

Santa Clara City Library

# Library Facilities Master Plan

July 30, 2025



# Acknowledgments

The following groups and people have generously given their time and attention to make this assessment possible.

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Historical & Landmarks Commission  
Parks & Recreation Commission  
Planning Commission  
Senior Advisory Commission  
Station Area Task Force  
Youth Commission  
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Santa Clara City Library Foundation and Friends Board

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# Table of Contents

Planning Principles	5
Executive Summary	7
Recommendations	13
Community and Staff Engagement	20
SCCL Demographics and Circulation Data	26
Mission Branch	38
Library Service Assessment	40
Recommendations	45
Pricing	49
Northside Branch	50
Library Service Assessment	52
Recommendations	57
Pricing	59
Central Library	60
Library Service Assessment	62
Recommendations	67
Pricing	70
New locations Recommendations	71
Staffing	74
Cost Schedule	78
Cost Timeline	80
Funding Strategies	82
Recommendations	83
Library Funding Strategies	86
General Plan	92
Energy Management and Sustainability	105

Appendices	106
A. Stakeholder meeting minutes	107
B. Public Engagement summary	135
C. Staff meeting minutes	139
D. Staff survey	152
E. Peer Library Data	189
E. Property Facilities Assessment	191
Mission Branch Library	192
Northside Branch Library	225
Central Park Library	263
G. FFE Solutions	306

# Planning Principles

These principles serve as our overarching guidelines for translating the City of Santa Clara Library's vision, mission, values, and goals. They apply both to the libraries at the system level and the branch level. While each community presents different circumstances and needs that will necessarily impact the library services, these principles assist each location in embodying the core values of Santa Clara City Library and will help accomplish their mission of, “enhancing lives and strengthening our diverse communities by providing the best in information, cultural and technical enrichment, a wide range of programs and services, and opportunities to achieve dreams.”

## One Santa Clara—a common experience

Embody the Library’s vision, mission, and values through shared services and experience. Together, each branch shares resources and programs to provide holistic services to the entire community.

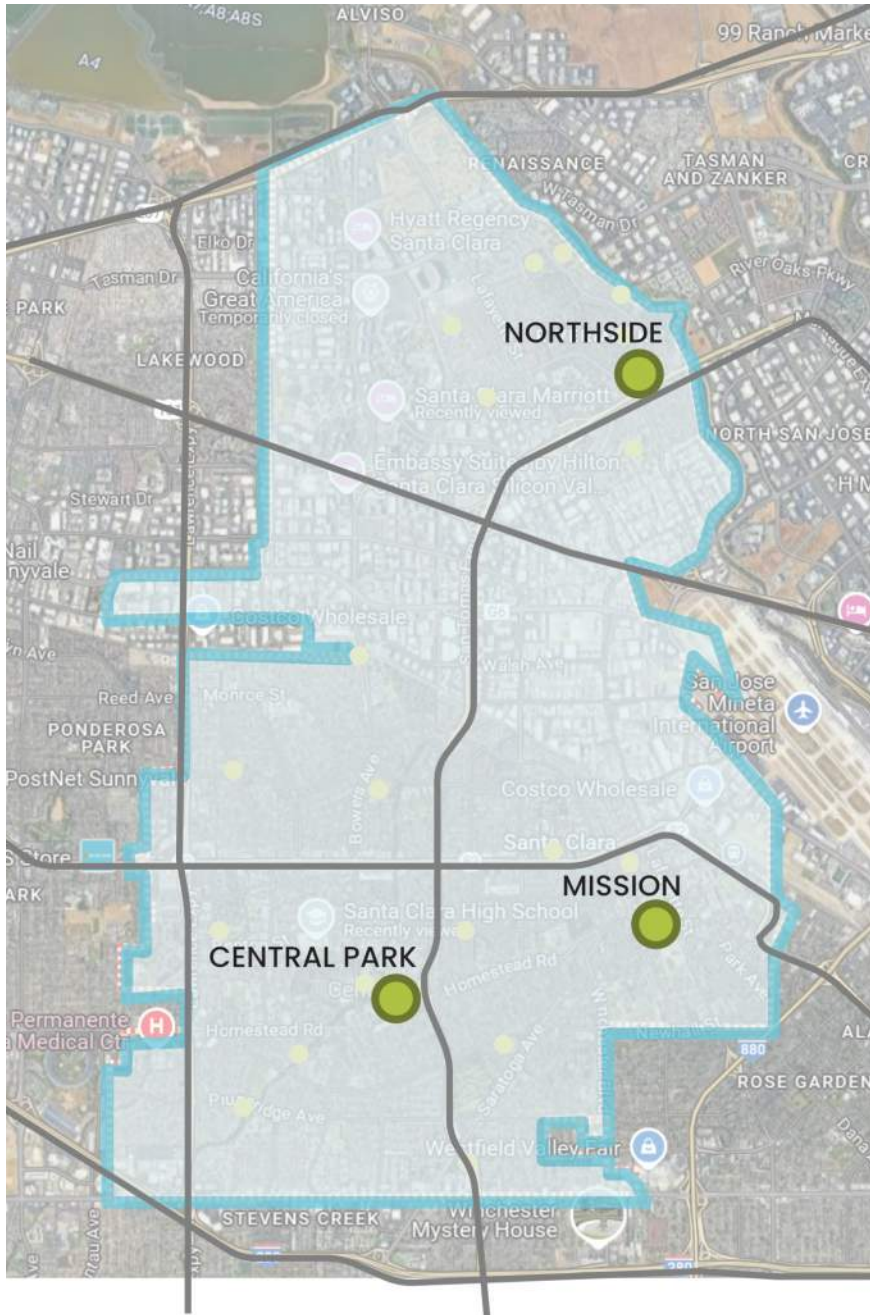
## Neighborhood—each branch is unique

Each branch is unique to its neighborhood, and specific services are tailored to meet its community’s needs.

## Discover what’s possible—all branches working together

Partnerships, both inside and outside the building, strengthen connections to the community, city, parks and recreation, and other services. Strong partnerships will ensure the library is able to provide information resources, collections, services, and programs to support the diverse interests and needs of customers of all ages.

Along with these principles, it is the intent of this plan to align with, and support, City of Santa Clara’s goals and general plan.



Santa Clara City Library branch locations



# Executive Summary & Recommendations



## Executive Summary

### Library Facilities Master Plan

A Library Facilities Master Plan for Santa Clara City Library (SCCL) provides information to guide decisions regarding future capital investments for the next 20 years. The plan utilizes three categories of inputs to help establish priorities and create a flexible approach to system-wide updates.

- Stakeholder input
- Usage and demographic data (e.g., SCCL, City of Santa Clara)
- Existing facilities and service observations

The plan provides an analysis of each existing branch within the system. The ability of each location to serve the public is contextualized by comparing it to national trends in library service. Additionally, each branch is considered in the context of other branches and community dynamics to help reduce duplication, ensure proper service coverage, and promote efficiencies. The plan seeks to establish minimum requirements, prepare each branch for the future, promote activation of all locations from both the neighborhood and

community and promote system-wide use. Paths to funding the recommendations in this plan have been identified with options in a flexible timeline that can be adapted to changing economic conditions. The funding plan begins with recommendations for current available bond funds and looks to potential future funding sources for meeting the continued community needs and growth.

All existing facilities’ conditions have been assessed. Year-to-year cost projections for maintenance required—escalated on a timeline for budgeting purposes—are included in this plan. It is recommended that these improvements be funded through the general fund annually, as not to pull resources for future needs. Bond funds typically can not be used for maintenance needs.

The timeline also takes into account ongoing new operational energy costs and staffing costs to provide a holistic look at funding needs. All recommended projects shall follow the City of Santa Clara’s Sustainability and Energy Management and Sustainability Policy, included in this report for reference.

### Stakeholder Input

SCCL and MSR Design held engagement sessions at all library branches and at community events that included staff, community members, and community stakeholders.

The team received 567 online survey responses and spoke to over 620 participants over the course of more than 35 combined hours of engagement. Materials were provided in four different languages.



Community engagement at SCCL’s 2024 Comic Con



EXECUTIVE SUMMARY

- The following needs have emerged from the input:
- Expanded hours including weeknights and weekends.
  - More connection to the outdoors (e.g., learning gardens, shaded areas, and outdoor play areas adjacent to libraries).
  - 21st century library programming in the form of hands on learning and access to technology and AV studio-like learning spaces.
  - Continued support, welcoming spaces, classes and services for ESL community members.
  - More meeting rooms and study spaces with up to date, easy to use technology.
  - Materials and services in all languages.
  - Places for Santa Clara’s diverse cultures and communities to come together.
  - Ease of access for all community members.

- These themes suggest that the existing library facilities would benefit from:
- More/improved program spaces for all-ages with after hour access.
  - Increased small study and meeting spaces.
  - Improved indoor/outdoor access.
  - Spaces that support and celebrate the cultural diversity of the area.

Library Usage and City Demographic Data

To allow comparison to peers, data is collected from the Institute of Museum and Library Services (IMLS, [www.ims.gov](http://www.ims.gov)). The below analysis draws from 2022, the most current data available from IMLS. Later in the report, more recent information from SCCL is provided but this can not be compared to peer libraries.

Library Collection key points

- The size of the physical collection is greater than the average collection of peer libraries.
- There is a large number of languages spoken in the city which influences collection size
- Re-balancing based on demographics and

- languages spoken is needed (i.e., English collection should be right sized per the peer average; the number of international languages would increase the need for a larger collection size).
- The collection needs to be updated and modernized to include more digital collection
  - Periodic weeding should continue at all branches to ensure the collection continues to stay relevant and all neighborhoods have access to desired materials in the languages of the community.
  - Future planning at the branch level should consider neighborhood browsing preferences and demographic makeup to inform proportions of program space to collection space.
  - International language collections should be available to some extent at all libraries but rely on interlibrary loan to allow the majority of the collection to be housed at Central Park Library.

Library Circulation and Use Data key points

- The average physical circulation per capita for SCCL’s peer group is 1.31. SCCL’s physical circulation rates system-wide are 3.48, over 3x higher than library peers. Circulation is highest at Central Park Library; the Northside and Mission branches are both lower than the peer library average.
- SCCL has a slightly lower than average program count with slightly higher than average program attendance. Children’s programs attendance rate is exactly average.
- The SCCL is open one-fourth of the hours of its peer average with almost double the operating revenue and about 73% of visitors.

When the library is open it is working hard. However some realignment of operating revenue and the number of hours open should be considered.

City of Santa Clara Demographic Data Key Points:

- Per the most currently available census data, Santa Clara is a highly diverse and non-white community (32% of the population is white). 45% of the population is foreign born. 56% of the population speaks a language other than English at home. Over 95% of the population has access to a computer and have a broadband Internet subscription. 65% of the population that can have a bachelor’s degree or higher, does. In short, this is a highly educated community with ample access to computers. It is also a community with a large number of people new to the area and country, which should be reflected in library services and materials by:
- Offering introductions to services of the library, community, and government.
  - Offering programming and materials in many different languages.
  - Providing educational programming and celebrating the great diversity of cultures.
- The need for desktop computers in the library is a lower priority than its peers, due to the high percentage of households with computers and high-speed Internet access.

Library Name	Locale	Legal Basis	Fiscal Year	Service Area Population	Branch Libraries	Bookmobiles	hours/year	Total Operating Revenue (\$)	Total Library Program
SANTA CLARA CITY LIBRARY	City (12)	Municipal Government (city, town or village)	2022	130,127	2	1	2,864	11,024,757	793
Median Value of Peer Libraries see appendix				138,014	2	0	8,390	6,709,519	838

	Children's Program Attendance	Physical Visits	Registered Users	Total Circulation	books and other printed material	Internet Computers	Computer Uses	Wireless Sessions	Total Operating Revenue (\$)	Per Service Pop	Total Staff
SANTA CLARA CITY LIBRARY	11,457	248,926	59,794	1,798,394	453,506	120	17,013	67,275	85		49.8
Median Value of Peer Libraries see appendix	11,457	342,043	55,545	727,667	181,094	110	32,650	98,951	66		55

information above is from <https://www.ims.gov/search-compare> and assumes all library system have 1 central library

A Growing Community

The City of Santa Clara is a rapidly growing community with a 2025 population of 131,887 people, with a projected 2030 population of 154,524 (table 5.2-1 in the City’s General Plan). By 2040 the population is expected to expand to 159,500 (see City’s May 2024 Housing Element). Projections show the City of Santa Clara will grow more rapidly than other places in Santa Clara County and will be approximately 164,000 by 2045. The area north of the city will see more population growth as demonstrated by the residential building permit heat map, with growth focused around public transportation lines. The south is already developed and zoned for low density housing. Growth in the south is projected to be about a quarter of what is expected north of HWY 101. The below projected populations are estimated based on data provided in the City’s General Plan and Housing Element. The numbers account for a population growth of 32,078 by 2045 with 75% of that in the Northside branch service area (24,059). A projected 60% of the 25% remaining is allocated to Mission branch area due to the Station Area Plan already underway (4,811). 40% of the 25% remaining is allocated to Central Park (3,208). Central Park serves as a main library and includes system administration. For this reason, the required square footage is over the .75 that is a typical SF / capita for 21st century libraries.

MISSION BRANCH LIBRARY

In 2045, Mission Branch service area should have **17,518sf**.

As a site-challenged building, Mission Branch is currently, and will continue to be, **undersized** for the population served. However, a modest addition and its proximity to Central Park Library alleviates the undersizing issue. This will be discussed in the recommendations section.

Current SQ FT:	7,770 sf
Current pop served:	18,546 ppl*
Projected 2045 pop served:	23,357 ppl
Existing Sq ft / capita :	.42
Historic guideline SF / capita :	.6 –.65
21st Century library SF / capita :	.75

NORTHSIDE BRANCH LIBRARY

Northside Branch area is projected to double by 2045. To accommodate this growth Northside Branch service area should have **36,345 sf**.

Northside Branch is currently sized well for its service population, but will quickly be **undersized**.

Current SQ FT:	17,355 sf
Current pop served:	24,404 ppl*
Projected pop served:	48,460 ppl
Current Sq ft / capita :	.71
Historic guideline SF / capita :	.6 –.65
21st Century library SF / capita :	.75

CENTRAL PARK LIBRARY

In 2045, Central Park Library service area should have **69,550 sf**. However, administration and other main library functions are housed here, requiring more square footage.

Central Park Library is currently **rightsized** and will remain so with projected population growth.

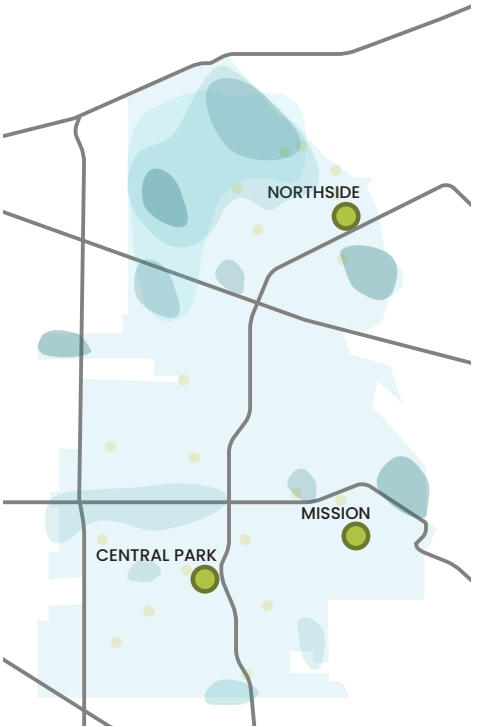
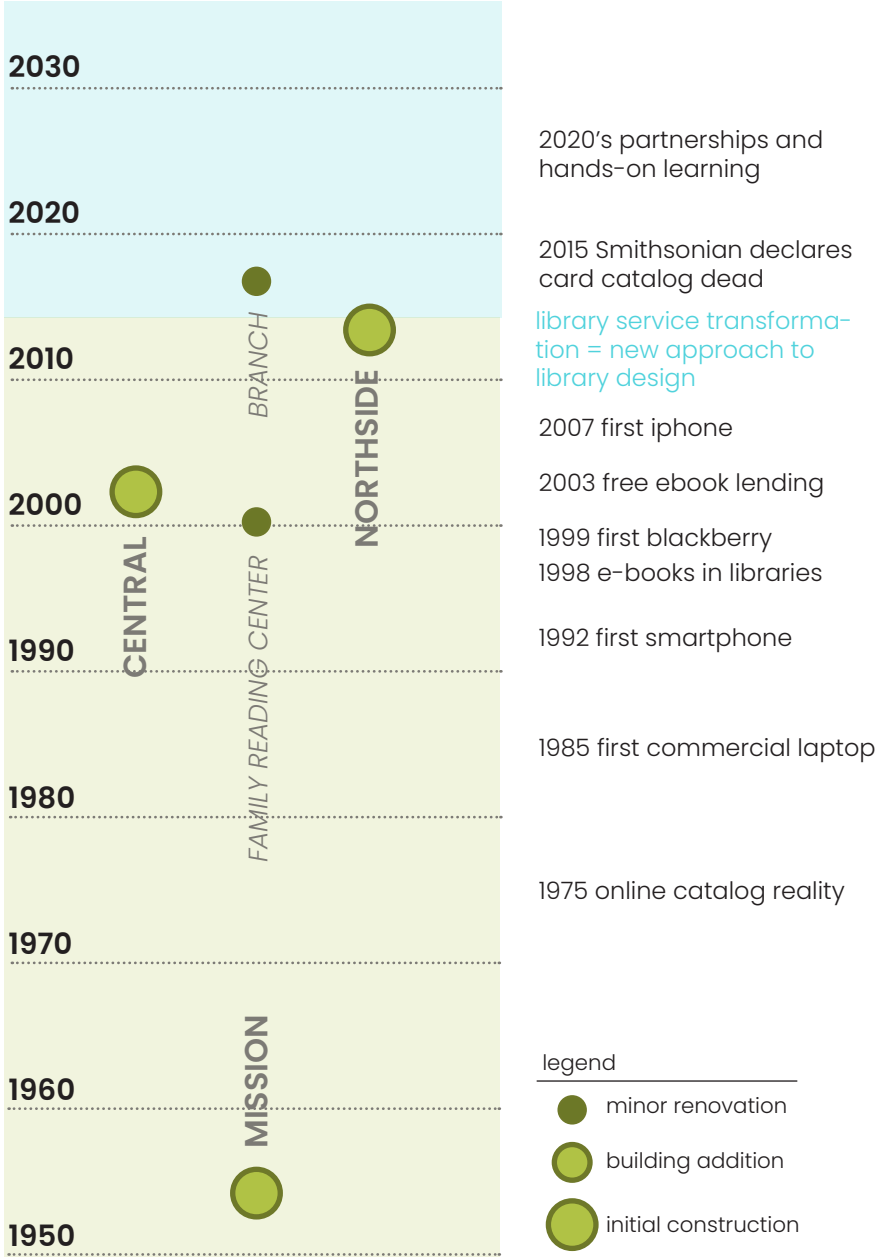
Current SQ FT:	80,000 sf
Current pop served:	89,526 ppl*
Projected pop served:	92,734 ppl
Current Sq ft / capita :	.42
Historic guideline SF / capita :	.6 –.65
21st Century library SF / capita :	.75

\*number provided by SCCL

A System Overdue for Investment

- A review of branch operations and space layout for the SCCL system reveals the following:
- All library locations were designed prior to major shifts in library service trends related to hands-on learning and mobile information access (though the Northside and Mission branches have elements of the new service model).
  - Central Park Library was designed and built during the emergence of mobile technology.

It hasn’t been updated to address new programming elements and staffing models resulting from mobile technology. Re-planning Central Park Library provides opportunities for greater efficiency and a potential net gain of usable space for updated programming.



**Residential Building Permit Heat Map**  
based on CSC development projects story map.  
This provides direction to allocate the projected population growth to a specific library service area.

The return on investment in libraries can be substantial. Studies in Texas, Florida, Indiana, Ohio, Pennsylvania, South Carolina, Vermont, Wisconsin, and Minnesota corroborate this with ROI's ranging from \$2.38 to \$6.96 for every dollar spent.

Bureau of Business Research IC<sup>2</sup> Institute



The Role of Libraries Today

Library services have changed dramatically since the early 2000’s, with less emphasis placed on the physical collection and a greater emphasis on providing access to electronic resources and services for 21st Century literacies, including expanded programming, spaces and technologies for content-creation, community gathering, active learning, and spaces for community partners to expand services to the community. Recommendations to follow bring the SCCL system into alignment with services provided in next-generation libraries.



Outdoor community spaces



Sensory rooms



Job skills training



Flexible program spaces that can be used outside of program hours



Production studios



Dedicated teen spaces

Recommendations

The following recommendations reflect the planning team’s knowledge and understanding of the needs for Santa Clara City Library. Recommendations may need to be reordered depending on funds available, unexpected population shifts, or any number of outside factors.

1. Maintain all existing libraries.

The existing buildings in the system are well cared-for and well-constructed. Continued maintenance is required to ensure they will be an asset to the community for decades to come. The appendix includes a Property Condition Assessment (PCA) for each branch. The assessments include top priority maintenance issues in 2025 dollars. The maintenance should be accomplished with funds as they become available and completed in order of importance.

Primary **maintenance** recommendations:

- Central Park Library. Replacement or coating of flat roofs; replacement of joints around exterior of building. Mechanical equipment was installed during original project and is at its useful lifespan; should be replaced.
- Northside Branch. Original installation of the exterior stone cladding is a known ongoing issue with resolution anticipated soon, and thus not included as an item in the PCA report. The library is in good working order and should be maintained as required.
- Mission Branch. Replacement of the roof; replacement of asphalt concrete to the south of the building (due to cracking).

2. Provide updated services and spaces in existing libraries.

Mission and Northside branches are vital to their respective communities. Growth projections suggest that both branches are or will be undersized for the communities served. Due to site constraints neither

building can be expanded enough to meet projected populations. It is recommended that these branches undergo renovation to ensure they are providing the best services for the communities they serve, and that new branches or service points in these areas of the city are provided to cover the additional population growth projected.

Central Park Library functions as the main library and is considerably larger than the two neighborhood branches. Because of its size Central Park Library has the ability to offer more diverse spaces and 21st century programming with modest renovation and reconfiguration.

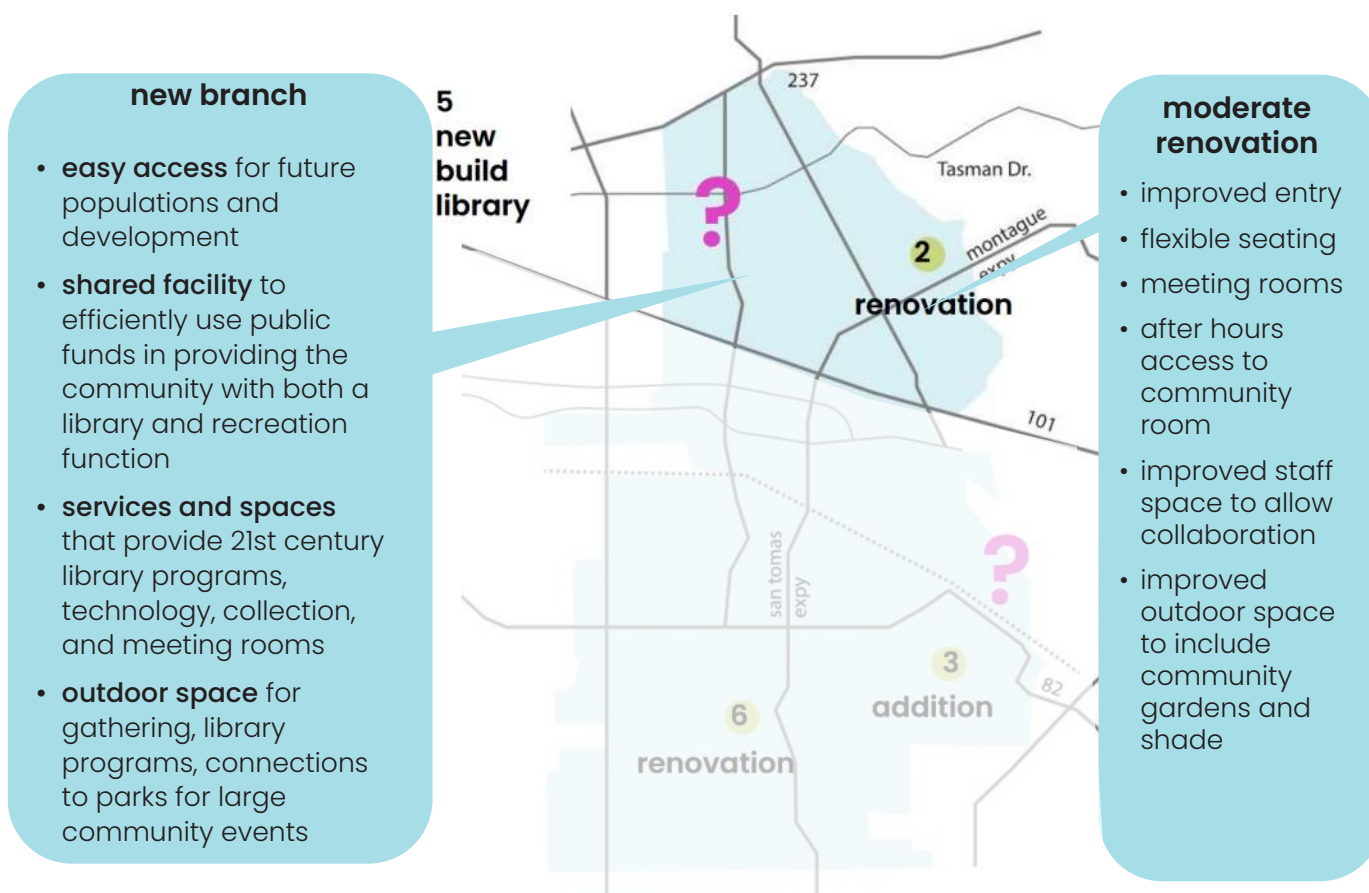
3. Expand to serve a growing population.

Ease of access to library buildings was noted in stakeholder feedback as being a critical component of a successful library system. To make the library accessible to the entire City of Santa Clara, it is recommended that a satellite branch be created as part of the Station Area Plan and that a new branch be created in the northwest quadrant of the city. These new service locations will provide library services to both newly developing areas and round out coverage of the SCCL system.



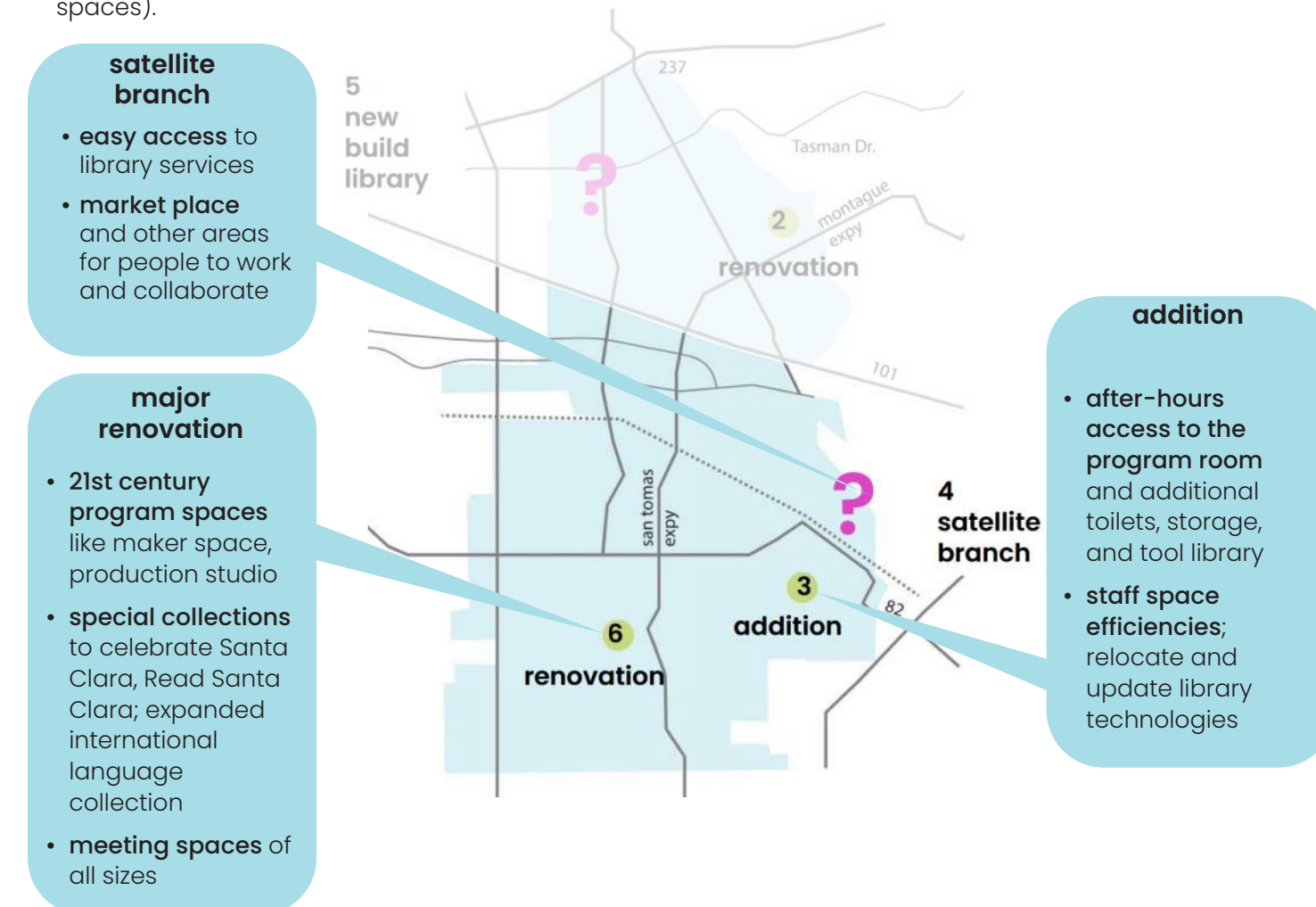
### Recommended investments in North Santa Clara

- **Short term** | Allow after hours access to the large program room of Northside Branch by modifying existing doors to the library and providing additional security at required doors. Replacement of automatic material handling (AMH) system is underway which will provide additional usable staff space.
- **Intermediate term** | Renovate interior of Northside Branch to provide more meeting and/or study rooms. Move shelving and equipment and purchase new furniture to provide more places for patrons to study and meet and allow staff better sight-lines throughout the building. Due to the exterior stone cladding issues, the timing of a renovation of this location may be affected.
- **Long term** | A new branch of 18,000–20,000sf should be added to the northwest area of the city to accommodate planned development. The branch should provide collection, meeting space, outdoor programming space, and 21st century programming (e.g., hands-on learning). A joint use, such as pairing the new northwestern branch with other services (e.g., a recreation center) would provide residents access to multiple services with efficient use of city funds. The branch could also be incorporated into a development project.



### Recommended investments in South Santa Clara

- **Short term** | Minor renovation and addition to Mission Branch. Although this building has the newest renovation in the system, the community would benefit from after hours access to the programming room. Accommodating expanded access requires a bathroom and would benefit from a larger storage room to allow the existing kitchen to be used for its intended purpose. After hours access to restrooms benefits the park as well. Therefore, ideally the renovation is designed to allow safe access to the restrooms from the meeting room outside of regular library hours as well from the park when the library is not in use.
- **Intermediate term** | Add a satellite branch near the Station Area Plan development, ideally as part of a larger complex (e.g., as a storefront in a shopping center). The branch location should provide access to library services north of the rail line. Provide 24 hour library kiosks in this zone to test interim need and use.
- **Long term** | Major renovation of Central Park Library. This branch should provide 21st century library programming—and has the square footage to do so. Realignment of staff and public spaces will make room for additional spaces meeting 21st Century library needs (e.g., a maker lab, production studio, enhanced community lounge with larger international collection, additional meeting spaces).





# Priority of Needs

An analysis of community needs, population projections, demographics, and an evaluation of existing library spaces influence the order of priority, and availability of resources. The geographic location of planned development and population growth in relationship to the geographic location and size of existing facilities are the leading factors in the priorities of the recommendations. These plan recommendations reflect current need.. Factors may change over time and necessitate an adjustment of priorities.

Below is a summary of priorities (in order from high to low priority)

- 1. Northside Branch Modernization / Renovation
- 2. Mission Branch Addition
- 3. Station Area Satellite Branch (new location)
- 4. Northwest Branch (new location; noted potential for joint-use partner as library / rec center)
- 5. Central Park Library Modernization / Renovation

Estimates are provided as Rough Order of Magnitude (ROM) costs for each project.

**Construction Project Cost** includes the cost of construction, including permits, testing, contingencies, design fees, project contingency and the contractor’s markups and contingencies.

**FF&E** (Furnitures, Fixtures, and Equipment) refers to furniture, shelving, displays, and other items traditionally purchased outside of the construction contract.

**Additional Building Needs** refers to specific updates that address long-desired functionality adjustments that have been expressed by SCCL after initial feedback and pricing were established.

The below estimates may change depending on the project’s design and options implemented. All dollars are shown in 2025 dollars and must be escalated based on the actual timeline of construction. See timeline graphic in this report for adjusted project costs and anticipated escalation for the recommendations based on a suggested timeline. The timeline graphic takes into account new operational, energy, and staffing costs to provide a holistic look at funding needs.

**1. Northside Branch Modernization / Renovation:** \$1,063,983

- Construction Project Cost: \$792,450
- FF&E: \$55,200
- Additional Building Needs: \$213,333

**2. Mission Branch Addition:** \$1,476,603

- Construction Project Cost: \$1,252,800
- FF&E: \$10,470
- Additional Building Needs: \$213,333

**3. Station Area Satellite Branch:** \$4,502,550

- Construction Project Cost: \$4,202,550
- FF&E: \$300,000

**4. Northwest Branch:** \$37,277,200

- Construction Project Cost: \$36,277,200
- FF&E: \$1,000,000

**5. Central Park Library Modernization / Renovation:** \$10,838,633

- Construction Project Cost: \$8,912,700
- FF&E: \$910,000
- Additional Building Needs: \$1,015,833

# Funding Recommendations

At the intersection of the City of Santa Clara residents’ needs and the cost to meet those needs are the potential funding mechanisms to provide the resources necessary to meet such needs. Our recommendations take into account current and potential (future) funding sources.

**Utilization of 2024 Bond Funds**

- Santa Clara passed Measure I in 2024 with ~\$9M designated for library improvements.
- The plan prioritizes renovations for Northside Branch, Mission Branch, and Central Park Library
- The possibility for using bond funds for the Station Area Satellite Branch could be explored pending timing of securing potential development partners. However, if the development partnership is in a leased space there may be restrictions on the use of bond funds for this new branch location.
- Partner with Santa Clara City Library Foundation and Friends to identify philanthropic support for projects (similar to recent Northside Branch and Central Park Library projects).

**Philanthropic Support**

- Strengthen collaboration with the Santa Clara City Library Foundation and Friends by aligning its mission with the library’s strategic and master plans.
- Develop a fundraising plan and provide training for The Santa Clara City Library Foundation and Friends and library leadership.

**Potential funding strategies based on project**

**Future Northwest Branch**

- Once the Central Park Library COP fund is paid off (2032), reallocate the funds to support a new joint use facility
- Explore public-private partnerships and launch a capital campaign with philanthropic funding to

enhance community support and limit taxpayer costs.

- Leverage GFOA’s (Government Finance Officers Association) Putting Assets to Work Program to incorporate mixed-use development and generate ongoing revenue. <https://www.gfoa.org/paw>
- Collaborate with Parks & Recreation to advocate for a joint-use library and recreation center, maximizing city resources.
- Evaluate a General Obligation (GO) Bond option instead of a COP for future library projects, incorporating philanthropic support to increase voter approval.

**Station Area Satellite Branch**

- Explore opportunities for a partnership with a developer to fund construction.
- Explore philanthropic support for innovative service models, such as satellite locations, that bring library resources closer to where community members live and gather..

**Deferred Maintenance**

- Work with city management to create a capital maintenance plan for high-priority deferred maintenance projects that won’t be covered in upcoming renovations.
- Consider funding deferred maintenance projects not included in the master plan renovations through capital funds from the city, or through an opt-in round-up program or a parcel tax within the next 2–3 years.

**Growth Based Funding Analysis**

When communities consider building new infrastructure or enhancing existing facilities, it’s important to acknowledge that resultant fees or taxes can have financial implications for developers, taxpayers, and the broader community. Our work is designed to provide public administrators and policymakers a comprehensive overview of funding tools, including examples of how Santa Clara’s peer communities have effectively utilized such tools. We have also provided high-level justifications and data for their application now and in the future.

We are recommending the following per-capita library space needs based on community needs, future growth, population service area, and physical access to library services:

- **Central Park Library:** 0.75 sf per capita
- **Northside Branch Library:** 0.75 sf per capita
- **Mission Branch:** 0.75 sf per capita

With new development comes additional needs to serve those specific geographic areas. Part of the infrastructure needed to support new residents includes additional library facilities.

This Facilities Master Plan aligns the library with the City of Santa Clara’s General Plan, correlates with the Santa Clara City Library’s Strategic Plan, and recommends facility planning standards by which changes for the next 20 years are made.

# Future Needs

This Library Facilities Master Plan Report identifies current deficiencies and future needs of the library and how population growth in the next 20 years will impact the resources necessary to meet the needs of the growing population. Service population growth will create increased demand for library services. This increased demand will create inadequate service levels and inequality of services unless services—and access to services—expand. This facility master plan addresses deferred maintenance needs, additional space needs, and additional staffing needs to support the services necessary to meet the needs of residents and in correlation with the city’s general plan.

**Funding and Capital Improvement Plan**

This facilities master plan acts as a capital improvement plan that identifies key projects and areas for improvement and provides funding options that bring together public and private dollars to enable the library to achieve the recommendations. Understanding potential funding sources allows the plan to be a comprehensive guiding strategic document. These recommendations will help city leaders, developers, and community stakeholders understand the financial impacts and pathways available to ensure long-term growth and sustainability for the library.

The approach ties current and future community growth to infrastructure demands. By analyzing community demographics, current city budgets, past and current bonds, past philanthropic support and existing library COPs, we have identified opportunities for funding both “low hanging fruit” and more substantial projects that will support the demands of a growing community.

**Reasonable Benefit**

With population growth and development comes increased demand for facilities that support the growth, heightened wear and tear on buildings, increased maintenance, and needs for expansion and/or replacement. Future growth and development will require additional investments in library facilities to maintain current library service levels. We have outlined growth-related infrastructure needs that must be addressed proactively to avoid overburdening current services.

California law states that in order to charge certain fees to developers a city must demonstrate a “reasonable relationship” between the fees and the impacts caused by the development. A “nexus report” provides the analysis for specific fees that may be charged.

It should be noted that population growth and future development will necessitate the need for expansion of library space and operations. These burdens posed should be taken into account by the city when determining development fees on a per capita basis as outlined in this report.



Community Engagement



Public & Stakeholder Engagement Summary

620+

Participants

35+

Hours of In-Person Discussion

2

Open, In Person Public Sessions

567

Online Survey Responses

9

Stakeholder Organizations or Groups Engaged

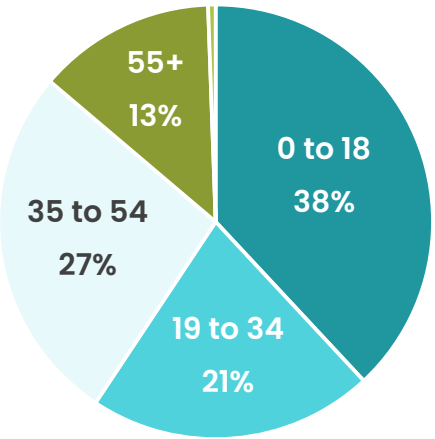
63

Stakeholder Organizations or Group Participants

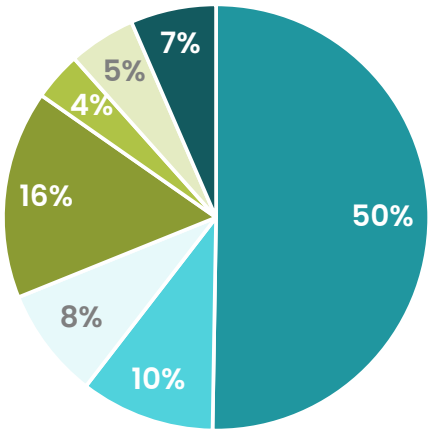
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Languages in Which Materials Were Available (Korean, Spanish, Mandarin, and English)

Age of Participants



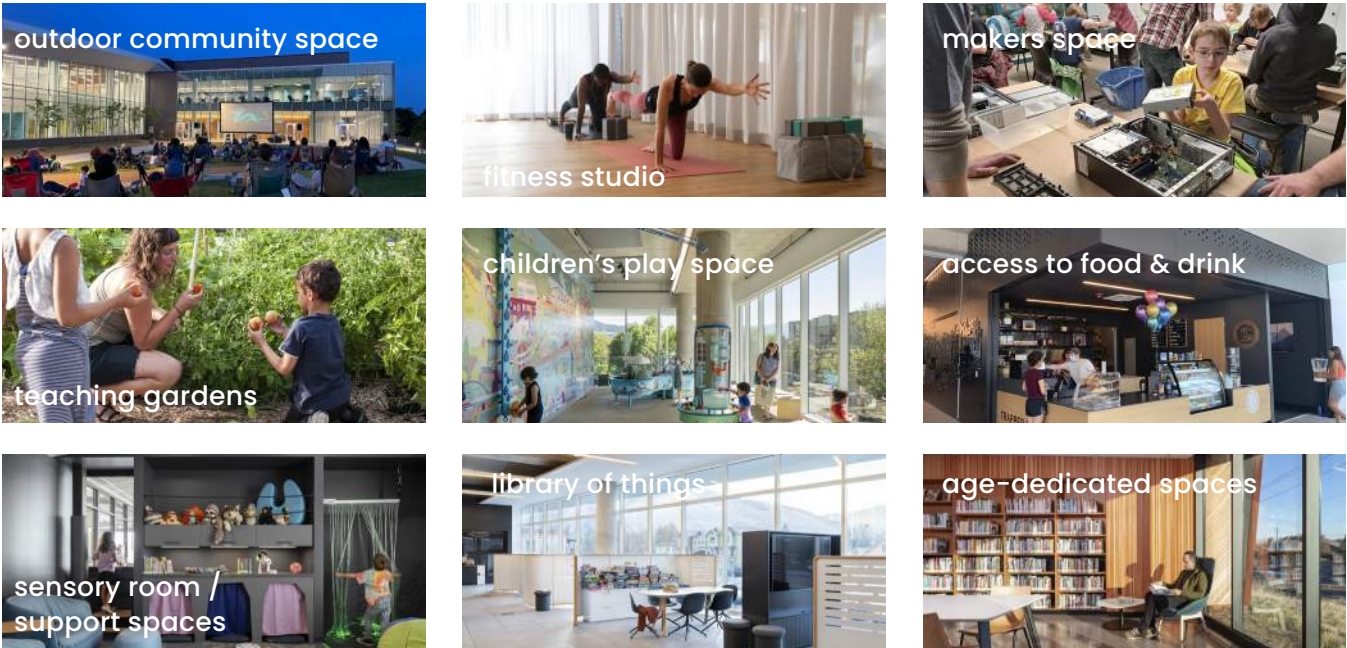
Typical Branch Used



- Central
- Mission
- Northside
- Other
- Bookmobile
- Digital User
- Non-User



Public Engagement



Key themes from public engagement

MSR Design collaborated with Santa Clara City Library (SCCL) at two major events in the community to provide access to the widest diversity of library users and non-users. MSR Design participated in community engagement during the Art and Wine Festival in September of 2024 and during SCCL's Comic Con event in October of 2024. Feedback boards were also left in all three branch library lobbies for one month. Through all the public participation, the above pictured programming types rose to the top as priorities.

The number one priority noted in the feedback was a lack of hours at all branches. The SCCL system is currently expanding service hours and should continue to prioritize this before making building improvements to the branches.

All buildings are deficient on diverse meeting and program spaces that support

contemporary library service expectations. The lack of accessible maker spaces, content creation studios, flexible programming spaces, and quiet meeting spaces is broadly observed by the public.

For all branches there is need to accommodate more types of programming, and programming that requires easy clean up, in the large meeting rooms. There are limited meeting and study spaces for public use; these are becoming more of a demand. 21st century library programming includes hands on learning, healthy living and wellbeing support, and outdoor programming. All of these aspects of service are desired but there is not adequate space to host this type of programming.

Community members want the library to be the "third space" of its community (after home and work) and to provide services to accommodate a full day in the library. They desire a place that evolves with the changing technology and needs of the community.

Library Staff Visioning

Staff Engagement Meetings

MSR Design held meetings with library staff at each branch to discuss the existing scope of library services and programs, and opportunities for improvement to better cater to the community's needs. June Garcia, LLC conducted a survey for staff which is available in the appendix. Findings of both inputs are summarized below.

There are two primary obstacles to expanding library services and programs: staffing and facilities. All three locations noted a lack of staffing as an obstacle to providing basic library services, expanded services, and programs. Related, staff noted that deficiency of hours open to the public prevents the system from being as effective as possible for the community.

The staff at the Mission and Northside branches shared that their buildings are too small for their respective communities. Space is limited for collection, staff needs (office and storage), and programming. They are unable to provide adequate meeting and quiet study spaces to

meet patron demand, or 21st century library programming.

Library staff throughout the system noted that lack of quiet study space and meeting space was felt by both the public and staff.

Digital literacy programming and access to modern and emerging technology is needed at all locations to reduce the digital divide.

The City of Santa Clara is a constantly changing and diversifying community. The staff noted that programs and spaces should be created to help new residents get to know Santa Clara, find their local community and support network, and have a place to come for help navigating the new, and sometime complex systems of the City.

Community input often reflected a lack of understanding of all the great library services and offerings. Communicating this, and boosting the library's identity within its communities in general, is critical.



Staff engagement activities at Northside Branch and Central Park Library.



# Stakeholder Summary

MSR Design led meetings with nine entities that included boards, committees, and task forces to inform the Facilities Master Plan and to gather feedback and insights about how the library could better serve the community. Below are common themes from the conversations. See the appendix for meeting minutes of each conversation.

**System-level improvements identified**

- Expand library evening and weekend hours at all branches
- Ensure easy access to libraries for all.
- Provide more meeting spaces.
- Updated technology for easy of use and to allow staff to focus on other aspects of their jobs.
- Provide expanded range of programs and services and items to check out.
- Collaborate with local companies to provide more educational / job skills training programming.
- Celebrate Santa Clara with partnerships, spaces, and programming.

**Branch-level improvements identified**

- Allow after hours access to large program spaces.
- Ensure all buildings are accessible.
- Increased study and workspaces.

- Provide outdoor program spaces and learning gardens.
- In addition to working and reading, patrons would like more social spaces.
- More specialty spaces: maker spaces, recording studios, and object lending libraries would greatly expand the library user base.
- More activities and programs for all ages.

**How could SCCL better serve the community?**

- Increase community outreach and promotion of programs and resources. Several people said they were not aware of all the library offers.
- Provide more programming for all age groups. Adult programming is highly desired in particular.
- Foster partnerships with other organizations such as schools, museums, and businesses.
- Provide more technology access.
- Create more community spaces.
- Offer more support for those new to the area and the United States.
- Be the “third Space” for all ages and community members.

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# SCCL Demographics and Circulation Data

## Demographics

The analysis of demographic data provides us with a comprehensive view of the service area for the Santa Clara City Library system. By examining demographic factors such as population, age, race, education, and household income we can construct a holistic profile of the communities served by each branch.

This profile serves as a valuable tool for determining the specific services required by each community and enables each library to optimize its facilities by reorganizing services to better meet local requirements. This data also assists in making decisions about potential renovations, expansions, or the addition of new SCCL branches.

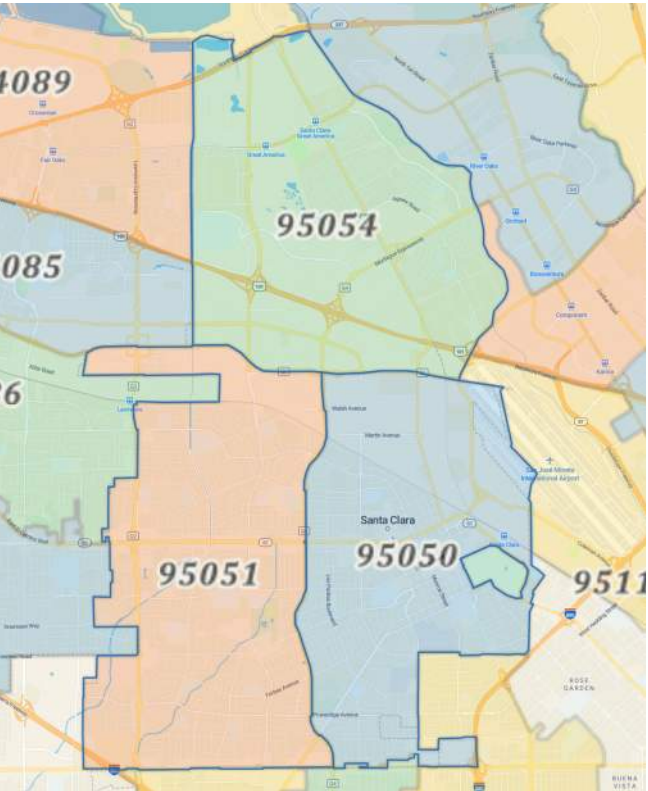
### Population and Growth

The city is growing and is projected to increase 125% by the year 2045. The majority of growth is expected in the north portion of the city. Low to moderate growth is anticipated in the southern area of the city, as this area is already developed and has minimal growth potential due to zoning.

### Branch Library Service Populations

Library service areas do not always perfectly align with geographical boundaries.

The service areas are defined by the zip code locations in a geographical area. Central Park Library serves zip codes 95051, 95052, and 95053; Mission Branch serves 95050; and Northside Branch serves 95054. The distance between the Central Park and Mission branches is only two miles; some adjustments to that zip code division were made based on information provided by Integrated Library System. This adjustment allocates more of the population to Central based on library card use statistics. This combined approach led to a more accurate distribution of service across branches





SCCL DEMOGRAPHICS AND CIRCULATION DATA

Fact	Santa Clara, California	Santa Clara County, California	United States
<b>POPULATION</b>			
Population estimates, July 1, 2023, (V2023)	131,062	1,877,592	334,914,895
Population estimates base, April 1, 2020, (V2023)	127,862	1,936,279	331,464,948
Population, percent change - April 1, 2020 (estimates base) to July 1, 2023, (V2023)	2.50%	-3.00%	1.00%
Population, Census, April 1, 2020	127,647	1,936,259	331,449,281
Population, Census, April 1, 2010	116,468	1,781,642	308,745,538
<b>AGE AND SEX</b>			
Persons under 5 years, percent	5.60%	5.00%	5.50%
Persons under 18 years, percent	17.80%	19.90%	21.70%
Persons 65 years and over, percent	11.10%	15.40%	17.70%
Female persons, percent	47.90%	49.10%	50.50%
<b>RACE AND HISPANIC</b>			
White alone, percent	31.90%	49.20%	75.30%
Black alone, percent (a)	2.10%	2.90%	13.70%
American Indian and Alaska Native alone, percent (a)	0.50%	1.20%	1.30%
Asian alone, percent (a)	47.60%	41.90%	6.40%
Native Hawaiian and Other Pacific Islander alone, percent (a)	0.70%	0.50%	0.30%
Two or More Races, percent	9.10%	4.40%	3.10%
Hispanic or Latino, percent (b)	16.10%	25.00%	19.50%
White alone, not Hispanic or Latino, percent	28.60%	27.60%	58.40%
<b>POPULATION CHARACTERISTICS</b>			
Veterans, 2019-2023	2,512	41,154	16,569,149
Foreign-born persons, percent, 2019-2023	45.40%	41.00%	13.90%
<b>HOUSING</b>			
Owner-occupied housing unit rate, 2019-2023	41.20%	55.30%	65.00%
Median value of owner-occupied housing units, 2019-2023	\$1,527,900	\$1,382,800	\$303,400
Median selected monthly owner costs - with a mortgage, 2019-2023	\$4,000+	\$4,000+	\$1,902
Median selected monthly owner costs -without a mortgage, 2019-2023	\$899	\$1,083	\$612
Median gross rent, 2019-2023	\$2,985	\$2,814	\$1,348
<b>FAMILIES AND LIVING ARRANGEMENTS</b>			
Households, 2019-2023	48,601	654,467	127,482,865
Persons per household, 2019-2023	2.57	2.85	2.54
Living in the same house 1 year ago, percent of persons age 1 year+ , 2019-2023	77.60%	85.90%	87.30%
Language other than English spoken at home, percent of persons age 5 years+, 2019-2023	56.20%	54.70%	22.00%
<b>COMPUTER AND INTERNET USE</b>			
Households with a computer, percent, 2019-2023	98.10%	97.80%	94.80%
Households with a broadband Internet subscription, percent, 2019-	95.80%	95.10%	89.70%
<b>EDUCATION</b>			
High school graduate or higher, percent of persons age 25 years+,	94.00%	89.30%	89.40%
Bachelor's degree or higher, percent of persons age 25 years+, 2019-	65.30%	55.90%	35.00%
<b>HEALTH</b>			
With a disability, under age 65 years, percent, 2019-2023	4.80%	5.00%	9.10%
Persons without health insurance, under age 65 years, percent	3.30%	4.10%	9.50%
<b>TRANSPORTATION</b>			
Mean travel time to work (minutes), workers age 16 years+, 2019-2023	23.1	27	26.6
<b>INCOME AND POVERTY</b>			
Median households income (in 2023 dollars), 2019-2023	\$173,670	\$159,674	\$78,538
Per capita income in past 12 months (in 2023 dollars), 2019-2023	\$84,533	\$77,018	\$43,289
Persons in poverty, percent	7.80%	7.60%	11.10%

The above information is from the census bureau (<https://www.census.gov/data.html>). Anything highlighted in pink is notable for the area (higher or lower than the united states average).

SCCL DEMOGRAPHICS AND CIRCULATION DATA

Access to computer and Internet use

Many people in the area are involved with the technology industry and area schools provide laptops and tablets to students. 96% of residents have access to broadband as compared to the national average of 90%.

Social Vulnerability Index

The social vulnerability index describes communities that are vulnerable to disasters based on 15 social factors grouped into four themes: socioeconomic, population, housing, and transportation. Factors accessed include poverty, housing, and vehicle access.

Santa Clara housing is becoming exceedingly expensive in comparison to wages. The unhoused community is growing, mirroring a national trend. Even in this tech-heavy area the gap in digital literacy and access is still present.

The City of Santa Clara has medium-to-high levels of vulnerability in housing and transportation near each branch library. There is a medium-to-high level of vulnerability near Northside Branch regarding socioeconomic status and household characteristics. This is also an area of the city with high percentage of multi-generational households.

with Central Park Library serving 68% of the population, Mission Branch 14%, and Northside Branch 18%.

Household Composition and Age

A comparison of household composition data reveals that 71% of the population of Santa Clara is between 18 and 65. 5.6% of the population is younger than 5 years, aligned with the national average. Population of over 65 years of age is 6.6% lower than the national average. Older adults are spread evenly across all SCCL branch service populations, while the under 18 cohort is slightly higher in the service populations for Central and Northside branches.

One-person households are highest for Mission Branch’s service population. Multi-generational families are highest near Northside Branch.

Race & Ethnicity

The Santa Clara community is quite diverse and has a significantly a smaller proportion of white residents (31%) than the national average (75%) and Santa Clara County average (49%). Asians make up the largest proportion of the population at 48%, followed by Hispanic or Latino at 16%. The area will continue to diversify as the number of persons not born in the United States continues to rise per the current trend. The need to provide a sense of community for newcomers to the country, meaningful programming in multiple languages, and ESL library materials for an ethnically diverse community is a distinguishing characteristic of this system.

Education

With multiple higher education institutions in the region and with a work force primarily for technology companies housed in the city, education levels are markedly higher than the national average and Santa Clara County. 65% of residents have a bachelor’s degree or higher; 35% have a master’s degree or higher.

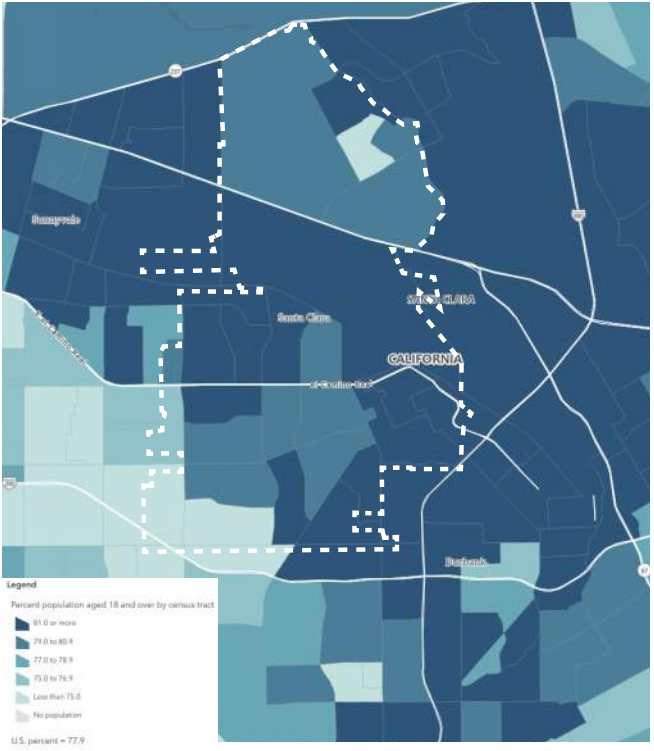


SCCL DEMOGRAPHICS AND CIRCULATION DATA



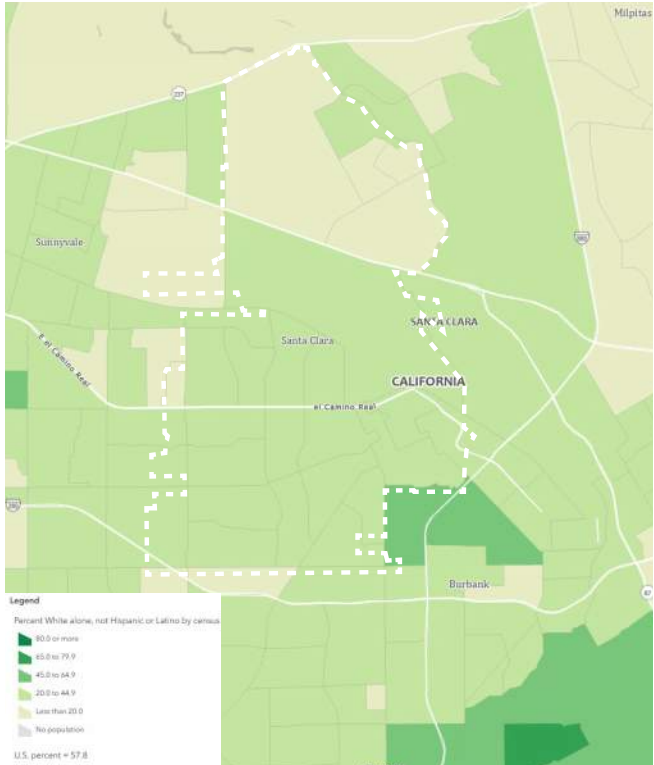
**Population Density Over 65**

None of the library locations have a significant senior population.



**Population Density Over 18**

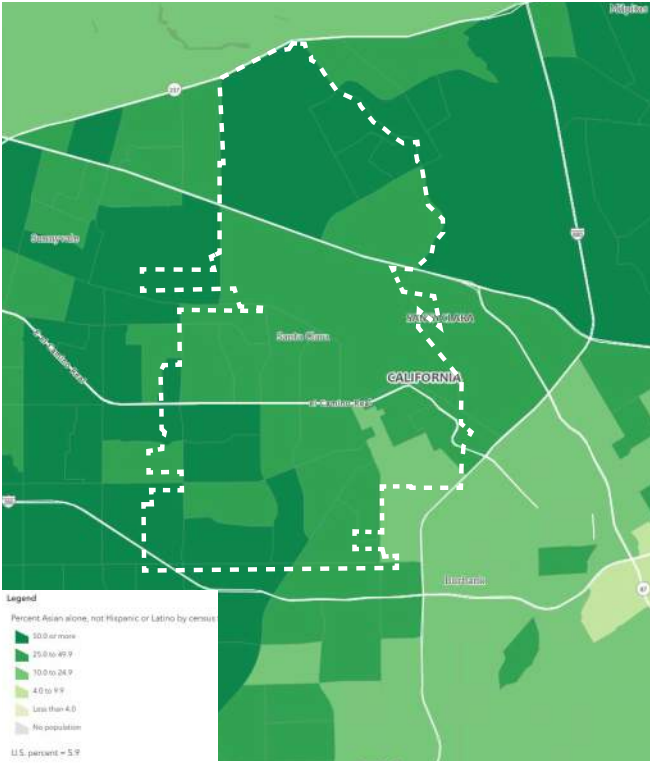
Central Park has the largest percentage of the population under 18.



**Population Density White Alone**

Santa Clara Caucasian population is lower than US average.

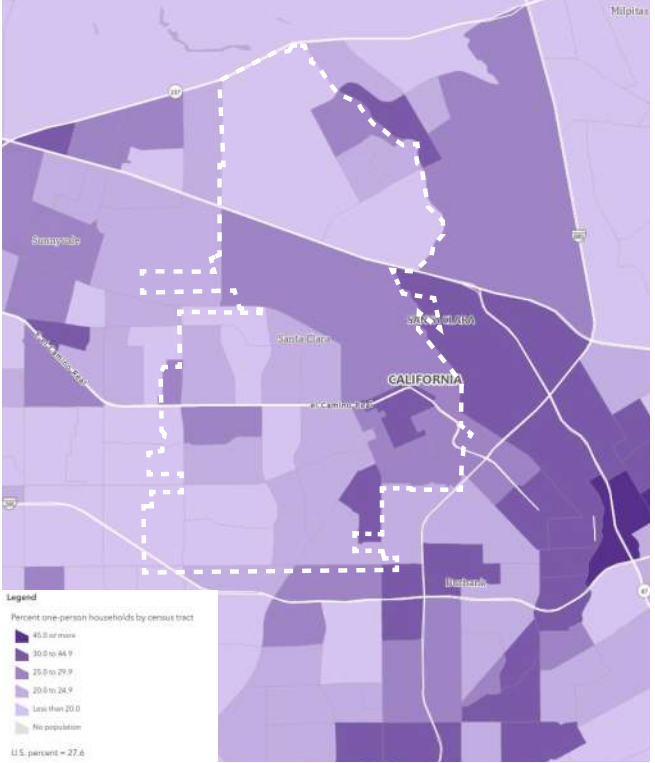
Graphic Source: <https://www.census.gov/library/visualizations/2021/geo/demographicmapviewer.html>



**Population Density Asian Alone**

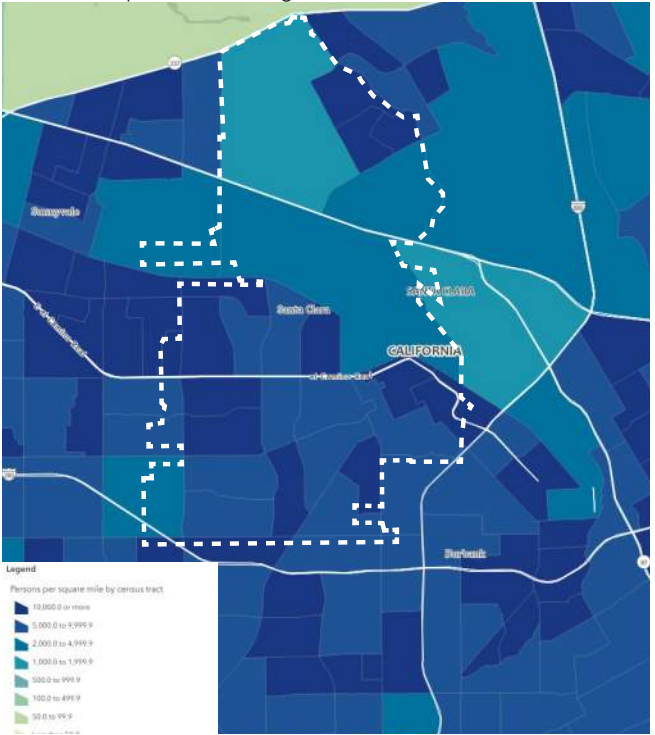
Santa Clara Asian population is significant all libraries in the system but most significant near Central Park.

SCCL DEMOGRAPHICS AND CIRCULATION DATA



**Population Density One Person Households**

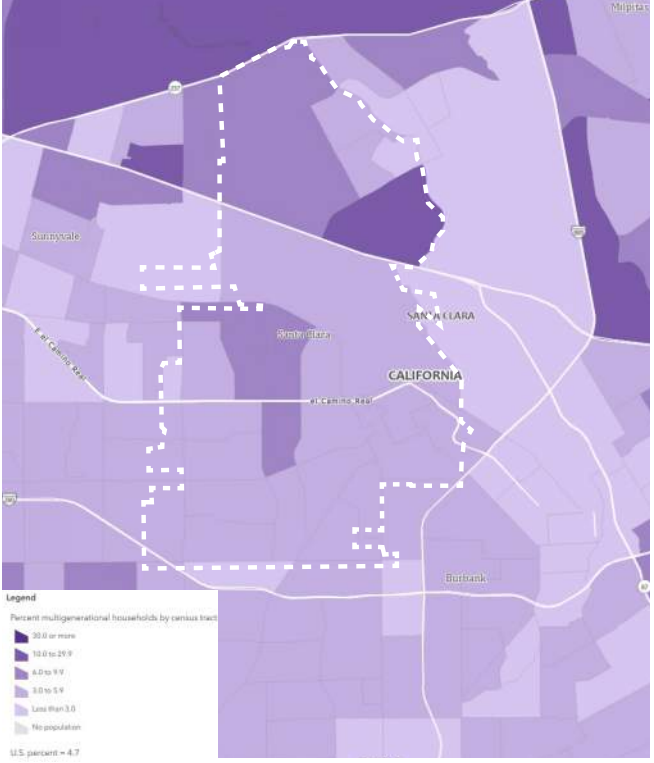
Mission Branch has more single household users and may have more patrons looking for social activities.



**Population Density**

The population is denser near Central and Mission. With the most room for growth in the Northside service area.

Graphic Source: <https://www.census.gov/library/visualizations/2021/geo/demographicmapviewer.html>



**Population Density Multi-generational Households**

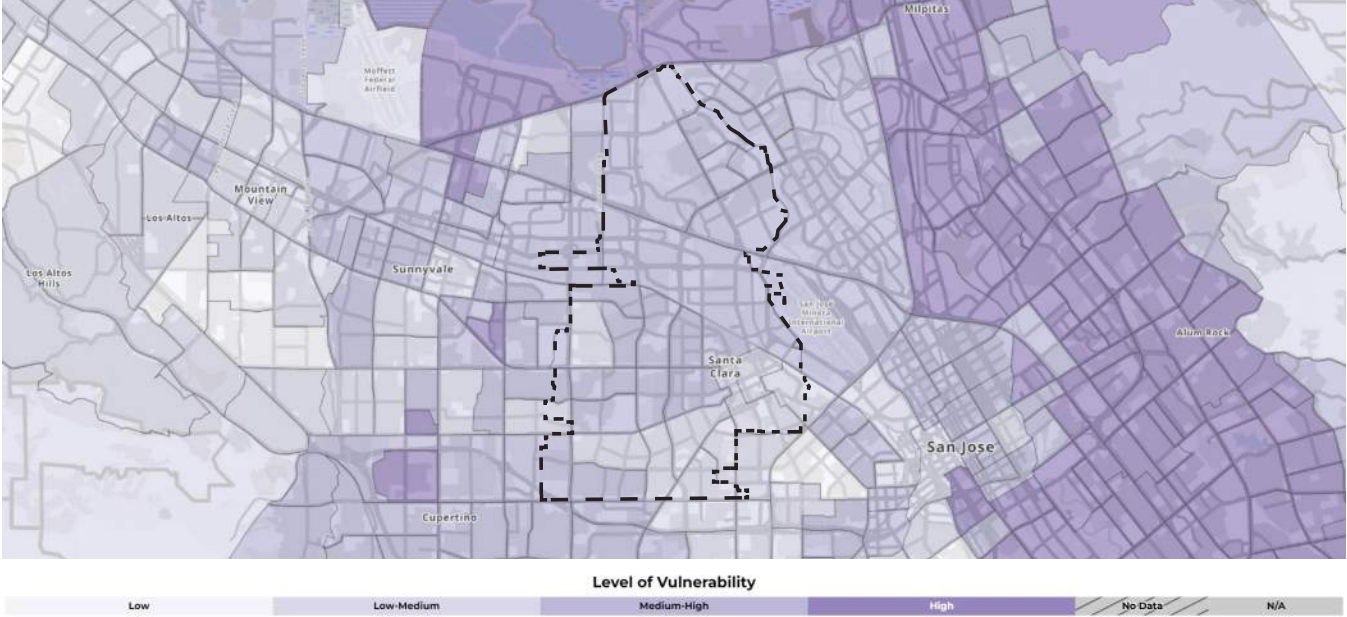
Northside has the highest number of multi-generational households and should accommodate larger groups of people and address the need for people who need quiet place to conduct business and study.



SCCL DEMOGRAPHICS AND CIRCULATION DATA

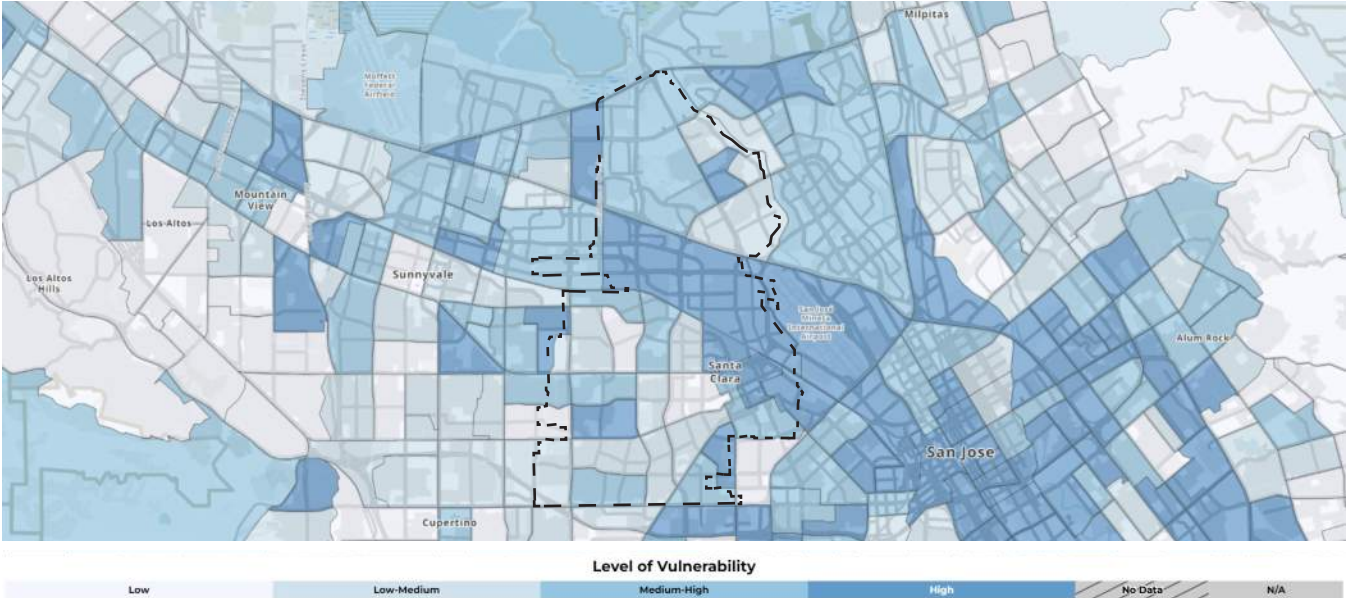
The Center for Disease Control and Prevention (CDCs) combines various census data to establish areas of vulnerability. It is important to understand vulnerable groups to establish library locations and services to help address these vulnerabilities. The following maps provide visual clarity where library locations and specialty services are needed.

Racial & Ethnic Minority Status California: Statewide Comparison By Census Tract | 2022



Santa Clara has a low level of vulnerability in relationship to racial and ethnic minority status. If levels were high in a particular area, the library that provides service to that area would need focused programming to address that need.

Housing Type & Transportation California: Statewide Comparison By Census Tract | 2022



Santa Clara has areas that are medium high and low medium in relationship to housing type and transportation. It is critical that libraries serving these areas have additional programming and services that help these communities such as book mobiles, shuttle services, and access to social services on a regular basis. All three libraries have this need.

Graphic Source: <https://www.fema.gov/node/cdc-social-vulnerability-index>

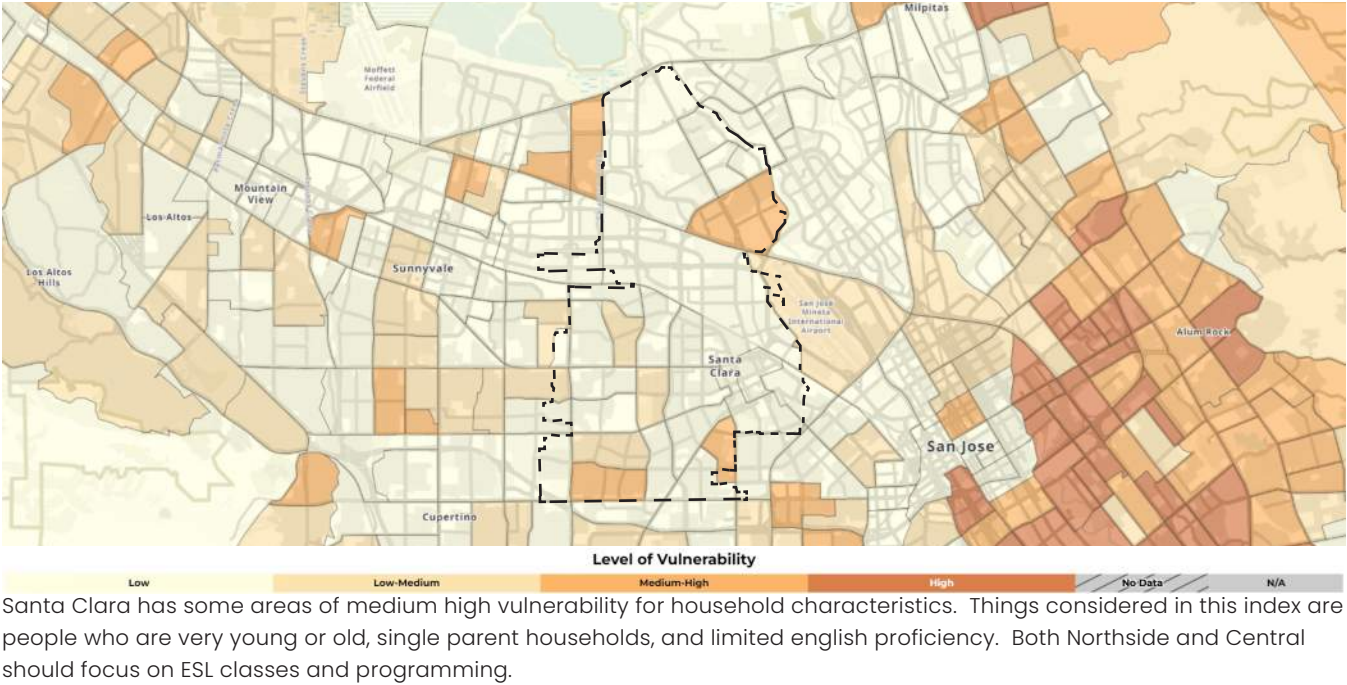
SCCL DEMOGRAPHICS AND CIRCULATION DATA

Socioeconomic Status California: Statewide Comparison By Census Tract | 2022



Santa Clara’s median household income is over double the national average and has a lower percentage of the population that are below the poverty line. However, Northside has a significant portion of medium high vulnerability in socioeconomic status and could provide such services as free lunches during the summer months and provide access to other social services.

Household Characteristics California: Statewide Comparison By Census Tract | 2022



Santa Clara has some areas of medium high vulnerability for household characteristics. Things considered in this index are people who are very young or old, single parent households, and limited english proficiency. Both Northside and Central should focus on ESL classes and programming.

Graphic Source: <https://www.fema.gov/node/cdc-social-vulnerability-index>



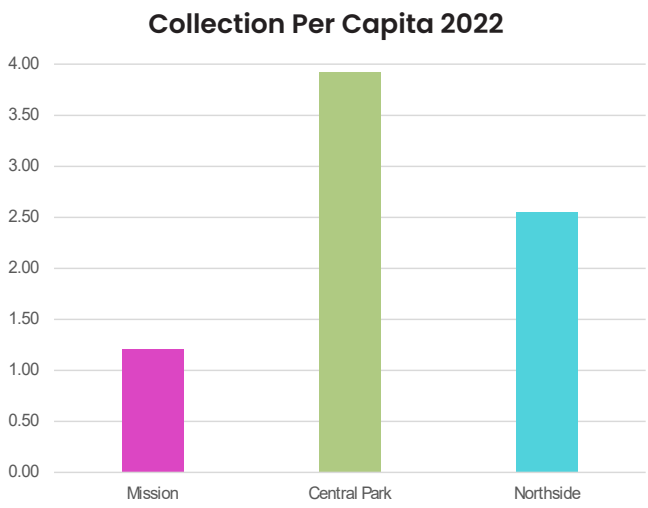
# Library Use

## Library Collection Size

According to the National Center for Education Statistics, the average collection size in U.S. public libraries is 2.2 times the service population. SCCL’s peer libraries (see appendix G) have an average collection size of 1.3 times the service population.

SCCL’s physical collection is higher than average, at 3.5 times the service population. This is in part due to the large number of languages spoken in Santa Clara, and the importance of having materials reflective of its community. However, the collection—in particular English language materials—may benefit from weeding to maintain a relevant collection, make room for more materials in other languages, and free floor space for much-desired study and lounge seating or program space. Expanding the digital collection matches the growth of digital check outs

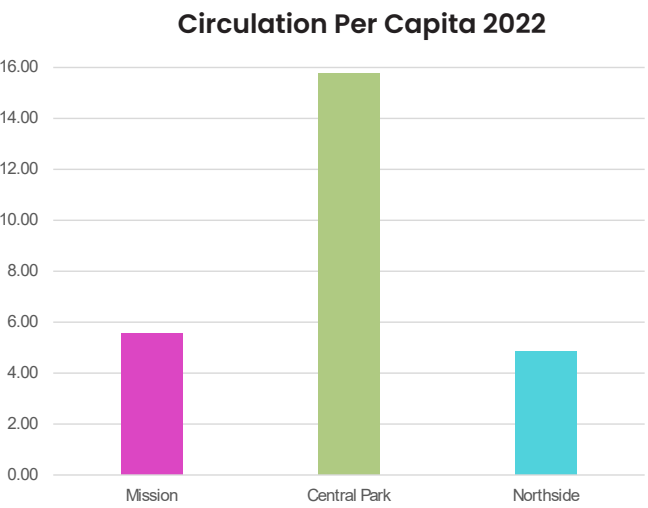
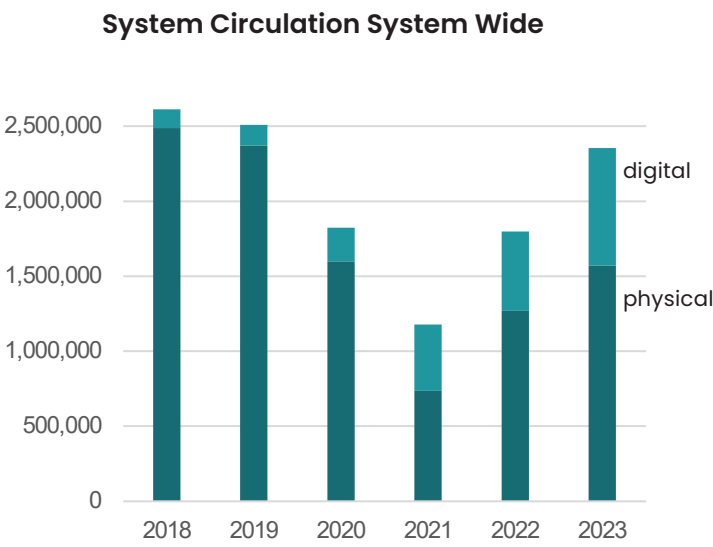
Collection and circulation per capita are in alignment at the Central Park and Mission branches. Circulation is proportionately half at Northside Branch, suggesting that its collection should be realigned to better suit patron needs.



## Library Circulation

Circulation has steadily increased but is not yet back to its rate before the Covid-19 pandemic even with the growth of digital circulation that is 4 times of the pre-pandemic numbers.

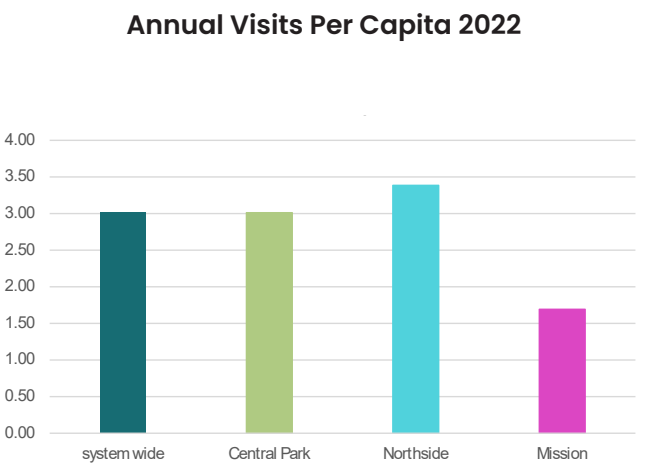
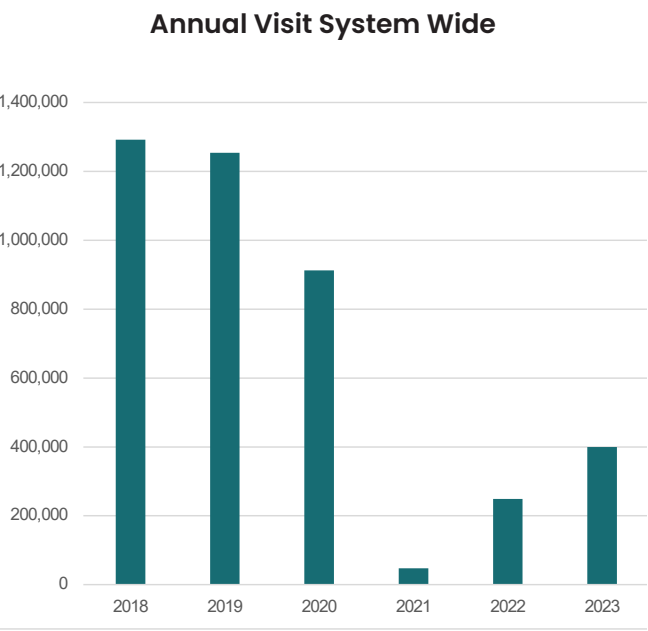
Investment in digital materials and regular weeding of physical materials should be continued system wide.



## Annual Library Use Data

The annual number of visits doesn’t provide sufficient perspective on how well the library is performing within the community. To gain a better understanding of library use it is important to compare annual visits against the overall service population.

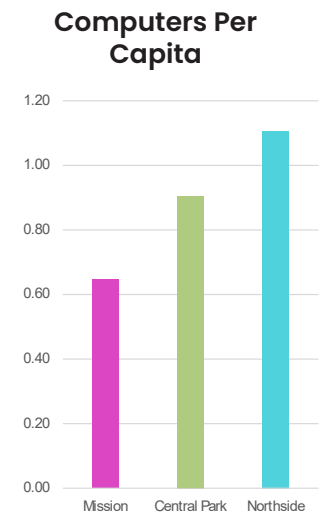
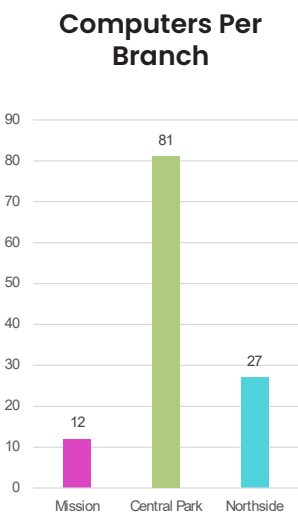
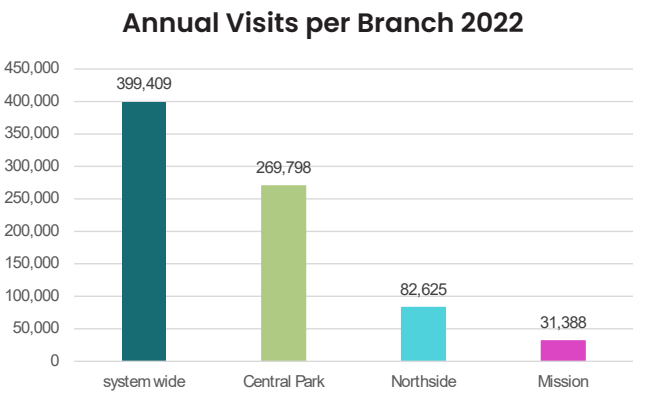
Annual visits to the SCCL system are under 1/3 of pre-pandemic numbers. This may be attributed to the limited hours the library is open. SCCL was open 1/4 of the time of its peer libraries in 2023. SCCL is making an effort to continue to increase its hours and this should increase the number



of visits. Northside Branch has the highest visits per capita in the system, and also the system’s lowest circulation numbers. This may indicate that people use the library primarily to study, socialize, or attend programs.

## Computer use

SCCL has a higher number of desktop computers per capita (.92) compared to peer libraries (.79), but has half the number of computer uses per year. Residences in this area due to higher education levels and income use their own devices within the library and rely more on WiFi and less on desktop computers. This suggests that SCCL can reduce computers throughout the system to make more room for study areas, collaboration zones, or programming.

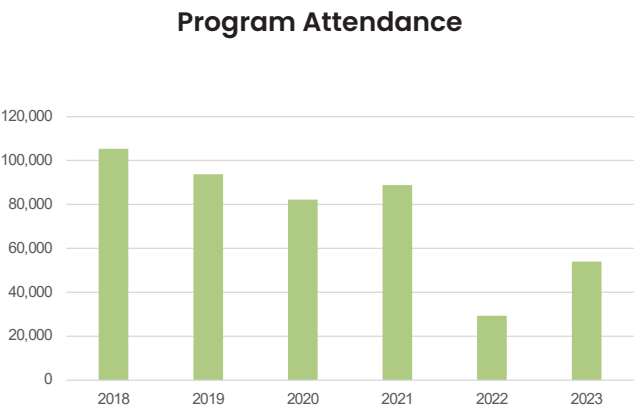
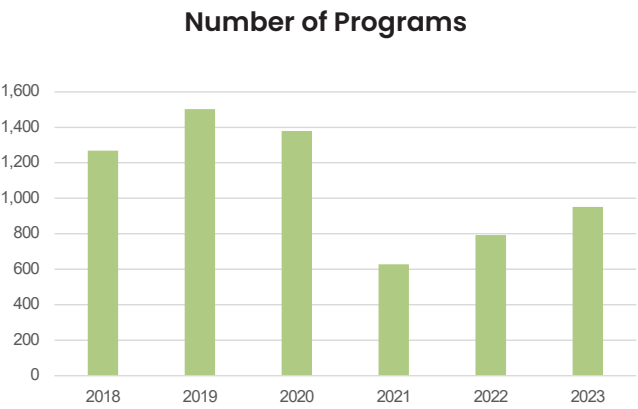




Library Programs

Library programs give community members opportunities to learn about new topics, expand their skills, and access technology. Programs draw new people to the library, encourage lifelong library use, and build community. Drop-in and informal programming for teens can support connected learning and provide opportunities outside of school and home to socialize with peers. Programming for children supports literacy and provides caregivers with opportunities to connect.

SCCL provides less than the average number of programs compared to its peers but has 126% more participation. SCCL’s programming for children is 21% of total programming compared to its peer libraries at 33%. Community input shows a desire for more adult and multi-generational programming.



virtual programming was provided during COVID pandemic years



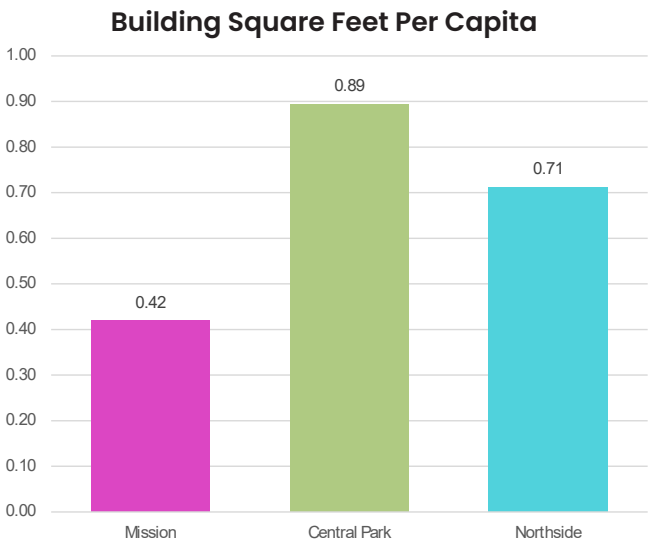
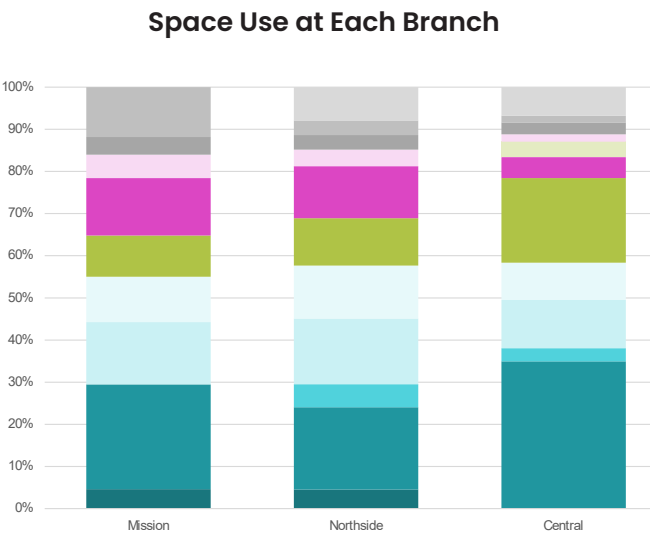
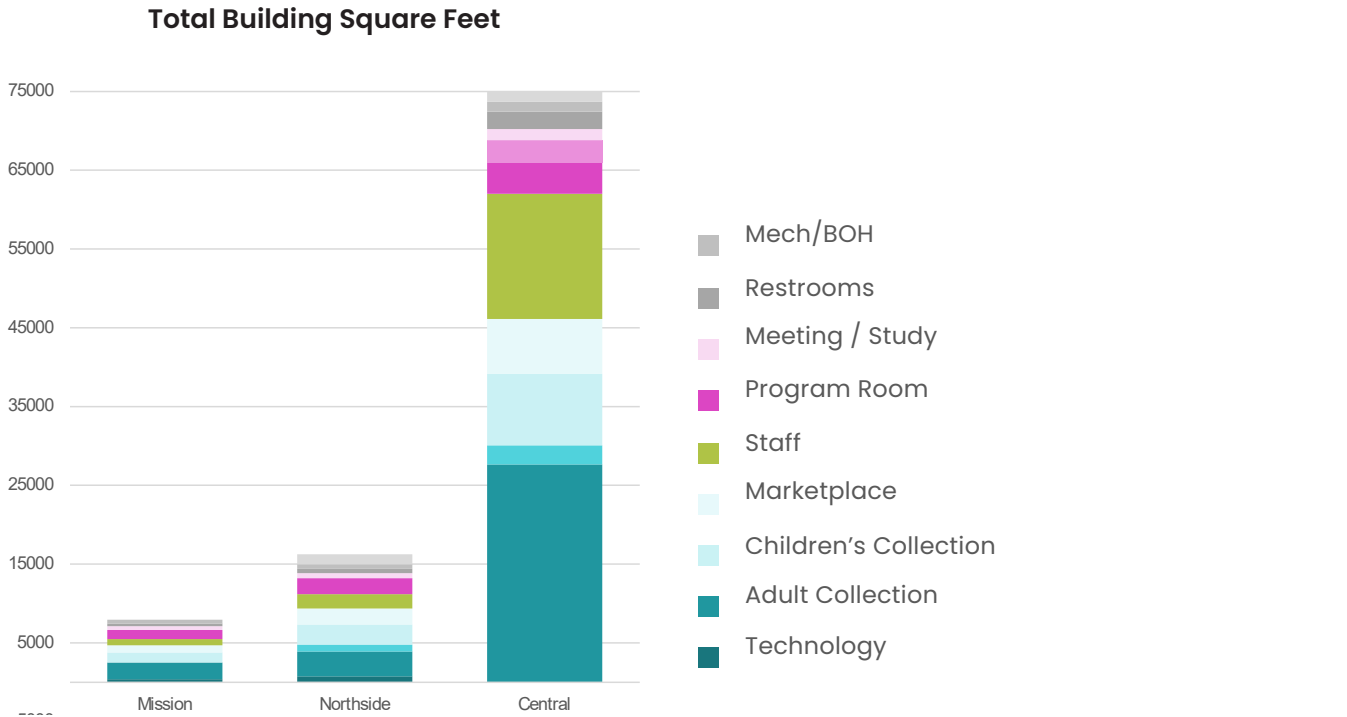
Programming events at SCCL locations



Space Use Data

Due to wide differences in community needs and resources there is not a fixed square foot (SF) per capita target for a library system. General rule-of-thumb standards range from 0.5 SF/capita to 0.75 SF/capita. The median SF/capita of SCCL branches is 0.67 which suggests the system is able to perform as a whole; however this number is skewed due to the size of Central Park Library.

Central Park Library has the largest square footage in the SCCL system. Large portions of the building are occupied by inefficiently planned staff and back-of-house functions. A more efficient layout of Central Park would yield more space for public functions and 21st Century library programming. Mission and Northside branches contain staff work spaces that are efficiently planned (bordering on too tight) and do not allow similar reshuffling in order to gain public space.





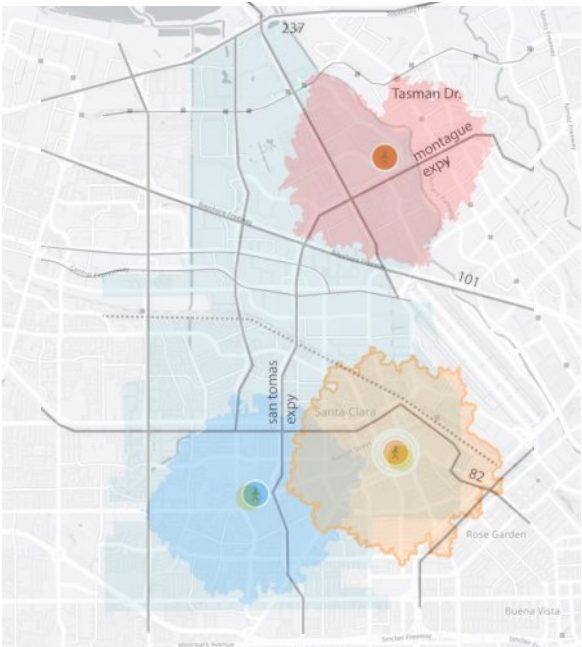
Santa Clara City Library  
**Mission Branch**



Branch Information (FY23-24)

Square Feet:	7,770 sf	Annual Circulation:	48,281
Collection Size:	20,023	Annual Visits:	54,302
		Annual Program Attendance:	16,680

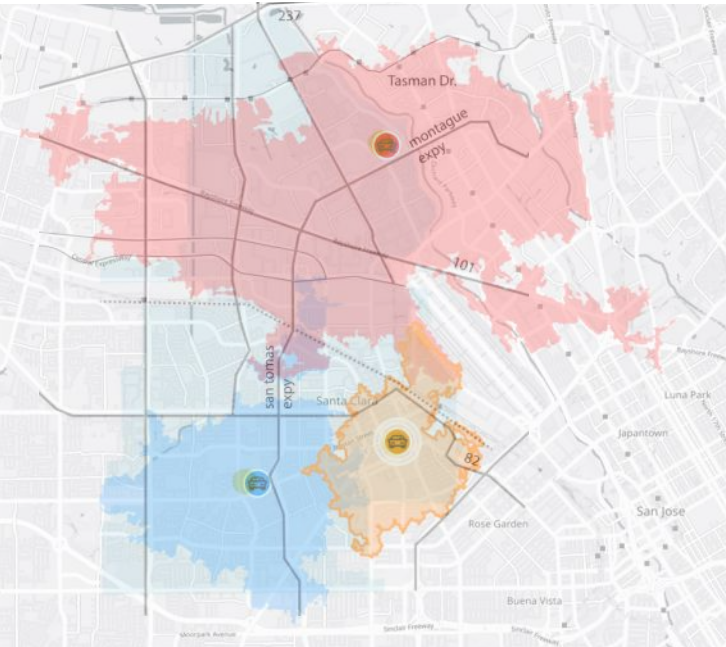
MISSION BRANCH



Walkability Map (30 Min Walk)

89 98 51

- Central Park Library
- Mission Branch
- Northside Branch



10 Min Drive From Each Library

Ease of access to libraries is critical. The scores to the left (out of 100 for each mode of transportation) and maps above demonstrate how accessible Mission Branch is to the surrounding community and relative to the other libraries in the system..

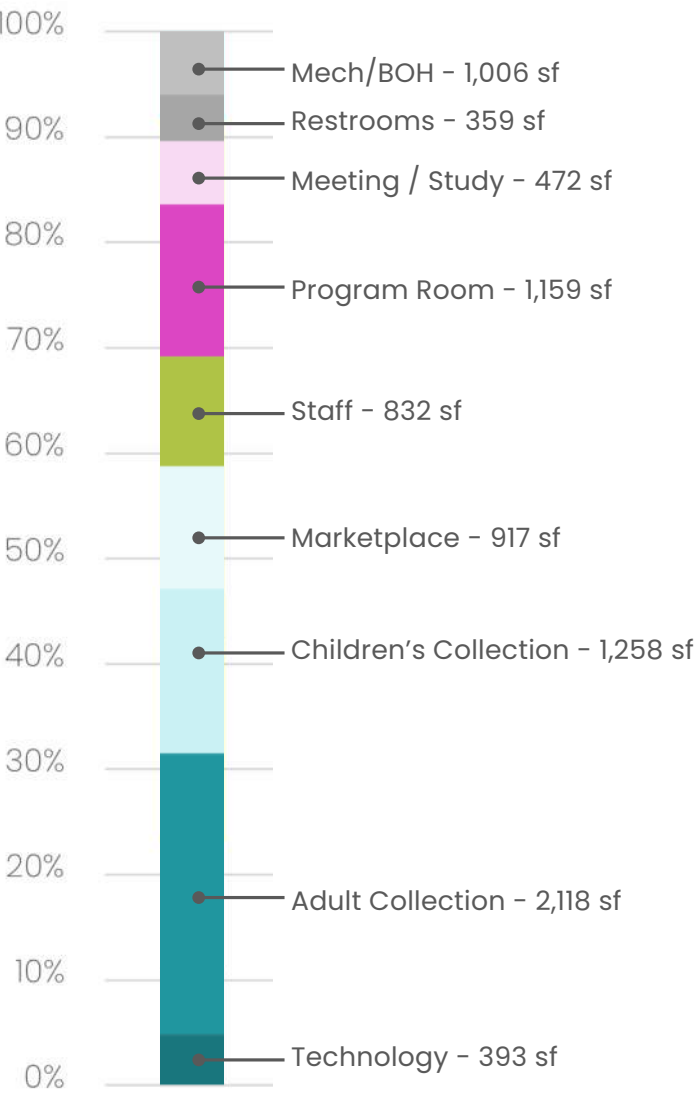


Library Service Assessment

Mission Branch is located in a historic area of the city and serves as a vital resource for multiple generations, and especially families. This branch’s patrons visit their library more frequently than patrons at the other SCCL libraries. They are also more likely to visit simply to enjoy the space (as noted in the 2023 Learning Report).

The library is housed in the oldest building of the system. The building was built in 1955 and subsequently renovated in 2000 and 2018. The library provides space for collection, seating, computers, study and meeting rooms, children’s area, and large program room. It is located within a park with a ring of parking that serves both the library and park. Read Santa Clara (RSC) is very active at this branch and currently utilizes one meeting room. This branch is undersized for its current community and will continue to be undersized in the future due to site constraints.

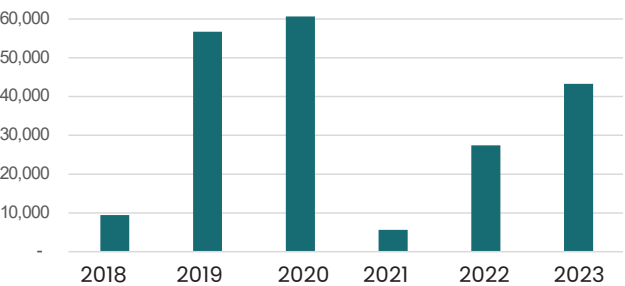
Space Use Allotment



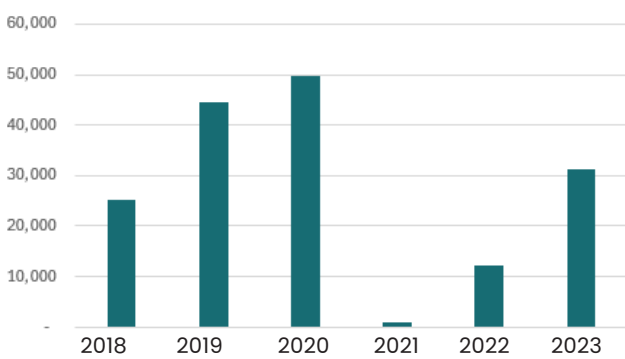
Branch Information

SQ FT:	7,770 sf
Current pop served:	18,546 ppl*
Projected 2045 pop served:	23,357 ppl
Existing Sq ft / capita :	.42
Historic guideline SF / capita :	.6 –.65
21st Century library SF / capita :	.75

Branch Circulation (physical materials only, eResources not counted by branch)



Branch Visits



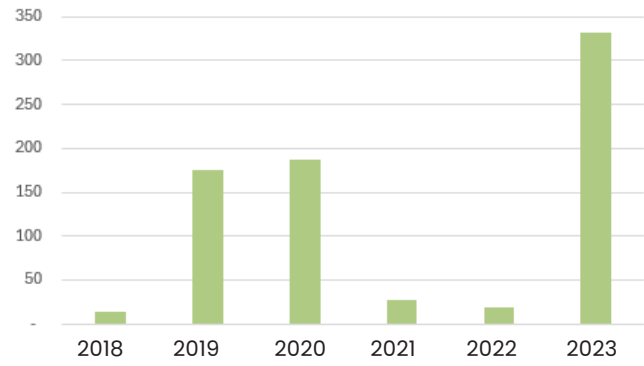
Assessment Summary



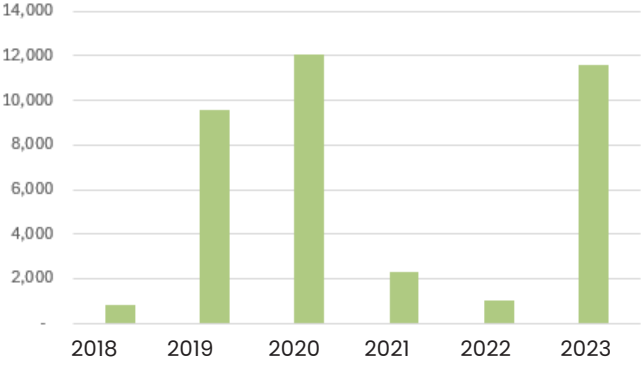


MISSION BRANCH

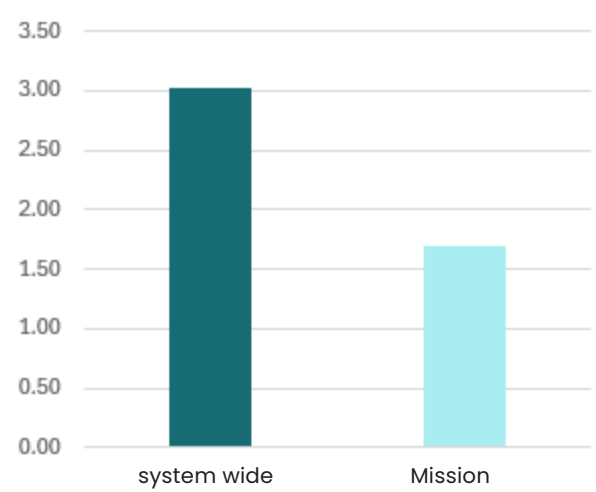
Branch Programs Quantity



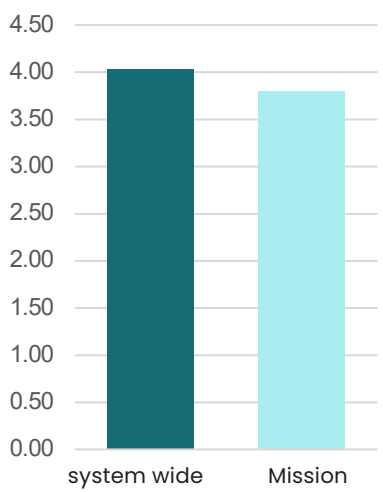
Branch Program Attendance



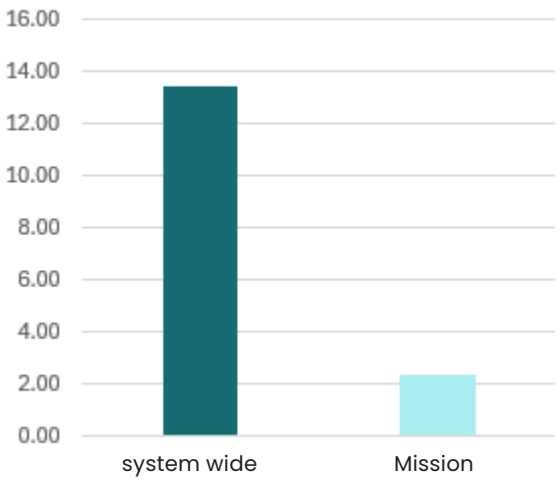
Visitors per Capita



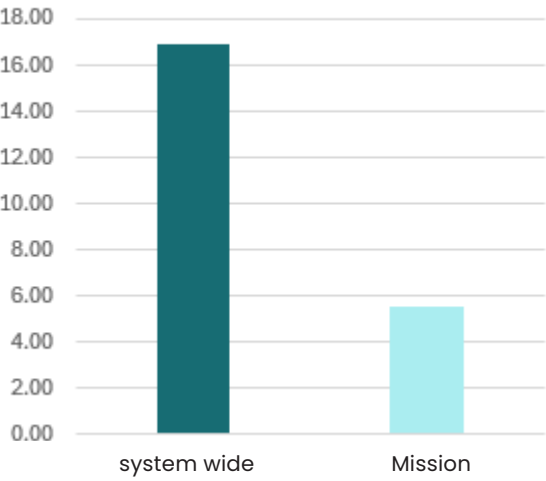
Visitors per Square Foot



Circulation per Capita



Circulation per Square Foot



MISSION BRANCH



gated play area; too much sun for use



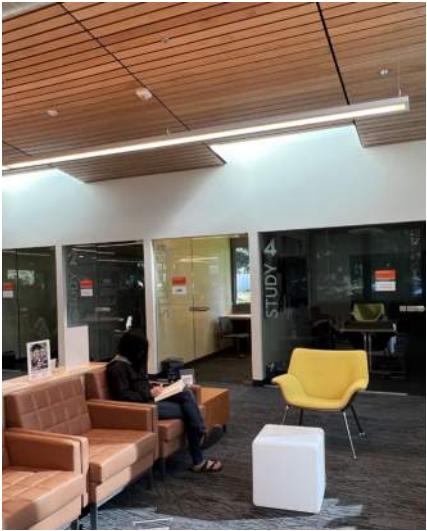
unusable program room kitchen



circulation corridor off program room



children's collection and seating open to all areas of library



study rooms are well used



business center



covered patio



cramped staff workspace



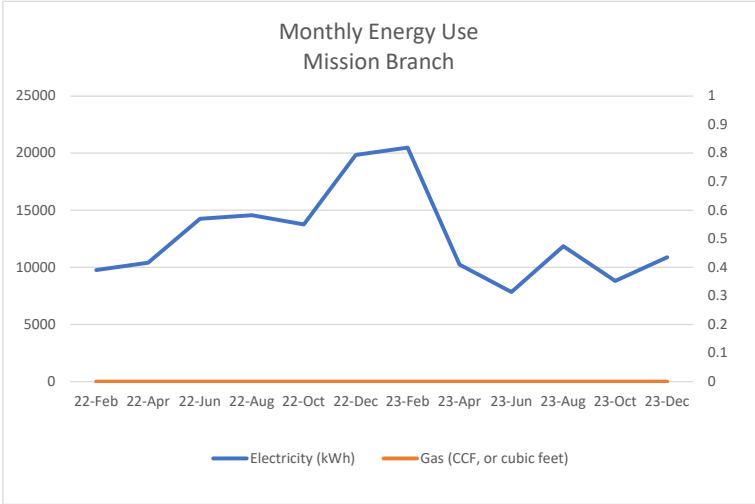
non-ADA basement storage area



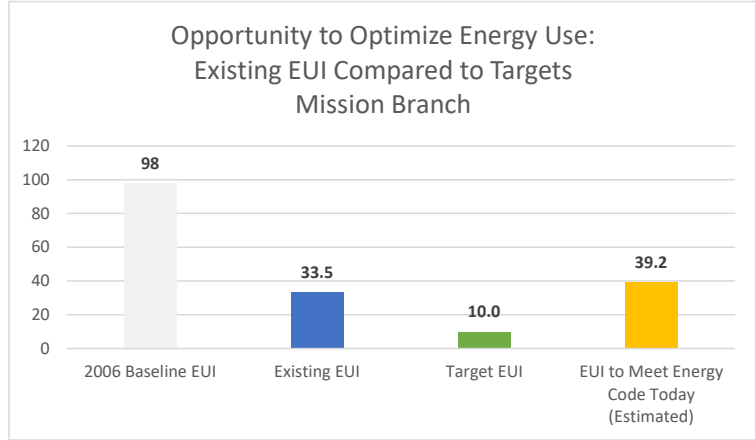
# Energy Use

Mission Branch is LEED Silver Certified V3 New Construction from its 2018 renovation and uses all electric energy. The building is currently meeting 2021 building codes for EUI and is the highest-performing building of the three current SCCL buildings. While this building is performing in accordance with the energy code requirements, there is room for improvement to achieve the target EUI of 10 kbtu/sf/year. To decrease the EUI solar panels could be applied to the roof as part of the roof replacement strategy.

Energy Use by Source (2021–2023)



EUI Analysis (2021–2023)

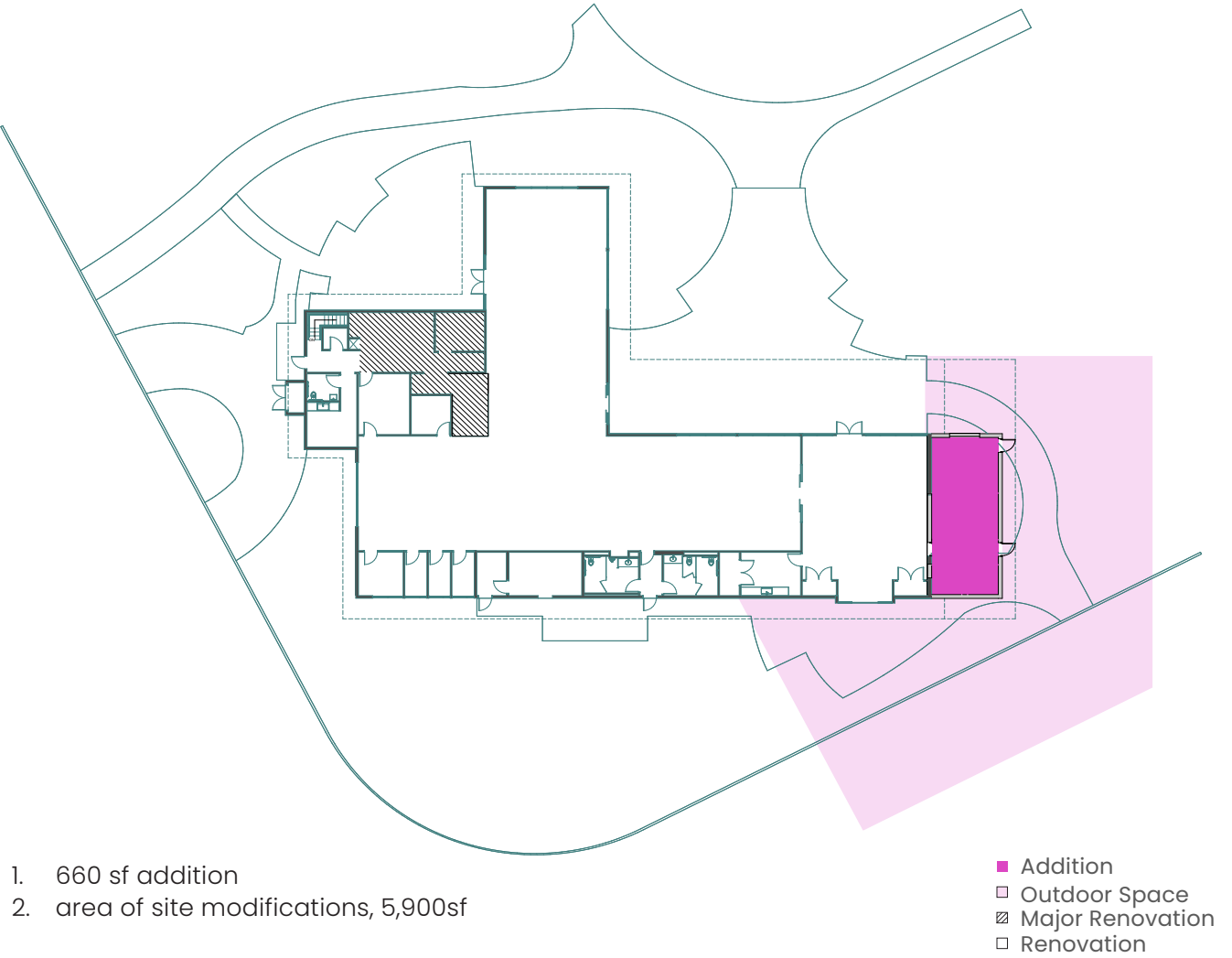


Energy Use Intensity, or EUI, is a measure of how much energy a building uses relative to its size, expressed as energy per unit of area per year (kbtu/ft²/yr). A lower EUI indicates a more energy-efficient building.

# Recommendations

## What does this branch need to be a great neighborhood library?

- Additional storage and after-hours access to the community room, with restrooms that are accessible both to the exterior and community room. Storage would allow existing kitchen to be used as intended.
- A tool library with dedicated parking on-site.
- Access for public to all meeting rooms and study rooms. Relocate the Mission contingent of Read Santa Clara (RSC) to Central Park Library to combine all of RSC in one location and provide regular scheduled hours at Mission Branch to serve this community.
- Up-to-date and user-friendly technology for patrons, allowing staff to focus on other tasks.
- Clear delineation between public and staff space. Add “pod” for staff when privacy when needed.
- A teen space that can be utilized by others during school hours



Recommendations Addition



- 1. Rework staff area improve workflow. Remove the sink to allow for more counter space and storage
- 2. Install privacy pod in this alcove (non ada) which can be used for lactation, private phone calls, or decompression time.
- 3. Ensure accessible service desk and provide barrier between public and staff.
- 4. Allow after hours access to community room by replacing doors and security access.
- 5. Provide tool lending library with overhead garage door access to park side. Provide dedicated parking to allow ease of use.
- 6. Provide enlarged storage room for community room. This allows existing community room kitchen to function as intended.
- 7. Add restrooms that serve for after hours access to community room and for park users. Provide door security to allow access to either or both.
- 8. Move self checks to streamline service and space, improve usability. Provide iPads that function as OPACs on ends of shelving to free up floor space for other functions.
- 9. Meeting room that is currently occupied by Read Santa Clara.

Recommendations Flipped Program Option

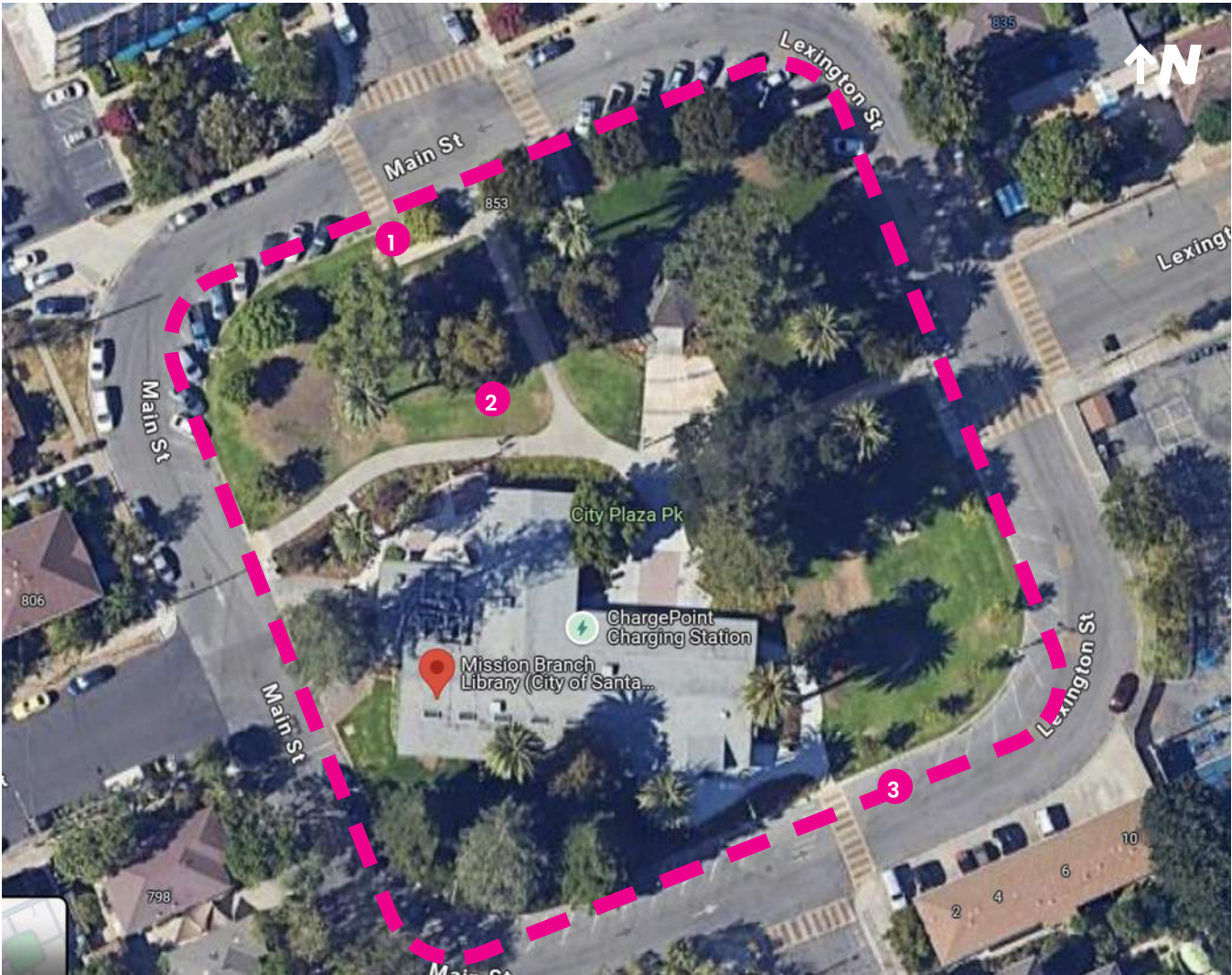


In addition to the building recommendations, below is an option that looks at furniture and programming to reduce noise and increase functionality of the building

- 1. Teen area relocates to north end, with separate computers.
- 2. Marketplace: relocate new/display materials and holds & public computers
- 3. Adult collections and seating remain near study rooms.
- 4. Children's area re-locates to have direct access to program room (less travel between and can use program room as louder play space with acoustic control when not in use).



Recommendations outside of library scope



- 1. Provide path around site to connect street parking safely to library entrances
- 2. Provide play equipment near library
- 3. Provide parking for tool library

This scope is provide to reflect all feedback provided by community engagement and opportunity for Parks and Library collaboration. It is not included in any budgeting in this report



Cost Estimate

Mission Branch would benefit from a renovation and modest addition to enhance its ability to serve the community. Existing finishes are in good condition and it is assumed that minimal work would be necessary outside of the construction zones. It may be possible to keep the library open during most of the construction; however, there will be disruption to the program room and service desk if the recommendations are carried out as described.

Estimates are provided as Rough Order of Magnitude (ROM) costs for each project.

**Construction Project Cost** includes the cost of construction, including permits, testing, contingencies, design fees, project contingency and the contractor’s markups and contingencies.

**FF&E** (Furnitures, Fixtures, and Equipment) refers to furniture, shelving, displays, and other items traditionally purchased outside of the construction contract.

**Additional Building Needs** refers to specific updates that address long-desired functionality adjustments that have been expressed by SCCL after initial feedback and pricing were established.

The below estimates may change depending on the project’s design and options implemented. All dollars are shown in 2025 dollars and must be escalated based on the actual timeline of construction. See timeline graphic in this report for adjusted project costs and anticipated escalation for the recommendations based on a suggested timeline. The timeline graphic takes into account new operational, energy, and staffing costs to provide a holistic look at funding needs.

The following costs are in 2025 dollars. See timeline graphic for recommended timing and escalated costs.

Mission Branch Addition: \$1,476,603

- Construction Project Cost: \$1,252,800
- FF&E: \$10,470
- Additional Building Needs: \$213,333



Santa Clara City Library

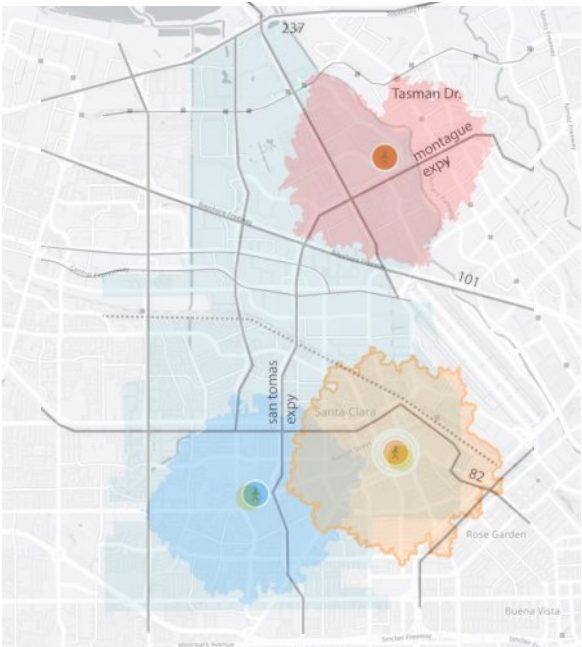
**Northside Branch Library**



**NORTHSIDE BRANCH LIBRARY**

**Branch Information (FY23-24)**

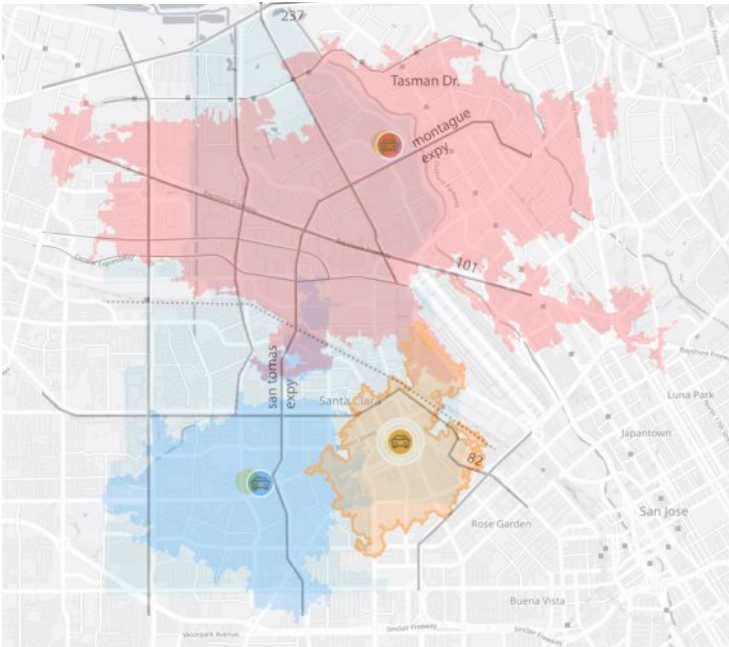
Square Feet:	17,355	Annual Circulation :	132,050
Collection Size:	59,267	Annual Visits :	142,008
		Annual Program Attendance:	15,451



**Walkability Map (30 Min Walk)**

74 81 43

- Central Park Library
- Mission Branch
- Northside Branch



**10 Min Drive From Each Library**

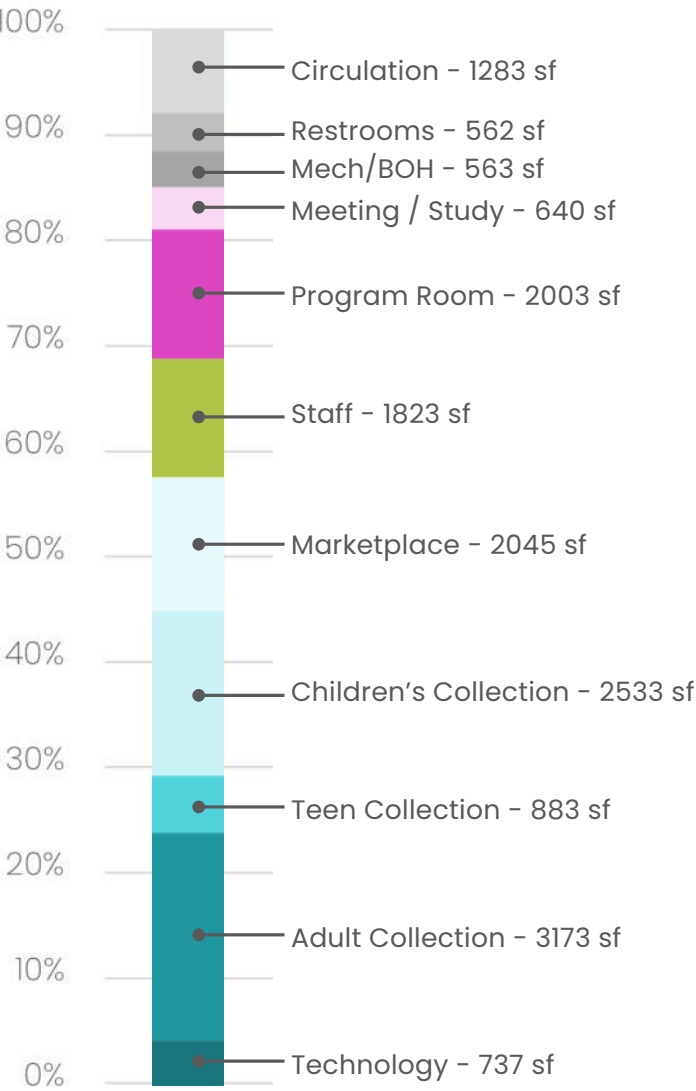
Ease of access to libraries is critical. The scores to the left (out of 100 for each mode of transportation) and maps above demonstrate how accessible Northbranch is to the surrounding community and relative to the other libraries in the system..



Library Service Assessment

Northside Branch is the newest branch of the system. It opened in August 2014. Northside Branch experiences the highest number of visits per capita in the system and has the lowest circulation per capita. It currently has the highest number of computers per capita at a number well above peer averages. This library's service population seems to value its programming and space higher than its physical collection. Visits and circulation are both well below pre-pandemic numbers, likely due to decreased hours. Increasing operational hours may impact both metrics. Therefore, it is not recommended to reduce collection before testing the impact an increase in hours may have on use. Focus for this library should be on creating more space for people to study, meet, and learn.

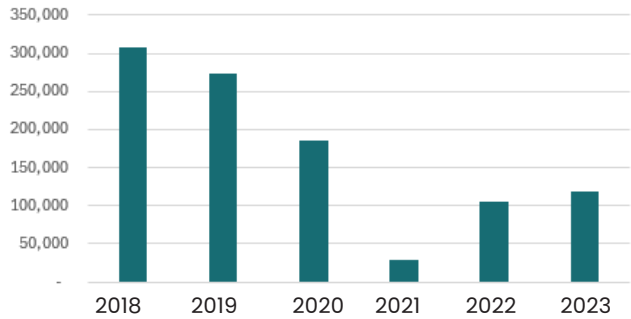
Space Use Allotment



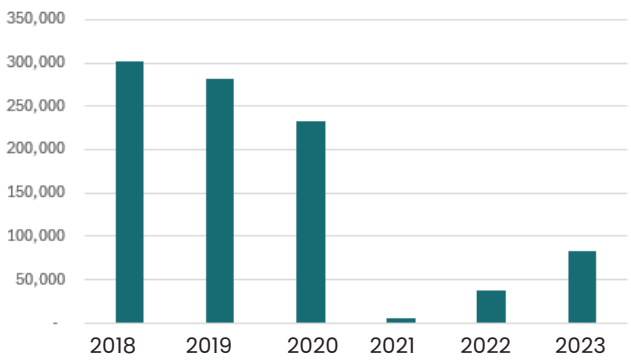
Branch Information

SQ FT:	17,355 sf
Current pop served:	24,404 ppl*
Projected pop served:	48,460 ppl
Current Sq ft / capita :	.71
Historic guideline SF / capita :	.6 -.65
21st Century library SF / capita :	.75

Branch Circulation (physical materials only, eResources not counted by branch)



Branch Visits



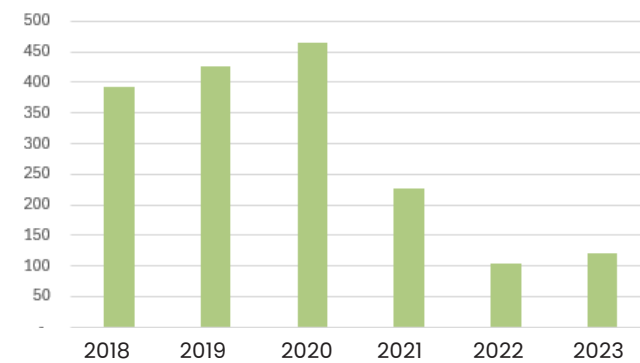
Assessment Summary



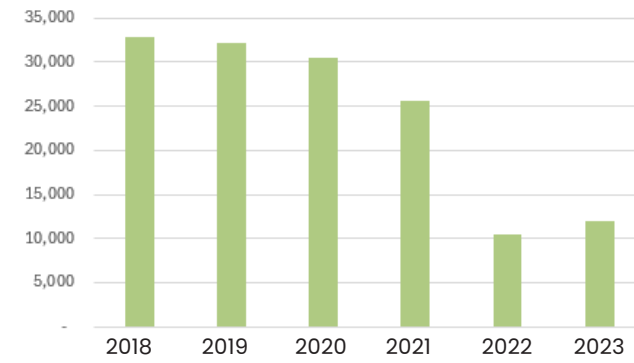


## NORTHSIDE BRANCH LIBRARY

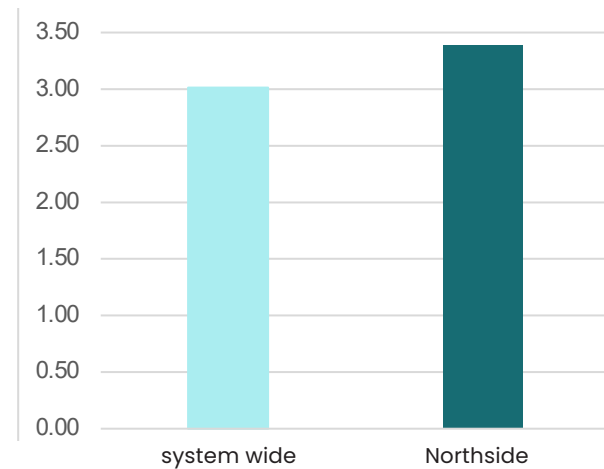
Branch Programs Quantity



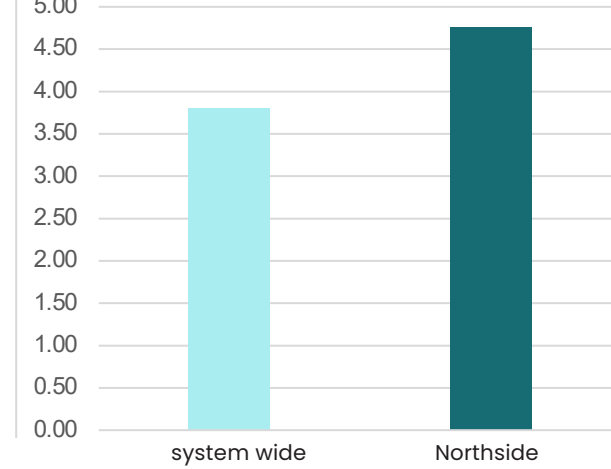
Branch Program Attendance



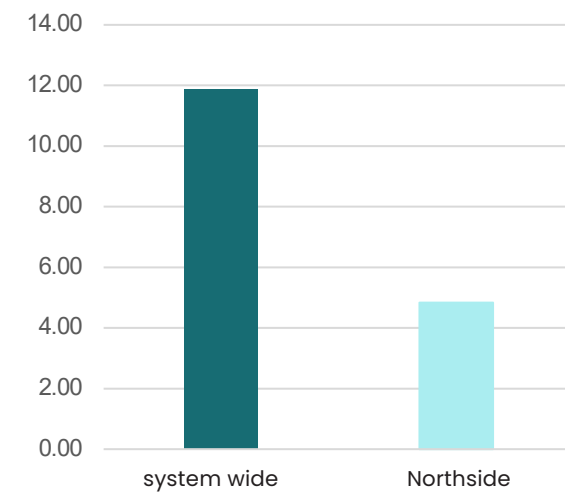
Visitors per Capita



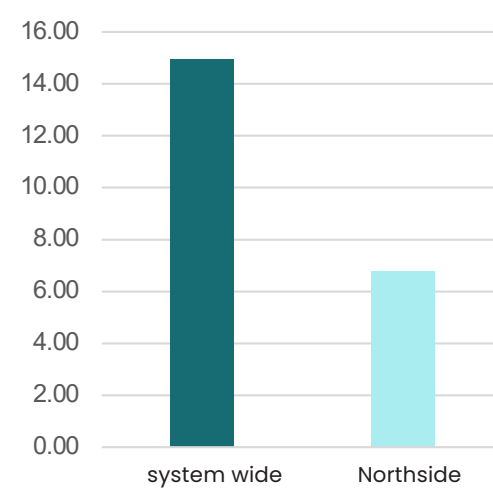
Visitors per Square Foot



Circulation per Capita



Circulation per Square Foot



## NORTHSIDE BRANCH LIBRARY



main entry



community postings



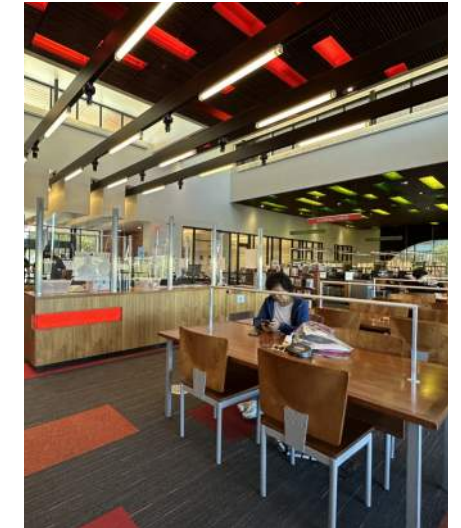
holds & friends book sale



AMH and staff workspace



gated outdoor patio



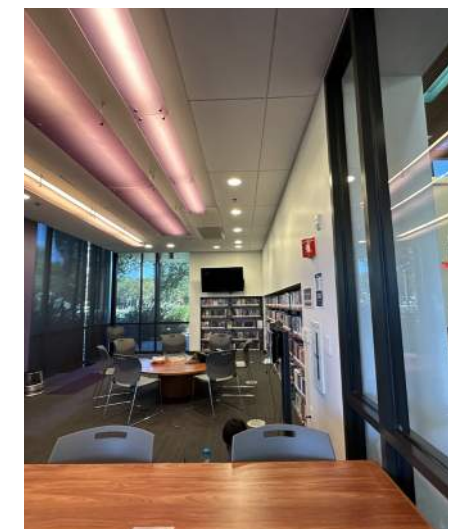
main service desk with large study table



children's play area



business center



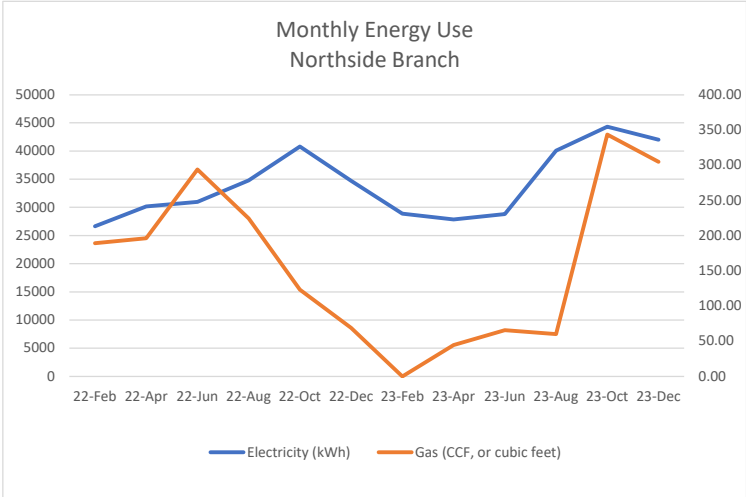
enclosed teen area



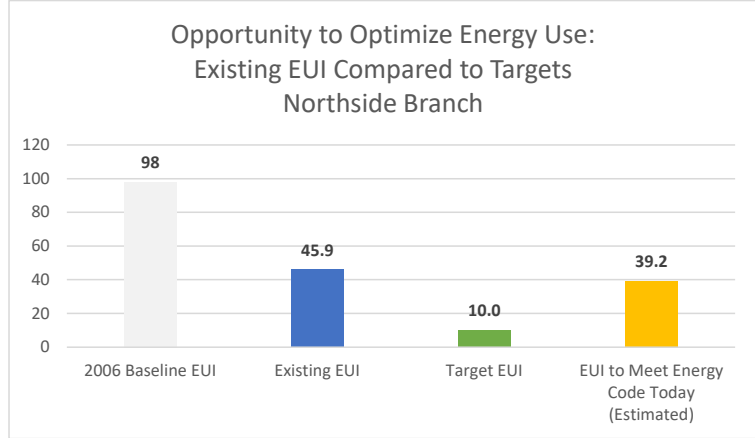
Energy Use

Northside Branch is certified LEED V3 Silver and uses both gas and electric for energy use. 104 solar panels are installed on the roof, which generate 40 kW of power. The building heating and cooling is provided by a Variable Air Volume (VAV) system. Heat is produced by two gas-powered boilers serving hot water coils to perimeter VAV boxes. The building is currently being assessed through a Strategic Energy Management (SEM) program with the goal to optimize energy use. In addition to any fine-tuning or changes made to the system based on outcomes of the SEM program, an all-electric boiler and hot water heater and increased solar panels on the roof could have a positive impact on energy use.

Energy Use by Source (2021-2023)



EUI Analysis (2021-2023)

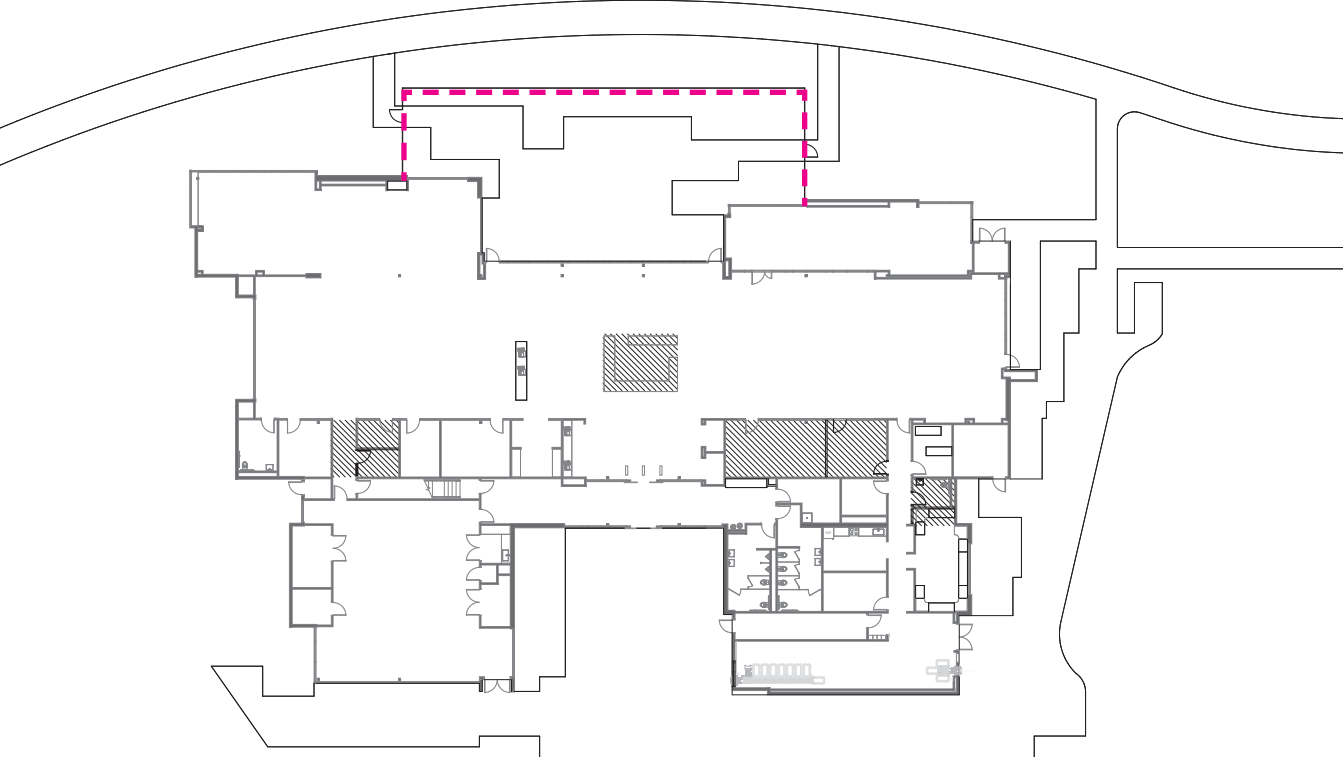


Energy Use Intensity, or EUI, is a measure of how much energy a building uses relative to its size, expressed as energy per unit of area per year (kBtu/ft²/yr). A lower EUI indicates a more energy-efficient building.

Recommendations

What does this branch need to be a great neighborhood library?

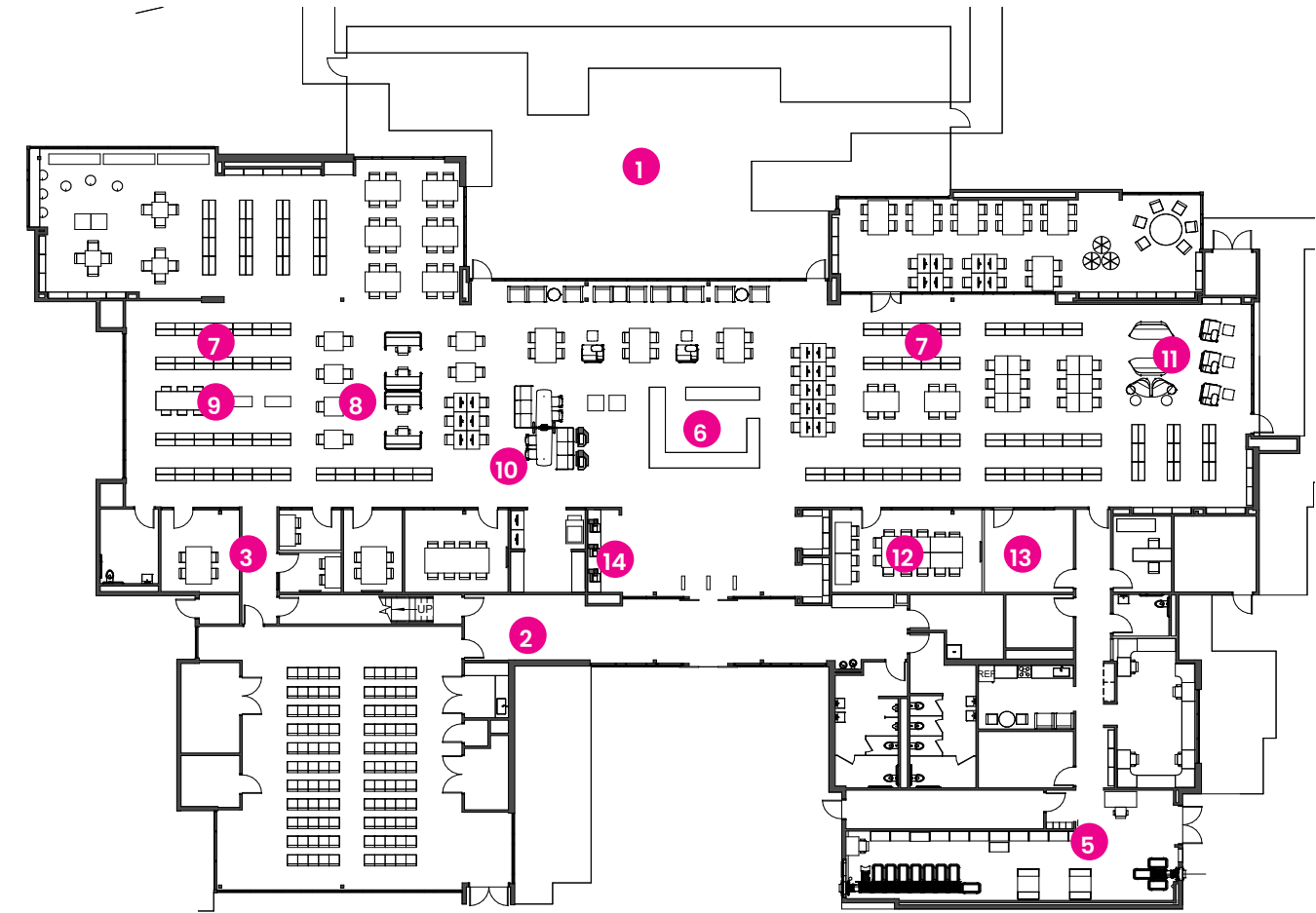
- After-hours access to program room with improved entry sequence.
- Additional meeting and study rooms.
- Flexible furniture designed for 1-2 person use.
- Reduction of public computers and more efficiently designed business center.
- More efficient staff space (reduce restroom size, provide more efficient AMH configuration).
- Right-sized meeting room to allow for more meeting rooms or expanded staff space.
- Reconfigured service desk for improved Library of Things storage.
- Community gardens and a more user-friendly outdoor space.
- More space: however the site constraints will not accommodate an addition that meets the growth in this area. Instead, build a new branch for northwest portion of city.
- If possible, reduce shelving count by removing low circulating collection when weeding.



- Addition
- Outdoor Space
- Major Renovation
- Renovation



# Recommendations



1. Better use of outdoor space

  - community gardens
  - shade
  - tables and chairs
2. After hours access to program room

  - security controls
  - after hours restrooms existing
3. More quiet space/rooms
4. No reduction of collection, would like growth
5. Ease compressed staff space

  - more efficient AHM layout
  - add collaboration space
  - more staff desk area and storage
  - smaller staff bathroom
6. Modify service desk for better storage of Library of Things.
7. Adjust shelving to allow for better connection to daylight/views
8. Replace 4-person tables that get used by 1 person with independent seating in lounge & booth style.
9. Shift shelving north (no reduction) for better sightlines; add browsing benches and table for puzzles/tabletop games (tween)
10. Open collaboration spaces.
11. More variety in adult lounge furnishings.
12. Right-size meeting room for room width.
13. Additional space becomes study room or staff room.
14. Move self-checks and business center activities to the existing niches.

# Cost Estimate

Northside Branch would benefit from a renovation to improve staff and patron experience and use. Existing finishes are in good condition; it is assumed that minimal work would be required outside of the construction zones. Due to the nature of the renovations recommended, pricing assumes that Northside Branch will be closed during renovation.

Estimates are provided as Rough Order of Magnitude (ROM) costs for each project.

**Construction Project Cost** includes the cost of construction, including permits, testing, contingencies, design fees, project contingency and the contractor’s markups and contingencies.

**FF&E** (Furnitures, Fixtures, and Equipment) refers to furniture, shelving, displays, and other items traditionally purchased outside of the construction contract.

**Additional Building Needs** refers to specific updates that address long-desired functionality adjustments that have been expressed by SCCL after initial feedback and pricing were established.

The below estimates may change depending on the project’s design and options implemented. All dollars are shown in 2025 dollars and must be escalated based on the actual timeline of construction. See timeline graphic in this report for adjusted project costs and anticipated escalation for the recommendations based on a suggested timeline. The timeline graphic takes into account new operational, energy, and staffing costs to provide a holistic look at funding needs.

The following costs are in 2025 dollars. See timeline graphic for recommended timing and escalated costs.

## Northside Branch Modernization / Renovation: \$1,063,983

- Construction Project Cost: \$792,450
- FF&E: \$55,200
- Additional Building Needs: \$213,333



Santa Clara City Library

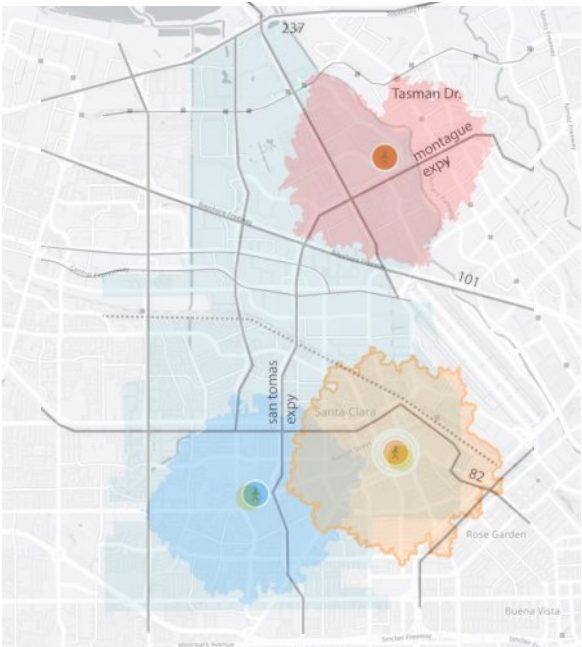
**Central Park Library**



CENTRAL PARK LIBRARY

Branch Information (FY23-24)

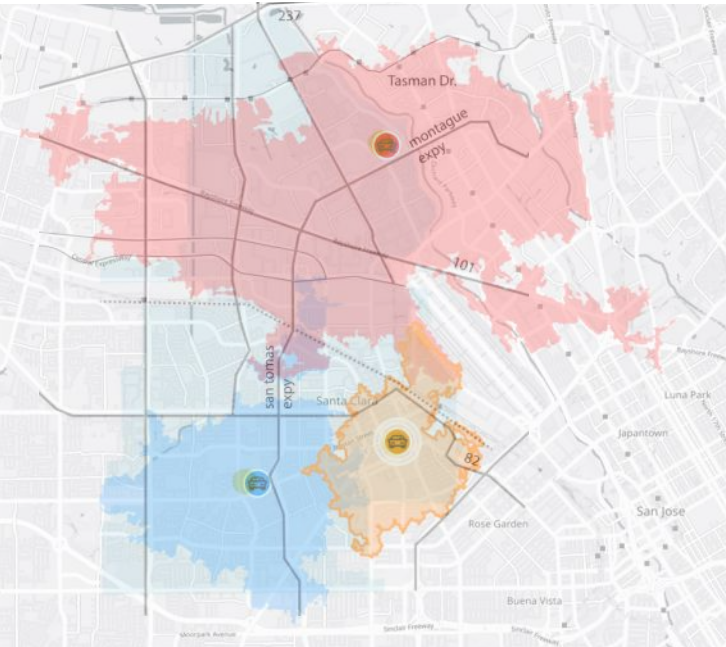
Square Feet:	80,000 sf	Annual Circulation:	1,383,329
Collection Size:	311,093	Annual Visits:	385,988
		Annual Program Attendance:	33,653



Walkability Map (30 Min Walk)

78 80 38

- Central Park Library
- Mission Branch
- Northside Branch



10 Min Drive From Each Library

Ease of access to libraries is critical. The scores to the left (out of 100 for each mode of transportation) and maps above demonstrate how accessible Central Park is to the surrounding community and relative to the other libraries in the system..



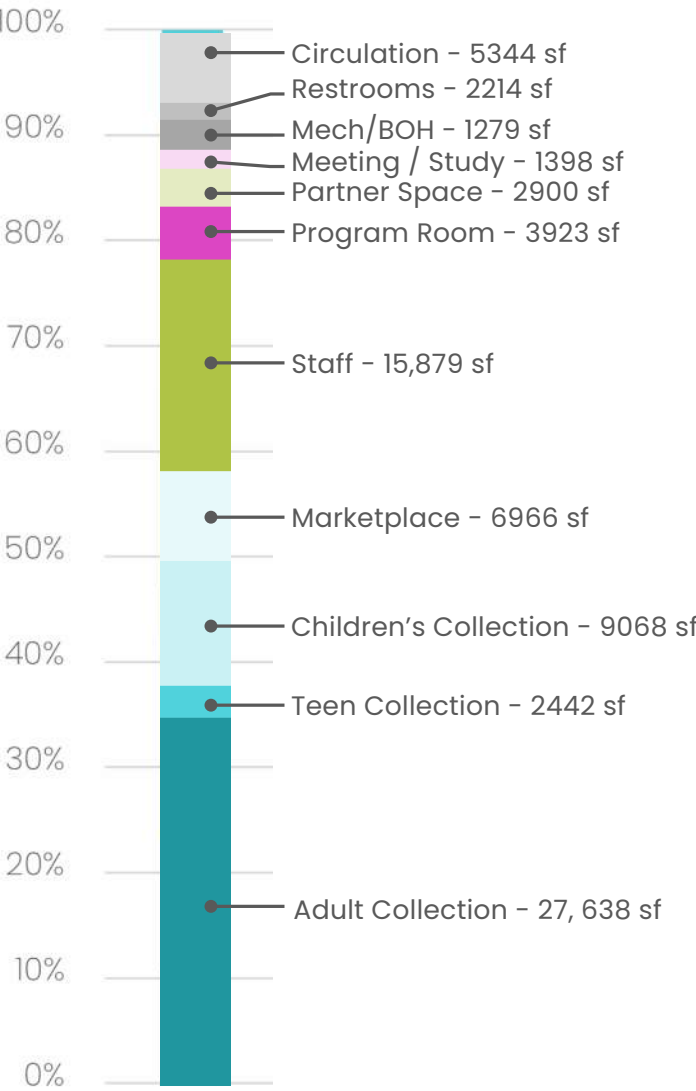
Library Service Assessment

78 80 38

Central Park Library, open in 2004, is on the south side of Central Park. It is accessed from large parking lots to the south and west, and from the park to the north. The building was designed for a now outdated and less efficient staffing model and prior to hands on learning and technology being a cornerstone in library services. This two story library houses administration, the foundation, and the Read Santa Clara (RSC) offices.

Visits and circulation remain below pre-pandemic levels, likely due to reduced library hours. However, Central Park Library matches peer library levels for visits and circulation per capita. The bookmobile is stationed at Central and is a key service element for the system.

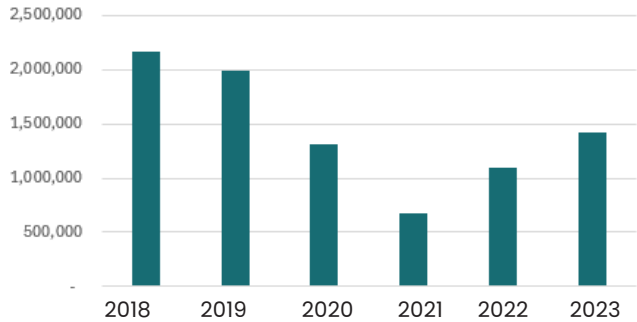
Space Use Allotment



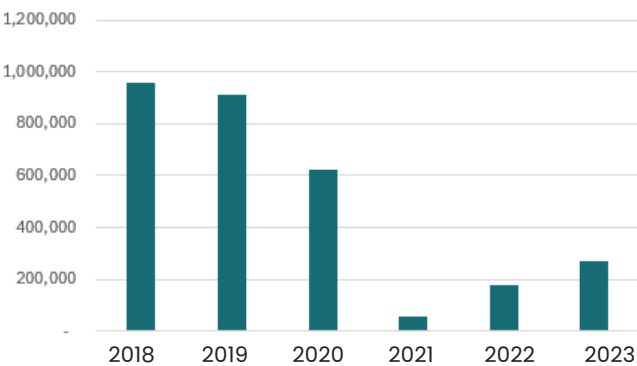
Branch Information

SQ FT:	80,000 sf
Current pop served:	89,526 ppl*
Projected pop served:	92,734 ppl
Current Sq ft / capita :	.42
Historic guideline SF / capita :	.6 -.65
21st Century library SF / capita :	.75

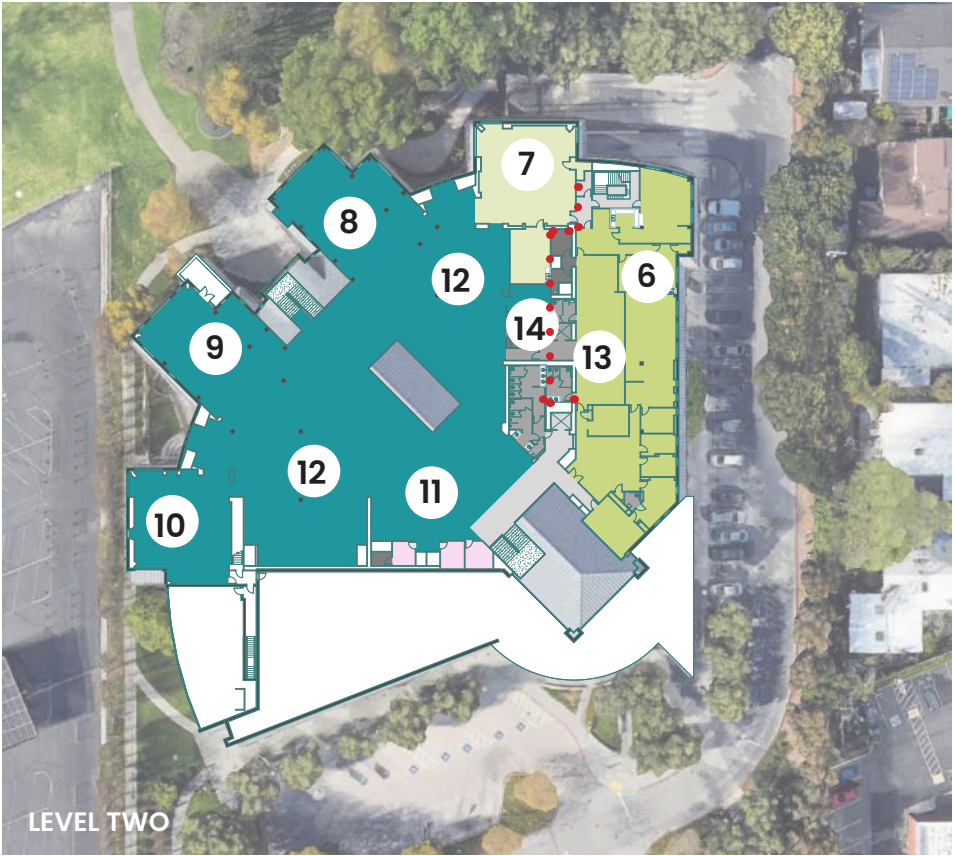
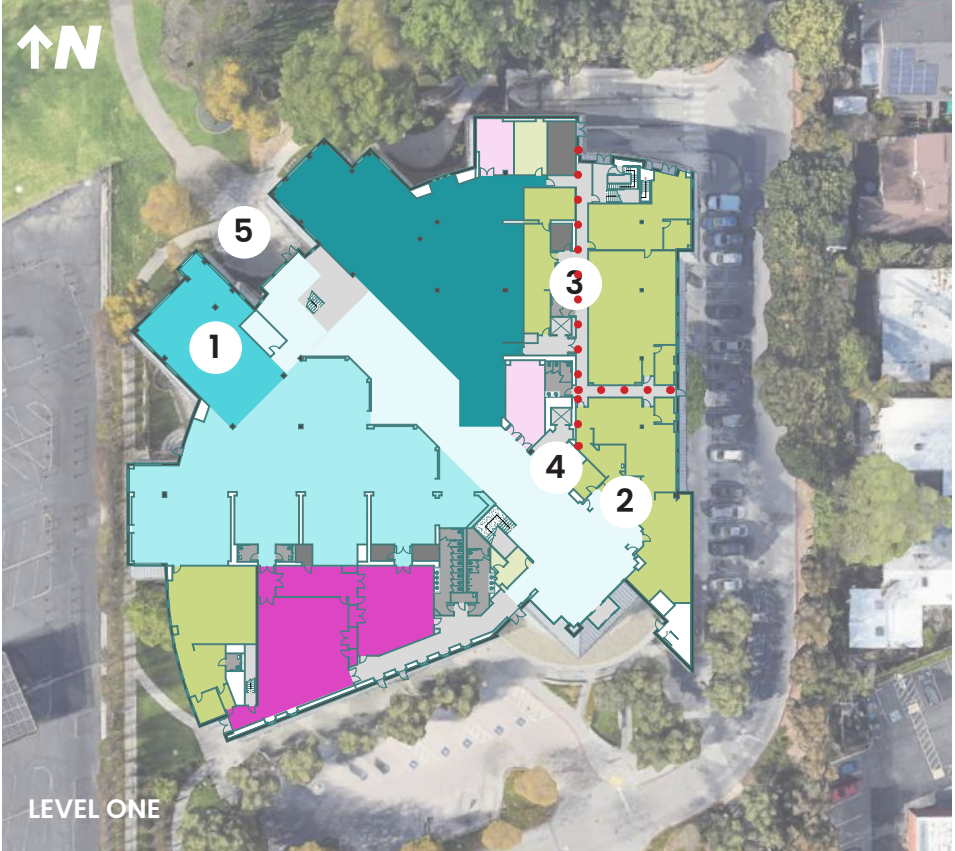
Branch Circulation (physical materials only, eResources not counted by branch)



Branch Visits



Assessment Summary

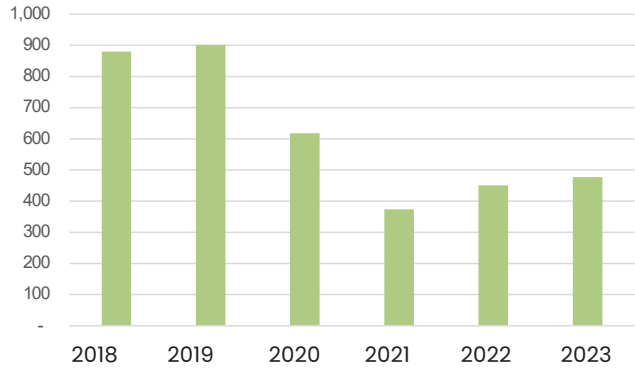


1. Teen area is not flexible and lacks collaboration space and technology.
2. Inadequate storage for Library of Things
3. Fire-rated corridor and building services that would be difficult to move shown dashed.
4. Inefficient and visually hidden business center.
5. Limited connection to park.
6. No public face for Read Santa Clara.
7. Genealogy room is tucked away.
8. Undersized international collection.
9. Underutilized periodicals area.
10. Outdated study space.
11. Too few meeting / study rooms for demand.
12. Shelving hides entries to pavilions (space 10,9,8,7).
13. Underutilized staff space that is hard to convert to public use due to building infrastructure and security to staff elevator.
14. Current Foundation office space is better utilized for public space; adjacent inefficient business center.

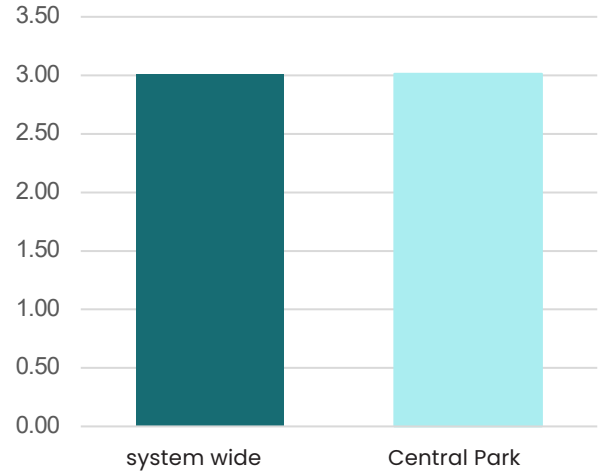
- Mech/BOH
- Restrooms
- Meeting / Study
- Program Room
- Staff
- Marketplace
- Children's Collection
- Adult Collection
- Technology



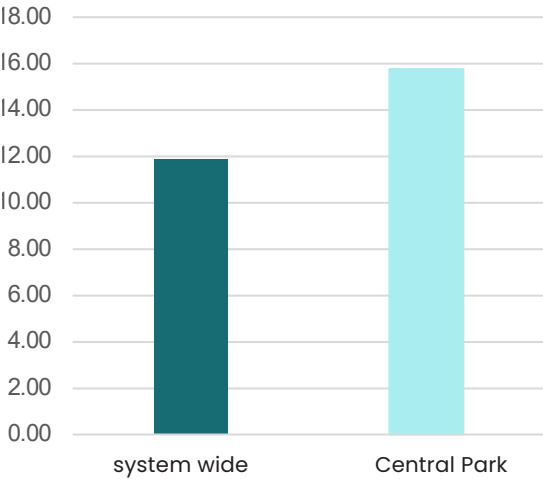
Branch Programs Quantity



Visitors per Capita

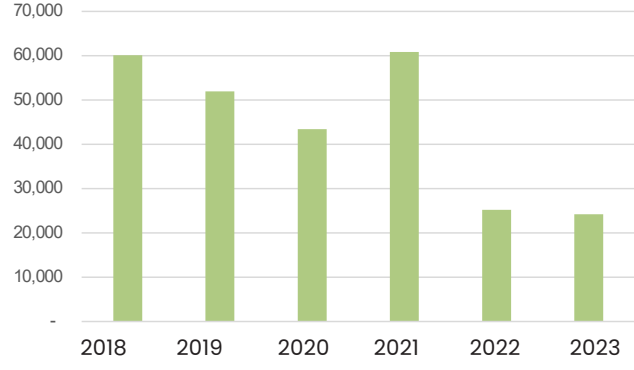


Circulation per Capita

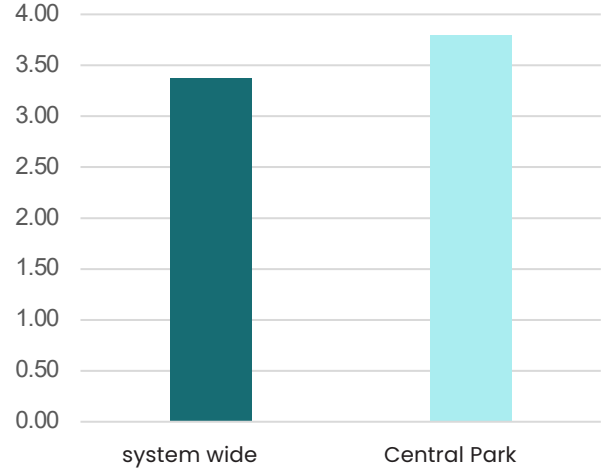


CENTRAL PARK LIBRARY

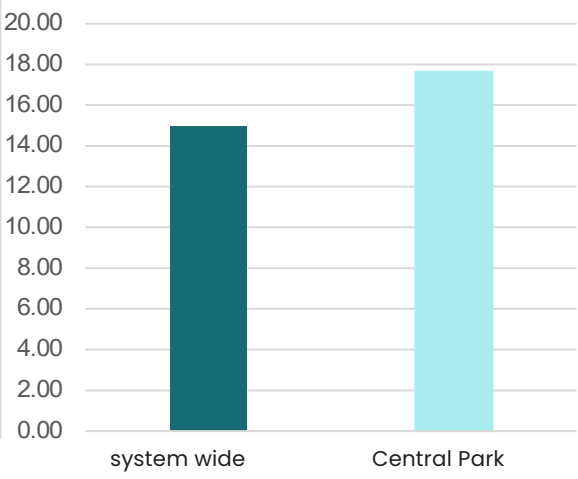
Branch Program Attendance



Visitors per Square Foot



Circulation per Square Foot



CENTRAL PARK LIBRARY



level two central vaulted space



undefined teen zone



level two pavilion



level one main service desk



level one staff workroom and AMH



level one cafe seating and park exit



level two pavilion



level two focus pavilion



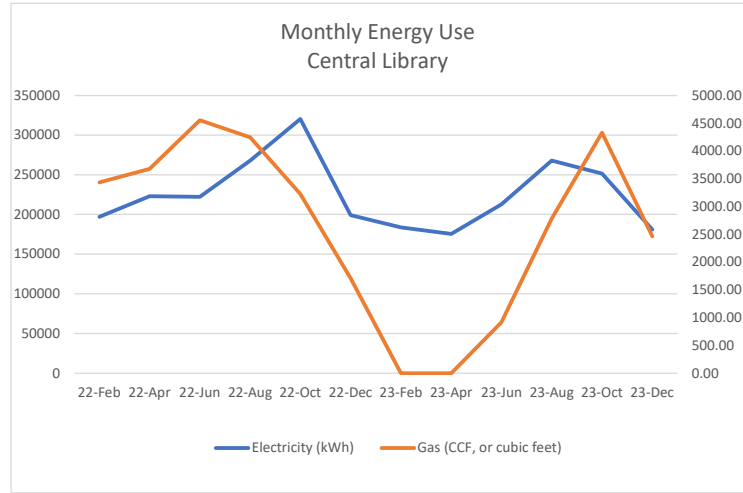
level two genealogy room



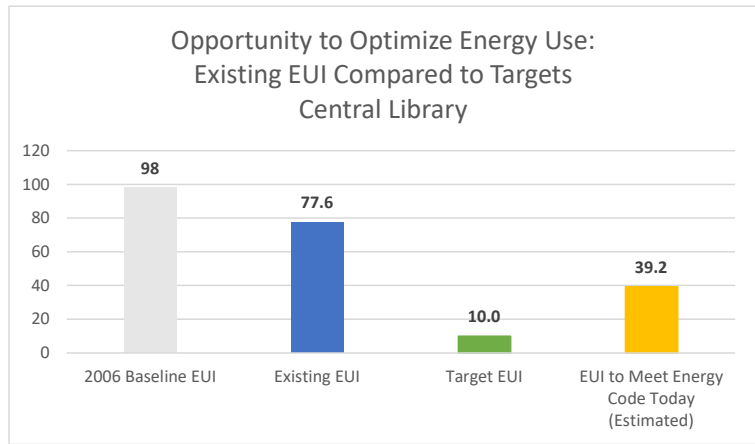
Energy Use

Central Park Library was built in 2004 and is cooled by a Variable Air Volume (VAV) system with roof top units and heating provided by two gas boilers. Gas is also used for the hot water heater. This building’s energy use is slightly better than the baseline for buildings of its age. This building is also going through the SEM program which will provide SCCL with a list of suggestions regarding upgrading the building for improved energy use.

Energy Use by Source (2021–2023)

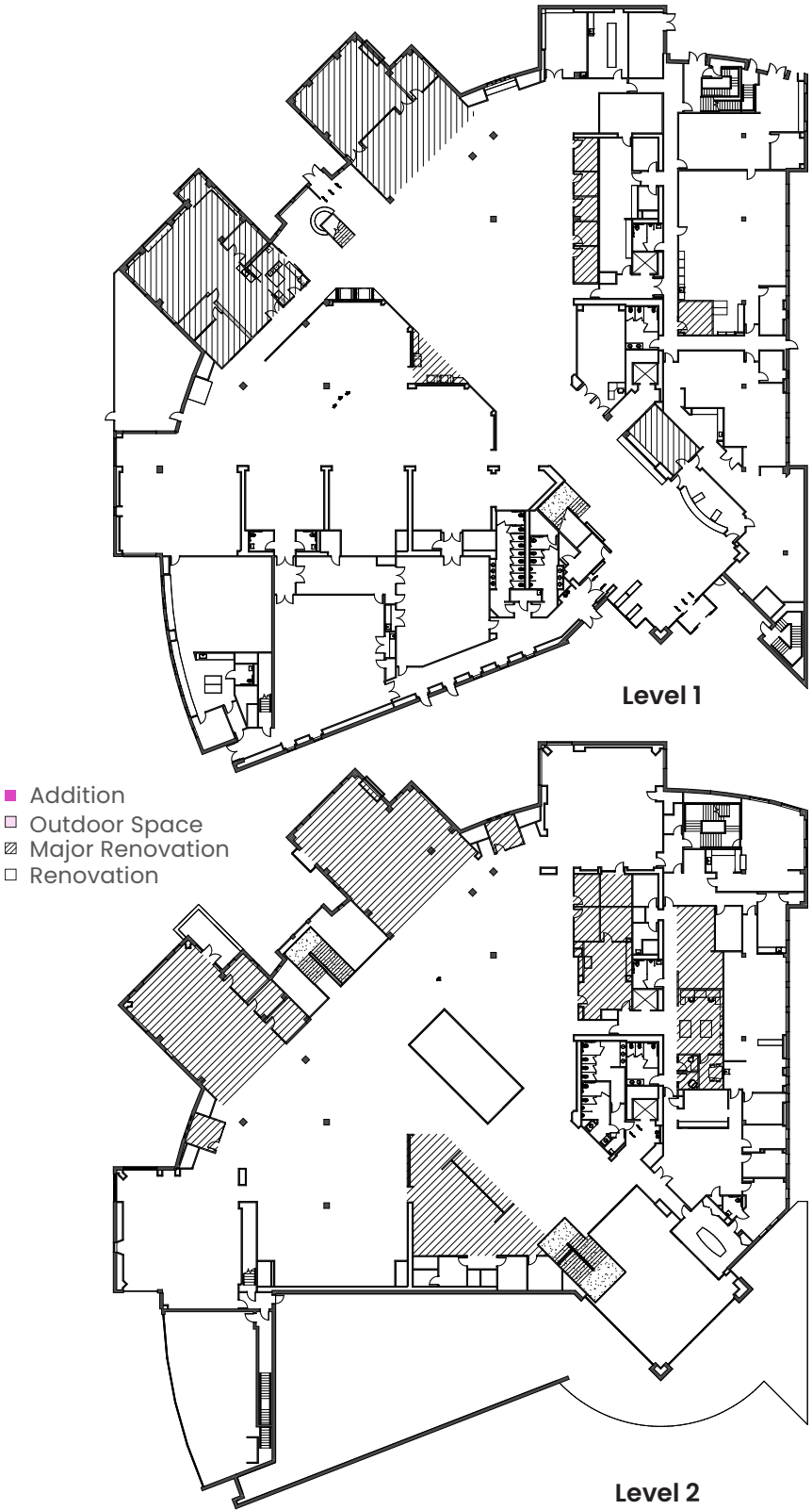


EUI Analysis (2021–2023)



Energy Use Intensity, or EUI, is a measure of how much energy a building uses relative to its size, expressed as energy per unit of area per year (kBtu/ft²/yr). A lower EUI indicates a more energy-efficient building.

Recommendations

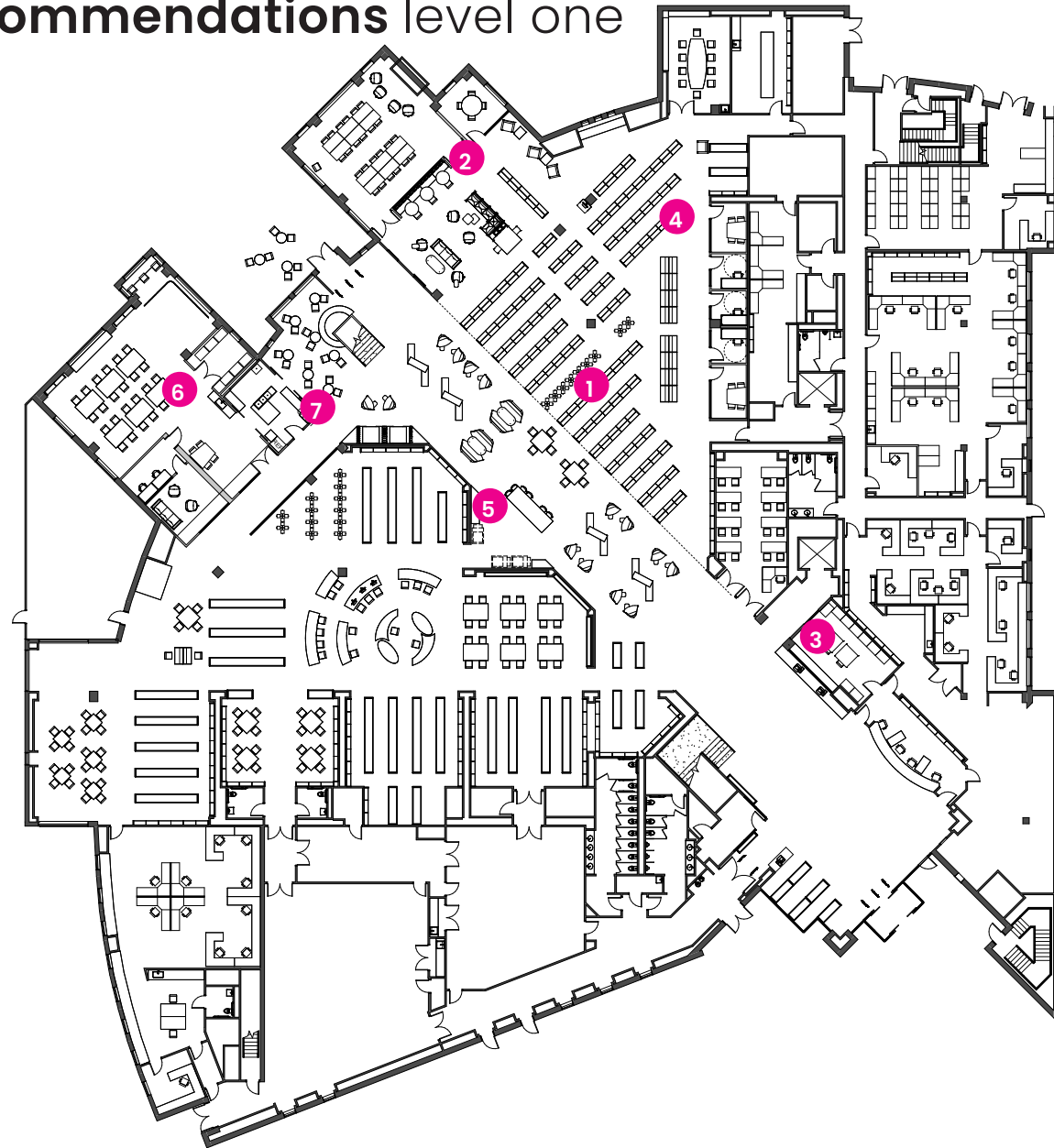


What does this branch need to be a great central library?

- A literacy center for RSC.
- Maker space hub with green screen and podcast studio.
- Enhanced teen space.
- More mobile, flexible furniture.
- A celebrate Santa Clara / genealogy space with gallery.
- Become the community hub with an ESL and International language focus.
- Reorganized and reduced adult collection by reducing the number of books that aren’t circulating.
- Enhanced cafe that can be used as a teaching kitchen to celebrate and teach about all the cultures of Santa Clara.
- More space allocated for public use.
- More efficiently organized staff areas including conference rooms and reorganized storage areas..



## Recommendations level one



- |  |  |
|--|--|
| 1. Collection<br>large print<br>media<br>new books<br>periodicals                                    | 4. Meetings/study rooms<br>move fiction collection upstairs                            |
| 2. International Hub<br>community living room<br>area for learning/groups<br>expanded collection     | 5. Business Center<br>printers in niche<br>collaboration table                         |
| 3. Library of Things storage<br>move office to back of house<br>move business center to atrium niche | 6. Maker Space<br>podcast room<br>activity area and storage<br>green screen            |
|  | 7. Enhanced Cafe<br>demonstration kitchen accessible from<br>maker space and cafe zone |

## Recommendations level two



- |  |  |
|--|--|
| 1. Santa Clara Pavilion<br>larger entry<br>enhanced genealogy, local history<br>meeting space / workroom | 6. Genealogy Workroom move to back of house<br>use existing for public   |
| 2. Community Pavilion<br>lounge area<br>collaboration area   | 7. Read Santa Clara Literacy Center<br>public facing<br>private meeting room<br>offices in staff area  |
| 3. Business Pavilion<br>w/ meeting rooms and coworking space   | 8. Relocated Teen Zone<br>viewable from service desk<br>can be used for others when not used by teens<br>shared service desk with adult collection |
| 4. Focus / study Pavillion   | 9. Reduced collection of adult fiction and non fiction<br>for better access to meeting room and<br>collaboration space                             |
| 5. Foundation Offices move to back of house<br>use existing space for public                             |  |



Cost Estimate

The scope of renovation at Central Park Library is presented as a range of interventions. The recommendations shown and priced are the most minimal intervention to provide the services requested and needed by the community. Quantity of interior finishes, lighting, and mechanical updates have been minimized. The costs assume the areas renovated will be shut down during renovation to provide maximum return on investment. A temporary building utilizing additional funds or a phased renovation approach are both possible solutions to provide continuity of services, and carry additional costs. Furniture updates are a large part of the recommendations and could be completed prior to building renovation(s). It should be noted, however, that while updating the furniture will improve building function, that alone will not provide the 21st century library programming the community needs and desires.

Estimates are provided as Rough Order of Magnitude (ROM) costs for each project.

**Construction Project Cost** includes the cost of construction, including permits, testing, contingencies, design fees, project contingency and the contractor’s markups and contingencies.

**FF&E** (Furnitures, Fixtures, and Equipment) refers to furniture, shelving, displays, and other items traditionally purchased outside of the construction contract.

**Additional Building Needs** refers to specific updates that address long-desired functionality adjustments that have been expressed by SCCL after initial feedback and pricing were established.

The below estimates may change depending on the project’s design and options implemented. All dollars are shown in 2025 dollars and must be escalated based on the actual timeline of construction. See timeline graphic in this report for adjusted project costs and anticipated escalation for the recommendations based on a suggested timeline. The timeline graphic takes into account new operational, energy, and staffing costs to provide a holistic look at funding needs.

Central Park Library Modernization / Renovation: \$10,838,633

- Construction Project Cost: \$8,912,700
- FF&E: \$910,000
- Additional Building Needs: \$1,015,833

Recommendations

The Station Area Plan will bring an influx of people to the Mission Branch’s region of the city. Mission Branch is already undersized for its community and the rail line will make it difficult for new Station Area neighbors to access Mission Branch. Therefore the plan’s recommendation is to identify an additional library location, ideally housed with another community program or in a shared building. The recommendation based on anticipated service population is for a 9,000 sf of additional library space in this region. Rather than a stand-alone building of this scale, which would likely be cost-prohibitive and delay provision of needed library services to the area, this team’s recommendation is for a leased tenant space of approximately **6,000 sf**. This would provide appropriate services for the area—a curated collection, patron holds, focused hands on learning area, and small meeting and study spaces—while relying on the building owner to provide shared programmatic needs (e.g., restrooms, loading, mechanical).

Cost Estimate

Estimates are provided as Rough Order of Magnitude (ROM) costs for each project.

**Construction Project Cost** includes the cost of construction, including permits, testing, contingencies, design fees, project contingency and the contractor’s markups and contingencies.

**FF&E** (Furnitures, Fixtures, and Equipment) refers to furniture, shelving, displays, and other items traditionally purchased outside of the construction contract.

**Additional Building Needs** refers to specific updates that address long-desired functionality adjustments that have been expressed by SCCL after initial feedback and pricing were established.

The below estimates may change depending on the project’s design and options implemented. All dollars are shown in 2025 dollars and must be escalated based on the actual timeline of construction. See timeline graphic in this report for adjusted project costs and anticipated escalation for the recommendations based on a suggested timeline. The timeline graphic takes into account new operational, energy, and staffing costs to provide a holistic look at funding needs.

The following costs are in 2025 dollars. See timeline graphic for recommended timing and escalated costs. The below costs are for the build out only not the ongoing cost of rent.

Station Area Satellite Branch: \$4,502,550

- Construction Project Cost: \$4,202,550
- FF&E: \$300,000



# Recommendations

Based on service area population projections a new Northwest Branch should be sized at approximately **20,000 sf**. This new branch should be easily accessible by all modes of transportation (e.g., bus, rail, biking, walking, automobiles). The branch should provide hands-on learning and 21st century programming akin to that provided at Central Park Library, albeit at a smaller scale. Northwest Branch will provide patrons with places to meet and study, collection, community gathering spaces with after hours access, and a connection to shaded green space and learning gardens. The Northside and Northwest branches will work in tandem to provide a full scope of library services and access to residents living north of Highway 101.

Given the recommended scale, it would be appropriate for this branch to be a standalone building. The branch could also be part of a development project or paired with another city function to optimize use of public funding (e.g., recreation center, park).

# Cost Estimate

Estimates are provided as Rough Order of Magnitude (ROM) costs for each project.

**Construction Project Cost** includes the cost of construction, including permits, testing, contingencies, design fees, project contingency and the contractor’s markups and contingencies.

**FF&E** (Furnitures, Fixtures, and Equipment) refers to furniture, shelving, displays, and other items traditionally purchased outside of the construction contract.

**Additional Building Needs** refers to specific updates that address long-desired functionality adjustments that have been expressed by SCCL after initial feedback and pricing were established.

The below estimates may change depending on the project’s design and options implemented. All dollars are shown in 2025 dollars and must be escalated based on the actual timeline of construction. See timeline graphic in this report for adjusted project costs and anticipated escalation for the recommendations based on a suggested timeline. The timeline graphic takes into account new operational, energy, and staffing costs to provide a holistic look at funding needs.

The following costs are in 2025 dollars. See timeline graphic for recommended timing and escalated costs.

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- **Northwest New Building: \$37,277,200**
- Construction Project Cost: \$36,277,200
- FF&E: \$1,000,000



Santa Clara City Library

# Staffing Recommendations

## Staffing

Additional staff will be needed to accommodate the increased services for an increased population. Planning for the increased staffing impacts on longterm operational costs is accounted for in funding models that are developed for each of the recommendations.

The purpose of the facility master plan staffing recommendations is to identify the staffing need for each facility based on recommendations and to provide an estimated annual cost (in 2025) dollars for the staffing. As funding models are developed based on these recommendations, annual staffing costs will need to be updated to current and predicted standards.

The staffing costs in this document are based on current salary and pay scales for the library, including benefits.

The following are each of the facility master plan recommendations with associated staffing and cost recommendations.

## Recommendations

### Ongoing Deferred Maintenance

No additional staff are recommended to meet the needs of the ongoing deferred maintenance recommendations.

### Northside Branch Library Modernization

No additional staff are recommended to meet the needs of the interior reconfiguration of the Northside Branch. Existing staff levels will still be able to support the programming associated with this interior renovation.

### Mission Branch Library Addition

With the introduction of the Tool Library, additional staff will be needed to meet the needs of Mission Branch per the below.

- (2) Half-time Library Assistant

Total 1 FTE

Annual Cost in 2025 Dollars: **\$123,989**

Station Area Satellite Branch Library

This new leased or partnered tenant space of +/- 6,000 sf is meant to provide a small collection, focused hands-on learning, and small study spaces. Using the Mission Branch Library staffing count as a guide, and assuming this location will be open 47 hours per week, it is recommended that the following staff will be needed to provide services to the community:

- (1) Program Coordinator
- (1) Librarian I
- (2) Full-time Library Assistants
- (3) Half-time Library Assistants
- (1) Half-time Page

Total 6 FTE

Annual Cost in 2025 Dollars: **\$817,546**

Northwest Branch Library

This new branch library of approximately 20,000 sf will provide collections, study rooms, meeting rooms, a maker space, and children’s and teen spaces. Using the Northside staffing count as a guide, and assuming this location will be open 48 hours per week, it is recommended that the following additional staff will be needed to provide services to the community. The proposed FTE may need to be increased depending on how the service model for the design is set up (e.g., multiple floors may require additional staff; the focus and nature of the maker space may require staffing during open hours). Ideally this location has more than one central service point, even if it was not staffed every hour the branch was open. Eleven (11) FTE is the minimum number of staff recommended.

- (1) Program Coordinator
- (2) Librarian I
- (1) Senior Library Assistant
- (1) Library Technology Assistant
- (3) Full-time Library Assistants
- (2) Half-time Library Assistants
- (2) Half-time Library Technology Consultant
- (2) Half-time Page

Total 11 FTE

Annual Cost in 2025 Dollars: **\$1,495,809**

Central Park Library Modernization / Renovation

The recommended interior renovation and reconfiguration of Central Park Library will provide new services including a maker space, expanded teen area, and international community hub. The reconfiguration will provide a more efficient layout. The building’s public space will be expanded and the staff area will be reduced and made more efficient and supportive of workflows. Based on these new services and additional public space, and assuming this location is open 53 hours per week, it is recommended that the following additional staff will be needed to provide services to the community:

- (1) Library Technology Assistant (Maker Space)
- (2) Library Technology Consultant (Maker Space)
- (1) Librarian I (International hub)
- (1) Librarian I (Local History)
- (1) Facility Support (Building Maintenance Worker)

Total 6 FTE

Annual Cost in 2025 Dollars: **\$745,348**



## Cost Timeline

The cost timeline provides options that align anticipated funding landscapes and capital investment recommendations. Costs are escalated according to our suggested order of priority to provide a flexible tool for mapping investment and planning purposes.

As funding availability and economic markets change these recommendations and timeline will naturally need to be revisited. It is recommended that costs and escalation are updated to current market data and trends at critical points in the future for sound decision making and planning.

# Cost Schedule Timeline

	YR 1	YR 2	YR 3	YR 4	YR 5	YR 6	YR 7	YR 8	YR 9	YR 10	YR 11	YR 12
	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	
Ongoing Deferred Maintenance Recommended Budget: See Building Analytics Report in Facility Master Plan for base non-escalated costs												
Northside	\$5,239	\$1,719	\$1,719	\$5,171	\$28,221	\$1,851	\$120,989	\$124,080	\$276,025	\$3,696	\$2,146	
Mission	\$11,646	\$857	\$887	\$29,747	\$50,955	\$955	\$14,513	\$156,370	\$40,187	\$2,419	\$26,708	
Central Park	\$214,503	\$44,991	\$604,251	\$176,722	\$19,361	\$52,538	\$27,672	\$27,236	\$21,529	\$143,799	\$604,183	
TOTAL PER YEAR	\$231,388	\$47,567	\$606,857	\$211,640	\$98,537	\$55,344	\$163,174	\$307,686	\$337,741	\$149,914	\$633,036	
Deferred Maintenance 3% escalation per year	General Funds, Round-up Funds, and Parcel Tax are the funding tools available for options to meet these ongoing deferred maintenance costs.											
Northside (portion of current bond and building fund??)	Option 01 and 02 and 03											
Modernization / Renovation	\$792,450											
FF&E	\$55,200											
Additional Requests	\$213,333											
Recommended Capital Funding Sources Option 01	\$1,060,983	2024 Bond										
Recommended Capital Funding Sources Option 02												
Recommended Building Operations Funding Needs	No additional energy costs: Ongoing Existing Operational energy / utility costs											
Recommended Staffing Operations Funding Needs	No additional staffing cost - existing staffing levels will adequately support this addition.											
Mission addition (portion of current bond)	Option 01		Option 02 and 03									
Addition	\$1,252,800		\$1,342,031									
FF&E	\$10,470		\$11,216									
Additional Requests	\$213,333		\$228,528									
Recommended Capital Funding Sources	\$1,476,603	2024 Bond	\$1,581,774	2024 Bond								
Recommended Additional Building Operations Funding Needs			\$40,502	\$41,717	\$42,968	\$44,257	\$45,585	\$46,953	\$48,361	\$49,812	\$51,306	
Recommended Additional Staffing Operations Funding Needs			\$131,540	\$135,486	\$139,551	\$143,737	\$148,049	\$152,491	\$157,066	\$161,778	\$166,631	
Central Park Modernization / Renovation			Option 01 (Phase 01)			Option 02				Option 01 (Phase 02)		
Addition			\$4,750,720			\$10,850,512				\$6,018,070		
FF&E			\$970,218			\$1,107,975				\$1,229,043		
Additional Requests			\$1,082,935			\$1,236,697				Completes in Phase 1		
Recommended Capital Funding Sources			\$6,803,873			\$13,195,184				\$7,247,113		
			\$6,532,413			2024 Bond	2024 Bond	2024 Bond	COP Transition / Bond with New Northwest			
			\$271,460			2024 Bond Interest	Philanthropy	\$6,767,942	Potential for use of parcel tax for phase 2			
Recommended Additional Building Operations Funding Needs	No additional energy costs: Ongoing Existing Operational energy / utility costs											
Recommended Additional Staffing Operations Funding Needs					\$838,896	\$864,063	\$889,984	\$916,684	\$944,185	\$972,510	\$1,001,685	
Station area satellite branch (+/- 6,000 sf) Leased tenant space or Partnership	Opportunity based - should start conversations now with developers / potential partners and make happen when opportunity is there											
Tenant Improvement Cost shown escalating each year	\$4,202,550	\$4,349,639	\$4,501,877	\$4,648,188	\$4,799,254	\$4,943,231	\$5,091,528	\$5,244,274	\$5,401,602			
FF&E shown escalating each year	\$300,000	\$310,500	\$321,368	\$331,812	\$342,596	\$352,874	\$363,460	\$374,364	\$385,595			
Recommended Additional Capital Funding Sources	Development fees, parcel tax, P3 public private partnership (Opton to use current bond funds instead of Central Phase 01 only if bond funds can be used under the terms of a potential lease or agreement with a developer.)											
Recommended Additional Building Operations Funding Needs			\$24,929	\$25,677	\$26,448	\$27,241	\$28,058	\$28,900	\$29,767	\$30,660	\$31,580	
Recommended Additional Staffing Operations Funding Needs			\$867,335	\$893,355	\$920,155	\$947,760	\$976,193	\$1,005,478	\$1,035,643	\$1,066,712	\$1,098,713	
Northwest (+/-20,000 sf) New Branch (potential pairing with recreation center)							COP Transition Timing Recommendation					
New 20,000 sf branch library							\$43,951,027					
FF&E							\$1,211,533					
							\$45,162,560					
Recommended Capital Funding Sources Option 01	COP Transition Planning (COP on central is paid off in 2032 and could allow for new COP if planned ahead properly)											
Recommended Capital Funding Sources Option 02	Development Fees, Foundation / philanthropy											
Recommended Capital Funding Sources Option 03	Bond with Rec Center											
Recommended Additional Building Operations Funding Needs											\$177,452	\$182,775
Recommended Additional Staffing Operations Funding Needs											\$15,862,295	\$16,338,164

NOTES:

Project Costs for building new construction, additions, and renovations / modernizations use 2024 prevailing wage and are increased by 35% from the RLB report to include owner soft costs including 10% owners contingency, 10% A/E fees, 15% permits, internal costs, project management Escalation is applied to maintenance, construction and renovation costs as in the RLB report with 3.75% for 2025, 3.50% for 2026 and 2027, 3.25% for 2028 and 2029, and 3.00% for all years thereafter and should be adjusted based on current or new projected rates of inflation over time

Operational utility energy costs are escalated at 3% annually and should be adjusted based on current or new projected rates of construction escalation over time.

Staffing Costs are escalated at 3% annually and should be adjusted based on current or new projected rates of inflation over time.

Current bond funds of \$9M area available plus an additional \$70,000 of current library funds identified to be used for FF&E upgrades in the Northside Library for a total of \$9,070,000 of current funding available. It is recommended that these funds be used now to minimize the affect of escalation.

[illegible]



## Recommendations: Cost and Funding

### Priority of Needs

This master plan analyzed community needs, population and demographic projections, and existing library spaces. The geographic location of planned development and population growth in relationship to the geographic location and size of existing facilities is a leading factor in the priorities of the plan recommendations.

The following is a summary of project priorities (listed from higher to lower priority):

1. Northside Branch Modernization / Renovation
2. Mission Branch Addition
3. Station Area Satellite Branch (new location)
4. Northwest Branch (new location; notable potential for joint-use or partnership)
5. Central Park Library Modernization / Renovation

### Funding Priorities and Timelines

Funding secured at the publishing of this report includes bond funds of \$9,000,000 and \$70,000 of library funds earmarked for FF&E upgrades in the Northside Branch, bringing the total available funding to \$9,070,000. While a significant sum, it is not enough to cover all of the identified needs. Necessarily, currently available funding will influence the order of the project priorities in order to utilize currently available funding most effectively (and to avoid delays in using the money that effectively reduces “buying power”). Considerations influencing a reordering of the above priority list include:

#### Station Area Satellite Branch

- The addition of this new branch assumes reliance on opportunities for partnership in the planned development. The timeline for a project is variable based upon when a partnership is found and agreement forged (e.g., with a developer, business, or organization).
- The Station Area Satellite Branch may rely on use of a leased space, if a condominium agreement isn’t available. It would be difficult to utilize bond funding for the build-out of a leased space.
- Due to the above considerations the Station Area Satellite Branch is not recommended for use of the current bond dollars.
- This team’s recommendation is to immediately begin discussions regarding funding strategies and to investigate potential partnerships to seize the opportunity presented by the Station Area development.

#### Northwest Branch

- The need for this branch is dependent upon future development and carries significant cost.

FUNDING STRATEGIES

- This team’s recommendation is to delay this new branch and instead utilize COP funds that become available in 2032 (or utilize a new a general obligation bond).

Should a partnership and/or desirable space open quickly for Station Area Branch, or development in the Northwest get underway sooner than anticipated, this team suggests maintaining the needs-based order of priority. However, given the above considerations and current landscape an adjusted prioritizing of projects follows (listed in order of priority, highest to lowest):

Project Priority 01: Northside Branch Modernization / Renovation

- Interior renovation as described in this document
- Furniture, fixtures and equipment (FF&E) updates
- Additional building needs:
  - ◊ Re-installation of security systems to create after-hours public access to meeting rooms and restrooms.
  - ◊ Replace automatic doors.
  - ◊ Provide power and data ports in floor at patio enclosure.
  - ◊ Add window tint on north clerestory windows.

Project Priority 02: Mission Branch

- Addition / renovation as described in this document
- FF&E: wire racks for tool lending storage
- Additional building needs:
  - ◊ Re-installation of security systems to create after-hours public access to meeting rooms and restrooms.
  - ◊ Replace automatic doors.
  - ◊ Renovate staff break room to resolve needed repairs that have an impact on electrical system, walls, roof, and HVAC within the break room space.

Project Priority 03: Central Park Library Modernization / Renovation

While the preferred priority for Central Park Library renovation would be after the new Station Area Satellite Branch and new Northwest Branch there will be additional 2024 bond funds available after the Northside and Mission Branch projects are completed. These funds should be applied toward the Central Park Library modernization. If additional funding through philanthropy or other means becomes available the entire renovation could be completed. However, the assumption at this report’s writing is that the Central Park Library renovation will be divided into two phases, with phase two being completed concurrent with the New Northwest bonding (i.e., timed to take advantage of paying off the current COP).

Central Park Library scope:

- Modernization / renovation as described in this document

FUNDING STRATEGIES

- FF&E refresh
- Additional building needs:
  - ◊ Re-installation of security systems to create after-hours public access to meeting rooms.
  - ◊ Toilet room renovations for Level 01 (Level 02 is included in the plan’s modernization / renovation scope).
  - ◊ Staff work area renovation for loading, facilities, foundation, friends, and technical services on level 01.
  - ◊ iStar panel for access badge readers.
  - ◊ Replace automatic doors.

The following is a summary of costs for each project, in 2025 dollars and minus associated staffing needs. See timeline graphic for timing and escalated costs.

Northside Branch Modernization / Renovation: \$1,063,983

- Construction Project Cost: \$792,450
- FF&E: \$55,200
- Additional building needs: \$213,333

Mission Branch Addition: \$1,476,603

- Construction Project Cost: \$1,252,800
- FF&E: \$10,470
- Additional building needs: \$213,333

Station Area Satellite Branch: \$4,502,550

- Construction Project Cost: \$4,202,550
- FF&E: \$300,000

Northwest Branch: \$37,277,200

- Construction Project Cost: \$36,277,200
- FF&E: \$1,000,000

Central Park Modernization / Renovation: \$10,838,633

- Construction Project Cost: \$8,912,700
- FF&E: \$910,000
- Additional building needs: \$1,015,833



The planning team has identified project needs that would be best funded outside of the current bond funding to optimize the current available bond funds for the main priorities. The following list includes recommendations that fit into other funding sources:

- Solar panel parking lot shade structures at Central Park Library and Northside Branch. This type of project is well-suited for grants and philanthropy.
- Generator to support cooling / warming centers at Central Park Library and Northside Branch. This type of project is well-suited for grants and philanthropy.
- Central Park Library roof replacement. Recommendations for roof are included in deferred maintenance report by Building Analytics (see appendix). Utilize annual operational funds.
- Central Park Library boiler replacement: Recommendations for boilers are included in deferred maintenance report by Building Analytics (see appendix). Utilize annual operational funds.
- Central Park Library exterior lighting. Recommend adding to deferred maintenance projects list, utilizing annual operational funds.
- Lighting software and hardware switchboard at the Central Park Library: Recommend adding to deferred maintenance, utilizing annual operational funds.

Utilization of 2024 Bond Funds

Santa Clara passed Measure I in 2024 with ~\$9M designated for library improvements.

- Prioritize renovations for Mission Branch, Northside Branch, and Central Park Library.
- Work with Santa Clara City Library Foundation and Friends to identify additional philanthropic support to maximize the projects (similar to the past Northside Branch and Central Park Library projects).

Philanthropic Support

- Strengthen collaboration with the library foundation by aligning its mission with the library’s strategic and master plans.
- Develop a fundraising plan.
- Provide fundraising training for Santa Clara City Library Foundation and Friends and library leadership.

Potential strategies for specific project needs:

Future Northwest Branch

- When the Central Park Library COP is paid off in 2032, consider reallocating the funds to support a new facility.
- Explore public-private partnerships and launch a capital campaign with philanthropic funding to

Future Station Area Satellite Branch

- Explore opportunities for a developer partnership to fund construction.
- Utilize potential philanthropic interest for a new approach to meeting the community where they are.

Deferred Maintenance

- Work with city management to create a capital maintenance plan for high-priority deferred maintenance projects that aren’t otherwise covered in renovations.
- Deferred maintenance projects not included in the master plan renovations could be funded through capital funds from the city or supported by an opt-in round-up program or a parcel tax within the next 2-3 years.

Growth based funding analysis

At the intersection of the City of Santa Clara residents’ needs and the cost to meet those needs are the potential funding mechanisms to provide the resources necessary to meet such needs.

Whenever communities consider building new infrastructure or enhancing existing facilities, it’s important to acknowledge that any fees or taxes can have financial implications for developers, taxpayers, and the broader community. This section is designed to provide public administrators and policymakers with a comprehensive overview of funding tools, including examples of how Santa Clara, or peer communities have effectively utilized them to support community growth. We have also provided some high-level justifications and data for their application now and in the future if updated.

This includes not only traditional mechanisms like development fees, parcel taxes, and bonds but also philanthropic contributions, public-private partnerships, and small opt-in opportunities. Strategic use of diverse funding mechanisms will help minimize financial strain, maximize community benefit, and provide flexibility to adapt to future needs and opportunities.

In an ever-changing economic and regulatory environment, we recommend that these tools be regularly evaluated and updated to ensure that all potential funding avenues are still allowable and optimized.

## Existing and Future Growth Projections

When population growth occurs, certain needs require a per-capita increase in order to meet the continued service levels in new and growing communities. For example, developers pay impact fees to pay for new infrastructure associated with the impact of the development. In the example of impact fees, a “Nexus Study” is often completed to assess and justify the impact fee. This growth-based funding analysis similarly shows the impact population growth has on the necessary infrastructure of the library system.

A Nexus Study assesses the impact fee for a “public facility or capital facilities including public buildings, community facilities, land, infrastructure, and/or other public improvements, as well as equipment and supplies with a long duration of use... A development impact fee that is used to mitigate the impacts of new development on facilities and will be spent on capital projects that improve or expand facilities to accommodate growth in service demand from new development.” (<https://www.hcd.ca.gov/sites/default/files/docs/policy-and-research/plan-report/nexus-study-template.pdf>)

The purpose of the report is to ensure there is a transparent process and that any fees placed on developers is proportional to the project’s impact. This “Growth Based Funding Analysis” incorporates the potential of impact fees as one of many mechanisms that can be used to meet the needs of new development and the needs of the existing community residents where improvements or additional space is needed.

These increased needs for the Santa Clara City Public Library take on the form of its ability to deliver library services (i.e., facilities, facility operation and maintenance, and staffing operations).

State of California population projections and City of Santa Clara staff and development task forces suggest the City of Santa Clara has an approximate 2025 population of 132,000 with 25% growth projected in the next 20 years, for a population of 165,000.

## Determination of Facility Standards and Demand

Historically libraries used a per-capita ratio of approximately 1 square foot of space per person to determine a library facility size. Per historic library planning standards this would mean that in 2025 the library needs a total of 132,000 sf across its system (versus its current 105,125 sf, or .79 sf per capita). However, library planning now takes into account other factors such as more efficient use of flexible and adaptable spaces, shared and partnered spaces, increasing digital collections, and identifying specific community needs (and the space required to meet those needs).

Santa Clara City Public Library has a disproportionate allocation of space to geographic location of the population. Central Park Library is a larger building than the service population would suggest. However, this location serves as an administrative hub for the system and also provides system-wide programming and so the larger size is appropriate.

This is important to understand in the context of square footage per capita, as there is currently enough space per capita system-wide, but much of that space is at Central Park Library and not easily accessible geographically to those that need it. The plan provides different square footage per capita numbers for different regions of the city to ensure the square footage is allocated properly across the city:

**Central Park Library: 0.75 sf per capita**

**Northside Branch Library: 0.75 sf per capita**

**Mission Branch: 0.60 sf per capita**

## Future Needs

This Library Facilities Master Plan Report identifies current deficiencies and future needs of the library and how population growth in the next 20 years will impact the resources necessary to meet the needs of a growing population. Library service population growth will create increased demand for library services. Left unaddressed, increased demand will create inadequate service levels and inequality of services. As noted in this facility master plan deferred maintenance, additional building needs, and additional staffing are required to support the programming and services for residents in correlation with the city’s general plan.

Future needs include ongoing maintenance of building assets and updates and new facilities required to maintain the existing level of service as the population grows. With the recommendations for expanded or new infrastructure comes the potential for new staffing and operation cost. Our report outlines those needs, potential efficiencies, and funding recommendations for building-related costs for city and library leaders to consider. Future staffing projections are also included; however, funding strategies for staffing will need to be identified internally within the city funding structure.

The plan’s recommendations are plotted against a proposed timeline and recommended funding sources. The schedule of maintenance, space modernization, and new facilities acts as a priority list. There is flexibility to adjust the timeline of projects based on economic, market, and funding factors.

## Funding Sources and Purpose

The following are potential funding sources to meet the plan’s needs in alignment with the city’s General Plan.

**Certificate of Participation (COP):** A lease-financing tool that provides flexibility without requiring the same level of approval as a GO bond. The City used a COP to fund the Central Park Library, with final payments expected in 2032.



**Library Parcel Tax:** A flat annual property tax to support library operations, facility improvements, or service expansions. A proposed tax of \$36.88 per home could generate approximately \$1.7M annually. Similar taxes have been implemented and successfully renewed in Santa Clara County.

**Developer Impact Fees:** A fee for new developments to fund public infrastructure and community services. Note that current California law requires a nexus report before implementation.

**General Obligation Bond:** A voter-approved funding mechanism that allows municipalities to raise funds for pulbic projects by issuing bonds and are typically repaid through property taxes.

**Public-Private Partnerships (P3s):** A model that leverages private investment to reduce taxpayer burden and enhance community services. Mixed-use developments could generate revenue for operations and construction costs.

**Mixed-Use Government Facility:** A joint-use space combining a library with other community services (e.g., recreation or senior centers) to maximize efficiency, community support, and funding opportunities.

**Municipal Bond:** A financial tool that does not require a vote and is typically repaid through lease payments from teh facility it funds rather than general taxes.

**Round-Up Program:** A voluntary utility bill donation program where residents round up their payments to support library initiatives. A 25% participation rate in Santa Clara could yield \$200,000 annually for ongoing operations.

**Philanthropic Support:** The library’s foundation has historically funded programming and capital projects. Strengthening and aligning the relationship between the two organizations will help with fundraising efforts and support the library’s strategic goals.

## Funding and Capital Improvement Plan

This facilities master plan acts as a capital improvement plan that identifies key projects and improvement provides funding options that bring together both public and private dollars. Understanding potential funding options provides a comprehensive document to strategically guide the organization.

The approach mirrors the principles of a Nexus Report by tying together current and future community growth to infrastructure use and demands. By analyzing current community demographics, city budgets, past and current bonds, past philanthropic support and existing library COPs, we have identified opportunities for funding the “low hanging fruit” as well as opportunities for more substantial projects that will support the demands of a growing community.

## Reasonable Benefit

With population growth and development comes increased demand for facilities that support the growth, heightened wear and tear on buildings, increased maintenance, and needs for expansion and/or replacement. Future growth and development will require additional investments in library facilities to maintain current library service levels. We have outlined growth-related infrastructure needs that must be addressed proactively to avoid overburdening current services.

California law states that in order to charge certain fees to developers a city must demonstrate a “reasonable relationship” between the fees and the impacts caused by the development. A “nexus report” provides the analysis for specific fees that may be charged.

Development fees may only provide a portion of the funds toward a municipal project; other funding mechanisms may be required to cover the full cost. It should be noted that population growth and future development will necessitate the need for expansion of library space and operations to maintain current library service levels. These burdens posed should be taken into account by the city when determining development fees.

Santa Clara City Library

City of Santa Clara General Plan 2010–2035

City of Santa Clara 2010 – 2035 General Plan: recommended changes

The following recommended additions / changes to the Santa Clara General Plan are intended to provide language regarding library development to meet current and future community needs. Existing references to the library in the General Plan are included to emphasize opportunities to better integrate library priorities with the General Plan.

TABLE OF CONTENTS

5.9 Public Facilities and Services

Add: 5.9.4 Library Goals and Policies

Remove the library text from 5.9.2 Schools and Community Facilities Goals and Policies, and create a new section specific to Libraries. Much like Parks, Open Space, and Recreation, libraries are connected directly to community needs and population growth. The information generated by the library’s facilities master plan provides important planning data and recommendations that support and enhance the current General Plan.

8 Appendices

Add: 8.16 Library Inventory

- Existing Libraries
- New Library Facilities and Proposed Development

List of Figures

Add: 5.9–3 Libraries and Growth Map

Add: Figure 5.9–4 Community Engagement Summary

List of Tables

Add: 8.16–1 Existing Libraries

Add: 8.16–2 New Library Facilities with Proposed Development

THE SANTA CLARA VISION

Page 1-3 (PDF page 13)

Text to remain: Library facilities are referenced as an amenity provided in part by the “robust property and sales tax revenues.”



1.3.2 VISION FOR THE FUTURE

Page 1-13 (PDF page 23)

Add the words “and libraries” to bullet point 9: “Continue high quality public services and amenities, including open space and parks, **and libraries, and;**”

1.5.7 PUBLIC FACILITIES AND SERVICES

Pages 1-18 and 1-19 (PDF pages 28 and 29)

Add these bullet points to the end of section 1.5.7 as follows:

- Providing existing and new neighborhoods with a network of libraries (the 2025 Santa Clara City Library Facilities Master Plan outlines recommendations and locations consistent with future development).

Supporting rationale: The Library Facilities Master Plan provides planning recommendations through 2045, and funding scenarios to meet the needs of the plan. Library services should be based on a combination of population (sf per capita as shown in the plan) and specific community needs. Funding the plan’s recommendations based on new development can be connected to development fees, potential development partnerships, and/or agreements that leverage existing facility and real estate assets.

1.7 TURNING THE GENERAL PLAN INTO ACTION

Page 1-22 (PDF page 32)

Text to remain: the reference to “libraries” in the quote from the Letter to the Future Children of Santa Clara signifies the importance of libraries in conjunction with police, fire, parks, and recreation.

2.2 PLAN ORGANIZATION

Page 2-4 (PDF page 38)

Edit the final bullet point on that page as follows:

- Other Technical Appendices. Included in these Appendices are other documents, such as the noise analysis, historical resources inventory, heritage tree list, parks and open space resources inventory, **library services inventory**, and school district and facilities information.

2.5 PLAN PREREQUISITES

Page 2-10 (PDF page 44)

Text to remain: “This process will identify adequate infrastructure and services, access to transit, open space, recreation and retail and sufficient public facilities (such as parks, schools, **libraries** and utilities).

3.2.2 EXISTING CHARACTERISTICS

Page 3-16 (PDF page 60)

Text to remain: “These uses include civic facilities, such as City Hall, police and fire stations, electric substations **and libraries...**”

3.3.2 THE VISION

Page 3-23 (PDF page 67)

Edit the 9th bullet point as follows:

“Continue high quality public services and amenities, including **open space, parks, and libraries.**”

4.1 ENHANCE THE CITY’S HIGH QUALITY OF LIFE

Page 4-2 (PDF page 70)

Text to remain: The reference to libraries as and example of “Affordable and high quality services and amenities”

5.1 PREREQUISITES

(PDF page 79)

Edit the second paragraph as follows:

“Prerequisite Goals support the Major Strategies and generally recognize the importance of planning from the “big picture” perspective. They are intended to take into account the availability of public resources and infrastructure in order to enable the development identified in each phase of the Plan in the long-term, and not overburden existing community resources, such as schools, parks, **libraries**, and utilities, in the short-term.”

5.1.1 PREREQUISITE GOALS AND POLICIES

(PDF page 80)

Text in 5.1.1-P8 to remain: the reference to libraries in the 5th bullet point related to “Public Services.”

5.3.4 MIXED USE LAND USE GOALS AND POLICIES

(PDF page 102)

Edit 5.3.4-P15 as follows:

“Maximize opportunities to connect streets, bicycle facilities and pedestrian pathways to improve accessibility between mixed-use development and surrounding neighborhoods, parks, open spaces, transit, **libraries**, and public amenities. Provide...”

5.8.6 PARKING GOALS AND POLICIES

(PDF page 147)  
Reference to libraries in 5.8.6-P10 to remain.

5.9 PUBLIC FACILITIES AND SERVICES

(PDF page 148)  
Reference to libraries in 1st paragraph of 5.9 to remain.

(PDF page 151)  
Figure 5.9-1: Parks, Recreation and Open Space (2035) map references the Central Park Library as a part of Central Park. All existing libraries sit within parks. Recommendation is for Mission Branch and Northside Branch to also be referenced on this map.

5.9.2 SCHOOLS AND COMMUNITY FACILITIES GOALS AND POLICIES

(PDF page 153)  
Remove library text from 5.9.2 Schools and Community Facilities Goals and Policies, and **create a new section specific to libraries**. Much like Parks, Open Space, and Recreation, Libraries are connected directly to the community needs and population growth. The 2025 Library Facilities Master Plan provides important planning data and recommendations that support and enhance the current General Plan.

(PDF pages 154)  
Move the heading “Library” and subsequent three paragraphs to new recommended section “5.9.4 Library Goals and Policies” with modifications and additions as indicated below.

(PDF page 155)  
Figure 5.9-2 Public Facilities Map references the Central Park Library and Mission Branch. Add Northside Branch.

(PDF page 157)  
Move 5.9.2-P2 and 5.9.2-P3 to new recommended section “5.9.4 Library Goals and Policies” with the modifications and additions indicated below.

5.9.4 Library Goals and Policies

Libraries are critical in satisfying the diverse needs of Santa Clara residents, new Americans, and visitors; improving the physical health of the community; and providing opportunities for social interaction. Library spaces, services, and programs offer activities for a culturally

and generationally diverse population. As residential populations increase it will be essential for the City to actively plan for library reconfigurations, modernizations, additions, and property for new recommended location(s).

Library Facilities

Existing libraries in Santa Clara are the Central Park Library, the main library, located on Homestead Road, and the Mission Branch Family Reading Center, located in the historic core of the City. The Central Park Library is 84,000 square feet and was reconstructed and expanded in 2004. With more than 1.6 million visitors per year, and over 3,000 people per day using the library, the facility size is able to handle the existing volume of people and activities; features include: group study and large community rooms, a computer training classroom, genealogy and local history collection, and an extensive collection of materials for educational and recreational use. In order to continue to meet these and future community needs the library is in need of reconfiguration and updates. The Mission Library Family Reading Center, located on Lexington Street at Main Street, is a full service library facility including Read Santa Clara, the adult and family literacy program of the Santa Clara City library. The development and population around this small branch is growing, including the station area development. Library services for population growth in this area need to be considered.

In addition to existing facilities, a 15,700-square-foot Northside Branch Library was approved for development in Rivermark **and built in 2014. Rate of use since the library opened confirms demand for services on the north side. Increased community needs and projected development and population growth in the north side of Santa Clara require additional space and an increased library size.**

Additional library facilities may be needed to meet the demand from the addition of approximately 33,000 new residents anticipated as a result of this General Plan at its outset in 2010 with a population of approximately 116,000 and now in 2025 has grown to over 131,000 with growth of approximately 15,000 people and anticipated growth of over 40,000 (still under evaluation with city staff) more people based on currently approved developments. Given that the large Central Park Library facility is located in the southern portion of the City, it is relatively close to, and could serve, anticipated new development along El Camino Real, Homestead Road, Kiely Boulevard and Stevens Creek Boulevard. New library facilities may, however, be needed to serve the anticipated development in the northern portion of the City. This will need to be evaluated as part of the comprehensive planning process for new residential development in the Future Focus Areas.

Figure 5.9-3 illustrates future locations of approved development and resultant recommendations for reconfigurations, modernizations, additions and a new library facility. All existing libraries in the city are located within a park; new libraries should be coordinated to be in a park in conjunction with 5.9.1 Parks, Open Space and Recreation Goals and Policies.



Figure 5.9-3 Libraries and Growth Map

(A map will be provided showing existing libraries, approved development growth, and recommended modifications, additions, and new library facilities).

Library services and facilities are maintained by Santa Clara City Library in tight coordination with other city departments including Parks and Recreation. It is feasible that the need of both a park and recreation center in northern Santa Clara could provide a unique opportunity for a partnership with a shared facility.

Community engagement informed the 2025 Library Facilities Master Plan. Figure 5.9-4 indicates community needs as a summary of the community engagement process.

Figure 5.9-4 Community Engagement Summary

(a graphical summary of community engagement outcomes).

Top community needs that the library can support include sensory rooms, a library of things, access to food and drink, age-dedicated spaces, children’s play spaces, fitness studio (to support and collaborate with, not compete with, parks and recreation), and teaching gardens. Space to meet these needs can be an opportunity for Parks and Rec to more deeply collaborate with the library.

Additional themes, spaces and community needs include:

- Sensory rooms
- Quiet space
- Welcoming and flexible teen spaces
- Maker space
- Collaboration space
- Technology space with equipment for creating pod casts and green screens for video production and editing.
- English as a second language (ESL) services and an international language hub
- Connections between parks and libraries
- Playgrounds
- Galleries celebrating Santa Clara History
- Partnerships with local galleries, historical and landmark commission, and arts

commission

- Many more meeting rooms of all sizes
- Expansion of library hours
- Café
- Literacy Center
- Genealogy
- Tool Library
- Community gardens

The recommended spaces based on community needs will change over time and with population, age, and demographic changes. Spaces should be flexible and adaptable to accommodate library service needs to follow changes with community needs.

5.10.6 NOISE GOALS AND POLICIES

(PDF page 175)

Text to remain: The reference to libraries in the 1st paragraph of 5.10.6.

(PDF page 179)

Text to remain: The reference to libraries in 5.10.6-P6.

7.1.4 RESPONSIBILITIES FOR IMPLEMENTATION

(PDF page 202)

Add a paragraph for the library, directly after “Parks and Recreation Department” (as all of the existing libraries are set in parks). The library should take on similar responsibilities as other departments to actively implement library services and facilities as outlined in the current General Plan. The following text is recommended:

Library

The Library is responsible for the administrative implementation of, and facilities for, library services. The library currently operates three libraries: Central Park Library, Mission Branch, and Northside Branch. These libraries provide partnerships with social services, programming and activities for all ages, resources for all populations including under-served populations, group study and large community rooms, genealogy and local history collection, and an extensive collection of materials for educational and recreational use. The library is responsible for meeting the changing community needs with library services, programs, and space. This includes the modernization of, addition to, and new facilities required to meet community needs and population growth. The library will have primary responsibility for library needs assessments, facility assessments and Library facility master

planning. The library will also have responsibility for implementing related policies in Section 5.9.1 of the Public Facilities and Services Section of the General Plan.

(PDF page 204)

Text to remain: reference to the “Board of Library Trustees.”

(PDF page 205)

Text to remain: reference to libraries in the 2nd paragraph..

**APPENDIX ONE: INDEX**

(PDF page 215)

Adjust appendix for “Libraries” to match new content.

**LEVEL OF SERVICES APPENDIX**

Page 8.2-20 (PDF page 238)

Maintain reference to library in Level of Service (LOS) item 3.

**IMPLEMENTATION ACTION 35**

Page 8.12-124 (PDF page 458)

Text to remain: reference to libraries in main paragraph.

**TABLE 8.13-1: SUSTAINABILITY GOALS AND POLICIES MATRIX**

Page 8.13-26 (PDF page 508)

Text referring to libraries in to remain in Section 5.8.6-P10.

**8.14 NOISE**

Page 8.14-3 (PDF page 521)

Text to remain: the reference to libraries in 3rd paragraph.

**NEW INSERTION PRIOR TO ACKNOWLEDGMENTS**

(PDF page 524)

Insert 8.15 Library Inventory

Existing Libraries

The three existing libraries provide services, partnered social services, activities, access to

computers and other resources unavailable to many residents. Such services, equipment, programs, and activities require space. The required space correlates to community need and population. The existing Central Park Library requires reconfiguration to reduce unused and unnecessary staff space to provide more public space. Mission Branch, due to its historical designation and lack of space for expansion without greatly impacting the park in which it resides, is undersized for its service population. The new Station Area Development will increase population within Mission Branch’s service area but without easy access to the library by the transportation corridor. Providing services to this development must be considered. The Northside Branch provides library services to the northern portion of the city where the most planned development will occur. To meet future needs a modest new library addition is recommended to increase needed space.

- Table 8.16-1 Existing Libraries
- Central Park Library (description from library facilities master plan)
- Mission Branch (description from library facilities master plan)
- Northside Branch (description from library facilities master plan)

**New Library Facilities and Proposed Development**

Development of housing and associated increase of population has a direct impact on the services the library provides and the space required to meet those service needs. Access to library services requires that those services are near and accessible to neighborhoods. The geographic location of housing developments and resultant population growth in comparison with existing library locations and size determines the placement and size of future library facilities. The following table provides insights to proposed development and resultant library service needs.

Table 8.16-2 New Library Facilities with Proposed Development Table

(PDF page 525)

Change 8.15 Acknowledgments to 8.16



TABLE 8.16-1 EXISTING LIBRARIES

MISSION BRANCH

In 2045, Mission Branch should have **17,518sf**.

As a site-challenged building, Mission Branch is currently, and will continue to be, **undersized** for the population served. However, a modest addition and its proximity to Central Park Library alleviates the undersizing issue.

Current SQ FT:	7,770 sf
Current pop served:	18,546 ppl*
Projected 2045 pop served:	23,357 ppl
2025 Sq ft / capita :	.42
21st Century library SF / capita :	.75

NORTHSIDE BRANCH

Northside Branch area is projected to double in population by 2045. To accommodate this growth Northside Branch should have **36,345 sf**.

Northside Branch is currently sized well for its service population, but will quickly be **undersized**.

Current SQ FT:	17,355 sf
Current pop served:	24,404 ppl*
Projected pop served:	48,460 ppl
2025 Sq ft / capita :	.71
21st Century library SF / capita :	.75

CENTRAL PARK LIBRARY

In 2045, Central Park Library area should have **69,550 sf**. However, administration and other main library functions are housed here, requiring more square footage.

Central Park Library is currently **rightsized** and will remain so with projected population growth.

Current SQ FT:	80,000 sf
Current pop served:	89,526 ppl*
Projected pop served:	92,734 ppl
2025 Sq ft / capita :	.42
21st Century library SF / capita :	.75

TABLE 8.16-2 NEW LIBRARIES

STATION AREA SATELLITE BRANCH

6,000 SF Satellite Branch

The Station Area Plan will bring an influx of people to the Mission Branch region. This branch is already undersized for its community. The rail line will make it difficult for the new neighbors to access Mission Branch. The plan recommendation is to identify an additional location for a new satellite library, ideally housed with another community program or in a shared building. The recommendation for this location would be approximately 9,000sf for a stand-alone building, or **6,000 sf** as a leased tenant space. This branch would provide a curated collection, patron material reserves, a focused hands on learning area, and small meeting and study spaces.

21st Century library SF / capita : .75  
Projected 2045 pop served: 10,000 ppl

NORTHWEST LIBRARY

20,000 SF Branch

The new Northwest Branch should be around **20,000 sf** and be easily accessible by all modes of transportation (e.g., bus, rail, bike, auto, and walking). It will provide hands on learning and 21st century programming similar to that which will be provided at Central Park, albeit at a smaller scale. The Northside and Northwest branches will work in tandem to provide full library services to residents living north of Highway 101. This library could be a standalone building due to its size or paired with a development or city function to optimize use of public funding (e.g., recreation center). Northwest Branch will provide patrons with places to meet and study, collection, community gathering spaces with after hours access, and a connection to shaded green space and learning gardens.

21st Century library SF / capita : .75  
Projected 2045 pop served: 30,000 ppl

Santa Clara City Libraries | Facilities Planning + Condition Assessment

# Energy Management and Sustainability Policy

## CITY OF SANTA CLARA

### ENERGY MANAGEMENT AND SUSTAINABILITY POLICY

City of Santa Clara has a reputation for excellence in City Management. As part of our commitment to excellence, we will identify and implement improved financial and operation efficiencies, particularly in how we purchase and use energy, striving toward world-class status in energy management and sustainability.

#### Commitment to Energy & Sustainability Management

- Energy Management and Sustainability will continually play a role in achieving our strategic objectives. Specifically, the City of Santa Clara Management and Sustainability Strategy is to:
- Support the organization’s strategic plan to maximize ownership value and provide customers and partners with the highest quality of service, including reducing operating costs, increasing comfort and increasing competitiveness.
  - Support our commitment to our employees, partners, environment and community in which we conduct business through active efforts to reduce energy use and adapt more sustainable operations.
  - Maintain world-class status by striving to maximize opportunities for sustained energy efficiency and take a continuous process improvement towards overall sustainability.
  - Continue to conduct comprehensive energy retrofits of existing City equipment and implementation of previously identified energy efficiency projects with a benefit cost ratio of 1 or greater. Advantages of this include saving energy costs to the City and supports green job growth by providing an opportunity for local contractors to complete retrofit projects.

#### Management Objectives

- Achieve targeted improvements at existing owned and managed properties which include:
- Continuous process improvement approach towards improved satisfaction to support at or above market tenant satisfaction and occupancy
- An overall reduction of 5% in energy consumption
- A total annual savings of 5% in energy costs
- An increase in portfolio and per property Energy Star Rating
- Identify and implement highly attractive capital investments that provide superior financial returns, where ever possible and financially feasible.
- Develop awareness programs designed to educate partners, investors, employees and associates about opportunities to save money and protect the environment through improved energy efficiency and our high performance sustainability strategy.
- Create and continually foster a business environment that will support sustainable efforts and best management practices in energy efficiency.



Appendices

Appendix A: Stakeholder meeting minutes

Meeting Minutes



Date 10/1/2024  
Project Name Santa Clara City Library Facilities Master Plan  
Project Number 2024033

Meeting Date 9/30/2024  
Present Kristilyn Vercruysse, MSR  
Jeff Davis, MSR  
Patty Wong, SCCL  
Reena Brilliot, SC  
Elycia Knight, SC  
Michael Liw, SC  
Craig Mobeck, SC  
Gina Saporito, SC  
Cynthia Bojorquez, SC  
Cc: Jovan Grogan, SC  
Sami James, SCCL  
Mila Rianto, SCCL  
Traci Lesneski, MSR  
Lauren Gardner, MSR  
Report appendix

Re: Stakeholder Visioning: Development Cabinet

MSR presented the following information: why MSR, project schedule, learning report engagement themes, Site Visit 1 themes, and then asked stakeholder visioning questions.

The following developments are currently happening and should be taking into account for the facilities master plan (FMP).

- Patrick Henry Plan
  - Had a library + community Center + library but it fell through
- El Camino Real Specific Plan
- Tasman East
  - There is a community room that is accessible from the park
- Santa Clara Station Focus Area
- Some infill development outside of planed areas – these will be harder to track
- City to send MSR a development cheat sheet

The FMP should also allow flexibility should these developments change over time and able to scale up or down as these plans were visioning exercises and market may not support the density of these plans.

Items to note:

- Locate adjacent libraries and systems as part of comprehensive look at library need.

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- Lakewood library is being built on the border of Sunnyvale and Santa Clara and are joint use with the schools
- McDonald Highschool just built and has a library
- Sunnyvale has a bond to redo Central Library
- 101 interstate is a divider of types of development
  - North is high density
  - South is more single unit residential
- There is a difference between services in the north and the south
  - More community assets in the north as part of the developments
  - However market rate has all the assets and low income does not have as many assets
  - South needs city funded community assets
- It can be difficult to pair with a developer to provide a full on public community asset
  - If their development fails, then the community is missing a vital service.
- Look at adaptive use
  - Class A office space and big box stores are available in parts of the city
- Potentially look at North Mission College to use their land for building
- City has a bike and pedestrian plan
  - Libraries should hook into plan and provide bike fix it stations

Library should focus on:

- Job Training Workforce Development – how can this be integrated into the library
  - San Jose Library operates job center through the library foundation
  - Santa Clara Adult Literacy runs some of the job skills training currently for SCCL
- Community hub where people can gather is needed – potential partner with Mission College
- Combining with other community needs to further extend city dollars
  - senior programming
  - gymnasium / community centers
    - Santa Clara currently does not have a gymnasium
  - SCCL to coordinate with rec center for teens and after school programs
- Ensuring services for the underserved (outside of bookmobile) that is more permanent
- Enhance library marketing to make sure the community knows about all the services of the library
- Serve everyone equally
- Use political capital of the library for partnered development for the community

Bookmobile

- Ensure that there are spaces on both public and some private plazas for it to locate
- Great service for the community

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- Provides services for the underserved community

Expanded services:

- Passport is being asked to be provided by the library
  - Passports are available at various post offices and Walgreens.
  - It may not be a great use of staff / library funds
- After hours community meeting space is much needed
  - This would be a focus on the geobond
  - Libraries are set up for this outside of some tweaks to the security system and some other items
- Dedicated teen spaces
- Partner with parks and recs
  - Create amphitheater
  - Adjacent playgrounds (talked about by community during site visit 1 engagement)

**Kristilyn Vercruysse, AIA, Senior Associate**  
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*\*These observations and comments represent my understanding of matters discussed and conclusions reached during our meeting. Please review and notify me of any concerns or different understanding you may have. I assume these minutes to be substantially correct unless notified otherwise in writing within ten (10) days.*



**Meeting Minutes**

**Date** 10/1/2024  
**Project Name** Santa Clara City Library Facilities Master Plan  
**Project Number** 2024033

**Meeting Date** 10/1/2024  
**Present** Kristilyn Vercruysse, MSR  
Patty Wong, SCCL  
Gayle Ichiho, Recreation Supervisor  
Namita Gaidhani  
Kira Liang  
Malia Martin  
Brian Rong  
Mateo Martin  
Neha Israni  
Allysa Domensino

**Cc:** Sami James, SCCL  
Mila Rianto, SCCL  
Traci Lesneski, MSR  
Lauren Gardner, MSR  
Jeff Davis, MSR  
Report appendix

**Re: Stakeholder Visioning: YAC (youth advisory commission)**

MSR presented the following information: why MSR, project schedule, learning report engagement themes, Site Visit 1 engagement process, and then asked stakeholder visioning questions.

**Information from group:**

- Santa Clara currently has a Youth & Teen Center @ 2446 Cabrillo Avenue. Fees are \$30 a year. There is a financial assistance form.
  - There are the following services available at the teen center:
    - After school programming
    - Summer camp
    - Limited access to a gymnasium
    - Book mobile goes there once a week and gives the center access to the library
- Local schools have access to the following:
  - Robotics (but not all students have access to it or are on the robotics team / club)
  - Students do not automatically get a laptop with enrollment but are provided when needed.

**What would be good for the community:**

- Teaching new residences technology and educating them on library services

- Job skills training
- Have access to Community Gardens
  - This could be good for teens but also adults and kids
  - Would be a good program pairing with the existing seed library
  - Could use produce for those that need extra food in the community
  - Provide programming to teach people how to grow plants
- Anything that would enhance community bonding
- Expand foreign language collection for all age / reading levels to help people learn languages
- Expand multilingual story time
- Provide more movies in various languages – could help someone learn a new language or learn English
- Keep celebrating cultural holidays to bring everyone together and help people learn about each other

How to help the underserved in the community?

- Provide someplace for people to bring their extra produce for those in need to take
- Provide cooling stations / cold water
- Provide showers / laundry
- Rent out warm clothing
- Rent out formal clothing for job interviews / school dances
- Ensure more programming for seniors to get together and socialize
  - Book / movie clubs

Would like to have access to the following tools and programs for a maker space:

- Sticker and button machines
- Cricket machines to allow printing on mugs, t-shirts, totes
- Graphic design classes
- Lego robotics
- Want to have more art classes as there is technology in the schools
- 3D printer would be good so everyone could have access to this equipment for art and technology use
- A place to display the art made / gallery space

What would bring you to the library?

- access to homework help / free tutoring programs – for those that are struggling with homework
  - Potentially give teens volunteer hours to help younger students
- Extended PM hours at least a couple of times a week
- More hours on the weekend
- Create a library where you could spend a day at the library – **CENTRAL HUB**. This would be helpful to simplify transportation
  - Gym / workout classes

- Weight areas at schools are often taken up by sports players
  - Snacks (protein bars and shakes)
    - This could help get another demographic into the library
  - Café
  - Study area
  - Collaboration area
    - Study areas for 4-5
    - Study areas for up to 10
- Creative programing
  - Poetry slams / art classes
- Civic discourse events
  - Could be good to have various ages and perspectives but also could be good to get teen voices together
- Teen specific computer area to allow gaming and collaboration together without having to worry about noise
- Spaces where you could feel outdoors
  - Large glass and lots of plants (like a greenhouse)
- An area where you could lock up your bag / bike helmet / other things

What do you really like about the existing library?

- The different collections / zones
- New book display by children's area – makes picking out a book easier.

New programs / spaces that would be good for teens

- Books clubs
  - Mystery books
  - Book bundles by genre.
  - Keep new book section!
- Collaboration areas strictly for teens
  - If sharing with adults – likely those rooms would be reserved more often than not and the teens wouldn't be able to use them.
- Podcasting room / soundproof room
  - Podcasting
  - Instrument practice
- Flexible space for making content for school or personal use
  - Make sure that teens have access, and it doesn't get booked up by adults
- Library of things
  - Podcasting equipment





Meeting Minutes

**Date** 10/3/2024  
**Project Name** Santa Clara City Library Facilities Master Plan  
**Project Number** 2024033  
  
**Meeting Date** 10/1/2024  
**Present** Kristilyn Vercruysse, MSR  
Jeff Davis, MSR  
Mila Rianto, SCCL  
Michael Celso  
Yvonne Inciarte  
Amy Kirby  
Patricia Leung  
Ed Stocks  
  
**Cc:** Sami James, SCCL  
Mila Rianto, SCCL  
Traci Lesneski, MSR  
Lauren Gardner, MSR  
Jeff Davis, MSR  
Report appendix

**Re: Stakeholder Visioning: Historical and landmarks commission**

MSR presented the following information: why MSR, project schedule, learning report engagement themes, Site Visit 1 engagement process, and then asked stakeholder visioning questions.

Additional outreach

- Montique elementary has been used as an outreach area.
- Scotland school would be a good community to reach out to
  - Mila will connect with council members regarding getting more Spanish outreach.

What are your goals for the Santa Clara Community

- We are changing the ordinances to help the community register their neighborhoods
- Mission Branch
  - Is a historic building
  - Working with the staff to get programming here
  - Keep it being a third space
  - Collaborative space would be great for the community
  - First place of contact for people coming into the neighborhood.
    - Everything should be easy to you
    - And welcoming

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- Tools / paper cutters / hole punches / scissors
- Hiking supplies
- Films in all languages (a good way of learning a new language)
- Music room
  - To listen to music with other teens.

Teens get to the library via the following modes:

- Walking
- Biking
- Car

How to ensure that teens understand what's at the library?

- Instagram
- Handouts at schools / teen center
- Maybe get on school announcements
- Radio

**Kristilyn Vercruysse, AIA, Senior Associate**  
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*\*These observations and comments represent my understanding of matters discussed and conclusions reached during our meeting. Please review and notify me of any concerns or different understanding you may have. I assume these minutes to be substantially correct unless notified otherwise in writing within ten (10) days.*

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- As an immigrant – the library is a good start for information so make it as easy and best as possible.
- A place to building community
  - Knitting and book clubs to building community
- Have a community space at the library
  - For a representative to hold a town hall
  - But also be flexible for daily use
- As a person just getting situated in the US provide the following services:
  - Information for their representatives and help them navigate the system
  - It will help them get in contact with the people they need to
- Collaborate with the historical and landmarks commission
  - Flyers for tax credits
  - Programming to enhance knowledge about historic districts.
- Include children as they get older
  - Fills in a need that even the schools don't provide
  - Online tutoring that even the schools don't have
  - Keep up the good work on the tween and teens
- Sensory rooms
  - Important to have this space to allow the library to be used for everyone
- Interactive installation to celebrate Santa Clara
  - Pictures of the history of Santa Clara
  - Architecture of the Santa Clara
  - Could have a scavenger hunt with easy pictures and descriptions
    - Languages
    - Early colonizers / indigenous populations
- Host immigration clinics
- Mills Act Contract and host classes on historic tax credits
  - Keep copies at the library
- Oral history collection at the library
  - Podcast
  - Recording studio similar to StoryCorps
- Have cultural speakers often
  - Individual's coming in to talk through this.
- Cultural tourism
  - Banners on El Camino
  - Give some of the banners for the library

- Enhances the community
- Have local businesses host career days
  - Enhance trades
  - Maker spaces can help with trade education depending on programming
- Local history / genealogy is present at Central Park
  - But not many people know about it
  - Genealogy society uses it a lot
  - Give it more focus
  - Could have a historic tapestry

What are some additional partnerships that the library could have?

- Law foundation – immigration clinics
- Non profit groups that focus on business
  - Prosperity lab
- Historical + Landmark Commission
- Ensure that people can get access to mental health and developmental disabilities (especially non English speaking communities)
  - Santa Clara University – for genealogy
  - Housing choices coalition
  - Santa Clara Independent Living Center
  - San Andres Regional Center
  - Partnering with county historical commission
- Highest priorities
  - Community engagement / collaboration / dialog
  - "Community place"
  - Youth engagement
    - High school students
    - Market Internships for different fields
    - Internships within the city planning
  - Have a place for everyone
  - Keep adult programming / conversation
    - To help people build communities
- Improvements?
  - Having an enlarged teen area
    - If you increase the teen area is expanded – the teens will expand





Meeting Minutes

Date	10/17/2024
Project Name	Santa Clara City Library Facilities Master Plan
Project Number	2024033
Meeting Date	10/1/2024
Present	Jeff Davis, MSR Mila Rianto, SCCL Sean Collins Jonathon Evans Ray Hashimoto Patricia Leung Dan Ondrasek Michael Stockwell
Cc:	Sami James, SCCL Mila Rianto, SCCL Traci Lesneski, MSR Lauren Gardner, MSR Jeff Davis, MSR Report appendix

Re: Stakeholder Visioning: Station Area Task Force

MSR presented the following information: why MSR, project schedule, learning report engagement themes, Site Visit 1 engagement process, and then asked stakeholder visioning questions.

Information gathered/other commentary:

- Northbranch is connections between Rivermark plaza and Don Callejon School
- The idea of combining housing and library with the use of public land
- Pair library with future developments
- Station Area is close to mission library what does this do to the following?
  - Population that uses Mission Branch
  - Accessibility of Mission Branch
- Separation with the tracks –
  - fly over by Costco but there is still isolation
  - potential for pop up or bookmobile stops
- in this area:
  - 1 development and 2 with planning submissions
  - Gateway Crossings – Holland Partner Group phase 1 (phase 2 – hunter properties)
  - Get information and contacts to developers from city staff

- Liked the northside – that is a great teen library
- Teen hub of information partnered with parks and rec
  - Keep activities advertised at the library
- More plant life / greenery
- Internships / scholarships to unite the community
  - Establish roots / makes people care about the community
  - Promote positive informed growth by getting people invested
- Art on the walls that reflect the community
  - Make it inviting
  - See more of the historic maps
  - Intriguing facts on the wall
    - San Francisco has Ghirardelli chocolate because of Santa Clara. (WHAT?)
- More indoor and outdoor interactives
  - Playgrounds right outside the library.
- Emphasize clean energy with educational aspects.
  - Living roof / solar powered
  - Water efficiency
- Make a History corner
  - Historic properties website would be a great place to start.
  - Make it interactive
- Art gallery / art installation
  - Mural for the teens
  - Display cases at the library for student work
    - It would make people proud and get more people in the library.
- A great library memory
  - At mission there would be provided lunch with a program afterwards to keep kids engaged during the summer
  - “Keeping kids smart”

Clarification was asked what the scope of the project is  
We clarified that we are currently in the gather plan and that nothing has been recommended yet.

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- Santa Clara University is right there –
  - a lot of students
  - SATF to get us a contact
- Investigate student needs / potential partnerships

**What are your goals for the Santa Clara Community?**

- Moving people through transit
- Grow more housing and help with housing affordability
- Provide services for new residents coming in
- New population and public facilities to support it
- Facilities of library to be maintained and future maintenance and operations
- Close to transit
- Walkable Communities – walk to any of the services they need
- Third place for people to gather especially with density
- New immigrants need services
- Learn new skills / new languages
- Longer hours so access available outside of work hours which are different for everyone
- Housing on east side of tracks with walkability to library

**How can SCCL help meet those goals?**

- More programming
- Space for programming
- Focus on libraries attached to Parks
- Outdoor programming
- Playgrounds near libraries
- Walkability – business / retail – bridge the station area plan with the downtown –
  - branch could be a connector

**What are partnerships that could benefit the community?**

- Vidia
- 49ers
- Tech Companies
- Bay of Sea and Earthquake – paypal park – soccer teams Bay of Sea Real practices in
- Arista Networks
- Silicon Valley Power – education

**What should the library continue to prioritize?**

- Meeting rooms for small groups – 12 and under
- Large group meetings
- Library hours – after hour usage
- Children’s programming
- Being open on Sundays
- Adult programming and gathering space

**What could be improved?**

- Provide more hours / more availability especially evening
- Better Genealogical area / provide Santa Clara history area
  - Bringing back downtown – great historical data – local history – history of city and downtown
- Library needs more meeting and more accessible meeting rooms.
  - Meeting rooms have priorities and currently are not always available
  - They are currently free but a fee if additional services are needed (like av set up)
- Open up the Café
  - monetize space in library
  - provide area of gathering
  - create a ‘day in the library’
- Mobile maker lab at Santa Clara University
  - potential partner of bringing it to the library for programming as a maker space

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Meeting Minutes



Date 10/23/2024  
Project Name Santa Clara Library Facilities Master Plan  
Project Number 2024033.00

Meeting Date 10/21/2024  
Present Patty Wong, SCCL  
Janet Arsenault, SCCLFB  
Kathy Betts, SCCLFB  
Lee Broughman, SCCLFB  
Barbara Kempeny, SCCLFB  
Ken Young, SCCLFB  
JoAnn Davis, SCCLFB  
Nancy Toledo, SCCLFB  
Andrew Knaack, SCCLFB  
Sue Rose, SCCLFB  
Patty Quan, SCCLFB  
Traci Lesneski, MSR Design  
Kristilyn Vercruysse, MSR Design  
Lauren Gardner, MSR Design  
Jeff Davis, MSR Design  
Holly Yocum, Pathway Group

Cc: File  
Sami James, SCCL  
Mila Rianto, SCCL

Re: Stakeholder Visioning: Santa Clara Library Foundation Board

MSR presented the following information: why MSR, project schedule, learning report engagement themes, Site Visit 1 and 2 engagement process, and then asked stakeholder visioning questions.

Goals for the community:

- Provide a city center for the community / a cultural mecca.
  - City is missing a center of gravity. There is no natural place to congregate. It doesn't have a focal point, place to hang out. Gathering places / services area distributed across the city.
- Need more engagement by the commercial, hi-tech business community. They need to leverage their assets and support to help the entire community of Santa Clara.
  - There are currently two major areas to Santa Clara.
    - Old school downtown residential (south part)
    - North part where people go to work and then leave
- Nice Outdoor spaces, indoor space, community spaces
- Walkability is important, ease of access to places where people can gather and have access to services
- Maintain and increase access to green space – “don’t build out entire city”

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- Places for the community / non profits to host meetings and engagements

How can SCCL help meet those goals:

- Provide group meeting space – ideally up to 12 people meeting rooms for community meetings and book clubs
- Café or a place to have access to snacks and drinks
- Upgrade the book store
- Provide community gardens as part of an outdoor space
  - Programming to allow people to learn where their food comes from
  - There’s are existing community gardens in Santa Clara that are hard to get in on and are fee based.
    - Eddie Souza Community Garden – 2 acre park
    - Nuevo Garden
      - This one is new @ the Nuevo Summerhill Homes Development
      - Will feature 26 raised garden beds.
    - <https://www.santaclaraca.gov/our-city/departments-g-z/parks-recreation/community-garden>

What are partnerships that could benefit the community?:

- Wilson Center (do a lot of work with unhoused youth in the area)
- Mission College
- The 49ers they should be more active in the community
  - They did sponsor bill Wilson event, they were at the parade of champions
  - The relationship with them has been political
  - <https://sanjosespotlight.com/santa-clara-settles-lawsuit-with-49ers/>
- The sharks & the earthquakes sports teams
- All of the electronic companies
- Nvidia sky rocketed (training center, incubator?)
- Foundation could be reaching out more to the various companies.

What should the library continue to prioritize:

- Library as cultural institution
- There are a lot of immigrants in the area that need a cultural hub
- Extending hours
  - There is a feeling that people are going to other library systems due to the lack of ours in the Santa Clara City Library
- Storytime & things for parents to do that have small children
- Meet other parents / create a community
- ESL program is very good

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- Outreach to different cultural communities to advertise they have space
- Genealogy section
  - Great relationship with the historical society
  - Genealogy program
  - Promote programming and increase visibility in the library

What could be improved:

- Love the bookmobile – provide another
  - Could have part of the new bookmobile with an area to sell books.
- Bigger book store
- Bring seniors to the library to help provide support / gathering for this community
  - Increase senior programming
  - Seniors come to the libraries and tell their stories

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Meeting Minutes

Date 11/4/2024  
Project Name Santa Clara Library Facilities Master Plan  
Project Number 2024033.00

Meeting Date 11/5/2024  
Present Jonathon Evans  
Daniel Huynh  
G. Salim Mohammed  
Stephen Ricossa  
Debbie Tryforos  
Sami James, SCCL  
Patty Wong, SCCL  
Mila Rianto, SCCL  
Kristilyn Vercruysse, MSR  
Jeff Davis, MSR  
Cc: Traci Lesneski, MSR  
Lauren Gardner, MSR  
File

Re: Stakeholder Visioning: Board of Library Trustees

MSR presented the following information: why MSR, project schedule, learning report engagement themes, Site Visit 1 engagement process, and then asked stakeholder visioning questions.

What are your goals for the Santa Clara Community?

- Get teenagers more involved and increase attendance
- More activities / services for immigrant communities
- More service for underserved populations
- Ensure that the Santa Clara community has their needs met
  - Housing
  - Education
  - Employment
  - Health and wellness

How can the library help meet those goals?

- Communities stem from libraries
  - Opening north side was about creating community space and community rooms
  - Developments on the north side of town will not have great accessibility to Northside due to large streets and traffic
  - Provide geographic access for everyone
- Central Park currently has a lot of back of house space
  - Can some of that space be freed up for more public services
- More hours to serve the population.
- Provide the followiner





Meeting Minutes

Date	11/8/2024
Project Name	Santa Clara Library Facilities Master Plan
Project Number	2024033.00
Meeting Date	11/6/2024
Present	Lance Saleme Marc Rauser Aimee Escobar Bob Levy Margaret Belska Sean o Donoghue Jean Cohen Patty Wong, SCCL Kristilyn Vercruysse, MSR Traci Lesneski, MSR
Cc:	Jeff Davis, MSR Lauren Gardner, MSR Mila Rianto, SCCL Sami James, SCCL File

Re: Stakeholder Visioning: Planning Commission

MSR presented the following information: why MSR, project schedule, learning report engagement themes, Site Visit 1 engagement process, and then asked stakeholder visioning questions.

What are your goals for the Santa Clara Community?

- Provide access for all community members
  - Physical access – connections to bike lanes, public transit, make services walkable
  - Accessible building – one at the building ensure that it is safe and easy to navigate the building
  - Access to learning and community services
  - Plugs ins for both electrical bikes and vehicles
  - Provide libraries near buildings / residences
    - MSR is looking at the Santa Clara development plans to project future growth and will be looking at walkability of all the libraries
- Provide updated access to information
  - Whether this is e materials
  - Programming / services to help people find information
  - Narrow the digital gap
- Enhance the community / celebrate diversity / socialization

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- Lifelong learning
- Food – learning gardens and food classes
- 3<sup>rd</sup> Space – community gathering
- Community events – bringing the community together
- Providing space for communities to get together
- Providing spaces for non profits / neighborhood organizations to meet.
- Provide a kitchen / cooking classes to teach healthy cooking and basic life skills

What are partnerships that could benefit the community?

- Big tech firms for funding or help teach classes
- Companies based in Santa Clara
- Community Organizations
  - Neighborhood associations
- San Francisco 49ers
- MLK Library San Jose University
- Partnering with community college students and the ESL program there
- MCA
- Bill Wilson Center – <https://www.billwilsoncenter.org/about/>

What should the library continue to prioritize?

- Sense of community, such as the café that is coming back
- Cultural / religious event
- Storytime in all (and more) languages
- Keep promoting “read santa clara”

What could be improved?

- More ESL classes / programming
- Marketing – ensure the community knows of all the services
  - Work with partnerships to get out the word.
- Bring the café back at Central – potentially something in the works
- Partner more with Parks and Rec
- Partner more with other local libraries and institutions
- Better utilize the outdoor areas or make them known
- Expanded hours
- Ensure walkability / easy access from all future developments
- Bring back community free lunches
- Provide additional meeting rooms for the community to use

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- Provide the 3<sup>rd</sup> space for the community
  - Home, work, ....3<sup>rd</sup> community space (the library)

How can the library help meet those goals?

- Provide more ESL classes
- Provide paid staff / classes / service to help people ask the right questions to find the right information
- Continue to provide access to accurate and factual information
- Become the 3<sup>rd</sup> space and be welcoming (and accessible) for all
- Provide more e-books and digital materials
  - 30-40% of the current library budget is spent on e-books
  - Over 30% of the circulation is currently e materials
- Provide a place to gather and promote programming to help immigrants find their communities
  - Continue to celebrate holidays important to all the communities
- Provide a 21<sup>st</sup> century library for the community

What are partnerships that could benefit the community?

- Local schools
- Community colleges
- Local tech companies

What should the library continue to prioritize?

- Genealogical area
  - Provide information on Santa Clara residence
  - Provide space to celebrate Santa Clara's history
- Socialization of kids
  - Draw the kids in with more than just reading
  - Help them detach from social media and actually talk with others
- Using the bookmobile
  - The current bookmobile
    - works about 40 hours a week
    - goes to community events, senior centers, schools, senior housing
  - What about having another book mobile in leu of another branch to expand services?
- Providing quality information to the public and helping the public ask the right question to get to good information

What could be improved?

- Bring PM storytime back

- Provide more technology experiences
  - VR areas
    - Provide the ability for people to use VR to travel and experience different locations.
  - Podcast / greenscreen / production spaces
  - AI driven search ability and
  - virtual stacks (to allow for browsing experience virtually)
- provide rooms for tele experiences – including improved bandwidth / Wi-Fi for seamless experiences
  - virtual meetings
  - telehealth and other types of service calls
- Provide collaborative spaces / community spaces
  - Especially for teens
  - For shared interest meetings
- Provide a maker space
  - For teens to make and gather
  - To allow the community access to equipment they may not have at home
    - 3D printing
- Provide cooking demonstrations
  - For Life skills
  - Celebrate diversity
  - Pair programming with outdoor gardening
  - Pair with adult education
- Provide more programming and space for teens
  - More than just tutors
  - Activities that would pair with school curriculum
    - Practice seminars
  - Provide a maker area to allow teens to explore with each other
    - Green screens, podcasts
  - Partner with middle and high schools and make sure to include schools outside of Santa Clara that may still have Santa Clara teens attending them.

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Meeting Minutes

Date 11/19/2024  
Project Name Santa Clara Library Facilities Master Plan  
Project Number 2024033

Meeting Date 11/18/2024  
Present Senior Advisory Commission members below:  
Kimberly Castro  
Tom Freitas  
Jennifer Herb  
Sri Manivannan  
Edmund Drozek  
Maria Vaz  
Judy Hubbard  
Rick Andrews  
Patty Wong, SCCL  
Jeff Davis, MSR Design  
Kristilyn Vercruysse, MSR Design

Cc: Mila Rianto, SCCL  
Sami Jones, SCCL  
Traci Lesneski  
File

Re: Stakeholder engagement (Study Session): Senior Advisory Commission

MSR presented the following information: why MSR, project schedule, learning report engagement themes, Site Visit 1 engagement process, and then asked stakeholder visioning questions.

What are your goals for the Santa Clara Community?

- Hard of hearing, mobility issues, easily accessible – universal design
- Dedicated spaces for seniors
  - Not close to kids / too noisy
  - It helps seniors to be out in the community but
- Exterior bathrooms for the unhouse community
- This is a facilities master plan for strictly the library
- MSR to get our hands on the ADA assessments
- Room for music – dedicated
  - For playing music
- Provide more meeting rooms
  - With technology for virtual meetings and smaller TVs
- Food and beverages available at the library
  - Minimum source of nutrition and hot and cold beverages

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- Give seniors purpose
    - Message board
- How can SCCL help meet those goals?
- Any social interaction
    - Create activities that bring things together
    - Round table conversation that would interest seniors
  - Make sure the doors open smoothly
    - Easy to get into buildings
  - Make approach very easy
  - Music rooms and quiet spaces
  - Acoustics are important
    - So hard of hearing people can hear
    - Make sure the noise levels are manageable.
  - Provide ample space between stacks to allow wheelchairs and people to pass.
  - Exterior space that is accessible space when programming is happening (concrete pad near programming space)
  - Make sure to keep audio books and large print books available
    - Make sure labels are clearly visible
  - What percentage of books are in audiobooks?
    - Patty will get back to SAC about the number of titles of audiobooks
  - Library is free to everyone and there are no fines
    - Less than 1% of books are not returned

What are partnerships that could benefit the community?

- IHSS (In home support services)
- Transportation organizations to get seniors to libraries.
  - Hopper has limited coverage and no coverage in the north
  - A bus dedicated to this / that is reliable
- Big Tech companies for both financial and educational
  - Google, Pixel
- Promote what is available to ensure the community can use it.
- Outdoor activity for seniors

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Meeting Minutes



**Date** 11/25/2024  
**Project Name** Santa Clara Library Facilities Master Plan  
**Project Number** 2024033

**Meeting Date** 11/26/2024  
**Present** Parks and Recreation Commission members below:  
Brittany Ricketts  
Derek Demarco  
Eversley Forte  
Maureen Chu  
Sajid Hai  
Vikas Gupta  
Dana Caldwell  
Mila Rianto, SCCL  
Jeff Davis, MSR Design  
Kristilyn Vercruysse, MSR Design

**Cc:** Mila Rianto, SCCL  
Sami Jones, SCCL  
Traci Lesneski  
Report Appendix

**Re: Stakeholder engagement (Study Session): Park and Recreation Commission**

MSR presented the following information: why MSR, project schedule, learning report engagement themes, Site Visit 1 engagement process, and then asked stakeholder visioning questions.

What are your goals for the Santa Clara Community?  
How can SCCL help meet your goals for the community?  
What partnerships might benefit the community?  
What should the library continue to prioritize?  
What could SCCL improve?

- Santa Clara to be a destination / the heart of silicon valley
  - Library would celebrate the history
  - Provide viewing of art
  - Could have a gift shop
  - Similar examples of this are Boston Public Library and New York Public Library
- Northside Library is the center of the neighborhood and everyone goes there
  - Hours were cut during COVID and are slowly coming back – more hours would be very important
  - People currently walk – it's accessible and the parking is limited
- Meeting rooms are very important to the community
  - Northside are either too small or too large
  - Need a 20 person room for classroom or girl scout group

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- Make Central Park Library feel more open / connected / welcoming to surroundings
  - Open garden space to stroll onto that is more integrated with community and connected to food establishments across the street
  - Reduce Parking
- All kinds of shows and programming
- Library should be a learning center:
  - Help the community understand and participate in government
    - Have city council and commissions once a year for each do their meeting at the library to make these elected and appointed groups more accessible to the community.
  - Early education programming
    - Reading with a firefighter and other community members to support and enhance community
  - Provide programming that helps the community
    - Home improvements
    - Technology workshops
    - Cultural touchpoint (different types of making / arts)
  - Northside used to have programs for teens to teach STEM to younger children
    - This helps both the teens and the younger children.
- Library should be a place to study and gather
  - Available space to study
  - Place to collaborate
  - Place to network
- Youth area / teen zone
  - Teen center is too claustrophobic for teens that they know
  - Teen center feels like signing up for something and not for independent study or hangout
- More hands on learning
  - Each library could go big on a certain program type (music, tech, art / crafts)
  - Maker Space
  - 3D-Printing – like Sunnyvale
  - Film Workshops
- Partnerships for programming
  - Highschool – STEM with elementary school
  - Mission College
  - UC Extension Services
  - UC Santa Cruz
  - Tech Museum
  - Academy of Sciences
  - UC Agricultural and Natural Resources
  - Farm Bureau
- Provide the ability for people to be in the library for a long time
  - Provide eating space
  - Outdoor / play space

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APPENDIX A | STAKEHOLDER MEETING MINUTES

- Provide comprehensive learning
  - Seed Library
  - Garden
  - Food and Cooking
- Provide the below to pre pandemic levels
  - Adult Programming
  - Longer Open hours
  - Events

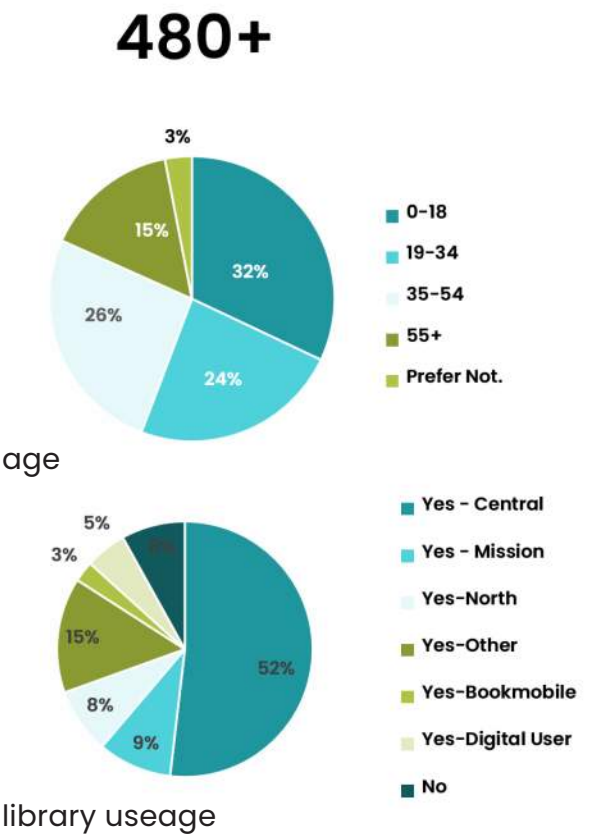
Kristilyn Vercruysse, AIA, Senior Associate  
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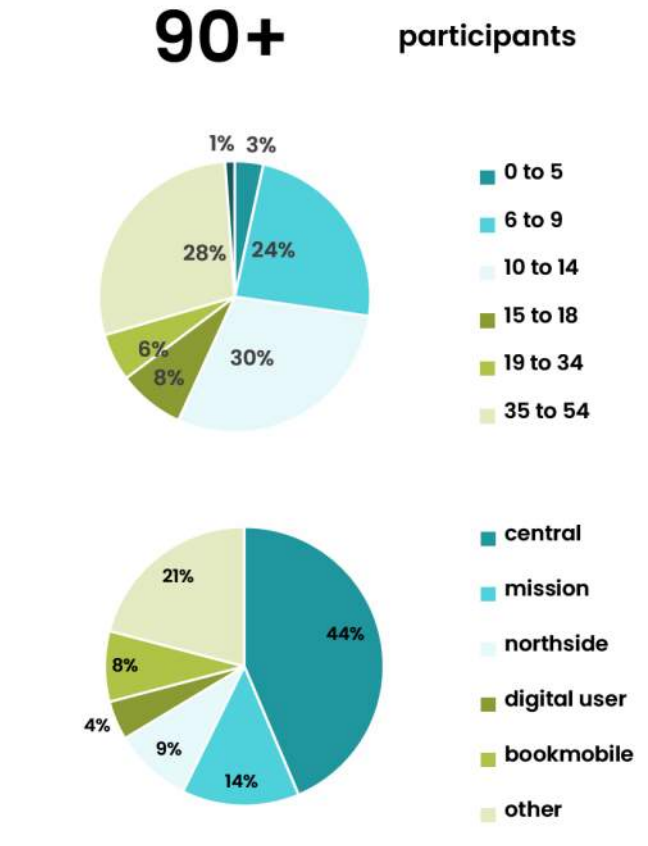
Appendix B: Community Engagement Summary

In addition to an online survey in multiple languages and several key stakeholder focus group meetings MSR Design conducted public engagement with SCCL at two major events: the weekend Art & Wine Festival and SCCL's ComicCon. Both events were attended by 5,000+ people—library users and non-users alike. A series of key questions were posed through a variety of engagement methods, including dot boards, focused conversations, and a zine-making activity. Following is a summary of the input and themes that arose from these engagement activities.

Art & Wine participants



Comic Con participants



Art & Wine Event & Concurrent Online Survey

What's Important to You?



“Classes for becoming a citizen”

“ESL Classes (all ages)”

“More hours after work”

“Martial arts, tai-chi, stretching”

“Helping kids with disabilities play games, learn something new, express their creativeness”



# SCCL ComicCon Event

MSR Design hosted a booth at Central Park Library’s ComicCon event, which was attended by 5,000+ members of the public. Expanding on the input received through the Art & Wine events and online surveys, MSR created a zine fill-in activity, the public expressed their preferences based on the below themes. MSR Design received 90+ zines, 50% of the participants were 6-14 years old, 30% were 35-54 years old, the majority of which primarily use the Central Park library, second to 32% of the participants using libraries outside the system. The top 5 answers to each programming theme are listed below:

**What would you like to see outdoors at the library?**

- shaded reading area
- public art
- sensory garden
- food garden
- playground

**What spaces would you use at the library?**

- access to drinks/snacks
- children’s play area
- teen room
- social lounges
- sensory room
- collaboration space

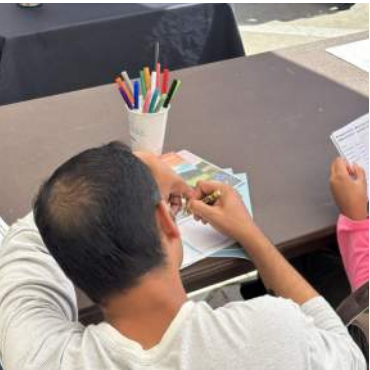
**What would you like to learn or make at the library?**

*technology hands-on-learning space (maker space)*

- 3D printing
- sewing
- animation
- coding

*production / studio-like learning space*

- music-making
- photography



# Appendix C: Staff Visioning Meeting Minutes

Meeting Minutes



Date 9/24/2024  
Project Name Santa Clara Library Facilities Master Plan  
Project Number 2024033.00

Meeting Date 9/12/2024  
Present Jan Hintermeister  
Patty Wong  
Sami James  
Mila Rianto  
Helga Afaghani  
Rachel Hughes  
Matt Palacios  
Nichole Jarvis  
Patricia Zeider  
Kaylee Tran  
Kristilyn Vercruysse, MSR  
Traci Lesneski, MSR  
Jef Davis, MSR  
Holly Yocum, Pathway Group

Cc:

Re: Staff Engagement Northside

MSR went through presentation – who is MSR, schedule, process, strategic plan vs facilities master plan and staff visioning questions (including 21<sup>st</sup> century library potential programming).

Below are the staff's comments in response to each question.

What does “Best in Class” Customer Service Mean to you?

- more languages in all ways, staff members that can speak the languages present in the community.
- signage (legible and enticing, more of it)
- more private study rooms
- podcasting areas that are soundproof
- scheduling software with limits on study rooms
- providing toys with ways and places to play inside
- quiet spaces
- places for private phone call
- more space (for program, staff, collections)
- more staff hours/opening hours
- more technology for patron use: laptop, webcams, headphones and hotspot lending

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- expand library of things: for example, hand and power tools
- microwave access w/outdoor shaded area for eating; more tables outside
- provide more inviting and shaded outdoor space (the current one has too much sun, wind, and heat)
- outside performance space
- maker space

21<sup>st</sup> C literacies – How does the library play a role today in fostering these 21c literacies for its community members? How could it in the future?

- Enhance digital literacy for all ages; provide technologies, tech tutors both in the form of classes and one-on-one help.
- Some Northside users are already very tech savvy with their own equipment (e.g., podcast equip, mini-printer) provide space for them
- Helping navigate bureaucracy; notary, passport photos, programming, guides readily available, staff member that specializes in this
  - o kiosk for access to all city and library services (e.g., “lawyers in the library”)
- Providing spaces for physical and mental wellbeing: to practice religions; prayer spaces; nursing.
- Provide cooking classes
  - o Serve safe certification needed; can't cook and serve food without it.
- Currently the library doesn't do yoga and meditation anymore.
  - o trying not to compete with Parks & Rec (but that is a paid service)
- Partnering with other orgs which is currently hard because the library has to pay the orgs to do it

How does the library contribute to the community's unique identity? How does the library celebrate diversity?

- Cultural celebrations / many cross into religious so can't do it (but will support)
- Serve community needs. This branch prioritizes community concerns / suggestions: often resulting in cultural celebrations.
- Provide information about other communities
- Collection that represents other groups – working on this, expanding languages
- Would love more dedicated space for world language/cultures
- Community is constantly new; Northside is starting point for Santa Clara; move to Northside for tech company, then move
- As a threshold/entry/introduction to the city/region: intro to US library services; job search, resume help, cover letter, STAFFING, staff space

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2





What else?

- Outdoor space: amphitheater for visibility, provide shade, shed for lending tools, cozy seating, block wind (no crafting outside ability because it's too windy)
- Maker space
- Library of Things
- More storage: programming, friends sale books, office supplies
- Staff wellness room (nursing)
- Staff toilet room with privacy
- Operable windows in staff spaces; daylight;
- HVAC – community room not working since early summer; too hot, too cold throughout
- Shades needed on the clerestory – glare issues
- More study tables, movable chairs (too heavy)
  - o Many people work here; focus outside of home better; here all day
  - o Tables for four only with one person; more carrels
  - o Many work together here
  - o Caregivers with kids
- More space in general
- Stools for kids in toilet rooms so they can wash hands (or kid-friendly fixtures)
- Staff desk in teen room
- Lighter chairs (for ease of moving) in program rooms
- Solar panels for shade in parking
- ADA spaces for library (only ones are for park – too far)
- More parking
- Better signage for toilet rooms
- To assist Unhoused
  - o shower for unhoused (mobile shower is only once/week and it's not near here)
  - o Toilet room after hours available for unhouse

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Meeting Minutes

Date 9/24/2024  
Project Name Santa Clara Library Facilities Master Plan  
Project Number 2024033.00  
  
Meeting Date 9/13/2024  
Present Bruce McGuire, SCCL  
Katie Carter, SCCL  
Hilda Lopez, SCCL  
Carley Silva, SCCL  
David Sabsowitz, SCCL  
Jo Castellano, SCCL  
Nevin Akayadin, SCCL  
Shanti Bhaskaran, SCCL  
Yu-Lan Chou, SCCL  
Patty Wong, SCCL  
Sami James, SCCL  
Kristilyn Vercruysse, MSR  
Traci Lesneski, MSR  
Holly Yocum, Pathway Group  
Cc: File

Re: Staff Engagement Central Park Group 1

MSR went through presentation – who is MSR, schedule, process, and strategic plan vs facilities master plan and staff visioning questions (including 21<sup>st</sup> century library potential programming).

Below are the staff's comments in response to each question

What does "Best in Class" Customer Service Mean to you?

- Pedigree – the staff wants to have the top toys, top facilities, be on top and at the center of the community.
- Improve foundation store. Make this more of a retail space.
- This building is 20 years old – it is and looks old. The building needs to be renovated. People want to go to the library but more people would come if it was updated like a retail store. They are the most visited library and want to continue to be.
- Introduce one on one pods and we workspaces at the library.
- Idea to center the library on the people that don't come to the library or remove barriers for people to get to the library
  - o focus on being walkable
  - o design services that people can access (services and educational).

- Provide technology, programming, and education in all languages of the community (books should not be the only way to reach the community).
  - The building needs to reflect all the communities in signage for all.
- Increase staffing levels: it's hard to excel when current staffing levels just allow the basics to get done at the library.
- Service points: previously there were 7-10 points of serve and now they are 3-4.
  - Landlocked in areas of the library. They do not have flexibility in this library
  - The plexiglass has also created barriers.
  - Better interactions with staff/patrons and more mobile. Even patrons can't always serve themselves in this library.
- Use technology for people
  - access teachers and such from our spaces.
  - Apps are English only, so people can't access things or understand them.
  - Even apps outside of library services are only in English which prevent people from getting to the library
- Tables are big and can't be moved and are not flexible.
- Voting also gets in the way (community room). 200 people participation
- First impression is important. Clean, accessible, etc. If you work on the desk you are tired and not greeting.
- Signage is import and self-check-out doesn't have all the languages our patrons speak.
- The current furniture does not allow flexibility – can't move shelves.

How does the library play a role today in fostering these literacies for its community members? How could it in the future?

- Provide support for unhoused people. examples: in house social workers and all staff trained in mental health and first-aid
- Expanding Financial literacy. Examples: programming with mission federal credit union.
- Confidential, accessible space for literacy and that people with limited understanding can get training (tech training – big and small)
- For mental wellbeing, offer more health class and more nutrition
- Offer citizenship classes – voter information and have naturalization ceremonies

How might the library contribute to creating economic property for all?

- Tap into mission city community foundation, Levi foundation and huge company giving to the library. Let's do naming rights (intel, etc.)
- Expand programming in the following categories:
  - Immigration program
  - Job training
  - Food handlers
- Continue parenting classes and add more

- First time home buyer classes and continue legal aid
- More hot spots (could be sponsorship opportunities)
- Continue ESL programs
- College prep and applications
- Add Multi-language signage throughout building
- Classes for small business
- Collaborate with other city departments (permitting, business license, etc.)
- Expand library services with things people need
- What limits this: Staff, signage, etc. Even partnerships are work for the staff.
- Engaging volunteers is difficult – city process is hard and we haven't had a volunteer coordinator since covid.

How does the library contribute to the community's unique identity? How does the library celebrate diversity?

- Provide more books in different languages, and space for the books
- Programs for multilingual, ESL classes (conversation club), multi-cultural dishes and events.
- Money is lacking
- Beginner ESL classes
- Provide story time in different languages
- Friends and Foundation need more support – maybe revamp what they are doing to get more funding.
- Partner with more groups to help with funding.

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Meeting Minutes



Date 9/24/2024  
Project Name Santa Clara Library Facilities Master Plan  
Project Number 2024033.00

Meeting Date 9/13/2024  
Present Amber Loreda  
Camelia Esquivel  
Jessica Huynh  
Madeleine Pham  
Trac Dang  
Cydney Bieber  
Emilio Gonzalez-Lu  
Jessica Jimenez  
Monique McClellan  
Nabanita Ghosh  
Danny Le  
Jason Thomas  
Paul Parent  
Anne Lee  
Jackie Parnell  
Karen Masada  
Amy Gonzalez  
Laura Takemoto  
Hannah Lee  
Patty Wong  
Sami James  
Kristilyn Vercruysse, MSR  
Traci Lesneski, MSR  
Holly Yocum, Pathway Group

Cc:

Re: Staff Engagement Central Park Group 2

MSR went through presentation – who is MSR, schedule, process, and strategic plan vs facilities master plan and staff visioning questions (including 21<sup>st</sup> century library potential programming).

Below are the staff's comments in response to each question.

What does “Best in Class” Customer Service Mean to you?

- Provide more and larger study rooms that are flexible with multi-user technology
  - o Existing condition: 3 study rooms lacking technology
  - o We are limited in space and heavy FF&E that isn't flexible.

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- Provide better acoustics throughout library
  - o Open plan is great, but we have to silence people – noise travels
- Having more conference-style rooms would be good and more individual spaces for individual use (enclosed).
- Better wayfinding throughout library
  - o Finding spaces is hard and signage
- define spaces between Children/Teen/Adult – it all looks the same.
- More visibility for ESL programs – it feels hidden and not public facing
- Better marketing for all the things the library currently has
  - o library of things – how do they know about it
- Welcoming staff and welcoming space.
  - o Add welcome center at the entrance
- Provide displays at end bookshelf ends – current condition is a lot of printouts with blue tap
- Display space would be great in general
  - o For community celebrations
  - o For art
  - o For programming
- Friends and Foundation bookstore upgrade –
  - o should have an outside entrance
  - o with all of their storage associated with the store accessible from the store
- provide space to do storytimes out in the open.
  - o Furniture does not currently allow that. it's not very flexible space
- Larger space for non-English collection in the children's area

How does the library play a role today in fostering these literacies for its community members? How could it in the future?

- A space that offers access to a kitchen, culinary garden, and free food distribution
- Provide a non-carpeted community space for yoga, wellness classes, things for seniors
- Provide various size pods for reserving to do 1 on 1 work (phones, etc)
- Audio/visual privacy
- Passport and notary services
- DMV services – bring that back
- A playground visible from the library
- Outdoor area for library programming – defined space
- An app – library app
- Teen group study space

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Meeting Minutes

**Date** 9/24/2024  
**Project Name** Santa Clara Library Facilities Master Plan  
**Project Number** 2024033.00  
  
**Meeting Date** 9/13/2024  
**Present** Michelle Ng, SCCL  
Adina Aguirre, SCCL  
John Cotton, SCCL  
Patty Wong, SCCL  
Maryna Prostakova, SCCL  
Sami James, SCCL  
Kristilyn Vercruysse, MSR  
Traci Lesneski, MSR  
Holly Yocum, Pathway Group  
  
**Cc:** File

Re: Staff Engagement Mission

MSR went through presentation – who is MSR, schedule, process, and strategic plan vs facilities master plan and staff visioning questions (including 21<sup>st</sup> century library potential programming).  
Below are the staff’s comments in response to each question.

What does “Best in Class” Customer Service Mean to you?

- Provide enough programming (and space) to allow everyone to attend programming (no caps for programming)
  - Currently having 3 separate programs and still not meeting demand
- More designated tween space
- More quiet spaces
- More staff with robust programming
- More hours and programming after working hours to allow adults time to use the library
- Teaching kitchen
  - To make cookies while watching a hallmark movie
- Get to know everyone
  - It’s a transient community so it takes more effort but it’s important.
- Make sure everyone feels welcome
  - Staff trained in all the languages of the community
  - Programming and signage understandable by all
- Playground nearby

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- Maker space
- Marketing/PR that we have all of this
- Expand the library of things: kids/teens things that they can access in their area

How might the library contribute to creating economic property to all?

- Marketing what we have
- Bring in speaker series
- Using AI and gaming
- Location and tech learning for the future partnering with tech neighbors
- Parks and Recreation rent out plots for community gardening and library teaches classes and give out the food.
- Seating outside – terrace is there, but more space
- Updating technology
- Assisted technology (blind/deaf) – ADA grants for this
- Amphitheatre outside (another shared for P&R) – \$300 people
- Storage space for tables and chairs
- Walls for the teen area

How does the library contribute to the community’s unique identity? How does the library celebrate diversity?

- More partnership with K-12 schools
- Focus on providing for the underserved –
  - Connect and turn this community into patrons by building trust.
  - Provide programming that meets them where they are at
- A kitchen – share different cultures, different recipes
- A space without shoes for young/toddler
- Provide a space to serve adults with developmental and cognitive disabilities –
  - where do they belong and how to serve them
  - Shelves that have books for various level and ability
- Activity levels for all ability
- Accessible for tech of different abilities – space and classes for caregivers
- A gallery space for the cultural community

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3



- Allowing someone to take care of multiple tasks in one trip – collocating near other services
  - Shopping, grocery stores
- Ensure a bright, welcoming library
  - Provide variety for all users to have a choice in their surroundings.

How does the library play a role today in fostering these literacies for its community members? How could it in the future?

- ESL literacy – offering programming and help
- Immigration literacy classes and information
- Digital literacy classes and programming – this community (especially immigrants might not have grown up with all this technology)
- Provide access to social services
  - Example: DMV testing
- Help with navigating the school systems
- Programming regarding parenting (neurodivergent children and other special needs)
  - Provide incentives to help encourage people to get help
- Partner with experts in the community
  - Have space for them to come to the library and have ‘office hours’
- Encourage people to come to the library – remove social isolation
- Provide programming for men to come to the library
  - Fix it classes (everyone would benefit from this)

How might the library contribute to creating economic property to all?

- Make a library as part of a mixed use building. House and libraries go together!
- Programming in multiple languages and at multiples times to ensure everyone can come
  - Trying to reach those people with multiple jobs
- Improve marketing and outreach
- Provide lunch at the library
  - Need access to funding or partnerships
- Provide laundry function at the library
  - If this is a truck – provide all the hooks up and have it at the library consistently
- Tool lending library
  - Hand tools
  - Kitchen appliances (dehydrator)
  - Baking kits
  - Power tools
- Offer financial literacy classes
  - 401K

- Budget management
- ESL classes
  - Chinese
  - Spanish

How does the library contribute to the community’s unique identity? How does the library celebrate diversity?

- The library host bilingual performances
- Provide space for cultural storytime
- Bring back Ramadan storytime
- Increase staff diversity
- Ukrainian Language collection is very popular with people in the system by also from neighboring cities
- Provide enough staff for the library to stay opening 7 days a week and evenings
- Grow strong partnerships with:
  - Parks and rec
  - Korean community
  - Spanish community
- Provide adult classes (examples: how to make a 911 call, what to do if you get in a car accident)

What hasn’t been discussed yet that would enhance the quality of life for all citizens?

- Maker space
- Community kitchen area
- Playground
- Sidewalk all the way around building
- Community room to have a bathroom
- Bigger patio with solar panels for shade
- Garden on the library grounds
- Display space
- Open sign
- Integrated IT (smart building)
- Holds lockers for 24 hour access
- Amazon pick up lockers
- Provide books at the laundry mats nearby
- Sleeping pod
- Showers

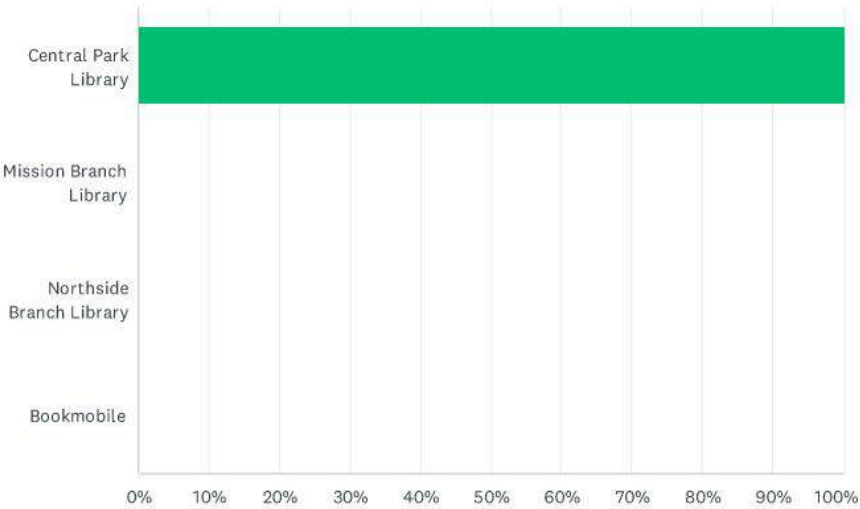
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Appendix D: Staff Survey

Q1 In which library facility do you work most of the time?

Answered: 24 Skipped: 0

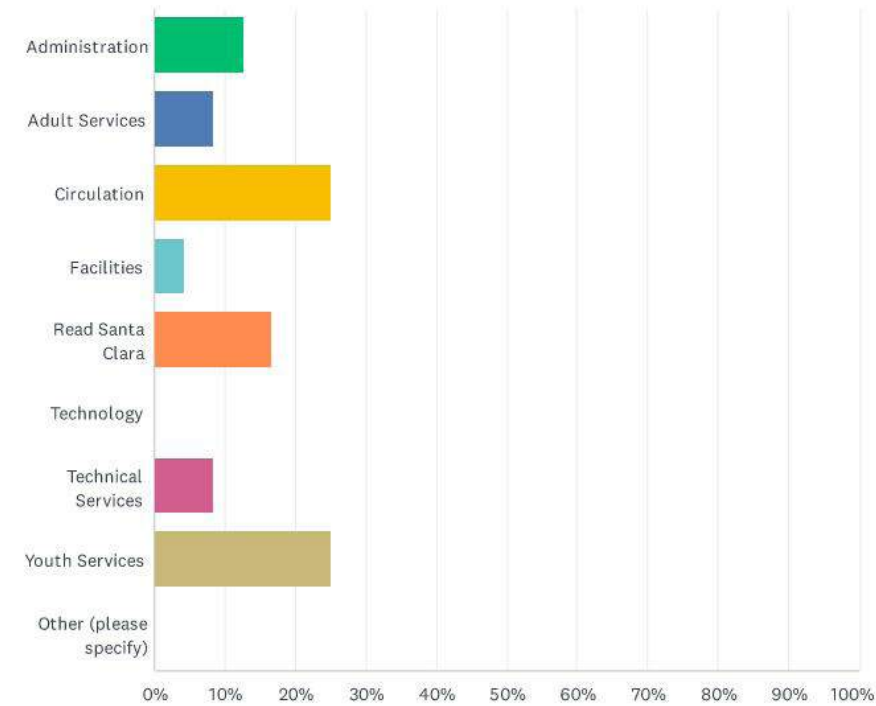


ANSWER CHOICES	RESPONSES	
Central Park Library	100.00%	24
Mission Branch Library	0.00%	0
Northside Branch Library	0.00%	0
Bookmobile	0.00%	0
TOTAL		24



Q2 If you work in the Central Park Library, please specify the work unit:

Answered: 24 Skipped: 0



ANSWER CHOICES		RESPONSES	
Administration		12.50%	3
Adult Services		8.33%	2
Circulation		25.00%	6
Facilities		4.17%	1
Read Santa Clara		16.67%	4
Technology		0.00%	0
Technical Services		8.33%	2
Youth Services		25.00%	6
Other (please specify)		0.00%	0
TOTAL			24

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q3 Think about the public service spaces in the library where you work.  
What do you like the most about them? Be as specific as possible.

Answered: 23 Skipped: 1

#	RESPONSES	DATE
1	One of the best aspects of our public service spaces is the library's spacious and welcoming design. The open layout offers a variety of areas for patrons, including study rooms, a designated computer area, and additional study spaces spread throughout the library. This setup allows patrons to choose the environment that best fits their needs, whether they seek a quiet place to study or a space for collaborative work.	11/7/2024 9:33 AM
2	All the windows & atrium area that lets in a good amount of natural light. High ceilings, pendant lights, art pieces.	11/7/2024 12:10 AM
3	I like that the public service spaces are safe, and welcoming.	11/6/2024 3:51 PM
4	The library as a whole has a spacious and airy feel, with good lighting and seating. There are plenty of computers and ports at desks to charge devices. There are good study rooms for groups of 2-4 and good program rooms. It is great that the library allows Read Santa Clara's tutors to be able to book the study rooms well in advance for their tutoring sessions. There are distinct well laid out areas for Youth Services, languages, periodicals and local history which makes it easy for patrons. These pavilions with windows facing the park make it appealing for customers to browse, read and relax in the library. The Customer Service desk and the Technology Training Center is centrally located and easily accessible for patrons with limited digital literacy skills.	11/6/2024 12:11 PM
5	Open and light-filled in general. The location and sizes of the two multipurpose rooms. The Heritage Pavilion seems like a welcoming and functional area to match the services/collection. For Read Santa Clara, having use of the Sycamore Room (specifically that it's an enclosed space) has been so helpful for small groups, meetings with tutors/learners, etc.	11/5/2024 11:33 PM
6	It's spacious	11/5/2024 3:54 PM
7	They are visible and easier accessed.	11/4/2024 3:35 PM
8	Too many doors and the traffic generate disruptive noises to concentrate on work.	11/4/2024 1:30 PM
9	In good locations, visible	11/4/2024 1:27 PM
10	I love how spacious the library feels when you enter. There's easy access to reserved items, self-check machines, and the Customer Service Desk is prominently located at the front. I appreciate that there are two book drops—one outside for 24/7 access and another inside. The underground parking is convenient. The pavilions are bright and airy, offering beautiful views, and it's lovely to be surrounded by the park. Having a tech center and tech aides available to assist patrons with technical questions is also great.	11/1/2024 4:24 PM
11	I like how open and inviting it is. When people walk in for the first time, they comment on how pretty the space is. We have a great collection.	11/1/2024 1:54 PM
12	The public service spaces are easy to locate/access by patrons.	10/31/2024 5:06 PM
13	I like the people and materials in them! I like that we have lots of seating. I like that our service desk is mostly central to the YS area. I like that we have varied seating styles, tables, lighting. I like that shelving is lower for children.	10/31/2024 1:04 PM
14	Spacious sitting areas, natural lighting, cleanliness, art pieces, fireplaces.	10/31/2024 12:46 PM
15	I love that we have an outdoor garden area. I see the families we serve utilizing that space a lot.	10/30/2024 2:59 PM
16	Reference Desk: Visibility of the floor and centralized location, where we are easily found/seen by the patrons - plenty of tables and chairs for patrons - natural lighting helps beautify the	10/30/2024 2:26 PM



	library and adds a cheerful energy	
17	The inviting and sometimes colorful nature of the space. Windows with natural light.	10/30/2024 1:48 PM
18	Spacious, open, generally clean.	10/30/2024 1:28 PM
19	beautiful, functional (mostly). nice architecture. lots of space, shorter bookshelves. lots of seating.	10/30/2024 1:06 PM
20	Clean, spacious, moveable furniture	10/30/2024 12:49 PM
21	Nothing in particular, just in general okay	10/30/2024 12:43 PM
22	attractive, inviting, colorful, comfortable, all YS on one floor is good. Strong History/Genealogy presence	10/30/2024 11:34 AM
23	The size of the building/space that's available for the public -	10/30/2024 11:14 AM

Q4 Think about the public service spaces in the library where you work. What do you like the least about them? What could be done to improve them? Be as specific as possible.

Answered: 22   Skipped: 2

#	RESPONSES	DATE
1	Currently, we have only four or five study rooms, which limits availability for patrons, Read Santa Clara learners, and staff. Given the overall spaciousness of the library, adding more study rooms could greatly benefit our patrons and programs. Additional rooms would provide more opportunities for private meetings, quiet study, Tutoring, and confidential sessions, making the library even more accessible and supportive for everyone.	11/7/2024 9:33 AM
2	Over the years shelving has been eliminated in many areas and tables and chairs have been added in its place. The areas don't seem cohesive due to furniture simply being "plugged in" to the spaces. Too many different types of lighting fixtures.	11/7/2024 12:10 AM
3	Need more spaces that are enclosed for tutoring or group study.	11/6/2024 3:51 PM
4	There is no dedicated literacy hub, a safe, accessible space, where adults with limited literacy and language skills can walk in and seek help and know their confidentiality will be respected; a space where several literacy staff can meet and serve learners 1:1 and in small groups, so that the program can really grow and enhance its support to those who are underserved. Often those who seek help from Read Santa Clara are non library-users walking into a library for the first time- it can be an intimidating experience, since they can't directly meet with literacy staff in an accessible space but need to first request help from a library desk, which they may be hesitant to do. Without a dedicated literacy center, staff have to schedule appointments and reserve spaces in advance, so walk-ins can't be served effectively. We currently try to use the Sycamore Room, and the Learning Space, a space enclosed with partitions. We can get by, but these are not thoughtfully designed spaces for the literacy program. The acoustics in the Study Rooms need to be improved. Except for the Oak room, the other rooms don't allow the TV screens to be easily connected to devices without using special adapters- the tech in these rooms need to be upgraded. Instead of a huge quiet study pavilion occupied by a few people, can we have single-seater pods (rooms with doors) that don't take as much footprint and give those who need the quiet and privacy, the ability to reserve the rooms for a set amount of time. The space that is saved can be reconfigured for other purposes, such as a Literacy hub.	11/6/2024 12:11 PM
5	Underutilized spaces: for example, area in front of the Sycamore room; second floor landing area/in front of reference desk; quiet study area and other areas. Limited number of group study rooms. Use of more outdoor space for tables and seating?	11/5/2024 11:33 PM
6	Noise level. Children's area is not closed off so the noise level can be really bad. Quiet study and reading areas upstairs hear everything	11/5/2024 3:54 PM
7	The adult desk is no where near the fiction/mystery/sci-fi section so people cannot get help easily.	11/4/2024 3:35 PM
8	Make sure good storage, organized, securable	11/4/2024 1:27 PM
9	All the tables are bolted down, making them immovable since they are connected to power. It would be beneficial to have movable furniture so we can adapt the space as needed. Three study rooms are insufficient; we require more areas for patrons to work, study, and sit. The foundation and friends store is too small and should offer a wider variety of items, not just books. There are too many internet stations that could be repurposed for studying. The space at the back of the building needs a covering or awning; if it were shielded from the sun, more programming could occur outside. We also need improved signage to help direct patrons throughout the library and garage. The lobby is too dark in the evenings, and the uneven floor surface poses a tripping hazard. An updated automated PA system is needed. The redesign of all service desks is necessary. Some shelves are too tall for patrons to reach items comfortably. The heating and cooling system is inadequate; some areas are extremely cold while others are overly warm. The parking lot needs clearer markings for pedestrian crossings.	11/1/2024 4:24 PM



APPENDIX D | STAFF SURVEY

Santa Clara City Library Facilities Master Plan

	The bushes under the flagpoles should be removed to make it easier to raise and lower the flags.	
10	The furniture doesn't move - it would be nice to be able to reconfigure furniture that is bolted down to suit the needs of the area when it is used for different events/programs. Books on the very bottom shelves are harder to shelve and access for patrons and staff.	11/1/2024 1:54 PM
11	There could be additional study rooms. The rooms are in high demand and many times there is not enough rooms available, when people request them.	10/31/2024 5:06 PM
12	I don't like Star Wars and Pokemon decals on the walls. I wish our tables were mobile and that the lampshades on the tables didn't look sloppy (they get bumped and never sit straight). I wish the seating in the fairytale area was different (the couches look dated and frequently get pushed into the shelves or so close to the shelves that no one can walk behind them). I wish we had more shelving for our World Languages and Juv Fiction collections. I wish I could see the picture book section from the YS desk. I wish our teen area had more privacy for teens or a physical barrier to entry to keep adults and children out, study carrels or private study rooms, sound proof rooms for music practice, makerspace, flexible seating, and its own reference desk. It would be amazing to have flexible space to hold storytime in the children's area versus program rooms but without our noise disturbing patrons in other parts of the library.	10/31/2024 1:04 PM
13	Fabric upholstery chairs (they all are stained), tall shelves, not being able to move/rearrange tables. And it is usually very cold in the building.	10/31/2024 12:46 PM
14	I do like the teen area is, but I would love if it was enclosed. The way it is right now, it kind of blends in to the rest of the children's area. I also dislike the rotating shelves and would love to replace that with more modern shelving. Additionally, a change in tables would be great. The tables in the teen room are large and bulky but only fit 4 people. The giant lamps also make it hard for collaboration. Changing it to moveable more versatile tables and lighting would be really great. A spacious area for storytime would be great considering how popular our storytimes are. A designated space of eating other than outside the cafe area would be cool due to the noise travel in that area. If there was a way of helping the noise travel, that would be great.	10/30/2024 2:59 PM
15	- always competing for community room spaces during high programming seasons - Not enough meeting rooms for our teams and the patrons - the space does not insulate sound that well. can hear the talking from downstairs. - not enough spaces for individuals seeking to do interviews, meetings, or studying - would like to see more spaces for digital marketing to help reduce the use of printer materials - wayfinding could be improved - patron/staff restrooms are outdated and not well ventilated - not enough shelving for many special collections.	10/30/2024 2:26 PM
16	Teen area being open. Oftentimes the teens are the most disruptive and it would be nice to give them their own space. Hate the front lobby because it is so noisy to take carts back and forth. Unutilized spaces i.e. the cafe, the weird alcoves upstairs, that whole genealogy office, lockers upstairs by break room, the alcove between languages and quiet study and so many more I probably can't think of. Some of these spaces also just seem overcrowded with no organization, making it hard to find what you may need.	10/30/2024 1:48 PM
17	Lack of directional signage to support better browsing in the building and to demarcate different functional areas.	10/30/2024 1:28 PM
18	would like more flexibility with furniture/technology. movable shelving, possible. Would love a more defined teen space with tech. tools for them.	10/30/2024 1:06 PM
19	Furniture is outdated, some very dirty. Youth bathrooms retain smells as there is very little ventilation. Non-moveable furniture makes the space hard to navigate, and some is not ADA friendly. Would be great to be able to move tables and chairs for programming when the rooms are not available. The teen room is not closed off, which creates a lot of noise that travels all the way upstairs. Perhaps all the children's area should have more walls to trap the noise away from the rest of the library.	10/30/2024 12:49 PM
20	Never able to find phone numbers.	10/30/2024 12:43 PM
21	signage needs to be more specific and directional. Thematic areas not able to be maintained and sustained that way. Periodicals needs revamping. Need more public spaces for community engagement. Need more space in community meeting room areas. circulation area too prominent	10/30/2024 11:34 AM

APPENDIX D | STAFF SURVEY

Santa Clara City Library Facilities Master Plan

22	The effective use of space. Space allocation created years ago that doesn't allow flexibility for library growth/evolution. The furniture are not flexible and huge	10/30/2024 11:14 AM
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Q5 Think about the staff work areas in the library where you work. What do you like the most about them? Be as specific as possible.

Answered: 22   Skipped: 2

#	RESPONSES	DATE
1	I appreciate that each of us has personal workspace.	11/7/2024 9:33 AM
2	Almost all staff areas have windows, although non-operable, they do allow light into the areas making it bright and welcoming.	11/7/2024 12:10 AM
3	Comfortable and good for collaboration.	11/6/2024 3:51 PM
4	The staff area is badged, offering security. It is for the most part spacious. The rest rooms are adequate and the Break room is comfortable. The lighting and ventilation is good.	11/6/2024 12:11 PM
5	Most staff seem to have enough space? And most staff areas seem to get some natural light!	11/5/2024 11:33 PM
6	Spacious work area	11/5/2024 3:54 PM
7	Spacious and good amount of desk space. Youth Services can chat and collaborate well.	11/4/2024 3:35 PM
8	Enough spaces for each staff.	11/4/2024 1:30 PM
9	Seem to work well	11/4/2024 1:27 PM
10	The circulation staff area is located at the front, providing easy access to the circulation desk. The cubicles are spacious. Both main doors on either side of the circulation desk are keyed for entry making the staff feel protected. The printer is located within the department, which is helpful since we have a high volume of printing needs. Our AMH system simplifies the sorting of returns. Having a kitchenette in the department is great.	11/1/2024 4:24 PM
11	Everything that needs to be accessible, is accessible.	11/1/2024 1:54 PM
12	There is enough room for the incoming books and items that are routed to our unit.	10/31/2024 5:06 PM
13	I like the open work space in the YS office and the storage areas we have close by. I am thankful for our mini-kitchen and mini-meeting space. I like the natural light from all our windows.	10/31/2024 1:04 PM
14	Cleanliness, natural lighting	10/31/2024 12:46 PM
15	I like the layout of the space because I can do both independent work and collaborate with coworkers as well. I appreciate that we have a staff restroom in our area so we do not have to go all the way to the other side of the library.	10/30/2024 2:59 PM
16	Back Offices: Allows for close collaboration and discussions	10/30/2024 2:26 PM
17	I like my own area that I cultivated for myself. I like that we can decorate and make our spaces our own whether that be offices, desks or lockers.	10/30/2024 1:48 PM
18	storage is nice, space is great. collaborative space is also great. large cubicles. lots of natural light. Would love to be able to open a window :)	10/30/2024 1:06 PM
19	Spacious office with windows and good lighting, really love having our own bathroom.	10/30/2024 12:49 PM
20	Having my own desk.	10/30/2024 12:43 PM
21	the lounge areas are spacious and invite engagement	10/30/2024 11:34 AM
22	There is more than enough space for staff work areas	10/30/2024 11:14 AM

Q6 Think about the staff work areas in the library where you work. What do you like the least about them? What could be done to improve them? Be as specific as possible.

Answered: 22   Skipped: 2

#	RESPONSES	DATE
1	To enhance staff work areas, specifically in spaces where we meet with adult learners, adding private rooms or designated study rooms could significantly improve confidentiality and comfort. Currently, our shared room setup, where three staff members work together, and others are spread across cubicles, often compromises the privacy our learners need. Adult learners frequently discuss personal matters during orientation, assessments, and other sessions, which are challenging to address in an open, shared environment. If we had access to dedicated private rooms, it would allow for more open and honest communication, creating a space where learners feel safer and more comfortable. Additionally, the study rooms we currently have are often booked due to public demand, making it difficult to reserve them specifically for Read Santa Clara needs. Dedicated private rooms for staff use could alleviate this competition and ensure that learners have a consistent, quiet place to meet and engage.	11/7/2024 9:33 AM
2	Space not efficiently designed. No adequate storage areas in most departments.	11/7/2024 12:10 AM
3	Not very spacious.	11/6/2024 3:51 PM
4	In a small shared office, it is difficult for multiple staff to have Zoom meetings simultaneously, even if they use headsets. Literacy staff offices are deep in the staff area (close to the break room) while a few staff are in other areas- one in Adult Services and 2 in Administration. While we manage with these as best as we can, it would help for the library to thoughtfully look at all the wasted space in staff areas and maybe reconfigure them into spaces suitable for literacy staff to work. One such wasted space is the long hallway where materials are stored- we are currently using a part of it as Learning Space. It is important there are adequate storage areas for materials, especially for grant funded programs like RSC- we have to buy materials when funding is available and store in advance. Storage spaces can be designed in such a way that there is adequate room , while effectively using the staff areas. The temperature control in some of the staff areas of the building needs to be improved.	11/6/2024 12:11 PM
5	Better options for where to store materials that are needed but don't need to be accessed frequently. Reorganization of space near staff elevator on 2nd floor - Room(s) vs. partitioned area would be useful.	11/5/2024 11:33 PM
6	Not enough storage areas in circulation dept. The staff break room is not comfortable to sit and relax there. We have broken lounge chairs that came with the building when it was built.	11/5/2024 3:54 PM
7	Not enough storage space especially in Youth Services and the community rooms. Not enough closed off spaces to work quietly and take meetings.	11/4/2024 3:35 PM
8	Not ergonomic in workflow design. It was a product based on 20+ years old workflow needs.	11/4/2024 1:30 PM
9	Not well laid out in terms of work areas by team/unit (RSC does not have one space to work in/out of), need adequate storage	11/4/2024 1:27 PM
10	Some of the cubicle walls are too tall. More space is needed to store book trucks. The ventilation system doesn't work well.	11/1/2024 4:24 PM
11	It could be updated to have more space. It is cramped at times. The paint color and lighting could be more warm and inviting.	11/1/2024 1:54 PM
12	There can be a space set up in the delivery room where there is volunteer staff available to help receive incoming donations.	10/31/2024 5:06 PM
13	We need more storage! It would be helpful to have a full-size fridge, oven, and industrial size sink for program versatility. A washer and dryer would also help with programming (currently staff take home scarves after storytimes to wash since many children put them in their	10/31/2024 1:04 PM



Santa Clara City Library Facilities Master Plan

	mouths). Space for volunteers to work on projects would be great! A way to connect between the employee break room and YS offices that doesn't go through public spaces would be nice.	
14	x	10/31/2024 12:46 PM
15	Room for storage and more organizational space is something that I think is always a plus in youth services offices. Right now, the staff area is large and includes everyone's work spaces. This is totally fine, but an additional private area for meetings, virtual programs, or recording would be great.	10/30/2024 2:59 PM
16	- Cramped spaces in the back areas - Not enough storage space for our supplies and seasonal activities	10/30/2024 2:26 PM
17	Storage space, carts pile up all the time, have a lot of messy areas because there is nowhere to put stuff. (We use Ben's old office as storage). The overpriced vending machines. The staff breakroom is so uninviting. The weird ledge seat is not big enough or comfortable enough to sleep, broken recliners. Kitchen is wasted space as there isn't a lot of practical use to storing things.	10/30/2024 1:48 PM
18	possibly a small meeting space with technology for projection, teen lockers/cubbies for volunteers. slide out shelving (pull out/slide out) drawers for puppet storage.	10/30/2024 1:06 PM
19	We lack tools that we need for programs in Youth Services (very small fridge, no washer and dryer, sink is located right in front of an electric outlet which can be scary, no mini kitchen or oven for cooking programs).	10/30/2024 12:49 PM
20	NO PRIVACY. Everyone walking by looking over. Everyone is too loud. Too many unnecessary conversations. Temperature is always wrong.	10/30/2024 12:43 PM
21	Need more meeting areas; storage areas are few and far between and not conducive for tables and chairs. too many hidden staff areas	10/30/2024 11:34 AM
22	The effective use of space; the wide separation of spaces between the work units; too much space for staff work areas	10/30/2024 11:14 AM

Santa Clara City Library Facilities Master Plan

Q7 Think about the workflow in the library or unit where you work. What could be done to improve it? Be as specific as possible.

Answered: 18    Skipped: 6

#	RESPONSES	DATE
1	To improve the workflow, establishing a central hub for Read Santa Clara would be transformative. Currently, we're somewhat secluded and not easily accessible to the public, making it difficult for learners and tutors to locate us. By creating a dedicated, visible space within the library, we could foster a sense of community and belonging for both learners and tutors. This would allow them to come and go with ease, feeling more integrated into the library community and empowered in their learning journey.	11/7/2024 9:33 AM
2	Although I have my own office what I consider my workspace is shared with Shipping & Receiving as well as the Friends of the Library storage/sorting. There is very little space/staging area to store items that require repair.	11/7/2024 12:10 AM
3	It helps to have clarity in documenting processes, especially where approval of Administration and City Hall is needed. Our work will be more efficient, spending less time on administrative tasks and more on serving those in need, if processes are streamlined, clear and simple at the outset, with the least amount of duplication needed. Lets take pcards for example- it wastes time for us to enter every transaction into a pcard log spreadsheet, then print out everything and hand it over to Administration, with the data having to be checked and manually re-entered. Why not do all of this electronically, including the review, the sign offs etc, so that the data just needs to be entered once? The same thing goes for timesheets, with everything needing to be entered online, then printed out, turned in, approved and re-entered. In an digitally savvy future, perhaps we won't need to print everything out and approve it all on paper and then re-enter data. The time saved by our team and Administration can be used for other worthwhile purposes. It helps to have a workflow that has just 1-2 tiers of approval. To approve a grant, for example, it takes multiple steps with much paperwork and time consumed at every level from literacy staff onwards to the City Manager. Can't these processes be simplified, while maintaining needed oversight and accountability? It is now very challenging to recruit volunteers for the literacy program with multiple steps and documentation needed- the City's online volunteer form is intended actually for job-seekers, doesn't have the wording that is warm and welcoming to volunteers or the fields we need, resulting in volunteers having to turn in multiple forms. Several have told us this process is just overwhelming. Coordinating all of this takes more staff time, which means less time for direct service. It is my humble opinion after two decades of this work that this entire process can be simplified, made efficient, reducing staff time at all levels, so our library can harness the full power of volunteerism in our community.	11/6/2024 12:11 PM
4	It would be great to have some small but private (enclosed) work spaces that could be used by any staff when needed for phone calls, zoom meetings, 1-1 appts. with clients...all difficult in a shared work environment w/o disrupting the work of others. Also helpful when confidentiality with program participants is needed.	11/5/2024 11:33 PM
5	Circulation front desk and shelves does not have a nice flow on how it is set up	11/5/2024 3:54 PM
6	Need a washer/dryer so we can clean library materials being used for programs.	11/4/2024 3:35 PM
7	Re-design the spaces with the projection of fewer people and more materials to flow in. How to move the materials in and out with the least physical movement to save time and money.	11/4/2024 1:30 PM
8	Better use of work space for storage, teams that don't have one area like RSC	11/4/2024 1:27 PM
9	More updated furniture and new chairs that go lower to the floor to help when putting carts in order.	11/1/2024 1:54 PM
10	Update some of the office equipment, chairs, etc.	10/31/2024 5:06 PM
11	More large carts! :) It's helpful to keep them loaded with certain items for specific programs.	10/31/2024 1:04 PM



Santa Clara City Library Facilities Master Plan

12	x	10/31/2024 12:46 PM
13	If there was a way to make better use of unoccupied desk/cubicle space for the rest of the team, it would help us expand the offices uses, or at least allow us to move things freely.	10/30/2024 2:26 PM
14	More staffing, particularly more page staff. We are doing well right now with full time and as needed library assistants (unless we open more hours) but page staff is super important. Page staff help to keep shelves shelf read, tidied and full of books and off our carts. They help with room setups and can help with program prep and program aide. They are pivotal in keeping workflow functional at the ground level. It would also help so that Full time staff isn't wasting time doing shelving and putting carts in order, when they can be covering desk, maintaining phones and backroom circulation tasks that help the department flow normally.	10/30/2024 1:48 PM
15	large space for storytime (in case the room is being used for community endeavors ie voting etc). flexible tables	10/30/2024 1:06 PM
16	Workflow is great, we could use more storage space as we have SO many supplies in our office. We often clean, but simply don't have enough space to store everything.	10/30/2024 12:49 PM
17	Have more duties spread out to all LA's, not 2-3 of them with all the duties, have LA's go on desk more so that as-needed can shelve, also appoint ALL CIRCULATION STAFF (including Supervisors/ Ben would shelve all the time before retirement) to shelve, whenever there is a 'blank' hour, people tend to just be on their phone, everyone should shelve, no exceptions. Have more of the dual hour duties like (lyngsoe & phones), it saves a body to do something else. Treat everyone EQUAL, not because somebody is a difficult personality, they should get an easy 'off' because management is afraid of confrontation (if they can't work an assigned schedule, maybe they shouldn't work, it only puts more stress and pressure on the rest of the team) or someone who is a hard worker should get more responsibilities.	10/30/2024 12:43 PM
18	Rethink staff spaces and public spaces to work on flow and flexibility.	10/30/2024 11:34 AM

Santa Clara City Library Facilities Master Plan

Q8 Think about the library in which you work. What could be done to improve the customers' experience? Be as specific as possible.

Answered: 20   Skipped: 4

#	RESPONSES	DATE
1	There are often complements from patrons and vendors about how attractive the library is and that it's in very good condition for its age which is great. I most often hear that patrons would like the libraries to be open more hours and that adding more meeting spaces (group study rooms) would be appreciated.	11/7/2024 12:10 AM
2	more display cases or wall display spaces... it would be great to showcase art from the local schools, etc. larger community rooms (maybe with a stage) would be amazing! a built-in storytime area in the YS space would be amazing!	11/6/2024 6:41 PM
3	We need to consider the needs of those who are most underserved in our community- those who can't afford to pay, those who lack literacy and language skills, the disabled, the seniors, the refugees and new immigrants and the unsheltered. Can staff training be enhanced to effectively serve those with special needs? Can we look at planning collections, programming and spaces, keeping the needs of the most vulnerable in mind? It may not be as easy as counting numbers attended, when those who attend are often savvy users who readily navigate and use several public libraries to benefit from their free resources. This is not to say that library should ignore their needs but when we use universal design principles and try to be inclusive of those who have significant barriers to access services, then we serve everyone better. It doesn't mean serving every patron equally but serving every patron equitably. We are a city with many immigrants. We offer a lot of resources and programs but as several of our community members who are not used to public libraries don't know how to navigate and access the resources most relevant to them, many resources are underused. That includes online homework help and resources such as the wellness collection. There needs to be simple signage, more videos patrons walking in can access that explain in a language they can understand what resources are available to serve their needs. We need on an ongoing basis volunteer library ambassadors or docents to make the library experience more user-friendly for first time library users. Being inclusive means being able to communicate with patrons using modes preferred by them. Can we have signage for instance in multiple languages and braille? Can we have some staff trained in ASL for customer service and programming? Can we communicate with new patrons by text and calls, rather than email, since there are many who have no access to email? The library needs to look at community resources and leverage them where possible for collection and programming through building new partnerships. What programs and services we choose to focus on must address gaps in community services rather than duplicate what may already be offered elsewhere. For this, there needs to be funding and staffing to do regular Citywide community needs assessment, so we listen to input from community members and review and adapt what we do to serve their needs.	11/6/2024 12:11 PM
4	A welcome center/area: volunteer(s) could help direct people; patrons could see a visual layout of the library; new library users could access library info. in different formats (print/video viewing) and maybe get a small welcome gift when they get a library card; and a place anyone might pause out of interest (a patron poll; something photo worthy; small display case for patron-created library art; etc.)	11/5/2024 11:33 PM
5	We don't have any public service point by the parkside entrance.	11/5/2024 3:54 PM
6	More lightweight and moveable chairs and furniture that can accommodate large parties. Most tables currently cannot seat 4. The lamps aren't moveable and are outdated/bulky.	11/4/2024 3:35 PM
7	The current TS space potentially could be reconfigured for literacy program use. Ample entrances and settings. TS, however, needs a place to swap.	11/4/2024 1:30 PM
8	More money for up to date collection, more money for e-resources, nicer appearance bathrooms and community rooms (ugly/outdated). Would be nice to have more outdoor seating areas and operable cafe	11/4/2024 1:27 PM



Santa Clara City Library Facilities Master Plan

9	Signage, handouts, and other materials available in multiple languages.	11/1/2024 4:24 PM
10	Welcoming signage in all languages. Even directional signs like restroom in all languages would be inviting.	11/1/2024 1:54 PM
11	Have more creative spaces, such as a maker's space. Have a cafe return to the library.	10/31/2024 5:06 PM
12	Patrons are always looking for ways to charge devices, so more outlets, especially with different types of charging ports would be great!	10/31/2024 1:04 PM
13	x	10/31/2024 12:46 PM
14	- more meeting rooms - a place to purchase snacks and beverages and eat - more places to plug/charge their devices (USB, outlets etc.)	10/30/2024 2:26 PM
15	More advertisement for collection, tool library, book kits and citizenship packets hardly get checked out to name a few. Would also like more advertising of upcoming programs that's targeted in relevant areas such as in areas with books on the topic etc. More effort spent in tidying i.e. more page staff to help with this often-neglected task. Staff satisfaction, happy staff = happy customers.	10/30/2024 1:48 PM
16	more access to tools of technology, a sewing room, maker space/podcast/recording space/ a space to teach music piano etc. a theater/ a space for galas. a space for weddings. Art gallery space, spaces for traveling exhibitions.	10/30/2024 1:06 PM
17	Patrons often complain about temperature-- it is either too hot or too cold. Another common complaint is the status of the furniture, specifically chairs that have stains and furniture that is clearly outdated. Finally, the most common complaint is the noise, which is inevitable in the children's area, but is tricky when it travels upstairs.	10/30/2024 12:49 PM
18	Always have a smile on your face and say good morning to them or hello. NO CELL PHONE USE AT THE PUBLIC DESKS!!! I see it all the time, especially at the youth desk and circ. Not a good look for us. A patron is standing in front the staff and it takes a minute for staff to acknowledge them.	10/30/2024 12:43 PM
19	docent tours of the building to help new and returning users understand how to use the library. More friends and volunteer recruitment and opportunities. Coordinated communications plan and leadership	10/30/2024 11:34 AM
20	redesign building layout to better match current/future customer use	10/30/2024 11:14 AM

Santa Clara City Library Facilities Master Plan

Q9 Is there anything else you would like the consultants to know about the library or unit in which you work?

Answered: 11   Skipped: 13

#	RESPONSES	DATE
1	It would be good to have a front facing public space in the library dedicated to the literacy program.	11/6/2024 3:51 PM
2	Read Santa Clara has always sought to serve the underserved, harnessing the power of volunteerism, seeking to supplement but not duplicate or supplant community services. We are fortunate to work in a library that values customer service, collaboration and teamwork and understands the importance of community outreach. The changes that will happen as a result of these plans we hope will be guided by the values we cherish.	11/6/2024 12:11 PM
3	Read Santa Clara has the potential to do so much more with adequate space: a hub that allows for more visibility and greater access/availability for current and potential participants. Key would be a well-designed space that provides a mix of collaborative work areas and private areas when confidentiality is needed.	11/5/2024 11:33 PM
4	I would love to know what is the latest trend in designing and implementing the Technical Services workspace.	11/4/2024 1:30 PM
5	It's a beautiful library, but it hasn't changed much in recent years. The public would be excited to see some of the spaces transformed more.	11/1/2024 1:54 PM
6	xx	10/31/2024 12:46 PM
7	Because of the outdated layout of Central Park Library the space has not been able to catch up with the technological trends of the time, as well as anticipate the population growth and expanding demand of library services, that lean more on Gen Z and beyond. The library should be able to physically change and adapt to a public that is growing and diversifying. Smart, modular, inviting, and multipurpose would be the route to go. However, I do not want to lose the charm of this library for efficiency sake.	10/30/2024 2:26 PM
8	Circulation is a pivotal part of the library. Without a working circulatory system, the library would not be able to function as a library. The team keeps books on the shelves, account issues cleared, items repaired, emergencies handled, desks covered and so much more.	10/30/2024 1:48 PM
9	I have noticed in my 8 years here that community travels to come to Central Park Library, it's great customer service, but I think the space is also beautiful and welcoming and is filled with art.	10/30/2024 1:06 PM
10	Our patrons love our Library overall, and they love its proximity to the park. Many patrons have shared they would like to have a cafe again, as the closest food area is across the street, and it is difficult to walk to the plaza and come back with small children.	10/30/2024 12:49 PM
11	The second level smells yucky. No air circulation or maybe filtration.	10/30/2024 12:43 PM

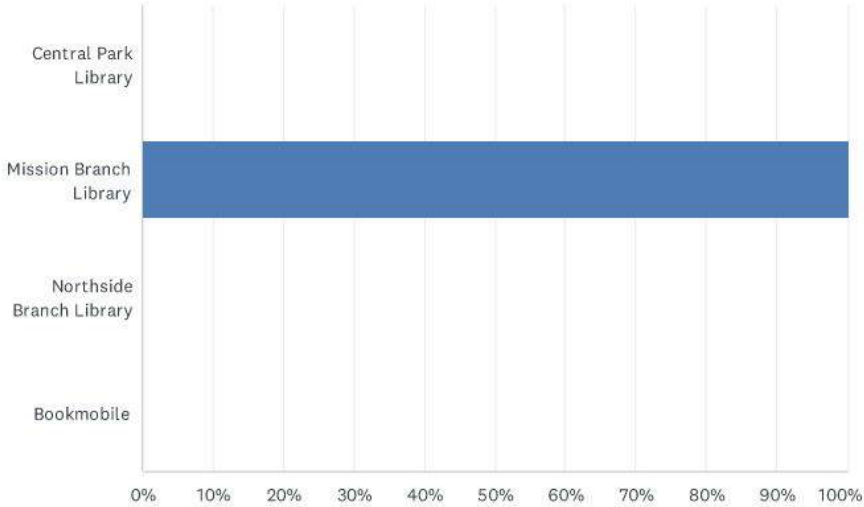
Q10 Name (optional)

Answered: 9   Skipped: 15

#	RESPONSES	DATE
1	Priya Mascarenhas	11/6/2024 3:51 PM
2	Shanti Bhaskaran	11/6/2024 12:11 PM
3	Yu-Lan Chou	11/4/2024 1:30 PM
4	Bruce	11/1/2024 4:24 PM
5	Karen Guzmán	10/30/2024 2:59 PM
6	Rachel Schmidt	10/30/2024 1:06 PM
7	Lorena	10/30/2024 12:49 PM
8	Patty Wong	10/30/2024 11:34 AM
9	Mila	10/30/2024 11:14 AM

Q1 In which library facility do you work most of the time?

Answered: 7   Skipped: 0

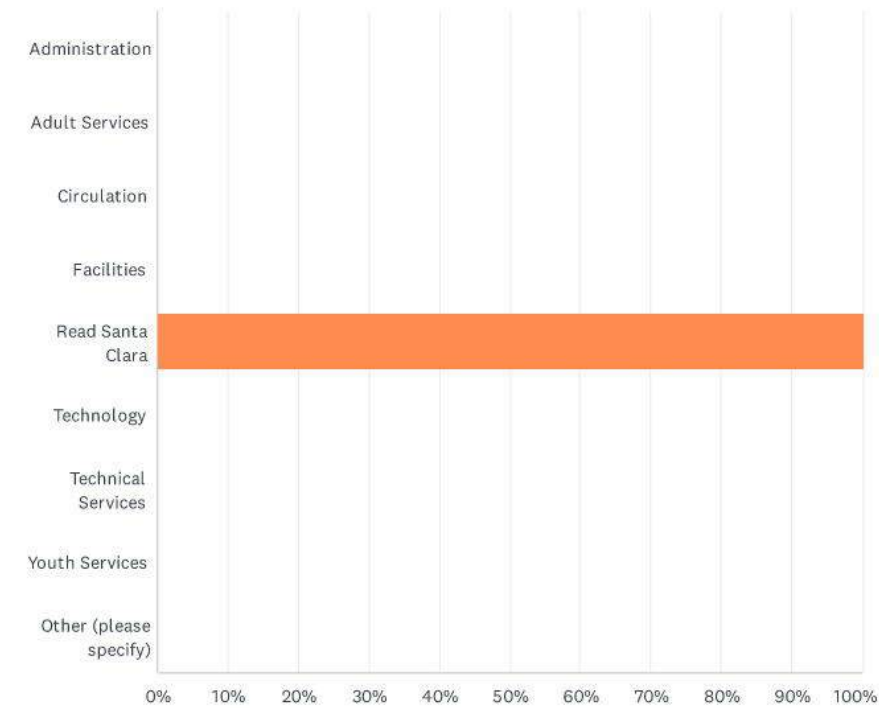


ANSWER CHOICES	RESPONSES
Central Park Library	0.00% 0
Mission Branch Library	100.00% 7
Northside Branch Library	0.00% 0
Bookmobile	0.00% 0
TOTAL	7



Q2 If you work in the Central Park Library, please specify the work unit:

Answered: 2 Skipped: 5



ANSWER CHOICES		RESPONSES	
Administration		0.00%	0
Adult Services		0.00%	0
Circulation		0.00%	0
Facilities		0.00%	0
Read Santa Clara		100.00%	2
Technology		0.00%	0
Technical Services		0.00%	0
Youth Services		0.00%	0
Other (please specify)		0.00%	0
TOTAL			2

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q3 Think about the public service spaces in the library where you work. What do you like the most about them? Be as specific as possible.

Answered: 6 Skipped: 1

#	RESPONSES	DATE
1	Friendly, clean, easy to access	11/7/2024 12:22 PM
2	I love how bright and how much natural light is in this building. I love the how big the windows are and how we can see most of the service area from the desk.	11/4/2024 5:37 PM
3	Seeing everything, close to patrons. Bright space.	11/4/2024 1:39 PM
4	* Location of front desk: central to library, can easily see what is going on * Slat walls on J/Adult fiction shelves - good for displays, increases circulation and browsing * Lighting: in placement and amount, is adequate for patrons and staff * Glass partition and felt walls at front desk: allows for postings and activities (scavenger hunt, posting art from programs, flyers, etc.) * Plenty of shelf space in children's area for displays	11/2/2024 11:13 AM
5	They are very comfortable and inviting.	11/1/2024 2:55 PM
6	bright and open	10/30/2024 3:36 PM

Q4 Think about the public service spaces in the library where you work. What do you like the least about them? What could be done to improve them? Be as specific as possible.

Answered: 6 Skipped: 1

#	RESPONSES	DATE
1	Not enough space, difficult to control temperature; too many tables in the meeting room; no dedicated RSC space, no way for the public to know that our program exists	11/7/2024 12:22 PM
2	Because the space is SO small every space needs to have a function. More display space and or use of the walls for informational purposes would be useful.	11/4/2024 5:37 PM
3	Not using vertical spaces effectively. No restroom off the community room. No desks with catalog computers to accommodate disabled patrons.	11/4/2024 1:39 PM
4	* RFID reader placement: underneath desk, limits the space patrons can place materials and makes checkout difficult. Patrons get confused when we have to push the materials away towards them to ensure the RFID scanner works and we have to explain it almost every time. It can read materials on the desk even farther away, and we have had issues where because a material is placed on the desk, a hold has been placed but the RFID scanner reads the material and sends the pickup location to another county. * Lack of door between front desk and staff area: safety and privacy concerns. Patrons can still navigate to the back and younger patrons often try to do so by removing the retractable safety belt. Staff area is visible from the front desk. * HVAC noise: patrons become aware when the noise shuts off and it feels jarring, makes it hard to hear patrons when they're speaking with us at the front desk. * Geometric wall between front desk and TV: would prefer slat wall; as it is right now, cannot easily put up displays or fliers * Lack of intercom: all announcements must be made by yelling/speaking loudly, which can be jarring for patrons. Speaker or intercom needed. * Kitchen in community room: sink does not dispense water in steady pressure/stream, no stove means lack of cooking programs. Because tables are stored there, all tables must be emptied out to use the kitchen during programs (which we have needed to for non-cooking purposes).	11/2/2024 11:13 AM
5	Occasionally there is too much noise. It can be very difficult to read or study with so much noise happening around you.	11/1/2024 2:55 PM
6	Not sound dampening enough, no teen area	10/30/2024 3:36 PM

Q5 Think about the staff work areas in the library where you work. What do you like the most about them? Be as specific as possible.

Answered: 6 Skipped: 1

#	RESPONSES	DATE
1	RSC has their own workspace at Mission	11/7/2024 12:22 PM
2	I like how close it is to the service desk, so staff can quickly come help if necessary.	11/4/2024 5:37 PM
3	Windows that could be opened for fresh air. Staff kitchen.	11/4/2024 1:39 PM
4	Kitchen area is spacious, multiple windows and placement allow for adequate lighting and ventilation. Enough computers for current amount of staff.	11/2/2024 11:13 AM
5	Generally they are clean and well lit.	11/1/2024 2:55 PM
6	That it exists	10/30/2024 3:36 PM



Q6 Think about the staff work areas in the library where you work. What do you like the least about them? What could be done to improve them? Be as specific as possible.

Answered: 5   Skipped: 2

#	RESPONSES	DATE
1	There is not really much desk space, so if you need to do a project that does not involve the computer you don't have much room. It is also very awkward that the librarian shares an office with the manger.	11/4/2024 5:37 PM
2	No door between staff and public, unsafe. Small staff area. No countertop/desk lights.	11/4/2024 1:39 PM
3	Not enough USB headphones for people to attend virtual/hybrid staff meetings.	11/2/2024 11:13 AM
4	Not enough staff work areas. As a Read Santa Clara it can be difficult to have to always juggle space and plan ahead and reserve spaces. The nature of our work is quite different in that we commonly work one on one with learners who need quiet and private spaces to meet. I often find myself having to shift my work space 2-3 times over the course of one work day. It is inconvenient.	11/1/2024 2:55 PM
5	Not secure, manager does not have separate office, not flexible	10/30/2024 3:36 PM

Q7 Think about the workflow in the library or unit where you work. What could be done to improve it? Be as specific as possible.

Answered: 5   Skipped: 2

#	RESPONSES	DATE
1	Please add a people counter to the doors!	11/5/2024 6:29 PM
2	there should definitely be some sort of physical barrier between the staff area and public area. It's tedious to have to clip and unclip the elastic "barrier" the work area is pretty tight, especially around the back check-in computer. It gets very congested there in the morning when we have delivery and book trucks with items waiting to be checked in.	11/4/2024 5:37 PM
3	Given the limited space of the location not much can be done	11/4/2024 1:39 PM
4	I think we need a Read Santa Clara center that can have both public facing and private work spaces. Our learners need a place where they can feel welcome but not have to sit in highly visible areas to do assessments or attend private tutoring sessions.	11/1/2024 2:55 PM
5	more upward storage	10/30/2024 3:36 PM

Q8 Think about the library in which you work. What could be done to improve the customers' experience? Be as specific as possible.

Answered: 4   Skipped: 3

#	RESPONSES	DATE
1	Lower front desks - they are extremely high so often staff cannot see children. More obvious place for catalog computers	11/4/2024 5:37 PM
2	Full shades for -all- windows; pathway around the circle around the library, more adaptive furniture for less abled patrons.	11/4/2024 1:39 PM
3	More promotional materials (flyers, calendars, etc.) in multiple languages. Patrons would like more study rooms/workspaces and outlets. More shelving by area with postings: all the mystery section and part of the sci-section is low on the ground and right next to work desks, making it hard for patrons to browse (especially older/disabled patrons). A "tech-out" station for laptops to use in the library - as our computers area is all-ages, children tend to use it for after-school activities and it makes it hard for patrons who are there to work to concentrate. Mobile/remote printing is VERY clunky at branches and often does not work when we try to set the location to Mission (even when we have patrons turn on location settings). Makes it very stressful for patrons and takes a lot of time and troubleshooting (and still may not work).	11/2/2024 11:13 AM
4	Have a separate teen room; have laptops available for checkout in the library; more shelving; active play area inside or outside the library	10/30/2024 3:36 PM

Q9 Is there anything else you would like the consultants to know about the library or unit in which you work?

Answered: 2   Skipped: 5

#	RESPONSES	DATE
1	I think there should be a washing machine located at central so we can wash the scarves and other items that children use all the time.	11/4/2024 5:37 PM
2	We have a whiteboard with the names of everyone on-shift that day in the staff area - if you take your first break, you cross your name off. If you take your second break (or your only designated break), you wipe your name. It helps keep us accountable for taking our breaks and helps other staff to remind us! Highly suggest doing this at other locations.	11/2/2024 11:13 AM



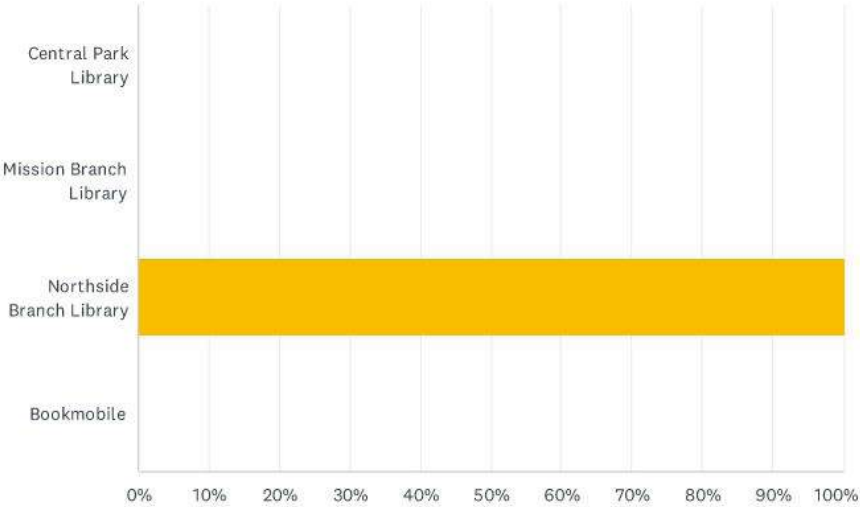
Q10 Name (optional)

Answered: 1   Skipped: 6

#	RESPONSES	DATE
1	Mimi Nguyen	11/2/2024 11:13 AM

Q1 In which library facility do you work most of the time?

Answered: 5   Skipped: 0



ANSWER CHOICES	RESPONSES
Central Park Library	0.00% 0
Mission Branch Library	0.00% 0
Northside Branch Library	100.00% 5
Bookmobile	0.00% 0
TOTAL	5

Q2 If you work in the Central Park Library, please specify the work unit:

Answered: 0   Skipped: 5

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Administration	0.00%	0
Adult Services	0.00%	0
Circulation	0.00%	0
Facilities	0.00%	0
Read Santa Clara	0.00%	0
Technology	0.00%	0
Technical Services	0.00%	0
Youth Services	0.00%	0
Other (please specify)	0.00%	0
TOTAL		0

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q3 Think about the public service spaces in the library where you work.  
What do you like the most about them? Be as specific as possible.

Answered: 5   Skipped: 0

#	RESPONSES	DATE
1	i like that the kids' and adults' areas are clearly defined. i like that the customer service desk is the first thing you see when you walk in.	11/5/2024 12:05 PM
2	Lots of worktables with electrical outlets for patrons. Lots of computers for patrons to use.	11/5/2024 11:22 AM
3	Good lighting, able to see down shelf aisle from desk	11/5/2024 7:27 AM
4	I like how I am able to see most of the building to keep the patrons safe and well assisted.	10/30/2024 8:16 PM
5	I really like when different areas of the library are easily identifiable. For example, at Northside, the kids area is green, the adult area is blue, the teen area is purple, and anything more specific usually has signage. I also like when spaces are multipurpose and can be used for different functions. For example, our copy center also hosts our postings. We can host smaller programs in the tech room, even though that is not necessarily a program room.	10/30/2024 3:36 PM



Q4 Think about the public service spaces in the library where you work. What do you like the least about them? What could be done to improve them? Be as specific as possible.

Answered: 5   Skipped: 0

#	RESPONSES	DATE
1	there's not enough shelving, so everything gets impacted. i don't think that can really be improved without making the building bigger, though. i wouldn't want the shelves to be taller and there's not really anywhere to put more shelves. it would be good to have a shaded outdoor space with more seating, because people don't use the outdoor space for exactly that reason. it's also hard for people to find the restrooms, so clearer signage overall would be helpful. a returns area inside the building would be helpful since people come in to return stuff all the time not realizing the returns slot is outside. the furniture is kind of gross in some spots, especially where the chairs are soft. the carpet gets gross, too, and hard floors might be easier to clean. the HVAC is inconsistent and unpredictable.	11/5/2024 12:05 PM
2	Chairs are porous fabric; lots of nasty stains. Tables are natural wood; easy to carve into, condensation from drinks leaves water stains. AC too strong; cold even in summer. Needs to be adjustable by more than 2 degrees. Unclear to patrons where returns slot is. Clearer signage? No inside return slot. Patrons either return items at Customer Service desk or have to go outside.	11/5/2024 11:22 AM
3	Lack of adequate signage for some spaces: community room, all gender restroom, kids vs adult computer areas	11/5/2024 7:27 AM
4	I don't like how there are not enough tables for patrons to use when they come in to work. I also think we need more private group study rooms.	10/30/2024 8:16 PM
5	What I like least is probably the wasted space. There are many areas that could be used for shelving, seating, programming, and other library functions that were forgone for design. I would like the space to be more functional. I also dislike the lack of privacy and space in our one room library. It would be nice to have more areas and space for quiet study or programming that wouldn't affect the rest of the library's functions.	10/30/2024 3:36 PM

Q5 Think about the staff work areas in the library where you work. What do you like the most about them? Be as specific as possible.

Answered: 4   Skipped: 1

#	RESPONSES	DATE
1	i like that all the staff desks are in the same area - it's nice to have everyone in the same spot so we can brainstorm together.	11/5/2024 12:05 PM
2	Well equipped staff kitchen, locker space,	11/5/2024 7:27 AM
3	I enjoy how close the staff are so that we can communicate easily.	10/30/2024 8:16 PM
4	I like the versatility of our workspaces. We use each of our back rooms for more than just storage, but also for program preparation and collection management.	10/30/2024 3:36 PM

Q6 Think about the staff work areas in the library where you work. What do you like the least about them? What could be done to improve them? Be as specific as possible.

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	it's just too small. we need more staff but have nowhere to put them, and even with the staff we have now it's tight. the AMH takes up too much space in our very poorly designed returns area. i'd love something with more bins that takes up less space. it would be more efficient. we also need significantly more storage space - it sucks having to throw away good supplies just because we lack the storage space. the kitchen is cool but it would be nice if it were bigger and had room for more people to sit. i would also love to have operable windows. sitting inside all day kind of sucks.	11/5/2024 12:05 PM
2	Not enough workspaces for craft prep. Not a lot of storage space. Many carts do not push straight. Occasional bugs. AC too strong; cold even in summer. Needs to be adjustable by more than 2 degrees.	11/5/2024 11:22 AM
3	Need more back office staff work space, computers for as needed staff, and an area to make things/ plan programs collaboratively	11/5/2024 7:27 AM
4	Staff are in need of more shelving and tabletop services so that we can complete our work without being surrounded by carts all the time. We need to be able to organize our space so we can work more efficiently.	10/30/2024 8:16 PM
5	I dislike how messy and packed our staff areas are. We have a lot of stuff and not enough storage. Additionally, there is a lot of wasted space within the work areas as well. It would be nice to have more shelving, tabletops, and staff desks for our library.	10/30/2024 3:36 PM

Q7 Think about the workflow in the library or unit where you work. What could be done to improve it? Be as specific as possible.

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	i know this isn't a facilities issue, but we need more staff! it'd be easier to focus on things like weeding or program development if full time staff weren't also doing most of the shelving.	11/5/2024 12:05 PM
2	Information should be less siloed – some departments' SharePoint pages have restricted access.	11/5/2024 11:22 AM
3	More stable, steerable, spacious sorting carts (that still fit well along the tech logic sorting wall) better/ more visible designated places for patrons to set down materials to be reshelfed	11/5/2024 7:27 AM
4	We need more page staff to shelve the returns. When the coded staff are shelving on average 10 carts a week that really takes away from staff providing customer service, programs, collection development, or back of the house work.	10/30/2024 8:16 PM
5	I think having allocated spots for the everyday work would be incredibly beneficial. For example, places for lost and found, damaged books, overflow, art supplies, technology, displays, etc. would be helpful in making sure that items get returned to where they need to be and can be found easily when the time comes to use them. While I like versatile spaces, I also like to have dedicated spaces for those day-to-day tasks that won't change anytime soon. Again, there is a lot of wasted space that could be used for shelving or additional storage.	10/30/2024 3:36 PM



Q8 Think about the library in which you work. What could be done to improve the customers' experience? Be as specific as possible.

Answered: 3   Skipped: 2

#	RESPONSES	DATE
1	A physical indication at the entrance informing patrons of what programs are happening that day, what time they are, who they are for and where within the library it will be located. Also, physical indicators of what materials are in what section: nonfiction organization breakdown, fiction's organization breakdown, how teen area is organized. And better indicators that the outdoor patio is available for patron use	11/5/2024 7:27 AM
2	Patrons can get frustrated when the library technology isn't functioning properly. Technology like, wi-fi (Mac users struggle to get online), public printers not working well, self checkouts jamming.	10/30/2024 8:16 PM
3	I think that accessibility in this building is not the greatest. Signage is not always clear and there are many functions within the building that have been cobbled together. For example, there is nowhere for patrons to put books that they don't want to take home, so they ended up all over the place until we dedicated shelves to them. Shelves are both too high and too low, but we don't have additional shelving that we can use to mitigate that. There is not a lot of areas that we can use for "merchandizing", so it is difficult to highlight more than one collection at a time. The library itself is a singular room, so when a kid is throwing a tantrum or a patron is answering a call, everyone can hear it. Finally, there are just not enough study rooms, especially after covid.	10/30/2024 3:36 PM

Q9 Is there anything else you would like the consultants to know about the library or unit in which you work?

Answered: 4   Skipped: 1

#	RESPONSES	DATE
1	Having at least one Library Page working every day would be immensely helpful.	11/5/2024 11:22 AM
2	The kids area cushion chairs need to need changed out to a material the custodians can clean regularly (currently the fabric seats just collect smells and stains easily)	11/5/2024 7:27 AM
3	We are a branch that truly tries to serve the community by providing a space that suites their needs. We also try to implement innovative programming to help young ones prepare for school/life, teens have a place where they can be themselves and prepare for college, and adults can network and get to know their fellow community members. If the staff could have a place to work that allows those tasks to get done efficiently, we can provide the best library for our community.	10/30/2024 8:16 PM
4	To be frank, the Northside building was designed for looks and very little functionality. There are many things that we would like to have at our library that the building just cannot support, like makerspaces, STEAM programs, gardening, etc.	10/30/2024 3:36 PM

Santa Clara City Library Facilities Master Plan

Q10 Name (optional)

Answered: 3    Skipped: 2

#	RESPONSES	DATE
1	Matt G	11/5/2024 11:22 AM
2	Kim	11/5/2024 7:27 AM
3	Rachel Hughes	10/30/2024 3:36 PM



Peer Library Data

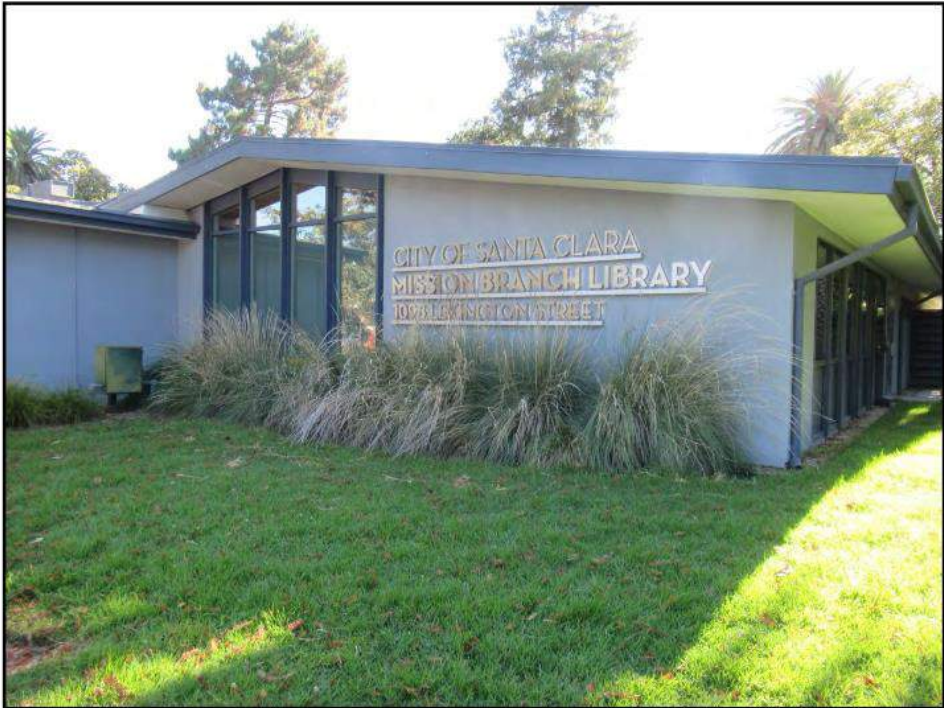
Appendix E: Peer Library Data

FSCS ID	Library Name	Locale	Legal Basis	Fiscal Year	Service Area Population	Branch Libraries	Bookmobiles	hours/year	Total Operating Revenue (\$)	Total Library Program	Children's Program	Total Program Attendance	Children's Program Attendance	Physical Visits	Registered Users	Total Circulation	books and other printed material	Internet Computers	Computer Uses	Wireless Sessions	Total Operating Revenue (\$) Per Service Pop	Total Staff
CA0015	BURBANK PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	105,451	2	0	7,288	8,112,961	488	162	9897	7972	378,266	84,653	695,837	291,032	85	54,728	13069	77	64.3
CA0020	CARLSBAD CITY LIBRARY	City (12)	Municipal Government (city, town or village)	2022	115585	2	0	7,597	12,908,037	632	299	17437	9122	363,803	96,564	1,008,522	253,356	122	22,029	94311	112	104.3
CA0085	ORANGE PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	137,676	2	0	6,423	5,955,054	245	115	11517	4463	217,211	57,231	423,529	134,884	95	21,451	70974	43	41
CA0104	ROSEVILLE PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	151,034	2	0	6,752	3,588,054	332	270	14561	13411	296,886	113,166	1,152,484	152,544	99	22,872	8717	24	27.5
CA0121	SAN MATEO PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	107,576	2	0	7,488	7,644,100	621	399	16896	13835	255,644	72,053	983,224	243,089	130	27,852	606574	71	72.4
CA0125	SANTA CLARA CITY LIBRARY	City (12)	Municipal Government (city, town or village)	2022	130,127	2	1	2,864	11,024,757	793	169	29,330	11,457	248,926	59,794	1,798,394	453,506	120	17,013	67,275	85	49.8
CT0151	FERGUSON LIBRARY	City (12)	Non-profit Association or Agency	2022	136,309	3	0	9,611	10,837,936	838	279	23,105	10,724	358,400	62,323	558,830	149,085	250	32,301	106,782	80	70.5
IA0355	DAVENPORT PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	101,724	2	0	8,460	6,239,038	1,055	427	25,009	10,881	231,616	47,800	423,739	143,386	122	32,998	67,916	61	57.1
IL0368	NAPERVILLE PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	149,540	2	0	11,092	15,768,184	1,999	1,288	64,457	47,117	871,051	58,726	3,248,498	391,542	338	45,000	138,072	105	154
MI0078	DEARBORN PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	109,976	2	0	5,658	7,718,035	816	165	8,959	2,887	200,013	27,371	281,973	136,107	90	19,089	37,230	70	52.8
MT0006	BILLINGS PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	157,509	0	2	5,928	4,081,534	527	179	11,557	4,508	256,609	52,364	620,126	172,046	94	26,849	301,542	26	33.8
ND0026	FARGO PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	125,990	2	0	8,320	5,262,838	669	261	23,250	6,251	361,529	32,746	835,207	220,375	88	19,089	91,120	42	46
OR0005	EUGENE PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	176,626	2	0	7,669	15,908,653					505,270	112,695	2,090,182	369,322	126	52,976		90	102.7
TX0012	DENTON PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	148,146	2	0	9,419	6,709,519	976	464	17,411	12,296	368,360	117,153	991,683	190,142	78	52,479	29,784	45	49
TX0110	ABILENE PUBLIC LIBRARY	City (12)	Municipal Government (city, town or village)	2022	125,070	2	0	9,518	3,027,227	1,372	667	36,012	17,108	325,686	45,652	500,004	144,879	70	41,291		24	36
VA0053	NEWPORT NEWS PUBLIC LIBRARY SYSTEM	City (12)	Municipal Government (city, town or village)	2022	181,000	2	0	8,736	5,954,149	482	214	21,342	12,914	236,265	9,008	553,620	170,652	100	22,129	263,489	3	90
IN0180	MONROE COUNTY PUBLIC LIBRARY	City (13)	Library District	2022	139,718	1	0	7,922	10,468,171	1,408	538	24,956	14,250	501,627	61,823	1,973,339	363,266	130	61,697	1,446,014	75	116.3
	Median Value				138,014	2	0	8,390	6,709,519	838	279	23,250	11,457	342,043	55,545	727,667	181,094	110	32,650	98,951	66	55

## **Appendix F: Property Facilities Report**



PROPERTY CONDITION ASSESSMENT  
OF  
MISSION BRANCH LIBRARY  
SANTA CLARA, CALIFORNIA



FOR  
MSR DESIGN



File No. 124035  
September 2024



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

September 6, 2024

File No.: 124035

Ms. Kristilyn Vereruyse, AIA  
MSR Design  
510 Marquette Avenue South, Suite 200  
Minneapolis, MN 55402

Reference: Mission Branch Library  
1098 Lexington Street  
Santa Clara, CA 95050

Subject: Property Condition Assessment

Building Analytics performed a Property Condition Assessment (PCA) of the Santa Clara Mission Branch Library located at 1098 Lexington Street in Santa Clara, California on Monday, August 19, 2024. The evaluation consists of a walk-through survey of the site and building. Construction documents were available for this review. Public records were not reviewed. The weather conditions on the days of the evaluation were 75 degrees Fahrenheit, clear and slight winds from the west. The results of the evaluation are as follows:

*EXECUTIVE SUMMARY*

The Mission Branch Library consists of a reported 9,120 square foot single-story freestanding building with partial basement located on a shared parcel of land with an area of approximately 1.64-acres built in 1955 and renovated in 2018. The library is located in the center of a residential neighborhood with Main Street surrounding the Library and City Park. The site is one mile north of Interstate 880. Adjacent properties to the site include St. Claire School to the east and residential buildings to the north, south and west.

1098 Lexington Street, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 2

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

The building is constructed of wood framing, reinforced concrete slab on grade, exterior cement plaster (stucco) exterior walls, and pitched roof with gravel ballast. Windows are aluminum framed with insulated tinted glazing. The current occupancy designation is Group A3, Band S1. The building was designed and built in conformance with the Building Codes in effect at the time of construction.

The site is sloped from gently down from north to south. Adequate slope is provided for positive drainage away from the building across the paving to the public street on the south. No ponding was observed.

There are no parking spaces associated with the site. Parking is available along the adjacent streets.

Paving on the south adjacent to the building is asphaltic concrete, there are numerous cracks. Sidewalks at the perimeter of the building utilize Portland cement concrete with slopes that follow the natural grade of the site.

Landscaping is provided around the perimeter of the building and consists of mature trees, bushes, and lawns. The site and surrounding park are maintained by the city.

The roofing system on the building includes a built-up roof membrane with a pea gravel surface. The roof membrane was reported to be installed in 1999/2000 and is reaching the end of its service life.

The building’s exterior walls consist of painted stucco. The sealants at the joints and where the systems meet window frames are in good condition.

The interior finishes generally consist of carpet tiles throughout painted gypsum board walls. The condition of the interiors is generally in good condition.

The building is generally accessible to the disabled. The main pedestrian entrance is a set of aluminum framed glass doors with automatic door openers. The restrooms generally comply with accessibility standards for the disabled.

Heating and cooling are from two grade-mounted air-cooled condensing heat pump units (ACC) serving interior fan coil units (FCU). Units are by Daikin installed as part of the 2018 building renovation. Cooling capacity of each ACC is 12-tons for a total of 24 tons of cooling.

BUILDING ANALYTICS

1098 Lexington Street, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 3

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

Electrical service is provided underground to the site by Silicon Valley Power to an interior mounted switchboard with an 800-ampere main circuit breaker. The utility pole-mounted transformers serve 120/240-volts, 3-phase, 4-wire to the building.

Only the basement is protected by an automatic fire sprinkler system.

The building is currently in good condition with some issues that need to be repaired. With a program of continued maintenance and the corrections of the recommended repairs, this property should perform satisfactorily for the remainder of its economic life.

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

BUILDING ANALYTICS



1098 Lexington Street, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 4

PROFILE OF EXISTING CONDITIONS

SITE

**General** - Mission Branch Library consists of a reported 9,120 square foot single-story freestanding building with partial basement located on a shared parcel of land with an area of approximately 1.64-acres built in 1955 and renovated in 2018. The library is located in the center of a residential neighborhood with Main Street surrounding the Library and City Park. The site is one mile north of Interstate 880.

Adjacent properties to the site include St. Claire School to the east and residential to the north, south and west.

The library is part of City Park Plaza that contains a gazebo and seating areas.

**Site Grading and Drainage** - The site is sloped gently down from north to south. Adequate slope is provided for positive drainage away from the building across the lawns and paving to the public street on the south. Water that falls on the sloped roofs is directed to perimeter gutters with exterior downspouts that discharge at grade. No areas of excessive ponding were observed.

**Paving** - Paving is limited to a small parking area for city vehicles on the south side of the building. The asphaltic concrete is in poor condition with numerous cracks. Replacement is recommended. Sidewalks that perimeter the building utilize Portland cement concrete with slopes that follow the natural grade of the site. The concrete paving is in good condition.

**Parking** – There is no parking associated with the subject. Parking for the library and city park is available along the surrounding public streets.

**Landscaping** – Landscaping is provided around the perimeter of the building and consists of mature trees, bushes, and lawns. The landscape material is in good condition and irrigated from the automatic irrigation system.

**Site Amenities** – There are no site amenities. The site is open on all sides. There is a wood stake trash enclosure on the south side of the building.

BUILDING ANALYTICS

1098 Lexington Street, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 5

**Signage** – Raised letters indicating “Mission Branch Library” is placed on the north side of the main entrance elevation facing easterly. Address numerals are applied below the lettering.

ARCHITECTURAL FEATURES

**General** – Mission Branch Library consists of a reported 9,120 square foot single-story freestanding building with partial basement located on a shared parcel of land built in 1955 and renovated in 2018. Construction includes stucco exterior walls and stucco soffit overhangs around the perimeter of the building, window assemblies, and a pitched roof with a built-up roof membrane with gravel surface.

**Roofs** – Direct access to the pitched roof as not available during the sit visit. The roofing system on the building includes a built-up roof membrane with a pea gravel finish surface. The roof membrane was reported to be installed in 1999/2000 and is reaching the end of its service life. Replacement is recommended in the near term.

There are seven curb mounted aluminum frame and insulated glass skylights along the south side of the roof providing daylight into the building’s interior. The skylights are in good condition with no issues reported.

**Exterior Walls** - The building’s exterior walls consist of stucco over wood framed walls. The sealants at the joints and where the systems meet window frames are in good condition.

**Exterior Glazing Systems** – The exterior glazing systems consists of tinted insulated glass set in factory finished aluminum frames. Seals are pliable and wet sealing should be performed on an ongoing basis to maintain a watertight seal.

**Exterior Doors** – The main entry is a set of aluminum framed glass doors with sidelights. Secondary exit doors are similar aluminum framed glass with sidelights. The doors were in good operating condition. Thew main entrance doors have automatic openers.

**Interiors** - The interior finishes generally consist of carpet tiles throughout 4’ long pendant indirect fixtures, painted gypsum board walls and a linear wood ceiling finish. The condition of the interiors is generally in good condition.

**Disabled Accessibility** - The Americans with Disabilities Act (PL 101-336), was enacted on July 26, 1990, and provides comprehensive civil rights protection for individuals with disabilities in the area of employment and public accommodations.

BUILDING ANALYTICS



1098 Lexington Street, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 6

Title III of these federal civil rights regulations requires that public buildings provide access to the disabled. Theaters, retail centers, office buildings are deemed to be places of public accommodation and access should be provided. The general goal of the ADA is that all public accommodations shall afford goods, services, facilities and privileges to individuals with disabilities in the most integrated setting appropriate to the needs of these individuals. The Act requires that architectural and communication barriers be removed from public accommodations, provided it is “readily achievable” to do so.

Title I of the ADA requires that employers not discriminate in hiring the disabled and that employers must make accommodations for disabled employees. Title I states that it is the responsibility of the employer to make the disabled employee’s workplace accessible. Modifications to staff areas to accommodate a disabled employee would therefore be the building owner’s responsibility.

The ADA is not a building code and is not enforced by building code officials. The ADA is not implemented as a part of most local building permit applications. Enforcement is accomplished through litigation on behalf of disabled individuals who believe that they have been discriminated against.

All architectural barriers in public accommodations should have been eliminated under the act as of January 26, 1992. The ADA regulations include priorities for barrier removal in existing facilities as follows:

- 1. Accessible Entrance: Provide access that enables disabled individuals to enter the facility from the public sidewalks, parking, or public transportation.
- 2. Access to Goods and Services: Provide access to areas where goods and services are made available to the public.
- 3. Usability of Restrooms: Provide access to restroom facilities.
- 4. Additional Access: Provide access to goods, services, facilities, privileges, advantages, or accommodations.

There is no parking at this site. Parking is provided at the surrounding public streets along Main Street and Lexington Street.

Main access to the tenant space is through a set of aluminum framed glass doors with sidelights. The door is sufficiently wide for disabled access. An automatic opener has been installed on the building for the disabled.

There are men’s and women’s restrooms open to the public and the employees. The restrooms are generally compliant with ADA. Braille is provided throughout all doors.

BUILDING ANALYTICS

1098 Lexington Street, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 7

**Elevators** – There are no passenger elevators at this property. There is a manually operated dumbwaiter in the office area that is used to bring library materials to and from the basement.

MECHANICAL SYSTEMS

Heating and cooling is from two grade-mounted air-cooled condensing heat pump units (ACC) serving interior fan coil units (FCU). Units are by Daikin installed as part of the 2018 building renovation. Cooling capacity of each ACC is 12-tons for a total of 24 tons of cooling. This equates to one ton of cooling for every 380 square feet, which is average for this type of building in this climatic area.

The HVAC systems are as follows:

Equipment	Mfg.	Model	Size	Age	RUL*
Air-Cooled Condensing Unit w/Heat-CU-1a	Daikin	RXYQ144TATJU	12-tons	6	15
Air-Cooled Condensing Unit w/Heat-CU-1b	Daikin	RXYQ144TATJU	12-tons	6	15
Fan Coil Units (7)-Interior	Daikin	FXTQ18 to FXTQ60	1½ - to 5-tons	6	20

\*RUL is Remaining Useful Life. This is the time when the equipment is expected to be refurbished or replaced. The life expectancies are based on ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) data, condition at the time of the site visit and anticipated preventive and prescriptive maintenance.

**Cooling** - Cooling is supplied by two air-cooled condensing units. The units utilize R-410A refrigerant which is an acceptable HCFC refrigerant. The units are mounted on a concrete pad with supply and return piping entering the building on the south side of the building. The units are anchored to resist seismic activity. Space heat is produced from the reverse cycle of the heat pump compressors. The liquid and return lines from the ACCs serve ceiling hung fan coil units (FCU).

**Ventilation** – Restrooms have roof-mounted exhaust fans.

**HVAC Controls** – The HVAC system is controlled by Daikin Syserco EMS (energy management system) which is a direct digital control (DDC) system.

PLUMBING SYSTEMS

**Natural Gas** - Natural gas is not supplied to the building.

BUILDING ANALYTICS



1098 Lexington Street, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 8

**Domestic Water** - Domestic water service is supplied to the site by Santa Clara Valley Water. The water meter is located in a concrete yard box in the planter along the south of the property with a 2” domestic water and a ¾” for irrigation water. Both services have backflow devices, pressure reducers, and shut off valves. Hot water is produced by undercounter Insta-Hot electric water heaters. No problems were observed.

The plumbing fixtures observed are of good quality and in good condition. The plumbing fixtures include wall-mounted flush valve toilets, wall mounted flush-valve urinals, and counter-mounted lavatories with single blade handle trim.

**Sanitary Sewer System** - The building is connected below grade to the City of Santa Clara sanitary sewer system in the Main Street. Waste and vent lines are hubless cast iron pipes. Clean outs are provided on the interior and exterior. A sump pump is located in the basement. No problems were observed.

**Fire Protection** – The basement in the building is protected with a fire sprinkler system. A 2” incoming service serves the basement from the main in Main Street to the south. The rating of the system is Ordinary Hazard. The five-year test label is current and dated March, 2023 performed by Johnson Controls of Livermore, CA. The annual test label is also current and dated September 2023.

**Fire Alarm System** – There is a fire alarm system at this building. The fire alarm panel is addressable type and monitors manual pull stations, smoke detectors, horns, strobe lights, and smoke doors. The panel is by Siemens FC2025 with an annual inspection tag dated Sept. 2023 by Johnson Controls of Livermore, CA.

**Fire Extinguishers** - ABC type fire extinguishers are provided with service tags dated July 19, 2024, by Cintas of Fremont, CA.

**Fire Hydrants** - Fire hydrants are provided at the public streets at approximately 300 feet on center. Hydrants are located such that all areas of the buildings can be reached with hoses carried on the city fire trucks.

ELECTRICAL SYSTEMS

**Power** - Electrical service is provided underground to the site by the Silicon Valley Power interior grade switchboard with an 800-ampere main circuit breaker. The pole-mounted transformers are located west of the property. The voltage is 120/240-volts, 3-phase, 4-wire to the building. There were no posted labels for the last thermoscan. Thermoscans should be performed every three years.

BUILDING ANALYTICS

1098 Lexington Street, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 9

**Lighting** – Lighting throughout varies by space provided. Lighting fixtures include pendant indirect fixtures in the high ceiling areas, surface mounted fixtures with prismatic lenes, and recessed downlights. It was reported that most of the fixtures have been retrofitted with LED lamps.

Exterior lighting consists of surface-mounted LED light fixtures in the soffits, LED bollards, and pole mounted LED fixtures.

**Emergency Lighting** – The building does not have an emergency generator. Exit fixtures with battery backup up are provided at all legal exits. Additional emergency lighting is from battery ballasts in selected fixtures for proper egress.

**Telephone** - The building is served underground by AT&T to telephone backboard in the telephone room. Adequate telephone service appears to have been provided.

BUILDING ANALYTICS

## APPENDIX F | PROPERTY FACILITES REPORT

Date of Report: 8/22/2024  
JOB NO: 124035

Opinions of Probable Costs  
MISSION BRANCH LIBRARY  
21098 LEXINGTON STREET  
SANTA CLARA, CALIFORNIA

COSTS SHOWN ARE IN 2025 DOLLARS

The building appears to be above average maintained and does require repairs based on the age of some systems. The asphalt paving is in poor condition. The roof was reported to be 24 years old and due for replacement. The HVAC equipment is 6 years old and in good condition. With a program of continued maintenance and the corrections of the recommended repairs, this property should perform satisfactorily for the remainder of its economic life.

Cordially  
**BUILDING ANALYTICS**

Michael E. Williams, RA  
President

[illegible]

Rating:  
1 - Cost/Safety  
2 - Repair and Maintenance  
3 - Capital Expenditure  
4 - Modernization/Improvement

Confidential Client Material  
Building Analysis

1 of 2

## 203 SCCL Facilities Planning + Condition Assessment



Date of Report: 8/22/2024  
JOB NO: 124635

Opinions of Probable Costs

MISSION BRANCH LIBRARY  
21096 LEXINGTON STREET  
SANTA CLARA, CALIFORNIA

COSTS SHOWN ARE IN 2025 DOLLARS

Item No.	Recommendation	Rating	Qty	Unit	Unit Cost	Year 1 2024	Year 2 2025	Year 3 2026	Year 4 2027	Year 5 2028	Year 6 2029	Year 7 2030	Year 8 2031	Year 9 2032	Year 10 2033	Year 11 2034	Year 12 2035	Year 13 2036	Year 14 2037	Year 15 2038	Year 16 2039	Year 17 2040	Year 18 2041	Year 19 2042	Year 20 2043	Totals
<b>II. PUBLIC RECORDS REVIEW</b>																										
No. 100-10316																										
	Subtotal					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TOTALS BY YEAR						\$11,175	\$000	\$000	\$26,175	\$43,425	\$000	\$11,800	\$123,440	\$36,900	\$1,800	\$26,175	\$000	\$1,800	\$000	\$123,425	\$1,800	\$000	\$27,475	\$1,800	\$000	\$0
TOTALS																										\$475,900
<b>TOTALS BY RATING</b>																										
	1	3				\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	2	3				\$1,775	\$000	\$000	\$26,175	\$43,425	\$000	\$11,800	\$123,440	\$36,900	\$1,800	\$26,175	\$000	\$1,800	\$000	\$123,425	\$1,800	\$000	\$27,475	\$1,800	\$000	\$0
	3	3				\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	4	4				\$1,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CONTINGENCY @ 10%																										\$47,590
GRAND TOTAL																										\$523,534

Rating  
1 - Core/Safety  
2 - Repair and Maintenance  
3 - Capital Expenditure  
4 - Modernization/Improvement

2 of 2

Confidential Client Material  
Building Analytics

QUALIFICATIONS

SCOPE OF SERVICES

The scope of services included the following:

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

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

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

LIMITATIONS

On August 19, 2024, Building Analytics conducted a property condition assessment of the property to determine the condition of the various components. During our site visit, we did not operate any specific equipment, or perform any test. The findings in our Property Condition Assessment are not based on a comprehensive engineering study, as we did not do any destructive testing to observe the underlying conditions. Our observations and resulting Report are not intended to be an overall guarantee of the performance of any building components or systems.

The weather conditions on the day of the assessment were 75 degrees Fahrenheit, slight winds and sunny.

Construction documents were available for this review.

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

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



1098 Lexington Street, Santa Clara, CA  
Job No. 124035  
September 6, 2024  
Page 2

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

*Areas of project not included in the scope of services:*

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

**RESOURCES AND CONTACTS**

The property condition assessment was accomplished by Mr. Michael Williams, RA, President and Mr. Robert Knebel, P.E., Professional Engineer with Building Analytics.

**RELIANCE**

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

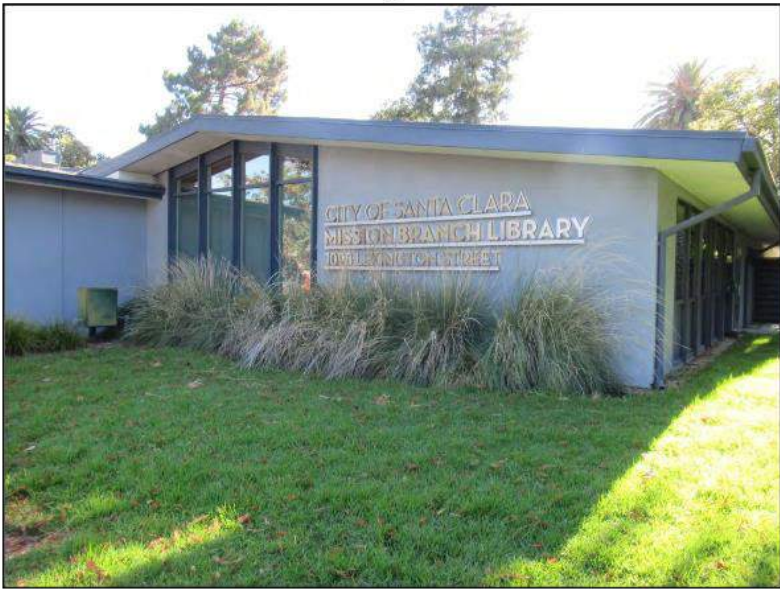
MSR Design, its successors and assigns may use and rely upon this report in connection with a planned transaction of the subject property. Building Analytics agrees to provide reasonable cooperation in answering questions by any of the above parties in connection with that transaction.

**BUILDING ANALYTICS**





1



1. North elevation with signage.

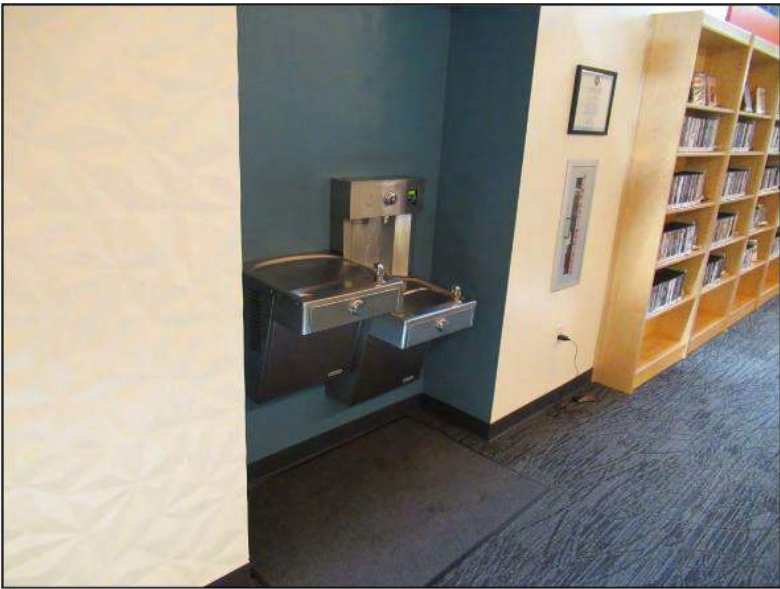
2



2. View of the interior with wood ceiling, pendant light fixtures and exposed ductwork.

124035  
MISSION BRANC LIBRARY

3



3. Accessible drinking fountain with book shelves and carpet tiles.

4



4. Manual dumb waiter to the basement.

124035  
MISSION BRANC LIBRARY



5



5. Information and check out station.

6



6. Damaged asphalt paving adjacent to the south employee entrance.

124035  
MISSION BRANC LIBRARY

7



7. Downspouts discharge at grade.

8



8. Typical aluminum framed casement windows with insulated glazing.

124035  
MISSION BRANC LIBRARY



9



9. South side of building with employee access.

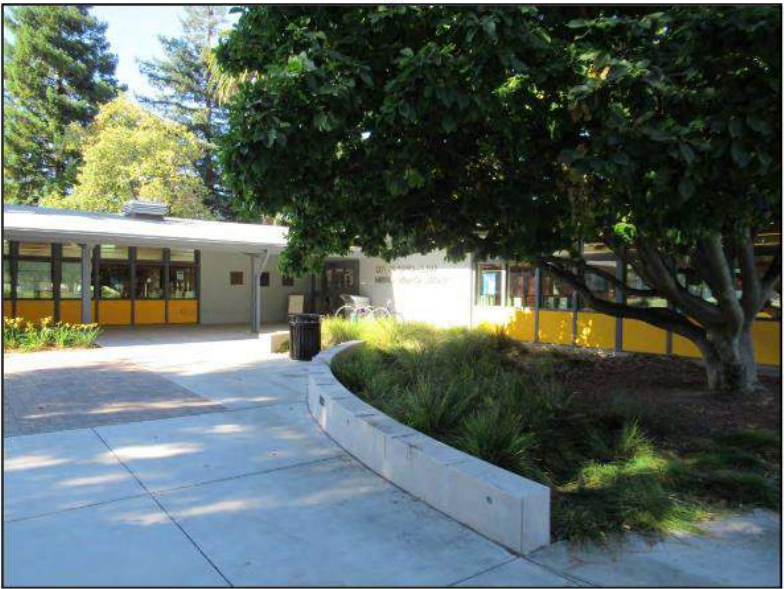
10



10. Fabric canopy covering at the entry.

124035  
MISSION BRANC LIBRARY

11



11. View of the planters and concrete walk leading to main building entry.

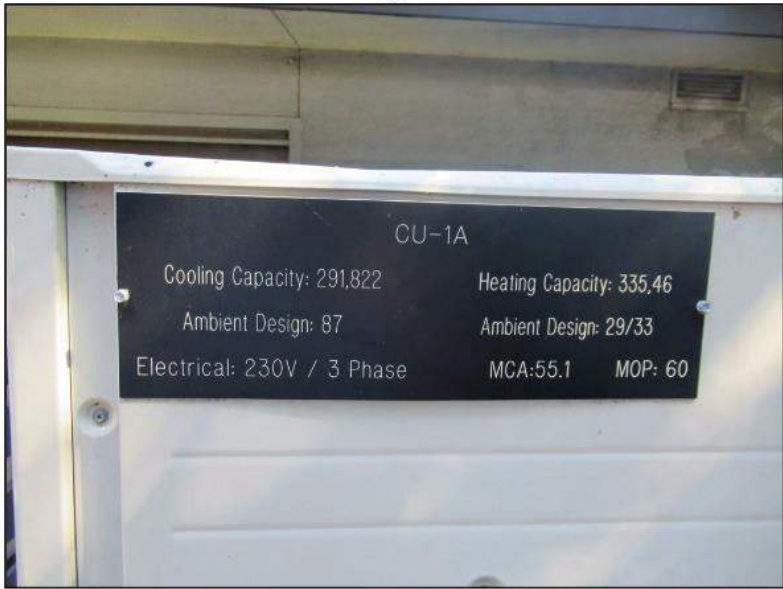
12



12. Colonnade leading to the main pedestrian entrance.

124035  
MISSION BRANC LIBRARY

15



15. Air -cooled condensing units have service labels.

16



16. Daikin thermostat is controlled by the Daikin EMS.

124035  
MISSION BRANC LIBRARY

19



19. Counter-mounted lavatories.

20



20. Toilets are wall mounted with manual flush valves.

124035  
MISSION BRANC LIBRARY



21



21. Insta-hot electric undercounter water heater.

22



22. Telephone backboard in located in the basement.

124035  
MISSION BRANC LIBRARY

23



23. Original 1955 Square D panelboard.

24



24. Main switchboard was installed in 2000.

124035  
MISSION BRANC LIBRARY



25



25. Incoming 2" galvanized steel water service for fire sprinklers in basement.

26



26. Fire extinguishers have current service tags.

27



27. Fire sprinkler assembly in the basement.

28



28. Five year fire sprinkler label is current.

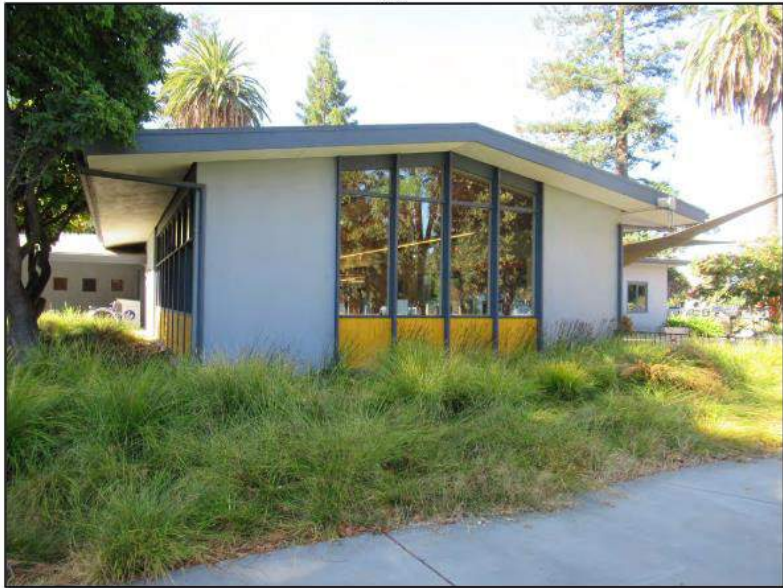


29



29. Remote fire alarm panel.

30



30. North elevation.

124035  
MISSION BRANC LIBRARY

31



31. East and south elevations looking north.

32



32. Main pedestrian entrance, east side of the building.

124035  
MISSION BRANC LIBRARY



33



33. Community Room interior finishes.

34



34. Public restroom interior finishes.

124035  
MISSION BRANC LIBRARY

35



35. Basement storage room interior finishes.

36



36. Staff office area.

124035  
MISSION BRANC LIBRARY

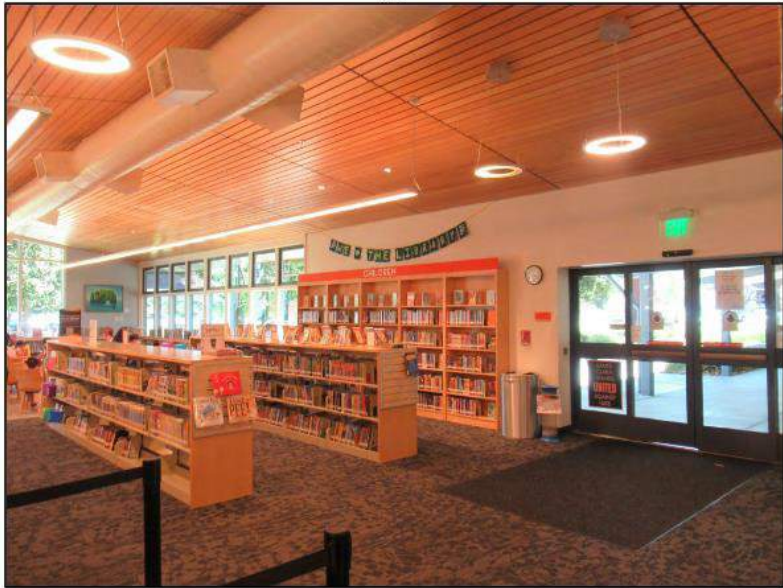


37



37. Public computer work stations.

38



38. Children's area.

124035  
MISSION BRANC LIBRARY

PROPERTY CONDITION ASSESSMENT  
OF  
NORTHSIDE BRANCH LIBRARY  
SANTA CLARA, CALIFORNIA



FOR  
MSR DESIGN



BUILDING  
ANALYTICS  
Building/Environmental Evaluations

File No. 124035  
September 2024





**BUILDING  
ANALYTICS**  
Building/Environmental Evaluations

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

September 6, 2024

File No.: 124035

Ms. Kristilyn Vereruyse, AIA  
MSR Design  
510 Marquette Avenue South, Suite 200  
Minneapolis, MN 55402

Reference: Northside Library  
695 Moreland Way  
Santa Clara, CA 95054

Subject: Property Condition Assessment

Building Analytics performed a Property Condition Assessment (PCA) of the Santa Clara Northside Branch Library located at 695 Moreland Way in Santa Clara, California on Monday, August 19, 2024. The evaluation consists of a walk-through survey of the site and building. Construction documents were available for this review. Public records were not reviewed. The weather conditions on the days of the evaluation were 75 degrees Fahrenheit, clear and slight winds from the west. The results of the evaluation are as follows:

***EXECUTIVE SUMMARY***

Northside Branch Library consists of a reported 17,355 square foot single-story freestanding building with surface parking located on a shared parcel of land built in 2012. The library is located on the southern portion of Live Oak Park on the north side of Moreland Way and Rivermark Pkwy. The site is one block north of Montegue Pkwy. Adjacent properties to the site include Retail including a Safeway grocery store to the south, Don Calejon School to the north, and residential to the east and west.

695 Moreland Way, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 2

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

The building is constructed of structural steel framing, reinforced concrete slab on grade, stone veneer cladding, wood composite wall panels, and flat roofs for mechanical equipment wells. Windows are aluminum framed with insulated tinted glazing. The current occupancy designation is Group A3 and B. The building was designed and built in conformance with the Building Codes in effect at the time of construction.

The site is sloped down from north to south. Adequate slope is provided for positive drainage away from the building across the paving to the public street on the south and west. No ponding was observed.

There are 46 standard parking in the surface parking lot to the east of the building.

Paving in the east parking adjacent to the building is asphaltic concrete. Sidewalks that perimeter the building utilize Portland cement concrete with slopes that follow the natural grade of the site. The paving is in good condition.

Landscaping is provided around the perimeter of the building and consists of mature trees, shrubs, and lawns.

The roofing system on the building includes a torch-down roof membrane with white reflective capsheet. The roof appears to be original and approximately 12 years old. The roof membrane is in good condition with no reported leaks.

The building's exterior walls consist of limestone veneer cladding and solid composite wall panels. There is an issue with the stone cladding that is under investigation by the City of Santa Clara.

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

The building is generally accessible to the disabled. The main pedestrian entrance is a set of aluminum framed glass doors with automatic door openers. The restrooms generally comply with accessibility standards for the disabled.

Heating and cooling is from a variable air volume system (VAV) with rooftop packaged air-conditioning units serving the occupied spaces. Units are by Carrier and Airtex installed in 2013. Cooling capacities are 5 to 20-tons for a total of 45 tons of cooling. This equates to one ton of cooling for every 386 square feet of reported building area, which is

**BUILDING ANALYTICS**



695 Moreland Way, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 3

average for this type of building in this climatic area. In addition, there is a split condensing unit serving the server room. Space heat is produced by two Laars gas-fired boilers serving hot water coils in perimeter VAV boxes.

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

Electrical service is provided underground to the site by Silicon Valley Power to an interior mounted switchboard with an 800-ampere main circuit breaker. The utility pad-mounted transformer serves 480/277-volts, 3-phase, 4-wire to the building.

The building is protected by a fire sprinkler and a fire alarm system.

The building is currently in good condition. With a program of continued maintenance and the corrections of the recommended repairs, this property should perform satisfactorily for the remainder of its economic life.

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

BUILDING ANALYTICS

695 Moreland Way, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 4

PROFILE OF EXISTING CONDITIONS

SITE

**General** - Northside Library consists of a reported 17,355 square foot single-story freestanding building with surface parking located on a shared parcel of land built in 2012. The library is located on the southern portion of Live Oak Park on the north side of Moreland Way and Rivermark Pkwy. The site is one block north of Montegue Pkwy.

Adjacent properties to the site include Retail including a Safeway grocery store to the south, Don Calejon School to the north, and residential to the east and west.

The library is part of Live Oak Park that contains an open field, a play area and restrooms.

**Site Grading and Drainage** - The site is sloped down from north to south. Adequate slope is provided for positive drainage away from the building across the paving to the public street on the south and west. Water that falls on the roofs is directed to internal roof drains with adjacent overflow drains that discharge into the underground collection system. No areas of excessive ponding were observed.

**Paving** - Paving in the east parking adjacent to the building is asphaltic concrete. Sidewalks that perimeter the building utilize Portland concrete with slopes that follow the natural grade of the site. Although the south parking is associated with the library, it was reported that the parking also serves Live Oak Park. The paving is in good condition.

**Parking** – There are a reported 48 parking spaces provided on site.

**Landscaping** – Landscaping is provided around the perimeter of the building and consists of mature trees, shrubs and lawns. The landscape material is in good condition and irrigated from the automatic irrigation system.

**Site Amenities** – There is a fenced area along the north side of the building with a paved patio and outdoor seating. The painted metal fencing is in good condition. A trash enclosure in located on the east side of the building and can be accessed from the parking area. The trash enclosure is constructed of precision (smooth surfaced) concrete masonry units. The enclosure has a pair of painted metal swing gates and a painted metal trellis roof. The trash enclosure appears to be in good condition.

BUILDING ANALYTICS



695 Moreland Way, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 5

**Signage** – Raised letters indicating “Northside Branch Library” is placed on the south side of the main entrance elevation facing southerly. Address numerals are applied below the lettering.

ARCHITECTURAL FEATURES

**General** – Northside Branch Library consists of a reported 17,355 square foot single-story freestanding building with surface parking located on a shared parcel of land built in 2012. The building is constructed of structural steel framing, reinforced concrete slab on grade, stone veneer cladding, solid composite wall panels, and flat roofs for mechanical equipment wells. Windows are aluminum framed with insulated solar tinted glazing.

**Roofs** - The roofing system on the building includes a torch-down roof membrane with a white reflective capsheet. The roof appears to be original and approximately 12 years old. The roof membrane is in good condition with no reported leaks. The roof is recommended for replacement or coating by year 2031.

A silkscreened laminated glass canopy has been installed above the entry court on the south side of the building. The canopy appears to be in good condition but should be inspected periodically.

**Exterior Walls** - The building’s exterior walls consist of stone veneer, concrete and solid composite wall panels. There is an issue with the stone veneer that is presently under investigation by the City of Santa Clara.

**Exterior Glazing Systems** – The exterior glazing systems consists of tinted insulated glass set in factory finished aluminum frames. Seals are pliable and wet sealing should be performed on an ongoing basis to provide a watertight seal.

**Exterior Doors** – The main entry is a set of aluminum framed glass doors with sidelights. Secondary exit doors are similar aluminum framed glass with sidelights. The doors were in good operating condition. Thew main entrance doors have automatic openers.

**Interiors** - The interior finishes generally consist of wood flooring, carpet tiles throughout 2 x 4 suspended acoustic ceilings, painted gypsum board ceilings and walls. The condition of the interiors is generally in good condition.

**Disabled Accessibility** - The Americans with Disabilities Act (PL 101-336), was enacted on July 26, 1990, and provides comprehensive civil rights protection for individuals with disabilities in the area of employment and public accommodations.

BUILDING ANALYTICS

695 Moreland Way, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 6

Title III of these federal civil rights regulations requires that public buildings provide access to the disabled. Theaters, retail centers, office buildings are deemed to be places of public accommodation and access should be provided. The general goal of the ADA is that all public accommodations shall afford goods, services, facilities and privileges to individuals with disabilities in the most integrated setting appropriate to the needs of these individuals. The Act requires that architectural and communication barriers be removed from public accommodations, provided it is “readily achievable” to do so.

Title I of the ADA requires that employers not discriminate in hiring the disabled and that employers must make accommodations for disabled employees. Title I states that it is the responsibility of the employer to make the disabled employee’s workplace accessible. Modifications to staff areas to accommodate a disabled employee would therefore be the building owner’s responsibility.

The ADA is not a building code and is not enforced by building code officials. The ADA is not implemented as a part of most local building permit applications. Enforcement is accomplished through litigation on behalf of disabled individuals who believe that they have been discriminated against.

All architectural barriers in public accommodations should have been eliminated under the act as of January 26, 1992. The ADA regulations include priorities for barrier removal in existing facilities as follows:

- 1. Accessible Entrance: Provide access that enables disabled individuals to enter the facility from the public sidewalks, parking, or public transportation.
- 2. Access to Goods and Services: Provide access to areas where goods and services are made available to the public.
- 3. Usability of Restrooms: Provide access to restroom facilities.

Additional Access: Provide access to goods, services, facilities, privileges, advantages, or accommodations.

The ADA requires that parking facilities having 25-50 spaces shall have two disabled spaces. Based on 46 spaces no additional accessible spaces are needed.

Primary access to the tenant space is through a set of aluminum framed glass doors with sidelights. The door is sufficiently wide for disabled access. An automatic opener has been installed on the building for the disabled.

There are men’s and women’s restrooms open to the public and the employees. The restrooms are generally compliant with ADA. Braille is provided throughout all doors.

BUILDING ANALYTICS



695 Moreland Way, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 7

*Elevators* – There are no elevators at the subject property.

MECHANICAL SYSTEMS

Heating and cooling is from a variable air volume system (VAV) with rooftop packaged air-conditioning units serving the occupied spaces. Units are by Carrier and Airtex installed in 2013. Cooling capacities are 5 to 20-tons for a total of 45 tons of cooling. This equates to one ton of cooling for every 386 square feet of reported building area, which is average for this type of building in this climatic area. In addition, there is a split condensing unit serving the computer server room.

The HVAC systems are as follows:

Equipment	Mfg.	Model	Size	Age	RUL*
Packaged Air-Conditioning Unit	Carrier	48LCL06A	5-tons	11	5-7
Split DX Condensing Unit	Mitsubishi	PUY-A18	1.5-tons	4	11
Packaged Air-Conditioning Unit-AHU-1	Airtex	FWE212/DJ4	20-tons	11	16
Packaged Air-Conditioning Unit-AHU-2	Airtex	FWE212/DJ4	20-tons	11	16
Boiler-Space Heat-B-1	Laars	NHT105NX	1.05-MBH	12	16
Boiler-Space Heat-B-2	Laars	NHT105NX	1.05-MBH	12	16

\*RUL is Remaining Useful Life. This is the time when the equipment is expected to be refurbished or replaced. The life expectancies are based on ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) data, condition at the time of the site visit and anticipated preventive and prescriptive maintenance.

*Cooling* - Cooling is supplied by three rooftop packaged air-conditioning units. The units utilize R-410A refrigerant which is an acceptable HCFC refrigerant. The units are mounted on built up curbs with supply and return duct work entering the space below each unit. The units are not anchored to resist seismic activity.

*Heating* – Space heat is produced by two Laars gas-fired boilers serving hot water coils in perimeter VAV boxes.

*Ventilation* – Restrooms have roof-mounted exhaust fans. Roof exhaust fans operate from the EMS system.

*HVAC Controls* – The HVAC system is controlled by an EMS (energy management system) by *Alerton* which is a direct digital control (DDC) system.

PLUMBING SYSTEMS

*Natural Gas* - Natural gas is supplied by PG&E for the space heating boilers and a hot water heater. The gas meter is medium pressure to low-pressure. A seismic shut-off valve is provided on the service for safety.

BUILDING ANALYTICS

695 Moreland Way, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 8

*Domestic Water* - Domestic water service is supplied to the site by Santa Clara Valley Water. The water meter is located in a concrete yard box in the planter along the west property line A 2” copper service is complete with shut off valve, pressure reducer, and backflow. There is a separate reclaimed irrigation water service for the site. Hot water is produced by a 40-gallon gas-fired *Rheem* water heater installed in 2021. No problems were observed.

The plumbing fixtures observed are of good quality and in good condition. The plumbing fixtures include floor-mounted flush valve toilets, wall mounted flush-valve urinals, and counter- and wall-mounted lavatories with single blade handle trim. All fixtures have automatic sensors.

*Sanitary Sewer System* - The building is connected below grade to the City of Santa Clara sanitary sewer system in the Rivermark Parkway. Waste and vent lines are hubless cast iron pipes. Clean outs are provided on the interior and exterior. No problems were observed.

*Fire Protection* – The building is fully protected with a fire sprinkler system. A 4” incoming service serves the building. The rating of the system is Ordinary Hazard. The five-year test label is current and dated Feb. 2021 performed by Century Sprinkler Corp. of Fremont, CA. The annual test label is also current and dated September 2023.

*Fire Alarm System* – There is a fire alarm system at this building. The fire alarm panel is addressable type and monitors manual pull stations, smoke detectors, horns, strobe lights, and smoke doors. The panel is by Edwards EST with an annual inspection tag dated Sept. 2023 by Johnson Controls of Livermore, CA.

*Fire Extinguishers* - ABC type fire extinguishers are provided with service tags dated July 19, 2024, by Cintas of Fremont, CA.

*Fire Hydrants* - Fire hydrants are provided at the public streets and around the site at approximate 300 feet on center. Hydrants are located such that all areas of the buildings can be reached with hoses carried on the city fire trucks.

ELECTRICAL SYSTEMS

*Power* - Electrical service is provided underground to the site by the Silicon Valley Power to an interior grade switchboard with an 800-ampere main circuit breaker. The pad-mounted transformer is located east of the building in the parking area. The voltage is 480/277-volts, 3-phase, 4-wire to the building. There were no posted labels for the last Thermoscan test. Thermoscans should be performed every three years.

BUILDING ANALYTICS

695 Moreland Way, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 9

**Solar Power** – There are (104) 3.6’ x 5.6’solar panels on the northeastern portion of the roof. This equates to 40.0 kW of power or 48-amperes at 480-volts, 3-phase.

**Lighting** – Lighting throughout varies by space provided. Lighting fixtures include pendant high-bay decorative fixtures in the high ceiling areas, recessed 2 x 4 fixtures with prismatic lenes, recessed downlights and pendant indirect fixtures. All fixtures utilize LED lamps.

Exterior lighting consists of recessed light fixtures in the soffits, LED bollards, and pole mounted LED fixtures.

**Emergency Lighting** – The building does not have an emergency generator. Exit fixtures with battery backup up are provided at all legal exits. Additional emergency lighting is from a *Cooper CK-12* battery inverter supplying emergency power to selected light fixtures for emergency egress.

**Telephone** - The building is served underground by AT&T to telephone backboard in the telephone room. Adequate telephone service appears to have been provided.

695 Moreland Way, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 10

**CONCLUSION**

The building appears to be above average maintained and does require repairs based on the age of some systems. The roof is a torch-down type with white fiberglass cover membrane. The HVAC units on the roof will need to be replaced later in the term. With a program of continued maintenance and the corrections of the recommended repairs, this property should perform satisfactorily for the remainder of its economic life.

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

Cordially  
**BUILDING ANALYTICS**



Michael E. Williams, RA  
President

Attachments: Opinions of Probable Costs  
Qualifications  
Vicinity Map  
Reference Photographs



APPENDIX F | PROPERTY FACILITES REPORT

Date of Report: 9/6/2024  
JOB NO: 124635

Opinions of Probable Costs  
NORTHSIDE LIBRARY  
695 MORELAND WAY  
SANTA CLARA, CALIFORNIA  
COSTS SHOWN IN 2025 DOLLARS

Item No.	Recommendation	Rating	Qty	Unit Cost	Year 1 2024	Year 2 2025	Year 3 2026	Year 4 2027	Year 5 2028	Year 6 2029	Year 7 2030	Year 8 2031	Year 9 2032	Year 10 2033	Year 11 2034	Year 12 2035	Year 13 2036	Year 14 2037	Year 15 2038	Year 16 2039	Year 17 2040	Year 18 2041	Year 19 2042	Year 20 2043	Totals
<b>A. SITE</b>																									
																									\$0
																									\$0
	Subtotal				\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>B. STRUCTURAL</b>																									
																									\$0
	Subtotal				\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>C. BUILDING EXTERIOR</b>																									
1	Budget to seal the windows on an ongoing basis.	2	1	LS	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$14,400
	Subtotal				\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900
<b>D. ROOFING</b>																									
2	Budget for installing a roof management coating. Obtain a 10-year warranty.	2	1	MS	\$4,500																				\$9,000
3	Clean out all roof drain wells on an annual basis.	2	1	LS	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$15,000
	Subtotal				\$5,250	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$15,000
<b>E. BUILDING INTERIORS</b>																									
4	Replace urgent line throughout on a 10-year cycle.	2	3,111	SP	\$15,500								\$47,300												\$47,300
5	Paint interior walls and ceiling on a 10-year cycle.	2	27,000	SP	\$1,70								\$45,900												\$45,900
	Subtotal				\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$47,300	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>F. LIMITED DISABILITY ACCESS REVIEW</b>																									
	No issues identified.																								\$0
	Subtotal				\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>G. HVAC</b>																									
6	Replace the two rooftop packaged units with 20-ton units and have performed by firms.	2	2	SA	\$90,000								\$180,000												\$180,000
7	Budget for updating the energy management system software.	2	1	LS	\$10,000								\$10,000												\$10,000
8	Budget for replacing the two Rooftop space heating boilers when they fail. Units are about 2010-2011.	2	2	SA	\$25,000								\$50,000												\$50,000
9	Replace the Carrier 5-ton packaged air conditioning unit on the roof when it reaches the end of its life.	2	1	MS	\$4,500								\$4,500												\$4,500
	Subtotal				\$0	\$0	\$0	\$0	\$22,500	\$0	\$0	\$22,500	\$180,000	\$0	\$0	\$0	\$45,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$225,000
<b>H. PLUMBING SYSTEMS</b>																									
10	Budget for replacing the 40-gallon gas-fired water heater when it fails.	2	1	SA	\$1,800				\$1,800																\$1,800
	Subtotal				\$0	\$0	\$0	\$1,800	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,800
<b>I. ELECTRICAL SYSTEMS</b>																									
11	Perform a biannual of the entire electrical system including the main switchboard, disconnect switches, panelboards, etc. on a three-year cycle. Previous audits were not periodic. The first year has cost is higher due to initial setup.	2	1	LS	\$1,500	\$1,500			\$1,500			\$1,500			\$1,500			\$1,500			\$1,500			\$1,500	\$15,000
	Subtotal				\$1,500	\$1,500	\$0	\$0	\$1,500	\$0	\$0	\$1,500	\$0	\$0	\$1,500	\$0	\$0	\$1,500	\$0	\$0	\$1,500	\$0	\$0	\$1,500	\$0
<b>J. FIRE/LIFE SAFETY SYSTEMS</b>																									
12	Budget to replace the fire alarm panel when parts become difficult to obtain.	2	1	LS	\$30,000								\$30,000												\$30,000
	Subtotal				\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$30,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>K. VERTICAL TRANSPORTATION</b>																									
	Subtotal				\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>L. SPECIAL SYSTEMS</b>																									
	Subtotal				\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Rating  
1 - Costs/Safety  
2 - Repair and Maintenance  
3 - Capital Expenditure  
4 - Modernization/Improvement

APPENDIX F | PROPERTY FACILITIES REPORT

Date of Report: 9/6/2024  
JOB NO: 124635

Opinions of Probable Costs  
NORTHSIDE LIBRARY  
695 MORELAND WAY  
SANTA CLARA, CALIFORNIA  
COSTS SHOWN IN 2025 DOLLARS

Item No.	Recommendation	Rating	Qty	Unit Cost	Year 1 2024	Year 2 2025	Year 3 2026	Year 4 2027	Year 5 2028	Year 6 2029	Year 7 2030	Year 8 2031	Year 9 2032	Year 10 2033	Year 11 2034	Year 12 2035	Year 13 2036	Year 14 2037	Year 15 2038	Year 16 2039	Year 17 2040	Year 18 2041	Year 19 2042	Year 20 2043	Totals
<b>M. PUBLIC RECORDS REVIEW</b>																									
																									\$0
	Subtotal				\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>TOTALS</b>																									
<b>TOTALS BY RATING</b>																									
					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>CONTINGENCY @ 10%</b>																									
																									\$0
<b>GRAND TOTAL</b>																									
																									\$0

Rating  
1 - Costs/Safety  
2 - Repair and Maintenance  
3 - Capital Expenditure  
4 - Modernization/Improvement

***QUALIFICATIONS***

**SCOPE OF SERVICES**

*The scope of services included the following:*

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

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

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

**LIMITATIONS**

On August 20, 2024, Building Analytics conducted a property condition assessment of the property to determine the condition of the various components. During our site visit, we did not operate any specific equipment, or perform any test. The findings in our Property Condition Assessment are not based on a comprehensive engineering study, as we did not do any destructive testing to observe the underlying conditions. Our observations and resulting Report are not intended to be an overall guarantee of the performance of any building components or systems.

The weather conditions on the day of the assessment were 75 degrees Fahrenheit, slight winds and sunny.

Construction documents were available for this review.

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

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

**BUILDING ANALYTICS**

695 Moreland Way, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 2

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

*Areas of project not included in the scope of services:*

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

**RESOURCES AND CONTACTS**

The property condition assessment was accomplished by Mr. Michael Williams, RA, President and Mr. Robert Knebel, P.E., Professional Engineer with Building Analytics.

**RELIANCE**

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

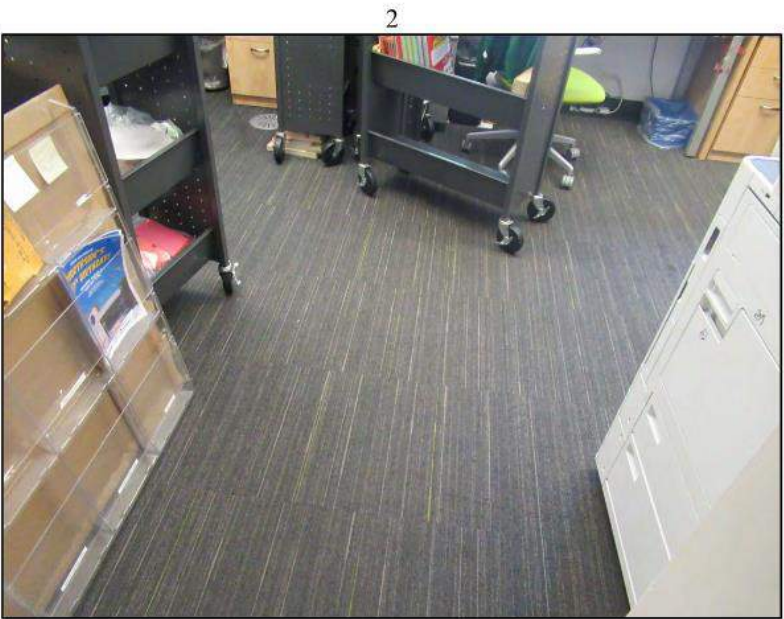
MSR Design, its successors and assigns may use and rely upon this report in connection with a planned transaction of the subject property. Building Analytics agrees to provide reasonable cooperation in answering questions by any of the above parties in connection with that transaction.

**BUILDING ANALYTICS**





1. Northside Branch Library.



2. The public and office areas have carpet tiles.



3



3. The entire floor area is raised flooring with vents for air circulation.

4



4. Some of the book racks have integral lighting.

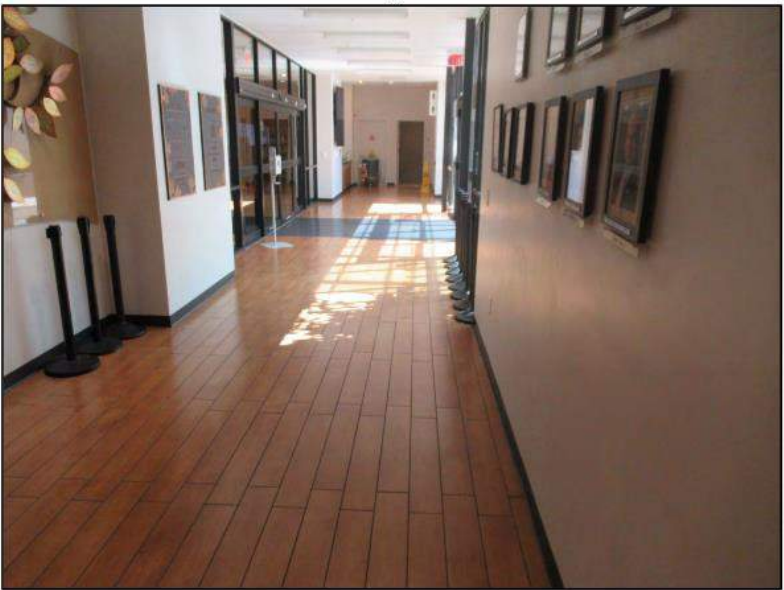
Job No. 124035  
NORTHSIDE BRANCH LIBRARY

5



5. Conference room has a water intrusion issue that is under investigation.

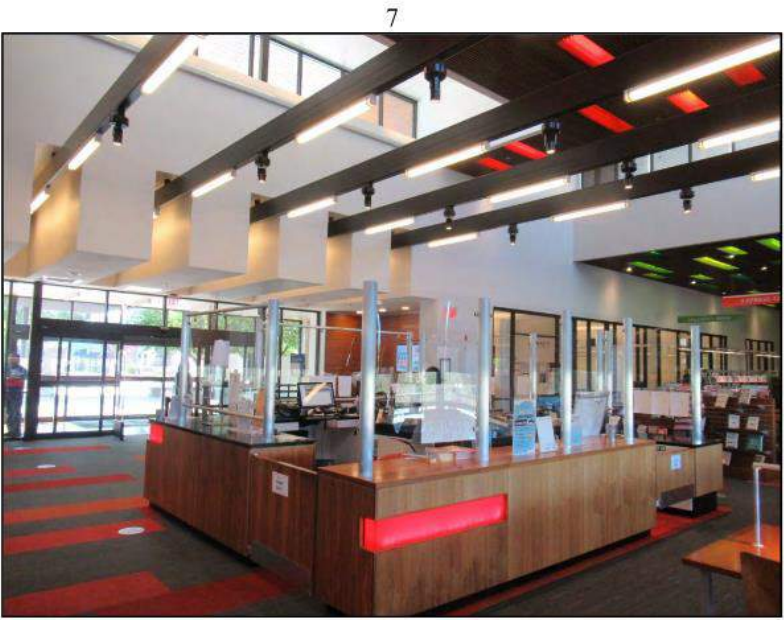
6



6. Foyer with faux wood flooring.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY





7. The interior lighting varies per space.



8. PIV and FDC along Rivermark Pkwy.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY



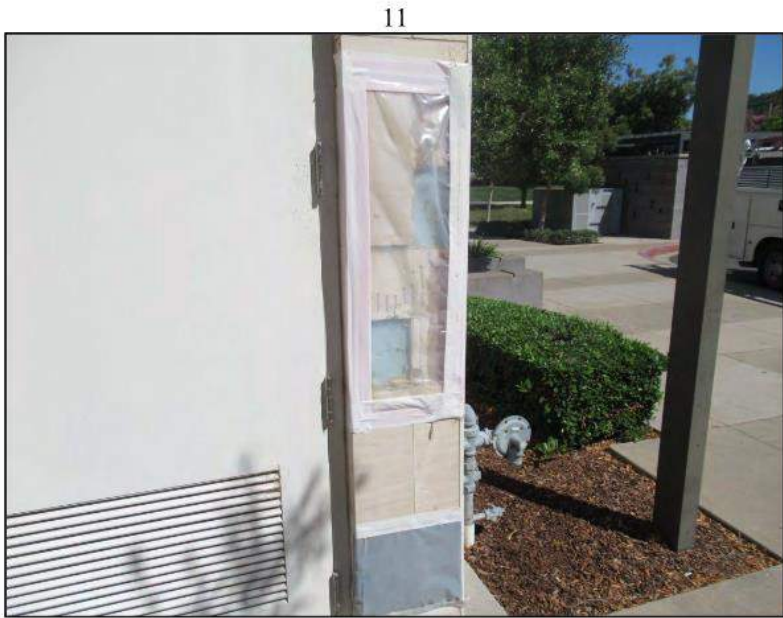
9. Outdoor seating on the north side of the building.



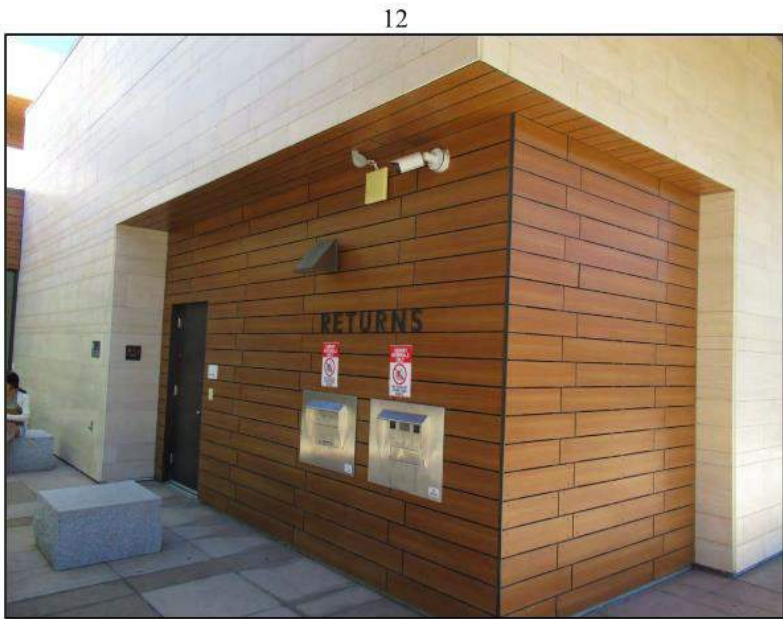
10. Soffit and wall rainscreen cladding is faux wood panels.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY



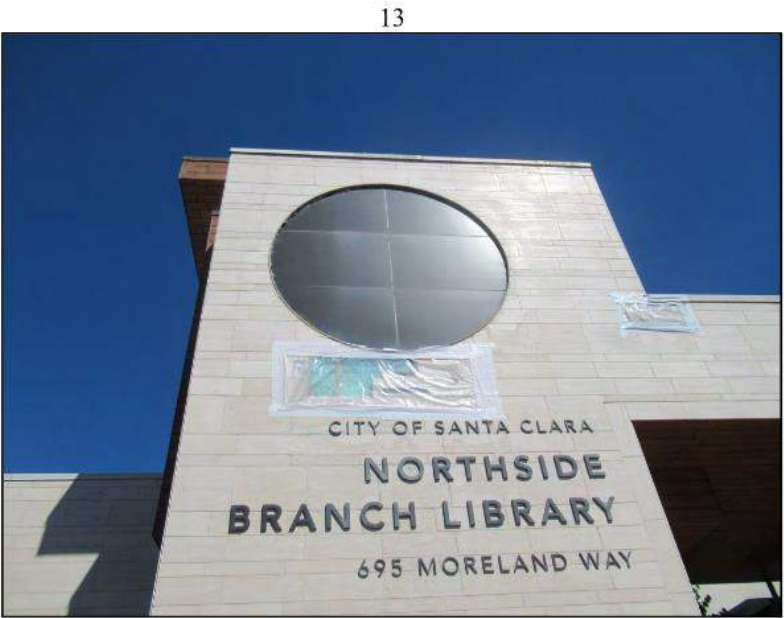


11. Exterior stone cladding is a subject of an ongoing investigation.



12. View of the book return.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY



13. Signage near the main entry identifying the Library Branch.



14. Main Library entrance facing south.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY



15



15. South elevation as seen from Moreland Way.

16



16. Roof hatch accessed by stairs off the lobby.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY

17



17. Membrane appears to be a multiply torch down system.

18



18. Natural gas-fired boilers for space heat.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY



19



19. The EMS system is by Alerton.

20



20. One Carrier 5-ton packaged unit on the roof for the community room.

21



21. One of two 20-ton packaged Airtex units. Number two unit is down for repairs.

22



22. Incoming domestic water service.



23



23. Gas service with seismic valve.

24



24. Domestic water heater is relatively new.

25



25. Site irrigation is from reclaimed water.

26



26. Toilets are wall-mounted with automatic flush valves.





27. The electrical service is supplemented by a solar system.



28. An Inverter supplies backup power to emergency egress lighting.



29. View of the 800-ampere main switchboard.



30. View of the pendant type lighting in the offices.



31



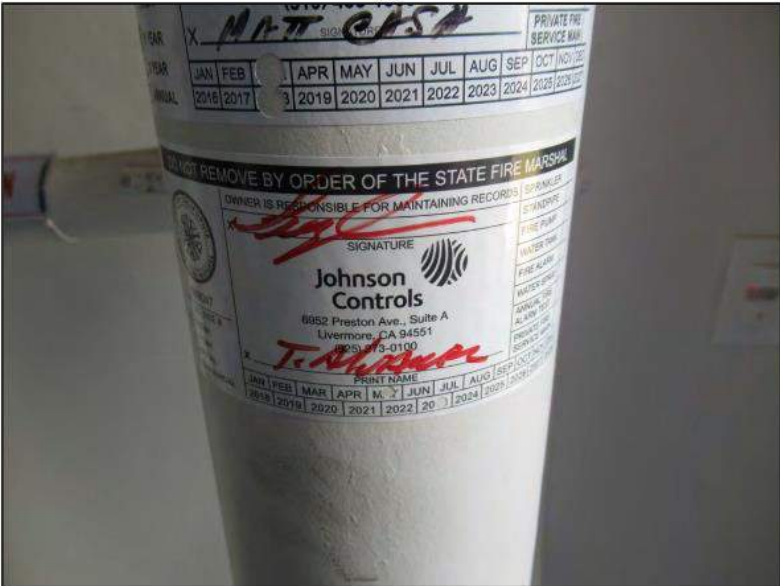
31. Incoming fire water service is to a 4" riser.

33



33. View of the Edwards fire alarm control panel.

32



32. Annual and five-year service tags are current.

34



34. Fire alarm strobe lights/horn are provided throughout.





35. Remote fire alarm device in the main lobby.

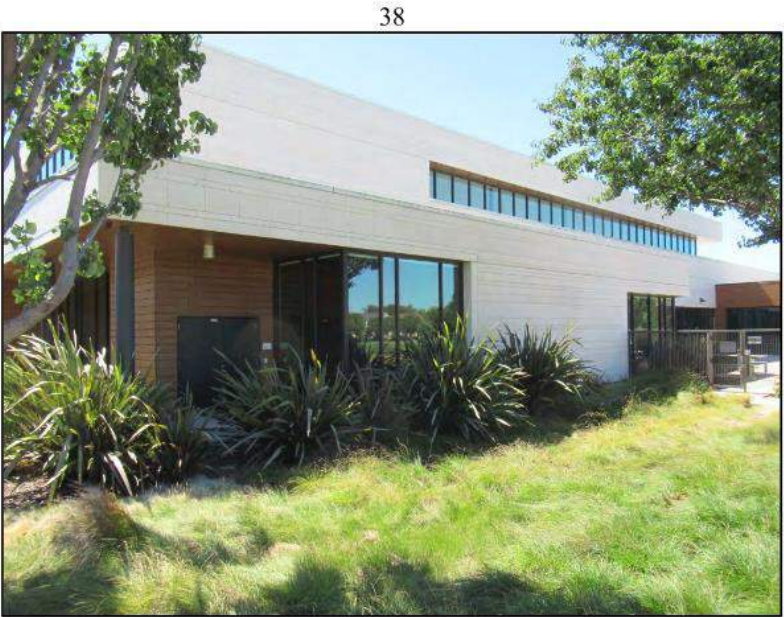


36. View of the 6" fire water service at Rivermark Pkwy.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY



37. Northwest corner of the building as seen from the park.



38. North elevation looking east from the park.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY



39



39. Main pedestrian entrance.

40



40. Pedestrian entrance to the community rooms.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY

41



41. Colonnade along the south side of the building.

42



42. Pedestrian entrance from the traffic circle.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY



43



43. East elevation as seen from the parking area.

Job No. 124035  
NORTHSIDE BRANCH LIBRARY

PROPERTY CONDITION ASSESSMENT  
OF  
CENTRAL PARK LIBRARY  
SANTA CLARA, CALIFORNIA



FOR  
MSR DESIGN



BUILDING  
ANALYTICS  
Building/Environmental Evaluations

File No. 124035  
September 2024





**BUILDING  
ANALYTICS**  
Building/Environmental Evaluations

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September 6, 2024

File No.: 124035

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MSR Design  
510 Marquette Avenue South, Suite 200  
Minneapolis, MN 55402

Reference: Central Park Library  
2635 Homestead Road  
Santa Clara, CA 95051

Subject: Property Condition Assessment

Building Analytics performed a Property Condition Assessment (PCA) of the Santa Clara Central Park Library located at 2635 Homestead Road in Santa Clara, California on Tuesday, August 20, 2024. The evaluation consists of a walk-through survey of the site and building. Construction documents were available for this review. Public records were not reviewed. The weather conditions on the days of the evaluation were 75 degrees Fahrenheit, clear and slight winds from the west. The results of the evaluation are as follows:

***EXECUTIVE SUMMARY***

Central Park Library consists of a reported 88,550 square foot two-story freestanding building with underground parking located on a shared parcel of land built in 2004. The library is located at the north side of Homestead Road between Las Palmas Drive and Keily Boulevard, one block west of San Tomas Expressway. Adjacent properties to the site include George S. Haines Swim Stadium to the north, St Justin Catholic School to the west, residential to the east and a strip mall to the south.

2635 Homestead Road, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 2

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

The building is constructed structural steel framing, reinforced concrete floors, Exterior Insulating Finish System (EIFS) and precast concrete exterior walls, and pitched factory finished standing seam roofs with flat roofs for mechanical equipment. Windows are aluminum framed with insulated tinted glazing. The current occupancy designation is Group B and S-3. The building was designed and built in conformance with the Building Codes in effect at the time of construction.

The site is sloped from down north to south. Adequate slope is provided for positive drainage away from the building across the paving to the public street on the south. No ponding was observed.

There are 120 parking spaces provided in the underground parking garage.

Paving in the east parking adjacent to the building is asphaltic concrete. Sidewalks that perimeter the building utilize Portland concrete with slopes that follow the natural grade of the site. The paving is in good condition.

Landscaping is provided around the perimeter of the building and consists of mature trees, bushes, and lawns.

The roofing system on the building includes a built-up roof membrane with a mineral surfaced capsheet in the three flat roof areas (low-slope) and over the southern portion of the roof. The remainder of the roof is pitched with factory finished standing seam metal roof with a gutter and downspout system. The roof appears to be approximately 20 years old and the flat roofs are recommended for replacement or coating.

The building's exterior walls consist of EIFS and precast concrete panels. The sealants at the joints and where the systems meet window frames is shrinking and needs to be cut out and replaced.

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

The building is generally accessible to the disabled. The main pedestrian entrance is a set of aluminum framed glass doors with automatic door openers. The restrooms generally comply with accessibility standards for the disabled.

**BUILDING ANALYTICS**

2635 Homestead Road, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 3

Heating and cooling is provided to the interior spaces from eight rooftop packaged air-conditioning units by Trane installed in 2012 to 2014, and packaged McQuay air-conditioning units. In addition, there are various condensing units by various manufactures. Space heat is from two gas-fired boilers that circulate hot water to perimeter VAV boxes.

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

Electrical service is provided underground to the site by Silicon Valley Power to an interior mounted switchboard with a 2000-ampere main circuit breaker. The utility pad-mounted transformer serves 480/277-volts, 3-phase, 4-wire to the building.

The building is protected by a fire sprinkler and a fire alarm systems.

The building is currently in good condition with several issues that need to be repaired. With a program of continued maintenance and the corrections of the recommended repairs, this property should perform satisfactorily for the remainder of its economic life.

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

BUILDING ANALYTICS

2635 Homestead Road, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 4

PROFILE OF EXISTING CONDITIONS

SITE

**General** - Central Park Library consists of a reported 88,550 square foot two-story freestanding building with an underground parking garage, located on a shared parcel of land and built in 2004. The library is located at the north side of Homestead Road between Las Palmas Drive to the east and Keily Boulevard to the west and one block west of San Tomas Expressway.

Adjacent properties to the site include George S. Haines Swim Stadium to the north, St Justin Catholic School to the west, residential to the east, and a strip mall to the south.

The library is part of Central Park that contains a swim stadium, various walking trails, fountain, Community Recreation Center, and baseball fields.

**Site Grading and Drainage** - The site is sloped down from north to south. Adequate slope is provided for positive drainage away from the building across the paving to the public street on the south. Water that falls on the sloped roofs is directed to perimeter gutters with exterior downspouts that discharge into the underground collection system. Storm water that falls in the mechanical wells is directed to roof drains and adjacent overflow drains in rood drain wells. The wells were observed to be full of dirt and debris and need cleaning. No ponding was observed.

**Paving** - Paving in the parking on the east side of the building is asphaltic concrete. Walkways that extend along the perimeter of the building utilize Portland cement concrete with slopes that follow the natural grade of the site. Although the south parking is associated with the library, it was reported that the parking also serves Central Park. The paving is in good condition.

**Parking** – There are a reported 120 parking spaces provided on site in the underground parking garage. The parking has a central exhaust system activated by carbon monoxide sensors. The exhaust fan also runs a predetermined times seat by the EMS system.

**Landscaping** – Landscaping is provided around the perimeter of the building and consists of mature trees, bushes, and lawns. The landscape material is in good condition and irrigated from the automatic irrigation system.

**Site Amenities** – There are no site amenities. The site is open on two sides with a 6’ high fence along the west and east property lines.

BUILDING ANALYTICS



2635 Homestead Road, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 5

**Signage** – Raised letters indicating “Central Park Library” is placed on the east side of the main entrance elevation facing southerly. Address numerals are applied below the lettering.

ARCHITECTURAL FEATURES

**General** – Central Park Library consists of a reported 88,550 square foot two-story freestanding building with underground parking garage located on a shared parcel of land built in 2004. Construction includes pre-cast concrete panels and EIFS exterior walls with EIFS soffit overhangs around the perimeter of the building, window assemblies, and factory finished standing seam pitched roofs.

**Roofs** - The roofing system on the building includes a built-up roof membrane with a mineral surfaced capsheet for the flat roof areas where the mechanical equipment is located. These roofs drain to interior roof drains located around the perimeter of the roof with interior drains that empty into the stormwater drainage system. The roof appears to be approximately 20 years old and is recommended for replacement or coating.

The pitched roof areas are finished with a standing seam metal roofing system. This roof sheet drains to a perimeter gutter and downspout system. Some of the gutters have visible rust and should be replaced as needed. This type of roofing should provide a 50-year service life with periodic maintenance and repairs.

**Exterior Walls** - The building’s exterior walls consist of EIFS and precast concrete panels installed over metal wall framing. The sealants at the joints and where the systems meet window frames are shrinking and need to be cut out and replaced. Several areas of the EIFS have cracks that need repair.

**Exterior Glazing Systems** – The exterior glazing systems consists of tinted insulated glass set in aluminum frames. Seals are pliable and wet sealing should be performed on an ongoing basis to provide a watertight seal.

**Exterior Doors** – The main entry is a set of aluminum framed glass doors with sidelights. Secondary exit doors are similar aluminum framed glass with sidelights. The doors were in good operating condition. Thew main entrance doors have automatic openers.

**Interiors** - The interior finishes generally consist of carpet tiles throughout 2 x 4 suspended acoustic ceilings, painted gypsum board ceilings and walls. The condition of the interiors is generally in good condition.

BUILDING ANALYTICS

2635 Homestead Road, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 6

**Disabled Accessibility** - The Americans with Disabilities Act (PL 101-336), was enacted on July 26, 1990, and provides comprehensive civil rights protection for individuals with disabilities in the area of employment and public accommodations.

Title III of these federal civil rights regulations requires that public buildings provide access to the disabled. Theaters, retail centers, office buildings are deemed to be places of public accommodation and access should be provided. The general goal of the ADA is that all public accommodations shall afford goods, services, facilities and privileges to individuals with disabilities in the most integrated setting appropriate to the needs of these individuals. The Act requires that architectural and communication barriers be removed from public accommodations, provided it is “readily achievable” to do so.

Title I of the ADA requires that employers not discriminate in hiring the disabled and that employers must make accommodations for disabled employees. Title I states that it is the responsibility of the employer to make the disabled employee’s workplace accessible. Modifications to staff areas to accommodate a disabled employee would therefore be the building owner’s responsibility.

The ADA is not a building code and is not enforced by building code officials. The ADA is not implemented as a part of most local building permit applications. Enforcement is accomplished through litigation on behalf of disabled individuals who believe that they have been discriminated against.

All architectural barriers in public accommodations should have been eliminated under the act as of January 26, 1992. The ADA regulations include priorities for barrier removal in existing facilities as follows:

1. Accessible Entrance: Provide access that enables disabled individuals to enter the facility from the public sidewalks, parking, or public transportation.
2. Access to Goods and Services: Provide access to areas where goods and services are made available to the public.
3. Usability of Restrooms: Provide access to restroom facilities.
4. Additional Access: Provide access to goods, services, facilities, privileges, advantages, or accommodations.

The ADA requires that parking facilities having 101-150 spaces shall provide five disabled spaces. Based on 120 spaces no additional accessible spaces are needed. Signage is provided at all of the spaces.

Main access to the tenant space is through a set of aluminum framed glass doors with sidelights. The door is sufficiently wide for disabled access. An automatic opener has been installed on the building for the disabled.

BUILDING ANALYTICS



2635 Homestead Road, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 7

There are men’s and women’s restrooms open to the public and the employees. The restrooms are generally compliant with ADA.

**Elevators** – There are three hydraulic elevators at the subject property. The elevators were manufactured by Otis and include two 3-stop and one 2-stop elevators. Modernization is recommended due to the age or the equipment. The elevator cab certificate expired December 23, 2023 and is due for inspection. Kone is the maintenance contractor.

MECHANICAL SYSTEMS

Heating and cooling is from a variable air volume system (VAV) with rooftop packaged air-conditioning units serving the first and second floor spaces. Units are by Trane and McQuay installed between 2003 and 2014. Cooling capacities are between 10 and 50 tons for a total of 280 tons of cooling. This equates to one ton of cooling for every 314 square feet of reported building area, which is average for this type of building in this climatic area. In addition, there are nine condensing units serving server rooms.

The HVAC systems are as follows:

Equipment	Mfg.	Model	Size	Age	RUL*
Rooftop Packaged Air-Conditioning Unit	Trane	SXHL4040	40-tons	10	10+
Rooftop Packaged Air-Conditioning Unit	Trane	SXHL4050	50-ton	12	10+
Rooftop Packaged Air-Conditioning Unit	Trane	SXHL4050	50-ton	10	10+
Rooftop Packaged Air-Conditioning Unit	Trane	SXHL4050	50-ton	12	10+
Rooftop Packaged Air-Conditioning Unit	Trane	SXHL4050	50-ton	10	10+
Rooftop Packaged Air-Conditioning Unit	McQuay	LCA120H	10-tons	21	0
Rooftop Packaged Air-Conditioning Unit	McQuay	LCA120H	10-tons	21	0
Rooftop Packaged Air-Conditioning Unit	McQuay	LCA120H	10-tons	21	0
Rooftop Packaged Air-Conditioning Unit	McQuay	LCA120H	10-tons	21	0
Condensing Unit-Roof	ATS	OHS-012	1-ton	21	0
Condensing Unit-Roof	ATS	OHS-060	5-tons	21	0
Condensing Unit-Roof	ATS	OHS-018	1.5-tons	21	0
Condensing Unit-Roof	ATS	OHS-024	2-tons	21	0
Condensing Unit-Garage	ATS	OHS-012	1-ton	2	10+
Condensing Unit-Garage	Mitsubishi	PU12EK	1-ton	21	0
Condensing Unit-Garage	Sanyo	CL 3632A	3-ton	20	0
Space Heating Boiler B-1	Parker	1200MBH	1200 mbh	22	8-10
Space Heating Boiler B-2	Parker	1200MBH	1200 mbh	22	8-10
Hot Water Circulating Pump HWCP-1	B & G	15HO 13.375	5-HP	22	8-10
Hot Water Circulating Pump HWCP-1	B & G	15HO 13.375	5-HP	22	8-10

\*RUL is Remaining Useful Life. This is the time when the equipment is expected to be refurbished or replaced. The life expectancies are based on ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) data, condition at the time of the site visit and anticipated preventive and prescriptive maintenance.

BUILDING ANALYTICS

2635 Homestead Road, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 8

**Cooling** - Cooling is supplied by eight rooftop packaged air-conditioning units. The units utilize R-410A refrigerant which is an acceptable HCFC refrigerant. The units are mounted on built up curbs with supply and return duct work entering the space below each unit. The units are not anchored to resist seismic activity.

**Ventilation** – Restrooms have roof-mounted exhaust fans. Roof exhaust fans operate from the EMS system. The underground garage is exhausted by a central rooftop fan. The fan is activated by carbon monoxide sensors and EMS.

**HVAC Controls** – The HVAC system is controlled by an EMS (energy management system) by *Alerton* which is a direct digital control (DDC) system.

PLUMBING SYSTEMS

**Natural Gas** - Natural gas is supplied by PG&E for the space heating boilers and a hot water heater. The gas meter is medium pressure to low-pressure. A seismic shut-off valve is provided on the service for safety.

**Domestic Water** - Domestic water service is supplied to the site by Santa Clara Valley Water. The water meter is located in a concrete yard box in the planter along the east property line 3” divided into one 2½” for domestic water and one 2½” for irrigation water. Both services have backflow devices, pressure reducers, and shut off valves. There were no backflow test labels. Hot water is produced by a 100-gallon gas-fired *American Standard* water heater installed in 2017. No problems were observed.

The plumbing fixtures observed are of good quality and in good condition. The plumbing fixtures include floor-mounted flush valve toilets, wall mounted flush-valve urinals, and counter- and wall-mounted lavatories with single blade handle trim. All fixtures have automatic sensors.

**Sanitary Sewer System** - The building is connected below grade to the City of Santa Clara sanitary sewer system in the Homestead Way. Waste and vent lines are hubless cast iron pipes. Clean outs are provided on the interior and exterior. A sump pump is located at the lowest point in the underground parking garage. No problems were observed.

**Fire Protection** – The building is fully protected with a fire sprinkler system. A 4” incoming service serves the underground parking and the two levels of the building. The rating of the system is Ordinary Hazard. The five-year test label is current and dated February 2021 performed by Century Sprinkler Corp. of Fremont, CA. The annual test label is also current and dated September 2023.

BUILDING ANALYTICS



2635 Homestead Road, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 9

**Fire Alarm System** – There is a fire alarm system at this building. The fire alarm panel is addressable type and monitors manual pull stations, smoke detectors, horns, strobe lights, and smoke doors. The panel is by Edwards EST with an annual inspection tag dated September 2023 by Johnson Controls of Livermore, CA.

**Fire Extinguishers** - ABC type fire extinguishers are provided with service tags dated July 19, 2024, by Cintas of Fremont, CA.

**Fire Hydrants** - Fire hydrants are provided at the public streets and around the site at approximate 300 feet on center. Hydrants are located such that all areas of the buildings can be reached with hoses carried on the city fire trucks.

ELECTRICAL SYSTEMS

**Power** - Electrical service is provided underground to the site by the Silicon Valley Power to an interior grade switchboard with a 2,000-ampere main Pringle disconnect switch with fuses. The pad-mounted transformer is located along the east property line near the northeast. The voltage is 480/277-volts, 3-phase, 4-wire to the building. There were no posted labels for the last Thermoscan or ground fault interrupter test. Thermoscans should be performed every three years and the GFI test every five years.

**Lighting** – Lighting throughout varies by space provided. Lighting fixtures include pendant high-bay decorative fixtures in the high ceiling areas, recessed 2' x 4' fixtures with prismatic lenses, recessed downlights and pendant indirect fixtures. It was reported that by the end of September 2024, 75% of the light fixtures will be retrofitted with LED lamps. A cost has been provided to complete the last 25% of the lighting retrofit.

Exterior lighting consists of recessed light fixtures in the soffits, LED bollards, and pole mounted LED fixtures. The garage has surface mounted fixtures.

**Emergency Lighting** – The building does not have an emergency generator. Exit fixtures with battery backup up are provided at all legal exits. Additional emergency lighting is from battery ballasts in selected fixtures for proper egress.

**Telephone** - The building is served underground by AT&T to telephone backboard in the telephone room at the garage level. Adequate telephone service appears to have been provided.

BUILDING ANALYTICS

2635 Homestead Road, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 10

CONCLUSION

The building appears to be above average maintained and does require repairs based on the age of some systems. The concrete paving is in good condition. The roof has mechanical wells with a built-up membrane, a maintenance coating should be considered to extend the service life of the membrane. The HVAC units on the roof will need to be replaced over the term. With a program of continued maintenance and the corrections of the recommended repairs, this property should perform satisfactorily for the remainder of its economic life.

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

Cordially  
BUILDING ANALYTICS



Michael E. Williams, RA  
President

Attachments: Opinions of Probable Costs  
Qualifications  
Vicinity Map  
Reference Photographs

BUILDING ANALYTICS

## APPENDIX F | PROPERTY FACILITIES REPORT

Date of Report: 9/6/2024  
JOB NO: 124635

**Opinions of Probable Costs**  
CENTRAL PARK LIBRARY  
2635 HOMESTEAD ROAD  
SANTA CLARA, CALIFORNIA  
COSTS SHOWN ARE IN 2025 DOLLARS

Item No.	Recommendation	Rating	Qty	Unit	Unit Cost	Year 1 2024	Year 2 2025	Year 3 2026	Year 4 2027	Year 5 2028	Year 6 2029	Year 7 2030	Year 8 2031	Year 9 2032	Year 10 2033	Year 11 2034	Year 12 2035	Year 13 2036	Year 14 2037	Year 15 2038	Year 16 2039	Year 17 2040	Year 18 2041	Year 19 2042	Year 20 2043	Totals	
A. TOTL																											
B. STRUCTURAL						\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Subtotal																										\$0	
C. BUILDING EXTERIOR						\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Subtotal																										\$0	
1	Inspect for cracks, leaks to the EPS.	3	1	LS	\$3,500	\$3,500						\$3,500						\$3,500								\$3,500	
2	Inspect for water staining on walls over the 10 yrs.	2	1	LS	\$5,500	\$5,500	\$2,000	\$2,500	\$2,500	\$3,500	\$3,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$16,000	
3	Inspect drainage pipes and gutters for adequate drainage.	2	1	LS	\$11,000	\$11,000												\$11,000								\$11,000	
4	Get out the present panel joint materials, provide new backer rod and repair.	2	500	LF	\$25			\$12,500						\$12,500						\$12,500						\$12,500	
5	Get out the insulation at the EPS joints where the panels meet the window frames and the present panels. Provide new insulation to match.	2			\$3,000					\$3,000							\$3,000				\$3,000					\$3,000	
Subtotal						\$27,000	\$11,000	\$2,000	\$13,000	\$23,000	\$13,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$146,000
D. ROOFING																											
6	Check roof where there is a membrane, make all necessary repairs, use an elastomeric or acrylic white emulsion. Obtain a 20-year warranty.	3	12,000	SF	\$4.38			\$79,560																		\$79,560	
7	Check roof from the metal panels on the exterior of the building if your roof is on the south side of the north mechanical room. Treat your panels with rust inhibitors. The flashing is 120 feet in length.	2	1	LS	\$4,500	\$4,500									\$4,500											\$4,500	
Subtotal						\$4,500	\$0	\$79,560	\$0	\$0	\$0	\$0	\$0	\$0	\$4,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
E. BUILDING INTERIORS																											
8	Inspect for rotting support, fix as a 10-year cycle.	2	80,000	SF	\$3.38			\$2,704,000										\$2,704,000								\$2,704,000	
9	Paint interior walls and ceilings on steel studs.	2	144,000	SF	\$1.71			\$2,462,400										\$2,462,400								\$2,462,400	
Subtotal						\$0	\$0	\$4,166,400	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$4,166,400	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
F. LIMITED ORIGIN FD-ACCESS REVIEW																											
No issues identified.																											
Subtotal						\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
G. HVAC																											
11	Replace the rotary bearing on condensing unit CU-4 located on the roof.	3	1	EA	\$750	\$750																				\$750	
12	Inspect for ruptured failed R70 compressors in the right (R) 10000 BTU units.	2	18	EA	\$18,000		\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	
13	Replace the Three tonpack R70A when they reach the end of their life at 25-30 years. Units are 1.5 to 3 years old. There are four 30-ton and one 45-ton.	2	240	TON	\$16,000			\$3,840,000										\$3,840,000								\$3,840,000	
14	Replace the Two-ton R70A when they reach the end of their life at 25-30 years. Units are 2-25 years old. There are four 30-ton units and one 45-ton unit. The COP is average 3.0 and the SEER is 10.5.	2	48	TON	\$4,000			\$1,920,000																		\$1,920,000	
15	Upgrade the Motion energy management system for the second and third floors. The system is 10 years old and the SEER is 10.5.	2	8	EA	\$12,200				\$97,600																	\$97,600	
16	Upgrade the Motion energy management system for the second and third floors. The system is 10 years old and the SEER is 10.5.	2	1	LS	\$25,000				\$25,000									\$25,000								\$25,000	
17	Replace the two 12,000 BTU gas-fired space heating boilers.	2	2	EA	\$85,000																					\$170,000	
18	Replace the two 12,000 BTU gas-fired space heating boilers.	2	2	EA	\$15,000																						\$30,000
Subtotal						\$169,750	\$25,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	\$1,943,000	
H. PLUMBING SYSTEMS																											
19	Perform an annual backflow test on the domestic water service and post the appropriate tag.	2	1	EA	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$30,000	
20	Check the domestic water service supply valves at the curb.	2	1	EA	\$5,000			\$5,000							\$5,000											\$5,000	
21	Replace the 10 gallon per-minute water heater under 10 tanks.	2	1	EA	\$5,000																					\$5,000	
Subtotal						\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	
I. ELECTRICAL SYSTEMS																											
22	Perform all necessary repairs with LED lamps. It was reported that 20% will be needed after Sept. 2024.	2	120	EA	\$100			\$12,000																			\$12,000
23	Perform an internal test of the alarm system including the panel, intercom, distribution boards, firework, smoke detectors, intercom, and other devices. It was reported that 20% will be needed after Sept. 2024.	2	1	LS	\$5,000	\$5,000		\$5,000				\$5,000						\$5,000								\$5,000	
24	Perform an internal test of the alarm system including the panel, intercom, distribution boards, firework, smoke detectors, intercom, and other devices. It was reported that 20% will be needed after Sept. 2024.	2	1	LS	\$5,000	\$5,000		\$5,000				\$5,000						\$5,000								\$5,000	
25	Perform an internal test of the alarm system including the panel, intercom, distribution boards, firework, smoke detectors, intercom, and other devices. It was reported that 20% will be needed after Sept. 2024.	2	1	LS	\$5,000	\$5,000		\$5,000				\$5,000						\$5,000								\$5,000	
Subtotal						\$15,000	\$10,000	\$0	\$10,000	\$0	\$10,000	\$10,000	\$0	\$10,000	\$10,000	\$0	\$10,000	\$0	\$10,000	\$0	\$10,000	\$0	\$10,000	\$0	\$10,000	\$0	\$10,000

Rating:  
1 - Code/Safety  
2 - Repair and Maintenance  
3 - Capital Expenditure  
4 - Modernization/renovated

Confidential Client Material  
Building Analysis

## APPENDIX F | PROPERTY FACILITIES REPORT

Date of Report: 9/6/202  
JOB NO: 124635

**Opinions of Probable Cost**  
CENTRAL PARK LIBRARY  
2635 HOMESTEAD ROAD  
SANTA CLARA, CALIFORNIA  
COSTS SHOWN ARE IN 2025 DOLLAR

Line	Item	Recommendation	Rating	Qty	Unit	\$/Unit	Year 1 2024	Year 2 2025	Year 3 2026	Year 4 2027	Year 5 2028	Year 6 2029	Year 7 2030	Year 8 2031	Year 9 2032	Year 10 2033	Year 11 2034	Year 12 2035	Year 13 2036	Year 14 2037	Year 15 2038	Year 16 2039	Year 17 2040	Year 18 2041	Year 19 2042	Year 20 2043	Totals
<b>F. FIRE/LIFE-SAFETY SYSTEMS</b>																											
26	Perform the annual backflow test on the main fire water service and install the appropriate tag	3	1	EA	\$1,500	\$1,500	\$3,000	\$3,300	\$3,600	\$3,900	\$4,200	\$4,500	\$4,800	\$5,100	\$5,400	\$5,700	\$6,000	\$6,300	\$6,600	\$6,900	\$7,200	\$7,500	\$7,800	\$8,100	\$8,400	\$8,700	\$165,000
26	Buytag for replacing the fire alarm control panel when parts are no longer available.	3	1	EA															\$35,000								\$35,000
	Subtotal					\$1,500	\$3,000	\$3,300	\$3,600	\$3,900	\$4,200	\$4,500	\$4,800	\$5,100	\$5,400	\$5,700	\$6,000	\$6,300	\$6,600	\$6,900	\$7,200	\$7,500	\$7,800	\$8,100	\$8,400	\$8,700	\$200,000
<b>G. VERTICAL TRANSPORTATION</b>																											
27	Replace the three elevators. This includes new cabs and new handrails. Substantiated services for the elevator replacement is 20-25 years.	3	3	EA	\$175,000													\$525,000									\$525,000
	Subtotal					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$525,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$525,000
<b>H. SPECIAL SYSTEMS</b>																											
	Replace the carbon monoxide sensors in the garage level at the end of their life.	2	15	EA	300													\$4,500									\$4,500
	Subtotal					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$4,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>I. PUBLIC RECORDS REVIEW</b>																											
	See explanation.					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Subtotal					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>TOTALS BY YEAR</b>						\$265,750	\$241,000	\$245,800	\$255,500	\$265,500	\$275,500	\$285,000	\$294,000	\$303,500	\$312,500	\$321,000	\$329,500	\$337,500	\$345,000	\$352,500	\$360,000	\$367,500	\$375,000	\$382,500	\$390,000	\$397,500	\$405,000
<b>TOTALS</b>																											\$3,300,500
<b>TOTALS BY RATING</b>																											\$3,300,500
	3					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	2					\$3,300,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	1					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	0					\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>CONTINGENCY @ 10%</b>																											\$330,050
<b>GRAND TOTAL</b>																											\$3,630,550

Rating:  
1 - Cost/Safety  
2 - Repair and Maintenance  
3 - Capital Expenditure  
4 - Material/energy/throughput

Confidential Client Material  
Building Analytics



***QUALIFICATIONS***

**SCOPE OF SERVICES**

*The scope of services included the following:*

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

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

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

**LIMITATIONS**

On August 20, 2024, Building Analytics conducted a property condition assessment of the property to determine the condition of the various components. During our site visit, we did not operate any specific equipment, or perform any test. The findings in our Property Condition Assessment are not based on a comprehensive engineering study, as we did not do any destructive testing to observe the underlying conditions. Our observations and resulting Report are not intended to be an overall guarantee of the performance of any building components or systems.

The weather conditions on the day of the assessment were 75 degrees Fahrenheit, slight winds and sunny.

Construction documents were available for this review.

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

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

**BUILDING ANALYTICS**

2635 Homestead Road, Santa Clara, California  
Job No. 124035  
September 6, 2024  
Page 2

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

*Areas of project not included in the scope of services:*

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

**RESOURCES AND CONTACTS**

The property condition assessment was accomplished by Mr. Michael Williams, RA, President and Mr. Robert Knebel, P.E., Professional Engineer with Building Analytics.

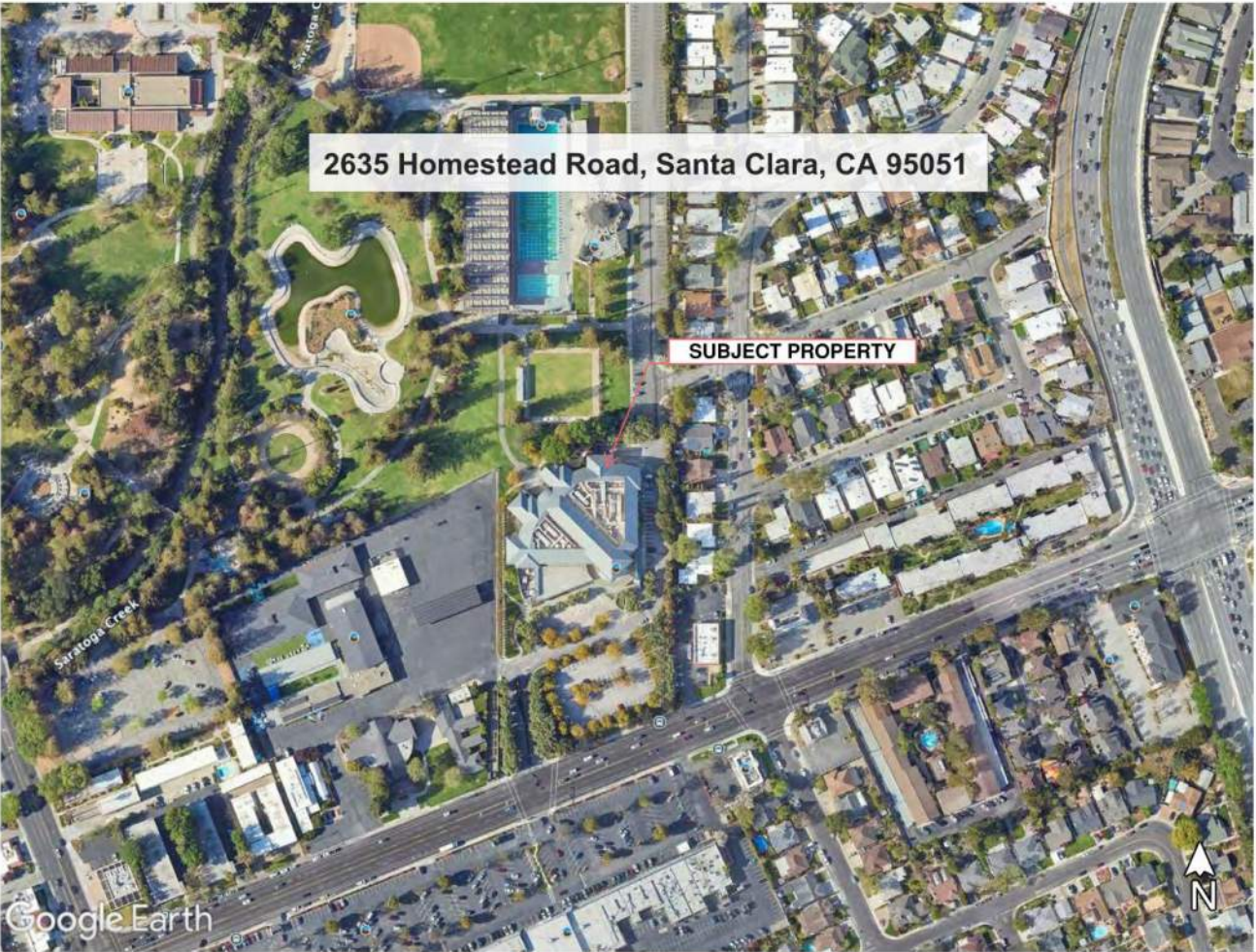
**RELIANCE**

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

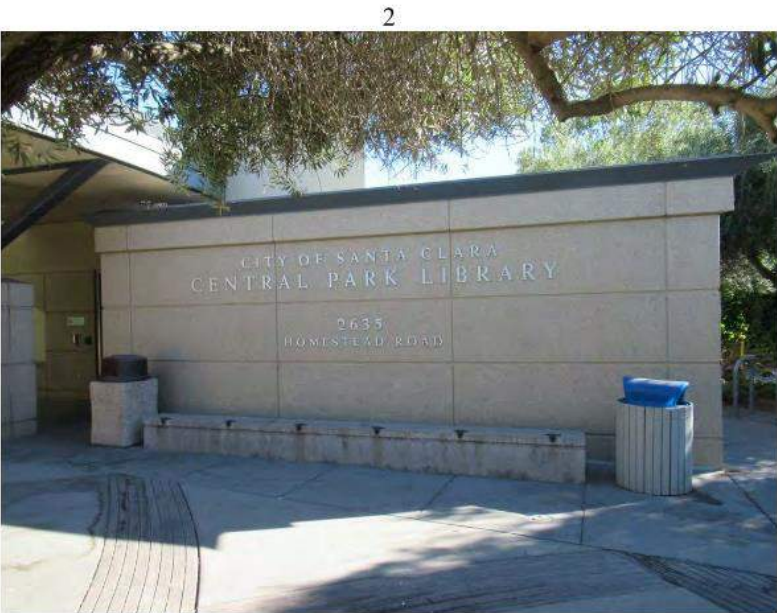
MSR Design, its successors and assigns may use and rely upon this report in connection with a planned transaction of the subject property. Building Analytics agrees to provide reasonable cooperation in answering questions by any of the above parties in connection with that transaction.

**BUILDING ANALYTICS**





1. Subject building.



2. Library signage at the main entry.





3. View of the second-floor library area.

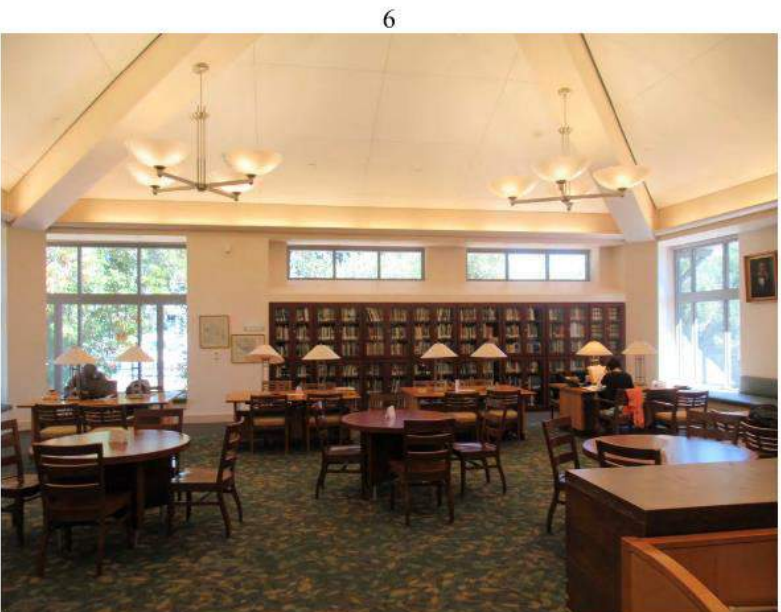


4. Ceiling of the garage has a fire proofing.

Job No. 124035  
CENTRAL PARK LIBRARY



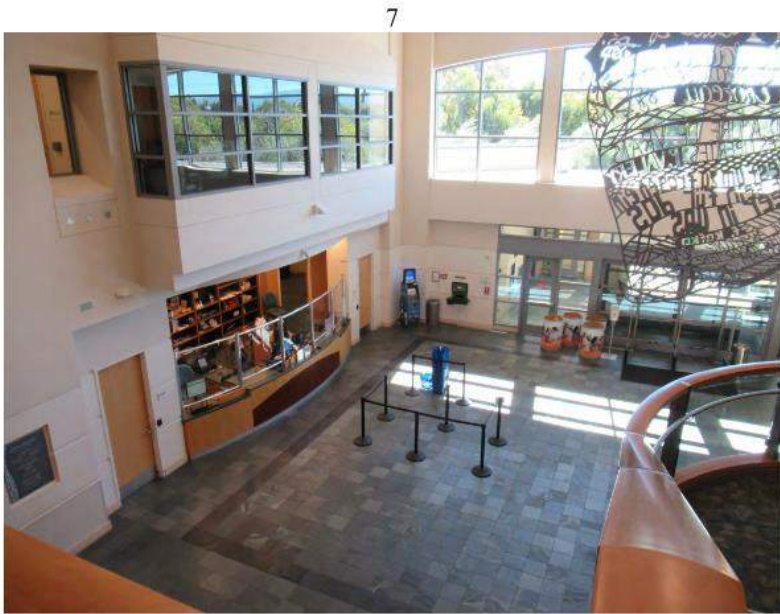
5. Carpet tiles are used throughout and reported to be 10 years old.



6. View of the typical finishes.

Job No. 124035  
CENTRAL PARK LIBRARY





7. View of the main lobby and check out.



8. Typical raised floor throughout the facility.

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CENTRAL PARK LIBRARY



9. View of the eave, soffit, copper gutter and downspout.



10. Sealant at the base of the building is shrinking.

Job No. 124035  
CENTRAL PARK LIBRARY



11



11. Windows are aluminum frame with insulated glazing.

12



12. View of the window wall on the northwest corner of the building.

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CENTRAL PARK LIBRARY

13



13. Downspouts connect to the underground collection piping.

14



14. View of the southwest corner. Note staining from the roof scupper above door.

Job No. 124035  
CENTRAL PARK LIBRARY



15



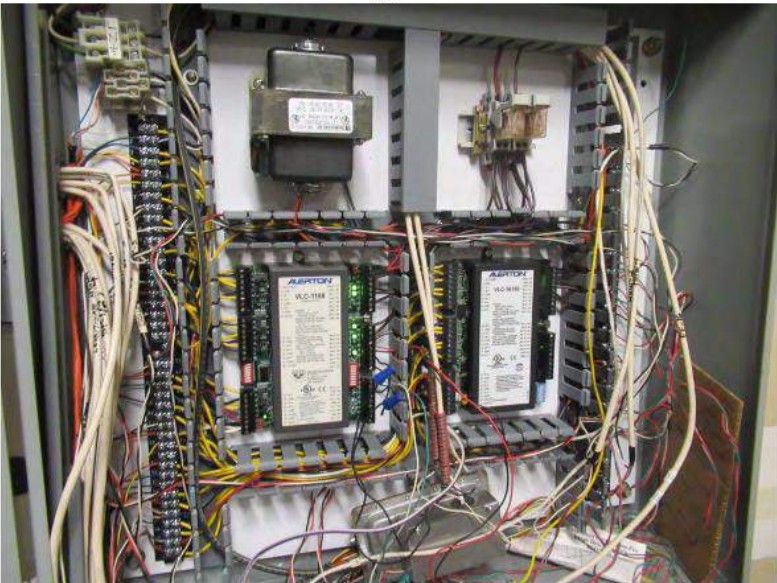
15. Caulking at the precast panel joints is shrinking and needs to be cut out and replaced.

16



16. Accessible parking spaces in front of the building.

37



37. Alerton energy management system (EMS).

38



38. One of four McQuay packaged units.



19



19. Entry to the garage is on the northeast corner of the building.

20



20. View of the west side of the building.

21



21. View of the west side of the building.

22



22. Membrane is original installed in 2004.



23



23. Roof drain wells are impacted with dirt and debris.

24



24. Roof membrane and walking pads at the RTUs.

25



25. Condition of the roof membrane is considered fair.

26



26. Typical standing metal seam roof membrane at the sloped roofs.



27



27. Flashing on the northeast mechanical well is deteriorating.

28



28. Flashing on the northeast mechanical well is deteriorating.

29



29. Roof membrane over the south roof is a multi-ply with capsheet that is 20 years old.

30



30. One of several condensing units that serve the server rooms.

31



31. There are five Trane Intellipak RTUs that serve the main Library areas.

32



32. Ductwork that is painted dates to 2004.

Job No. 124035  
CENTRAL PARK LIBRARY

33



33. Typical Alerton digital thermostat.

34



34. Garage exhaust intake.

Job No. 124035  
CENTRAL PARK LIBRARY



35



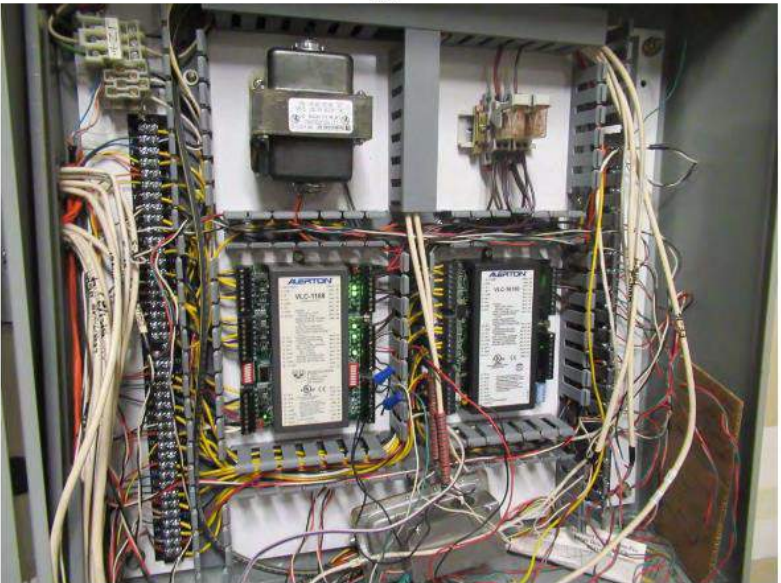
35. Carbon Monoxide sensors in the garage activated the exhaust system.

36



36. One of two Parker boilers for space heating.

37



37. Alerton energy management system (EMS).

38



38. One of four McQuay packaged units.



39



39. Main domestic and irrigation water assembly.

40



40. Controller for one of the sump pumps in the garage level.

41



41. American Standard gas domestic water heater.

42



42. Toilets have automatic flush valves.



43



43. Lavatories have automatic faucets and urinals have automatic flush valves.

44



44. The main switchboard in the garage level is rated 2,000-amperes.

Job No. 124035  
CENTRAL PARK LIBRARY

45



45. Several of the electrical rooms have storage that should be removed.

46



46. The Silicon Valley Power pad-mount transformer is rated 1,000kVA.

Job No. 124035  
CENTRAL PARK LIBRARY



47



47. Main fire water service on the east side of the site.

48



48. The five-year fire sprinkler test label is current.

49



49. One of five fire sprinkler risers in the building.

50



50. One of five fire doors that are regularly inspected.



51



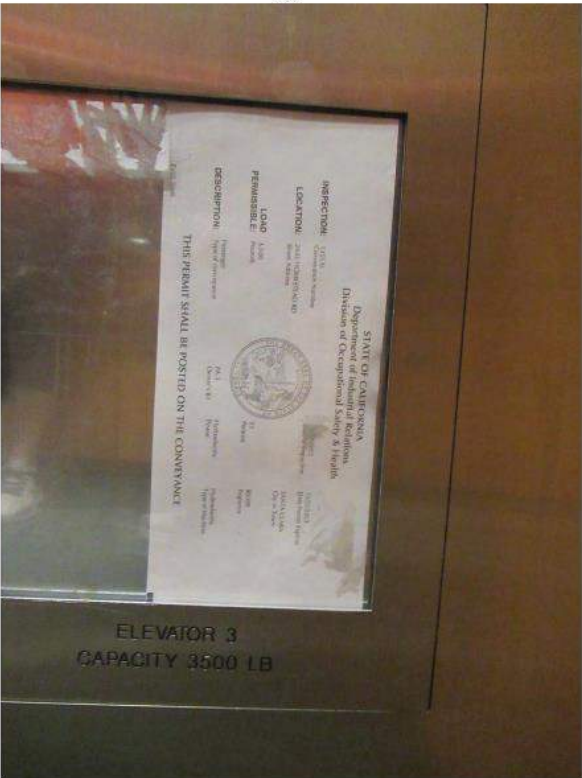
51. One of three hydraulic elevator machines.

52



52. Exterior passenger elevator serves the ground floor and garage levels.

53



53. Cab certificate for the elevators has expired.

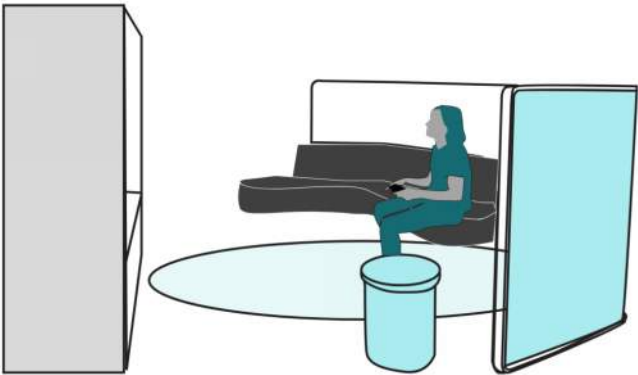
Appendix G: FF&E Solutions

Furniture Solutions for Open Floor Plates

Furniture, fixtures, and equipment (FF&E) are an aspect of a library interior that customers and staff interact with personally and at an intimate scale. Furnishings must be durable, flexible, and welcoming to all body shapes and sizes.

Furnishings that help define space and offer semi-private study areas provide flexibility, as they can be moved throughout the floor plan as programming and collections needs evolve.

The following furniture solutions address needs that came up in community and stakeholder input, and are shown in several of the planning recommendations.





# Furniture Solutions for Open Floor Plates

## Group Study Semi-Enclosed Lounge

High back, shrouded lounge grouping provide visual and acoustic privacy for individuals and small groups. Placing these types of furnishings strategically in a space can supplement fully private and acoustically-separated rooms.

### Key Features

- enclosure height options: low, mid and high
- soft, durable upholstery
- 17-19" seat height
- lumbar and back support
- durable base (powder coated metal)
- plug & play system for power access at worksurface
- integrated table with ADA access

### Examples

- ① Manufacturer: Hightower Group  
Product: FourLikes Booth
- ② Manufacturer: Teknion  
Product: Zones Enclosures
- ③ Manufacturer: OFS  
Product: Heya Retreat
- ④ Manufacturer: OFS  
Product: Heya Collaborative



# Furniture Solutions for Open Floor Plates

## Independent Focused Work

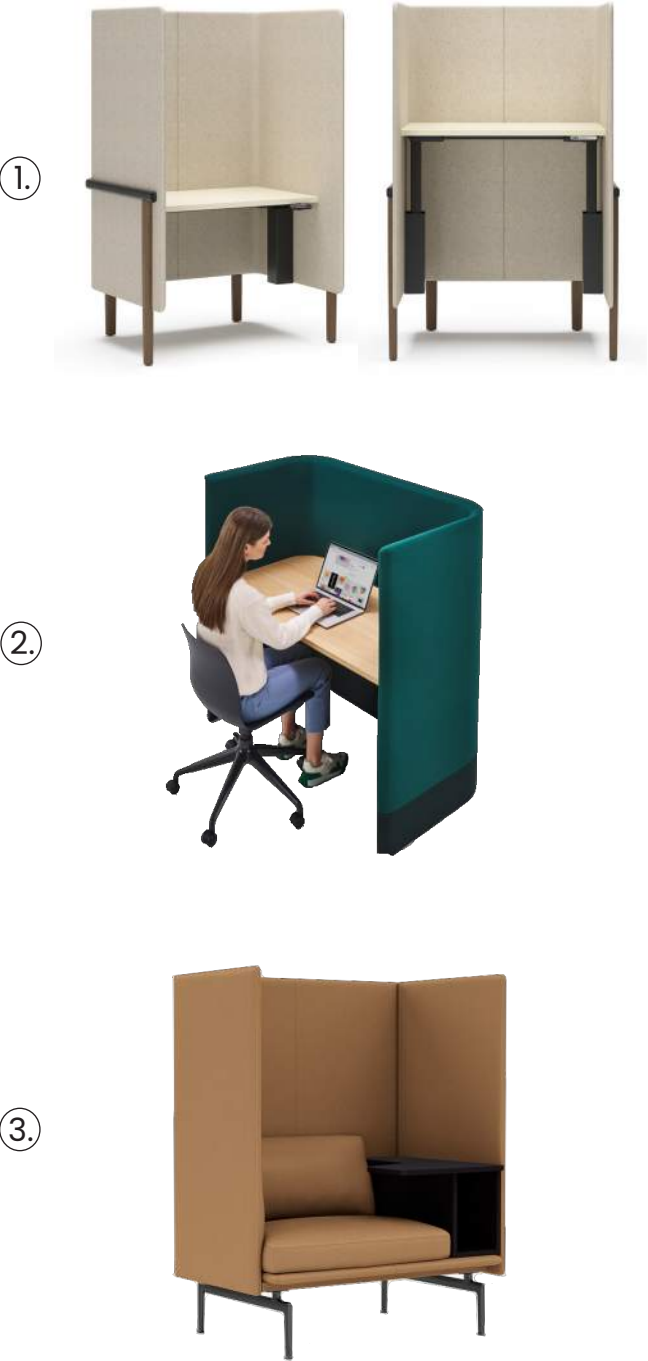
Shrouded focus work points provide individuals with visual and acoustic privacy. These furnishings provide areas of respite for those needing an alternate environment by blocking visual and audible distractions at an individual's periphery.

### Key Features

- upholstered shroud
- height adjustable worksurface
- plug & play system for power access at worksurface
- durable base (powder coated metal)

### Examples

- ① Manufacturer: OFS  
Product: Heya Workstation
- ② Manufacturer: NaughtOne  
Product: Pullman Desk
- ③ Manufacturer: Muuto  
Product: Outline Highback Work 120



Santa Clara City Libraries | Facilities Planning + Condition Assessment

**End of document**