



Omaha Central Public Library
Engagement Process

Design Team

Omaha-based architectural firms Alley Poyner Macchietto Architecture and HDR have collaborated with national public library leader Margaret Sullivan Studio throughout the schematic design phase to begin designing a potential new central public library deeply rooted in the Omaha community. The design team has collaborated with project partners, community partners, and the Omaha community to ensure that design decisions reflect the ideas, insights, and knowledge collected throughout the engagement process.



THOMAS J. TRENOLONE
FAIA, IIDA, LEED AP
Architectural Design Lead

An architect and design advocate with HDR's international architecture and engineering practice, Tom is a design director and vice president with the firm. He studied at the University of Nebraska-Lincoln, University of Kansas, and the Università IUAV di Venezia in Italy. He holds degrees in Architecture and Advertising Journalism. He is also the president and founder of daOMA (design alliance OMAha), a non-profit focused on building greater awareness of the design arts through lectures and community engagement. He is one of Nebraska's most decorated architects with four national AIA honor awards for design excellence to his credit. A recipient of the Kagan Design Fellowship in 2002, his research entitled "Speed, Sex, Firepower" was an in-depth study of how large automotive companies, couture fashion houses and the U.S. military maintain their creative edge. He is a lecturer at the University of Nebraska College of Architecture and was recently elevated to AIA's College of Fellows.



NANCY F. NOVAK
NCIDQ, LEED AP
Interior Design Lead

Nancy holds degrees in interior design and English literature. After practicing in Minneapolis, and inspired by the increasing development happening in her hometown, she moved back to Omaha and quickly established herself in the local design community. With a deep-rooted belief in the essential nature of libraries, Nancy has spent the last 20 years specializing in library design, leading the design of award-winning libraries in municipalities and universities throughout the country. An advocate for the transformational power of design, Nancy has worked on a variety of projects that include corporate, arts, cultural, and hospitality. This diverse portfolio of projects inform one another, and Nancy draws inspiration from various sources, designing innovative spaces that foster a sense of community. Her work has been recognized with numerous local, regional, and national awards from AIA and IIDA. A partner and leader in Alley Poyner Macchietto Architecture's interior design practice, Nancy has lectured on library design and has taught a course on Central Library design at the University of Nebraska-Lincoln, where she is an adjunct professor.



MARGARET SULLIVAN
ALA, PLA, ULC, YALSA
Library Design Consultant

Margaret is a national thought leader in assisting public libraries envision their preferred future. Margaret leads Margaret Sullivan Studio, a full-service strategy and design firm, collaborating with innovative library systems internationally. Since the firm's founding in 2014, MSS has become the industry leader in re-envisioning the 21st century library for diverse and complex contemporary communities, with a focus on social justice and racial equity. Margaret has assisted over 30 public library systems define their version of what a 21st-century library can be through strategy planning, facilities master planning, vision, programming and interior design. Among the public libraries she has assisted include those in New York City, Washington, D.C., Las Vegas-Clark County, Richland, New Haven, Salt Lake City, Chicago, Los Angeles, and Memphis. Prior to establishing her own firm, Margaret worked for prestigious architecture firms including H3 Hardy Collaboration Architecture as director of interior design. In 2017, Margaret was named one of Interior Design Magazine's Rising Stars.

Project Partner Engagement

These organizations are working together to explore the possibilities of what a world-class central public library could bring to Omaha.

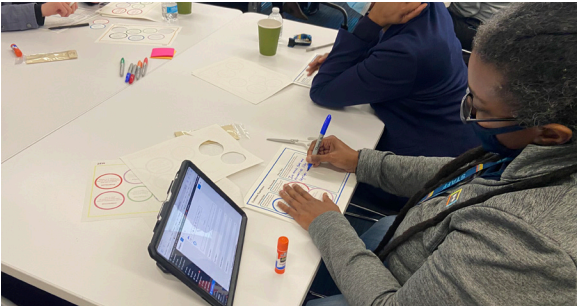


These organizations are delving into how Omaha could benefit from a new central public library. They are analyzing how enhancements, like growing and providing services beyond the current capacity and increasing access to tech and human-centered services, would serve our community, while keeping books at the heart of the system. Do Space programs and services, as well as traditional Omaha Public Library services, can serve the community under one roof to meet 21st century information needs. This ambitious project began in response to Omaha Public Library's 2010 and 2017 Facilities Master Plans that called for a new central public library to be built along the Dodge Street corridor, between 72nd and 90th streets. Many cities around the world, including those visited by the project team, have shown the phenomenal impact a modern central public library can have on communities. Omaha, and Omaha Public Library, deserve the best that public libraries have to offer. The ultimate goal is to collectively provide a strong foundation for our community's future.

Wendy Townley, Omaha Public Library Foundation and Tina Lonergan, a Trustee of the Omaha Public Library Foundation Board - Community Partners' Breakfast, April 4, 2022
Rebecca Stavick, Community Information Trust/Do Space, Rachel Steiner, Omaha Public Library - Harmonic Design Workshop, April 13, 2022
Laura Marlane, Omaha Public Library and Angela McGraw, Do Space - OPL & OPLF Workshop, July 2, 2021
Anna Gadzinski, Heritage Omaha - Community Open House, April 7, 2022
Danny Begley, Omaha City Council - Building Stakeholders Meeting, March 9, 2022

DO SPACE & OPL WORKSHOPS

Members of the design team led Do Space and Omaha Public Library staff through several workshops to consider program elements and develop concepts that would influence how a future central public library would function.



JANUARY 11, 2022

Twenty members of Do Space staff participated in a workshop to provide feedback on their current space and programs, to dream of future opportunities for a new central public library space, and to design patron personas. The "Design Your Patron Persona" activity engaged staff in exploring a diverse lineup of personalities and learning styles, while looking critically at what activities, spaces, and places could support those diverse needs.



JANUARY 13-14, 2022

Sixty-four members of the Omaha Public Library staff participated in meetings over two days to discuss individual department ideas and needs. Staff were asked to comment on "beauty boards" of images meant to inspire programs and spaces that could occur in a new central public library. Staff were also prompted to provide a "wish list" of activities, spaces, places, and programs that they would like to see in a new library building.



FEBRUARY 10-11, 2022

Omaha Public Library departments met with the design team over a second set of two days to focus on revising the initial program and staff areas specifically. These sixty-four department members were asked to comment on precedent images of staff spaces, including dedicated desking, work support, and personal support. Staff were asked specific questions to determine departmental adjacencies, storage needs, and efficient workflows.

SERVICE DESIGN WORKSHOPS

The design team engaged Do Space and Omaha Public Library leadership in a series of workshops in order to envision a future service model for a central public library to inspire services that are more human, cooperative, and sustainable for the city of Omaha. The goals of these workshops during schematic design included:

- To begin exploring service experience and service model possibilities;
- To inform a commitment to align on a future-state service model vision;
- To lay the foundation for service design work to occur in future project phases.



PROMPT: "TO BE SUCCESSFUL, AS PARTNERS WE MUST:"

Themes that emerged:

- Be part of an open, communicative, and collaborative team with a shared vision of the future.
- Work backwards from community outcomes to guide decision-making.
- Embrace opportunities for incremental change and opportunities for transformation.

PROMPT: "WHAT MAKES OUR COMBINED WORK MEANINGFUL?"

All leaders were passionate about creating greater impact through service every day.

- **Innovation** – Blending Omaha Public Library and Do Space creates an amazing opportunity for combining information, services, and technology in new and innovative ways.
- **Partnerships** – The library can be a platform for change that creates an impact through more creative approaches to orchestrating relationships.
- **Measurement** – Impact makes their work meaningful. Provide equal access.

“Leaders are strongly aligned in their role to empower people and foster deeper connections, helping communities prepare, learn, and grow while expanding what’s possible for everyone in greater Omaha.”

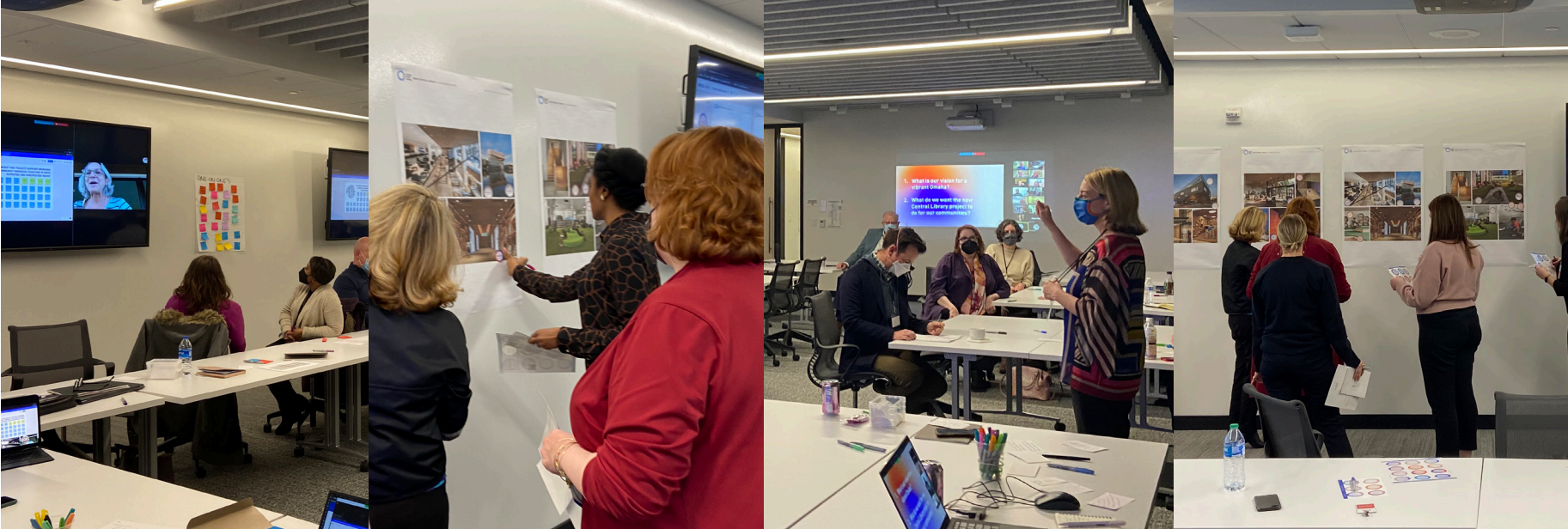
- Patrick Quattlebaum,
Harmonic Design

BUILDING STAKEHOLDERS GROUP

JANUARY 12 - MAY 4, 2022

The Building Stakeholders Group, comprised of twenty-eight members, met throughout the schematic design process and included representatives from the City of Omaha, City Council, the Omaha Public Library board and staff, the Omaha Public Library Foundation board and staff, Do Space staff, and Heritage Omaha staff.

This team met monthly to hear from the design team on their progress and to offer input and feedback as the design of a new central public library for Omaha began to form.



BUILDING STAKEHOLDER GROUP MEMBERS

City of Omaha	Kevin Andersen	Deputy Chief of Staff - Economic Development	Omaha City Council	Danny Begley	Councilmember; Library Committee
City of Omaha	Troy Anderson	Deputy Chief of Staff - Economic Development	Omaha City Council	Brinker Harding	Councilmember; Library Committee
City of Omaha	Thomas Warren	Chief of Staff	Omaha City Council	Don Rowe	Councilmember; Library Committee
Do Space	Angela McGraw	Director	Omaha Public Library	Elizabeth Johnson	Senior Manager of Operations
Community Information Trust	Rebecca Stavick	Chief Executive Officer	Omaha Public Library	Stacy Lickeig	Senior Manager of Branches
Community Information Trust Board	Gary Gates	Advisor; Heritage Services Board, Director	Omaha Public Library	Laura Marlane	Executive Director
Community Information Trust Board	Karen Linder	Director; Heritage Services Board, Director	Omaha Public Library	Rachel Steiner	Assistant Library Director
Community Information Trust Board	Michael McCarthy	Chair; Heritage Services Board, Chair	Omaha Public Library Board	Dr. Keith Lutz	Trustee; Facilities Committee, Chair
Community Information Trust Board	David Slosburg	Director; Heritage Services Board, Director	Omaha Public Library Board	Rochelle Mullen	Trustee; Facilities Committee, Member
The Hawks Foundation	Julie Cobb	Principal; Omaha Public Library Foundation Advisory Council, Member	Omaha Public Library Board	Jen Rae Wang	Secretary-Treasurer; Facilities Committee, Member
Heritage Omaha	Anna Gadzinski	Project and Development Officer	Omaha Public Library Foundation	Wendy Townley	Executive Director
Heritage Omaha	Rachel Jacobson	President; Community Information Trust, President	Omaha Public Library Foundation Board	Jo Giles	Trustee
Heritage Omaha	Kevin McCarthy	Pro-Bono Consultant	Omaha Public Library Foundation Board	Tina Lonergan	Trustee
Lozier Foundation	Dr. Susan Toohey	Director of Educational Initiatives			
Metropolitan Community College	Gary Girard	Executive Director - Continuing Education			

COMMUNITY ENGAGEMENT COMMITTEE

FEBRUARY 9 & MARCH 9, 2022

The Community Engagement Committee met twice during the schematic design process and was comprised of a group of stakeholder representatives from all partner organizations (Omaha Public Library, Omaha Public Library Foundation, City of Omaha, Community Information Trust, Do Space, and Heritage Omaha) who advised and planned broader community engagement for the project. This committee complemented the work of the Community Partners Group comprised of community leaders representing diverse neighborhoods and communities. The Community Engagement Committee informed the design team's work by:

- Reviewing and informing the schematic design phase community engagement plan, including surveys and public meetings;
- Co-creating a list of over 300 community partners to engage during the process;
- Informing the project website and communication plan as engagement and transparency tools.



COMMUNITY ENGAGEMENT COMMITTEE MEMBERS

City of Omaha	Carrie Murphy	Deputy Chief of Staff - Communications
City of Omaha	Keith Station	Deputy Chief of Staff - Diversity, Equity & Inclusion
Community Information Trust	Rebecca Stavick	Chief Executive Officer
Do Space	Angela McGraw	Director
Heritage Omaha	Anna Gadzinski	Project and Development Officer
Heritage Omaha	Rachel Jacobson	President; Community Information Trust, President
Omaha Public Library	Emily Getzschman	Marketing & Media Relations Manager
Omaha Public Library	Amy Mather	Adult Services Manager
Omaha Public Library Board	John Barrett	Trustee; Community Engagement Committee, Chair
Omaha Public Library Board	Tulani Grundy Meadows	Trustee; Community Engagement Committee, Member
Omaha Public Library Foundation	Wendy Townley	Executive Director



Community Partner Engagement

During the schematic design process, community partners talked about how the library can become an “anchor institution” that leverages and fosters shared social impact. The design team learned so much about how excited and committed Omaha community leaders are by the potential to leverage a central public library to serve community members and expand their reach exponentially through intentional partnerships.



PARTICIPATING COMMUNITY PARTNER ORGANIZATIONS*

- AARP Nebraska
- AIM Institute
- All Kinds Accessibility
- American Institute of Graphic Arts
- American Society of Landscape Architects
- Autism Action Partnership
- Barbara Weitz Community Engagement Center
- Big Brothers Big Sisters of the Midlands
- Bike Walk Nebraska
- Buffett Early Childhood Institute
- Canopy South
- Center for Holistic Development, Inc.
- The Collective for Hope
- Creighton University
- Dundee Book Company
- Durham Museum
- Film Streams
- Fontenelle Forrest
- Friends of Omaha Public Library
- Front Porch Investments
- Google
- Great Plains Black History Museum
- Greater Omaha Chamber of Commerce
- Greater Omaha Genealogical Society
- Growing Hearts Collaborative
- Habitat for Humanity
- Heartland Bike Share
- Heartland Family Service
- Heartland Workforce Solutions
- Humanities Nebraska
- Institute for Holocaust Education
- Intercultural Senior Center
- Ja Keen Fox Solutions
- Jewish Federation of Omaha
- Joslyn Art Museum
- Kids Can Community Center
- Kiewit Luminarium
- Latino Center of the Midlands
- Lauritzen Gardens
- Learning for ALL
- Legal Aid of Nebraska
- Lutheran Family Services of Nebraska, Inc.
- Maha Festival
- Metro Omaha Education Consortium
- Metro Omaha Education Consortium
- Metro Transit
- Metropolitan Area Planning Agency
- Metropolitan Community College
- Millard Public Schools
- Munroe-Meyer Institute
- Nania Arts
- Natural Healing Omaha
- Nebraska Arts Council
- Nebraska Early Childhood Collaborative
- Nebraska Legislature
- Nebraska Methodist College
- Nebraska Shakespeare Festival, Inc.
- No More Empty Pots
- Nonprofit Association of the Midlands
- North End Teleservices
- Omaha 100
- Omaha by Design
- Omaha Community Foundation
- Omaha Girls Rock
- Omaha Lit Fest
- Omaha Public Power District
- Omaha Public Schools
- Omaha STEM Ecosystem
- Omaha Symphony
- Omaha Zoo Foundation
- Omaha’s Henry Doorly Zoo and Aquarium
- One Omaha
- Open Door Mission
- The Reader
- Refugee Women Rising
- Rose Theater
- Siena Francis House
- Table Grace Ministries
- Three Rivers Library System
- Union for Contemporary Art
- United Way of the Midlands
- University of Nebraska - Omaha
- University of Nebraska Medical Center
- Urban League of Nebraska
- Vic Gutman & Associates
- The Wellbeing Partners
- Westside Community Schools
- WhyArts Inc.
- Wild Roots People’s Clinic
- Women’s Center for Advancement
- Women’s Fund of Omaha

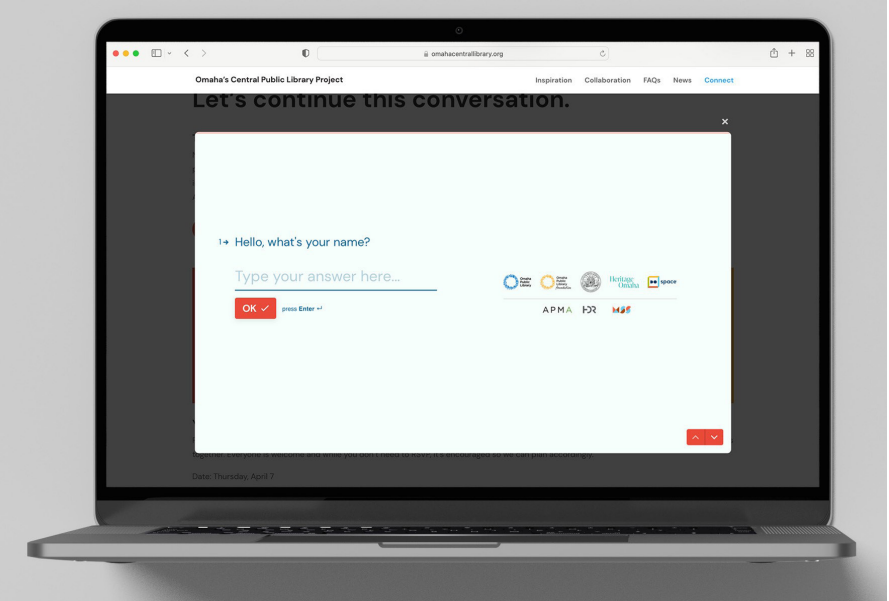
*Includes organizations that participated in the community partner survey, the community breakfasts, and/or one-on-one Zoom interviews.

COMMUNITY PARTNER SURVEY

MARCH 15 - APRIL 15, 2022

Further community partner participation was encouraged through an online survey tailored to determining organizations' aspirations, missions, and needs. Fifty-three participants provided insights on their work and what activities, spaces, and places could best support their organizations' missions at a new central public library.

PROMPT: "WHAT DO YOU ADDRESS IN YOUR WORK?"



PROMPT: "WHAT ARE YOUR ORGANIZATION'S TOP PRIORITIES FOR THE NEXT 12 MONTHS?"

Responses include:

- **Providing quality education:** Increasing early literacy and math proficiency and preparing students for kindergarten, high school, and college. Providing adult learners and ESL students with quality educational opportunities.
- **Diversity and equity:** Improving the experiences and quality of life of all Omahans.
- **Health and wellbeing:** Improving mental health and decreasing related stigmas. Assisting with recovery efforts related to the COVID-19 pandemic.
- **Access to space:** Institutions actively looking for larger facilities, program spaces, and meeting rooms.
- **Staying connected:** Maintaining and expanding relationships with clients and communities.

PROMPT: THE LIBRARY COULD SUPPORT OUR MISSION IN THE FOLLOWING WAYS...

Responses included:

- Gathering and meeting space
- Connection to social services
- Safe space
- Cross promotion of community events
- Provide equitable access
- STEM learning programs
- English as a second language programming
- Program collaboration
- Addressing digital literacy
- Expanded print tools
- Expanded digital tools
- Early childhood programming
- Mentoring resources
- Volunteers
- Funding partnerships
- Hosting free food truck events
- Facilitating community discussions
- Providing partner space
- Shared storage spaces
- Addressing inequity
- Access to technology
- Summer programming
- Pop-up events
- Attracting young talent in Omaha

PROMPT: "WHAT SPACES AND PLACES WOULD SUPPORT YOUR ORGANIZATION AT THE LIBRARY?"



83% MEETING ROOMS 65% CLASSROOMS 64% EVENT SPACE 44% COMMUNITY LIVING ROOM



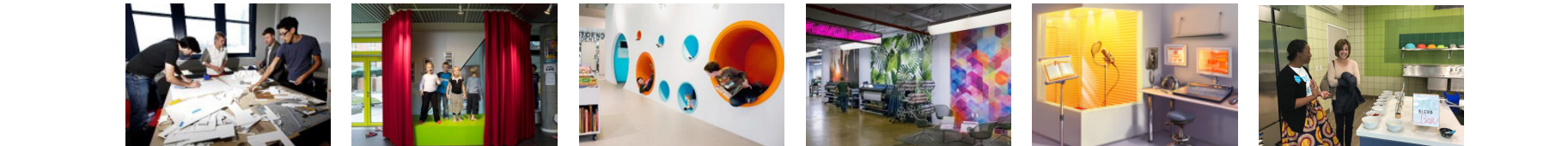
44% PODCAST ROOM 39% VIBRANT CAFE 37% FILM STUDIO 37% QUIET ROOM 37% STUDY ROOMS 35% ART GALLERY 35% BUSINESS & CAREER CENTER



33% STORYTELLING LAB 31% CITIZENSHIP CENTER 31% EARLY CHILDHOOD PLAY SPACE 31% HOMEWORK HELP 31% SOCIAL SERVICES CENTER 31% TECH TRAINING LAB 29% CHILDCARE



29% CO-WORKING SPACE 29% LANGUAGE CENTER 27% TEEN HANGOUT 25% MESSY MAKERSPACE 25% SOCIAL CLUB 25% VIBRANT BOOKSTORE 23% TECH ARTS LAB



21% BUSINESS INCUBATOR 19% COMMUNITY THEATER 19% NOOKS 19% PRINTMAKING STUDIO 17% MUSIC STUDIO 2% DEMO KITCHEN

PROMPT: "WHERE IS YOUR ORGANIZATION EXCELLING?"

Responses include:

- **Collaboration:** Working cohesively within institutions, districts, and with city and state-wide partners.
- **Measurable results:** Achieving excellent outcomes for and meeting the needs of clients and community members.
- **Building relationships:** Bringing diverse perspectives and voices together to represent and promote change in Omaha.
- **Quality of service:** Providing services and resources which go above and beyond addressing the needs of clients and communities.

PROMPT: "WHAT BARRIERS ARE YOUR ORGANIZATION CURRENTLY FACING?"

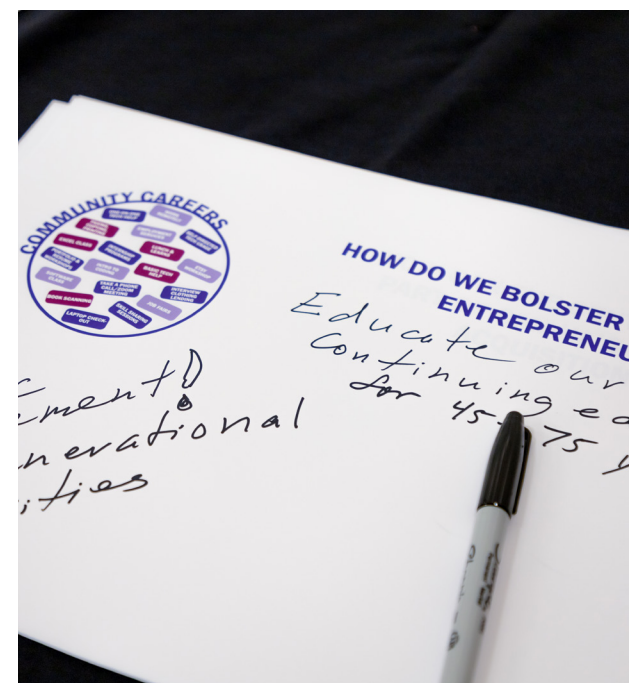
Themes that emerged:

- **COVID-19 recovery:** Challenges in improvement outside the "getting back to normal" realm and fostering community and community engagement after years of isolation.
- **Employment landscape:** Low applicant pools, funding for staff, and recruitment challenges.
- **Funding:** Financial constraints on growth, visibility, and access.
- **Mental health:** Challenges exacerbated by the pandemic, especially children's mental health.

COMMUNITY PARTNERS BREAKFASTS

APRIL 4 - APRIL 5, 2022

Ninety-four community partners participated in one of two morning events with the goal of building relationships with local stakeholders; aligning the central public library project with the goals of community organizations; and learning about the strengths, needs, and challenges of the Omaha community. The design team led the groups through an informative presentation on the process during breakfast, followed by a worksheet activity, then conversation to gain an understanding of challenges and opportunities that the library project can address. After a Q&A period, participants were encouraged to network and further discuss their ideas.



PROMPT: "HOW MIGHT WE FOSTER COMMUNITY GATHERING?"

- A place for diverse groups
- Non-profit meeting spaces
- Cross-disciplinary programs
- Community events
- Radical accessibility
- Dedicated room for tribal councils
- Learning from each other

PROMPT: "HOW MIGHT WE FOSTER COMMUNITY GROWTH?"

- Bridge diverse communities
- Partner with non-profits
- Representation of cultures
- Engaging spaces
- Digital literacy
- Cyber Seniors
- Universal design
- Intergenerational programs

PROMPT: "HOW MIGHT WE FOSTER COMMUNITY STORIES?"

- Community literacies
- Oral stories, written stories, podcasts
- Speaker series
- Publishing for aspiring writers
- Creative spaces

PROMPT: "HOW MIGHT WE FOSTER COMMUNITY CO-CREATION?"

- Storytelling lab
- Food art
- Unique desires of the community
- Connecting music to lived experiences
- Art classes
- Senior makerspace
- Creative writing workshops
- Creative collaborations

PROMPT: "HOW MIGHT WE FOSTER COMMUNITY CAREERS?"

- Co-working spaces
- Create creative entrepreneurs
- Library draws people to live in Omaha
- Attract innovative people
- TED Talks
- Job fairs
- Professional development workshops

ONE-ON-ONE ZOOM INTERVIEWS

MARCH 16 - APRIL 29, 2022

Eighteen community partners participated in a 30-minute Zoom interview with Margaret Sullivan. Interviewees were updated on the project's progress and asked strategic questions to gain insight into where the schematic design process could further align with the needs and aspirations of the Omaha community.

PROMPT: WHAT ARE THE STRENGTHS OF OMAHA?

- Omahans are deeply committed to improving the quality of life for all residents.
- Tremendous creativity and innovation with which our community leaders, organizers, and activists are serving the community.
- Desire to continue the conversation and collaboration.

EMERGING THEMES FOR A SUCCESSFUL CENTRAL PUBLIC LIBRARY



COMMUNITY CO-CREATION



ECONOMIC DEVELOPMENT



CUSTOMIZED LEARNING



CULTURAL DIVERSITY



RADICAL ACCESSIBILITY



ONE-STOP RESOURCE SHOP



VOICES FOR DEMOCRACY



INCLUSIVE STORYTELLING



INTERGENERATIONAL EXPERIENCES

EMERGING GOALS FOR A SUCCESSFUL CENTRAL PUBLIC LIBRARY

A PLACE TO BUILD COMMUNITY

- Free and flexible community meeting spaces.
- Increase collaborations through co-location opportunities.
- Serve as a social service resource center and one-stop shop for community services.

A PLACE TO BE INCLUSIVE AND WELCOMING TO ALL

- Multi-modal transportation and access for all Omahans, especially to and from North and South Omaha.
- Equitable, inclusive, welcoming space where folks want to be for a variety of activities.
- Radical “centering” of the community around our most vulnerable populations.

A PLACE TO SHOWCASE OMAHA’S STRENGTHS

- Build on Omaha’s strength of providing a variety of enriching, family-centric experiences.
- Celebrate Omaha’s industrious, innovative, and entrepreneurial spirit.
- Elevate Omaha’s commitment to design excellence as a vehicle for community economic development.

WISH LIST

Participants shared insights into spaces and programs they would love to see at a new central public library. [GATHERING AND MEETING SPACES](#) were indicated by virtually all participants, but additional ideas include:

- Multi-modal transportation
- Kitchen space
- Intergenerational opportunities
- Coffee shop
- Great public restrooms
- Climate-controlled seed storage
- Access to experts
- Partnerships with every school in town
- Virtual reality
- Fireplace
- Adult changing tables
- Showcase archives and genealogy collections
- Spaces to entertain yourself
- Flexible spaces
- Spaces for infants and toddlers
- Spaces for parents and caretakers
- Exhibit space

Community Engagement

The outpouring of community participation throughout the schematic design process has reinforced the belief that in Omaha, libraries form the backbone of the city and are beloved for the impact that they make every day. Community input and ideas have been and will continue to be critical in informing the direction of the potential new central public library.



Community Open House, April 7, 2022

COMMUNITY SURVEY

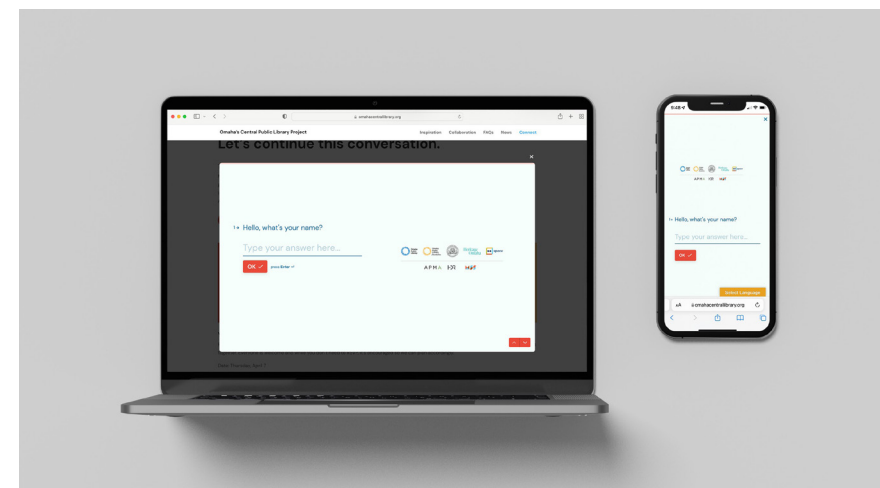
MARCH 15 - APRIL 15, 2022

Over 1,600 respondents participated in a community survey available in three forms: an online English language survey, an online Spanish language survey, and a printed English language survey distributed to all Omaha Public Library branches and Do Space. Among respondents, Millard, W. Dale Clark (Main), and Swanson were the most visited Omaha Public Library branches.

55% OF RESPONDENTS CHARACTERIZED THEMSELVES AS FREQUENT LIBRARY USERS.*

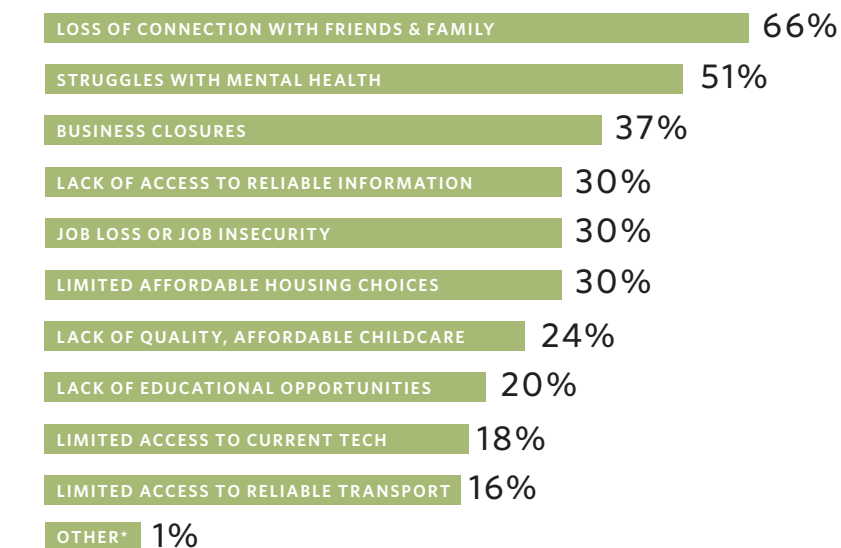
*44% of respondents indicated that they had visited an Omaha Public Library branch in the last month and 11% of respondents indicated they had visited a branch in the last three months.

TOTAL RESPONSES: 1,632



A total of 1,496 people responded to the online English language survey; 3 people responded to the online Spanish language survey; and a total of 116 people filled out paper surveys.

PROMPT: "DUE TO THE ONGOING COVID-19 PANDEMIC, WHAT CHALLENGES DO YOU, YOUR NEIGHBORS AND COMMUNITY FACE?"



*Additional responses included: inability to travel far from residence; no challenges faced; fear of illness; lack of quality jobs; lack of youth programming; lack of free gathering spaces; and inflation

PROMPT: "WHAT DO YOU LOVE ABOUT OMAHA?"



PROMPT: "WHAT DO YOU LOVE ABOUT OMAHA PUBLIC LIBRARY?"

Themes that emerged:

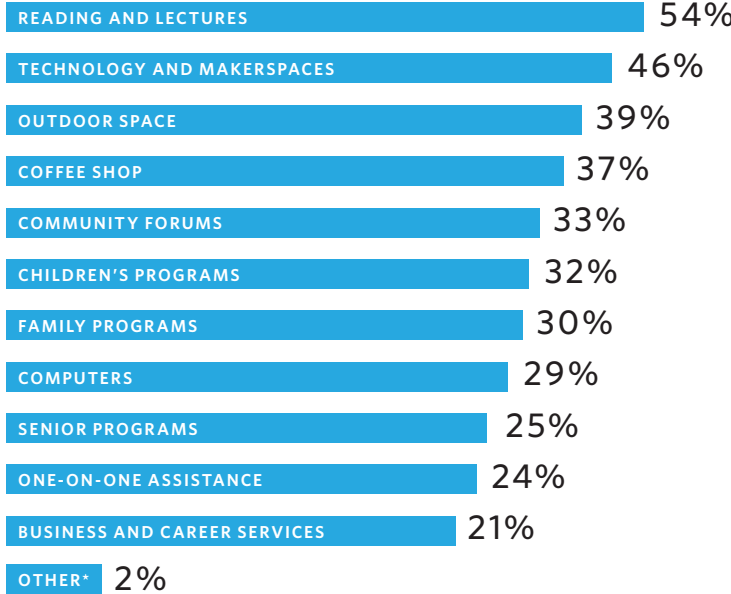
- **That it's free:** Respondents loved that the services and resources provided by Omaha Public Library are free to all.
- **Accessibility/convenience:** Respondents loved the level of service that they receive at Omaha Public Library branches.
- **Amazing staff:** Omaha Public Library librarians were described as knowledgeable, friendly, kind, and helpful.
- **BOOKS!:** The variety of titles offered and the forms that they come in were highly commended by respondents. The love of browsing is also cherished throughout Omaha.
- **Technology:** Respondents noted their love for the library as a resource for computers and internet access. The technology available at Do Space is also beloved by respondents.
- **That it's for everyone:** Everyone is welcome at the library regardless of age, race, gender, or wealth.
- **Community hub:** The library is a wonderful place to engage the community, encourage families to interact, and to be a part of the neighborhood.
- **Selection:** In addition to books, DVDs, CDs, community passes, and the seed library are beloved.
- **Genealogy/archive collections:** Omahans are proud of their world-class historical collections and resources.
- **Program variety:** Respondents reflected fondly on programs such as Omaha Reads and the Summer Reading Program.
- **Space for kids:** A place where children look forward to going, feel safe, and are encouraged to read and play.

"What do you love about Omaha Public Library?"

"It feels like home."

- Laura Chytka

PROMPT: "WHAT PROGRAMS ARE YOU MOST INTERESTED IN TAKING ADVANTAGE OF AT THE LIBRARY?"



*Additional responses included: magazines and newspapers; retirement and investment programs; mindful social and human relations services; outreach to schools; books, DVDs, and audio; online free courses; zoo partnership and passes; author events; meeting/study space; seed library/gardening programs; programs for adults to help build community; community classes; historical information; social movements; genealogy workshops;

82% OF RESPONDENTS WERE OPL CARD HOLDERS

PROMPT: "WHICH OF THE BELOW OPTIONS WOULD YOU LIKE FROM OMAHA PUBLIC LIBRARY IN THE FUTURE?"

54% VIBRANT CAFE	46% MEETING ROOMS	45% QUIET ROOM	45% EVENT SPACE
41% COMMUNITY LIVING ROOM	41% ART GALLERY	36% MESSY MAKERSPACE	36% CLASSROOMS
36% TECH ARTS LAB	35% STUDY ROOMS	34% VIBRANT BOOKSTORE	
34% LANGUAGE CENTER	33% TECH TRAINING LAB	32% SOCIAL SERVICES CENTER	32% SOCIAL CLUB
31% PRINTMAKING STUDIO	30% HOMEWORK HELP	30% CO-WORKING SPACE	
29% CITIZENSHIP CENTER	29% BUSINESS & CAREER CENTER	28% EARLY CHILDHOOD PLAY SPACE	28% NOOKS
27% TEEN HANGOUT	25% STORYTELLING LAB	24% PODCAST ROOM	
22% MUSIC STUDIO	20% FILM STUDIO	20% CHILDCARE	17% COMMUNITY THEATER
16% BUSINESS INCUBATOR	3% OTHER		

*Additional responses included: outdoor spaces, browsable book areas, digital resource center, genealogy research center, gaming room, and legal self-help desk.

COMMUNITY OPEN HOUSE

APRIL 7, 2022

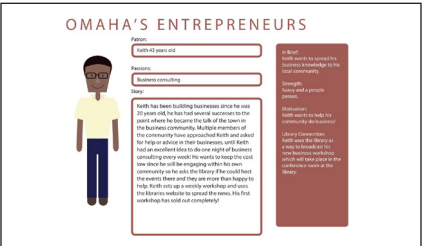
The Omaha community was invited to attend an open house at the Omaha Public Library A.V. Sorensen branch to learn about the project and share ideas, questions, and concerns about a potential new central public library. The event included a presentation about the project by the design team, a “dreamstorming” activity, and a variety of interactive stations.

Turnout for the event included a diverse range of community members who expressed interest in spaces for gathering, reading, a rooftop garden, and creative workshops. Participants were also passionate about advocating for those in Omaha who do not have access to the resources and quality of life that many in attendance enjoy, emphasizing that library programs, services, and spaces must continue to be relevant for under-resourced community members.

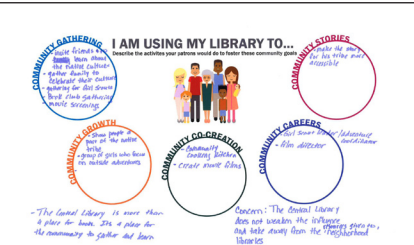


ACTIVITY: HOW CAN WE COMBINE THE STRENGTHS OF OMAHA PUBLIC LIBRARY AND THE STRENGTHS OF DO SPACE TO CREATE A CENTRAL PUBLIC LIBRARY FOR ALL OMAHANS?

Tables of five to six people were assigned a different patron group such as “Omaha’s Young Families,” “Omaha’s Creatives,” or “Omaha’s Readers & Book Lovers.” Groups were then asked to imagine how these patrons might use the library to foster community gathering, community growth, community stories, community co-creation, and community careers. Tools available at both Omaha Public Library and Do Space were then used to help patrons achieve their goals.



STEP 1: REVIEW YOUR PATRON PERSONAS



STEP 2: DESIGN THEIR LIBRARY EXPERIENCES

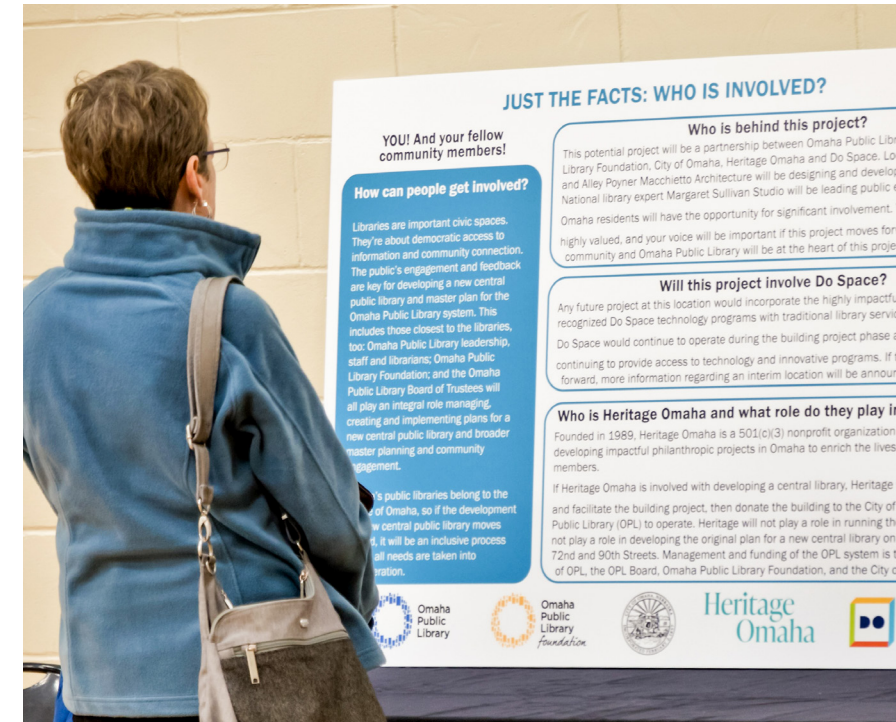
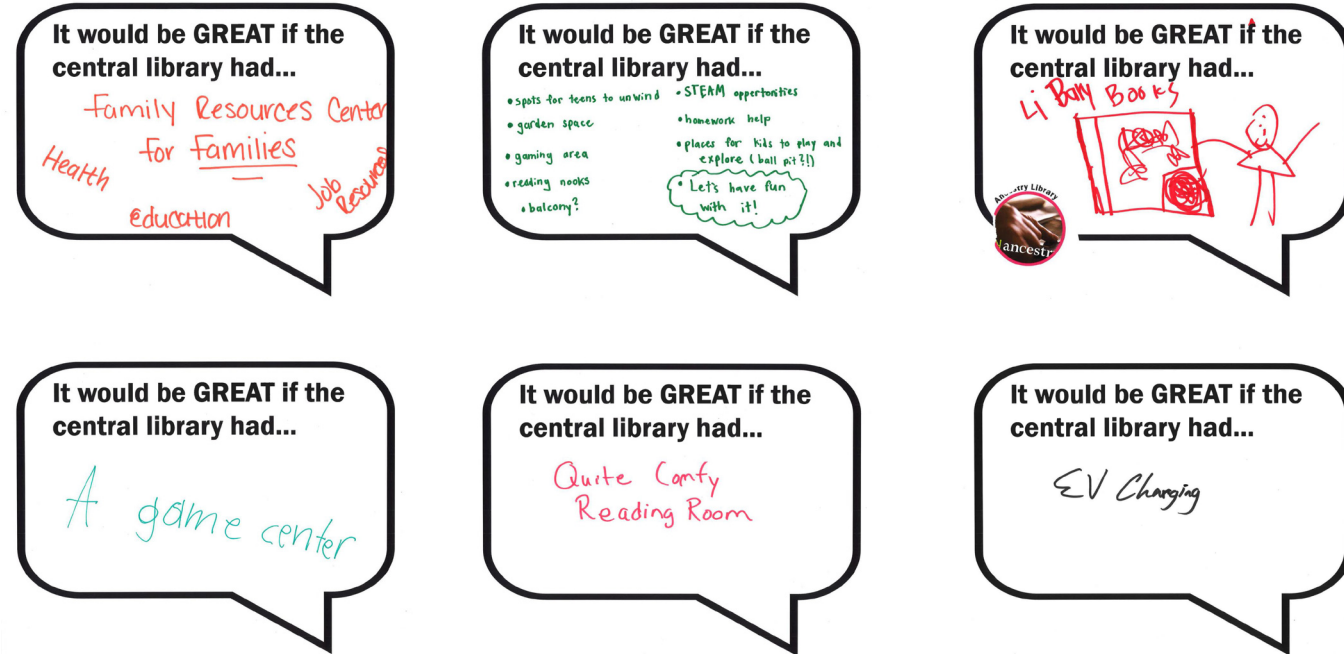


STEP 3: COMBINE OMAHA PUBLIC LIBRARY AND DO SPACE TOOLS TO ENHANCE PATRONS' EXPERIENCES



ACTIVITY: "IT WOULD BE GREAT IF THE CENTRAL PUBLIC LIBRARY HAD..."

Worksheets were placed throughout the event space encouraging participants to let the design team know what they would like to see in a potential central public library project.



STATION: JUST THE FACTS

An area was designated to respond to community questions related to the project with design and project team members nearby to answer questions.

"It's really cool that we can put our input into it and make it about the community."

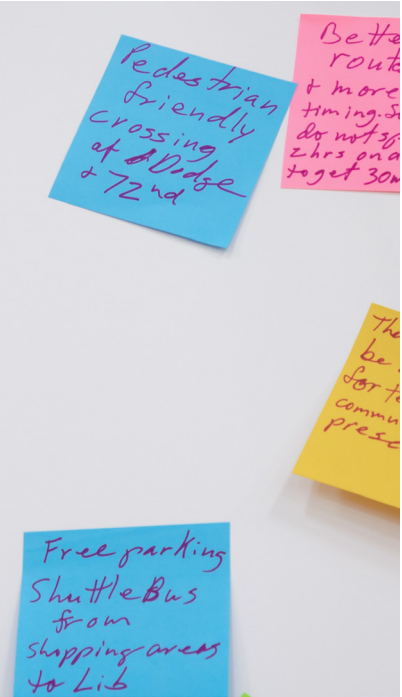
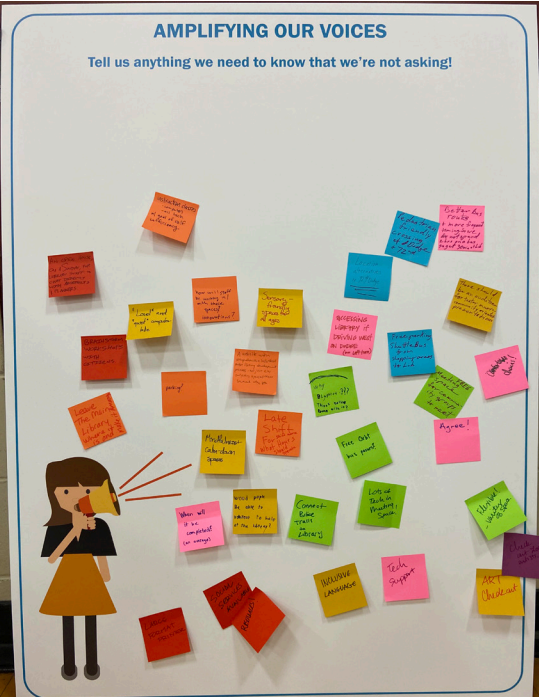


- Nora, 13-year-old

STATION: LIBRARY MEMORY BOX

Participants were asked to write down their favorite memories of the library and place them into a "Library Memory Box." Some of the responses included:

- To read all the magazines my parents could not afford.
- Summer library visits with grandparents checking out giant stack of books.
- I went to the library every Saturday while my mom got her hair done. I read all the Trixie Belden books over and over and over and over.
- Summer reading program with the prize of taking a picture in a bath tub filled with books.
- Coming to A.V. Sorensen for my taekwondo classes. Getting ten books at a time.
- Summer reading program - 100 books for a plastic eagle toy that balanced on my finger.
- I really like the satisfaction of my long library receipt.
- Getting lost with microfiche.
- Baby storytime and all the chaos that it brings!



STATION: AMPLIFYING OUR VOICES

We asked participants to tell us anything that we were forgetting to ask them about the project. Themes that emerged included:

- **Site:** Participants were interested in how 72nd and Dodge can be transformed to include increased parking, walkability, public transportation, and alternate street entrances.
- **Programs:** Suggestions for additional programs, as well as questions related to the types of services provided, included tech support and social service programs.
- **Spaces and Places:** Sensory spaces, computer labs, and an auditorium were among some of the suggested spaces community members proposed for a new central public library.
- **Involvement:** Participants were looking forward to continuing their involvement in the engagement process with interest in volunteering, workshops, and continued project website engagement.



STATION: BEAUTY BOARDS

Imagery boards were used as thought-starters to imagine what innovations, technology, and community spaces could exist in a new central public library. Participants placed stickers on images that they found of greatest interest.

STATION: TRANSPORTATION STATION

Participants used a string to map their way from their homes to the proposed central public library location at 72nd and Dodge. String colors indicated whether patrons would likely bike, walk, drive, or take public transportation to the site in the future.



Summary of Engagement Findings

Through engagement with project partners, community partners, and the Omaha community at large, the design team learned much about how committed our community is to leveraging a new central public library to meet community needs and to exponentially expand the reach of local community organizations through intentional partnerships with the library. The design team is committed to crafting a design that leads to a variety of flexible, adaptable public spaces, for the present and future.

WHAT WE LEARNED FROM ENGAGEMENT PARTICIPANTS:

- The commitment of Omahans to contributing to meaningful change is clear;
- The opportunities to partner for collective impact are many;
- How a new central public library can be a powerful place to continue to build on the great work Omaha Public Library and Do Space are already doing here in Omaha.

HOW WE HAVE USED THESE FINDINGS TO SHAPE THE SCHEMATIC DESIGN PROCESS:

A new central public library in Omaha should include:

- A variety of meeting rooms for hosting events of all sizes.
- Places for connecting to social services.
- Flexible spaces for pop-ups, impromptu meetings, and hoteling.
- Outdoor space.
- Places to support a one-stop shop of learning, wrap-around services, and even recreation for Omaha’s families.
- Partner spaces to take advantage of the trusted relationships the public highly values with their Omaha Public Library and Do Space staff.
- A place for design excellence as a vehicle to attract and retain talent.

