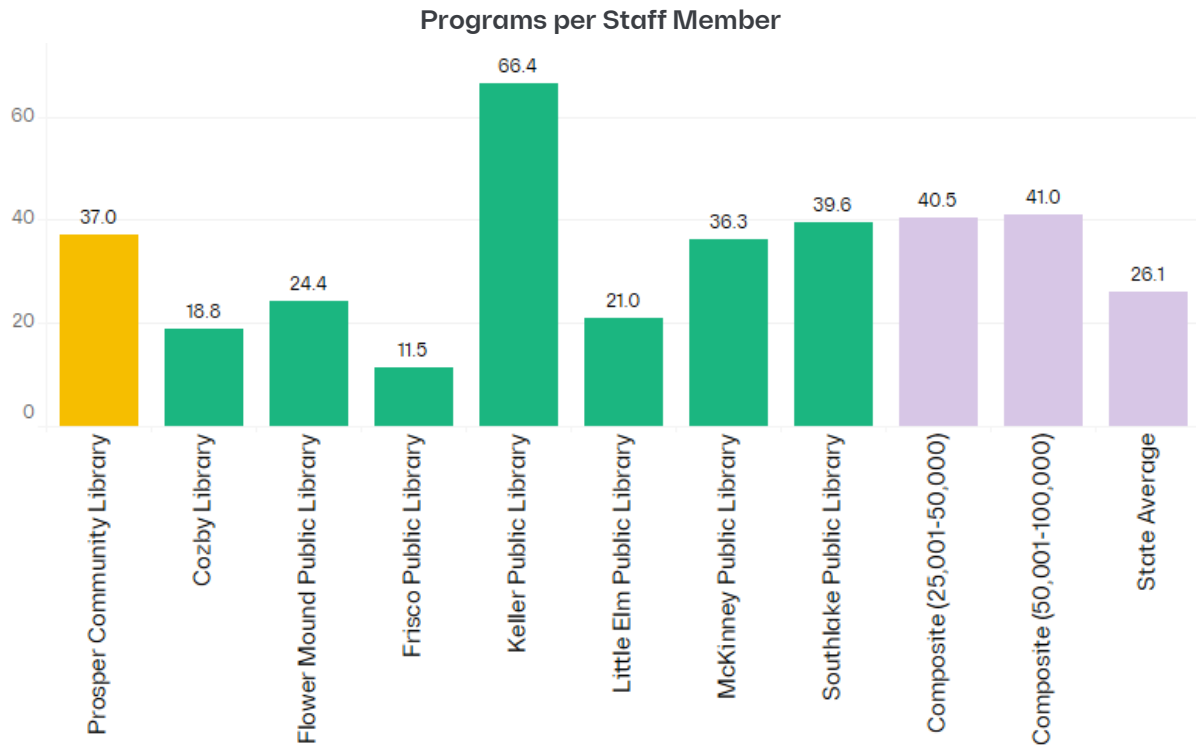


advertising programs. As PCL experiments with larger events such as author visits, children's entertainers, or Comic-Con style festivals, its overall attendance numbers may grow.



PCL has invested more in asynchronous programs than its peer set, ranking 1st in programs and views. At 3rd for views per program, more could be done to promote asynchronous offerings and highlight its YouTube and Facebook channels. For comparison, the average views per program throughout the state is 201.1, compared to PCL's 17.5.





PCL spends less per program, ranking 6th for staff expenditures per program. It spends 24.6% less than the peer set median but 28% more than the Composite Library (25,001–50,000) and 25% more than Composite Library (50,001–100,000). PCL employees are busy, offering 37.0 programs per staff member. Working with partner agencies and volunteers can shift some programming duties from PCL staff, further driving down the cost per program. These partners can also cross-promote events, potentially increasing attendance.

Recommended areas for investigation:

- ◆ Given the popularity of off-site programs, how will the Library determined which will continue and which will be brought “in-house?”
- ◆ What size of spaces are needed in the new facility to accommodate existing and new in-house programs?
- ◆ How can PCL capitalize on the early interest in asynchronous events and incorporate the needed technology in new programming space?
- ◆ Using Project Outcome and other tools, how will PCL determine the public’s interest in small, personalized workshops or large events like how-to festivals or Comic-Con-style gatherings?



Programming Data

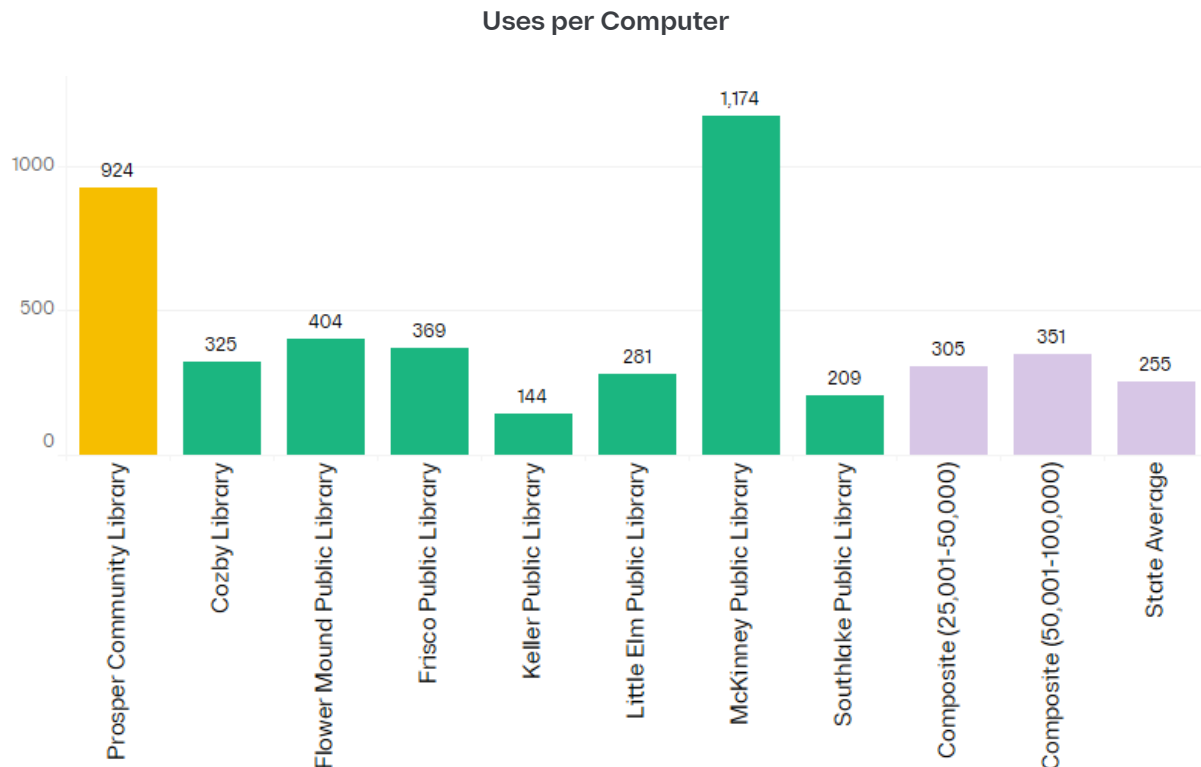
	Prosper Community Library	Cozby Library and Community Commons	Flower Mound Public Library	Frisco Public Library	Keller Public Library	Little Elm Public Library	McKinney Public Library System	Southlake Public Library	Mean	Median	Rank	Composite Library 25,001-50,000	Composite Library 50,001-100,000	State Average	National Average
EARLY CHILDHOOD SYNCHRONOUS PROGRAMS	126	163	353	295	190	94	447	275	243	233	7	140	164	98	-
EARLY CHILDHOOD SYNCHRONOUS ATTENDANCE	3,570	6,047	7,654	31,052	7,940	5,995	12,704	14,391	11,169	7,797	8	3,713	5,534	2,644	-
ATTENDANCE PER EARLY CHILDHOOD SYNCHRONOUS PROGRAM*	28.3	37.1	21.7	105.3	41.8	63.8	28.4	52.3	47.3	39.4	7	26.4	33.7	27.1	-
YOUTH SYNCHRONOUS PROGRAMS	24	37	76	98	22	-	138	108	63	57	6	69	84	72	113
YOUTH SYNCHRONOUS ATTENDANCE	820	1,955	3,944	17,707	427	-	3,298	19,415	5,946	2,627	6	2,896	2,777	2,055	2,481
ATTENDANCE PER YOUTH SYNCHRONOUS PROGRAMS*	34.2	52.8	51.9	180.7	19.4	-	23.9	179.8	77.5	51.9	5	41.8	33.1	28.7	22.0
YA SYNCHRONOUS PROGRAMS	8	38	47	41	100	16	249	6	63	40	7	30	55	33	23
YA SYNCHRONOUS ATTENDANCE	157	463	1,374	887	1,154	203	3,710	248	1,025	675	8	481	708	536	284
ATTENDANCE PER YA SYNCHRONOUS PROGRAMS*	19.6	12.2	29.2	21.6	11.5	12.7	14.9	41.3	20.4	17.3	4	15.8	12.8	16.1	12.3
ADULT SYNCHRONOUS PROGRAMS	17	81	83	124	290	52	304	54	126	82	8	117	225	98	60
ADULT SYNCHRONOUS ATTENDANCE	145	752	1,177	3,346	2,847	498	1,334	3,383	1,685	1,256	8	1,493	3,199	1,478	980
ATTENDANCE PER ADULT SYNCHRONOUS PROGRAMS*	8.5	9.3	14.2	27.0	9.8	9.6	4.4	62.6	18.2	9.7	7	12.8	14.2	15.1	15.3
GENERAL INTEREST SYNCHRONOUS PROGRAMS	84	9	2	21	18	-	224	2	45	14	2	21	178	35	178
GENERAL INTEREST SYNCHRONOUS ATTENDANCE	4,768	1,648	67	4,018	620	-	14,320	185	3,203	1,134	2	2,018	2,069	1,353	11,869
ATTENDANCE PER GENERAL INTEREST SYNCHRONOUS PROGRAMS*	56.8	183.1	33.5	191.3	34.4	-	63.9	92.5	93.7	63.9	5	96.4	11.6	38.5	66.7
TOTAL SYNCHRONOUS PROGRAMS	259	328	561	579	620	162	1,362	445	540	503	7	378	706	335	225
TOTAL SYNCHRONOUS ATTENDANCE	9,460	10,865	14,216	57,010	12,988	6,696	35,366	37,622	23,028	13,602	7	10,601	14,287	8,066	4,607
TOTAL ASYNCHRONOUS PROGRAMS	19	1	-	15	6	-	-	-	5	1	1	15	11	10	117
TOTAL ASYNCHRONOUS VIEWS	332	90	-	203	281	-	-	-	113	45	1	1,666	1,468	2,105	4,745
VIEWS PER ASYNCHRONOUS PROGRAM*	17.5	90.0	-	14	46.8	-	-	-	22.1	-	3	111.3	131.4	201.1	40.6
TOTAL PROGRAMS*	278	329	561	594	626	162	1,362	445	545	503	7	393	717	346	342
TOTAL ATTENDANCE*	9,792	10,955	14,216	57,213	13,269	6,696	35,366	37,622	23,141	13,743	7	12,267	15,755	10,172	9,352
ATTENDANCE PER PROGRAM*	35.2	33.3	25.3	96.3	21.2	41.3	26.0	84.5	45.4	34.3	4	31.2	22.0	29.4	27.3
PROGRAMS PER 1000 CAPITA*	8.3	7.8	5.2	2.7	13.8	2.3	6.7	14.3	7.6	7.3	3	11.3	10.6	6.7	7.2
STAFF EXPENDITURES PER PROGRAM*	\$ 1,865.97	\$ 4,717.36	\$ 2,742.69	\$ 8,133.49	\$ 1,685.45	\$ 2,977.77	\$ 2,209.46	\$ 1,516.73	\$ 3,231.12	\$ 2,476.08	6	\$ 1,454.26	\$ 1,496.60	\$ 2,340.04	\$ 4,042.00
PROGRAMS PER STAFF*	37.0	18.8	24.4	11.5	66.4	21.0	35.3	39.6	31.9	30.4	3	40.5	41.0	26.1	15.8



Technology

Public computers and the wireless network are in high demand. PCL's website is a go-to source for information about the Library.

PCL ranks 8th for number of public computers but 2nd for uses per computer and 3rd in computer uses per capita. Peer libraries are on average larger than PCL, with more room for public computers and more spaces for users to charge their own devices while working in the building. PCL's computer uses per capita are similar to the peer set average, the uses per computer are higher than the peer set average and 203% (25,001–50,000) and 163% (50,001–100,000) higher than that of the Composite Libraries. With a high demand per terminal, PCL can consider adding more computers to reduce wait time or lengthen sessions.



Four peer libraries did not report any Wi-Fi sessions. Among those who did provide a figure, PCL ranks last for wireless sessions and 3rd of four for wireless session per capita. Peers with more wireless sessions may better advertise their Wi-Fi ability. Other considerations include the strength of the wireless network throughout the building and grounds, and ease of connecting to the network.

PCL ranks 5th for website visits and 3rd for website visits per capita. PCL outperforms Composite Library (25,001–50,000) on website visits by 20.3% but trails Composite Library



(50,001–100,000) by 31%. These measurements indicate that awareness of PCL’s digital presence is high.

Recommended areas for investigation:

- ◆ What specialized software and hardware can PCL provide to users that they do not have ready access to at home? How can PCL support local curriculum goals with its technology offerings?
- ◆ Is the wireless network strong enough to meet demand? Will the network be available throughout the new building and outdoor spaces?
- ◆ Does PCL regularly measure user satisfaction with its website? Can improvements to the website drive circulation and program attendance?



Technology Data

	Prosper Community Library	Cozby Library and Community Commons	Flower Mound Public Library	Frisco Public Library	Keller Public Library	Little Elm Public Library	McKinney Public Library System	Southlake Public Library	Mean	Median	Rank	Composite Library 25,001-50,000	Composite Library 50,001-100,000	State Average	National Average
PUBLIC COMPUTERS	6	20	17	114	26	24	35	10	32	22	8	23	33	33	24
PUBLIC COMPUTER USES	5,544	6,492	6,868	42,018	3,747	6,748	41,091	2,085	14,324	6,620	6	6,858	11,498	8,419	5,394
POPULATION PER COMPUTER*	5,559	2,111	6,338	1,926	1,746	2,974	5,791	3,111	3,695	3,042	3	1,545	2,074	1,555	1,304
USES PER COMPUTER*	924	325	404	369	144	281	1,174	209	479	347	2	305	351	255	223
COMPUTERS USES PER CAPITA*	0.2	0.2	0.1	0.2	0.1	0.1	0.2	0.1	0.1	0.1	3	0.2	0.2	0.2	0.2
WIFI SESSIONS	6,930	119,844	-	-	17,403	9,336	-	-	19,189	3,465	4	28,796	17,244	45,632	25,517
WIFI SESSIONS PER CAPITA*	0.2	2.8	-	-	0.4	0.1	-	-	0.4	0.1	3	0.8	0.3	0.9	0.8
WEBSITE VISITS	46,981	33,673	148,282	1,399,245	130,410	34,163	195,888	40,417	253,632	88,696	5	39,059	68,125	118,748	102,884
WEBSITE VISITS PER CAPITA*	1.4	0.8	1.4	6.4	2.9	0.5	1.0	1.3	1.9	1.3	3	1.1	1.0	2.3	3.3

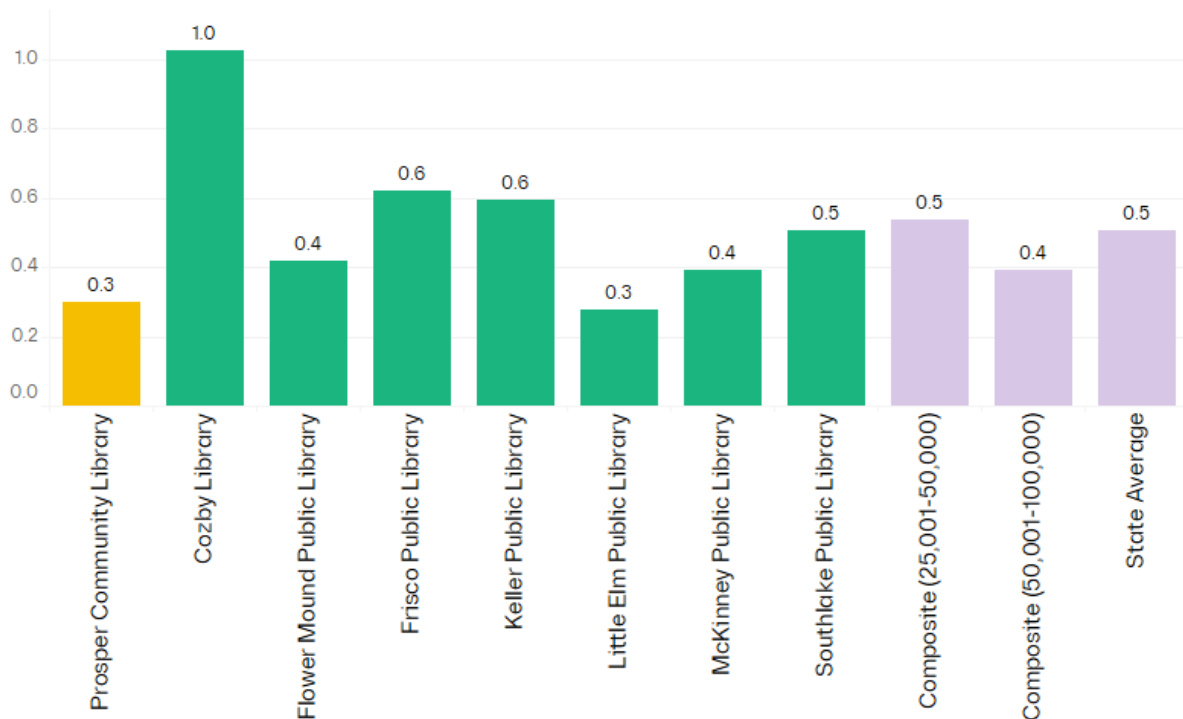


Use

PCL has the opportunity to increase the number of cardholders and visitors.

PCL is near the bottom of the peer set in registered users (8th) and registered users per capita (7th). PCL is behind the peer set average (79% fewer registered users), and each composite library (47% and 62% fewer, respectively) PCL's registered users per capita (0.3) is in line with the peer set average (0.5) and the composite libraries (0.5 and 0.4). It is 2nd in expenditures per visit. As visits normalize after the pandemic, that cost per visit will decrease.

Registered Users per Capita



Even though PCL ranks last in annual hours open, it is only open 26% fewer hours than the peer set average and is closer to both composite libraries (11% and 21%, respectively). This data, primarily from 2022, may reflect oddities in open hours at specific locations due to the COVID-19 pandemic. PCL ranks high in hours open per staff (3rd), indicating that the Library is near capacity at current staffing levels and facility size.



The Texas Library Association updated its Public Library Standards in 2014.

Population size	Enhanced	Exceptional
25,000-49,999	50 hours per week	55 hours per week
50,000-99,999	60 hours per week	64 hours per week

Three of the peers who currently serve populations between 25,000-49,999 meet the “exceptional” standard of 55 hours (Cozby, Little Elm, and Southlake) while Keller exceeds the enhanced standard with 54 hours per week. The three peers currently serving populations between 50,000-99,999 (Flower Mound, Frisco, and McKinney) all meet or exceed the “exceptional” standard. At 40 hours per week, Prosper is below the “enhanced” standard threshold.

Ranked 7th, PCL recorded fewer reference transactions than the peer set, with 85% fewer than the peer set average and 51% (25,001–50,000) and 64% (50,001–100,000) fewer than the composite libraries. PCL should confirm that it is collecting reference data correctly across all departments. Users may not know where or how to ask questions of staff.

Recommended areas for investigation:

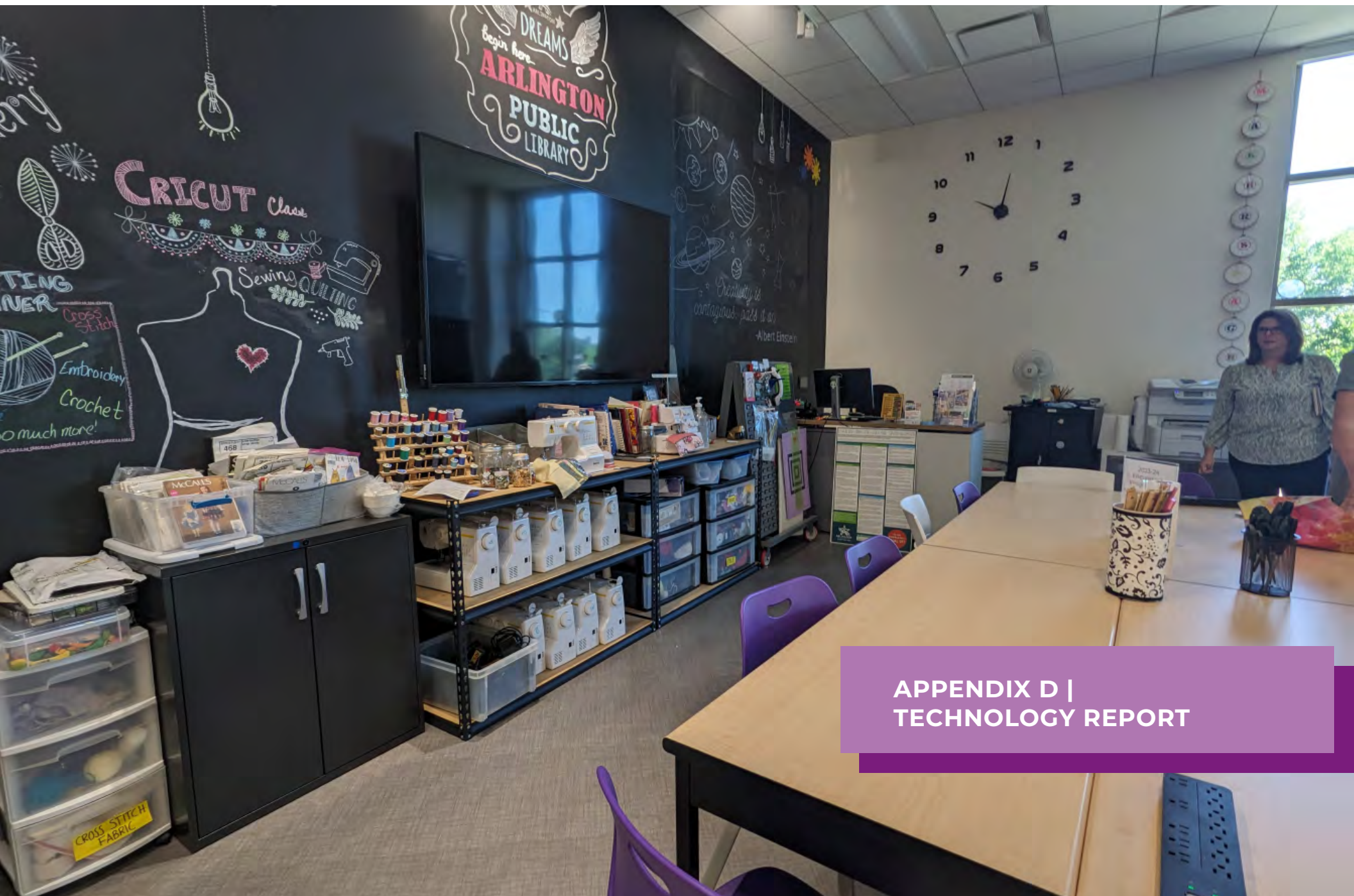
- ◆ How can PCL build capacity (staffing, technology, maintenance, volunteers) to achieve the exemplary standard of 64 hours a week for the expected build-out population?
- ◆ How can PCL expand awareness of its relevant, responsive offerings to increase the number of cardholders? What events, displays, and services will attract both users and non-users?
- ◆ Is it easy for users to ask reference questions in person or via chat and text? Are library employees easily identifiable, and is the chat icon easily identifiable on the website? Do all staff record reference transactions correctly and thoroughly?



Use Data

	Prosper Community Library	Cozby Library and Community Commons	Flower Mound Public Library	Frisco Public Library	Keller Public Library	Little Elm Public Library	McKinney Public Library System	Southlake Public Library	Mean	Median	Rank	Composite Library 25,001- 50,000	Composite Library 50,001- 100,000	State Average	National Average
ANNUAL WEEKS OPEN	52	52	52	40	52	52	50	50	50	52	1	51	51	2,061	-
ANNUAL HOURS OPEN	2,125	3,456	3,215	2,702	2,786	2,864	3,162	2,636	2,868	2,825	8	2,392	2,703	50	2,903
UNDUPLICATED HOURS OPEN	40	70	64	73	54	57	64	56	60	61	8	50	57	43	-
WEEKLY HOURS OPEN	40	70	64	72	54	57	64	56	60	61	8	50	57	44	-
SUMMER WEEKLY HOURS	40	70	64	70	54	57	64	56	59	61	8	50	57	43	-
ANNUAL VISITS	48,514	180,657	213,170	890,422	134,804	99,597	347,195	94,573	243,617	157,731	8	63,751	123,679	69,333	46,395
VISITS PER CAPITA*	1.5	4.3	2.0	3.8	3.0	1.4	1.7	3.0	2.6	2.5	7	1.8	1.8	1.3	1.5
VISITS PER HOURS OPEN*	22.8	52.3	66.3	307.3	48.4	34.8	109.8	35.9	84.7	50.3	8	26.7	45.8	1,392.3	16.0
HOURS OPEN PER STAFF*	282.9	197.5	139.8	52.3	295.6	371.9	84.3	234.3	207.3	215.9	3	246.9	154.4	3.8	203.5
EXPENDITURES PER VISIT*	\$ 13.03	\$ 11.14	\$ 9.80	\$ 8.17	\$ 13.82	\$ 6.34	\$ 10.84	\$ 9.99	\$ 9.60	\$ 12.28	2	\$ 13.18	\$ 12.19	\$ 17.18	\$ 28.69
REFERENCE TRANSACTIONS	6,240	24,296	30,994	142,778	17,679	9,731	106,298	920	42,367	20,988	7	12,768	17,434	14,176	11,177
REGISTERED USERS	9,985	43,325	44,965	136,376	26,948	19,683	79,498	15,769	47,069	35,137	8	18,674	26,467	26,079	14,983
REISTERED USERS PER CAPITA*	0.3	1.0	0.4	0.6	0.6	0.3	0.4	0.5	0.5	0	7	0.5	0.4	0.5	0.5





APPENDIX D | TECHNOLOGY REPORT



PROSPER COMMUNITY LIBRARY TECHNOLOGY PROGRAM

PRESENTED TO:
Maureen Arndt
Principal
720 Design

December 12th, 2024

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INTRODUCTION

The Town of Prosper is beginning a project to meet the growing needs of its citizens. The intent is to create a building that stands out in the community with the useful and functional spaces in a timeless, versatile, and adaptable design. Overall, the design shall take advantage of flexibility and functionality while maintaining an intimate and welcoming feel.

NV5 Engineering and Technology, Inc. has been invited to join the design team assembled by 720 Design to design technology systems to ensure they live up to the current and future needs of the Town and the Library's patrons.

The following narrative identifies the preliminary functional requirements for the anticipated technology systems. These recommendations have been developed from our meetings with representatives from the Town and 720 Design and through NV5 Engineering and Technology's experience with other projects of similar size and scope.

This program is meant to be utilized as a decision-making tool for planning purposes and has been prepared to support the Planning Assumptions expressed within. The functional requirements section identifies the key system components only and is not meant to substitute as a complete systems design.

ABOUT THIS PROGRAM

This Technology Program is organized by categories referenced from the architectural program. This section will provide descriptions of the audiovisual functionality for each space type.

At the end of each of the space types is a short listing of "Space Planning" comments which are primarily intended for the design team and "Discussion Points," an interactive component which will require additional input from the Town. Neither listing is intended to be exhaustive. At some point in the planning process, we will need further input on the questions or options raised here.

The bulk of the document is comprised of discussions of the audiovisual systems for specific spaces, followed by recommendations for the Building-Wide Audiovisual Systems, Information Technology, and Security systems. Brief discussions of Design Team and Owner considerations as related to the technology systems are included.

OWNER FEEDBACK AND COMMENTARY

This Technology Program expresses our interpretation of what we gathered from meetings and interviews to date, plus results of prior work by the design team. Where there are no specific directions provided, we will be guided by our experience, focusing on innovative applications which will enrich and strengthen the citizen’s experience.

We will rely on feedback and commentary from the design team and Town of Prosper IT team and Library groups to confirm this document and allow us to move on to the next design phase of the project.

DESIGN PRINCIPLES

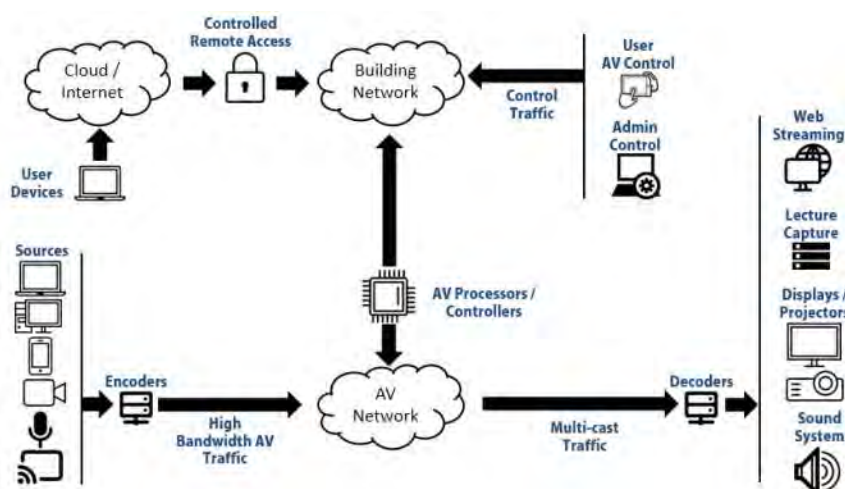
Technology systems for today’s building projects should adhere to basic principles of prudent planning: flexibility, adaptability, scalability, supportability and so forth. In addition, these more unique principles should guide any future planning and design of the systems:

Enterprise Architecture	Technology solutions should be designed from the perspective of an enterprise-wide architecture. With an approach offering scalable centralized management and support.
Ease of Operation	Whenever possible, technology systems should require a minimal amount of training to operate effectively. A “universal” user interface for technology systems control is necessary. This facilitates user training, technical support, and long-term systems evolution.
Cost Effectiveness	The solution will use resources effectively, efficiently, and strategically.
Adaptability	The facility should enable the systems and spaces to adapt over time in response to changes in technologies. We refer to the short-term changes to the systems and spaces as “flexibility” and the long-term changes to the systems and spaces as “adaptability.”
Scalability	The solutions must meet the long-term needs of the library. Since technology integration is integral to the teaching and learning process, the long-term needs of both the staff and the library’s patrons will be increasingly reliant on scalable solutions.
Full Infrastructure	The project should strive to identify and plan for technology systems that meet the full functionality wishes of the users. If a full audiovisual system installation is not feasible it is recommended that the infrastructure to support the full program be included during construction.

OWNER CONSIDERATIONS

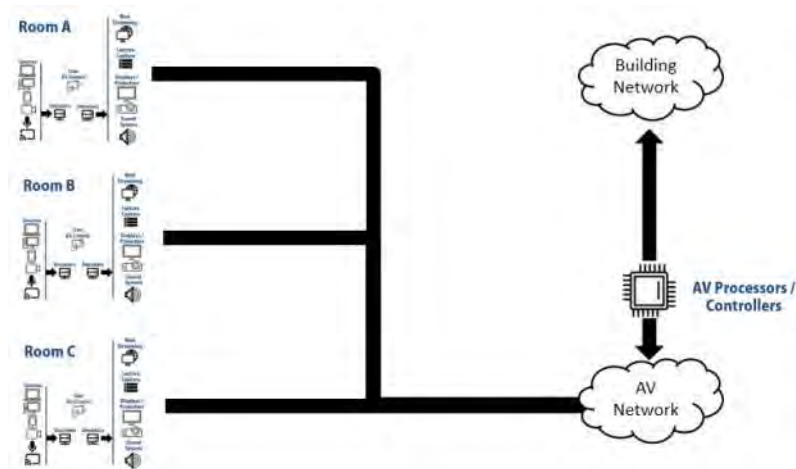
IP-BASED AUDIOVISUAL TRANSPORT

The audiovisual industry has almost completed the transition from the traditional HDBaseT transport of audio and video signal to an IP-Based system. As with HDBaseT, each source and display connect to a wall plate or connection point within the room, but instead of a variety of wire types and the need for multiple pieces of equipment located within the room, behind the connection point is a small encoder and decoder that connects to category cable (typically CAT6A). In this type of system, each source's audio/video signal is converted to an IP Ethernet network stream, which is then decoded at each display. Just like a typical network design, all encoders and decoders connect to Ethernet switches in centralized data rooms. A central controller switches the sources audio/video signals to displays by routing the desired encoder's IP address to the display's decoder IP address.



A major benefit to IP-based transport is its scalability. All processing and switching equipment are centralized and only the encoders and decoders or a smaller amount of equipment are in the rooms. If an extra source is needed, you simply add another encoder and connect it to a switch on the network. Since networks are scalable by design, the system can grow along with changing needs in a way that is very familiar to your Information Technology team.

Another significant benefit to a centralized IP system is it natively allows routing of any source to any display on the entire network – not just routing of the sources and displays to which the individual switch is connected. This allows the ultimate flexibility within the building making it possible to have the source from any room to be seen on any connected display.



AUDIOVISUAL REQUIREMENTS

LOBBY



Free Standing Video Wall

The library lobby serves as the initial gateway for visitors, setting the tone for their entire experience. The Lobby should greet visitors and highlights library programs, activities, and events. There are many ways to accomplish this including the deployment of technology. An interactive digital display is an excellent way to conveying information including library offerings, wayfinding and visitor assistance. Interactivity functions will be planned in a manner that allows easy cleaning and sanitizing. Source device inputs for the display will be a digital signage player and small form factor computer. Simplified control for the system will be available to staff via the web based digital signage interface.

With the open nature of the Lobby, a freestanding showcase display would be a recommended approach. This freestanding display would also allow the Lobby to be an overflow space for event gathering. The display could be a video wall, or a single large interactive display built into architectural elements.

Space Planning:

- ◆ Recess the digital signage flat panel display and mount to meet ADA protrusion requirements and provide a clean installation. Coordinate interactive displays and mounts to meet ADA height and reach requirements.
- ◆ Specialty wall back box and/or floor boxes will be used; general coordination will be required.
- ◆ Control architectural and ambient lighting to minimize glare/reflection onto the display.



Single Interactive Display Built into Architecture

- ◆ Plan for space in central IT location to support source & control equipment.

Discussion Points:

- ◆ Should this be an opportunity for a "Showcase" display like a video wall/large factor direct view LED.
- ◆ Confirm if touch screen capability is needed for interactive applications such as wayfinding for digital signage.
- ◆ Confirm if digital signage media player is wall mounted behind the flat panel display, provided as an open slot computer as part of the flat panel display, of located remotely and connected via network distribution.
- ◆ Confirm that the flat panel displays are to be mounted in landscape or portrait orientation.
- ◆ Coordinate programming and content with other third-party vendors and developers.

MULTIPURPOSE /CLASSROOM



The multipurpose room is planned to provide a meeting space for various meetings and events with multiple seating configuration including Story Time for children.

The audiovisual and lighting systems for this space will be controllable from a room touch panel and adjust and adapt automatically based on the room

configuration and program.

Because these spaces will often be used by the public, the user interface for the audiovisual system should be very simple and intuitive. In-room functionality should be as simple as system on/off controls, volume adjustment, and source selection. More advanced controls will be accessible by library staff only through a separate control interface.

The main presentation display will most likely be a large format direct view LED but projector/screen combo may also be used depending on final architectural approach.

Each room will have multiple floor boxes that have power and technology (data/AV) to support a lectern, simple tech cart or direct connection of a laptop/source.

Source device options will be kept minimal to ease operation with hardwired and wireless video connections in each room. A complement of wired and wireless microphones will be included to support multiple presenters or panel discussions. Program source audio and speech reinforcement will likely be played through speakers located overhead in the ceiling to allow the most flexibility and complete coverage of the seating area. Given the size of the space, the room will also be equipped with a hearing-assist system, in line with the most current ADA standards for accessible design.

Space Planning:

- ♦ Proper lighting for video use will be critical.
- ♦ Coordination of direct view LED locations to optimize viewing angles.
- ♦ Specialty floor and wall boxes will be used; general coordination is required.

STORYTIME ROOM



The Storytime Room will be a highly flexible space that can serve as a story time area, multi-generational activities, and light performance for music and movies. Some events will require presentation capabilities while others will not. As such, the audiovisual system should be able to “go away” when not needed.

The audiovisual system should consist of a ceiling mounted projector with an electronic ceiling mounted projection screen for when large groups are present, or the program dictates the

need. A location to allow either a portable lectern with a computer, a simple laptop, or other portable source equipment to be connected is provided. The sound system can support program audio and voice only is typically installed with the option of more robust audio for either a small musical performance or a movie provided. Provisions either installed or portable to be able to capture and stream story time or other family focused events should be planned

A small, wall mounted touch panel serves as the interface for controlling the audiovisual system and lighting. A room schedule panel or dedicated digital signage directly outside the space can show occupancy and event information. When hearing assistance is required, a portable ADA 2010 compliant system can be utilized.

Additionally, when a Comfort Room, is programmatically connected with this space, a small flat panel screen and ceiling mounted speaker attached to a local volume control could be installed to allow a parent or guardian to retire to this location and still be able to view/hear the event in the Storytime/Activity space.

Space Planning:

- ◆ Proper lighting for video use will be critical.
- ◆ Coordination of projection screen to optimize viewing angles.
- ◆ Specialty floor and wall boxes will be used; general coordination is required.

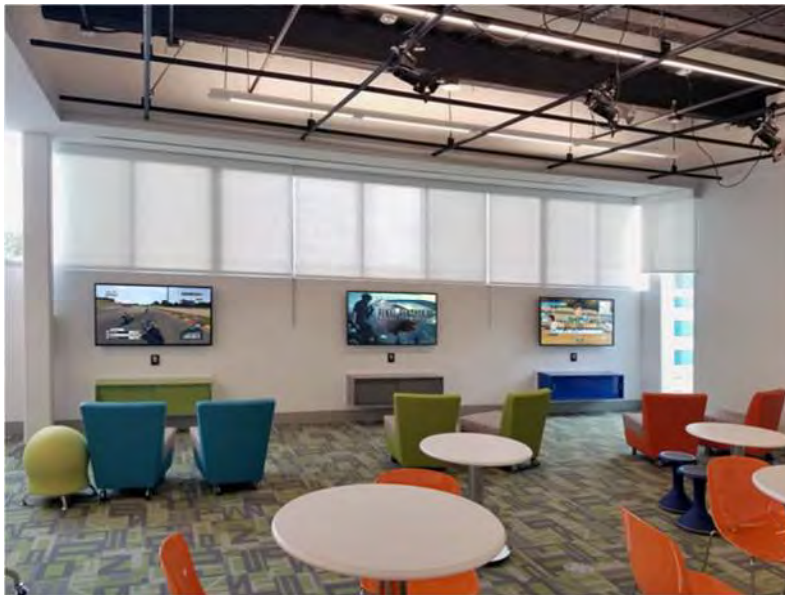
TEEN GAMING SPACE



The Teen Seating Room is designed to be open and completely flexible in programming. Wall mounted displays or portable huddle/gaming carts can be planned for this space.

These displays/huddle carts allow for simple presentations via a connected laptop. A huddle cart typically has a 65" flat panel display on a mobile stand. Audio is presented via a sound bar with an integrated camera and microphone. This sound bar allows, via web-based applications, a session to not only be recorded or streamed live as the need arise. Additionally, these carts would allow the connection of a gaming stations like PlayStation, X-Box, etc.

When hearing assistance is required, a portable ADA 2010 compliant system will be utilized.



Space Planning:

- ♦ Specialty floor and wall boxes will be used; general coordination is required.
- ♦ Green or other type of chroma screen system available via portable equipment pool.

COMFORT ROOM

This room will be a place a parent/caretaker can take child who needs a few minutes of quiet or tend to other needs in private.

The room will be equipped with a wall mounted flat screen display and receive a feed from broadcast TV or programming in the Children's Activity Room. This feed can be selected by a keypad on the wall. Audio will be provided by the display's built-in speakers.

GROUP STUDY ROOMS/HUDDLE ROOMS



Several rooms will be provided for private or group study, collaboration, or small meetings with rooms for one or two people, and larger rooms for groups of four to six people. These spaces will be present both in public and back of house areas.

The rooms will be equipped with a wall mounted flat screen display and a connectivity plate for connection of laptops and other peripherals.

Audio will be provided by the display's built-in speakers. Control of the display will be simple and could be by either a touch panel or keypad.

Space Planning:

- ♦ Coordination of displays/whiteboards and furniture layout.
- ♦ Specialty wall boxes will be used; general coordination is required.

LARGE CONFERENCE ROOM/BOARD ROOM

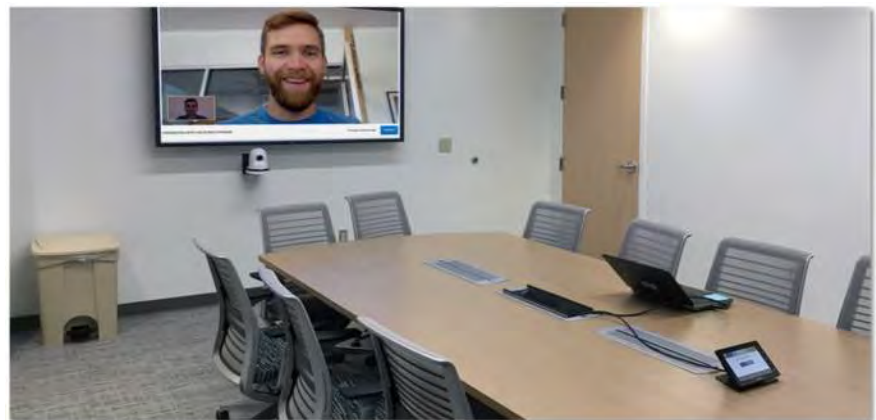
The Large Conference Room/Board Room can provide seating for library staff and/or patrons to conduct meetings and conference calls.

The display system will consist of a room appropriately sized flat panel display mounted to the wall. A camera for web-based video conferencing (Zoom, Teams, Skype, etc.) will be mounted near or on the flat panel display and be aimed to capture the entire table area. Conferencing audio will be provided by either overhead ceiling speakers or a soundbar. Participant speech will be picked up by either ceiling mounted or soundbar integrated microphones.

The Conference will be equipped with a dedicated room computer to support more complex conferencing requirements. This is to be determined as further discussions are had. The Board Room will provide a wireless presentation device to allow use of BYOD (Bring Your Own Device) such as personal laptops, tablets, and smartphones.

Control of the audiovisual system will be “pre-set” by library technology staff to eliminate public end-user interface with the systems. Trained library staff may be provided with a tablet or other device for basic control.

A room scheduling panel is planned to show daily events and open time slots. An indicator on the room schedule panel will show occupancy status.



Space Planning:

- ♦ Proper lighting to support both presentation and video camera use will be critical.
- ♦ Coordination of displays/whiteboards and furniture layout.
- ♦ Multiple speakers will be incorporated into the ceiling; general coordination is required.
- ♦ Specialty floor and wall boxes will be used; general coordination is required.

CHILDREN'S INTERACTIVE LEARNING

The Children's Interactive Yout Area will function as a public social gathering space within the library. Technology is meant to be minimal but experience driven. Beyond educational AV, the immersive opportunities in this space are endless. With budget in mind, below are a few options for consideration and also to spur conversation as the design of the project progreses:

- ♦ LED Activated Walls – Reduced technology and refreshing required but activates learning opportunities. .



Art Installation activated with LED

- ♦ LED Activated Painted Glass or Scenery – Reduced Technology and refreshing but activates immersive scenes. Can activate with motion sensors.



Painted glass with LED curtain for activation

♦ Interactive Media

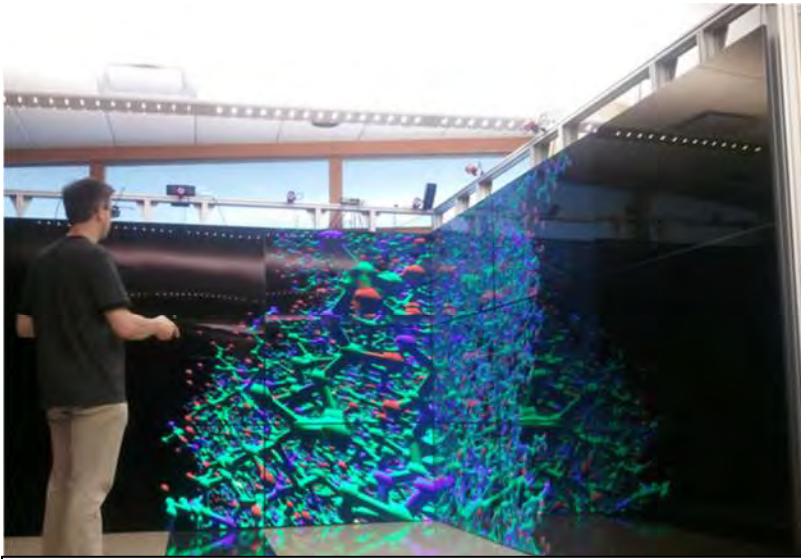


Interactive Game – Wall or Display



Interactive Game – Table or Floor

- ♦ Immersive Experiences



Augmented Reality/Extend Reality

- ♦ Column Wraps and/or Ribbons – In lieu of larger digital displays, small ribbons and/or column wraps can create a dramatic immersive experience.

Timeline Ribbon Display



MAKERS SPACE

The Maker's space is an open space for varying programs where patrons are able to take part in hands-on learning in creative ways.

This room is planned to be equipped with a simple presentation system. This system may be either permanent in the form of a large flat panel display or projector/screen with wired and wireless connections for laptops or BYOD or could be in the form of a portable flat panel display presentation cart.

Additionally, connection locations where a portable streaming/capture cart that will be part of the portable equipment pool will be provided at various locations in the room. Connections in several locations could provide connectivity to the greater library systems.

When hearing assistance is required, a portable ADA 2010 compliant system will be utilized.



Space Planning:

- ♦ Zoned lighting to support various activities.
- ♦ Multiple speakers could be incorporated into the ceiling; general coordination is required.
- ♦ Specialty floor and wall boxes will be used; general coordination is required.
- ♦ Added sound dampening may be required depending on and adjacency to "quiet" areas in acoustic report/evaluation during SD/DD phase.

AUDIO/VIDEO MEDIA LAB



The Audio/Video production space is a space that allows patrons to create content or learn to create content in an enclosed space.

This room is planned to be equipped with a simple audio/video capture system. This system may be either permanent in the form of a dedicated computer workstation with table microphone, camera and confidence monitors for presentation content. This system could also be BYOD or could be in the form of a mobile station.



Space Planning:

- ♦ Specialty floor and wall boxes will be used; general coordination is required.
- ♦ Added sound dampening may be required depending on and adjacency to “quiet” areas in acoustic report/evaluation during SD/DD phase.

BUILDING-WIDE AUDIOVISUAL SYSTEMS

Audiovisual Systems Enterprise Management Software/Control Systems

Each room-specific audiovisual system described above will contain a control system with a standard user interface like an easily cleaned and sanitized touch panel or keypad to facilitate ease of use. While this equipment is assigned to each room-specific system, all control system processors will be connected to the building LAN and thus will have Internet Protocol (IP) capabilities. The information carried by the LAN is low-bandwidth control command only and does not include high-bandwidth audio or video signals.

This capability will allow remote management by authorized support staff of technology assets and could even provide email notifications of required service or breaches of security. This approach will enable the use of mobile devices such as Android phones, tablets, iPhones, and iPads to provide alternative control possibilities. Additionally, all push-button and touch panel control functions for each system should be replicated on HTML-based web pages.

The cost of this capability is highly dependent on existing practices and software agreements.

Public Information Display and Digital Signage System

If the library has an established standard for digital signage that is effective, that approach should be followed with this building as well. This will require close coordination as design progresses.

Public displays may display information such as:

- ♦ Digital Bulletin Board: informational digital signage for listing news and events within the library and community
- ♦ Entertainment: broadcast television in lounges, break rooms or lobbies
- ♦ Directory / Interactive way-finding
- ♦ Display Wall: digital storytelling and displaying creative content.
- ♦ Room scheduling displays.
- ♦ Emergency Alert messaging



You may also choose to select certain locations of the Digital Signage system to act as ad-hoc group collaboration. For these locations, the display may default to signage but switch to a local laptop input (either automatically or with the press of a button) when needed for collaborative work. Further discussion of this idea is warranted.

Digital signage may be capable of displaying broadcast television, computer graphics, digital video, and any associated program audio. Content most likely will come from a Web-centric system which is user-friendly and allows the option for library-generated content creation, but may also include custom elements requiring additional, specialized development.

Each display can be individually assignable, so programming can be displayed on any or all the displays independently. Grouping the displays into zones that will share the same content can save on hardware costs and may serve the function well.

The form of these displays can fall into any of the following categories:

- ♦ Non-interactive displays of various sizes
- ♦ Interactive touch screen displays with easy cleaning and sanitization methods

The key to any of the display types is having the resources to create, maintain, update, and deploy content. Therefore, staff will need to be deeply involved in the selection of display types, hardware, and software for content deployment.

As we move into further phases of design, we recommended the following process:

- ♦ Determine the anticipated flow of traffic based on the current floor plans.
- ♦ Define the desired user experience.
- ♦ Identify appropriate locations for signage displays.
- ♦ Determine the intent, content, and interaction of the various displays.
- ♦ Select the content development software solution.
- ♦ Assign ownership responsibilities for the content generation and maintenance.
- ♦ Select hardware solution.
- ♦ Design the architectural integration of the hardware.

Room Scheduling and Display System

A room scheduling system places touch-panel displays outside of various gathering spaces. In addition to displaying information related to when the room is scheduled and for what purpose, the system allows users to reserve the space based on availability, either at the panel, through common scheduling platforms, or from a dedicated kiosk. All touch panel displays will be of the type to be easily cleaned and sanitized.

It has become more common for room scheduling displays to connect directly to a facility scheduling application, but some solutions require connectivity through a server or network appliance running specialized software.



Discussion Points:

- ♦ As the design progresses the facility will need to determine an acceptable solution for reserving rooms for public users.
- ♦ Dependent on the type of scheduling panel selected, users may be able to reserve rooms using the scheduling panel's touch screen interface.

Portable Equipment Pool

A pool of portable equipment to be used for meetings and events: The exact contents of this pool need to be determined through further discussions with library staff as design progresses, but could likely include any of the following:

- ♦ Document Cameras
- ♦ Microphones, microphone mixer, portable loudspeaker system
- ♦ Portable ADA Hearing Assistance Systems

Portable Streaming Station(s)

- ♦ This station will allow the live streaming of any event within the library and consist of a small form factor computer with keyboard and mouse to connect to a streaming appliance and the building network via wi-fi and two portable cameras on tripods.

Portable Digital Editing Station(s)

- ♦ This station will allow patrons to create and edit digital media projects. The station will consist of a mobile workstation to hold a small format computer with wi-fi and a wireless keyboard and mouse. The computer would be loaded with owner furnished audio and video editing and creation software for small digital media projects. A headphone amplifier and a Blu-Tooth repeater will all the user and two or three friends to listen to the audio via headphones. A small 4k desktop flat panel display will provide video playback. A small custom panel with a connection point for a laptop or other devices and small touch panel to allow selection of source and turn the workstation power on/off.
- ♦ Can turn any Study Room into a Digital Studio

Portable Gaming/Huddle

- ♦ This station will allow users to play various video games of different formats (computer or game station like X-Box, PlayStation, etc.). The Gaming Station will consist of a 65" 4K flat panel on a cart with an integrated locking cabinet with a small AV rack. The station would have a consumer gaming station(s) with wired controllers as well as CPU with wired data connection with wireless keyboard/mouse for online gaming. A Blu-Tooth repeater would be part of the equipment to allow a user to use their own Blu-Tooth controller or headphones. A small custom panel with a connection point for a laptop or other devices and small touch panel to allow selection of source and turn the workstation power on/off.
- ♦ This station can double as a huddle system when not used for gaming with the addition of a soundbar with integrated camera/microphone or with removal of gaming connections described above become a portable huddle/conference system.

INFORMATION TECHNOLOGY

COMMUNICATIONS INFRASTRUCTURE

The information technology systems will be designed in accordance with the Town of Prosper's technology requirements.

Modern communication has evolved to encompass all aspects of our lives from voice to video. Information technology's prime objective is to facilitate communication and collaboration, and the transfer of information. The communication infrastructure envisioned for the Town of Prosper Library project will include:

- ◆ Pathways and Spaces
- ◆ Telecommunication Rooms
- ◆ Structured Cabling throughout building
- ◆ Connection points to the Town-Wide Network.

INCOMING SERVICES

Incoming network services, also known as Outside Plant (OSP), is planned to be supplied by the library current service provider. The fiber will be installed from an outside pull-box to the Main Distribution Frame (MDF). Outside Plant (OSP) conduit infrastructure from library to nearest pull box will be coordinated with Town and Library IT and the project's civil engineer.

PATHWAYS AND SPACES

Information technologies require dedicated rooms on each floor to house equipment racks, network switches, optical fiber terminations, copper cabling patch panels, and so on. These spaces are known as Intermediate Distribution Frame (IDF) Rooms to facilitate organized and logical distribution of low voltage communications signals within a building. All spaces will be designed as per ANSI/TIA/EIA and BICSI standards along with recommendations from the Town of Prosper.

Primary Components

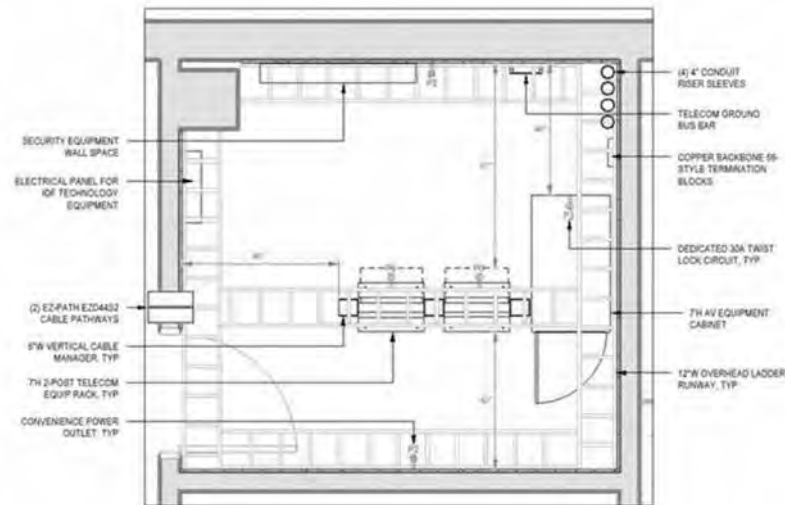
- ◆ Connection to existing Town network within MDF Room.
- ◆ Single model Fiber connections between MDF and each IDF.
- ◆ Floor mounted equipment racks equipped with both vertical and horizontal wire management.
- ◆ Floor mounted AV cabinet (where required) to house Audiovisual Systems equipment.
- ◆ Overhead racking system for management of flexible connection cabling and providing additional structural support for the racks, cabinets, and systems.
- ◆ Patch panels for all horizontal cabling.
- ◆ Adequate floor space and growth potential
- ◆ Independent telecommunications grounding system
- ◆ Dedicated power circuits supported by Town provided UPS units.
- ◆ Dedicated HVAC cooling system 24/7; maintain ambient temperature at 68-77 degrees F.



- ◆ IDF rooms centrally located within floor plate such that horizontal network cabling distances do not exceed 290' to any location within the facility.
 - ◆ Size: MDF - minimum 10'x12', outswing door
 - ◆ Size: IDF - minimum 10'x10', outswing door

Note: * The IDF rooms shall be vertically stacked as per Town of Prosper's Technology Requirements.

* Additional IDF rooms may be required if horizontal cabling distances exceeds 290 feet and the conduit crossing the bridge cannot accommodate the required category cabling.



Sample IDF Room Equipment Layout

- ◆ Audiovisual Systems equipment could be co-located within IDFs as part of the overall AV over IP system. This will require a dedicated AV cabinet within these spaces.

STRUCTURED CABLING SYSTEM

The Structured cabling systems originate in the Telecom Rooms and extend throughout the building from MDF to IDFs (backbone) and from IDFs to the end users (horizontal). The backbone cabling system between Telecom Rooms consists of fiber and connects each IDF via home-run cables to a MDF within the building. The horizontal cabling system will consist of twisted pair Category 6A cables and is visible to the end user in the form of wall faceplates. All horizontal cabling routes to the IDF Rooms will be through cable baskets located in corridors and other approved support systems as required.

The wired building network system uses a common cable that supports all communications needs for various independent systems such as computer networks, voice system, surveillance, video, and building automation system. These diverse systems run on the same cable infrastructure, which offers ultimate flexibility; the same cabling supports all network requirements indifferent of the system.

Backbone Cable

The Prosper Community Library building will be configured with the MDF being connected to IDF's via fiber cables. All fiber cabling is terminated in rack mounted housings to provide complete flexibility for cross-connecting of various networks and equipment and to provide redundancy.

The building backbone will consist of the following:

- ♦ 24-strand single mode (SM) fiber capable of supporting 100 Gbps.

Horizontal Cable

All horizontal cabling should be a minimum of CAT6A dependent on the current industry standards to support expanding Power over Ethernet (POE) capabilities. All areas of the building will follow similar design standards regarding the number of cables per workspace as established by the Town of Prosper along with industry codes, standards, and best practices. This aspect of the horizontal cabling design should be reviewed later in the building design phase.

Horizontal cabling is planned to:

- ♦ Utilize CAT6A cabling at a minimum including all cabling, patch panels, patch cables, termination modules, and wiring blocks.
- ♦ Utilize CAT6A cabling for all wireless access points following the current manufacturer recommendations.
- ♦ Terminate on rack-mounted patch panels regardless of the application using the cable – email, phone call, fax, video, etc.
- ♦ Utilize the same cable regardless of the device using the cable – computer, telephone, surveillance camera, etc.
- ♦ 2 drops to each faceplate as minimum.

Patch Cables

Effective patch “flow” is an integral part of the Structured Cabling System design to be planned according to the specific rack and wire management layouts.

- ♦ Patch cable assemblies will be provided and warranted as a part of the Structured Cabling System based upon a quantity twice that of the installed and available horizontal cabling channels plus an additional 5% to provide for varying needs at both cable ends.
- ♦ Patch cables will be color-coded according to the Town of Prosper standards.
- ♦ 2 Patch Cables per CAT-6A.
- ♦ Patch cables will be provided as part of the Structured Cabling package and installed by the Contractor at direction of Town IT staff.



WIRELESS NETWORK

Wireless technologies have been embedded into modern society. Some wireless technologies are used every day such as radios, cellular phones, smart phones, tablet PCs and laptop computers. As such a very robust and dense Wi-Fi network is being planned.

Today's public buildings must accommodate a wide range of user needs and expectations to foster free flowing access to various formats of information. Many libraries struggle with a desire to support the ever-evolving BYOD (Bring Your Own Device) environment that is now expected by patrons and staff.

A building-wide wireless network will be designed into the Town of Prosper Library to augment the traditional wired network. Wireless coverage will be provided throughout all interior areas, and for exterior building adjacencies and commons public areas.



Access points locations will be coordinated with the interior design and will provide full building-wide coverage. The wireless infrastructure design will be based on the latest IEEE-802.11 standard (802.11ac) and can adapt to and supporting future standards such as 802.11s wireless mesh networks, 802.11v with improved wireless network management, and 802.11aa video transport stream.

Power over Ethernet (PoE) technology is deployed to simplify installation and increase system flexibility by centrally locating all power requirements for wireless access points. This design methodology greatly increases the availability of network bandwidth by adding the capability of connecting to the network via multiple frequencies and channels. The ultimate goal of the wireless system design is to allow for wireless coverage for the entire facility, including adjacent exterior areas, utilizing high density and dynamic load balancing wireless network standards.

The Town will be handling procurement of all wireless network equipment. Wireless Access devices will be Town furnished; Contractor installed. Wireless network design and criteria for final locations of wireless access data outlets will be provided by the design team, as coordinated with Town IT staff. Data outlets for wireless access points are typically provisioned with 20' service loop to allow for flexibility during final commissioning and testing.

NETWORK ELECTRONICS

The data network systems provide transport and communications for a multitude of applications. Ideally, there should be a single, common data network system for all applications as opposed to individual data network systems that are single application based. A common data network allows for cost savings of equipment and supporting infrastructure (space, power, cooling, etc.) while also providing better utilization of network equipment. By using network protocols such as virtual local area networks (VLANs), applications such as voice can share a common network switch with applications such as email or video surveillance yet still ensure proper quality of service (QoS).

The structured cabling systems described in the previous section make up the passive components of the data network systems. The active data network electronics will include the following:

- ♦ All switches will support Power over Ethernet (PoE) for all ports supporting the latest PoE standards.
- ♦ Common network switches across all departments and applications utilizing VLANs for QoS and security

The Town of Prosper will be handling procurement and installation of all network electronics and associated equipment.

TELEPHONE SYSTEM AND HANDSETS

The Library will deploy the latest Voice over Internet Protocol (VoIP) technology type telephony system. VoIP systems utilize the same cabling and switching equipment as the data network and offers the following advantages:

- ♦ Reduced Operational Costs
- ♦ Common cabling – data and voice networks use the same type of cable.
- ♦ Flexibility – every network cable can be voice, data, or both.
- ♦ Portability – phone number moves with the phone, not the location.
- ♦ Handset not always required – phones can be software on a computer.
- ♦ Unified Communications – users can access email from the phone and voicemail from the computer.



The Town of Prosper will be handling procurement and installation of the VoIP system server, telephone handsets, and associated VoIP equipment.

Some devices and equipment may require traditional telephone connectivity, often referred to as “Plain Old Telephone Service” or POTS. These systems will be supplied with the same CAT6A cabling as the rest of the network infrastructure with simple break-out cables allowing connectivity to a standard RJ-11 (phone) connector.

PHYSICAL SECURITY

The safety and security of the inhabitants and assets of the Town of Prosper Library requires special consideration in light of the following key design issues:

- ♦ The Library is a public facility and may include special events afterhours.
- ♦ The main building will have multiple entrance and/or exit points.
- ♦ Financial transactions may occur in several locations within the building.
- ♦ The library will include expensive and desirable items such as laptops, computers, projectors, and other audiovisual equipment.

We will coordinate with the appropriate Town and library entities as required throughout the programming and design phases of the project to confirm the planned security systems coordinate with any Town standards or integrated systems.

In general, building security systems are intended to control or monitor pedestrian flow throughout the building based on certain flexible criteria. Themes such as individual pass card holder permissions and time of day access control are key to the design. Access system and cards will be per Town standard.

Video Surveillance devices in the form of networked security cameras will augment the access control system by linking door events with video footage. To complete the design, devices such as duress alarms, door sensors, and motion detectors will provide duress and intrusion alarm monitoring for the facility.

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

The design team will be utilizing an approach to security that provides for both real and “perceived” boundaries, as well as a “full scope” security approach which includes the concepts of CPTED.

CPTED is defined as a multidisciplinary approach to deterring criminal behavior through environmental design. CPTED strategies rely on the ability to influence offender decisions that precede criminal acts by affecting the built, social, and administrative environment. The basic CPTED strategies are Natural Surveillance, Natural Access Control, and Natural Territorial Enforcement.

Natural Surveillance

Natural Surveillance is the design principle, which calls for creating an environment where the occupant has an enhanced ability to observe the surrounding environment and the potential offender will have a heightened perception of their increased risk of being observed. The design principles involved include creating good sight lines and minimizing visual obstacles so that from a given location the occupant has a high degree of visual control. People will always feel safer when they can easily see and be seen.

From the perspective of Natural Surveillance, these items are ideal in that they offer no real hiding places. They provide a level of deterrence but little to no visual obstruction, which raises the probability of detection for the potential intruder.

Proper lighting will also create an effective deterrent to crime, because good lighting (no areas of glare from lights and no dark areas) discourages criminal activity, improves visibility, and reduces fear. Visibility in design can also be enhanced by including windows that look directly out on public sidewalks and parking.

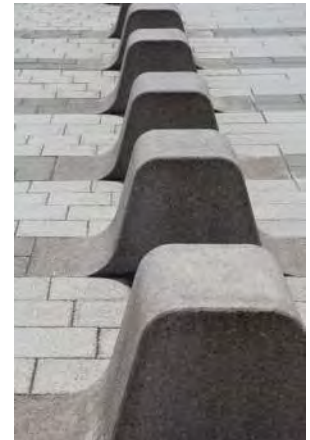
Sidewalks, plazas, and other pedestrian areas should be evenly lit by pole mounted lighting, providing no shadowed hiding places for a would-be criminal to use to their advantage. Sufficient lighting levels will also enhance the capture and storage of evidentiary quality video, enabling recognition of perpetrators in covered areas. Steadily increasing lighting levels as one approaches the building will improve the sense of safety and the video quality at the appropriate locations. Additionally, the observable presence of video surveillance cameras will in and of itself have some deterrent capability, as potential offenders are less likely to act if they know they will be observed and recorded.

Natural Access Control

Natural Access Control limits the opportunity for crime by clearly differentiating between public and private spaces. Location and design of entrances and exits, which tend to guide people in the appropriate direction, will provide Natural Access Control. Natural Access Control recommends that the facility have only one primary, clearly identifiable entry point, or at a minimum utilize the architectural design to route people to a central security location before they have access to stairwells and elevators.

Natural Territorial Reinforcement

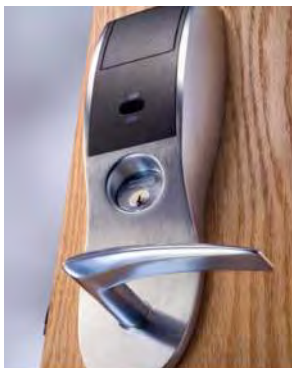
Natural Territorial Reinforcement utilizes architectural design to increase the sense of ownership, which increases the likelihood that intruders will be challenged and reported. It creates an environment where strangers or intruders stand out and are more easily identified.



ACCESS CONTROL SYSTEM

An Access Control system will provide card access for designated non-public entry points of the building or departmental perimeters or at any other space deemed a priority by the Library and project stakeholders. Ideally, traditional keys would be only utilized and issued to staff for their individual offices, storage rooms, and other unique spaces that are under their control.

The Library would incorporate the Town of Prosper standard for the Security Management / Access Control system unless directed otherwise during the subsequent design phases. It is anticipated the Library access control system will likely communicate with a centralized Town server. The Library security and access system will then be connected to the building LAN/WAN infrastructure and communicate over a Town configured Security VLAN.



The typical security door configuration will include provisions for a reader, interface to the electric locks, door position switches, and request to exit components. In addition, each door configuration will include a pull box located above the door on the secure side for the interconnection of the various door control and signaling components. Multi-technology card readers will be incorporated to allow for use with existing standard 125kHz cards, more secure 13.56MHz smart cards, and compatibility with mobile (virtual) credentials. Card readers may incorporate keypads for dual authentication utilizing card + PIN. The potential use of biometric identification access devices for the Library is yet to be determined and will be reviewed based on Town standards.

Operation of the system will be such that time of day features may be utilized. Some doors may be unlocked by the system during regular business hours or for special events while others remain as pass card access only. Doors may go into an alarm state when opened immediately, such as in an emergency exit, or when a perimeter door is held open for an extended period of time.

In general, the access control system will seal off the building perimeter and restrict access to certain spaces at certain times. There may be a need to control access to elevators and stairwells based on occupants' requirements and work schedules. Additional features of the system include holiday schedules, visitor credentialing, access groups, and database segmentation to name a few.

The access control system and the video surveillance system will either be a single unified platform or a fully integrated solution. This will allow for timestamp management of video records tied to security system alarms and entry/exit access events.

The manufacturer and model numbers outlined in the Town of Prosper's technology requirements will be reviewed again during the design stages to ensure that the most current equipment is procured at the time of project completion.

VIDEO SURVEILLANCE SYSTEM

A system of fully integrated digital security cameras will monitor exterior building adjacencies, interior public areas, entry/exit points, commons areas, high traffic and transition areas, and other critical spaces as deemed necessary by the Town and project stakeholders. The networked IP security cameras will communicate to the video surveillance system via the Library LAN infrastructure. Each camera will require a Category network cable, installed to the nearest IDF room.



Security camera types will be standardized on high-definition IP PoE type cameras. The cameras may also implement technologies such as megapixel, 180 or 360-degree multi-sensor panoramic view, pan-tilt-zoom (PTZ), and integration of video motion or analytics alarms. Camera housings will be primarily domes with other housings provided based on environment, architectural goals, or space limitations. The camera products and manufacturers shall be consistent with Town security standards. The video system and IP cameras may incorporate motion sensing software to activate recording only when certain conditions are met such as human movement. Analytic software is also available to trigger alarms and for people counting.

The video surveillance system cameras and devices will likely communicate with centralized Town video management system server and recording devices. The video system will also likely be connected to the building LAN/WAN infrastructure and communicate over a Town configured Security VLAN.

The video surveillance system will be integrated with the access control, intrusion detection, and emergency call station systems. This will provide optimal situational awareness for security operators with respect to incident response, to provide more effective safety and security within and around the Library and can, if desired, could allow the Town of Prosper Police Department to have the ability to remotely access and view security cameras from the Library.

ASSET PROTECTION

The Library will require Radio Frequency Identification Devices (RFID) Book Security Gates at main entry/exit locations. The Security Gates will be furnished by the Town and installed by the general contractor. Necessary power and data infrastructure will be provided by the project to support the Town supplied RFID gate equipment. It is understood the Town and project stakeholders desire a more aesthetically appealing solution than traditional book security gates. The preference would be to evaluate new technology and integrate the RFID equipment into the adjacent walls if possible.

The RFID alarm system may be employed to tag and protect other building assets such as computers, flat panel displays, projectors, etc. These devices communicate wirelessly with the equipment placed at the exit points. Like the book system, when the RFID tag passes through the RFID gate system, an alarm will be triggered.

PRODUCTS

The manufacturer and model numbers outlined in the Town of Prosper's technology requirements will be reviewed again during the design stages to ensure that the most current equipment is procured at the time of project completion.

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