



City Council Report

Item: 12.
Category: New Business
Meeting Date: July 1, 2014

TITLE: Civic Center Master Plan Approval of: Project Vision Statement, Needs Assessment and Plan of Service, Architectural Space Program, Design Criteria and Scenario Criteria

RECOMMENDATION

That the City Council adopt the attached resolution regarding the Civic Center Master Plan, approving the:

1. Project Vision Statement (as presented at the May 6th Study Session);
2. Needs Assessment and Plan of Service (as presented at the May 6th Study Session);
3. Architectural Space Program;
4. Design Criteria; and
5. Scenario Criteria.

It is also recommended that the Council review and accept the additional community outreach update and suggest or recommend any changes to the Project Vision, Needs Assessment, or Plan of Service as a result of the additional community input.

BACKGROUND

The Civic Center Master Plan project was adopted as a Council priority for FY14. Council directed staff to move forward with the project and authorized staff to issue an RFP for consultant services. In December 2013, Council authorized the Public Works Director to execute a consultant services agreement with Anderson Brule Architects (ABA) for the performance of master planning services related to the Civic Center campus.

Shortly after ABA was hired by the City, a Core Team was formed to guide the process and provide input at key points. Members of the Core Team include:

- Jason Baker, Councilmember
- Paul Resnikoff, Planning Commissioner
- Ann Herosy, Civic Improvement Commissioner
- Jane Cronkhite, Community Librarian – Santa Clara County Library District
- Derek Wolfgram, Deputy County Librarian – Santa Clara County Library District
- Mark Linder, City Manager
- Todd Capurso, Public Works Director
- Paul Kermoyan, Community Development Director
- Regina Maurantonio, Recreation and Community Services Director
- Anne Bybee, City Clerk
- David Carmichael, Captain, Police Department

The first meeting of the Core Team on February 12, 2014 was primarily to review the process and schedule that ABA would be following over the next 14 months. Since that time the Core Team has met several times, most recently on June 11th, mainly to assist ABA in the preparation of upcoming stakeholder and Council meetings and to provide ABA with input and guidance regarding the direction of the Master Plan.

DISCUSSION

At the City Council Study Session on May 6th, Council was presented with the results of a variety of community input processes – one at-large community meeting as well as three specific focus groups including Library employees, City employees, and Community members.

Prior to meeting with the community and focus groups, ABA and the Core Team agreed that it was important to determine what specific ideas of the presented options held importance to the various groups. These ideas could then be developed into a draft vision statement for the project and would assist in defining future aspects of the process.

Based on the input gathered, ABA was able to develop a vision statement, needs assessment, and plan of service for presentation to the Core Team. After discussion and some minor adjustments, these were then presented to Council at the May 6th study session.

While Council was largely in support of the information presented and the direction of the project, there was concern expressed regarding a gap in the demographics of the community input process. The age group of 25-40 year olds was under-represented in all aspects of community input to that point. While this age group makes up approximately 40% of the Campbell population, only 17% of survey respondents identified themselves as being in that age range.

Since the study session, staff has successfully worked with ABA to re-launch the community survey with an emphasis on this age group. The survey was re-launched the week of May 15th and closed the week of May 22nd. An additional 104 people responded to the survey. Additionally, staff conducted a focus group on May 29th with representatives from this demographic group in an effort to gain additional insights regarding both City and Library services. The results from both processes are contained in the attached Council Presentation (Attachment 2) and will be presented to Council on July 1st.

The Council was also presented with a proposed Project Vision Statement, Needs Assessment, and Plan of Service. Council indicated an acceptance of these documents. The Project Vision Statement and Service Model are also included in the Council Presentation (Attachment 2); the Plan of Service is attached separately (Attachment 3). All are being recommended for Council approval.

Additionally, ABA will be presenting the Architectural Space Program (Attachment 4) for each of the elements in the Master Plan and staff is requesting Council approval in order for the Program to move forward into Scenario Planning. The Program defines the spaces required to meet the needs established in the Needs Assessment. Council is also being presented with Program comparisons of existing space vs. proposed space, as well as a

comparison to the 2007 Library Program for their reference. ABA will also discuss how the program meets trends and best practices as well as aligns to the Service Model that was established in the Needs Assessment and Plan of Service. There will be a series of options for Council to consider including:

- shared use Council Chambers with flexible seating
- addition of the Chamber of Commerce offices
- addition of the Museum as a new feature
- number and size of meeting rooms and the concept of public use space

Furthermore, ABA will be discussing the Design Criteria that was established through public comment and discussion with the Core Team. The criteria will be used as reference points to measure the achievement of the goals and objectives of the Master Plan for each of the design scenarios that will be developed. In the next step, scenarios will be created and weighed against the Design Criteria.

The Site Scenario Criteria will also be presented and reviewed. This establishes the framework of each of the scenarios and includes consideration of multiple approaches to exterior site organization, building massing, phasing strategies, and eventual project costs. ABA requests discussion and direction on this framework prior to proceeding into Scenario Planning.

The scenarios should take very different approaches to the Master Plan so that variables can be seen, tested and discussed with the community and Council. The scenarios will be presented to Council at a future meeting along with corresponding cost information. The public will be involved in design charettes where they will actively engage in scenario testing. (The public design charrette is currently scheduled for Wednesday, August 13th.) Public comment will be brought back to Council with the scenarios. Public and Core Team input regarding each of the scenarios will be discussed with Council prior to moving into the final Master Plan design development.

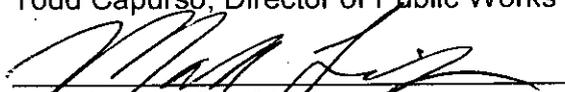
SCHEDULE

Staff will return to Council in January 2015 with Design Scenarios and cost information. Council consideration of the final Master Plan is currently scheduled for April, 2015.

Prepared by:


Todd Capurso, Director of Public Works

Approved by:


Mark Linder, City Manager

- Attachments:
1. Resolution
 2. Draft Presentation – including Results of Additional Community Survey
Design Criteria and Site Scenario Criteria
 3. Plan of Service
 4. Architectural Space Program

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CAMPBELL APPROVING THE PROJECT VISION STATEMENT, NEEDS ASSESSMENT AND PLAN OF SERVICE, ARCHITECTURAL SPACE PROGRAM, DESIGN CRITERIA AND SCENARIO CRITERIA

WHEREAS, the Civic Center Master Plan project was adopted as a Council priority for FY14; and

WHEREAS, In December 2013, Council authorized the Public Works Director to execute a consultant services agreement with Anderson Brule Architects (ABA) for the performance of master planning services related to the Civic Center campus; and

WHEREAS, a Core Team was formed to guide the process and provide input at key points; and

WHEREAS, there were a variety of community input processes – one at-large community meeting as well as three specific focus groups including Library employees, City employees, and Community members; and

WHEREAS, ABA requires Council approval of the Project Vision Statement, Needs Assessment and Plan of Service, Architectural Space Program, Design Criteria and Scenario Criteria to move forward with the Master Plan design development.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Campbell hereby approves the Project Vision Statement, Needs Assessment and Plan of Service, Architectural Space Program, Design Criteria and Scenario Criteria presented by Anderson Brule Architects.

PASSED AND ADOPTED this 1st day of July, 2014, by the following roll call vote:

AYES: Council Members:
NOES: Council Members:
ABSENT: Council Members:

APPROVED:

Richard M. Waterman, Mayor

ATTEST:

Anne Bybee, City Clerk



Context, Purpose and Intended Results

PURPOSE:

- Review Revised Process
- Review Additional Community Input
- Review Draft Program & Scenario Criteria

INTENDED RESULTS:

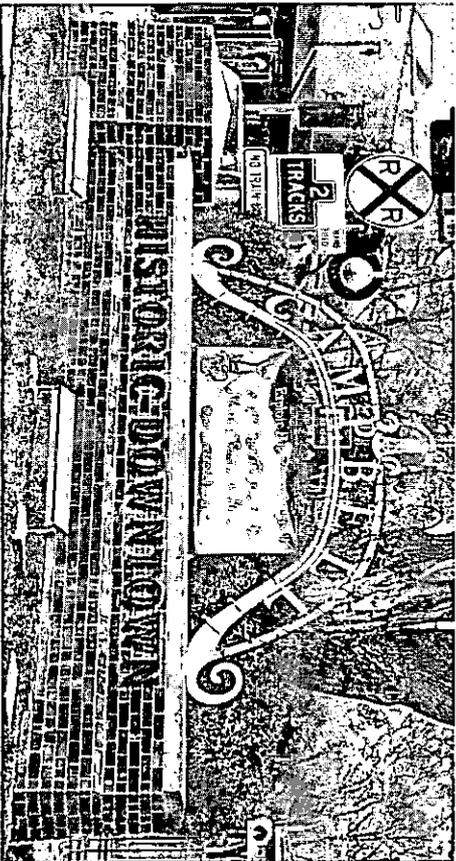
- Shared Understanding of Additional Community Input
- Approval of Draft Program & Scenario Criteria

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AGENDA

- Introduction/ Review Agenda
- Process Update
- Vision
- Survey Update
- Service Model
- Plan of Service
- Program
- Site Criteria
- Scenario Criteria
- Conclusion



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Council Decisions Needed

- Approve Vision
- Approve Service Model
- Approve Service Plan

- Approve Architectural Space Program
- Approve Site Criteria
- Approve Facility Scenario Framework

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Process & Participants

TASK 3

Facility Program
April - July 2014

TASK 4

Facility Scenarios
July 2014 - January 2015

Approval Process

- City Council
- Regulatory Agencies

City Council Meeting 3
July 1, 2014

- Facility Program Options
- Facility Scenario Criteria
- Select (3) Facility Scenarios

City Council Meeting 4 (Study Session)
January 20, 2015

- (3) Conceptual Designs
- Cost Models

Boards & Commissions

- City Improvement Commission
- Historic Preservation Board

Presentation for Historic Preservation Board
September 24, 2014 or Civic Improvement Commission
October 9, 2014

Core Team

- Council Representative
- City Staff
- City Consultants

Core Team Meeting 3A
May 13, 2014

- Draft Facility Program
- Facility Scenario Criteria
- Prepare for Council

Core Team Meeting 3B
June 11, 2014

- Refine Facility Program
- Refine Scenario Criteria
- Prepare for Council

Core Team Meeting 4A
July 2, 2014

- Review City Council Input
- Validate Facility Scenarios
- Charrette Preparation

Core Team Meeting 4B
August 20, 2014

- Review Charrette Outcomes in Comparison to Program & Criteria
- Discuss Pricing Strategies

Core Team Meeting 4C
September 10, 2014

- Review Conceptual Designs
- Refine Program
- Refine Pricing
- Discuss Funding Strategies

Core Team Meeting 4D
November 12, 2014

- Refine Conceptual Designs
- Develop Elevations
- Review Operational Opportunities/Constraints
- Initial Cost Model
- City Council Prep

Consultant Team

- Anderson/Brite Architects
- Structural/MEP
- City/Landscape/Interior
- Cost

Develop Draft facility Program

Finalize Facility Scenario Criteria

Plan of Service

Finalize Facility Scenario Criteria

Facility Program

Develop Conceptual Designs

- Develop Conceptual Designs
- Refine Program
- Refine Pricing

Refine Conceptual Designs

- Refine Conceptual Designs
- Traffic Parking & Pedestrian Studies
- Develop Elevations
- Review Opportunities/Constraints
- Initial Conceptual Costs

Stakeholders

- San Joaquin County Library District
- Friends of the Library
- Community Organizations
- Special Interest Groups
- Staff / Users
- Regulatory Agencies

Staff Interviews
May 7, 2014

- Facility Program Input
- City Staff
- Library
- Museum

Community Outreach

Survey
Second Release
May 15 - 23, 2014

Focus Group
Staff Facilitated
May 29, 2014

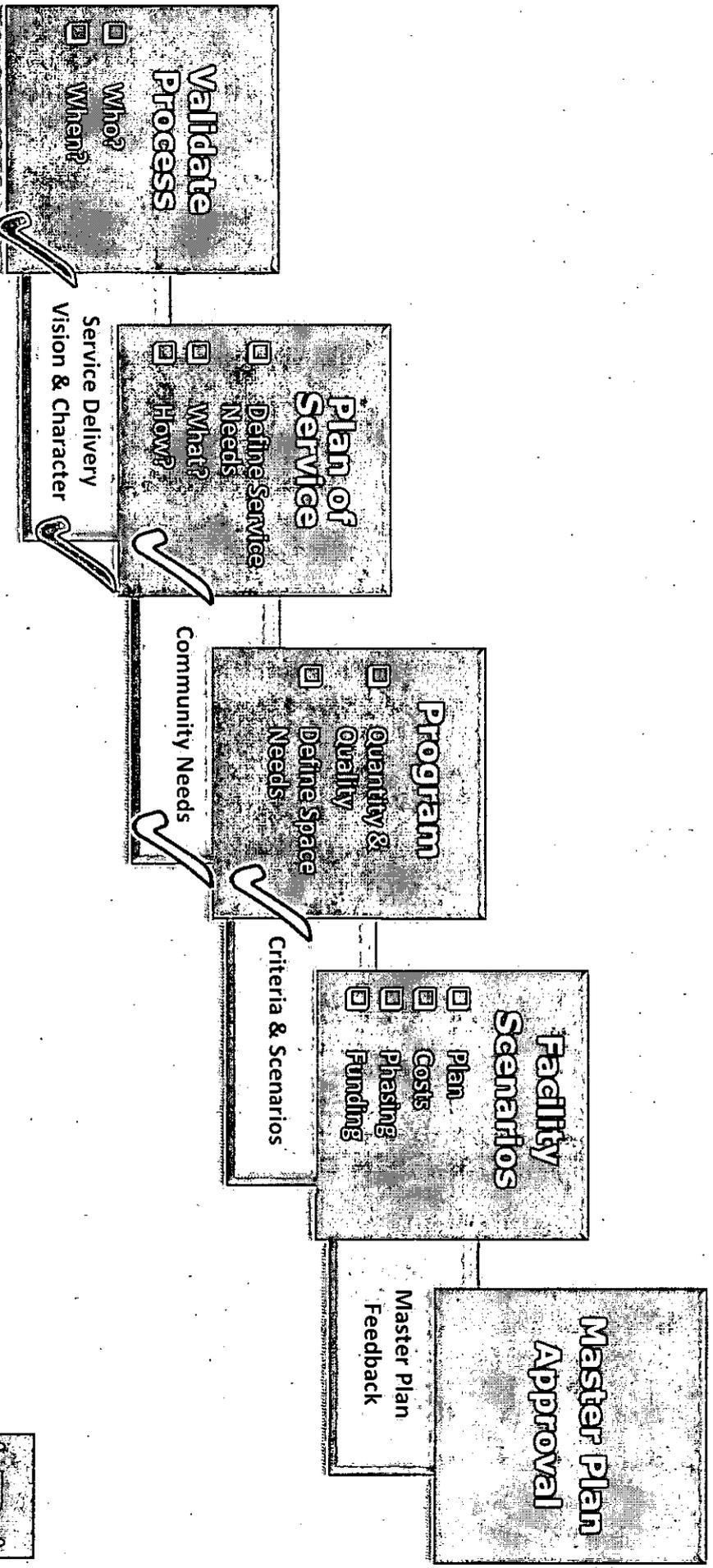
Facility Scenarios Charrette
August 13, 2014

- Develop Scenario Plans
- Opportunities & Constraints

Community Forum
October 15, 2014

- Review Conceptual Designs

Project & Community Process



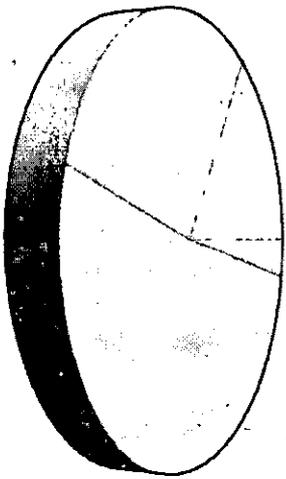
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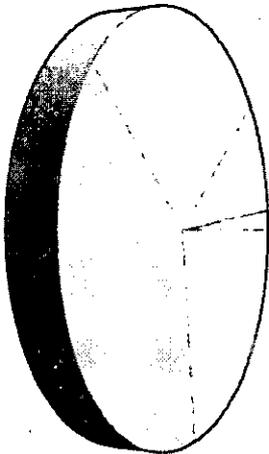
Campbell Demographics

Education



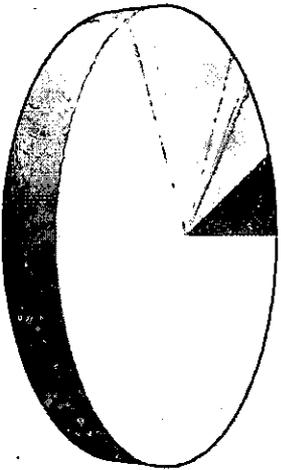
- 0-8 years of school
- H.S. Graduate or higher
- Bachelor's degree or higher
- Graduate or Prof. degree

Age Group



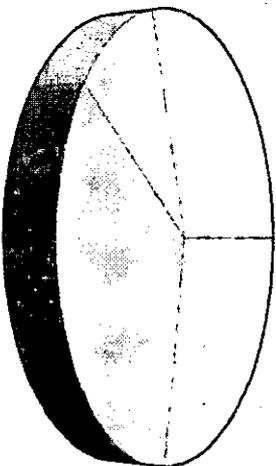
- Under 19
- 20-44
- 45-64
- 65-84
- 85+

Race



- White
- Asian
- Black / African American
- North American Native
- Pacific Islander

Household



- Family (without children)
- Family (with children)
- Nonfamily (not living alone)
- Living Alone

Source – 2010 Census



Additional Community Input Survey





Community Survey - 2nd Distribution

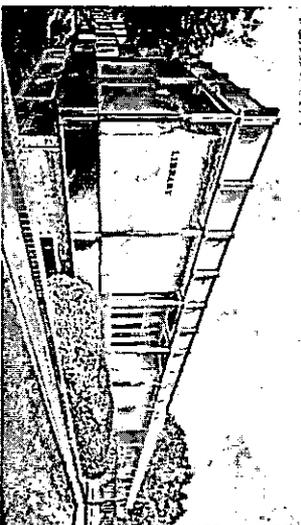
- Use and satisfaction of services remained fairly consistent
- Generally satisfied with Civic Center Services
 - Most services had no more than 6% of responses as "Dissatisfied" or "Very Dissatisfied"
 - 14% were "Dissatisfied" or "Very Dissatisfied" with Parking
 - 10% were "Dissatisfied" or "Very Dissatisfied" with Library
- When asked why particular services were not used, reasons were overwhelmingly "No Interest/Need" or "No Problems"
 - Other minor reasons included "Hours Open," "Parking Problems," and "Accessed Online"
- 65% use a car to get to the Civic Center
 - 34% walk, 1% bike, 0% public transit
- Convenient times to visit the Civic Center showed a fairly even distribution between weekday mornings, weekday evenings, and weekends
 - Weekday afternoon ranked slightly lower in preference





Community Survey - 2nd Distribution

- ❑ 66% of respondents believed that the Campbell Library had the highest need for improved facilities
 - Parking ranked second with 14% of respondents
 - Police followed with 7% of respondents
- ❑ Common open responses for feedback on Civic Center:
 - Appreciate library services and Civic Center staff
 - The library should be updated and / or expanded
 - Orchard City Green should be expanded
 - Orchard City Green should have more features / events
 - Need more parking for services
 - Need more parking for downtown
 - Appreciate small town feel
 - Campbell is losing its small town feel and connection to citizens
 - Does not feel like City Council meetings are held to receive input
 - More community events, less alcohol at events
 - Only renovation of current Civic Center facilities is needed





City Focus Group

- Good Central Location
- Anticipate more Growth
- Meeting Space
 - Public, Reservable Conference Rooms
 - Flexible Council Chambers
- More Welcoming
 - Welcome Desk
 - Children's Area near lobby/entry
 - Police area more welcoming
- Combine Museum Space
- More Windows/ Light
- More Storage
- More Electrical Outlets
- More Online Services
- Outdoor Café
- Library
 - Free WiFi
 - Café
 - Different Areas for Adults and Children
 - Study areas
 - Like Self Service
 - More Events
- Parking
 - Underground Parking
 - Pay to Park
 - Free with Validation from City or Library
 - Signage with availability
 - Solar Panels
- Exterior
 - Better Utilize/Improve Orchard City Green
 - Community Garden

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Vision Statement

Key Terms

Community Input

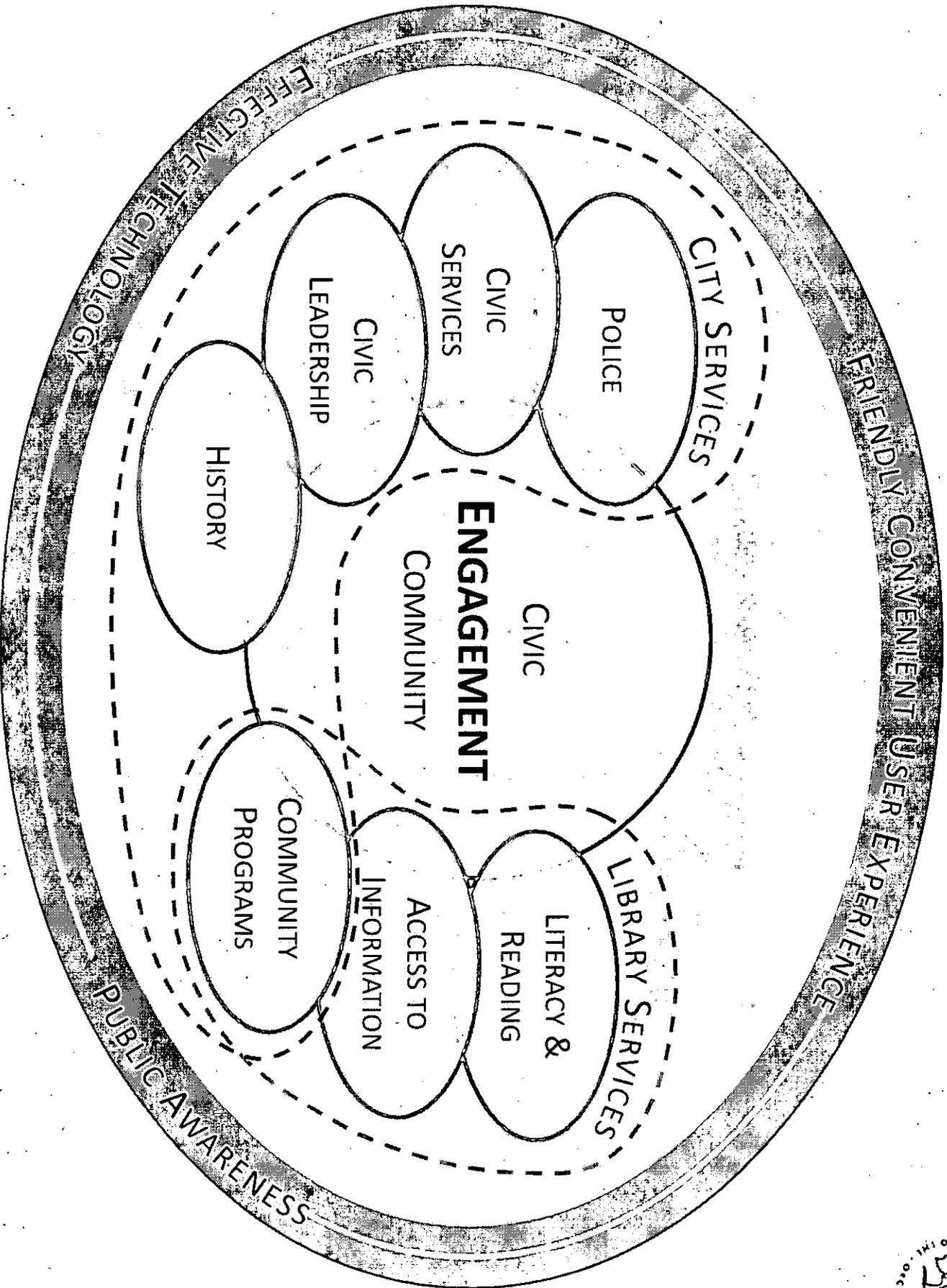
Draft Vision Statement



Draft Service Model



Draft Civic Center Service Model





Draft Plan of Service - Goals

The following goals reflect the priorities of the Civic Center services, and further strategies identify methods for successfully delivering each of these service priorities.

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Draft Plan of Service - Strategies

- **Goal 3:** *Provide a secure facility that ensures a safe environment for employees and customers*
 - **Strategy 1:** Increase security during working hours and after-hours
 - **Strategy 2:** Improve the Civic Center interface for customers

- **Goal 4:** *Create an environment that enables staff to provide effective and efficient services*
 - **Strategy 1:** Provide functional spaces that will support programmatic service requirements
 - **Strategy 2:** Develop physical layout that is conducive to effective service delivery
 - **Strategy 3:** Use technology to improve access to and storage of information





Draft Plan of Service – Strategies

- **Goal 5:** *Provide a library user experience that is convenient and welcoming to customers of all ages and needs.*
 - **Strategy 1:** Staff is helpful and friendly, providing knowledgeable service in assisting customers
 - **Strategy 2:** Facilities are accessible, easy to navigate, and adaptable
- **Goal 6:** *Promote reading and information literacy, in conjunction with access to information*
 - **Strategy 1:** Provide a variety of tools and services and the assistance and training customers may need to use them effectively
 - **Strategy 2:** Use a holistic approach to literacy to include basic reading and writing, life skills, financial literacy, information literacy, and other forms of literacy needed by the community
 - **Strategy 3:** Provide resources appropriate to users through ongoing community assessment



Review Draft Program





Approach to Architectural Space Program

- Space Standards
 - 'Workmode' - Space standards develop by tasks vs. position
 - Open vs. closed offices based on level of privacy needed
- Net SF & Grossing Factors Definitions
 - Net Square Footage (inside wall to wall dimension)
 - Departmental Grossing Factors (includes internal circulation, walls, building support)
 - Building Grossing Factors (includes exterior walls, inter-departmental circulation and support)
- Program Information
 - Interior Program generally organized by Department
 - Share Use spaces as a concept for increasing Community Engagement
 - Current existing spaces SF for comparison to new
 - Existing Exterior Program elements for Master Planning
- Growth Strategy
 - Identified Positions that would be filled in the next 1-5 years
 - Trend for Cities to minimize staff growth and use outside consulting to deal with peak demand
 - Flexible space within Program to support future growth





Police Services

- Growth in Volunteers & Reserve Staffing
- Adequate Evidence Processing & Storage
- Consolidating Police Facilities On-site
- Appropriately Sized Briefing Room
- Appropriately Sized SWAT Room
- Additional Holding Cell & Secure Restroom

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Museum Services

- Consolidated, Appropriate Storage for Collection
 - Museum Standards Recommend a 3:1 Storage to Exhibit Ratio
 - Core Team Recommends Providing a 1:1 Storage to Exhibit Ratio
- Maintain Current Amount of Exhibit Space @ 5,000 SF
 - Ainsley House - 2,921 SF
 - Historical Museum - 2,079 SF

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Program Summary - Building



	On-site	Off-site	(E) Total	New	Total	Change
City Manager	2,126 SF	-	2,126 SF	2,795 SF	2,795 SF	669 SF
Comm. Dev.	1,764 SF	-	1,764 SF	2,234 SF	2,234 SF	470 SF
Finance	2,427 SF	-	2,427 SF	2,221 SF	2,221 SF	-206 SF
Police	11,347 SF	1,095 SF	12,442 SF	16,687 SF	16,687 SF	4,245 SF
Public Works	4,008 SF	-	4,008 SF	4,355 SF	4,355 SF	347 SF
Shared Use	5,547 SF	-	4,304 SF	17,200 SF	17,200 SF	12,896 SF
Library	24,000 SF	-	24,000 SF	44,181 SF	44,181 SF	20,181 SF
Museum Exhibit	2,921 SF	2,079 SF	5,000 SF	-	5,000 SF	-
Museum Storage	787 SF	1,000 SF	1,787 SF	3,703 SF	5,490 SF	3,703 SF
Museum Work	-	525 SF	525 SF	270 SF	795 SF	270 SF



Program Summary - Exterior

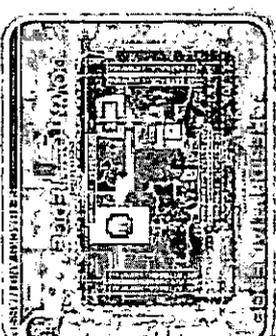
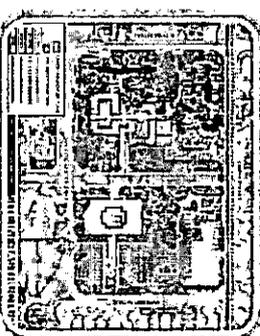
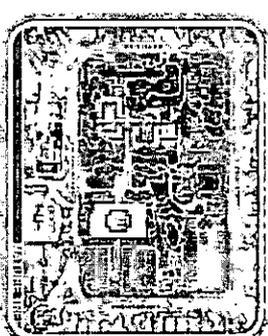
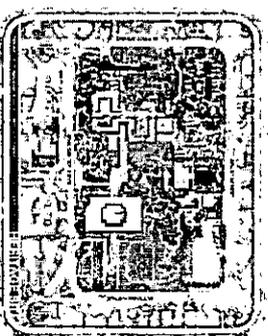
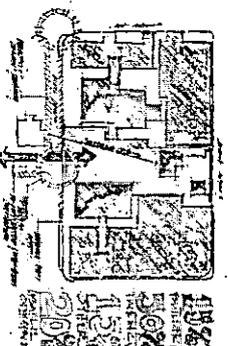
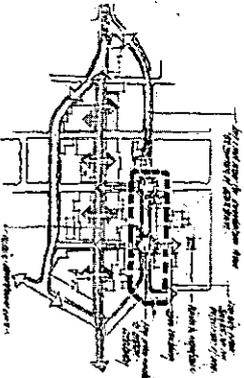
- Orchard City Green
- Veterans Memorial
- Ainsley Garden & Support
- Vehicle & Bicycle Parking
- Parking Strategy
 - 1 Stall / 200 sf for Public Facilities for Library, Museum & Meeting Space
 - 1 Stall / Employee for Civic Services & Police
 - 20% Reduction - Shared Use/Access to Transit
 - City Vehicle Parking
 - Secured Police Vehicle Parking

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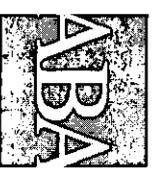


Site Design Criteria

- Primary Site Infrastructure
- Setbacks
- Massing & Height
- Heritage & Historical Sites
- Protection of Trees
- Parking Strategy
- Connection to Downtown
- Development of Site Edges
- Percentage of Open Space / Hardscape
- Site Sustainability



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Site Design Criteria

Zoning	General Land Use	Corresponding Zoning District
P-D Planned Development	Institutional	P-F Public Facilities

Zoning	Setback Criteria	Height Criteria
P-F Public Facilities	Equal to that required in the most restrictive abutting zoning district. <i>Not required for City Facilities.</i>	

Adjacent Zoning	Setback Criteria	Height Criteria
R-1-6 Residential	20' front, 5' side, 5' rear	35 feet

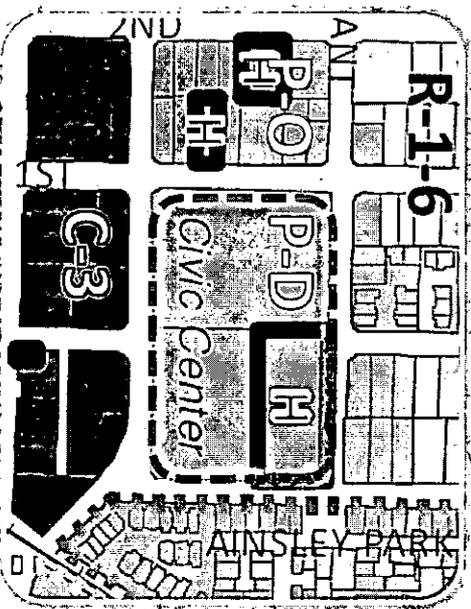
C-3 Central Business District	None	45 feet
P-O Professional Office	15' front, 5' side, 5' rear	35 feet

Setbacks

- Assess Context
- Adjacent Zone Requirements

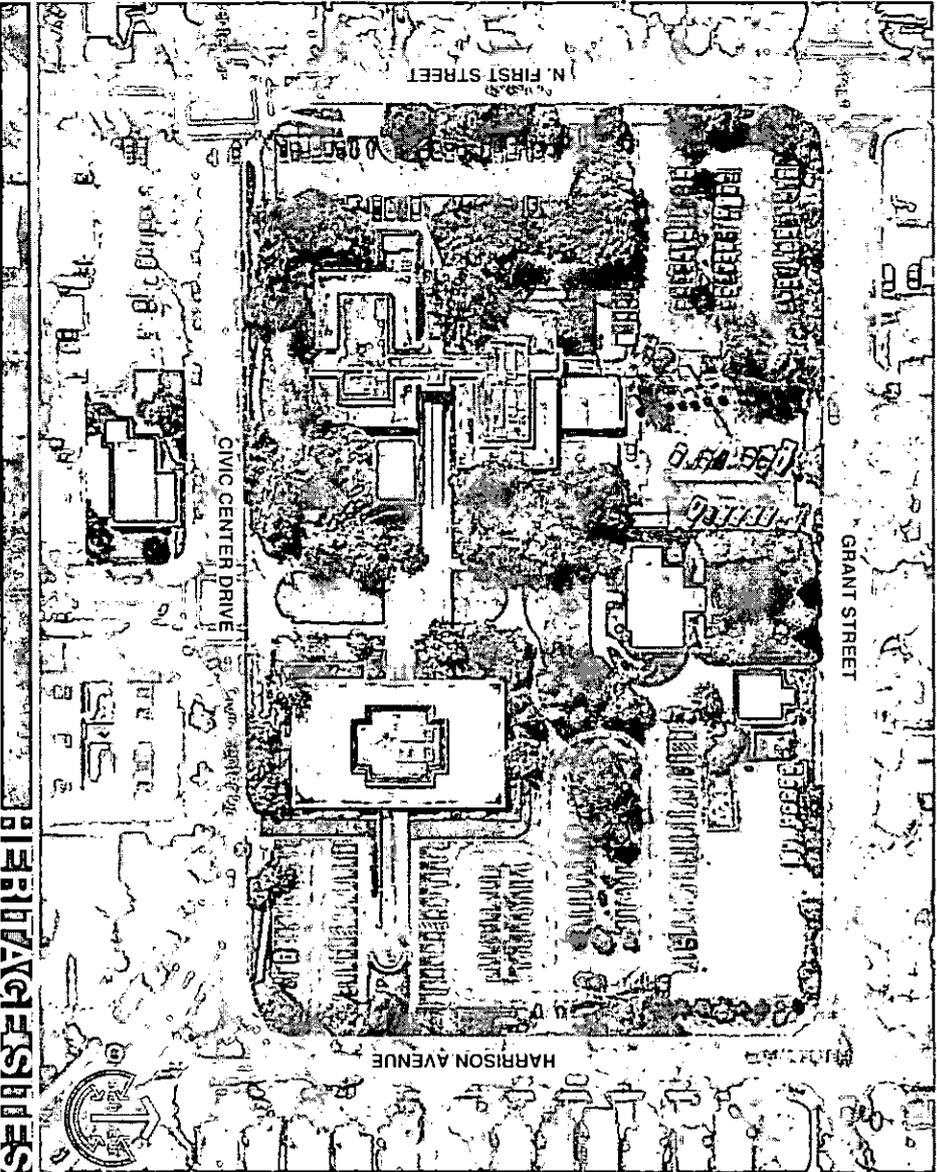
Massing & Height

- Assess Context
- Adjacent Zone Requirements





Site Design Criteria



Heritage and Historical Sites

- Determine what remains untouched
 - Orchard City Green
 - Carriage House
 - Ainsley House
 - Veteran's Memorial
 - Other?

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Site Design Criteria - Parking



	Existing	Basis	Proposed
City Hall	122*		185*
At N. First	43		
At Gravel Lot	24		
At Grant & First	55		
City Staff	-	61 staff x 80% + (6) City Vehicles	55
Shared (Meeting/Visitor)	-	16,796 sf / 200 sf x 80%	70
Museum	-	5,000 sf / 200 sf x 80% + 5 staff x 80%	24
Police	-	44 workstations x 80%	36
Police Secured	28*		30*
Library	108	43,674 sf / 200 sf x 80%	175
At North Lot	82		
At South Lot	26		
Add. Parking for Downtown	-		50
Totals	230 stalls*		410 stalls*

Parking Strategy

Metrics Used

- 1 Stall / 200 sf for Public Facilities
- 1 Stall / Employee
- 20% Reduction - Shared Use/Access to Transit

- Underground and Surface/Structured
- Balance Open Space Goals with Parking

* Total does not include Police Secured Vehicle Parking.

Facility Scenario 1 - Renovate Existing City Hall



- City Hall to Have an Exterior & Interior Renovation
 - New lobby and entry features, new paths for accessibility and access
 - Assumes that existing Police is renovated to a new City use
 - Assumes that new meeting rooms would be part of the renovation
- New Police as a Separate Building with Secure Parking
 - Includes a new EOC and support spaces
- New Library as a Separate Building
- Museum Remains in Existing Building
 - Additional storage is provided within a new building
- New Parking
 - 30% surface
 - 70% structured or underground

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Facility Scenario 3 - Single Building Scheme

- New Library and City Hall as a Single Building
 - Assumes library on ground floor
- New Police Connected to City Hall
- Structured/Below Grade Parking
 - Potential roof top garden on parking deck
- New Museum & Storage
- New Conferencing/Meeting Space Including Council Chambers
- Potential for Expansion of Orchard City Green
- Potential for Reserving a Portion of the Site for Alternative Use





Council Decisions Needed

- Approve Vision
- Approve Service Model
- Approve Service Plan

- Approve Architectural Space Program
- Approve Site Criteria
- Approve Facility Scenario Framework

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1 Interior		Workmode	Qty	N.S.F.	Total
Index	Space Name	(Space)			
A01	City Administration and Support Space City Manager				
1.A.01.002	City Manager (E)	M-2 (180 SF)	1	180	180
1.A.01.003	Executive Assistant to City Manager (E) Near counter	A-3 (80 SF)	1	80	80
1.A.01.004	Assistant to City Manager (E)	A-3 (80 SF)	1	80	80
1.A.01.005	City Clerk (E)	M-2 (180 SF)	1	180	180
1.A.01.006	Deputy City Clerk (E)	A-3 (80 SF)	1	80	80
1.A.01.007	Human Resources Manager (E)	M-2 (180 SF)	1	180	180
1.A.01.008	Human Resources Representative (E)	A-2 (120 SF)	2	120	240
1.A.01.009	Attorney (E)	M-2 (180 SF)	1	180	180
1.A.01.010	Assistant to Attorney Growth for in-house Attorney only	R-1 (60 SF)	1	60	60
1.A.01.011	Intern	R-1 (60 SF)	1	60	60
1.A.01.012	Drop-in Council Space (E) 130 SF	R-1 (60 SF)	2	60	120
1.A.01.013	Mayors Office (E) 110 SF	A-2 (120 SF)	1	120	120
1.A.01.014	HR Intern	F-1 (60 SF)	1	60	60
				Area Sum N.S.F.	1,620



B 801 Community Development Department Building, Planning, & Code Enforcement		Workmode	Qty (Space)	N.S.F.	Total
Index	Space Name				
1.B.01.001	Community Development Director T-1, P-2 No pilot storage Plan review (E) 132 SF - 11'x12'	T-1 (180 SF)	1	180	180
1.B.01.002	Planning Manager (E) 152 SF - 10' x 14' & 3' x 4' T-1, P-2	T-1 (180 SF)	1	180	180
1.B.01.003	Building Official (E) 133 SF - 9'5' x 14' T-1, P-2	T-1 (180 SF)	1	180	180
1.B.01.004	Senior Planner (E) 54 SF - 6' x 9'	P-1 (120 SF)	1	120	120
1.B.01.005	Associate/Assistant Planner (E) 48 SF - 6' x 8'	P-1 (120 SF)	2	120	240
1.B.01.006	Permit Technician (E) 99 SF - 9' x 11'	P-1 (120 SF)	1	120	120
1.B.01.008	Building Inspector (E) ~62 SF (Total 310 SF - 11.5' x 27') 5 Employees share existing space	F-1 (60 SF)	3	60	180
1.B.01.009	Executive Assistant (E) 72 SF - 8' x 9'	A-3 (80 SF)	1	80	80
1.B.01.010	Senior Inspector Plan Check (E) ~62 SF (Total 310 SF - 11.5' x 27') 5 Employees share existing space	P-1 (120 SF)	1	120	120
1.B.01.011	Temporary Planner (E) 48 SF - 6' x 8'	R-1 (60 SF)	1	60	60
1.B.01.012	Code Enforcement Officer Partition for accusical separation (E)	A-2 (120 SF)	1	120	120
1.B.01.013	Storage (E) 25 SF - Active Files (E) 20 SF - Code Manuals (E) 10 SF - Drawings		1	75	75



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C Finance Department C01 Department Administration		Workmode	Qty	N.S.F.	Total
Index	Space Name	(Space)			
1.C.01.005	Accounts Payable Clerk (E) Also provides counter coverage, but needs some separation from counter as well Low partitions to support storage	A-3 (80 SF)	1	80	80
1.C.01.006	Accounting Technician (E) Closed Office A-1 or A-2 @ 120 SF	A-1 (120 SF)	1	120	120
1.C.01.007	Accounts Receivable Clerk (E) Near front counter Low partitions to support storage	A-3 (80 SF)	1	80	80
1.C.01.008	Office Assistant / Cashier (E) Near front counter Low partitions to support storage	A-3 (80 SF)	1	80	80
1.C.01.012	Auxiliary Workstation (E) Student Assistant, Contractors, Future Growth	R-1 (60 SF)	2	60	120
1.C.01.013	IT Repair / Storage (E)		1	105	105
1.C.01.014	IT Manager (E) Closed Office	A-2 (120 SF)	1	120	120
1.C.01.015	IT Administrator (E) 60 SF	A-3 (80 SF)	2	80	160
1.C.01.016	Temp IT Support Specialist (E)	A-3 (80 SF)	1	80	80
				Area Sum N.S.F.	1,445



Index	Space Name	Workmode	Qty (Space)	N.S.F.	Total
D.02	Police Department Public Reception				
1.D.02.001	Lobby (E) 353 SF		1	200	200
1.D.02.002	Reception and Information Counter (E) 144 SF		1	100	100
Area Sum N.S.F.					300
D.03	Police Department Department Support				
1.D.03.001	Conference Room (E) 273 SF		1	240	240
1.D.03.003	911 / Radio / Electrical / Data Room (E) 215 SF		1	250	250
1.D.03.004	Copy Center (E) 97 SF		1	100	100
1.D.03.005	Staff Locker Room - Women (E) 728 SF		1	730	730
1.D.03.005	Staff Locker Room - Men (E) 1055 SF Increase capacity ~20%		1	1,300	1,300
1.D.03.007	Patrol Officer Lockers & Supplies (E) 360 SF		1	500	500
1.D.03.008	Briefing Room (E) Capacity for 20 ppl		1	300	300
1.D.03.009	Police Kitchen (Break Room) (E) 382 SF		1	400	400
1.D.03.010	Gun Cleaning (E) 100 SF		1	100	100



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D Police Department		Workmode	Qty	N.S.F.	Total
Index	Space Name	(Space)	(Space)		
1.D.06.001	Special Enforcement / Investigative Services	A-3 (80 SF)	8	80	640
	(E) 583 SF				
	1 - Sergeant				
	2 - Agents				
	4 - Investigators				
	1 - Growth				
1.D.06.002	SED Computer Area		1	80	80
	(E)				
1.D.06.003	Interview Room		1	75	75
	(E) 75 SF				
1.D.06.004	Soft Interview Room		1	120	120
	(E) 119				
Area Sum N.S.F.					915
D Police Department					
D08 Support Services - Records and Communication					
Index	Space Name	Workmode	Qty	N.S.F.	Total
		(Space)	(Space)		
1.D.08.002	Communication Center (Dispatch)		1	400	400
	(E) 402				
1.D.08.003	Communications Supervisor	A-2 (120 SF)	1	120	120
	Closed Office				
	(E) 70 SF				
1.D.08.004	Records Supervisor	A-2 (120 SF)	1	120	120
	Closed Office				
	(E) 87				
1.D.08.005	Records Specialist	A-3 (80 SF)	5	80	400
	(E)				
1.D.08.006	Property & Evidence Specialist	A-3 (80 SF)	1	80	80
	(E)				
Area Sum N.S.F.					1,120



D1 Police Department			
D12 Property and Evidence			
Index	Space Name	Workmode	Qty N.S.F. Total
1.D.12.004	General Evidence Storage		1 1,000 1,000
	(E) 152 near gym		
	(E) 100 SF of Community Center		
	Adjacent to Evidence Prep		
1.D.12.005	Vehicle Evidence Storage		4 200 800
	(E) at Public Works		
	Storage for Automobile & Bicycle Evidence		
Area Sum N.S.F.			2,000

D1 Police Department			
D13 Intake and Processing			
Index	Space Name	Workmode	Qty N.S.F. Total
1.D.13.001	Secure Holding Cell		3 100 300
	(E)		
1.D.13.002	Fingerprinting and Identification		1 80 80
	(E)		
1.D.13.003	Secure Restroom - Single Occupancy		1 70 70
	(E)		
1.D.13.005	Weapons Locker		1 36 36
	(E)		
1.D.13.008	Secure Entrance & Seating		1 100 100
	(E)		
Area Sum N.S.F.			586



E: Public Works Department							
Index	Space Name	Workmode	Qty (space)	N.S.F.	Total		
E01: Department Administration							
1.E.01.008	Traffic Engineering Assistant (E)	R-1 (60 SF)	1	60	60		
1.E.01.009	Traffic Intern (E)	R-1 (60 SF)	1	60	60		
1.E.01.010	City Engineer (E)	M-2 (180 SF)	1	180	180		
1.E.01.011	Senior Public Works Inspector (E)	P-3 (180 SF)	1	180	180		
1.E.01.012	Public Works Inspector (E) Additional Storage	P-1 (120 SF)	2	120	240		
1.E.01.013	Senior Civil Engineer (E)	P-3 (180 SF)	3	180	540		
1.E.01.014	Associate Engineer (E)	P-1 (120 SF)	1	120	120		
1.E.01.015	Assistant Engineer (E)	P-1 (120 SF)	2	120	240		
1.E.01.016	Engineering Assistant (E)	R-1 (60 SF)	1	60	60		
				Area Sum N.S.F.	2,420		
E: Public Works Department							
E02: Department Support							
Index	Space Name	Workmode	Qty (space)	N.S.F.	Total		
1.E.02.001	Department Storage (E) 336 SF (E) 42 SF		1	400	400		
1.E.02.002	Lobby (E)		1	248	248		
1.E.02.003	Traffic Monitor Station (E)		1	48	48		



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Index	Space Name	Workmode	Qty	N.S.F.	Total
F02	Shared Use Ancillary Facilities				
	Index Space Name	Workmode	Qty	N.S.F.	Total
		(Space)	(Space)		
1.F.02.001	Council Lobby (E) 350 (half of 725)		1	350	350
1.F.02.002	City Services Lobby (E) 363 SF City Manager Lobby (half of 725) (E) 495 SF - Community Development & Public Works Lobby (E) 358 SF - Finance Department Lobby		1	750	750
1.F.02.003	Trash and Recycling		2	150	300
			Area Sum N.S.F.	1,400	
F03	Shared Use Storage				
	Index Space Name	Workmode	Qty	N.S.F.	Total
		(Space)	(Space)		
1.F.03.001	General Conference Storage		5	70	350
1.F.03.002	Building Materials Storage		3	100	300
			Area Sum N.S.F.	650	
F04	Shared Use Kitchens				
	Index Space Name	Workmode	Qty	N.S.F.	Total
		(Space)	(Space)		
1.F.04.001	Multi-purpose Catering Kitchen		1	600	600
1.F.04.002	Bulk Food Storage		1	100	100
			Area Sum N.S.F.	700	
F05	Shared Use Staff Space				
	Index Space Name	Workmode	Qty	N.S.F.	Total
		(Space)	(Space)		
1.F.05.001	Staff Break (E) 530 SF		1	530	530
1.F.05.002	Main Copy / Print / Distribution Center (E)		1	300	300
1.F.05.003	Ancillary Copy / Print Room		1	100	100



Campbell Civic Center Master Plan - Program

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Index	Space Name	Workmode	Qty (Space)	N.S.F.	Total
F	Shared Use				
F99	EXISTING				
1.F.99.001	Existing Shared Space - 5,547 NSF		0	0	0
	(E) 530 - Staff Break				
	(E) 135 SF - Council Copy				
	(E) 225 SF - Council Caucus				
	(E) 2600 SF - Council Chambers				
	(E) 350 SF Lobby				
	(E) 314 - Doetsch Room				
	(E) ? - Quilt Room				
	(E) 150 SF - Planning Conference Room				
	(E) 363 SF City Manager Lobby (half of 725)				
	(E) 495 SF - Community Development & Public Works Lobby				
	(E) 358 SF - Finance Department Lobby				
	Area Sum N.S.F.			0	

F	Shared Use Subtotal				
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G	Campbell Library				
G01	Entrance, Meeting Rooms, EOC				
	Sum N.S.F.			12,741	
	Dept. Grossing Factor			1.35	
	Dept G.S.F.			17,200	

Index	Space Name	Workmode	Qty (Space)	N.S.F.	Total
1.G.01.001	Lobby		1	382	382
	Digital Display				

1.G.01.002	Community Meeting Room		1	2,000	2,000
	Originally Programmed at 1512sf				
	Temporary EOC during Phasing				
	Will accommodate (150) chairs for a lecture-style setting or about (132) people at tables for training-style setting				

1.G.01.003	Meeting Room Storage		1	300	300
	originally programmed size 202SF				

1.G.01.005	Bookstore / Store		1	225	225
	Friends of the Library				
	Originally programmed for 194SF				

1.G.01.006	Bookstore / Donations Workspace		1	250	250
	originally programmed for 173 SF				

1.G.01.007	Cabinet Display Area		1	48	48
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Campbell Civic Center Master Plan - Program

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Campbell Library		Workmode	Qty	N.S.F.	Total
G02 Circulation / Core Public Space		(Space)	(Space)		
Index	Space Name				
		Area Sum N.S.F.		4.074	
G Campbell Library					
G03 Children's Services					
Index	Space Name	Workmode	Qty	N.S.F.	Total
		(Space)	(Space)		
1.G.03.001	Children's New Books		1	200	200
	Originally Programmed at 510sf				
	Bookstore-type shelving with wide aisles for browsing				
1.G.03.002	Children's Media Collection		1	800	800
	Originally Programmed at 782SF				
	(2) 2-person Benches @20sf/person				
	Bookstore-type shelving with wide aisles for browsing				
1.G.03.003	Children's Service Desk		1	106	106
	Staff Workstation(s); Material Checkout equipment; Cash-wrmp.				
	phone(s), printer				
	(1) Express Checkout Machine @ 40sf/station				
1.G.03.004	Children's Public Access Computers		1	385	385
	(11) Computer Stations @ 35sf/station				
	(1) Networked Printer Station/Print Release Station @ 35sf/station				
1.G.03.005	Children's Reference Collection		1	200	200
	Originally Programmed for 434sf				
	Includes Ready Reference & Reference				
	(6) 2-person Tables & Chairs @ 60sf/table				
1.G.03.006	Children's Quiet Study		1	400	400
	Open Seating Area for children 10+				
	(16) Carrels @25 sf/carrel				
1.G.03.007	Children's Group Study		1	480	480
	Open Seating Area for children 10+				
	(4) 4-person tables @120 sf/table				
1.G.03.008	Children's Circulating Books		1	2,130	2,130
	Originally Programmed at 2660sf				
	66"H Metal Shelving				
	(6) 2-person Tables @ 60sf/table				
	(4) Lounge Chairs @ 35sf/Chair				
	(2) OPAC Stations @ 165sf/Unit				
	Incorporate "tween" Area into space				



Campbell Civic Center Master Plan - Program

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Index	Space Name	Workmode	Qty (Space)	N.S.F.	Total
<div style="border: 1px solid black; padding: 2px;"> <p>G Campbell Library</p> <p>G04 Staff Workspace</p> </div>					
1.G.04.001	Library Manager's Office		1	160	160
1.G.04.002	Circulation Workroom - First Floor		1	650	650
	(6) Circulation Services Staff Open Workstations @ 80sf/workstation				
	Drop-in Area for Volunteers				
	Staff Check-in Area				
	(1) Work Tables & Chairs @ 120sf/unit				
1.G.04.003	Circulation Supervisor's Office		1	105	105
	originally programmed at 100SF				
1.G.04.004	Children's Staff Workroom		1	380	380
	Adjacent to Children's Area				
	(3) Children's Services Staff Open Workstations @ 80sf/workstation				
	(1) Work Tables & Chairs @ 120sf/unit				
	Storage Area for Children's Supplies				
1.G.04.005	Children's Services Manager's Office		1	105	105
1.G.04.006	Adult Services/Teen Staff Workroom - Second Floor		1	440	440
	(4) Staff Open Workstations @ 80sf/workstation				
	(1) Work Tables & Chairs @ 120sf/unit				
1.G.04.007	Adult Services Manager's Office		1	105	105
1.G.04.008	Delivery Area		1	50	50
	Bin Storage for Branch Transfers, etc.				
	(7) spaces for stocked shipment totes @ 4sf/unit				
	Originally Programmed at 112sf				
	May be able to fold into sorting area				
1.G.04.009	Storage / Supply Room		1	156	156
	Open Shelving				
1.G.04.010	Computer / Telecom / Server Room		1	182	182
1.G.04.011	Delivery and Staff Entrance / Lockers / Coat Closet		1	124	124
1.G.04.012	Staff Break Room		1	292	292
1.G.04.013	Staff Restrooms - First Floor		1		
1.G.04.014	Custodial Services Storage		1	150	150
	originally programmed at 111SF				
	One Centralized Room				



Campbell Civic Center Master Plan - Program

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Campbell Library
G05 Adult / Teen Services

Index	Space Name	Workmode	Qty (Space)	N.S.F.	Total
1.G.05.007	Magazines and Newspapers				
	(15) Lounge Chairs @ 35sf/chair				
	(2) 4-person Tables & Chairs @ 120sf/unit				
	Metal Shelving with Periodical Display Flip Shelves Preferred				
			1	1,000	1,000
1.G.05.008	Adult Circulating Fiction Books				
	Originally Programmed at 124Bsf				
	(4) Lounge Chairs @ 35sf/chair				
	7-position High Metal Shelving				
	(1) OPAC station @ 16sf/unit				
			1	1,200	1,200
1.G.05.009	Adult Circulating Nonfiction Books				
	Originally Programmed at 3635sf				
	(2) Lounge Chairs @ 35sf/chair				
	(8) 2-person Tables & Chairs @ 60sf/unit				
	(4) 4-person Tables & Chairs @ 120sf/unit				
	7-position High Metal Shelving				
	(1) OPAC station @ 16sf/unit				
			1	2,800	2,800
1.G.05.010	International Languages				
	Originally Programmed at 990sf				
	(6) 2-person Tables & Chairs @ 60sf/unit				
	7-position High Metal Shelving				
	(1) OPAC station @ 16sf/unit				
			1	800	800
1.G.05.011	Teen Area				
	(4) 4-person Tables & Chairs @ 120sf/unit				
	(12) Lounge Chairs @ 35sf/chair				
	(8) Computer Stations @ 35sf/station				
	(1) Networked Printer Station/Print Release @ 35sf/station				
	Collections can be on moveable gondolas or slatwall-type display shelving				
	(35) 2ft sections of slatwall @ 10sf/unit				
	(4) gondolas @ 48sf/unit				
			1	1,757	1,757
1.G.05.012	Small Group Study Room				
			2	120	240
1.G.05.013	Large Group Study Room				
	Homework Center/Shared Use				
	(8) 2-person Tables & Chairs @ 50sf/unit				
			1	400	400
1.G.05.014	Media Room				
	Could be used for Group Study or have the Mediascape-type group technology furniture				
	Originally Programmed:				
	(1) Conference Table & Chairs @ 120sf - seats 4-6 people				
			1	120	120



Campbell Civic Center Master Plan - Program

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Campbell Library Subtotal

Sum N.S.F. 32,727
Dept. Grossing Factor 1.35
Dept G.S.F. 44,181

H	Recreation & Community Services - Campbell Historical Museum				
H01	Reception				

Index	Space Name	Workmode	Qty (Space)	N.S.F.	Total
1.H.01.001	Lobby		0	300	0
(E)	300 - 500 SF Recommended				
Area Sum N.S.F.					0

H	Recreation & Community Services - Campbell Historical Museum				
H02	Exhibit				

Index	Space Name	Workmode	Qty (Space)	N.S.F.	Total
1.H.02.001	Museum Exhibit Space		0	2,220	0
(E)	2,220				
1.H.02.002	Ainsley House Exhibit Space		0	2,900	0
(E)	2,900				
1.H.02.003	Carriage House		0	0	0
(E)					
Area Sum N.S.F.					0

H	Recreation & Community Services - Campbell Historical Museum				
H03	Storage				

Index	Space Name	Workmode	Qty (Space)	N.S.F.	Total
1.H.03.001	Museum Storage Space		1	3,700	3,700
Museum Standards Recommend 3:1 ratio, Storage to Exhibit					
Propose increase to provide appropriate storage space at a 1:1 ratio					
Area Sum N.S.F.					3,700



2 Exterior					
Index	Space Name	Workmode (Space)	Qty	N.S.F.	Total
A Community Services (Exterior)					
A01	Orchard City Green				
2.A.01.001	Orchard City Green (E) TBD		1	0	0
2.A.01.002	Expanded Orchard City Green 0 - 10,000 sq. ft. Capacity TBD		1	0	0
			Area Sum N.S.F.		0
A Community Services (Exterior)					
A02 Veterans' Memorial					
Index	Space Name	Workmode (Space)	Qty	N.S.F.	Total
2.A.02.001	Veterans' Memorial (E) TBD		1	0	0
			Area Sum N.S.F.		0
A Community Services (Exterior) Subtotal					
			Sum N.S.F.		0
			Dept. Grossing Factor		1.00
			Dept G.S.F.		0
B Ainsley House and Carriage House					
Index	Space Name	Workmode (Space)	Qty	N.S.F.	Total
2.B.01.001	Ainsley Garden (E) TBD		1	0	0
2.B.01.002	Ainsley Garden Support Compost, mulch, storage shed (E) 1200 Sf		1	0	0
			Area Sum N.S.F.		0



Campbell Civic Center Master Plan - Program

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C Parking and Site Circulation Subtotal

	Sum N.S.F.	171,750
	Dept. Grossing Factor	1.00
	Dept G.S.F.	171,750

2 Exterior Total Staff and Square Footage Allocation

	D.G.S.F.	171,750
	Building Grossing Factor	1.00
	Gross Square Footage	171,750

Campbell Civic Center Master Plan - Program

Gross Square Footage 281,551





ANDERSON BRULÉ ARCHITECTS

Campbell Civic Center Master Plan
Plan of Service

DRAFT

Draft Vision Statement for Civic Center Master Plan

The Civic Center of Campbell will form the heart of downtown; a destination to celebrate and protect our history, integrate interior and exterior activities and enhance the neighborhood while protecting the environment; a warm inviting place to engage, educate and strengthen the community.

The following goals reflect the priorities of the Civic Center services, and further strategies identify methods for successfully delivering each of these service priorities.

Goal 1: *Provide services that are convenient and accessible*

Strategy 1: Implement a customer interface that is user-friendly

1. Increase way-finding means through appropriate adjacencies of related public services as well as thorough, meaningful use of signage.
2. Provide a centralized information area wherein customers can gain orientation within the Civic Center and increase knowledge of services provided.
3. Maintain a human-interface through staff who are accessible, helpful, and friendly.

Strategy 2: Ensure that services are physically accessible to all customers

1. Improve Civic Center access through quantitatively adequate automobile and bicycle parking and qualitatively adequate pedestrian pathways and bikeways.
2. Accommodate customers of all levels of physical capability by limiting physical barriers to service including Civic Center access and means of service delivery.

Strategy 3: Improve access to information

1. Provide remote access to services and information through a website which is easily navigable.
2. Increase the breadth of resources available online.
3. Streamline customer experience by improving departmental adjacencies as accessed by customers.

Examples

- Ensure that services often used by customers within one visit are located on the same level.
- Ensure that all service counters are ADA accessible.

Goal 2: Facilitate community engagement, strengthening the community through opportunities for interaction and involvement

Strategy 1: Improve the value of Civic Center services to users through thoughtfully targeted services

1. Increase Community awareness of services available.
2. Increase the City's awareness of community needs and interests.
3. Connect users to services appropriate to their interests.

Strategy 2: Increase opportunities for community interaction

1. Provide events that bring together the Community.
2. Provide opportunities for the Community to connect and interact with its City government and history.
3. Support life-long engagement by welcoming and accommodating all ages and lifestyles.

Strategy 3: Provide access to community gathering spaces

1. Increase the number of meeting spaces available to the Community.
2. Provide various venues, considering factors such as capacity and indoor and outdoor locations.
3. Ensure that indoor and outdoor spaces have adequate amenities such as power, technological connections, lighting, and acoustics.

Examples

- Provide community concerts and movie nights.
- Provide events catered to a variety of lifestyles including adult singles, families with children, families without children, and youth etc.
- Allow for "self-booking" of community meeting rooms.

Goal 3: Provide a secure facility that ensures a safe environment for employees and customers

Strategy 1: Increase security during working hours and after-hours

1. Establish a distinguishable separation between public community spaces and restricted staff areas.
2. Provide secure workspaces and storage that meet programmatic and regulatory requirements.
3. Provide interconnected secure spaces as required.
4. Ensure that any alarm and safety systems are properly installed and activated for facility supervision after-hours.

Strategy 2: Improve the Civic Center interface for customers

1. Improve signage quality and way-finding so customers can easily identify the location of services.
2. Improve Civic Center accessibility for tours and large groups.
3. Improve evening visibility to and throughout the Civic Center with increased path lighting and improved sightlines.

Examples

- Ensure that secure areas are adjacent within Police Services and between related Police and City Services, as required.
- Provide a safe drop-off area for school buses.

- Provide adequate outdoor lighting during and after evening events.

Goal 4: *Create an environment that enables staff to provide effective and efficient services*

Strategy 1: Provide functional spaces that will support programmatic service requirements

1. Provide meeting spaces that are accessible to staff and conducive to service delivery needs.
2. Provide storage space of appropriate size, spatial quality, and security.
3. Provide workspaces of appropriate size, spatial quality, and public adjacency.
4. Provide technological infrastructure to support work and meeting needs.

Strategy 2: Develop physical layout that is conducive to effective service delivery

1. Improve adjacencies of departments with interrelated service delivery.
2. Streamline and consolidate restricted staff spaces so that staff does not have to cross public spaces in order to perform basic tasks.
3. Identify and capitalize on opportunities for shared spaces throughout the Civic Center, with special consideration given to community meeting spaces.

Strategy 3: Use technology to improve access to and storage of information

1. Digitize new information and existing archives with the goal of increasing ease of access for staff and decreasing demand for physical storage.
2. Improve public access to digital records through self-service distribution.
3. Ensure that Data and IT provisions remain relevant and adequate over time by regularly evaluating the effectiveness of technological services provided.
4. Regularly consider integrating new technology through assessment of its potential to increase the effectiveness of service delivery.

Examples

- Ensure that Police storage meets current regulations.
- Improve Museum storage to meet recommended quality standards.

In addition to the service goals and strategies identified for the Campbell Civic Center Master Plan, further goals and strategies have been identified for Library services provided by Santa Clara County Library District within City facilities. While the above goals apply to all Civic Center services, these additional goals for library services unify the objectives of the District and the City while reflecting the unique characteristics and needs of the Campbell community.

Goal 5: *Provide a library user experience that is convenient and welcoming to customers of all ages and needs*

Strategy 1: Staff is helpful and friendly, providing knowledgeable service in assisting customers

1. Maintain a human interface with staff who are friendly and show sincere interest in customers' needs.
2. Answer information requests with the fewest possible referrals to other staff and from the fewest possible service points.
3. Improve effectiveness and efficiency of collections and reading services by using a variety of library automation and self-service tools and technologies.
4. Function as a community concierge by providing immediate service, connecting customers to library services, and acting as a bridge to other services.

Strategy 2: Facilities are accessible, easy to navigate, and adaptable.

1. Lead customers to discover services through building features and adjacencies.
2. Flexible facilities that can adapt to changing community needs.

Examples

- Have greeters at the door to immediately help direct customers to services.
- Provide mobile services during special events.
- Offer vending machine style delivery of popular materials.

Goal 6: *Promote reading and information literacy, in conjunction with access to information*

Strategy 1: Provide a variety of tools and services and the assistance and training customers may need to use them effectively

1. Provide materials and spaces that are conducive to readers at all levels.
2. Maximize digital resources to enable remote access to information.
3. Ensure all library staff are trained to assist customers with use of all the technology available to the public.
4. Provide access to learning databases to expand collection resources.
5. Take library information and reference services into the community to provide services to users at their locations.

Strategy 2: Use a holistic approach to literacy to include basic reading and writing, life skills, financial literacy, information literacy, and other forms of literacy needed by the community

1. Provide a broad array of literacy programs, materials and services.
2. Use “teachable moments” to increase information literacy and self-sufficiency.
3. Develop partnerships with organizations and agencies that provide literacy services of all types.
4. Provide services that develop specific literacy skills, such as financial literacy and basic literacy.

Strategy 3: Provide resources appropriate to users through ongoing community assessment

1. Research changes in demographics, use patterns, service demand and track customer suggestions and requests regularly and use that information to change the collections and modify services.

Examples

- Provide programs which support technological, social, health, financial, cultural, and communal literacy.
- Provide an extensive digital collection which can be accessed from customers' homes.
- Offer traditional services such as computer and internet access, and book and DVD check-out.
- Provide download stations which offer demonstrations or tutorials.
- Provide space for individual and small group instruction and hands-on learning.

Goal 7: Provide programming that builds community and brings people together around common interests

Strategy 1: Offer a variety of relevant programs

1. Utilize the expertise of community members, groups, and experts as well as local businesses and government services in developing and presenting programs.
2. Connect program content with other library services and materials.
3. Provide opportunities for hands-on use of media at programs.
4. Use community data as well as direct feedback to evaluate programs and program needs.

Strategy 2: Provide resources to support community engagement

1. Provide accessible collaboration spaces where community groups can come together.
2. Use video conferencing and related technology to bring speakers and/or audiences to programs.
3. Take programming into the community to provide services to users at their locations.

Examples

- Partner with the Campbell Historical Museum to provide historic programming
- Develop an international language café where community members can teach or practice foreign languages.
- Provide maker spaces where tools are provided and community members can teach or learn new skills, such as sewing.
- Provide a venue for after school tutoring programs.
- Utilize Orchard City Green to help teach programs such as tree maintenance, gardening, or fruit canning.
- Provide programs at Farmers' Market or in senior homes.