

Presenters



Gail Bruce

Director, Laurel Public Library (DE)



Betha Gutsche

WebJunction Programs Manager

Smart Spaces are Community Places

April 27, 2021



Topics for Today

- The Smart Spaces Process
- Creating Smart Space at Laurel Public Library (DE)
- The Toolkit for Creating Smart Spaces





The Smart Spaces Process





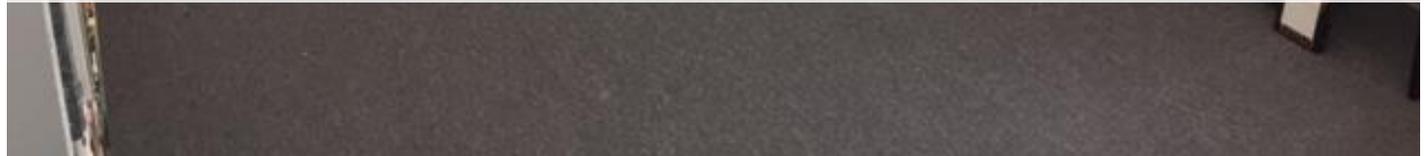
What does transformation look like?



Glenns Ferry Public Library, Glenns Ferry, ID



Before: A bland space for DVD's and VHS tapes...



Glenns Ferry Make It Space

After ...transformed into
a bright, inviting space
for STEM/STEAM
focused active learning



Cornwall Public Library, Cornwall, NY

Before: No space for teens in the community to gather



The almost non-existent teen space crammed next to the children's area



Prime real estate occupied by the reference desk

Cornwall's Community-built Teen Space



After ...transformed into a warm inviting space that teens own and activate



How did transformation happen?



Making space “smart”

If you do *not* build what
people actually want,
they will not come

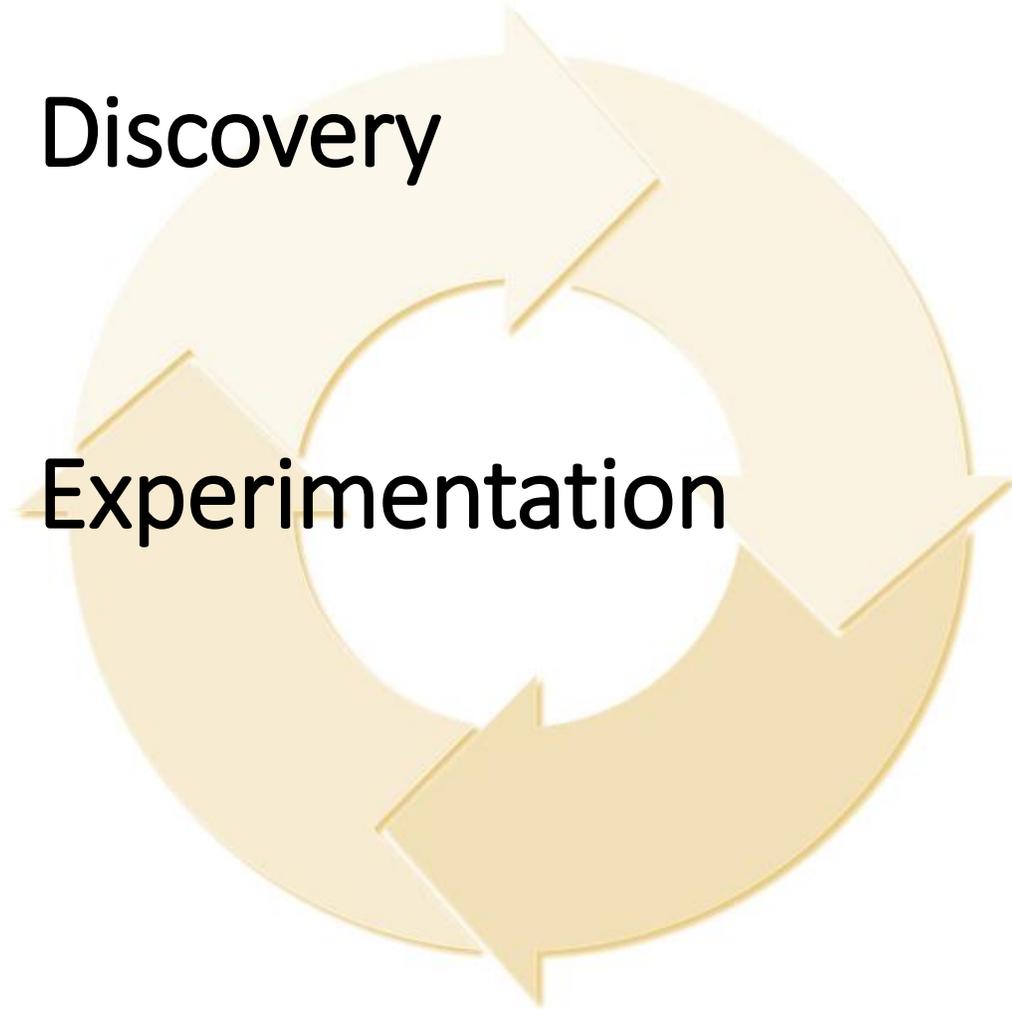
The essential process

Discovery

- *Discover* who your community is and what they value

Experimentation

- *Experiment* to imagine a world of possibilities for services and programs and keep experimenting to meet evolving needs



It's all centered on the community

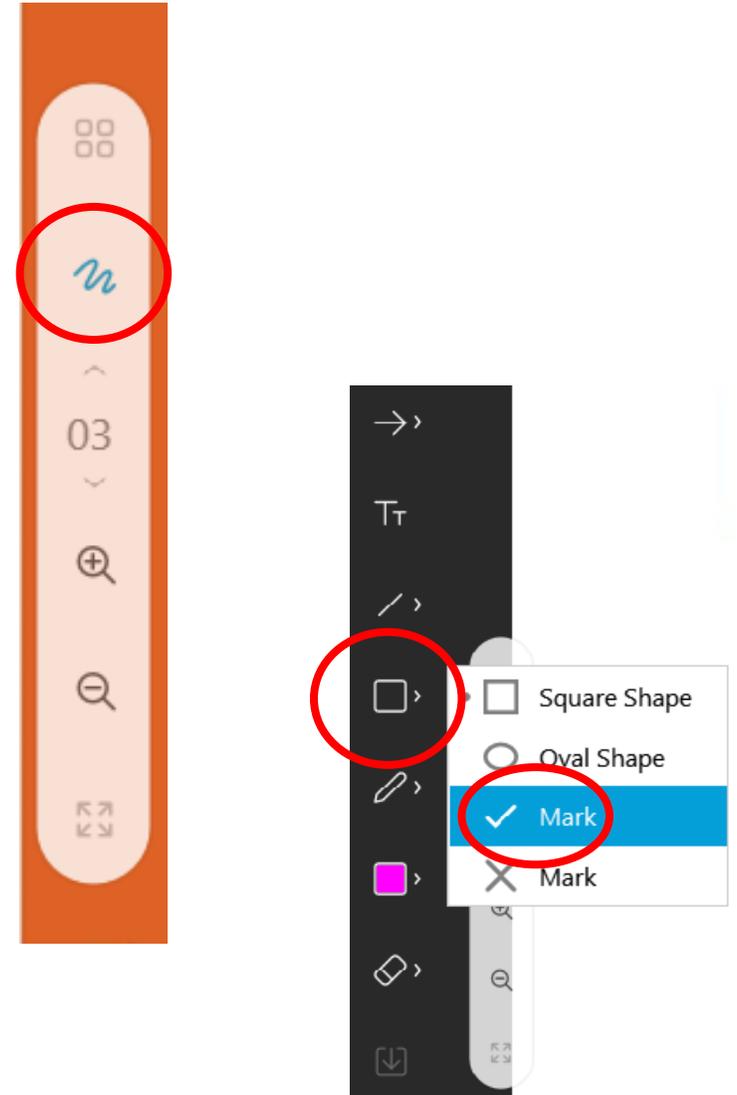


Connections continue through COVID

“The Library has been one of the most active organizations during the pandemic, thinking and reaching outside the traditional boundaries of what a Library does and can be, and that has been an exciting silver lining to the whole pandemic mess.”

ANNOTATION TOOLS

1. Mouse over slide to find **long pill menu** at far left
2. Select **squiggle icon** to open annotation tool panel
3. Go to **square** icon for submenu
4. Select **check mark**
5. Click on slide to **practice**



What tools have you used to learn about your community?

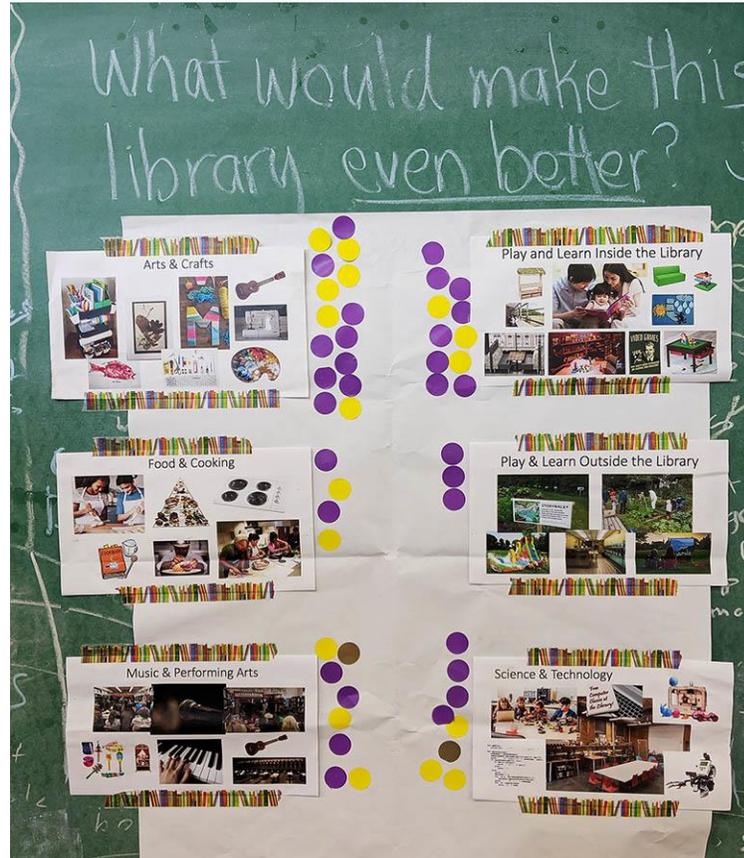
- Surveys
- Focus groups
- Interviews
- Dot boards
- Wish trees
- Talk-back boards
- Journey maps
- Design workshops
- Photo essays
- Empathy maps
- Observation
- Other

Tools for discovery

Start a conversation



Imagine with pictures



Workshop it



Left: Community event in LaGrange, TX; courtesy of Fayette Public Library; Middle: Dot board voting, courtesy of Waimea Public Library; Right: Teen visioning workshop by [SDOT Photos](#) on [Flickr](#) [CC BY-NC 2.0](#)

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The best tool?

Listening!



Photo by [Magda Ehlers](#) from [Pexels](#)



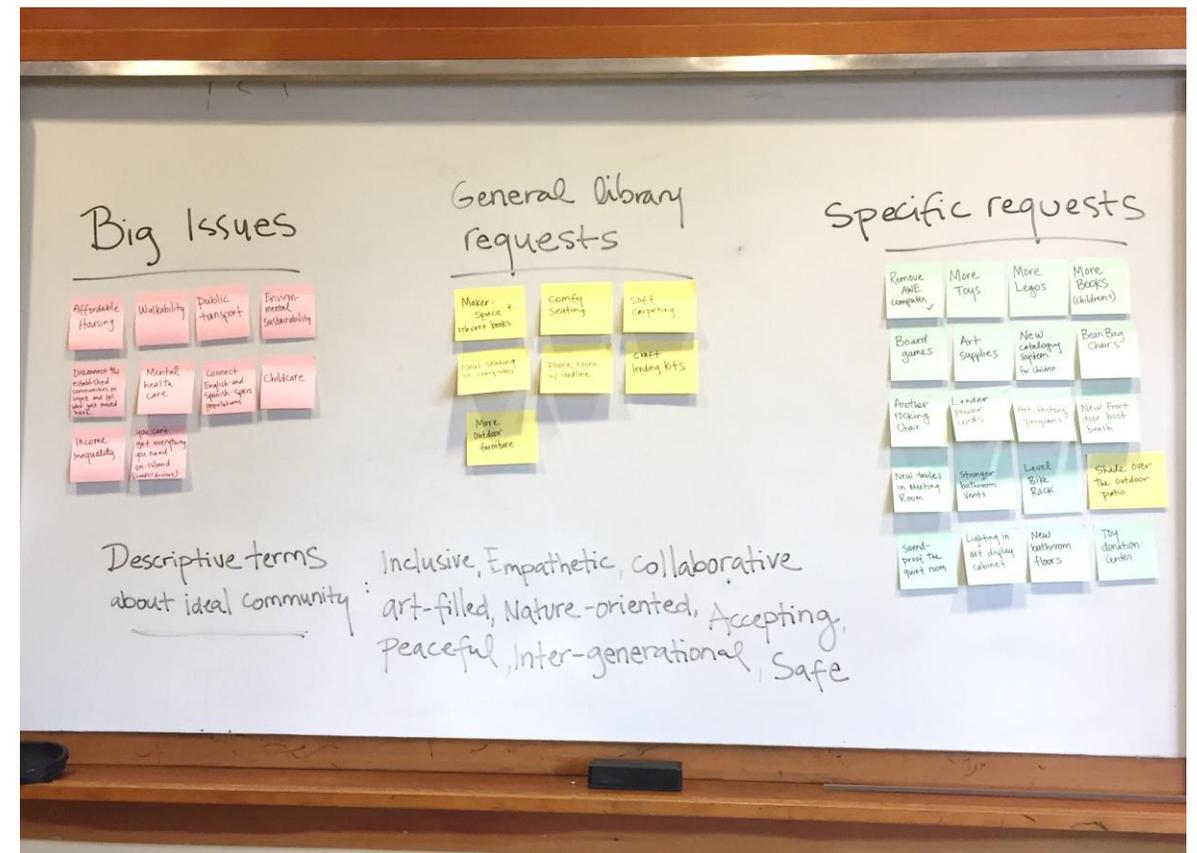
*“I felt the community discovery portion of the project was so important to my community and to me professionally.
... I will continue to use techniques I learned from this project when developing programs and evaluating other spaces.”*

Experimentation

- Ideation
- Prototyping
- Iteration



IDEATION



Photos provided by Smart Spaces cohort participant

PROTOTYPING

- Make ideas tangible
- Test assumptions



Photos provided by Smart Spaces cohort participants



*“The two main concepts I will continue to apply in my work are:
1) involve the community in decision making about library
services as much as possible;
and 2) just try stuff and see what works.”*



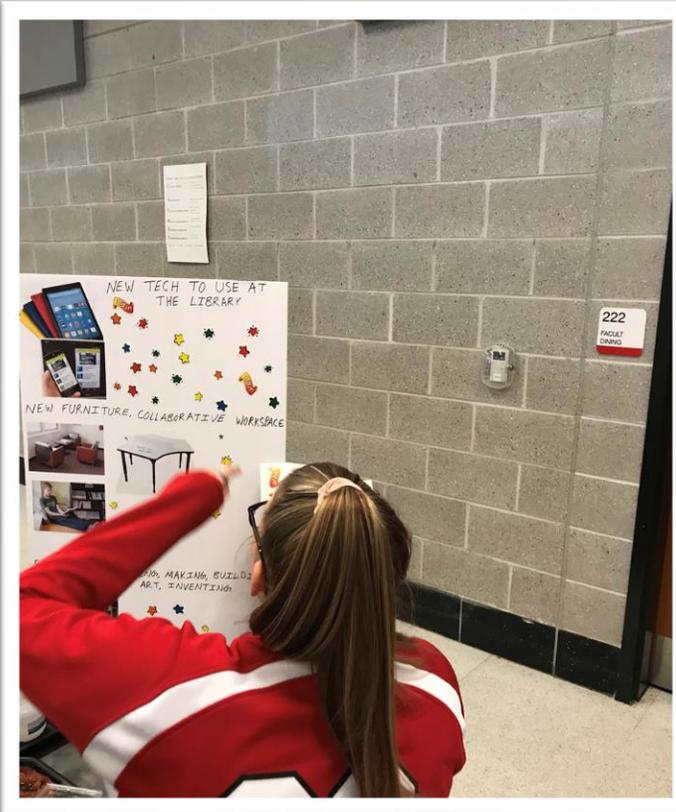
Creating Smart Space at Laurel Public Library

Gail Bruce, Director

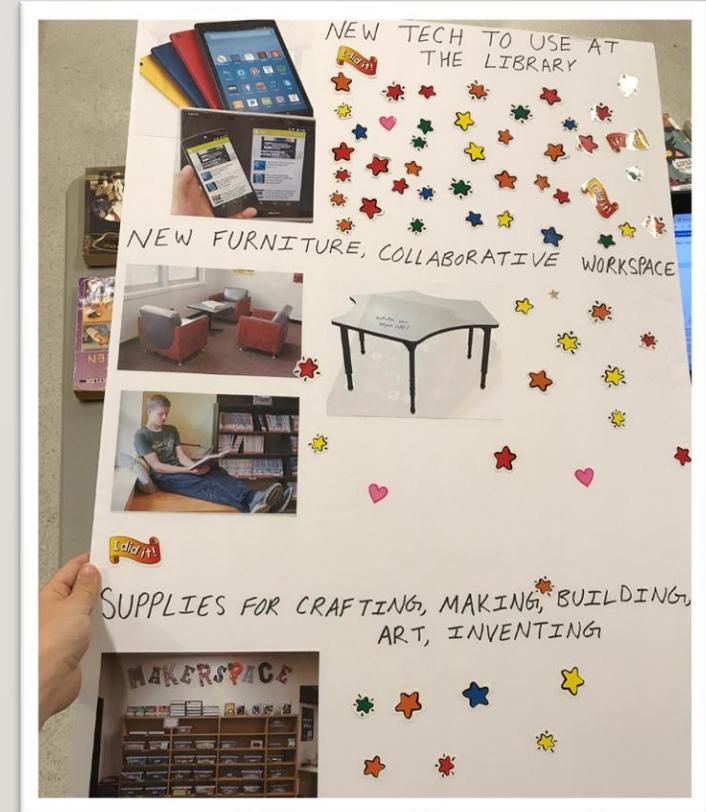
DISCOVERY PHASE

How we connected with our community to understand
their needs

DOT BOARDS - HIGH SCHOOL



- Visited during lunch
- Asked "What kind of space would you like at the library?"
- New tech



ELEMENTARY SCHOOL VISITS



- Casual conversations
- Liked being active and anything water related
- Computer games

COMMUNITY EVENTS

- Attended numerous community events
- Requests for Arts and Culture
- Wanted to create something to take home/own
- Kids were overwhelmingly interested in “Things”

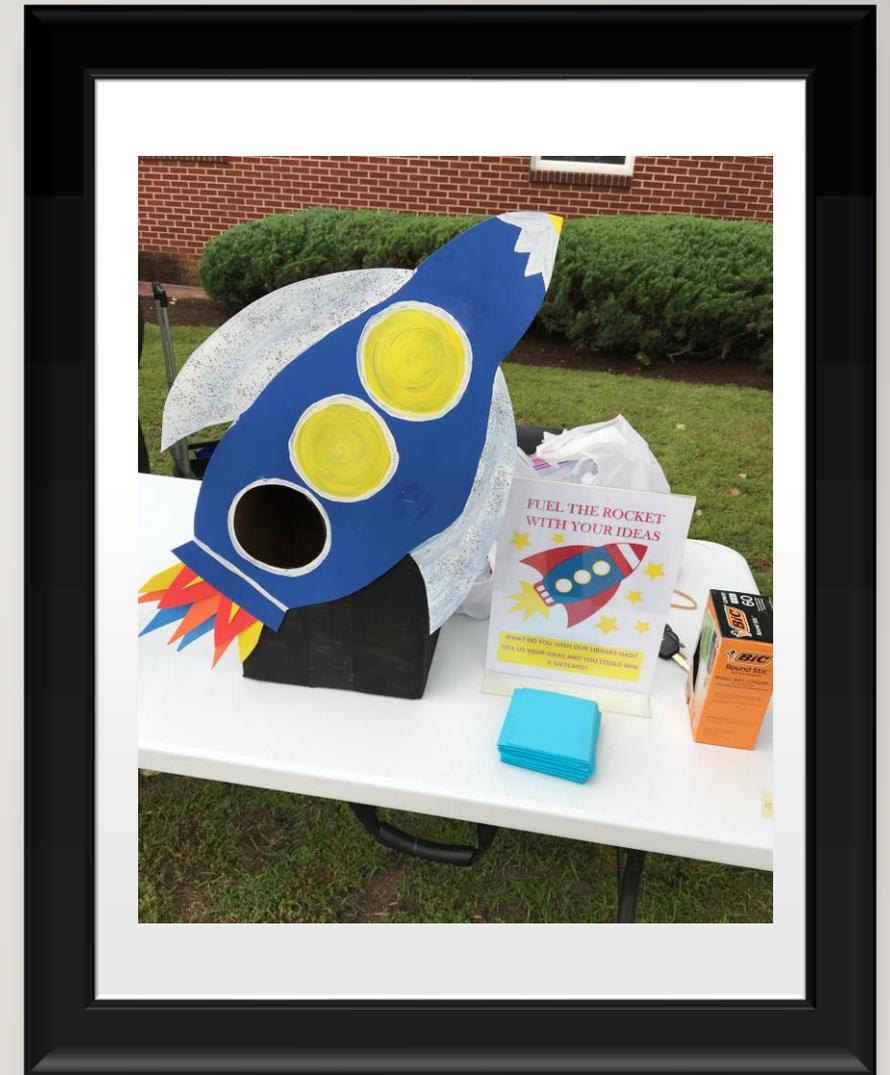
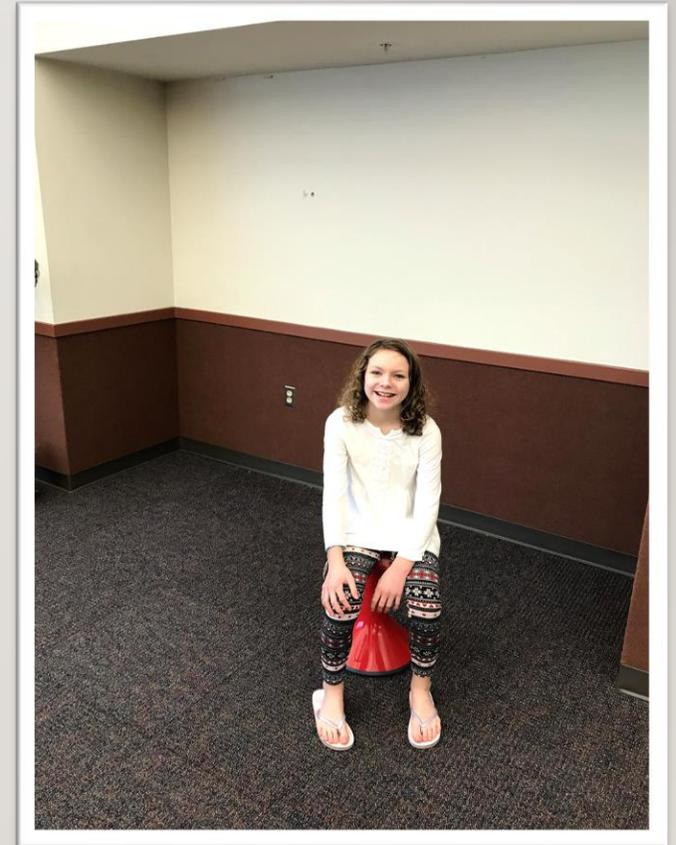


PHOTO INTERVIEWS



CASUAL CONVERSATION



- Teens shared benefits of technology and video games
- Families shared need for access to technology

Subjective Discovery Through Observation

- ✓ Homeschool art classes full
- ✓ Craft programs are very popular
- ✓ Always asking for art supplies
- ✓ Very creative community

IDEATION

COMPILING THE DATA AND IMPLEMENTING IDEAS

INNOVATION STATION



- Very creative community
- Lack of arts programs
- Way to express themselves
- Making something tangible to keep



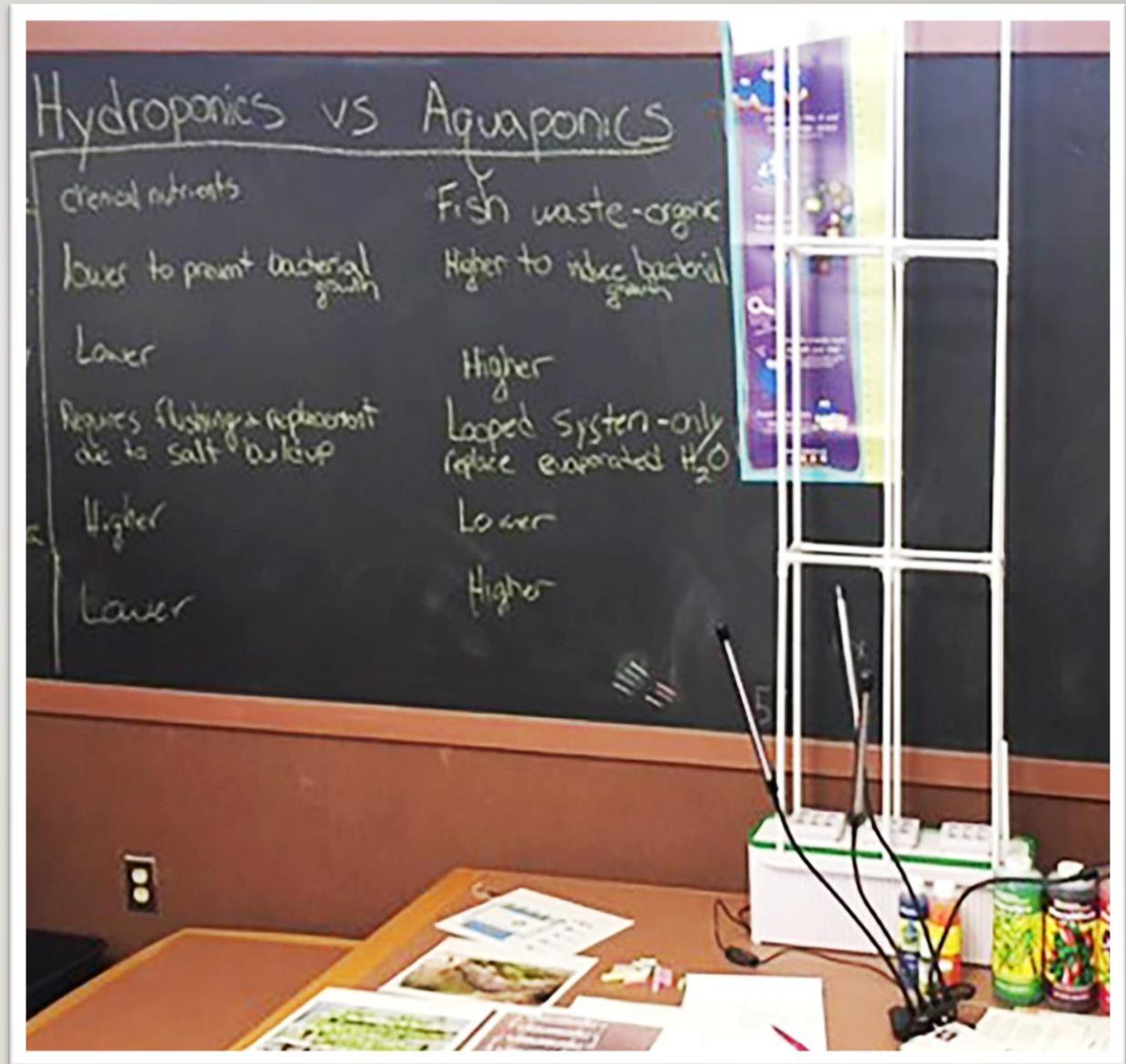


TEEN GAMING STATION:

- ✓ Benefits of gaming – problem solving, fine motor and social skills, perseverance
- ✓ Most don't own/can't afford systems
- ✓ A space they can call their own

HYDROPONICS STATION

- Agricultural community
- Food insecurity
- 51% of population live in apartments/rentals



PROTOTYPING

WHAT DID WE LEARN FROM THE EXPERIMENTAL PROCESS?



Filled an unused closet with craft supplies and games



- ✓ Helped shape the Innovation Station
- ✓ Kids crave their own space
- ✓ Created tangible items
- ✓ Availability of craft items



Kids could freely use any of the supplies they wanted to create items



WHAT'S HAPPENING NOW?

- Covid Impacts
- Looking Forward
- Using the Smart Spaces Tools

THANK YOU!

Gail Bruce

Director, Laurel Public Library (DE)

gail.bruce@lib.de.us



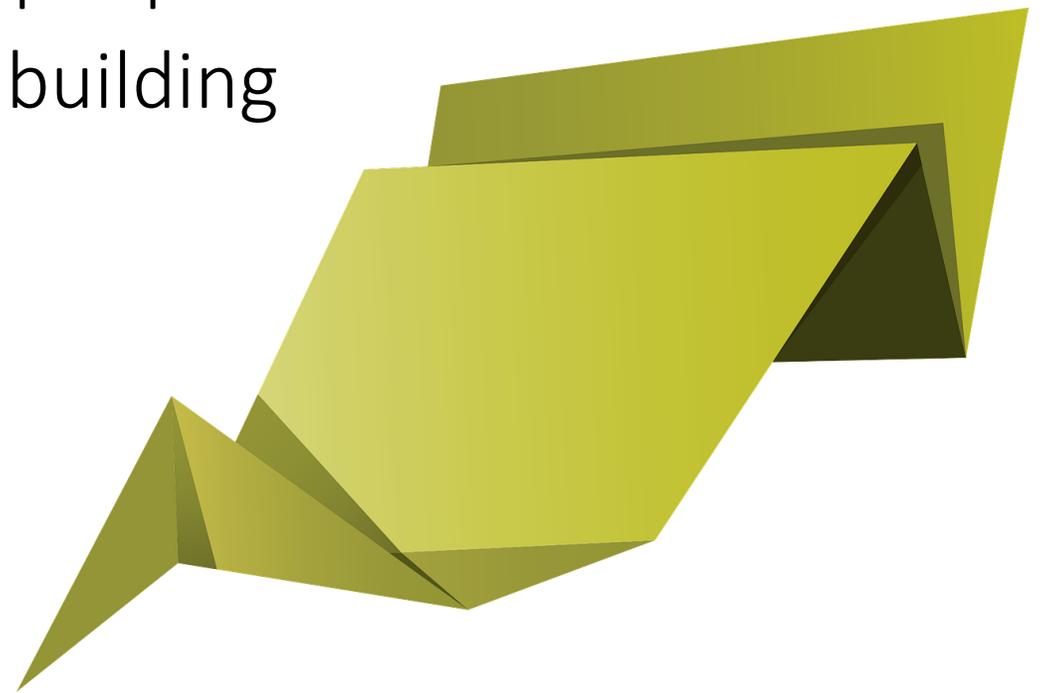


Toolkit for Creating Smart Spaces

We need public space more than ever

“...libraries have effectively unfolded, moving services outdoors, and moving librarians to other spaces, finding new ways for people to access the library even though the building itself was closed.”

–Eric Klinenberg



Do you want to...?

- Understand **active learning** and **community-driven spaces**
- Discover **community** needs and interests
- Find community **collaborators and partners**
- Translate community needs and **expand possibilities**
- Rethink **use** of physical space
- Test ideas with **prototyping**
- Create and implement a **project plan**
- Activate your space with **programming**
- Sustain your smart space efforts
- General resources on design thinking and transformation



The
Toolkit

Curated resources

Practical applications of the Smart Spaces process

Discover Community Needs and Interests

WebJunction / 26 January 2021

If active learning seeks to involve community members to co-create and collaborate around the learning that is most driven by their interests, then it is essential to get a fresh view of what those interests and needs are. Shift the whole conversation from what can the library do for them to what can you do with them. It is the initial stage of the design thinking process, gaining empathy with the people you're designing for. Learn how to get beyond the traditional survey to start meaningful conversations and foster collaborative relationships.



[Getting to the Heart of the Community Through Discovery](#) (1-hour webinar)

This one-hour WebJunction webinar explores tools and strategies that start meaningful conversations and foster collaborative engagement with your community on everything from strategic and space planning to programming.

[Placemaking in Libraries - Mary Lou Carolan](#) (25:05 minute video)

With an emphasis on the principle of "lighter, quicker, cheaper," small library director Mary Lou Carolan brings ideas for placemaking to life.



[Know Your Audiences Worksheet](#) (pdf)

Community discovery means thinking inclusively of everyone in your community: those who already use the library, those who don't, and any groups that you are particularly interested in connecting with. Use this worksheet to recognize all current or potential groups in your community and to think about how you will connect with new audiences.

[Building Community Connections Guide](#) (pdf)

This guide frames community discovery through an equity lens and will help you fulfill your intention to connect with new audiences in your community.

[Community Data Resources](#) (pdf)

What data is available to inform your knowledge of the community? Locate and harvest available data from this list of common sources of demographic information.

Community discovery in pandemic times

How might you learn how your community's needs and priorities have changed?

Enter comments in chat



How will you transform *your* library as community place?



**HOW TO START
YOUR FIRST
VEGETABLE GARDEN**

JOIN BEARDSLEY LIBRARY FOR A ZOOM
PRESENTATION ON
TUESDAY, APRIL 13TH AT 6:00 PM
WITH GARDEN EXPERT, JILLIAN SHEA!

JILLIAN WILL GIVE YOU AN EASY-TO-
FOLLOW GUIDE FOR GROWING FOOD IN
ANY SIZE SPACE WHILE SHARING SOME
TRICKS OF THE TRADE TO GET GROWING
WITH CONFIDENCE.

THE SESSION WILL BE FOLLOWED BY A
LIVE Q&A. GREAT FOR BEGINNERS OR
EXPERIENCED GARDENERS!

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HERE TO SIGN UP TODAY!

Acknowledgements

- ▶ Association of Rural & Small Libraries (ARSL) worked collaboratively with WebJunction on all phases of the project.
- ▶ This project was made possible by support from OCLC and by a grant from the Institute of Museum & Library Services, LG-80-16-0039-16



Thank you!