

EXHIBIT A



Dallas Public Library Strategic + Facilities Plan

FINAL REPORT | 29 MARCH 2024





GROUP 4

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*Dino Day at
Bookmarks at
NorthPark Center*

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Dallas West Branch staff celebrate the building's 47th anniversary in 2022.

EXECUTIVE SUMMARY

For more than 120 years, Dallas Public Library (DPL) has been an essential partner for Dallas communities, supporting learning, inspiring curiosity, and advancing lives. Today, DPL provides access to services, technology, and resources citywide through its 30 facilities, outreach programs, and partnerships. Its reach and reputation also extend well beyond the city limits: it is one of the largest urban libraries in the nation, and is widely recognized for its creativity, innovation, and dedication to responsive service and positive impact.

In early 2023, the City of Dallas initiated a process to develop a comprehensive plan for DPL's future. Objectives included a strategic plan to guide library services and operations for three to five years as well as a 20-year plan for capital investments in library facilities. DPL leadership and staff were closely involved throughout the process to ensure that each plan would be aspirational, implementable, and developed with equity and inclusion at the forefront.

The City and DPL committed to a robust engagement process in order to ensure that the strategic and facilities plans reflect and align with the unique vision and values of Dallas communities. Over the course of nearly a year, diverse methods were used to seek input from thousands of people throughout Dallas, including digital, in-person, synchronous, and asynchronous strategies in multiple languages.

STRATEGIC PLAN SUMMARY

The strategic plan draws directly from the needs, challenges, and opportunities for DPL as identified through extensive engagement. Themes include:

- DPL is seen as a model of welcoming, inclusive service in Dallas, and is widely respected and appreciated for the service and value it provides;
- Dallasites cherish the library as a place for people, programs, and community connections as well as for its resources, services, and technology;
- DPL is frequently sought by other City departments as a partner in building equity and a stronger Dallas; and
- The library is innovative and agile in responding to new and changing community needs, but is increasingly challenged to do more with less.

Library Mission, Vision, and Values

DPL's new strategic plan retains and recommits to its current vision statement as a relevant and inspirational guide for the future.

Its mission statement has been refined to better reflect its aspirations and opportunities for increased community impact.

Many of the themes that emerged through community engagement have been distilled and articulated as four key library values.

LIBRARY VISION

LIMITLESS POSSIBILITIES START AT DALLAS PUBLIC LIBRARY.

LIBRARY MISSION

DALLAS PUBLIC LIBRARY STRENGTHENS COMMUNITIES
AND BUILDS EQUITY BY CONNECTING PEOPLE,
INSPIRING CURIOSITY AND ADVANCING LIVES.

LIBRARY VALUES

COMMUNITY

LEARNING

ACCESS

INNOVATION



*Bandan Koro
African Drum &
Dance Ensemble
performs at the
Hampton-Illinois
Branch.*

DPL's new strategic plan proposes focused, aspirational goals that will guide the organization as it works to address the key recommendations developed through the planning process:

- Expanding and diversifying public-facing services, programs, and collections to reflect and respond to Dallas community needs and interests;
- Increasing DPL's responsibility and control over technology in order to more efficiently and effectively meet community needs at both the local and citywide levels;
- Enhancing library spaces and facilities to ensure that they support modern service and technology as well as provide a welcoming, inspiring, and inclusive experience for patrons; and
- Investing in library operations and staff development to maximize responsive service, community access, and organizational success.

It is important to note that DPL's strategic plan is not a static road map. Rather, like a global positioning system (GPS), the plan is intended help the library adapt to evolving circumstances and new opportunities in the coming years. DPL's mission, vision, and values will inform its priorities, decisions, and actions in response to change while maintaining focus on these strategic goals. DPL's commitment to equity as a City of Dallas Core Value of Service and to the goals of the City's 2022-2023 Racial Equity Plan will also guide its operational and facilities decision-making.

Next steps in implementing the strategic plan include developing action plans to advance each of the strategic goals, as well as appropriate methods and metrics for monitoring progress over time.

DALLAS PUBLIC LIBRARY STRATEGIC GOALS

CREATE OPPORTUNITIES FOR LEARNING AND DISCOVERY

Dallas Public Library's programming will focus on meeting specific community needs and filling recognized gaps in city services.

PROVIDE CUSTOMER-RESPONSIVE TECHNOLOGY

Dallas Public Library will adopt customer and future-focused technology improvements that ensure stable and up-to-date service for Dallas residents.

CULTIVATE A VIBRANT MATERIALS COLLECTION

Dallas Public Library's physical, electronic and special collections will adapt to reflect the needs of an increasingly diverse community.

REDUCE BARRIERS TO ACCESS

Dallas Public Library will ensure all community members have equitable access to its physical facilities, digital presence, collections, programs and services.

PROVIDE INSPIRING AND WELCOMING FACILITIES

Dallas Public Library's buildings will be community-focused to adapt to the current and future needs of Dallas' neighborhoods and residents.

MAKE COMMUNITY CONNECTIONS

Dallas Public Library will be a neighborhood center for information and participation in civic life by leveraging partnerships and collaborating with other organizations to bring services directly to residents.

COMMUNICATE THE LIBRARY'S VALUE

Dallas Public Library will tell stories that highlight the Library's service to the community and amplify the Library as a vital city institution.

DEVELOP FUTURE-READY STAFF

Dallas Public Library will create opportunities for library staff to grow and innovate.

FACILITIES PLAN SUMMARY

One of the DPL's strategic goals is to provide inspiring, welcoming, and inclusive spaces for all Dallas residents. The library's network of 30 facilities provides a strong foundation for future investments in library spaces and buildings to support this goal.

Key recommendations for DPL facilities include:

- **Protecting capital assets.** Like all City buildings, Dallas' libraries require ongoing maintenance to keep them in good condition and maximize their longevity. Even the City's newest library building (which is Vickery Park Branch as of the date of this report) will need periodic repairs and updates to systems, finishes, and furnishings over the next 20 years to keep it welcoming and well-performing into the future.
- **Expanding library branches.** Dallas' population is projected to grow by more than 18% over the next 15 years, reaching nearly 1.6 million people by 2040. More than 165,000 square feet of additional branch library space will be needed to support this community growth, diversifying needs, and increasing demand for library services. No additional branches are recommended in this plan. Rather, DPL's smaller, older, and outdated branches should be replaced with larger facilities that can support more modern and diverse service. Whether through addition or replacement, future library branches should be at least 25,000 square feet – and many are recommended to be even larger.
- **Reinvesting in the Central Library.** The J. Erik Jonsson Central Library is a major asset for the City of Dallas, and with reinvestment has great potential to continue as the vibrant heart of the DPL network for decades to come. It is recommended for major renovation to address deferred and life cycle maintenance needs, improve the building's performance and resiliency, and modernize service and operations to align with the Library's strategic goals and priorities.

The recommended facility improvement and expansion strategies are high-level and long-range in nature. Site-specific feasibility assessment and design services were beyond the scope of this planning process. Additional analysis will be needed to confirm the size, scope, and timing of the recommended projects – at which time capital budgets can be developed.

RECOMMENDED STRATEGIES FOR DALLAS PUBLIC LIBRARY FACILITIES

Location		Recommended Strategy
CEN	Central	Renovate / Reimagine
AP	Arcadia Park	Renovate / Reimagine
AR	Audelia Road	Renovate / Reimagine
BL	Bachman Lake	Renovate / Reimagine
NP	Bookmarks at NorthPark Center	Maintain / Keep Fresh
DW	Dallas West	Expand / Replace at 35,000+ SF; potential joint-use facility opportunity with Parks
FG	Forest Green	Maintain / Keep Fresh
FP	Fretz Park	Maintain / Keep Fresh
GP	Grauwylar Park	Renovate / Reimagine
HI	Hampton-Illinois	Renovate / Reimagine
HH	Highland Hills	Maintain / Keep Fresh
KR	Kleberg-Rylie	Expand / Replace at 25,000-30,000 SF
LW	Lakewood	Expand / Replace at 30,000+ SF
LK	Lancaster-Kiest	Renovate / Reimagine
LC	Lochwood	Maintain / Keep Fresh
MK	Martin Luther King, Jr.	Expand / Replace at 35,000+ SF; potential relocation and/or joint-use facility opportunity with parks
MC	Mountain Creek	Expand / Replace at 25,000-30,000 SF
NO	North Oak Cliff	Expand / Replace at 20,000+ SF (2024 Bond Program specified size)
OL	Oak Lawn	Expand / Replace at 30,000+ SF
PF	Park Forest	Relocate + Replace at 20,000+ SF (2024 Bond Program specified size)
PG	Pleasant Grove	Maintain / Keep Fresh
PW	Polk Wisdom	Maintain / Keep Fresh
PC	Prairie Creek	Maintain / Keep Fresh
PR	Preston Royal	Renovate / Reimagine
RF	Renner Frankford	Expand / Replace at 30,000+ SF
SS	Skillman Southwestern	Expand / Replace at 30,000+ SF; potential relocation opportunity
SK	Skyline	Relocate + Replace at 30,000+ SF; potential joint-use facility opportunity with Parks
TG	Timberglenn	Renovate / Reimagine
VP	Vickery Park	Maintain / Keep Fresh
WR	White Rock Hills	Maintain / Keep Fresh



Polk-Wisdom
Branch

IMPLEMENTATION

DPL's previous facilities master plan was adopted in 2000, recommending significant improvements and expansion of library space citywide. Funding for the recommended library projects was robust during the first two rounds of the City's Capital Bond Program in 2003 and 2006. Since that time, Bond Program allocations for library capital projects have totaled less than \$16 million which has left a number of the 2000 master plan-recommended projects unfunded to this day, including the replacement of the North Oak Cliff and Park Forest Branches as well as renovation of the Preston Royal Branch.

The City's Bond Program is expected to continue to be the workhorse for funding the capital projects recommended in this new long-range facilities plan. Future rounds of the Bond Program will need to significantly increase funding for library capital projects in order to implement the recommendations for 2040 within the next two decades. Bond funding for libraries can be maximized through strategies including facilities partnerships between DPL and other City departments, another public agency, or a private entity (public-private partnership), and identifying and pursuing opportunities to locate libraries in mixed-use or adaptive reuse buildings.

The challenge of funding library capital projects is not unique to Dallas. Libraries across the nation are facing significant competition for capital and operational funding from other city departments and public agencies. Strong advocacy from library Friends and Foundations can be pivotal to securing the operating and capital projects to provide the quality and level of library services communities desire. Some advocacy groups undertake fundraising for capital projects as well as to support library programs and services.



INTRODUCTION



Vickery Park Branch
summer kickoff
party, June 2022.

PROJECT BACKGROUND + PURPOSE

Dallas Public Library has been a beloved and transformative community service for more than 120 years. It provides library materials, programs, and services to one of the country's largest and most diverse cities, with 1.3 million residents and counting. DPL, like Dallas, is forward-thinking, creative, and innovative; it has received multiple honors through the Urban Libraries Council's Innovation Awards program as well as recognition by its peers.

Dallas' libraries are learning, gathering, and resource centers that are woven into the fabric their neighborhoods. Equitable access to quality libraries is essential to a thriving community. DPL serves residents at 30 locations throughout the city. As Dallas has grown, DPL has also grown its network of library facilities. The City of Dallas' Planning and Urban Design Department expects that population growth will continue, anticipating an increase of 15% or more by the year 2040.

DPL last adopted a facility master plan in 2000 and a strategic plan in 2017. A strategic plan is a values-based guide for decision-making about where to invest the library's time, effort, and resources to provide services and technology over the next five years. A facilities plan guides investments in library spaces and buildings over a longer term, 10 to 20 years, reflecting the time required to plan, fund, and realize facilities projects.

The City initiated the process to establish a new, insightful, and comprehensive strategic and long-range facilities plan for DPL in early 2023. Its goals were to ensure library facilities meet community needs and to continue to be proactive in preparing for change, while advancing equity and inclusion. Engagement of library staff, stakeholders, partners, and the community were integral to the process to ensure that the plan captures Dallas' vision, values, and needs.

METHODOLOGY

The 12-month planning process was guided by a project management team composed of DPL senior leadership, key managers, and the planning consultants. This team met approximately semi-monthly to coordinate, review project progress, and confirm findings and recommendations.

The strategic planning methodology included assessments of current library operations and partnerships, broad trends and local desires for library service and technologies, stakeholder and public perceptions, and challenges and opportunities facing DPL. These assessments have been utilized to reevaluate the library's vision and mission statements and to develop new strategic goals for the next five years. The development of strategies and actions to achieve the goals will be performed by DPL staff following the adoption of this plan.

The facilities planning work included tours of all 30 DPL locations and assessment of their alignment with the emerging vision for modern library service (explained in Chapter 3), operations models, and customer experience. Capacity for libraries' expansion on their current sites was also assessed at a strategic level. Detailed facility condition information was sourced from the City of Dallas' 2018 Facility Condition Assessment for library facilities and its Capital Improvement Program's Needs Inventory. The facilities planning scope did not include site-specific feasibility studies or design services.

Information and data utilized in the planning process included:

- Library service data and metrics from DPL and the Texas State Library and Archives Commission (TSLAC)
- Community demographics and population projections from the 2010 and 2020 U.S. Census and the North Central Texas Council of Governments (NCTCOG)
- Maps prepared by the City's GIS Service and Planning and Urban Design Department and by NCTCOG
- Plans and reports prepared by and for the City of Dallas:
 - 2022-2023 Racial Equity Plan
 - 2022 ForwardDallas Comprehensive Land Use Plan Update Existing Conditions Report
 - 2021 Broadband and Digital Equity Strategic Plan
 - 2020 Comprehensive Environmental and Climate Action Plan
 - 2020 Age-Friendly Dallas Action Plan
 - 2018-2021 Welcoming Dallas Strategic Plan
 - 2018 Cultural Plan



The consultant team visited each DPL facility in April and May, 2023, to assess their services, operations, and customer experience.



Dallas residents participated in community visioning events like this one at Hampton-Illinois Branch.

Throughout the process, Dallas communities, library staff, and key stakeholders were engaged through a variety of activities to ensure that diverse voices are included in the plan. Methods for seeking input included:

- Five regional community kickoff meetings held in April and May 2023
- Community surveys – online and in-person pop-ups at DPL outreach events
- Interviews with key library stakeholders and supporters in Dallas educational institutions, media, business, and civic endeavors
- Meetings with the Friends of Dallas Public Library and the Municipal Library Board
- Feedback stations in all DPL locations
- A series of focus groups
- Two community presentation meetings held in November 2023
- A library staff survey
- A series of workshops with library staff and managers

Meetings were also held with City of Dallas partner offices and departments, including the Office of Equity and Inclusion, Welcoming Communities and Immigrant Affairs Division, Office of Community Care, Office of Homeless Solutions, Park & Recreation Department, and Office of Bond & Construction Management.

Refer to Appendix 1 for more details about staff, stakeholder, and community engagement strategies.



Library managers envisioned the ideal library of the future.

PARTICIPANTS

Nearly 5,000 Dallas people, including City and DPL staff, stakeholders, and partners, contributed to the development of this plan – far more than can be named in this report. The DPL leadership and staff listed below participated in multiple meetings and workshops over the course of this project. Additional participants who contributed their time and insights to this process are recognized in Appendix 3.

A special thank you is also due to the Friends of the Dallas Public Library, whose donation to the City of Dallas enabled the library to undertake this planning process. Their dedication to and support of DPL is greatly appreciated.

LIBRARY LEADERSHIP TEAM

- Jo Giudice, Library Director
- Kjerstine Nielsen-Pelto, Assistant Director of Customer Experience
- Heather Lowe, Assistant Director – Technology & Strategic Direction
- Sean McGrew, Assistant Director - Operations & Facilities
- Shannon Adams, Adult Engagement Administrator
- Kristen Calvert, Events and Program Administrator
- Melissa Dease, Community Relations Administrator
- Felicia Edwards, Executive Assistant
- Sallie Lockhart, Library Information & Technology Manager
- Andrew Wright, Technical Services Administrator
- Ronnie Jessie, (retired) Special Events Manager
- Clinton Lawrence, (former) Assistant Director – Operations & Facilities



Library managers shared their insights during planning workshops.



Ideal library collages made by neighborhood residents at a community visioning session.

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KEY FINDINGS



A drawing class was part of a Shakespeare event at the Central Library.

VITAL COMMUNITY RESOURCE

Community members expressed through the planning process that they cherish Dallas Public Library for inspiring curiosity and a love of lifelong learning, and for helping them access information and resources that improve their quality of life. The Library provides a wealth of indispensable services to city residents, just a few of which are:

- Children's storytimes and play spaces that help build early literacy and support success in school
- Afterschool snack and activity programs for older children
- Learning and recreational activities for people of all ages
- Activities and resources to support creativity and build skills
- Access to books, media, and special collections
- Access to computers and the internet
- Special exhibitions and celebrations
- Assistance from library staff with paperwork, questions, and research

"I love the library and all the resources it provides the residents. It is often undervalued even though I feel it has a significant impact in underrepresented communities."

— community survey respondent



STRONG LIBRARY, STRONG DALLAS

DPL is dedicated to strengthening Dallas communities – to connecting people, building equity, inspiring curiosity, and advancing lives. This remarkable commitment and the Library’s service in pursuit of it earn DPL a special place in the hearts and minds of Dallasites.

Through the engagement process, we heard that DPL strengthens the city in many ways. The Library provides welcoming public spaces throughout the city that are free for everyone to use: to work, study, gather, use technology, participate in programs and activities, and even sit and read. Also, neighborhood organizations, clubs, and community groups use library spaces to host their gatherings and meetings for little or no cost. Dallas residents greatly appreciate access to library spaces, and community demand for “people places” is expected to continue growing in the future.

We heard that DPL is valued as a place for community members to connect – with resources, with the library’s amazing staff, and with each other. For more than a century, DPL has connected customers with a vibrant collection of books and media that reflect the diversity of Dallas communities. Friendly and dedicated library staff connect with customers and assist them in accessing library materials and services. The library connects residents with other people as well: with those who share their interests through programs, book clubs, and activities; and with those who are different to build better understanding and a shared sense of community.

DPL also provides free access to the digital tools and technology that connect Dallas communities with their families, neighbors, friends, and the world. The library is a champion of advancing digital equity and inclusion in Dallas. Many residents rely on the library for access to the internet, computers, and other devices as well as printing, scanning, and even faxing. And customers at all levels of skill and comfort with

Library staff collected feedback from residents at offsite community events.



Oak Lawn Branch

“When I didn’t have a job and could not afford the internet or a computer, I used Dallas public libraries to send my resume and find a job. I will be forever grateful.”

— community survey respondent

technology are grateful that library staff are ready to help them with their tech support needs. In today’s rapidly evolving digital landscape, DPL is continuously seeking ways to enhance their technology offerings to better serve the diverse needs of their patrons. By embracing a regionally tailored strategy rather than a one-size-fits-all approach, the library is endeavoring to provide equitable, relevant, accessible technology services to all members of the community.

DPL is a valued partner for the City and social service organizations in working toward their broader equity and access goals. Programs such as the Enhanced Library Card, resources for the unhoused and families receiving nutrition assistance, personalized tax help, and opportunities to learn about and celebrate other cultures all help to build a more equitable and inclusive Dallas. DPL has been recognized for its efforts to incorporate equity into its operational decisions: in 2023, it was named a Top Innovator by the Urban Libraries Council for Data-Driven Support for Equity in Budgeting for Branch Library Hours.

DPL also helps residents advance their lives through impactful, learning- and growth-oriented programs and services. In addition to all of the resources and support it provides for children and youth, the library helps adults reach their educational goals through free English Language Learning, high school diploma, and certificate programs as well as free certificate testing. These efforts were also recognized with a Top Innovator award from the Urban Libraries Council. Additionally, the library supports residents’ economic aspirations through job seeker and business assistance programs.



Students from DPL’s GED classes who passed the test in 2019 participated in a graduation ceremony.



Lochwood Branch

STRONG LIBRARY NETWORK AND FACILITIES

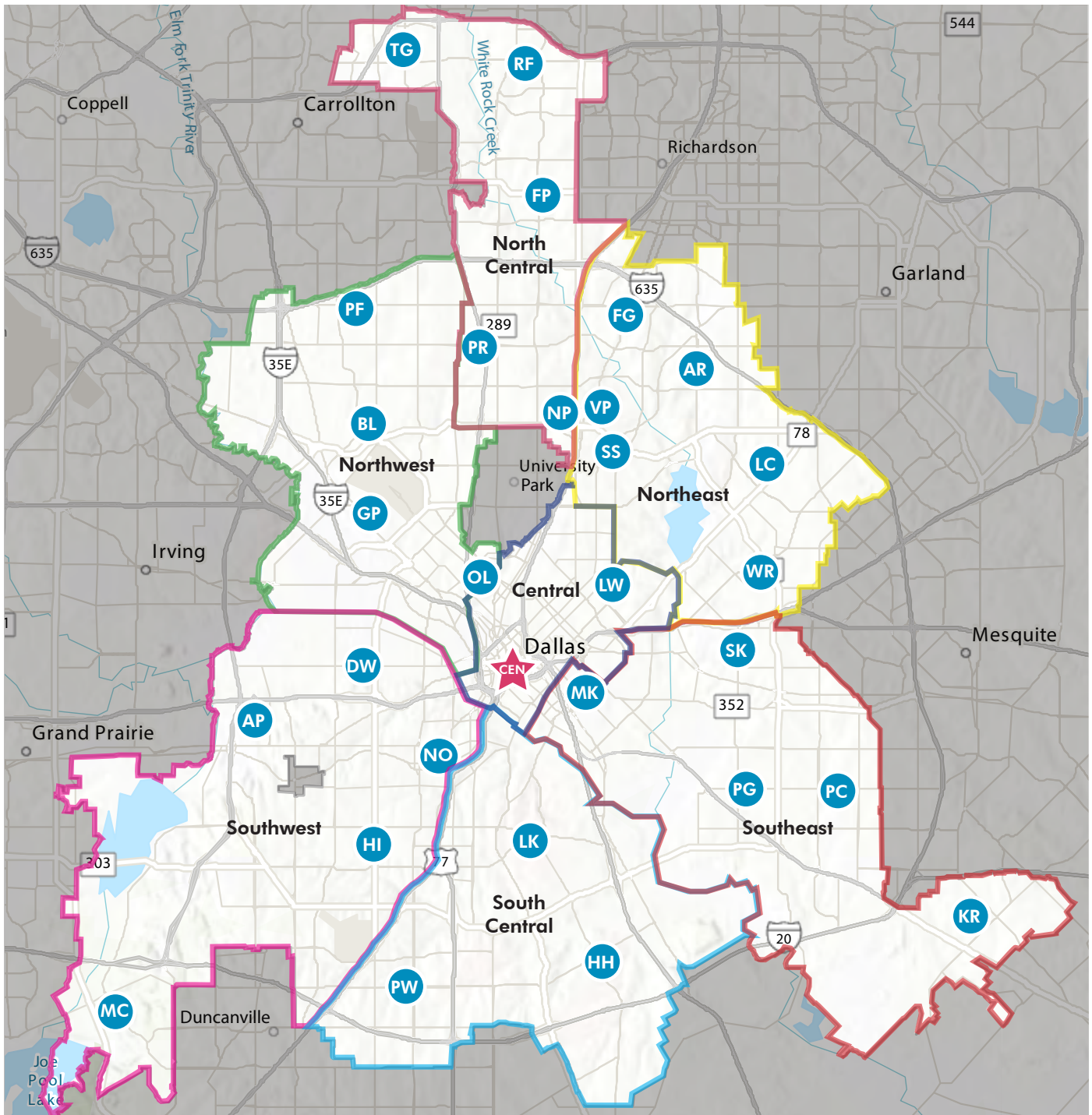
DPL's 30 library facilities serve both at a community level as individual libraries and at a citywide level as a network of complementary locations. The consultant team's assessment of the citywide network and community input indicates that the facilities are generally well-located to provide easy, widespread access to library services. In other words, most Dallas residents don't have to travel too far to get to a library. Because the current network of libraries is working well for residents and is manageable to operate, this plan recommends that the present number of facilities be kept stable.

The individual facilities operated by DPL, according to the City's 2018 condition assessment and rating system, are mostly in good condition. However, some library buildings are in need of maintenance and repairs to address conditions that are uncomfortable and unpleasant for customers and staff, and to ensure the facilities will have a long service life. Libraries that are welcoming and well-performing will draw more patrons and provide more value to residents.

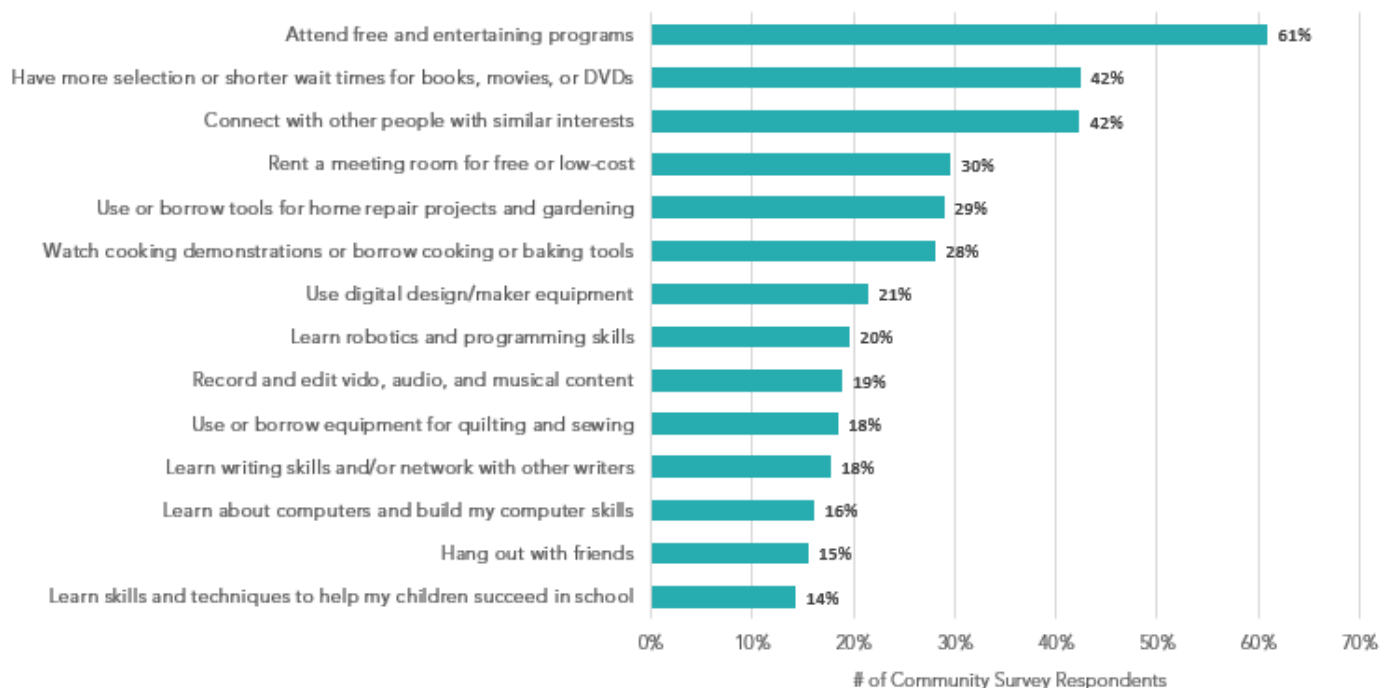
Dallas is a growing city, and its population is anticipated to increase by 15% or more by the year 2040. In order to meet the library service needs of the evolving city – including space for children to play and learn, people to read and work, gather and meet, experience programs and culture, use technology and library collections – it is recommended that Dallas continue its historic approach of growing library space along with the population. The strategy this plan recommends to do so is for DPL to replace smaller branches with larger facilities.

Newer and larger branches will facilitate a greater diversity of library services than smaller branches built to older standards, which addresses the trends in what Dallasites want from their libraries (as described further in the following section). The vision for DPL facilities is that all Dallas residents have access to vibrant, welcoming, and inclusive libraries that support a variety of spaces and activities.

DALLAS PUBLIC LIBRARY LOCATIONS AND CITY SERVICE AREAS

**CEN** Central Library**AP** Arcadia Park**AR** Audelia Road**BL** Bachman Lake**NP** Bookmarks at NorthPark Center**DW** Dallas West**FG** Forest Green**FP** Fretz Park**GP** Grauwlyer Park**HI** Hampton-Illinois**HH** Highland Hills**KR** Kleberg-Rylie**LW** Lakewood**LK** Paul Laurence Dunbar
Lancaster-Kiest**LC** Lochwood**MK** Martin Luther King, Jr.**MC** Mountain Creek**NO** North Oak Cliff**OL** Oak Lawn**PF** Park Forest**PG** Pleasant Grove**PW** Polk-Wisdom**PC** Prairie Creek**PR** Preston Royal**RF** Renner Frankford**SS** Skillman Southwestern**SK** Skyline**TG** Timberglen**VP** Vickery Park**WR** White Rock Hills

Community Survey: What would you like to be able to do (or do more of) at Dallas Public Library in the future?



Libraries Evolving with the Community

Libraries are exciting places that inspire curiosity from a very young age and help build and facilitate a lifelong love of learning. They incorporate opportunities for fun early learning for young children and introduction to the magic of reading and discovery. They provide places for teens and tweens to engage with each other and develop social skills, study, and do homework. They support collaborative learning and work for people of all ages, and offer spaces for communities to create and share cultural arts and experiences. And, when usable outdoor spaces are available on library grounds, their capacity to support learning and gathering expands further.

Dallas residents and library staff told us that there is high demand for more people-focused places and spaces within DPL's facilities; in particular, comfortable seating areas, places for individual reading/work, flexible program spaces, children and children's programming spaces, outdoor spaces, and small and medium group meeting spaces. DPL currently provides all of these types of spaces and places somewhere within its network; however, few of its branch libraries can provide all of these due to building and site limitations. Still, the library's larger and newer branch facilities are designed to provide many of these spaces in a single facility. Older branch facilities can be replaced or renovated to improve their size, floor plans, and flexibility to meet current and changing library needs.



Storytime at Audelia Road Branch.

CHALLENGES AND OPPORTUNITIES

DPL's ability to maximize its positive impacts for residents faces challenges and opportunities in the areas of organizational support, operations and service capacity; community awareness; technology; branch library facilities; and the Central Library.

LIBRARY ORGANIZATION AND SERVICES IN THE 21ST CENTURY

The fast pace of technology change, new digital resources and services, evolving demands and patterns of usage by the public, and the need for library spaces that can accommodate new uses have altered the nature of public library service in Dallas. DPL's success rests on its ability and capacity to meet residents' library needs now and into the future. The needs that emerged through community and staff engagement activities include, but are not limited to:

- A committed governing authority (the City of Dallas)
- Adequate financial resources, both public and private
- Library resources and collections that meet the needs of the broad and diverse communities that the library serves
- Robust technology for both public use and for library operations
- A strong physical and digital presence
- Inviting, safe, and well-maintained facilities
- Effective outreach, marketing, and communications
- Strong library leadership, and
- An engaged, committed, and well-trained staff.

In the results of the broad and robust external community engagement efforts and the engagement with internal stakeholders – library staff and leadership, the Friends of the Dallas Public Library, the Municipal Library Board, and City of Dallas departments – there was a great deal of consistency on the challenges present for DPL. The top organization and service challenges identified are:

- **Evolving service scope:** Increased community desire for online services, “people places,” non-traditional learning opportunities, one-on-one staff assistance, entertaining programming, events, and more put different demands on library budgets, facilities, and staff than in past decades.
- **Community awareness:** According to many stakeholders and community members, DPL is a “hidden gem.” This is an affirmation of the Library’s excellent service that also points to challenges in community visibility and communicating with a large and diverse population.
- **Partnerships:** DPL believes in “radical collaboration,” meaning that partnerships that increase community access and benefit with little or no commitment of library resources are win-win. The library also highly values partnerships that enhance its ability to provide great library programs and services, like its partnership with the Friends of the Dallas Public Library. DPL has developed many of these partnerships, and could use even more. DPL is also a sought-after partner, particularly within the City of Dallas organization due to its service-oriented mission and community-embedded facilities. Internal City partnerships are great opportunities for leveraging resources and increasing community benefit where the partners are naturally aligned (e.g., with community-serving programming, facility colocation, and digital equity programs). But the library’s “culture of yes” can result in it taking on some partnerships that go beyond its core mission and goals, and take up staff time and/or resources that otherwise would go toward providing library services.
- **Technology:** Technology access is a direct public service that DPL provides to Dallas communities, as well as a resource for library staff in their ongoing work to meet residents’ library needs. The current collaboration between the City of Dallas’ Information & Technology Services Department (ITS) and DPL to provide public-use and staff-use technology is falling short of meeting Dallas residents’ technology needs, due to DPL’s need to quickly respond to changing public technology demands (with an emphasis on accessibility) and ITS’ focus on administrative technology platforms for staff use and institutional cybersecurity.
- **Staff development and collaboration:** As the fast pace of change in modern library services continues, DPL needs to maintain robust internal systems for staff development so that they can continue to innovate, add new or expand programs, pilot and expand new technologies, etc.
- **Funding / financial health:** DPL is doing a heroic job of providing modern library services with the financial resources that it receives – including its recent equity-based expansion of library hours. But, meeting growing community needs for programs, services, and technology as identified through this process will be difficult without additional funding.



*Ballet folklorico
performed at
Bachman Lake
Branch.*

It is important to note that each of the challenges brings with it opportunities for DPL to expand and better serve its user base within Dallas through equitable and inclusive services, collections, programs, technology, and facilities. These opportunities include:

- Improving library facilities to provide spaces and experiences that meet modern customer demands.
- Developing library materials collections, both physical and digital, that meet the needs of a multi-cultural population in terms of authors, languages, and interests.
- Agilely responding to evolving customer technology needs and interests and continuing to advance digital equity for Dallas residents.
- Expanding Maker spaces and STEM learning spaces, permanent and mobile, for library users of all ages.
- Improved focus on library programming for all age groups that meets the needs and interests of each specific community.
- Expanding services for senior citizens and residents with disabilities.
- Furthering external communications, marketing, and social media efforts so that all segments of the community can become more fully informed about DPL services and resources.
- Building strong partnerships with community organizations, schools, and governmental agencies to leverage services, resources, and user bases.
- Investing in and supporting library staff in a manner that reflects the DPL's values, mission, and vision and goals for the future.



Forest Green Branch

"Keeping up with the pace of technology is a challenge. A lot of our technology is dated by today's standards, and by the time library tech gets updated it's dated again because things keeps changing."

— staff survey respondent

TECHNOLOGY IS NOT MEETING THE PUBLIC'S NEEDS

Like many large municipal library systems, the Dallas Public Library relies primarily on the City of Dallas' Information & Technology Services Department (ITS) for technology design, implementation, and support. Although this Library-ITS partnership has been a collaborative one, it has not been successful in meeting or maintaining ongoing responsiveness to Dallas residents' technology needs and interests.

DPL is a critical source of internet and technology for Dallasites without sufficient access at home. It supports them in meeting their basic needs including connection with others, access to social and healthcare services, advancing learning and career goals, and more. The library is also resource for residents to access and explore state-of-the-art technologies that unleash creativity and new possibilities.

The ITS-DPL collaboration faces ongoing difficulties in keeping up with essential and evolving technology services and equipment. A technology assessment performed for each DPL location during the strategic planning process (see Appendix 2) indicates that the technology at most locations falls below "meeting baseline needs." Even the five top-ranking libraries are merely meeting baseline needs. Access to state-of-the art technologies is very scattered and sometimes hindered by software limitations tied to ITS cybersecurity protocols.

The ransomware attack in summer of 2023 that slowed city services for months resulted in an outage of all technology-related services at the library, and further emphasized DPL's importance in providing basic technology access and serving the public during emergencies. While DPL's technology staff were able to create an offline work-around for materials lending, DPL's customers had to go without internet and technology access for 6 weeks while City ITS focused on city services that were deemed more essential. While the ransomware attack was a hardship across the City of Dallas organization, the delay in addressing DPL's needs points to a substantial weakness in the current tech support approach that directly affects residents.

BRANCH LIBRARY EXPERIENCES ARE UNEVEN

While DPL and the City built an impressive twelve new or replacement libraries and renovated five more under the 2000 facility master plan, in that time many of the Library's other branch facilities have become dated and out of alignment with community needs and modern library service. Libraries, as public facilities that see high numbers of customers and quickly evolving service demands, wear quickly. Challenges reported by staff and community members at out-of-alignment branches include insufficient space for patrons to spend time in the library, shortages of comfortable reading and working spaces, insufficient spaces for library programs, meetings, and civic uses, and limited teen and quiet spaces.

Buildings also accumulate small and large maintenance needs as they age, which has occurred for Dallas' branches. Maintenance needs are of particular concern when they affect customer access, service, and experience or the longevity of the facility or its contents. One widespread example of maintenance needs affecting customer experience at DPL facilities is HVAC system and control issues. Staff at 27 branches reported in the staff survey that the temperature in their library can get uncomfortable during very hot or cold weather. The City's Capital Improvement Program (CIP) Needs Inventory reflects this issue, as it includes HVAC-related projects for more than two-thirds of DPL's libraries. Uncomfortably hot or cold branch libraries can't properly welcome and serve Dallas residents.

Several branch facilities have gone at least 15 years without a refresh and are in need of renovation to reimagine outdated service models, update exterior and/or interior appearances, and address maintenance due for one or two building systems. The building systems due to be maintained in these libraries are often HVAC systems, with some in need of electrical upgrades, lighting improvements, or restroom renovation, per the City's 2018 Facility Condition Assessment and CIP Needs Inventory.



Skyline Branch has not had a comprehensive renovation since its construction 46 years ago.



Temporary ventilation at Pleasant Grove Branch while its HVAC system waits for repair.



Paul Laurence Dunbar Lancaster-Kiest Branch



Park Forest Branch was assessed to be in “fair” condition in the 2018 Facility Condition Assessments.

Another set of branch facilities faces greater challenges to providing high-quality service – outdated service models and exteriors/interiors that have gone 15 to 20+ years without updating, one or more substantial maintenance needs, and a size that is far below what is needed to meet community needs. This group includes several facilities that were assessed to be in “fair” or “poor” condition in the 2018 FCA, meaning that the cost of addressing building deficiencies at that time ranged from 7 to 20 percent or more than 20 percent, respectively, of the total cost to replace the building. More intensive interventions for these facilities are needed to allow them to provide high-quality library service for decades to come.

The 2018 FCA’s evaluation of branch maintenance needs estimated the total cost to address the needs at approximately \$3.4 million dollars. Since that time, construction costs have escalated substantially and additional maintenance needs have inevitably accumulated.

North Oak Cliff Branch





J. Erik Jonsson Central Library's entry.

CENTRAL LIBRARY IS READY FOR REIMAGINATION

The J. Erik Jonsson Central Library is ready for its next chapter. Inside and out, it is full of untapped potential and unaddressed needs – structural, functional, and experiential.

The Central Library, built in 1982, is one of the largest public libraries in the country. It encompasses more floor space than all other DPL libraries combined. This allows it to provide a wide range of spaces, services, and experiences for library customers. Users who visit Central Library regularly report that they do so because of the interesting programs and events that it offers in its event spaces, the breadth and depth of materials available, and its great staff.

However, the library has not been comprehensively renovated since it first opened more than 40 years ago and it provides a mix of uninviting spaces and "hidden gem" spaces. The library's exterior is anonymous, with few elements that show that it's a library and public resource for all Dallasites. The building is also imposing to visitors, looming and closed off where it could be welcoming. The spaces leading into Central Library are dark and austere, featuring paving and little else.

Once inside the library's atrium, the entry experience continues to be uninviting. Dark glazing, paving, and walls contribute to a somber mood that large, colorful murals struggle to brighten up. The first activity patrons see at the library's entrance is at the



Former Congresswoman Eddie Bernice Johnson with two supporters at the April 2023 unveiling of the Juanita Craft Reading Room on the Central Library's 7th Floor – Dallas History & Archives.



Central Library's 4th floor was last renovated in 2003.

"This city's own central library, which opened in 1982, is verging on obsolescence, a dated relic from a generation past. Like its more distinguished neighbor, City Hall, it is an unyielding concrete fortress, but without the sense of internal drama. The city would do well to recall that the man for whom it is named, J. Erik Jonsson, was not just a mayor, but a pioneering technologist, the president of Texas Instruments. It is hard to imagine he would stand for a library that was anything but state of the art."

– Mark Lamster, "Austin is Reinventing the Public Library, and Dallas Should Too," The Dallas Morning News, March 21, 2018

Office of Vital Statistics' customer service office, which creates a confusing first impression. The signage indicating that the library is just beyond Vital Statistics is minimal – only a small movable sign.

The dim and unwelcoming entry environment continues into the lobby portion of the first floor, with customers greeted by dark flooring, low lighting, a fortress-like service desk, and a lack of welcome or wayfinding signage. Customers and staff report that it's challenging for customers to navigate the library, or even find the elevators, without having to ask staff for help. These challenges are exacerbated by the condition of the building's elevators, which frequently malfunction or stop functioning and force patrons (those who are able) to use the industrial-looking and unsafe-feeling central stairwell.

Because of the architectural design and internal organization of Central Library, its floors are almost entirely disconnected from each other, functionally creating siloes that can compound the navigational difficulties that customers encounter. The library's floors have received staggered refreshes of carpet, paint, lighting, and furniture over the last 20 or so years. Attractive recent renovations on floors 2, 6, and 7 have created appealing public spaces. Other floors that have gone 15 years or longer without renovation now look dated.

In addition to its architectural challenges, Central Library is facing substantial condition and maintenance challenges. Many of its systems, including electrical, plumbing, and ventilation, are due for significant maintenance and modernization. Issues with the building's roof and windows have resulted in damage to and loss of library materials on the 7th and 8th floors. The estimated cost of addressing Central's accumulated maintenance needs identified in the City's 2018 FCA exceeded 23% of the library's total replacement cost at that time, resulting in the building receiving a condition rating of "poor."

Despite these challenging existing conditions, the Central Library remains an important asset for DPL and still has capacity to serve the community well. Central's 6th and 7th floors have recently received layout and interior refreshes, and are now inviting, pleasant, and well-functioning. If the remaining outdated floors and the facility's exterior spaces are also revitalized, the positive impact for the Dallas community would be impressive.



*J. Erik Jonsson Central Library, 6th Floor –
City Life, Education and Work Skills, renovated
in 2021.*

Ideas for a reimagined and revitalized Central overflowed during community and staff engagement activities. Themes that emerged in the stakeholder input include improving the facility so that it is:

- Is inviting, light and airy, colorful, and reflects Dallas' unique spirit and creativity;
- Can be seen and identified as the library from blocks away;
- Has a plaza that is an extension of the library, where the welcoming and inspiring experience begins before patrons even enter the building;
- Incorporates more connection between the library's floors and is easier for customers to navigate independently;
- Provides lots of comfortable spaces for individual and group activities;
- Incorporates more interactive and creative features and spaces; and
- Offers a balance of active and calm spaces.



LIBRARY STRATEGIC DIRECTIONS



Guest musicians performed at the Renner Frankford Branch.

VISION, MISSION, AND VALUES

The Vision and Mission statements for DPL have been revisited with the results of the extensive community and staff engagement, conversations with key stakeholders and partners, and work with the library's leadership team in mind. The outcome is that the Vision and Mission that have guided the library for the last five years, with a few small adjustments, continue to be grounding, inspiring, ambitious, and relevant for the next five years.

The library's Vision and Mission (aspiration and purpose) respond to the themes heard throughout the process about DPL's position in the Dallas community, its role in learning, growth, culture, and creativity, and its foundations in community, equity, and inclusion. Key values will also help guide the library and its staff in the coming years.



Volunteers assisted a teen in finding accessories during the Fairy Tale Closet prom wear giveaway at the Central Library.

LIBRARY VISION

LIMITLESS POSSIBILITIES START AT DALLAS PUBLIC LIBRARY.

LIBRARY MISSION

DALLAS PUBLIC LIBRARY STRENGTHENS COMMUNITIES AND BUILDS EQUITY BY CONNECTING PEOPLE, INSPIRING CURIOSITY AND ADVANCING LIVES.

LIBRARY VALUES

COMMUNITY

LEARNING

ACCESS

INNOVATION

STRATEGIC GOALS

DPL developed eight strategic goals based upon the needs and hopes expressed by the community and staff as they look towards the future of the city of Dallas. They also reflect DPL's commitment to advancing the equity goals established in Dallas' 2022-2023 Racial Equity Plan.

These goals will guide the library's operational strategy and implementation actions for the next five years as it pursues its vision and mission.

LIBRARY STRATEGIC GOALS

CREATE OPPORTUNITIES FOR LEARNING AND DISCOVERY

Dallas Public Library's programming will focus on meeting specific community needs and filling recognized gaps in city services.

PROVIDE CUSTOMER-RESPONSIVE TECHNOLOGY

Dallas Public Library will adopt customer and future-focused technology improvements that ensure stable and up-to-date service for Dallas residents.

CULTIVATE A VIBRANT MATERIALS COLLECTION

Dallas Public Library's physical, electronic and special collections will adapt to reflect the needs of an increasingly diverse community.

REDUCE BARRIERS TO ACCESS

Dallas Public Library will ensure all community members have equitable access to its physical facilities, digital presence, collections, programs and services.

PROVIDE INSPIRING AND WELCOMING FACILITIES

Dallas Public Library's buildings will be community-focused to adapt to the current and future needs of Dallas' neighborhoods and residents.

MAKE COMMUNITY CONNECTIONS

Dallas Public Library will be a neighborhood center for information and participation in civic life by leveraging partnerships and collaborating with other organizations to bring services directly to residents.

COMMUNICATE THE LIBRARY'S VALUE

Dallas Public Library will tell stories that highlight the library's service to the community and amplify the library as a vital city institution.

DEVELOP FUTURE-READY STAFF

Dallas Public Library will create opportunities for library staff to grow and innovate.



LIBRARY FACILITIES VISION

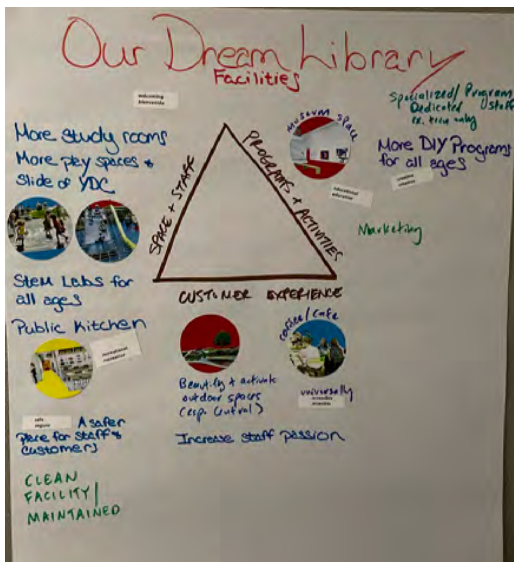


Kids and their caregiver enjoying early literacy computers at Vickery Park Branch.

LIBRARY FACILITIES VISION

In order to best serve Dallas and pursue its mission, vision, and goals, DPL needs library facilities that provide an equitable foundation for impactful service and that help it connect people, inspire curiosity, and advance lives. Library facilities that will meet these needs will be:

- Places for creativity + learning
- Inspiring + welcoming
- Innovative + technology-rich
- Well-maintained + accessible
- Inclusive



In a workshop, DPL managers explored the vision for future library spaces and facilities.

PLACES FOR CREATIVITY + LEARNING

DPL's libraries are important sources for learning, discovery, and creativity, all of which are available to residents completely free of charge. We heard during community engagement activities that many Dallasites see their libraries as integral to youth and adult education and a good quality of life. Residents also expressed strong interest in seeing increased arts and culture activities and events at DPL facilities – it was the top response by far from community engagement participants to the question “What would you like to do more of at the library in the future?” Library facilities should support learning and creativity by providing spaces that are well-suited to a variety of youth and adult programs and support arts and culture by incorporating space that can host events and performances.

INSPIRING + WELCOMING

Library facilities that are welcoming, inspiring, and community-focused encourage residents to visit the library and make the most of the spaces and services available there. Welcoming and inspiring buildings are attractive and reflect the community's needs, culture, and ownership. They are well-lit, clean, well-maintained, and appropriately temperature-controlled for the weather. They provide plenty of space for patrons to sit, work, read, and use technology (their own or the library's). They provide sufficient space for the collections that are relevant to the community, housed on accessible shelves. They incorporate places for programs, meetings, and group gatherings of various types and sizes. They feature plentiful wayfinding signage that is easily understood by people who don't speak or read English well. And they provide adequate welcoming, functional, and supportive spaces for staff as they work to support the library's service offerings and patrons.

“The [Forest Green Branch] building is new, so it's fresh and airy, the windows provide lots of light that lifts my spirits--I just feel good in the building.”

— community survey respondent

DPL provides programs from early childhood literacy workshops to student tutoring, GED prep to job search help, English Language Learning to citizenship classes, craft classes and activities to music lessons, Creative Spaces and more.



DPL encourages and provides space for community artistic endeavors.



New facilities reflect modern library needs such as ample space for individual work and provide pleasant, bright environments.



Flexible spaces, such as this seating area at Fretz Park Branch, can be used for activities, gatherings, and more.

INNOVATIVE + TECHNOLOGY-RICH

As the 21st century continues, technologies, demographics, social trends, educational needs, and job opportunities will keep evolving, and Dallas's diverse residents will continue to want a variety of up-to-date library services from DPL. Innovation-supportive facilities will allow the library to continue to be agile in response to varied and changing community needs: introducing novel programs and technologies, shifting services and service models, and adapting and rearranging spaces. Facilities that are appropriately sized and flexibly designed to accommodate multiple library uses in addition to providing library materials will be the most adaptable over time.

Community engagement participants told us that one of the top reasons that DPL is important to the Dallas community is the access it provides to the internet and technology. Incorporating technology access and digital equity into DPL facilities should be prioritized as a cornerstone library service and should respond to Dallas communities' varied needs. The types of equipment, software, connectivity, device charging options, etc. should both meet the needs of the communities served and provide customers with opportunities to be exposed to new technology, learn, and experiment.

Highland Hills Branch



WELL-MAINTAINED + ACCESSIBLE

The condition and accessibility of libraries, vital community facilities that they are, has an impact on how people feel about their value and their community's value. Improvements in the capital maintenance backlog, ongoing maintenance, external appearance, and interior environments at many DPL libraries would make an incredibly positive impact on library attendance and community pride.

Community members should be able to easily access DPL libraries and all the materials, amenities, and spaces within each library. Accessible facilities and spaces seek to eliminate barriers to use for customers of different abilities and mobilities. Library facilities built before the ADA was enacted were not designed to current standards of accessibility. Addressing any library facility accessibility barriers and incorporating accessibility considerations into purchases of library fixtures, furniture, and technology will ensure that all Dallasites can use and benefit from DPL libraries.

INCLUSIVE

Inclusive libraries strive to create an environment in which all visitors can feel welcome, comfortable, and supported. Part of this is enabling branches to tailor their spaces, resources, and programs for the specific needs and interests of the communities they serve. Different community needs, experiences, and perspectives – such as those of nursing parents, neurodiverse individuals, young adults, and new immigrants (to name just a few) – all have implications for facility design. Engaging the community in the design process is important for creating inclusive library spaces.

Another characteristic of an inclusive library is having an adequately sized facility to support the needs and interests of its community. A small library can squeeze a teen zone or reading/work spaces into a small or underutilized area, for example, but users will sense if the space is not a good fit and its use will likely be underwhelming.

"I like the big clean bathrooms that have baby changing stations, with two under 2 years old this is very important. I also really like it when the librarians speak Spanish and make my children feel at "home" and encourage them to use their native language."

– community survey respondent



Powered doors and lower-height service desks make basic library use accessible.



Quiet use spaces like these study rooms help the library support a wider range of patron needs.



Spaces devoted to teens and designed with their needs and preferences in mind help them feel welcome and included at the library.

FACILITIES PLAN

Over the life of this 20-year plan, all facilities will need and should receive some level of investment based on their consistency with the facilities vision, condition, functionality, and community service demands. This investment could be intensive, moderate, or simply timely and proactive capital maintenance (major repairs, building system replacements, or upgrades) to preserve the facility's quality, functionality, and longevity. Each facility and its needs are profiled in Chapter 6.

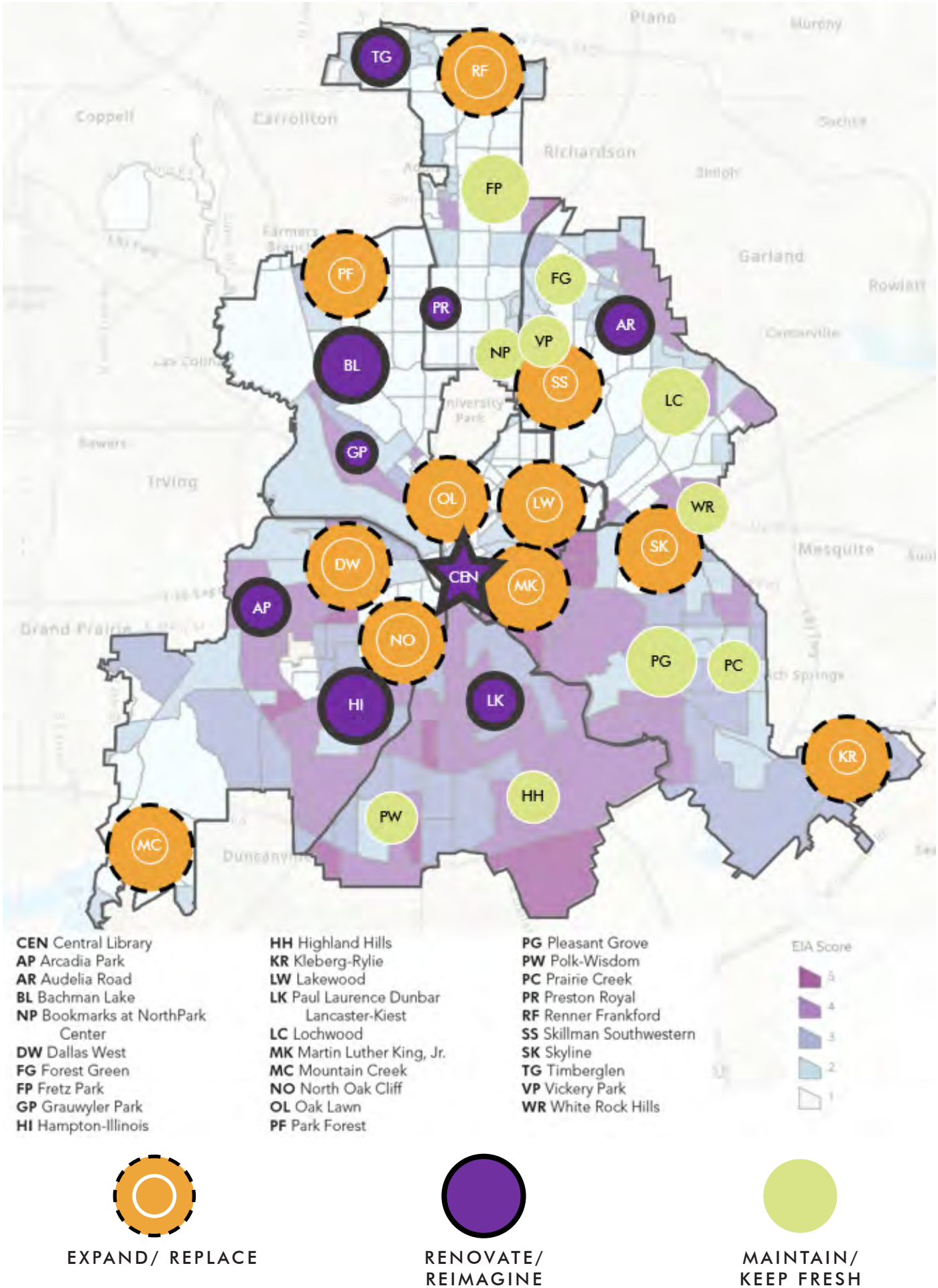
The recommended strategies for DPL's libraries are grouped into the following categories:

- **Maintain / Keep up to date.** For facilities that already substantially support the vision, provide ongoing maintenance and periodic refreshes to keep them up to date with current needs, welcoming, and performing well over time.
- **Renovate / Reimagine.** Re-envision and renovate the facility to align its spaces with the facilities vision and community needs. Each building will need a different level of renovation/reinvention depending on factors such as existing layout, flexibility, and condition of building systems and infrastructure.
- **Expand / Replace.** Expand and update the facility to increase its capacity to meet community needs and provide modern library service, or replace the existing facility with a building that better supports the facilities vision and desired community impact. Relocation of the facility may be needed if a new site could provide more capacity and/or better community access; adaptive reuse of an existing building and partnership opportunities can be considered in addition to new construction on a vacant site.

The expansion and replacement recommendations in this plan are envisioned at sizes that range from at least 25,000 square feet to more than 35,000 square feet, based on current and projected community demand for library services and spaces and operations space needs. These recommendations are aspirational and strategic: the planning process did not include feasibility, scoping, or design studies, nor did it evaluate potential alternate facility sites. They can be refined nearer to the time of implementation based on site-specific assessments, community input, opportunities (e.g. for partnerships), or other factors. It is strongly recommended, however, that no library facility expansion or replacement be smaller than 25,000 square feet in size to ensure that it can meet modern library service needs.

"Some older libraries are in need of total renovations. It would be nice to see all libraries improved."

– community survey respondent



RECOMMENDED STRATEGIES FOR DALLAS PUBLIC LIBRARY FACILITIES

Location		Recommended Strategy	Refer to Chapter 6
CEN	Central	Renovate / Reimagine	Pg. 44
AP	Arcadia Park	Renovate / Reimagine	Pg. 52
AR	Audelia Road	Renovate / Reimagine	Pg. 54
BL	Bachman Lake	Renovate / Reimagine	Pg. 56
NP	Bookmarks at NorthPark Center	Maintain / Keep Fresh	Pg. 58
DW	Dallas West	Expand / Replace at 35,000+ SF; potential joint-use facility opportunity with Parks	Pg. 60
FG	Forest Green	Maintain / Keep Fresh	Pg. 62
FP	Fretz Park	Maintain / Keep Fresh	Pg. 64
GP	Grauwlyer Park	Renovate / Reimagine	Pg. 66
HI	Hampton-Illinois	Renovate / Reimagine	Pg. 68
HH	Highland Hills	Maintain / Keep Fresh	Pg. 70
KR	Kleberg-Rylie	Expand / Replace at 25,000-30,000 SF	Pg. 72
LW	Lakewood	Expand / Replace at 30,000+ SF	Pg. 74
LK	Lancaster-Kiest	Renovate / Reimagine	Pg. 76
LC	Lochwood	Maintain / Keep Fresh	Pg. 78
MK	Martin Luther King, Jr.	Expand / Replace at 35,000+ SF; potential relocation and/or joint-use facility opportunity with Parks	Pg. 80
MC	Mountain Creek	Expand / Replace at 25,000-30,000 SF	Pg. 82
NO	North Oak Cliff	Expand / Replace at 20,000+ SF (2024 Bond Program specified size)	Pg. 84
OL	Oak Lawn	Expand / Replace at 30,000+ SF	Pg. 86
PF	Park Forest	Relocate + Replace at 20,000+ SF (2024 Bond Program specified size)	Pg. 88
PG	Pleasant Grove	Maintain / Keep Fresh	Pg. 90
PW	Polk Wisdom	Maintain / Keep Fresh	Pg. 92
PC	Prairie Creek	Maintain / Keep Fresh	Pg. 94
PR	Preston Royal	Renovate / Reimagine	Pg. 96
RF	Renner Frankford	Expand / Replace at 30,000+ SF	Pg. 98
SS	Skillman Southwestern	Expand / Replace at 30,000+ SF; potential relocation opportunity	Pg. 100
SK	Skyline	Relocate + Replace at 30,000+ SF; potential joint-use facility opportunity with Parks	Pg. 102
TG	Timberglen	Renovate / Reimagine	Pg. 104
VP	Vickery Park	Maintain / Keep Fresh	Pg. 106
WR	White Rock Hills	Maintain / Keep Fresh	Pg. 108



FACILITY PROFILES

CENTRAL LIBRARY

RENOVATE /
REIMAGINE



According to the City's archives, "The current Central Library building opened in 1982 and was built with emerging technology in mind. It was one of the first libraries in the country to have an online catalog system and to offer state-of-the-art audio-visual capabilities. In 1986, the building was named the J. Erik Jonsson Central Library to honor the former mayor who played a major role in its development."¹

More than 40 years later, the J. Erik Jonsson Central Library building continues to serve as the heart of the DPL network. The 11-story building is one of the largest main libraries in the nation at 646,733 square feet – conceptually large enough to fit all of DPL's branches inside of it with room to spare. With its huge capacity and central location, it has tremendous potential to support Dallas' entire branch library network as well as to serve as a destination for modern, innovative programs and services in its own right. The understanding of the Central Library's physical condition and maintenance needs relies on the City of Dallas' 2018 Facility Condition Assessment report, prepared by AECOM, and observations of current conditions by the consultant team during staff-led tours of the building. No new engineering or specialty technical analyses of the Central Library were commissioned as part of this facilities planning study.

The assessment also draws on the input from more than 100 staff survey respondents who work at the Central Library regularly, more than three dozen Central Library staff that participated in visioning workshops in September 2023, and community engagement participants.

¹ Office of the City Secretary. (n.d.). Establishment of the Dallas Public Library System. Retrieved from City of Dallas Municipal Archives: https://dallascityhall.com/government/citysecretary/archives/Pages/Archives_1991-029.aspx



Physical Condition and Maintenance Needs

The City has invested in maintenance at the Central Library over the past four decades, including more than \$9 million in repairs and upgrades funded through the Capital Bond Program as well as additional updates funded through generous contributions from the Friends of the Dallas Public Library. Nevertheless, the building has not had a comprehensive renovation during its four decades of service.

As such, in 2018 the Central Library was found to have some significant deficiencies. According to the Facility Condition Assessment (FCA) study commissioned by the City, deferred maintenance needs at the Central Library included (in no particular order):

- Heating, ventilation, and cooling system components (e.g., boilers, chillers, controls, and refrigerants) that are aged, non-functioning, or obsolete/operating on borrowed time;
- Deterioration and leaks at all roof locations except for a section of the 9th floor that was repaired in 2015;
- Electrical system relying on original distribution equipment, and main switchboards still located underneath the mechanical system's chilled water line (which had leaked and required replacement of the switchboards in 2013);
- Aging, inefficient, damaged, and/or obsolete lighting fixtures in many parts of the building;
- Elevators still relying on original motors and "obsolete" controls; and
- Corroded lightning protection equipment.

"We have a world class collection at the J. Erik Jonsson Central Library that is consistently threatened by building catastrophes (like roof, sprinkler, HVAC leaks). There are no monitoring measures in place (other than staff walking the floor, looking at the ceiling) to ensure that the collection is protected."

— DPL staff member



"I wish Central Library was cleaner and more up to date, several floors are dated."

— community survey respondent

In all, the 2018 FCA report valued the Central Library's due and overdue maintenance needs at more than 23% of the building's assumed overall replacement value at the time – the equivalent of a "poor" condition rating according to the City's rating system. It is not clear whether the 23% included additional life cycle maintenance expected over the next five to 10 years, as is often the custom in facility condition assessment studies. Nevertheless, it is almost certainly the case that additional maintenance needs at the Central Library have arisen and pushed the value beyond 23% during the last five years since the FCA study was completed.

Library staff are well aware of how these maintenance deficiencies affect their ability to serve the public, as well as of how patrons access and experience the Central Library. One example is the elevators, which were mentioned by multiple staff survey respondents:

- "At Central the elevator is always breaking down, leaks damage our collections, AC doesn't work and all these continuous issues make it unpleasant to visit our building."
- "Elevators need to be fixed so disabled patrons and staff may use them without fear of getting stuck every day."
- "Just in the last month, all 4 public elevators have broken down at once, on multiple occasions. This creates a feeling of unease and puts safety into question. I cannot use stairs and have developed a real fear of being trapped in an elevator since I started working here."

The consultant team experienced the elevator malfunctions first-hand during a visit to the Central Library in September 2023. After hearing one visibly shaken patron in the seventh floor elevator lobby talk about how she had finally managed to exit the elevator after being trapped inside for several minutes, the consultant team chose to take the stairs down to the lobby instead.

Library staff recognize that the building's aging systems and infrastructure make it harder to adapt and evolve in response to the community's rapidly changing needs and interests:

- "We can't make changes quickly.... If we could, and the building was continually maintained and upgraded... we could continually evolve and create new spaces in this building."



Library Service, Operations, and Customer Experience

The Central Library houses a significant portion of DPL's circulating collection as well as a diverse array of unique and special resources, from original copies of the Declaration of Independence and Shakespeare's First Folio to a rich collection of 19th century Navajo hand-woven textiles and the Dallas History & Archives Collections.

Over time, the Central Library building has been modified to accommodate new and high-interest library programs and services such as the Fiber Arts Workroom, the Story Center, and the Heritage Lab, and even a dance studio with mirrors and barres. DPL also hosts partners in Central Library spaces (the City's Bureau of Vital Statistics and Small Business Center).

Through the staff survey and on-site workshops, DPL staff shared a wide range of perspectives and input about the Central Library building. On the one hand, Library staff see the building's many advantages, including:

- "The building continually evolves, carving out new spaces to serve the public – Small Business Center, Creative Spaces, study rooms, etc."
- "...it is a large space that can offer people access to things they may have never interacted with otherwise."
- "The building, together with the architecturally significant City Hall... are anchors for improvement and investment to this area of downtown."

"I like that the Central Library has so many events, classes, and resources besides books (although the book collection is great).."

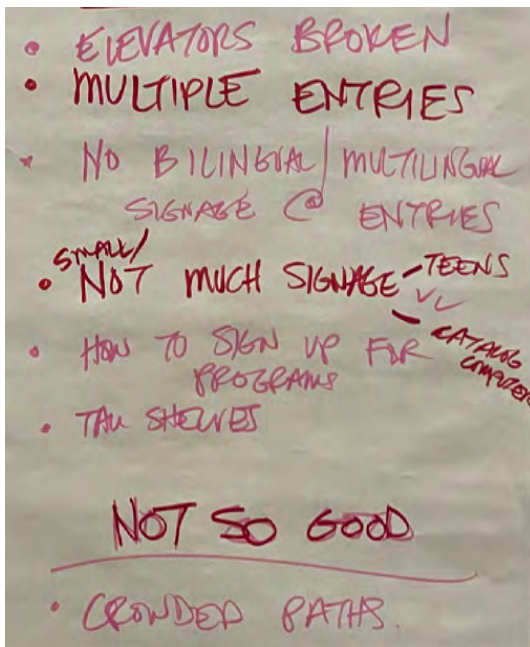
— community survey respondent

"I like that there is a lot of space and variety in the resources available at Central Library. I love the podcast/film studio space. I really like how you can reserve study room(s)."

— community survey respondent



All of this said, staff felt that the Central Library could and should offer more services and spaces than it does today. Suggestions included:



- "A real Teen Space. ...Many major libraries have actual rooms for their teens that is specifically for them and not shared with kids."
- "Central only has 10 study rooms with the majority of them on the 6th floor. I believe we need more."
- "Work share areas.... More people are working from home and occasionally need spaces to meet with clients, etc."
- More communal seating and communal activities.
- More creative spaces, such as music rehearsal space and a visual art studio.
- General computer lab on the first floor with staff support.

Visioning workshops with DPL staff (opposite page) identified some of the challenges that patrons face when visiting the Central Library (above) as well as opportunities for reimagining and reinventing it for the future (following page).



When asked what they would improve if they could, many staff described opportunities to make the Central Library – inside and out – more visible, welcoming, and accessible for patrons:

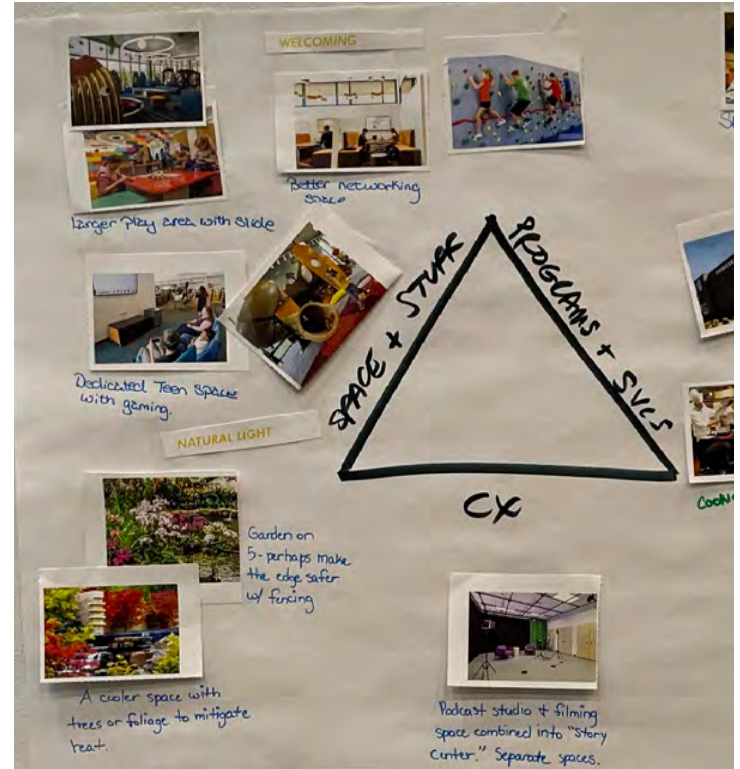
- “The Central Library has a great plaza...that is hardly ever used for events. The library looks across to City Hall with its own plaza. The road outside has been closed for marathons and turkey trots and parade events. I think using these spaces in cooperation with other City departments, outside organizations, and neighbors to put on events with music (the music scene in Deep Ellum is a very vibrant one), street food vendors etc., could help make the library more of an event attraction outside its resources and services, and help bring more people in.”
- “...the entire first floor needs a major overhaul. The layout of the floor is confusing to first-time visitors....”
- “I think there needs to be some renovating done [to] the first floor. It is the first floor that people see coming in and it leaves an impression we don’t want.”
- “The Central Library is great with the exception of the first floor...which is the first thing patrons see when they come in the building.... The patron restrooms on the first floor are in horrible condition [and] should be updated.”
- “The outside needs a rethink – colorful vinyl graphics over the cement and gardens/ plants/green space in the front.... A lot of people live and work downtown but this library has never succeeded at being a destination for them.”

“I would like to see modernization [at Central Library], more welcoming public spaces leading to library entrances.”

— community survey respondent

“[Central Library is an] Older building that I think would be cool to see upgraded. I went to Austin Public Library a couple weeks ago and the difference was crazy.”

— community survey respondent

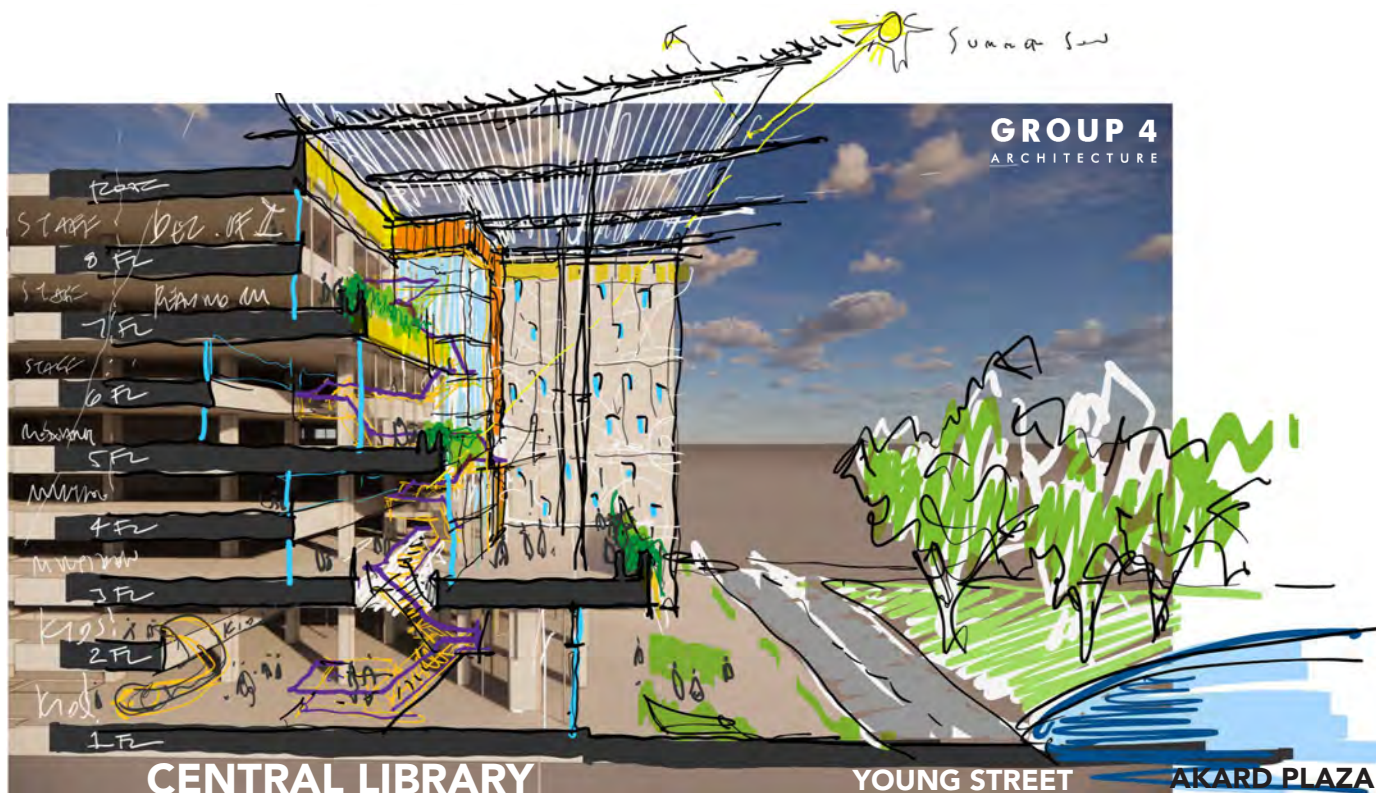


Recommendation

The J. Erik Jonsson Central Library has been a significant asset for Dallas communities for more than four decades and, with reinvestment, it can remain so for many more years to come. It is recommended that the City undertake a comprehensive renovation of the Central Library to address deferred maintenance needs; increase the flexibility and adaptability of the building and its systems for the future; and modernize library service, operations, and technology.

Staff described a wide range of opportunities that could be explored through a redesign/reimagining process for the Central Library, including:

- Enhancing the exterior of the building to communicate the vibrant and exciting library services within;
- Activating the exterior plazas to make them more welcoming and inviting as well as usable for outdoor programming;
- Redesigning the building's entries, interior flow, and wayfinding strategies to enhance discovery and independent library use;
- Expanding usable places for people in the library, from quiet work and reading spaces to places for collaboration, connection, and community-building;
- Reimagining the children's library to include places for full-body learning and play as well as expanded program capacity;
- Expanding resources and programs for teens through discrete and dedicated space; and
- Activating unused and under-used spaces for new and expanded services.



The J. Erik Jonsson Central Library has been an essential asset for Dallas communities for more than four decades. The sketches on this page illustrate how just a few of the concepts heard from library staff and the community during this planning process could be expressed in a renovated and reimagined Central Library



ARCADIA PARK

RENOVATE /
REIMAGINE



Address: 1302 N Justine Ave.,
Dallas, TX, 75211

Built: 2005

Size: 19,000 square feet

"The best part of this library building is that it is connected to the elementary school... It helps the community by serving as its library."

— DPL staff member

Arcadia Park Branch, built in 2005, serves neighborhoods located south of Interstate 30 near the city's western edge. The 19,000 SF facility is tucked at the northern end of a pocket residential neighborhood and shares its site with Arcadia Park Elementary School. Its primary user groups are the elementary school's students and seniors residing in its immediate neighborhood.

The library has a large, cheerful main room with large windows that provide views of the greenery around Chalk Hill Creek. Within the main room are children's and teen areas, a computer area, collection shelving, and scattered tables and chairs for patrons to read or work. Library programming is provided in the library's meeting room, which can be divided into two smaller classrooms and allows after-hours access to support community meetings. The facility also incorporates a workroom for Dallas ISD staff, located near the library's connection to the elementary school.



At approximately 20 years of age, the Arcadia Park facility has accumulated a fair amount of deferred maintenance needs that will need to be addressed to keep the library in good working order. In addition, the library's façade and exterior signage could use improvement to assist patrons in finding the library. Staff hear from patrons that the library is hard to find and hard to tell apart from the elementary school.

Recommendation

Arcadia Park Branch should be reimagined and renovated within its existing footprint to address its deferred maintenance backlog, increase its visibility to patrons, and increase its capacity to provide modern library amenities and programming.



Meeting room



Staff area

AUDELIA ROAD

RENOVATE /
REIMAGINE



Address: 10045 Audelia Rd.,
Dallas, TX, 75238

Built: 1972

Renovated: 2004

Size: 17,350 square feet

*"[I would like to see] More updating
(although already happening), more
displays with new books, themed
items, etc."*

— community survey respondent

*"[I would like to see] More light
and chairs in quiet places within the
library."*

— community survey respondent

Audelia Road Branch is DPL's third busiest. Conveniently located near schools and a park, it draws many customers with its children's programming, collections, and tech services. The 17,350 SF building was built in 1972 and renovated in 2004.

The library's attractive brick exterior features well-sized signage that clearly announces its presence. The facility has a colorful, cheerful interior that features playful murals and multicolored lighting in the children's area, plentiful natural light near the north wall's floor-to-ceiling windows, and moderate-height shelving that allows the library to feel open rather than cluttered.

This branch is particularly popular with children and their caregivers: it has a playground on its site, and its storytimes are so well attended that they are held in the library's auditorium and staff hand out tickets in advance. The library's classroom is often used as an additional children's play area. There is current demand in the community for small rooms that can be used for tutoring and study, which are not currently available at Audelia Road.

The facility is in generally good condition but is showing some maintenance and redesign needs to address condition and functionality shortcomings. The City's 2018 Facilities Condition

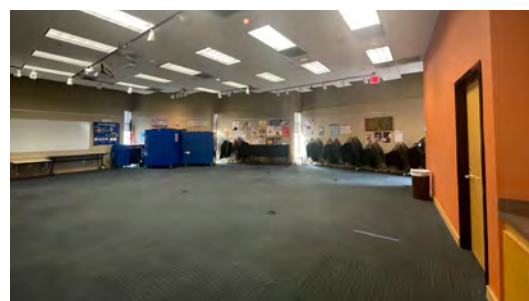


Assessment showed that the facility had only a small amount of deferred maintenance; yet on the recent tour of the library with its staff, some building and site conditions were brought to attention including a persistent leak in one corner of the building and deteriorating exterior metal benches that are unsafe.

The library's interiors and fixtures also show design and wear-and-tear issues that are hindering customer service. These include circulation and information desk counters that are higher than ideal for accessibility, roof support posts on the desks' perimeter that obscure staff and customer visibility, and built-in shelves on the desks' customer-facing sides that have become safety concerns. In the children's area is an unused elevated stage that is a tripping hazard; nearby areas in the library are dimly lit; and several electrical outlets in the adult reading area's floor no longer work.

Recommendation

It is recommended that the Audelia Road Branch be redesigned and renovated to update its spaces and amenities and refine its operations to ensure it can provide quality service for the coming decades.



Auditorium



Classroom

BACHMAN LAKE

RENOVATE /
REIMAGINE



Address: 9480 Webb Chapel Rd.,
Dallas, TX, 75220

Built: 2008

Size: 20,018 square feet

"Air conditioning doesn't always work at Bachman Lake even though I think of it as a new building!"

— community survey respondent

"I wish they had more comfortable places to sit down and read a magazine or a book. Quiet study spaces would also be helpful for people wanting to study in a private space."

— community survey respondent

Bachman Lake Branch, built in 2008 and approximately 20,000 SF in size, is one of the five DPL locations that includes a black box theater. The library provides impactful service to residents of its northwestern Dallas service area including computer and internet access, job search and application support, and one-on-one staff assistance.

Located on a high profile, accessible site in a large community shopping area, the library has a strong neighborhood presence. It is accessible to surrounding residential neighborhoods via walking and transit as well as by car. The attractive building has a multicolored brick exterior, large windows that allow in plentiful natural light, and a welcoming interior layout and furnishings.

This facility does a fairly good job of meeting its community's needs. The library provides a materials collection of above-average size, which has a moderate circulation rate. Spaces available in the library include children's, teen, and computer areas, an open-feeling central space with a variety of comfortable seating and tables, and a dividable classroom, as well as the black box theater. The library has recently received new interior paint and timely maintenance to its roof and eaves.



Challenges the library faces in serving its community include a need for a space that supports technology education classes, the classroom's difficult-to-operate partition, and high community needs for social services. In addition, the facility's older HVAC system has trouble meeting seasonal needs and has had to be supplemented by additional units, and the window glazing in one portion of building let in an amount of light that damaged materials shelved nearby.

Recommendation

The Bachman Lake Branch should be renovated to address the building systems and components that are causing challenges and update its range of spaces, based on community and staff input, so that it can better meet existing and future library service needs.



Teen space



Classroom

BOOKMARKS AT NORTHPARK CENTER

MAINTAIN /
KEEP FRESH



Address: 8687 N. Central Expy.,
Dallas, TX, 75225

Built: 2008

Size: 1,993 square feet

*"The staff is so helpful and friendly;
the programming is wonderful for my
kids."*

— community survey respondent

Bookmarks at NorthPark Center is a unique DPL library for children that was established in 2008. It is located in a retail space in north Dallas' NorthPark Center shopping center, thanks to the generosity of the shopping center's owners and donor Atmos Energy, and is a special destination for Dallas families and shopping center visitors.

Bookmarks' focus is sharing the joy of reading, singing, and early learning with young children and their caregivers. The space's walls are lined with kid-sized bookshelves with colorful, nursery rhyme-themed artwork above. A large artistic structure that incorporates reading nooks and desks runs along the left side of library. Also available are computers with early learning programs and active learning play space with comfortable chairs for adults.



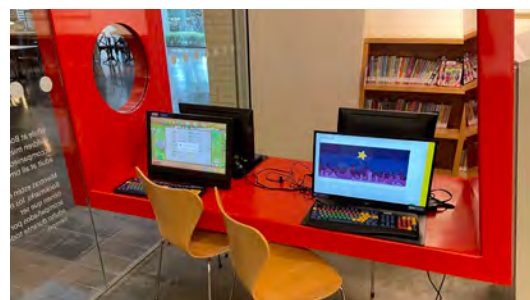
At the far end of the space is a semi-circular program area with tiered seating, a mural, and toys for use between storytimes and other programs. In addition to in-library programs, Saturday storytimes are held in the shopping center's central court. A small workspace for Bookmarks staff use is tucked behind the program area.

Recommendation

This plan recommends that Bookmarks be maintained and kept fresh as long as DPL operates the location.



Play area with seating



Learning computers

DALLAS WEST

EXPAND /
REPLACE AT
35,000+ SF



Address: 2332 Singleton Blvd.,
Dallas, TX, 75212

Built: 1975

Renovated: 2004

Size: 16,605 square feet

*"[I would like] Better places to sit [at
Dallas West]."*

— community survey respondent
(translated from original Spanish)

*"[I would like] More individual study/
reading/quiet rooms."*

— community survey respondent

Dallas West Branch serves the growing and changing communities in the area between the Trinity River and Interstate 30. The 16,605 SF library facility, built in 1975 and renovated in 2004, is located along a central community corridor adjacent to the City's West Dallas Multipurpose Center (operated by the Office of Community Care) and the newly built Dallas Fire Station 36.

Some of the neighborhoods in Dallas West's service area experience high need while others are seeing influxes of new development and wealthier residents, making for diverse demands for library services. The library provides many programs that support community education and well-being, including adult learning and annual tax help, and library staff has noted patrons' need for basic technology and training. It is also seeing increased use by newer community residents and families with young children, particularly at storytimes and on weekends.

This facility, though it's close to 50 years old and has an unassuming exterior, has a light, bright interior thanks to its large windows and colorful and attractive decor and lighting installed during its 2004 renovation. However, its footprint has reached



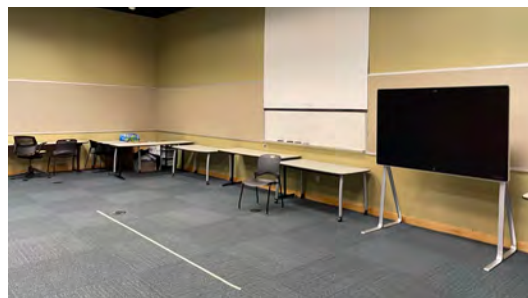
its service capacity and has little room to provide additional space for people or programming. Space in the main room for adults and children to enjoy being in the library is limited, the auditorium has little availability for increased programming, and the classroom is dedicated primarily to adult learning activities.

Recommendation

To meet its community's wide and expanding library needs, the Dallas West Branch is recommended to be expanded to a size of 35,000 square feet or larger. The library's location adjacent to and complementary services to the West Dallas Multipurpose Center suggest opportunities to collaborate with the Office of Community Care to develop a more campus-like environment between the two facilities. According to conversations with Office of Community Care staff, these opportunities have been considered during past facility studies and, if realized, would provide mutual benefit.



Children's area



Auditorium

FOREST GREEN

MAINTAIN /
KEEP FRESH



Address: 9619 Greenville Ave.,
Dallas, TX, 75212

Built: 2021

Size: 19,881 square feet

"The staff is incredibly helpful; the building is new, so it's fresh and airy, the windows provide lots of light that lifts my spirits--I just feel good in the building."

— community survey respondent

"[I like] The light display, the toys and computers for my children (preschooler and toddler age). I feel safe there."

— community survey respondent

The Forest Green Branch facility is DPL's newest, built in 2021 to replace a 45-year old building that was the smallest in the network and had substantial capital maintenance needs. Located on a major street near I-635, it serves a northern Dallas area with a wide mix of development including housing, retail, offices, and schools.

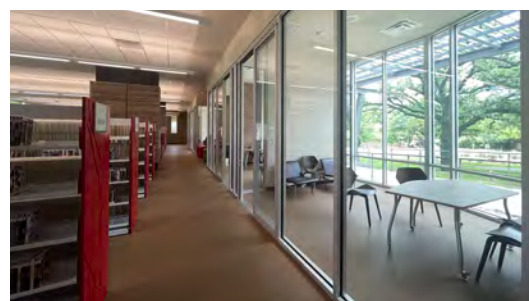
The nearly 19,900 square foot facility has an attractive exterior of yellow limestone and grey metal and is surrounded by pleasant landscaped areas. The library's key spaces are its large, L-shaped main room, an auditorium, two classrooms, and four study rooms. The auditorium is used for library storytimes and classes as well as community meetings and town halls, and the classrooms support additional activities and smaller gatherings.

The main room is a welcoming space that receives plentiful natural light from large north-facing windows, has pleasant views of greenery around the library, and features furnishings in muted colors accented with red. Popular offerings in the main room are the children's area with its learning play space, the highly used computer area, the often-reserved study rooms, and the varied seating near the windows.



Recommendation

In general, the facility is operating well. To keep the customer experience and operations in this new facility at a high level, the Forest Green Branch should be proactively maintained and its interiors, offerings, and operations refreshed periodically over the next decades.



Small collaboration / quiet work rooms



Teen area

FRETZ PARK

MAINTAIN /
KEEP FRESH



Address: 6990 Belt Line Rd.,
Dallas, TX, 75240

Built: 1976

Renovated: 2015

Size: 19,500 square feet

"Fretz Park Library's new meeting rooms, renovated theater, etc. provide great community spaces."

— community survey respondent

"It's always clean, staff is friendly, and the kids section is great. They have lots of toys and books and it's tucked away so it's ok to make noise."

— community survey respondent

Fretz Park Branch in north central Dallas is one of DPL's busiest locations. This 19,500 square foot facility, built in 1976 and expanded in 2015, handled approximately 10% of DPL's total 2022 materials circulation and is a community destination for families, programming, voting, and more.

The library, set on a high-profile site on a main street corridor, is conveniently located adjacent to a park and recreation center. This colocation allows for foot traffic between these facilities and opportunities for collaborative programs. The current library building is a combination of the original 1970s brick building and modern elements added during its 2015 renovation. The new and old elements are visible on the exterior and within the library, revealing its unique character to customers and passersby.

The library is laid out around a central lobby that provides access to a black box theater, two classrooms, and the main reading room. The black box theater supports storytimes and larger events, and the classrooms host programs including English Language Learning and craft activities. Demand for



programming spaces is particularly high during elections and the first few months of the year when non-profits that provide tax preparation assistance help community members at the library.

The main room encompasses a highly used computer area, teen and children's reading areas, a semi-enclosed children's playroom, seating and tables, and two highly popular study rooms in addition to the library's collections. The seating area by the floor-to-ceiling windows on the library's north side is particularly popular with patrons.

Recommendation

The Fretz Park Branch has been receiving responsive maintenance as needed since its 2015 reopening that has kept it in good working order. It is recommended that DPL continue to maintain the facility and refresh its interiors as needed to keep them inviting and attuned to community needs.



Children's area



Reading area

GRAUWYLER PARK

RENOVATE /
REIMAGINE



Address: 2146 Gilford St.,
Dallas, TX, 75235

Built: 2007

Size: 12,500 square feet

"We will need additional spaces for programs or community events. Our auditorium can be split in half, but if we have a regular event going on... some groups can't get in."

— DPL staff member

Grauwylar Park Branch, built in 2007, is a 12,500 SF facility that serves a small pocket community near Dallas Love Field airport. It is situated on the northern corner of Grauwylar Park, which is also the site of a recreation center. The community served by this library is home to many immigrants from Latin America, and Spanish and English are both commonly spoken by patrons. The library is valued as common ground for Spanish-speaking parents/caregivers and their children.

This facility consists of a main reading room, meeting room, one study room, and staff work area. The main room has high ceilings and floor-to-ceiling windows on two sides, providing plentiful natural light and a sense of being surrounded by the trees just beyond the windows. Within the room are a children's zone with a play space and storytime corner, a computer area, several reading/work tables, and the shelving for the branch's English and Spanish language collections. Collection shelves have been livened up by staff with colorful illustrations of notable and accomplished Hispanic/Latino people.



The library's meeting room supports popular programs including bilingual storytime and afternoon snack programs, and features a large, colorful, mosaic-style mural on one wall. The meeting room can be divided into two smaller rooms to enhance its programming capacity and has a small kitchen adjacent to support events and gatherings.

Recommendation

Given the length of time since the facility's construction, it is recommended that the Grauwylar Park Branch be renovated and refreshed to enhance its offerings as a community resource for the next twenty years. Renovation can also address any building systems which may need maintenance or replacement.



Children's area



Meeting room

HAMPTON-ILLINOIS

RENOVATE /
REIMAGINE

Address: 2951 S. Hampton Rd.,
Dallas, TX, 75224

Built: 2006

Size: 26,288 square feet

"We could really use more study rooms... we only have one study room to offer people and that doesn't seem like enough. We have people doing work in the children's area sometimes because they need/ want a quieter place to work."

— DPL staff member

"[I like] The room for private study [at Hampton-Illinois]."

— community survey respondent
(translated from original Spanish)

DPL's largest facility is Hampton-Illinois Branch in southwest Dallas, built in 2006. Its accessible location is adjacent to an elementary school, near senior housing, and across the street from Kiest Park and Recreation Center. The library is particularly popular with seniors and children and their caregivers. Community interest in English Language Learning, GED, and computer classes is also high.

The building's grey and black modern exterior incorporates a prominent extended wall that is finished in a rusty orange color, which highlights the library's entrance and features a large address sign. Within its 26,288 SF interior, the library provides a spacious main room, a black box theater, a classroom that can be partitioned into two program spaces, and three well-used study/meeting rooms. The library also incorporates a workroom for school staff and a corridor connection to the school.

Hampton-Illinois' main room feels very open due to its generous size, tall ceilings, and lots of natural light from windows and skylights. The children's area, a popular and active space, is semi-enclosed to moderate noise spillover and features a tree-shaped nook for reading and play. The large computer area, which provides access to virtual job training classes, is another popular feature. Thanks to the main room's size, the library is



able to offer a large materials collection while still providing plenty of patron seating, tables, and study rooms around the perimeter. Staff would like to provide more activities and amenities for patrons in available main room space.

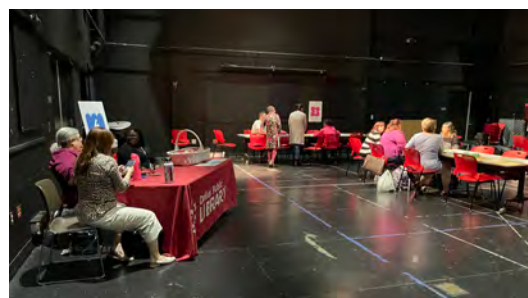
While the Hampton-Illinois facility generally functions well for library service, it has some building systems, design, and operation challenges. Staff report that the HVAC system's functionality varies widely within the building and that it has difficulty adjusting to weather changes. The library's west-facing windows allow in too much afternoon light and heat and are generally kept shuttered with metal blinds. These blinds accumulate heat, which can be a hazard for inquisitive children that touch them. The main room's skylights, while appreciated, allow in UV light that has in the past damaged library materials. Also, the challenging lighting and sound systems in the black box theater limit the family and event programming options.

Recommendation

Given these building issues and the length of time since its construction, it is recommended that the Hampton-Illinois Branch be renovated to bring it into peak operating condition and update its offerings.



Children's area



Black box theater

HIGHLAND HILLS

MAINTAIN /
KEEP FRESH



Address: 6200 Bonnie View Dr.,
Dallas, TX, 75241

Built: 2014

Size: 19,570 square feet

"[I like] The access to more material or books for children and the quietness as well as the easiness for someone with limit mobility to be able to enter and exit. Also the Staff is wonderful and the bathrooms are easy to access and are always clean. Also while the children are reading or playing I check out the Large Print Section for my reading and knowledge. It also has a large access to the use of computers as well as wi-fi."

— community survey respondent

Highland Hills Branch in south central Dallas is one of DPL's newer facilities, built in 2014. The approximately 19,600 SF library is a local hub for information, internet and technology access, youth programs, and other key community functions. Its site also serves as a neighborhood park, with many families using the large lawn east of the library building for sports and picnics.

Sited near a neighborhood crossroads, bus routes, and other community facilities, Highland Hills Branch is one of the few non-residential destinations in its area. As such, it is an important source for affordable computer, printing, and faxing services that help residents access government services and programs. The library-provided Wi-Fi internet is also critical service for the community and has been enhanced and extended to reach the library's parking lot as part of digital inclusion efforts.

The window-filled modern architecture of the library is eye-catching and brings in curious passers-by. The library incorporates a main room, expansive auditorium, and two classrooms. The classrooms are often in use for afterschool youth and adult programming, neighborhood group meetings,



and office hours and appointments held by City departments and community service organizations. The auditorium, over 2,200 square feet in size, is used for movies, events, and voting. The cheerful main room is long, high-ceilinged, and filled with natural light. In the center of the room are the library's computer zone, a study room, and groups of comfortable armchairs, and the collection shelves. At one end of the main room is the children's area with play zone, and at the other is a teen area that is an opportunity for enhancement. Along the windows are more armchairs and tables, with easily accessible power outlets, for reading and working.

Recommendation

The Highland Hills Branch, being fairly new, is in good physical condition with few capital maintenance needs. The building does experience solar heat gain from its south-facing windows, which could be addressed for patron and staff comfort. Therefore, it is recommended that DPL maintain this facility in good condition and provide periodic interior refreshes to keep it current.



Children's area



Computer area

KLEBERG-RYLIE

EXPAND /
REPLACE AT
25-30,000 SF



Address: 1301 Edd Rd.,
Dallas, TX, 75253

Built: 1995

Size: 10,861 square feet

"We need a renovation to make the building more modern and roomy. We have only one semi-large auditorium for programs and one little study room. ... The noise from the children's area is disruptive to adults. Reference and Circulation desks are hard to see and staff don't have a clear view of who comes inside. A computer lab for computer classes would be amazing..."

— DPL staff member

Kleberg-Rylie Branch, in the southeasternmost corner of Dallas, is DPL's second smallest library at approximately 10,900 SF. It is located next to Kleberg Park and Kleberg-Rylie Recreation Center and across the street from the neighborhood elementary school. The branch is a valued community resource for children, including very popular summer programs, and for adult education opportunities, especially English Language Learning and citizenship classes.

Built in 1995, the beige brick facility has an unremarkable and anonymous appearance – a staff member noted that it looks like an unwelcoming government building. Staff also noted that visitors regularly mistake the library for the recreation center. The library does collaborate with recreation center for children's programming, though the lack of walkway and distance between the two are hindrances.

The library's primary spaces are its main reading room and auditorium. The spaces' interior appearance is drab and dated, with little natural light due to the building's few windows. The main room offers a children's area, computer area, collections, and a small meeting/study room. The children's area struggles to accommodate the popular play space as well as its materials, and community needs and interest for technology exceed the



offerings in the computer area. The main room gets cold in winter, as the HVAC system has a hard time heating it properly, and has some acoustic and lighting issues as well. The auditorium, which is used for storytime, crafts, and community gatherings, can struggle to host some programs and presentations with its mobile AV system.

Recommendation

The Kleberg-Rylie community is seeing additional housing development while its library is already struggling to meet service and space needs in an unwelcoming, uninspiring space. One particular hope expressed by staff is for one or more classrooms to support adult learning and technology classes. Therefore, this plan recommends that the Kleberg-Rylie Branch facility be expanded and fully renovated or replaced at a size of 25,000 to 30,000 square feet. This should provide sufficient space to provide the core library service needs of the area into the coming decades. Potential partnerships with the Park and Recreation Department could be explored to allow more collaboration between the facilities and enhanced customer convenience.



Auditorium



Staff workspace and storage

LAKEWOOD

EXPAND /
REPLACE AT
30,000+ SF

Address: 6121 Worth St.,
Dallas, TX, 75214

Built: 1970

Size: 10,600 square feet

"[Lakewood] is very small. In the past we had tried to have Scout meetings there when we couldn't meet at the Elementary school, and the lack of meeting space was a problem."

— community survey respondent

"[Lakewood] Branch needs to be updated and refreshed. Lighting is poor. Furniture is mismatched and old. Ceiling low and oppressive. Restrooms are ugly and dirty."

— community survey respondent

DPL's smallest and second-oldest facility, Lakewood Branch in central Dallas, is a workhorse for its community. The 10,600 SF library, built in 1970, is a busy one – in 2022 it had the third highest checkouts among DPL's branches and it is a popular destination for children and caregivers, seniors, and residents seeking to access computers, the internet, and printing services.

A nondescript brick building with a grey-green metal roof, the library sits on a triangular site and has a large, grassy setback from busy Abrams Road on its east side. Mature trees surround the library and shade the library's entry plaza and modern art sculptures provide an interesting contrast with the natural elements.

Inside the library are the main reading room, an auditorium, and a small conference room. Large windows in the building's northwest façade provide pleasant views of the trees and natural light in the main reading room and conference room. The overall impression of the library's interiors, though, is bland and outdated. Carpet, paint, and furniture colors are drab, and the furniture is an assortment of types and eras. The main room seems to be at its capacity for service: it provides a large collection for a library of its size, several computer and work tables, a children's area, and a couple of seating areas, with



narrow-feeling spaces for movement between them. Staff areas are somewhat cramped as well.

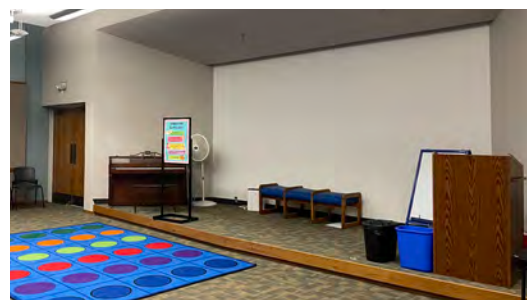
The library's auditorium is used for popular storytimes but it lacks strong AV equipment and a partition which would expand its capacity for programming. The small conference room supports smaller programs like crafts as well as quiet study. There is community demand for more study rooms and for a space that would accommodate computer classes.

Recommendation

The Lakewood Branch had a low accumulation of capital maintenance needs as of the City's 2018 FCA, but staff now report frequently clogged plumbing, other plumbing issues, and an HVAC system that doesn't adequately respond to temperature changes and causes patron complaints. In light of these issues, the library's small size and advanced age, and its limited ability to meet community library demands, it is recommended that this facility be expanded and renovated or replaced at a size of 30,000 square feet or larger. Given the configuration of the library site, identification of an alternative site for the expanded library could be needed.



Service desk



Auditorium

PAUL LAURENCE DUNBAR LANCASTER-KIEST

RENOVATE /
REIMAGINE



Address: 2008 E. Kiest Blvd.,
Dallas, TX, 75216

Built: 2006

Size: 17,950 square feet

*"[We need] study rooms,
more engaging programs for
disadvantaged kids..."*

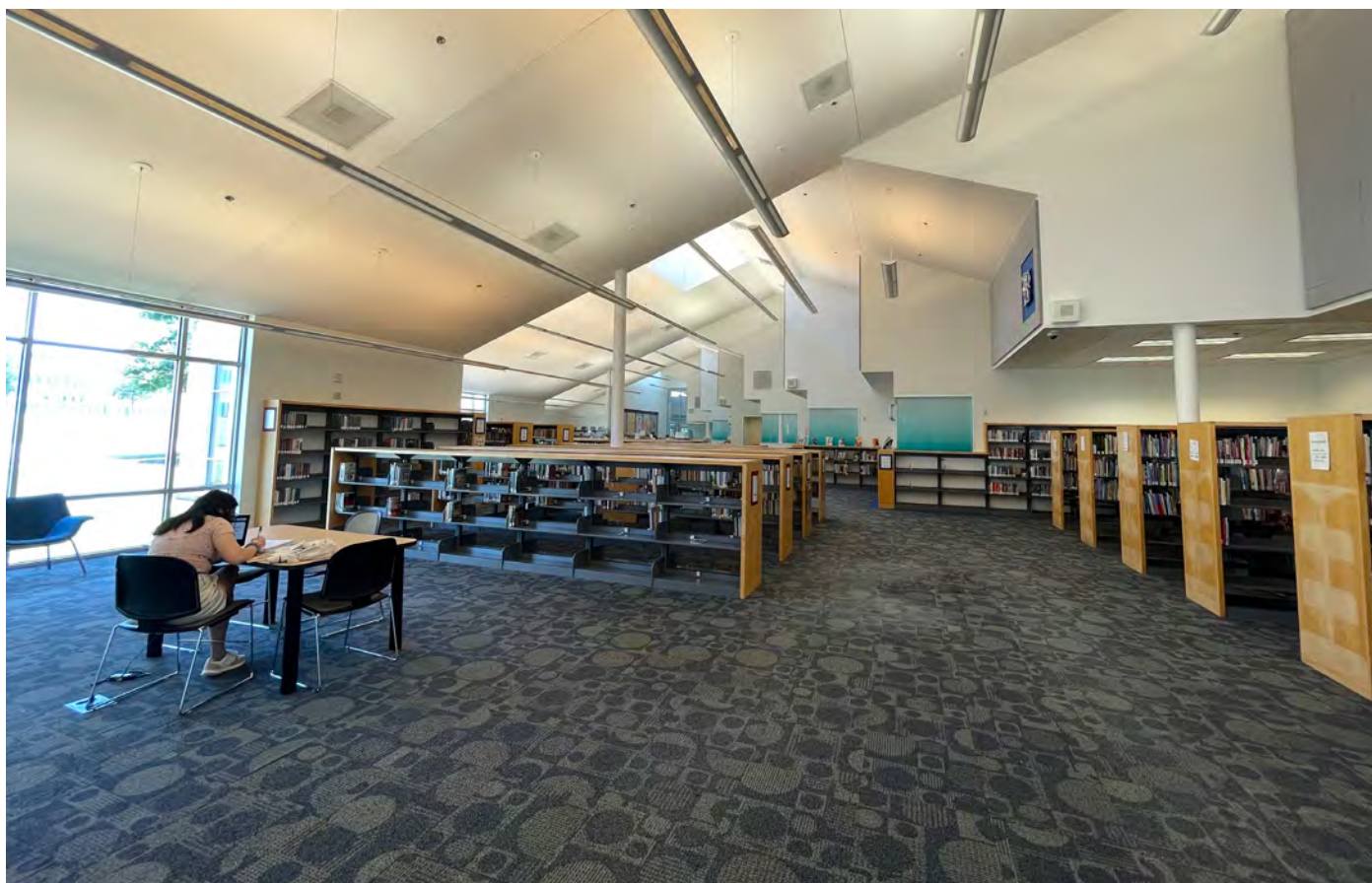
— DPL staff member

Paul Laurence Dunbar Lancaster-Kiest Branch in south central Dallas, named in honor of the famous African American poet, was built in 2006. The interestingly zig-zag-shaped facility is just under 18,000 square feet in size and attracts patrons of a variety of age groups and needs – young children and their caregivers, middle and high school students, and adults who make good use of the library's computers and internet access.

The library has an attractive limestone-colored exterior with a green metal roof and plentiful windows with trees just outside them. Inside it provides a main reading room, an auditorium, a classroom with a partition, and a small training room that is also partitioned. The building's windows, skylights, and high ceilings create a pleasant, open, and well-lit environment for patrons.

One of the library's most popular offerings is its computer area, which supports customers in their job searches, job applications, and document printing needs. Also popular is the somewhat small children's area, which is visited by lots of young children. Much of the rest of the main area is occupied by collections shelving, intermixed with seating and tables.

Programming is provided in the auditorium, which is also frequently used for community group gatherings on Saturdays, and in the classroom, which hosts the library's English Language



Learning classes. Unfortunately, the auditorium's AV system is outdated and essentially non-functional, which creates challenges for family-friendly events and for meeting presentations. Teen programs are held in the training room, which also holds the library's digital maker equipment. One study room – without a door – is also available for patron use, and demand for additional quiet study and quiet reading areas is high.

On the operational side, the facility's HVAC system often keeps the library too hot or too cold, and there are spots within the main room that are a challenge for staff to oversee due to the building's design. Staff spaces could also use some reorganization to maximize space and increase storage.

Recommendation

In light of the length of time since the Lancaster-Kiest Branch's construction, the community's diverse library users and needs, and the opportunity to reorganize the library's shelving to increase amenity space, this plan recommends that the facility be reimagined for current and future community needs and renovated accordingly.



Auditorium



Children's area

LOCHWOOD

MAINTAIN /
KEEP FRESH



Address: 11221 Lochwood Blvd.,
Dallas, TX, 75228

Built: 2009

Size: 20,200 square feet

*"[Lochwood has a] good staff, good
vibe, cool and quiet seating."*

— community survey respondent

*"I love the play area for toddlers - my
son loves the library even more now
because of it."*

— community survey respondent

Lochwood Branch in northeast Dallas, built in 2009, feels fresh and appealing. The 20,200 square foot facility has a modern architectural style that helps it stand out in its largely residential community, and it is conveniently accessible near shopping centers and a transit route.

This inviting and well-organized library provides a black box theater and classroom that are accessible from the bright and tall-ceilinged lobby; a main room; and one well-used study room. The branch is particularly popular for its children's programming including storytimes and afterschool crafts, expansive materials collection, and highly used computer area.

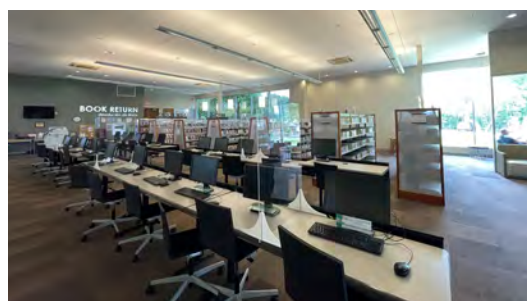
Inside Lochwood's main room, colorful carpeting, calm wall colors, and hanging accent lights emphasize different areas and create an engaging atmosphere. The main circulation desk, just inside the entrance, is low in height and very approachable. Nearby is the children's collection and play area, where kids and their caregivers enjoy spending time. Low, easily reached picture book shelving frames the play area and invites browsing. Older youth have a semi-enclosed teen space to study and hang out in.



While shelving for the library's large collection occupies a fair amount of space, its moderate height allows the library to feel open and seating areas don't seem crowded out. There are plentiful, comfortable seating and work areas set throughout the building, in particular near the library's large windows.

Recommendation

The library had a low amount of accumulated maintenance needs as of 2018. Staff report that the children's and teen furniture is showing some wear and tear, which makes sense with its age and active users. DPL should ensure that the Lochwood Branch receives proactive maintenance and periodic refreshes of furnishings and amenities as needed to keep the library fresh and modern into the future.



Computer area



Classroom

MARTIN LUTHER KING, JR.

EXPAND /
REPLACE AT
35,000+ SF



Address: 2922 Martin Luther King, Jr. Blvd., Dallas, TX, 75215

Built: 1974

Size: 13,532 square feet

"[We need] More seating, places to charge devices, expanded children's area, and addition of teen areas"

— DPL staff member

Part of the Dr. Martin Luther King, Jr. Community Center campus in south Dallas, the branch of the same name serves the neighborhoods generally south of I-30 and west of White Rock Creek. This facility is one of DPL's older and smaller libraries, built in 1974 and approximately 13,500 SF in size.

The library is well-utilized by seniors, children and their caregivers, teens from the high school just across the street, and unhoused residents who need a safe and comfortable place to be. Community demand for library programming, services, computers, and space to sit, work, and enjoy are high. Many senior patrons visit the nearby recreation center's mid-week meal program then walk to the library to eat; however, seating space is very limited.

A generally dated and drab library interior is livened up with colorful civil rights-related artwork in the entry, beautifully informative and detailed wall displays put together by the library's staff, and plentiful windows on the library's south side. Past reductions in tall materials shelving have allowed for more sunlight and space for the popular children's play area and busy computer area.

In addition to the main room, this facility has an auditorium, a classroom, and a small meeting/study room. Demand for use of the auditorium is high, but limitations include its small size and tendency to become stuffy during high-attendance programs.



The classroom also supports programming, but its non-working partition is a limitation. To increase program capacity, staff hold programs outside when the weather is pleasant. The library's small meeting/study room is a nice amenity, but oddly has a door and window into the library manager's office.

The staff workroom and public restrooms in this facility are challenged to meet current needs. The demands on the staff space have increased as the library's staffing has increased. Despite the installation of cubicles in the workroom there is not enough space for current staff, storage, or collection processing. The library's single-occupant restrooms, one each for men and women, also do not meet demand and are frequently out of service due to plumbing issues.

Recommendation

The Martin Luther King, Jr. Branch should be expanded to a size of 35,000 square feet or larger to provide adequate space for current and future community library needs. DPL can explore whether the expansion can be accommodated on the Community Center campus, or whether relocation to another site in the community as a stand-alone facility or partnership project is advisable.



Entry-area artwork



Auditorium

MOUNTAIN CREEK

EXPAND /
REPLACE AT
25-30,000 SF



Address: 6102 Mountain Creek Pkwy.,
Dallas, TX, 75249

Built: 1994

Size: 12,729 square feet

"It's a little awkward that the service desk is right in the middle of the walkway when you enter. It's as if you're in the spotlight from the time you enter the doors until you walk past it. If it were just a bit to the side, that would be nice. The library is just too small for it to be placed there."

— community survey respondent

Serving the southwesternmost portion of the City of Dallas is the Mountain Creek Branch. Built in 1994 and approximately 12,700 SF in size, it is one of DPL's older and smaller libraries. The library is located at the edge of Emerald Lake Park, with a trail connecting to the lake, and is appreciated as a community resource for programming, technology access, and gathering.

The building has a light grey stone exterior, inspired by its natural surroundings. It also has an interesting wedge-shaped design, with a tall rotunda near the entrance and floor-to-ceiling windows at the far end of the reading room that provide expansive views of the adjacent natural areas. Unfortunately, though, with a substantial setback from the street and little signage, the building can be hard for community members to see and identify as a library.

Among the library's biggest draws are its children's programming, which ranges from storytimes to STEM activities that are well-attended by homeschool students, and its adult creativity programming. Children's programming is typically held in the auditorium, although it gets displaced to the children's area in the main room or the library's classroom during elections when the library serves as a voting location. The auditorium lacks a strong AV set-up, which can be a challenge for programming.



The library's main room is sunny but very plain, with grey walls and carpet and tall shelves limiting views to the windows. The furniture is out-of-date and somewhat mismatched. The room is also at its capacity for service, with a children's play area and collection shelving, a computer and reading/work area, adult collection shelving, and a seating area near the windows. There is interest in expanding the children's area to accommodate storytimes, but no space to do so.

Recommendation

The Mountain Creek Branch has a lot of repair needs, which weigh on staff as they work to provide a welcoming environment for customers. The building has plumbing issues annually, HVAC issues in summer, and leaks during rains. As of the City's 2018 FCA, it had accumulated a maintenance backlog equivalent to 14% of the cost to replace the building. The recommendation for this facility is that it be expanded to a size of 25,000-30,000 square feet to increase its service capacity and thoroughly renovated at the same time. Alternatively, replacement of the building could be considered if it would provide a better foundation for ongoing service.



Children's area



Auditorium

NORTH OAK CLIFF

EXPAND /
REPLACE AT
20,000+ SF



Address: 302 W. Tenth St.,
Dallas, TX, 75208

Built: 1987

Size: 15,562 square feet

"Some updates to the inside would be nice. It hasn't changed in years.

I'm 38 years old and this library, though I love it, hasn't changed in years. It looks exactly the same as when I was a young child visiting"

— community survey respondent

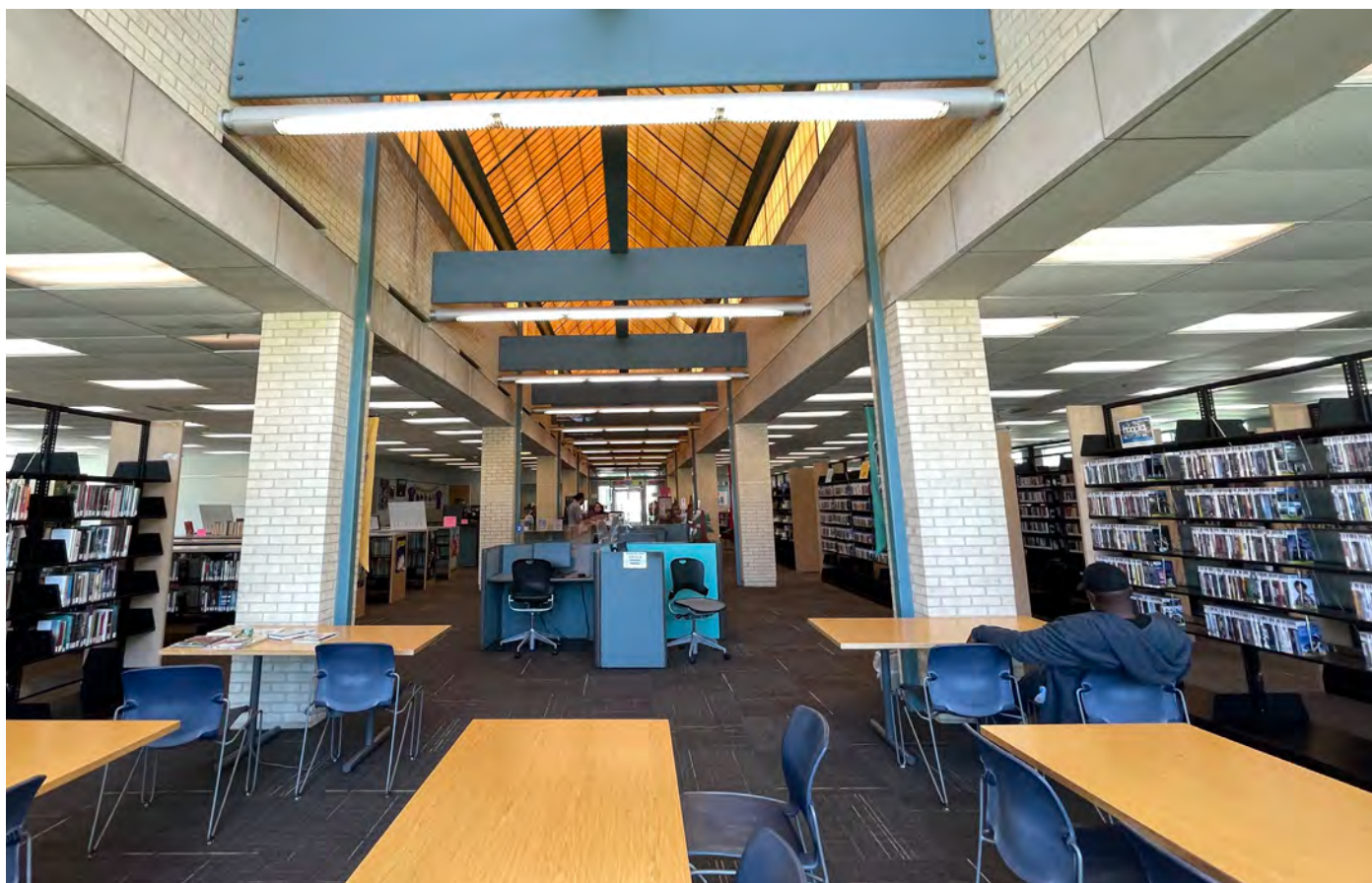
"[North Oak Cliff] Needs a new building with updated meeting rooms and more study areas"

— community survey respondent

North Oak Cliff Branch in southwest Dallas serves a fast-growing, changing neighborhood that includes the popular Bishop Arts District. This busy library brings in a diverse, multi-lingual set of patrons but its dated building is struggling to keep up with the community's library needs.

This approximately 15,600 SF facility was built in 1987 and it shows its age. The limestone-colored brick exterior has dark discolorations from rain drainage, especially near its roofline and below its rainspouts. Limited signage on the building leads some customers to mistake the library for an office building. On the positive side, the structure incorporates lots of large windows and a tall central skylight.

The library consists of a main room, auditorium, and study room, and demand for its services and spaces is exceeding capacity. Children and their caregivers constitute a large proportion of customers, yet its children's area is small and its usability for learning through play is constrained. Technology users are another large group of users and the library's computers are almost always in use, sometimes leading to long wait times. The auditorium is typically booked up with programming, events, and meetings and there is a strong need for more program, meeting, and study spaces. More seating spaces with power access are also needed.



The North Oak Cliff library building has a long list of capital maintenance needs. The facility received some capital maintenance in 2015 yet still had a deferred maintenance accumulation equivalent to 15.5% of its replacement cost in the City's 2018 FCA – placing it in the “fair” condition category and approaching the threshold for the “poor” category. The FCA identified issues with the building's exterior materials, mechanical room, restroom plumbing, aged/out-of-date HVAC system and boiler, and electrical panels. The City's Needs Inventory also identifies the facility's roof as needing replacement.

Recommendation

DPL's 2001 Facilities Master Plan identified North Oak Cliff Branch for expansion but this was never completed. Over the last decade, the building's deterioration has led DPL administration to recommend its full replacement at a larger size. The Library continues to pursue funding for a modern and welcoming facility for North Oak Cliff. At a minimum, the replacement library should be 20,000 square feet — and ideally larger — in order to meet this community's library needs.



Auditorium



Entrance

OAK LAWN

EXPAND /
REPLACE AT
30,000+ SF

Address: 4100 Cedar Springs Rd.,
Dallas, TX, 75219

Built: 1996

Size: 12,900 square feet

"The entrance is off putting - looks like a prison - also the A/C is terrible."

— community survey respondent

"The Oak Lawn library seems old and dirty so I only pick up materials there."

— community survey respondent

DPL's Oak Lawn location was built in 1996 through a public-private partnership with Kroger Co., which owns the adjacent grocery store property. The neighborhoods it serves are among Dallas' higher density and diversity areas and a home base for the LGBTQ+ community. The library has a floor area of 12,900 SF, which is in the bottom quarter of DPL libraries by size.

Oak Lawn Branch is maximizing the service capacity of its size and layout. The library's small but inviting children's area, painted a sunny yellow that continues in from the lobby, provides a few bookshelves, a reading ready play space, a computer, and a table. A busy computer area is located nearby.

Much of the rest of the main room is occupied by the library's collection, which is housed on two sections of tall shelves. Oak Lawn has a larger collection of materials that some other branches in its size range, including an LGBTQ+ collection that is based at this location. Tables, study carrels, and reading chairs are placed primarily along the eastern walls where they enjoy natural light from tall windows, and one study room is also available.

The library's small auditorium, with capacity for 50 people, supports programming and can be used after library hours. However, it can be too small for popular library events. An

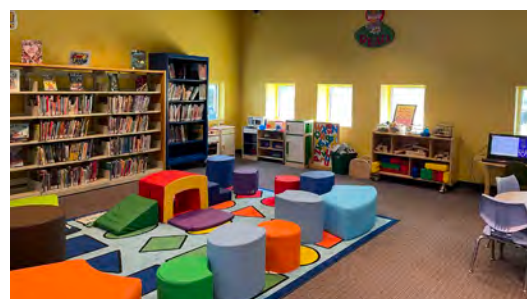


additional, open program space has been created at the far end of the main room, where several rows of chairs and a speaker's table have been set up.

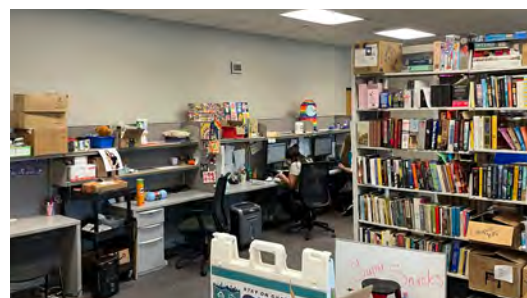
The Oak Lawn facility is generally in good condition, though its HVAC system has had to be supplemented with small mobile units placed inside the library. Nevertheless, the library's size and layout are no longer meeting the community's needs. Customer demand is exceeding the capacity of its public spaces and its shared parking lot with the Kroger grocery store is the source of tensions, particularly when the library holds popular programs and events. Behind the scenes, the size of staff workroom is too small to handle the volume of library materials and program supplies despite tall bookshelves filling the center of the workroom.

Recommendation

The recommendation for the Oak Lawn Branch is that it be expanded to a size of 30,000 square feet or larger. Options to accomplish this on its current site can be evaluated, such as a potential mixed-use project. Opportunities for relocation within the community, such as potential partnerships or long-term leased spaces, could also be considered.



Children's area



Staff workroom

PARK FOREST

RELOCATE +
REPLACE AT
20,000+ SF



Address: 3421 Forest Ln.,
Dallas, TX, 75234

Built: 1971

Size: 10,984 square feet

"[Park Forest] is in desperate need of a major renovation or new library. The HVAC doesn't work consistently, they just had mold remediation done, the meeting space is outdated and doesn't have great technology, and the overall library is tired."

— community survey respondent

"We just don't have enough space to hold many events or materials."

— DPL staff member

Park Forest Branch serves residents in Dallas' northwesternmost neighborhoods. It is DPL's third-smallest library at just under 11,000 SF and its third-oldest facility (built in 1971). Located on a main corridor near shopping, schools, and senior housing, it is a convenient destination for customers of all ages. However, the library is too dated and small to provide many modern library services and spaces.

The building sits on a small lot, surrounded by its parking areas, and has a grey/brown pebbled exterior and primarily narrow windows. The library's main room feels old-fashioned, with drab finishes, mismatched furniture, and lots of fluorescent lights, as well as somewhat crowded due to the tall shelves holding the materials collection. Popular spaces within the room are the children's area, which draws many young families, and the computer area. A central reading/work area is located between the children's and computer areas, but noise from the active young children can be challenging for older children and adults wanting to study at the library.

The library's meeting room supports its programming offerings but is not a very pleasant space – it has been described as looking like an "underground DMV" and is accessed from



the lobby via a hallway with low lighting and visibility. Other challenging aspects of the facility include insufficient storage for library and program materials, small restrooms, an electrical system that is in poor condition, and an older AC system that struggles to address humidity and cool efficiently.

Recommendation

The Park Forest Branch has been recommended for replacement for many years. A new site for the library a few blocks from the current site was purchased with funding from the City's 2006 Capital Bond Program, but construction of the new facility awaits funding. At a minimum, the replacement library should be 20,000 square feet in size — ideally larger — in order to meet this community's library needs.



Meeting room



Staff workroom

PLEASANT GROVE

MAINTAIN /
KEEP FRESH



Address: 7310 Lake June Rd.,
Dallas, TX, 75217

Built: 2010

Size: 20,200 square feet

"[The best things about Pleasant Grove Library are] the programming that is offered, the study room spaces people use daily, ... various free classes offered to people about adult education and English language learning. The out of school time programs offered for kids. Its hard to summarize everything into a paragraph, because even just helping a patron print is serving the community well."

— DPL staff member

Pleasant Grove Branch, built in 2010, serves the southeast Dallas communities. This branch's service area includes several K-12 schools and Dallas College's Pleasant Grove location. The library is particularly popular with children and their caregivers – storytime, after-school STEAM, and after-school snack programs are among this location's highest attended.

The Pleasant Grove facility is a well-designed and well-furnished library that does a good job of providing modern library services and spaces. One of the larger DPL locations at 20,200 square feet, the library consists of a black box theater for community use and library programming, a divisible meeting/classroom, and a large, colorful, sunny main room. The range, flexibility, and welcoming design of its spaces support the library needs of this community well.

The main room of the library provides lots of space for library visitors to play, work, and read. Medium-height shelving for the materials collection helps the library feel open and spacious. The children's area is generously sized and features play, computer, and reading spaces. The adult collection area features plentiful reading and working spaces and a large computer area. The main room also includes a welcoming teen area with seating and computers and two study rooms.

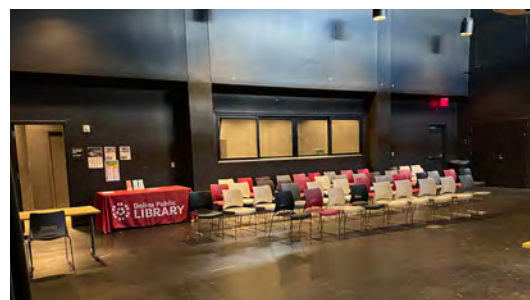


Recommendation

The Pleasant Grove Branch is generally in good condition, though the planned installation of a new HVAC system to replace the current faulty system will be very welcome. Minor improvements such as upgrading the lighting controls for the black box theater, providing additional power outlets for customer device charging, and improving the ground signage on Lake June Road would enhance the facility's functionality. This library building is expected to continue to serve its community well in coming years with good maintenance and periodic refreshes to keep furnishings and offerings current and inviting.



Children's area



Black box theater

POLK-WISDOM

MAINTAIN /
KEEP FRESH



Address: 7151 Library Ln.,
Dallas, TX, 75232

Built: 2013

Size: 16,900 square feet

"[The best things about Polk-Wisdom is] The building's outside aesthetic beauty as well as its makeup on the inside...."

Patrons utilize the printer to make copies, fax, and/or email documents.

Parents bring their children to free programming which are educational as well as fun."

— DPL staff member

Polk-Wisdom Branch, serving south central Dallas, is an attractive and inviting facility and very popular resource for computer and technology access, programming, and gatherings. The 16,900 SF library was fully remodeled in 2013 to bring its structure, service model, spaces, and furnishings up to date.

The facility is located adjacent to a shopping area and on a transit route, making it highly accessible to community residents. The modern-style building features large, colorful, geometrically patterned windows facing the community and in its lobby atrium. The primary library spaces are its main room, meeting room, and dividable classroom. The meeting room and classroom spaces are frequently in use for library programming, neighborhood meetings, and community organization gatherings, and sometimes requests for their use exceed availability.

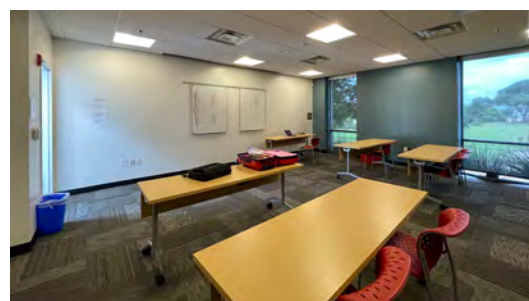
In the library's main room, the high ceilings, playful geometric window, and medium-height shelving create an open and engaging environment. Spaces and amenities in the main room include a busy computer and printing area, a children's area, two semi-enclosed study pods, and built-in seating and desks



under the windows. The computer area in particular is very well used by seniors and by patrons working on job applications. Staff available for one-on-one help and at the reference desk provide important support for these customers.

Recommendation

As the Polk-Wisdom Branch is welcoming and well-functioning, it is recommended that it be kept up to date and proactively maintained so that it can continue to support its community well.



Classroom



Study pod

PRAIRIE CREEK

MAINTAIN /
KEEP FRESH



Address: 9609 Lake June Rd.,
Dallas, TX, 75217

Built: 2010

Size: 18,420 square feet

"We have a beautiful building, that is one thing that people comment when they come here for the first time."

— DPL staff member

"I like the art on the wall, tying it to the history of the location. Clean facilities, good selection of materials, and plenty of places to sit."

— community survey respondent

Prairie Creek Branch in southeast Dallas, built in 2010, is an appealing building on a prominent site along the Lake June Road corridor. It attracts a wide range of patrons, including caregivers with children, teens, adults, and seniors. The approximately 18,400 SF facility features large windows, prominent signage, and a mix of natural stone and brick on its exterior that create a welcoming impression and fit well in its setting near a natural creek area.

The inviting character of the library continues in its interior spaces, thanks to plenty of sunlight and light, natural-colored building materials and furnishings. The main room has an open feeling with medium-height shelving that helps define the spaces within - the children's reading and play area, teen zone, heavily used computer area, and comfortable reading and working spaces including tables, couches, and window-front bench seating.

The library incorporates a meeting room and a divisible classroom to support library programming like English Language Learning and storytimes, and the multiple meeting spaces allow the library to hold events concurrently and accommodate most community requests to use the spaces. Two very popular study rooms are also provided for small gatherings or quiet work.



Recommendation

Prairie Creek Branch is currently serving its community well. The building does experience solar heat gain from its windows and uncomfortably bright light in some areas at certain times of the day, which could be addressed for patron and staff comfort. Proactive maintenance and periodic refreshes are recommended to allow it to be an attractive and engaging destination for many years to come.



Computer lab



Classroom

PRESTON ROYAL

RENOVATE /
REIMAGINE



Address: 5626 Royal Ln.,
Dallas, TX, 75229

Built: 1964

Size: 12,400 square feet

"Update refresh the Preston Royal meeting room and library itself. Be sure there are enough books to fill the spaces in this library - it's an active reading community but lack of books, lack of an inviting place keeps locals out."

— community survey respondent

Preston Royal Branch, located in north central Dallas, is notable for its Mid-Century Modern architectural style as well as its age (60 years). It sits on a moderately sized site on a busy street, adjacent to a church with which it has an agreement to share parking space. This well-loved library has the fourth-highest total circulation of materials among Dallas libraries while having the 5th smallest size (12,400 square feet). It is also popular for its children's play space and programming, serving as it does several neighborhoods with a high percentage of school-aged children.

The library's main room has large windows, helping the small space feel more expansive. The room includes a children's area, which is often very busy on weekday mornings with kids and their caregivers; materials shelves, with comfortable chairs and tables placed among them near the windows; two small computer areas, one situated around a roof support pillar; and an area with a few tables and armchairs for activities and reading. One small meeting/study room is available near the circulation desk. Movable shelves have been placed near the large circulation desk to hold the many materials requested for customer pick-up.



Preston Royal also has a moderately sized auditorium which is heavily used for programming and community meetings. During the library's popular storytimes the auditorium can fill up quickly. However, its design and ambiance are less than ideal, with dark red brick walls, a low ceiling, and no windows to provide natural light. The restrooms, located opposite the auditorium, are also outdated.

Recommendation

Despite its small size, the surrounding communities would like the Preston Royal Branch to remain in its current building. Surrounded as it is on three sides by its parking lot and by a very narrow drive lane on the fourth, there is little room to expand the library to increase its floor space and service capacity. Given these desires and the possible inclusion of the facility's renovation in the City's 2024 Bond Program, it is recommended that the library be reimagined to make the best use of its existing floorspace. Potential for a small expansion of the public use space can also be assessed during the renovation design phase, perhaps through conversion of underutilized staff workroom space.



Auditorium



Service desk

RENNER FRANKFORD

EXPAND /
REPLACE AT
30,000+ SF



Address: 6400 Frankford Rd.,
Dallas, TX, 75252

Built: 1986

Size: 15,193 square feet

"This building only has one auditorium and no classrooms, which is an issue for programming when there is voting. Since this is a voting location, the auditorium is blocked off for weeks at a time which makes finding space to do programs tricky."

— DPL staff member

Renner Frankford Branch serves the far north Dallas communities near the city's borders with Plano and Richardson. Built in 1986 and approximately 15,200 square feet in size, the facility sits on a substantial site adjacent to a creek. This location is a popular destination for children and caregivers, group and community meetings, and customers borrowing materials from its large collection. Its large parking lot is also periodically utilized by other City of Dallas departments for community service activities.

The library received an interior refresh in late 2021 and early 2022 as part of a repair project to remedy flooding damage. The main room is bright and airy, with natural light from windows interspersed in the building's walls. The center of the main room is dedicated to comfortable seating and merchandising displays, and located around the room's sides are the children's area, collection shelves, study rooms, and computer area. A small teen area is also located around one corner of the room.

With high community interest in gatherings at the library in addition to library programming, Renner Frankford's auditorium and two study rooms are often in use. Lively gatherings in one of the study rooms can result in noise spill-over into the main room, as the study room's front wall doesn't reach the ceiling.

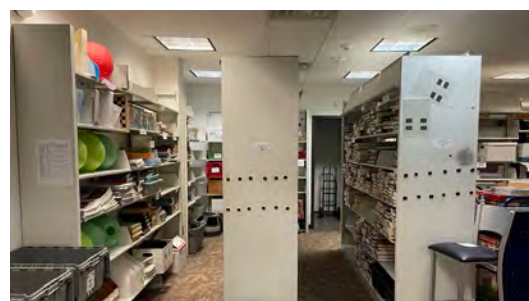


The auditorium is somewhat limited in size, so larger community meetings are held in the main room after-hours. In DPL's previous facilities master plan, the potential to add a black box theater to the library had been considered.

Staff service spaces are also constrained. The space for the branch's equipment for creating Enhanced Library Cards is squeezed between the reference computers and the circulation desk, and the staff work area is limited in space for staff to process returned materials and prepare for activities and programs.

Recommendation

Due to the high demand for meetings and gatherings at Renner Frankford, limited auditorium and main room square footage, and sub-optimal staff work space, it is recommended that this branch be expanded on its current site at a size of 30,000 square feet or more so that it can better meet the community's needs for modern services and spaces. Deferred maintenance needs identified in the City's 2018 Facility Condition Assessment should also be addressed to ensure the facility's longevity.



Staff storage and workspace



Auditorium

SKILLMAN SOUTHWESTERN

EXPAND /
REPLACE AT
30,000+ SF



Address: 5707 Skillman St.,
Dallas, TX, 75206

Built: 1996

Size: 13,200 square feet

"It needs to be renovated. It's very uninviting. It should feel more like a book store coffee shop where friends want to meet and children can play."

— community survey respondent

"[I wish it was] Larger---it's pretty small. [I'd like to see] More up to date study spaces and recreation areas."

— community survey respondent

The busy Skillman Southwestern Branch, one of DPL's smaller branches (13,200 square feet), serves a denser and growing area of northeast Dallas. Sited just south of Route 12, it is only about a mile and a half away from Vickery Park Branch, located to the north across the highway. Many patrons visit to access its materials collection and return books, use computers, and enjoy storytimes.

Built in 1996 on a corner site, the brick library building is set back behind its parking lot and surrounded by mature trees. While the trees are appealing and provide valuable shade, they can make the library difficult to identify and the site's exterior signage isn't well placed to increase its visibility. Accessing the library is further challenged by the medians on the adjacent streets, which limit turning into and out of the library's driveways.

The public spaces in the library are the main room, an auditorium, and a small meeting/group study room. The main room and meeting room receive plentiful natural light from well-placed windows, which help create a pleasant atmosphere despite dated interior finishes and furnishings. Amenities available in the main room are small and busy children's and computer



areas, a window-front reading area with armchairs and a couple of tables, and handful of additional reading/work tables. The collection shelving is tall and takes up much of the library's floor area, leaving the other areas feeling cramped.

The library's auditorium supports library programming including popular storytimes, as well as frequent community uses including events, gatherings, and voting. Unfortunately, the auditorium does not receive any natural light and is also dated in appearance. Branch staff have indicated that additional programming, meeting, study space, and space overall would be helpful in meeting community needs.

Recommendation

Skillman Southwestern Branch should be expanded to a size of 30,000 square feet or larger in order to better meet current library needs and provide capacity for service growth as its community grows. Given the constraints of its existing site and its proximity to the Vickery Park Branch, relocation of the library to another site further south within its service area would provide better community access.



Auditorium



Adult reading area

SKYLINE

RELOCATE +
REPLACE AT
30,000+ SF



Address: 6006 Everglade Rd.,
Dallas, TX, 75227

Built: 1977

Size: 12,037 square feet

"We recently have had groups of teens coming in, but we don't have a comfortable area for them to hang out so they usually crowd the baby area."

— DPL staff member

"I go to Skyline often but don't like it as much because the layout makes it harder to keep track of my toddler and I can't see if people are sitting behind the shelves."

— community survey respondent

Skyline Branch serves the southeast Dallas communities just south of I-30 and east of White Rock Creek. Built in 1977 and just over 12,000 SF in size, it is DPL's fourth smallest and fourth oldest library. It is also an important community resource for computer use, job search and application, and youth learning and a well-used study spot for students of the nearby high school.

This facility, though it has some appealing aspects, is not well-suited for long-term service as a library. It can be hard for community members to spot, with its modest signage, lots of trees and landscaping surrounding the building, and a building style that could be confused for a church. Inside, the library is laid out with a central space that features a catwalk-like loft area, surrounded by separate-feeling wings. While the ceilings of the central and wing spaces are high and the building has many windows and skylights, the spaces still feel dim due to drab beige paint, dark floors, tall collection shelving, and light-blocking loft.

The library's layout does allow for distinct-feeling spaces within its small footprint: a children's wing, adult wing, computer/reference area, and auditorium. It doesn't, however, have enough



space to provide for the community's current needs including adequate study spaces for teens and adults and spaces for one-on-one staff assistance and career skills programming. The library's auditorium and meeting room support some popular programming, but both feel dark, damp, and outdated rather than welcoming. One study room is also available, but its partitions provide no sound attenuation.

Recommendation

In addition to its size and experience shortcomings, the Skyline facility has accumulated substantial capital maintenance needs which as of 2018 were equivalent to 14.7% of the building's replacement cost. Therefore, it is recommended that this branch be replaced at a size of 30,000 or more. A review of expansion opportunity on the library's current site indicates that new site would likely be needed for the larger facility. A potential opportunity for a new Skyline Branch facility may be a joint-use or colocation partnership with the City's Park & Recreation Department, which is actively seeking a site for a new recreation center in the vicinity of the current library.



Loft area



Children's reading and activity area

TIMBERGLEN

RENOVATE /
REIMAGINE



Address: 18505 Midway Rd.,
Dallas, TX, 75287

Built: 2007

Size: 18,500 square feet

*"[I'd like] More, comfortable places
to sit and read."*

— community survey respondent

Timberglenn Branch serves the far north Dallas areas near the city's border with Carrollton. Built in 2007 adjacent to Timberglenn Park and Recreation Center, this library is a big draw for its access to computers and printing, entertainment materials, English Language Learning classes, and children's programming.

A recognizable and welcoming building, this facility has a colorful and interesting exterior, a porch-like entrance into a tall-ceilinged and sunny lobby, and plenty of windows providing natural light. Color also livens up the inside of the library – walls, carpets, furniture, and signage – creating a vibrant and inviting environment.

The library's large main room feels very open, with a long central skylight, medium-height shelving, and a window-filled rotunda at the end of the room. In the room are a large, semi-enclosed children's area, a well-sized computer area, a teen area, and a shelving arrangement that creates many seating areas with different types of tables and chairs. The comfortable armchairs throughout the library are particularly popular with patrons.



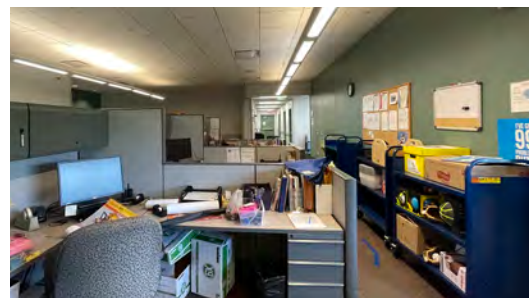
Library programming and community gatherings are held in the library's large auditorium and in its classroom. These spaces also appealingly designed, with colorful interiors and windows for natural light. Three study rooms are also available in the main room for quiet activities and small gatherings.

Recommendation

As this facility is over 15 years old, it is starting to encounter issues with aging building systems and show some opportunities for improvement. For instance, a shortage of power outlets in the main room limits where patrons can work with their personal devices, window leaks occur in the rotunda area, and the auditorium's AV system is in need of upgrades for current technology. It is recommended that DPL renovate the Timberglen Branch in the coming years to address wear and tear on furnishings, systems, and the structure and to bring it up to date with any unmet or emerging community needs.



Auditorium



Staff workspace

VICKERY PARK

MAINTAIN /
KEEP FRESH



Address: 8333 Park Ln.,
Dallas, TX, 75231

Built: 2020

Size: 18,000 square feet

"It is a new and modern library. Tons of books and kids programs."

— DPL staff member

"I love how the Vickery Park location provides snacks and activities to children after school. It's also clean and spacious so even when there's a decent amount of people, it doesn't feel crowded. "

— community survey respondent

Vickery Park Branch, the second-newest DPL facility, opened in 2020 to serve the densely populated Vickery Meadow area in northeast Dallas. As the community is home to many new immigrants and refugees, the library was thoughtfully designed with welcoming in mind – for example, it features greetings in many languages on its exterior windows.

Located on a large site across from two schools, the library is easily accessible to the community by foot, transit, bicycle, and car. The facility's creative site design includes a semi-circular parking lot and front plaza that can host community activities and events, and the plaza also provides amenities for everyday enjoyment including benches, shade trees, a children's play area, and a large yellow swing for visitors of all ages.

The 18,000 SF library building features large windows which create an open and sunny atmosphere in the main room. Near its entry, a central "living room" area welcomes library visitors with lots of colorful seating, and low-height collection shelving makes it easy for patrons to look around and feel invited in. Also centrally located are a large computer area and two curved "pods" that provide six meeting and study rooms of various sizes that are highly utilized for classes, study, tutoring, and



meetings. The library's larger programs and meetings are hosted in its auditorium. Additional seating and tables for patron use are scattered throughout the main room.

For children, the library provides a popular children's area featuring colorful play furniture. Additional play furniture has been located in the branch's Creative Learning multipurpose space, which increases the space available to children and their caregivers.

Recommendation

Vickery Park Branch is recommended to be maintained in good working order and kept fresh as needed to address wear and tear on furnishings and changing community needs. As funds are available, improvement projects could be considered to create more space for the children's area or partner with the City's Park & Recreation Department to create a public playground on the open western portion of the library's site.



Seating area



Auditorium

WHITE ROCK HILLS

MAINTAIN /
KEEP FRESH



Address: 9150 Ferguson Rd.,
Dallas, TX, 75228

Built: 2012

Size: 18,000 square feet

"The White Rock Hills branch is beautiful with huge glass windows and a user friendly design."

— community survey respondent

"Great play area for my toddler—this is especially helpful in the summer when it is too hot to take him to the playground. Plus I can browse and get both of us books while he plays."

— community survey respondent

White Rock Hills Branch opened a little over a decade ago in northeast Dallas. The sunny, window-filled building is located off a main road near Route 12, adjacent to a natural creek area. A large, colorful sign at the main road helps customers navigate to the library, which is a popular destination for children's programming, homeschooling activities, and tutoring; study, work, and small meetings; and reading in a comfortable space.

The 18,000 SF facility consists of a large main wing holding the library's reading room and staff areas and a smaller wing holding its auditorium and two class/meeting rooms. The pleasant entrance plaza between the two wings features an interesting sculpture, flowering trees, and benches, and windows facing the plaza provide a welcoming view into the building.

The library's main room is filled with natural light from large windows, which also provide views of the creek's greenery along the room's south side. Amenities on this side of the room include the large computer area, a teen corner, the active children's area, and seating and work areas in the adult collection area. Additional study tables with power outlets are located in the center of the room.



The auditorium is large and supports the library's well-attended storytimes and popular programming and events. The two class/meeting rooms, when not in use for library-planned activities, are used by customers for study, online meetings, and job interviews.

Recommendation

As the White Rock Hills Branch continues to serve the community in the coming years, periodic refreshes for furnishings, finishes, and offerings will help the library stay current and comfortable. The building does experience solar heat gain from its south-facing windows, which could be addressed for patron and staff comfort, and the teen area is an opportunity for enhancement. Proactive maintenance will also help the library stay welcoming and maximize its longevity.



Reading area



Computer and teen areas

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IMPLEMENTATION



Storywalk at Vickery
Park Branch.

FACILITY PARTNERSHIPS

Where goals and opportunities align, facilities partnerships between DPL and other City departments – such as the Park & Recreation Department or Office of Community Care – or with another public agency could present mutual benefits. Some tentative partnership ideas have emerged through conversations held during this planning process.

Public partnership opportunities could look like joint-use facilities (a single facility housing a library and another public use), co-locating a library and another public facility on the same site where customers would benefit from the facilities' proximity, or enhancing the connections and spaces between adjacent facilities to create more opportunities for services and programs and a better experience for residents.

Over the course of implementing this plan, other new possibilities for projects in partnership could emerge. Public-private partnerships, where a private party and a public entity both contribute to a mutually beneficial project, could be evaluated for opportunities that would benefit DPL.

The City and DPL can evaluate each of these opportunities for how these new partnerships could enhance community access and benefit. It is critical to ensure that all partners in shared facilities and multi-use sites have goals, missions, and requirements compatible with DPL's.



LIBRARIES IN MIXED-USE AND ADAPTIVE REUSE BUILDINGS

All-new construction is not the only way to build new libraries. Communities around the nation are successfully transforming existing buildings into modern, innovative, and sustainable destination libraries. Facilities with large, flexible, and open floor plates – such as grocery stores, drug stores, retail bank branches, commercial offices, and even sports arenas – can provide excellent opportunities for creating welcoming and beautiful libraries. Such facilities also tend to have high-profile locations and access to parking and transit.

That said, not every building can be easily or appropriately converted for modern library service. There are many examples of communities that have attempted to convert cherished cultural resources, such as historic homes and older school buildings, into libraries with less-than-successful results. Making older buildings accessible and welcoming for visitors with disabilities can be a huge challenge. Buildings with many interior spaces and structural walls (such as classrooms) are less flexible and can complicate customer wayfinding and staff operations.

A former drug store building was transformed into an inviting new library in San Pablo, California.



Fretz Park Branch (round building at center), conveniently colocated with Fretz Park and Recreation Center, is one of DPL's busiest branches.

"While stand-alone branches are beautiful, branches that are nestled right in with other places that people frequent would be much more convenient--like laundromats, shopping centers, etc."

– community survey respondent



The future site of the Park Forest Branch is well-located near a community shopping area, schools, and transit routes.

LIBRARY SITE SELECTION

Some of the recommended projects in this plan may require a new site – for example, if the facility's current site is too small to accommodate expansion of the facility to the recommended size. Careful site selection will help ensure that DPL's facilities vision is realized and community access is maximized.

The following criteria are recommended to assist in identifying and evaluating potential sites for relocated library facilities. Their intent is to ensure that DPL facilities are located in places that are convenient and accessible to customers, promote efficient operation and effective service, and provide a significant benefit for their communities. The City and DPL can add criteria to this list as appropriate.

- Prioritize sites that can accommodate the recommended building size, site amenities, and parking, given the topography, zoning, easements, constraints, etc.
- For ease of customer use and operational efficiency, seek sites that can accommodate the proposed library building on a single floor level.
- Sites that are highly visible and centrally located maximize community awareness and access.
- Prioritize sites that provide easy and safe access for pedestrians, cyclists, transit users, and people with disabilities.
- Sites developed as libraries should be compatible with the community's vision for development and/or revitalization.
- Libraries benefit from proximity to other community services such as schools, shopping, and recreation facilities.
- Look for sites that offer aesthetic value to the proposed library building (inspiring setting, views, etc.).

FUNDING STRATEGIES

Historically, the City of Dallas has funded most of its library facility projects through its Capital Bond Program. DPL's last facilities master plan, which was adopted in 2001, recommended more than \$200 million worth of new and improved library facilities throughout Dallas. By 2006, Dallas voters had approved more than \$100 million toward the goal for library facilities. Since 2006, the City of Dallas has not voted on a library-related proposition again until 2017 when \$15.59 million for the library was authorized by the voters. More than \$45 million would be needed to complete three of the last long-promised projects through the 2024 Bond Program and currently, the City has announced plans to allocate \$43.53 million for library projects. Projects that remain unfunded through the 2024 Bond Program would need to wait six more years for their next opportunity at bond funding - meaning that the 20-year recommendations of the 2001 facilities master plan could take well beyond 30 years to implement.

The City's Bond Program is expected to continue to be the primary source for funding the capital projects recommended in this new long-range facilities plan for Dallas Public Library. Although capital budgets have not yet been developed for the plan-recommended projects, it is possible that the scope of branch construction in the overall program could be similar to what was recommended in the 2001 master plan - and potentially at a comparable cost if adjusted for inflation. A key project will be reinvestment in the Central Library to restore it to good condition, modernize service and operations, and ready it for the future.

The City of Dallas uses a number of considerations and criteria to evaluate and prioritize projects for funding through the Bond Program. In addition to funding for construction in each Bond Program package, it is recommended that the Library also seek funding for design services for the projects that will be submitted for the following Bond Program in order to maximize their competitiveness for selection for funding.

"I would like to see better facilities at the Lakewood branch. This library certainly shows wear and tear and could use city money to upgrade those facilities. It is not at all in line with what you can find at other DPL locations."

– community survey respondent



The 2021 Grand Opening of the replacement Forest Green Branch with Library Director Jo Giudice, Mayor Eric Johnson, Council Member Adam McGough, City Manager T.C. Broadnax and community supporters.

ADVOCACY

The challenge of funding library capital projects is not unique to Dallas. Libraries across the nation are facing significant competition from other city departments and public agencies for limited funding for both capital improvements and operations. What often makes the difference in this competition is strong advocacy from library Friends and Foundations. Some advocacy groups undertake fundraising for capital projects as well as to support library programs and services. But even those that don't can have a big impact in other ways.

One example is the impact that the Library Foundation SD (LFSD) has had in supporting the San Diego Public Library. LFSD was founded in 2002 to raise funds and build support for variety of projects, including San Diego's stunning new downtown Central Library. Today, LFSD has shifted its focus away from capital projects and toward library programs, services, collections, and technology. In addition to its donor campaign, LFSD invest significant effort in advocating for SDPL with the City of San Diego. It manages a robust social media and public communications programs and attends regular one-on-one meetings with city councilmembers to ensure broad awareness of SDPL's needs and potential for increased impact. The Library Foundation also regularly attends and speaks at city council and committee meetings to keep SDPL in the forefront. When library funding is on the agenda, LFSD arranges for library advocates and community members to attend and speak en masse to demonstrate support. All of this is done in close collaboration and partnership with SDPL to ensure that their advocacy is aligned with the Library's needs.



APPENDICES

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APPENDIX 1: ACKNOWLEDGMENTS

This plan has been prepared with the participation of the following people, and many additional contributors:

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COMMUNITY ENGAGEMENT APPENDIX

overview

purpose

Community and Stakeholder engagement for the Dallas Public Library Strategic and Facilities plan began in February 2023 and continued until November. Dallas Public Library leadership and staff, with the support of the consultant team, sought to understand the Library’s value, how people are using the Library, and how the Library needs to continue to grow and improve.

Dallas Public Library (DPL)’s mission is to strengthen communities and build equity by connecting people, inspiring curiosity, and advancing lives. Therefore, understanding what Dallas’ communities and people want and need from DPL is essential to the development of the Strategic and Facilities Plan.

The Strategic and Facilities Plan identifies key values, strategic goals, and a facilities vision to guide DPL in providing services and facilities that reflect its mission and dedication to a thriving Dallas. These values, goals, and facilities vision reflect the key themes that emerged through the community engagement activities during the plan development process.

feedback collection & analysis process

The following appendix provides a synopsis of the engagement process, key feedback themes, and descriptions of the various engagement activities. During the course of the engagement process, the consultant team compiled all of the input gained from the various outreach strategies, and then went through a process of coding and analyzing. The level of feedback received did not reach the threshold to report statistical significance, therefore the charts shown do not report percentages. However, they still provide a visual representation of respondents’ preferences. The questions surveyed and corresponding charts are grouped under three overall themes as a way to establish relationships and connect the data with the overall outcomes.

summary of community feedback

The data shows that while people engaged value the library for its potential to provide educational, art, or service based opportunities, many primarily visit the library to access the book or online collection or as a children’s space for play. Community feedback also suggests that how the library is currently used is a result of barriers to access and a lack of awareness of the library’s services outside of the book collection, both in-person and online. Respondents expressed a desire for an improvement to library access through expanded hours, events, programs and services that reflect community values, and comfortable interior spaces that support desired programming and for gathering.

how community feedback informed the strategic plan

	feedback theme 1	feedback theme 2	feedback theme 3
	Residents see opportunities for the library to expand its role in education, arts, and service related programming.	The library can improve accessibility to residents by expanding hours, methods of publicizing library services, and its digital services & media.	Residents would like to see spaces in the library that are comfortable, accessible, and allow for gathering or programming.
values			
Community	•	•	•
Learning	•	•	•
Access	•	•	•
Innovation	•	•	•
strategic goals			
Create opportunities for learning and discovery	•	•	•
Provide customer-responsive technology	•	•	•
Cultivate a vibrant materials collection	•	•	•
Reduce barriers to access		•	•
Provide inspiring and welcoming facilities	•		•
Make community connections	•		•
Communicate the library's value	•	•	
Develop future-ready staff	•	•	•
facilities vision			
Places for creativity & learning	•		•
Inspiring & welcoming	•		•
Innovative & technology-rich	•		•
Well-maintained & accessible	•	•	•
Inclusive	•	•	•

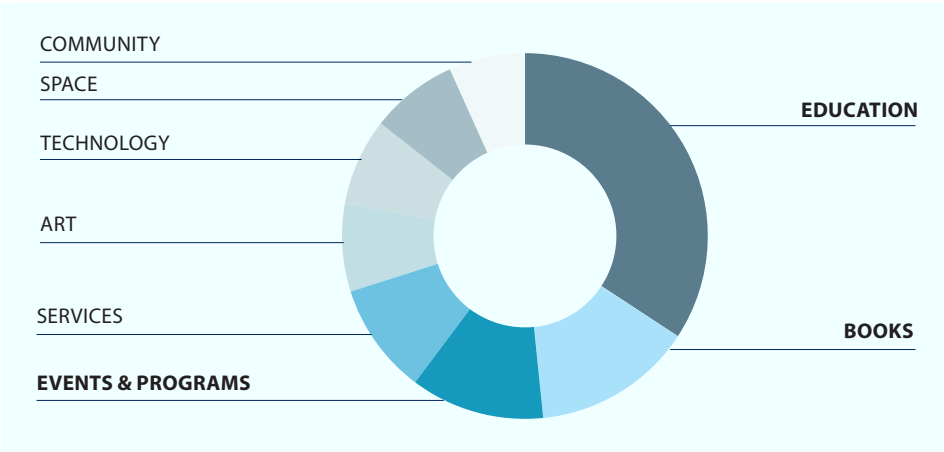
feedback
theme 1

Residents see opportunities for the library to expand its role in education, arts, and service related programming.

The most desired “future” activities were among the least identified activities for a typical library visit. This disconnect between current activity and desired future activity could indicate a few things. First, it could simply mean that residents want more arts, education, and services opportunities at their local library. However, when coupled with comments regarding communication and accessibility, respondents’ desire for more of something could reflect a lack of awareness, or an inability to access current arts programming due to the time it is offered or the location.

Why is the library important in your community?

Residents identified education as the most significant aspect to why the library is important in the community. Responses related to books, events and programming, and services were also identified to describe the library’s value.



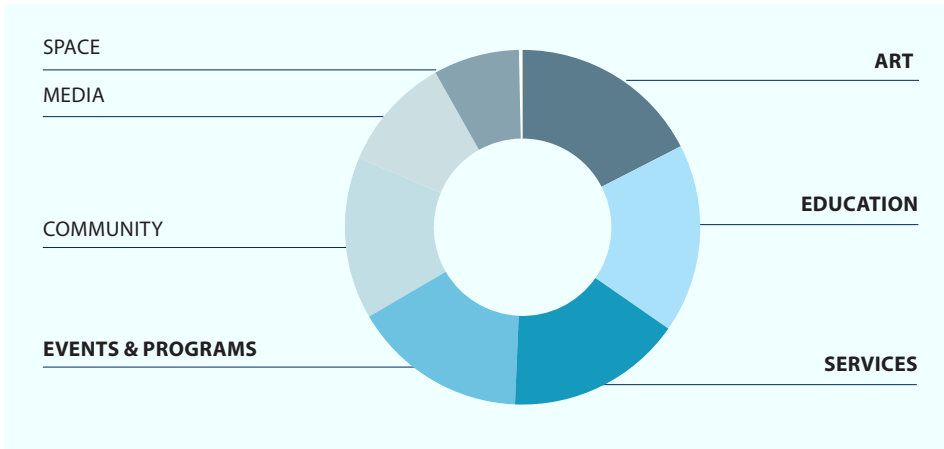
“As homeschoolers, SO many of our educational resources come from the library. We would not be able to homeschool nearly as well without the resources available to us there.”
- Survey Respondent

“I bring my child to the library to relax in a safe and calm environment.”
- Feedback Station Respondent

“I take my son to play with the toys in the children’s area with the other kids.”
- Feedback Station Respondent

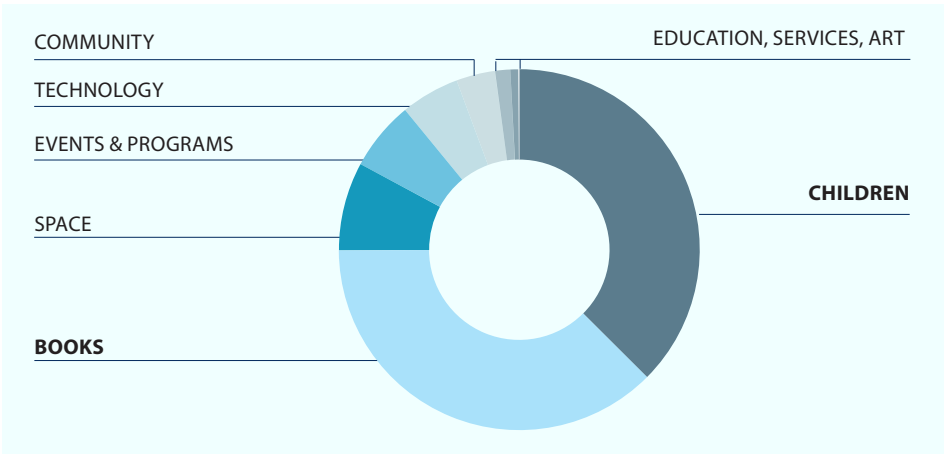
What would you like to be able to do (or do more of) at the Dallas Public Library in the future?

Residents would like see and do more education and arts based activities at DPL in the future. These responses align with how the community described the library’s value and reflect a desire to do more or different activities at the library - specifically art and education.



What do you usually do when you visit Dallas Public Library?

Activities related to children or books accounted for the majority of reasons for visiting the library, which are foundational for learning. However, visits to the library were mostly not attributed to education, despite that education was identified as a primary reason for the library’s value in the community.



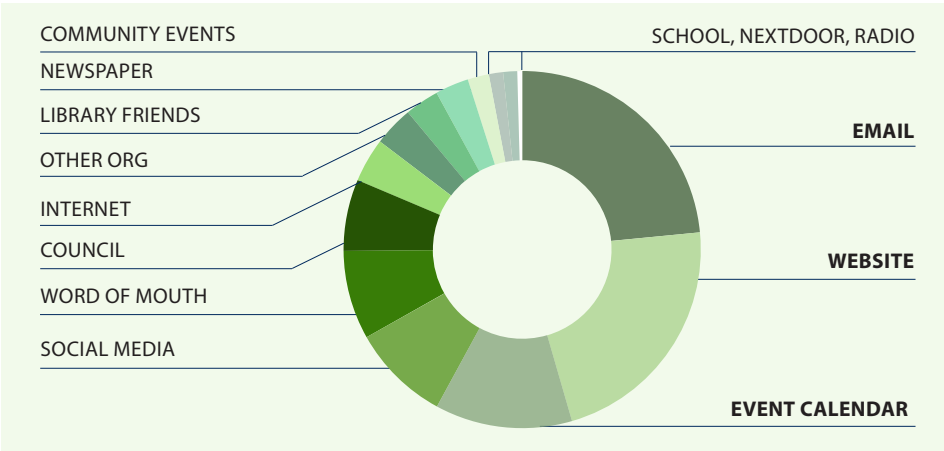
“Eliminate the rigid construct of what a library is and make it more of a community learning and recreation center. Create a place people want to hang out!”
- Survey Respondent

The library can improve accessibility to residents by expanding hours, methods of publicizing library services, and its digital services & media.

An expansion of hours could indicate a desire for specific services and programs to be offered outside of current library hours. Virtual programs and classes are not as available as the library's digital collection, which shows that the library should consider diversifying advertising methods, the timing and methods of offering classes to increase accessibility, or understanding any technology barriers users may have. Given that most people currently say they visit the library to check out books, finding new ways to communicate the library's other services is an opportunity to increase access.

How do you learn about Dallas Public Library services and events?

DPL's website and email are the primary ways by which residents learn about the library's services. There is potential to expand other methods of publicizing library services, particularly for library services outside of accessing the library's collection.



"If I knew about the programs I would probably attend them, but I never know what's happening at my branch."
- Survey Respondent

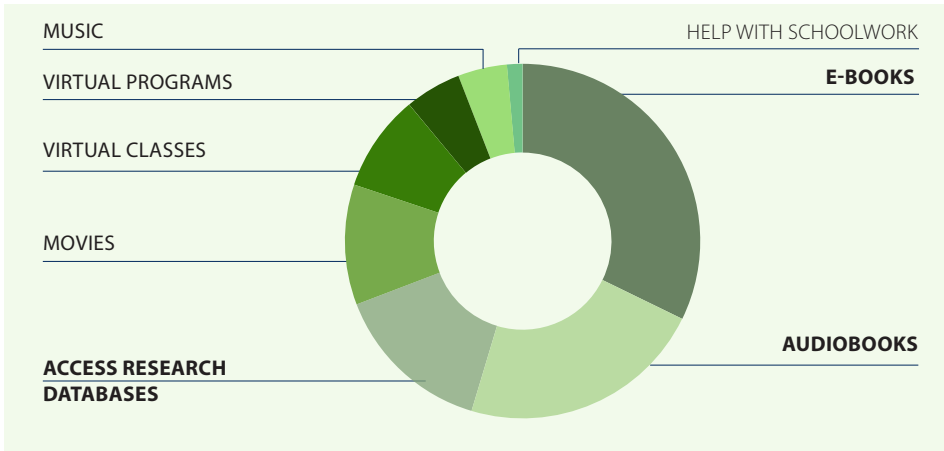
"Never hear about library events. Not big on Facebook and no announcements through other city communications it seems."
- Survey Respondent

"It would be helpful to have extended weeknight hours and rooms available for community meetings."
- Survey Respondent

"other than checking out materials be it books or videos, I really don't use library services"
- Survey Respondent

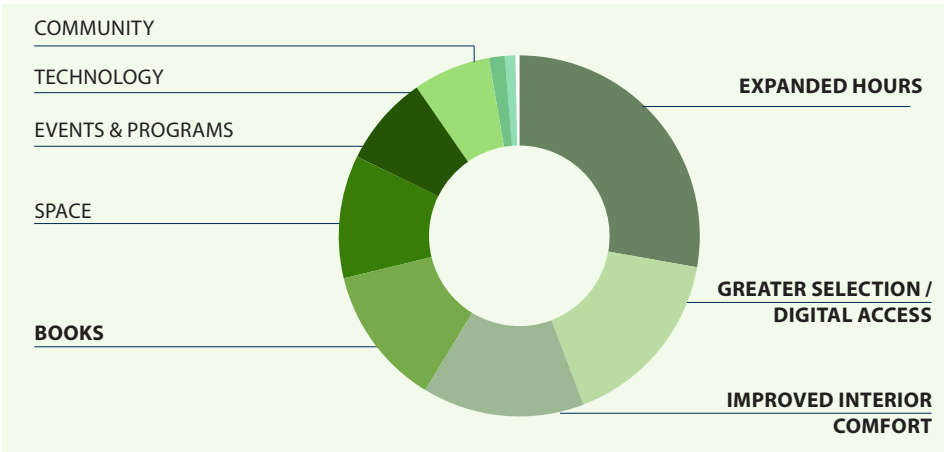
Do you use online services accessible through the Dallas Public Library website? In which ways?

The primary ways residents currently utilize online library services are by accessing the digital collection through e-books or audiobooks, and for research purposes. Very few virtual programs have been offered since 2022, which is reflected in the low use numbers. However this may be an area of opportunity in expanding the reach of programming.



What would make the library more convenient?

Expanding hours was identified as the most significant way of increasing the convenience of the library, as well as expanding access to digital services and improving the interior comfort of spaces inside branches. An expansion of hours could indicate a desire for specific services and programs to be offered outside of current library hours.



"While stand-alone branches are beautiful, the branches that are nestled right in with other places that people frequent would be much more convenient--like laundromats, shopping centers, etc. The White Rock branch is lovely...but out of the way of other "stops"
- Survey Respondent

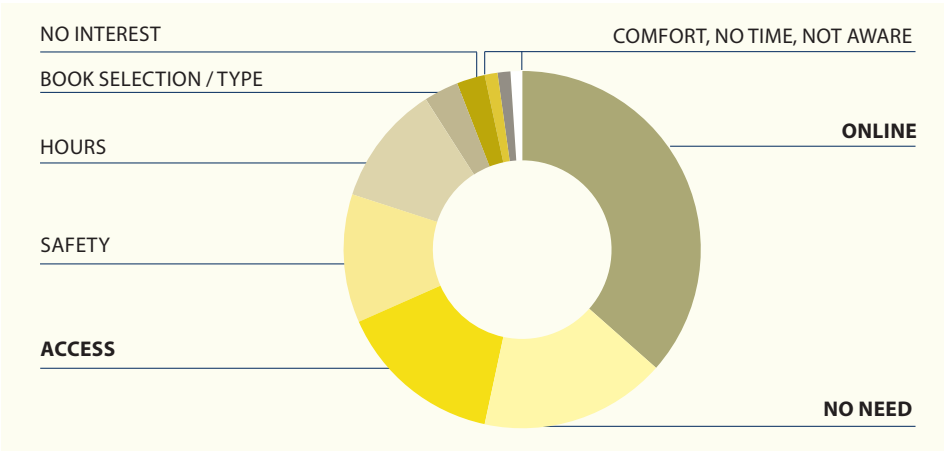
Residents would like to see spaces in the library that are comfortable, accessible, and allow for gathering or programming.

In addition to expressing a desire for different types of spaces, including comfortable spaces to sit and read, children play, or do homework, there were several comments that called out the need for improved building maintenance, air conditioning/climate control, and cleanliness of spaces and restrooms.

A theme within the feedback relates to the role the library is currently playing within the city’s social safety net. The library is one of the only places all people are welcome to come, sit, access the internet, read, or enjoy programming. This can create tension between some users and make the library a less desirable place to spend time for some. The library will not cease being available to all, however it does indicates a need for additional safe and engaging spaces across the city during the day, particularly spaces where individuals can get their needs met.

If you answered that you rarely or never visit a Dallas Public Library location, please let us know why:

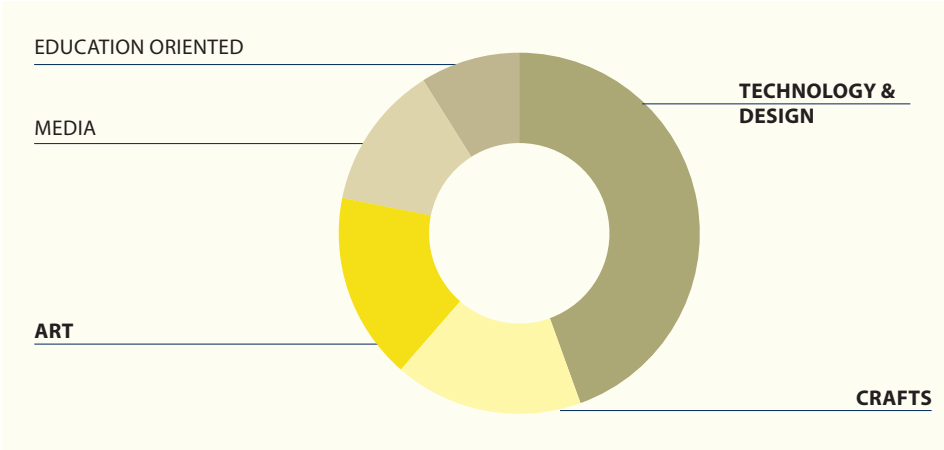
Resident responses to why they do not visit the library in addition to how resident’s access the library’s online services indicate that people primarily understand the library as a place to access books and media and not for other services. This data also supports the need for the library to increase access through an expansion of hours.



“Real options for people who have nowhere else to go so they don’t seek shelter in the library. (Note that this is not a problem the library can solve)”
- Survey Respondent

What kinds of creative learning opportunities would be of interest to you?

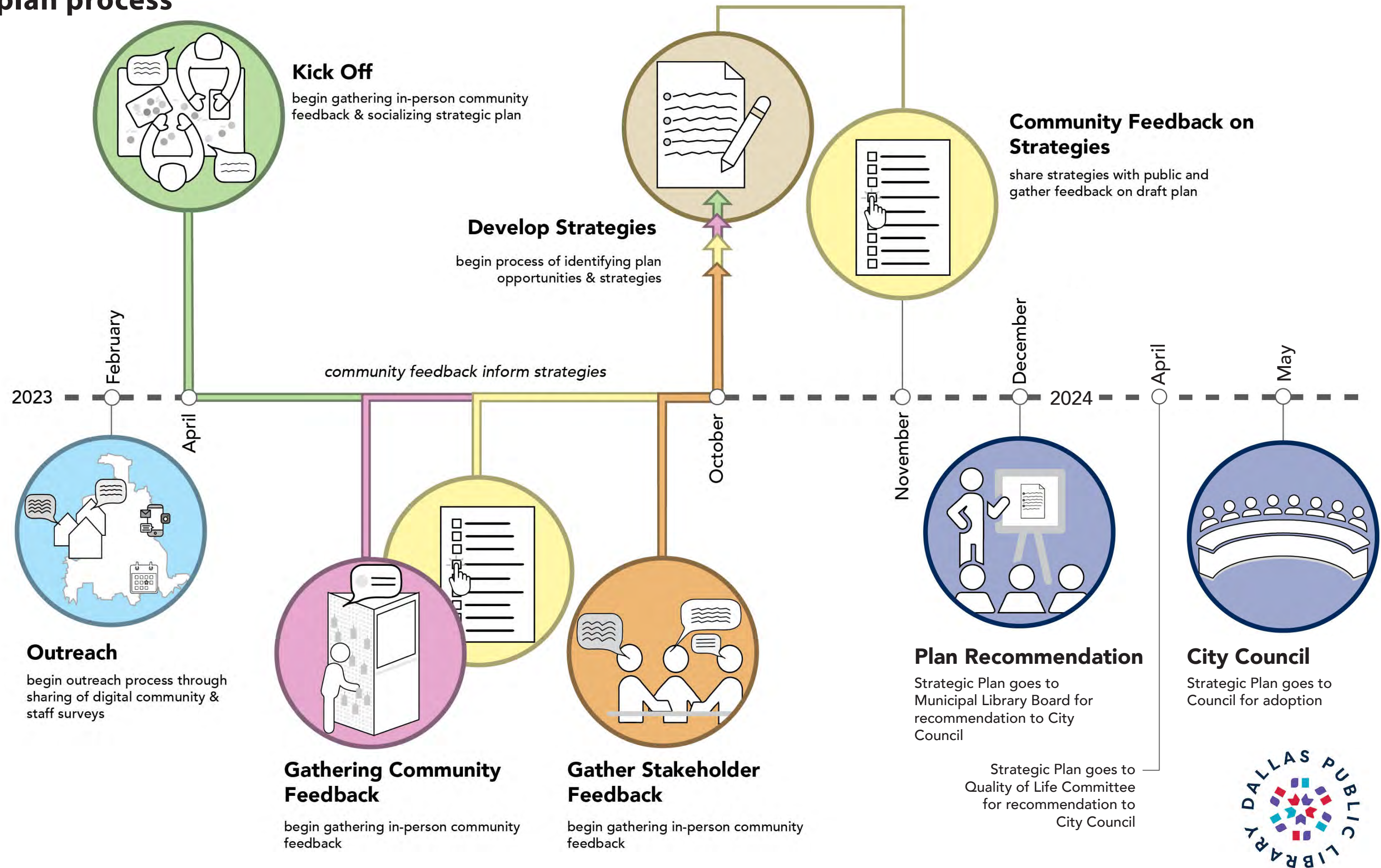
Respondents were primarily interested in creative learning spaces that focused on technology and design. This could include spaces and equipment that facilitates digitizing family photos, movies, and documents, 3D printing, robotics and programming, and computer assisted or graphic design.



“Nicely landscaped outdoor spaces, quiet & communal zones with comfortable seating and free wi-fi”
- Survey Respondent

“I would like to see a makerspace with tools like a cricut and a 3d printer in the library in the future.”
- Survey Respondent

plan process



engagement numbers



survey

~2,800 community survey responses
419 staff survey responses



feedback

30 feedback stations
531 feedback station responses
1,062 outreach board responses



workshops

5 kick off meetings
69 kick off meeting participants
6 staff workshops
8 focus groups
2 listening sessions



meetings

12 stakeholder interviews
5 city departments

Dallas Public Library

Tuesday, April 11 martes 11 de abril 6:00 - 7:30 p.m.	Hampton-Illinois Branch Library 2951 South Hampton Road Dallas, TX 75224
Tuesday, April 18 martes 18 de abril 6:00 - 7:30 p.m.	Prairie Creek Branch Library 9609 Lake June Rd. Dallas, TX 75217
Tuesday, May 2 martes 2 de mayo 6:00 - 7:30 p.m.	Bachman Lake Branch Library 9480 Webb Chapel Rd., Dallas, TX 75220
Saturday, May 13 sábado 13 de mayo 10:00 - 11:30 a.m.	Fretz Park Branch Library 6990 Belt Line Road Dallas, TX 75254
Saturday, May 20 sábado 20 de mayo 10:00 - 11:30 a.m.	Lochwood Branch Library 11221 Lochwood Boulevard Dallas, TX 75218

outreach

18 neighborhood associations visited
610,672 emails sent
2010 social media engagement
12 community events
17 outreach boards

65 community & stakeholder meetings

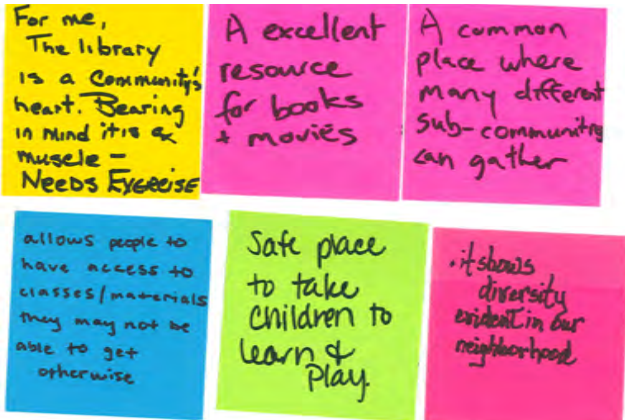
4,950 community & stakeholder responses



community meeting activity descriptions

community reflection

how does the library reflect your community?



Community Reflection was one of the three activities during the city-wide kickoff meetings. Residents were asked to reflect on their relationship to the library and share what the role of the library is in their community by writing down their thoughts on a poster board.

Build-a-library is a collage activity in which participants imagine the library combined with other services, amenities, activities, or aspirations. Participants could choose images from a series of categories such as housing or education, but were also encouraged to write or draw their ideas onto an activity sheet.

build-a-library

how can the library evolve to meet community needs?



ideal day

how do you use the library?
how do you hope to use the library in the future?

IN THE FUTURE I will go to the library.

I will go with MY FIDS & WIFE and v
(who you are with)

The library will be NEAR ME
(where is the library located or what is it near)

Work . The library will be
(what will you do)

I feel SERENE
(emotion)

My favorite part of the library is THE COMMUNIT

Using a combination of fill in the blank and writing, residents first described their current library experience. Who do they go to the library with? How do they get there? Afterwards, they were then asked to imagine a library in the future that is everything they hoped it would be and write about their experiences there.





staff meeting activity descriptions

build-a-library

what goes into a library that responds to a community need?



Similar to the build-a-library activity for community members, teams of library staff members were asked to imagine a library that meets one or more current community needs and to use images and words to describe this library. The activity suggested that staff think about what activities and programs the library would offer; what kind of spaces and furnishings would be needed; and what the customer experience should be like.

facilities project impact

out of many options, which facilities improvement projects would have the biggest impact?



Once a set of possible library improvement projects had been identified based on community and staff input, library staff helped to test the project ideas' impact. They were asked to imagine that they had to group improvement projects into phases with a few projects each, and to sort the potential projects into first, second, third, and fourth phases based on current library service quality, facility challenges, and community needs.

technology vision

what are the tech needs of Dallas communities, patrons with disabilities, and DPL staff? How can they be met sustainably?

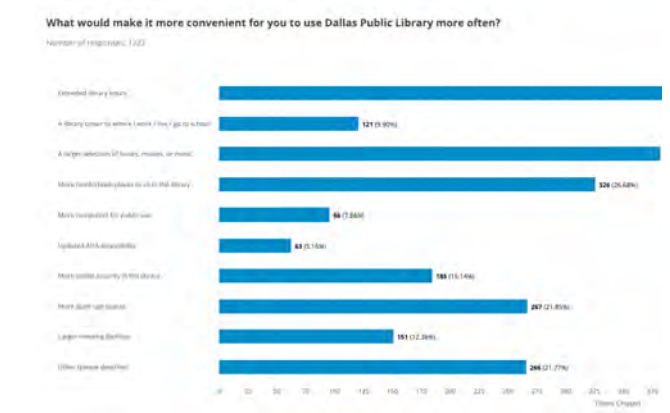


DPL staff participated in two sessions of visioning for the future of technology at Dallas' libraries. The visioning sessions, guided by the principles of Digital Equity, focused on technology needs in four main areas of alignment: patron needs and variations between the city's seven geographic regions; staff needs; accessibility; and sustainability. Staff shared their insights about how library locations in each region can support local technology needs in the areas of alignment.

feedback opportunity descriptions

online community survey

how do you use the library now? what would make Dallas libraries better?



The online community survey was distributed to a wide range of community members. Feedback was instrumental in developing DPL’s updated strategy and facilities improvement recommendations. The survey focused on DPL’s value to residents and community, how they use the library now, which locations they visit and why, and what they would like to do at the Dallas Public Library of the future, and barriers to accessing the library and its services.

To complement the online community survey and reach library users who may not use or prefer online communication, library feedback stations were set up in all DPL locations. The feedback stations displayed questions about library use and future possibilities for community input, which were changed monthly. Paper tags were provided for residents to write their thoughts, which were then hung on the feedback station for others to see. Responses were recorded by library staff.

library feedback stations

how are the library's services and spaces working now?
how would you like the library to serve you in the future?



outreach event activity

what does your community need for a stronger future?



DPL staff attend many community events throughout the year to share information about the library and all that it offers. During late spring and summer 2023, DPL’s tables at these events displayed a poster board with a survey question – What does your community need for a stronger future? – and possible responses. Residents were given dot stickers to place next to the responses they preferred.





stakeholder activity descriptions

stakeholder interviews

what traditional library services and new, creative innovations will best meet Dallas’ needs?



Twelve Dallas Public Library stakeholders and local leaders, representing a wide range of community perspectives and organizations, were engaged in half-hour conversations to talk about the library and its future as a key, much-loved, and much-used community institution. In these conversations, the stakeholders shared their observations, hopes, and ideas regarding DPL’s past, present, and future.

staff survey

*how are DPL’s services meeting community needs?
how are its facilities supporting users and staff?*

All library staff were invited to share their experiences and perspectives on DPL’s current services, technology, and facilities through an online, anonymous survey. They were also asked what about DPL they’re most proud of, what they would change to make DPL a better library, and what are the greatest challenges and opportunities they foresee in the next five years.

8. Overall, how satisfied or dissatisfied are you with:

Number of responses: 278



central library vision

how can Central Library evolve to meet community needs?



Similar to the build-a-library activities, groups of staff working at Central Library were asked to use images and words to describe a vision of a reimagined and revitalized Central Library that better meets community needs. The activity suggested that staff think about what the customer experience should be like, what activities and programs would be offered, and what kind of spaces and furnishings would be available.

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