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ACKNOWLEDGEMENT / Mortvedt Library First Floor Improvements

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EXECUTIVE SUMMARY / Mortvedt Library First Floor Improvements

In August 2016, Pacific Lutheran University engaged Perkins+Will to develop an updated planning strategy for the first floor of Mortvedt Library.

With a focus on the first floor, the team compiled information to qualitatively and quantitatively gauge the specific space needs of each function, adjacency requirements, and opportunities for improvement. The analysis alternatives and documentation are intended to define potential directions for initial first floor improvements as part of a phased plan to revamp the building.

INTRODUCTION
A visioning study was conducted in 2010 to develop a planning strategy for Mortvedt Library and near-term upgrades. The current 2017 vision for the university library states:

"The Robert A.L. Mortvedt Library is committed to excellence in service that enables, empowers, and encourages life-long learning. The library provides access to information resources that advance the teaching of critical thinking and the pursuit of knowledge for the Pacific Lutheran University Community."

A number of goals were identified through a visioning session and refined over the course of the study.

1. Consolidate Shared Staff Areas
2. Increase Space Efficiency
3. Provide First Floor Rest Rooms
4. Increase Access to Daylight in Public Areas
5. Bookstore Frontage Along Exterior Wall

INVENTORY OF EXISTING CONDITIONS
An updated review of current conditions, including a summary of space allocations, determined that functional uses on the first floor are inefficiently arranged and block access to natural daylight. The physical infrastructure is adequate for its capacity, however the original single pane windows and ineffective mechanical system create discomfort for staff and visitors. User discussions provided high desire for unisex restrooms on the first floor, as current locations are inconveniently located on other floors with poor wayfinding for visitors.

PROJECTED SPACE NEEDS
The existing first floor of Mortvedt serves a number of different functions such as open study areas, Academic Assistance, Information & Technology Services, in addition to standard library activities. Through an analysis of space needs and the use of consistent space standards, there are many opportunities to maintain and consolidate under-utilized functions while enlarging and enhancing open areas for students and visitors.

TEST FIT SCENARIOS
Three potential scenarios tested programmatic and functional opportunities for consolidating enclosed spaces and maximizing open student space. Each option was evaluated for pros and cons and then reviewed by the group for input. A final scenario was not selected. Future direction will be confirmed as funding becomes available.
INTRODUCTION / Mortvedt Library First Floor Improvements

Built in 1965 on the prominent northeast corner of campus, Mortvedt Library is one of several mid-century modern facilities on the Pacific Lutheran University campus. Since the 2006 PLU Master Plan identified the building as a priority for upgrades, Mortvedt has been on the list for renovation to improve functionality, ‘tired’ finishes and furnishings, and image as a campus hub.

Visioning + Goal Setting
The consultant team kicked-off the three month programming effort with a visioning session, including project team discussion around the overall Library vision and any structural/operational changes occurring since a 2010 Visioning Study. The session also included a tour of the building wherein functional and operational issues/changes could be documented and discussed in situ. User group meetings and follow-up reviews involved faculty and staff stakeholders, including bookstore representatives.

The recent Oct 7, 2016 visioning session provided a venue for staff and faculty to revisit the 2010 vision with recent organizational changes and plans to include the bookstore. The university library will be:

1. A Campus Hub
2. Support Student Academic Needs
3. First on the Campus Tour for Prospective Students
4. Welcoming to both Campus and the Public
5. Effective for Library Services and Information & Technical Services Operations

Specific goals that help to improve operations of Mortvedt Library’s first floor functions include:

1. Consolidate Shared Staff Areas
2. Increase Space Efficiency
3. Provide First Floor Rest Rooms
4. Increase Access to Daylight in Public Areas
5. Allow for Potential Bookstore Frontage Along an Exterior Wall
EXISTING CONDITIONS / Mortvedt Library First Floor Improvements

The first floor consists of the Front Desk, I&TS Help Desk, Haley Computer Center computer stations, and a number of student assistance, study and staff work areas. Formally, three departments occupy the first floor: Library Services, Information and Technology Services (I&TS), and Academic Assistance. The table below summarizes the current space allocations within each departmental function. Understanding existing space allocations and collecting feedback from key personnel/directors is critical for quantifying space needs.
BUILDING CONDITIONS
The Mortvedt Library, a three-story concrete and CMU building with a partial basement, was originally constructed in 1965 as a two-story concrete framed structure. In 1985, a third floor addition was completed consisting of CMU walls and a steel framed roof. Exterior grade is at the first floor.

Systems
Overall, the ‘bones’ of Mortvedt Library are solid with some upgrades required. Several studies have articulated specific requirements.

A 2004 asbestos report documents asbestos in the friable thermal system insulation primarily in the Mechanical Room and on ducting tape in the first and second floor stairways. Non-friable vinyl tile was also identified throughout the building.

A 2006 structural study concludes that deficiencies exist in the lateral force-resisting system and recommends mitigation. The study notes a low Relative Cost to upgrade the building compared to other buildings previously studied on campus.

A building condition assessment of mechanical systems was conducted in 2015 to evaluate conditions and provide opportunities to enhance system performance. The assessment found that the equipment had exceeded the typical useful life, however the capacity and zoning were appropriate for the spaces served.

In 2016, a draft accessibility report found several interior and exterior locations where current conditions do not meet the Americans with Disabilities Act standards. Recommendations for improving the conditions to comply with the requirements were provided.

Recent Improvements
Recent updates to the library lobby in 2012 included new carpet, paint and shelves. University policies require removing any hazardous materials for every project where hazardous materials have been identified and will be disturbed. Hazardous materials were removed when/where the carpet was installed (confirm with PLU). Lighting was upgraded following the improvements to the lobby. (confirm extent and completion date with PLU)

FUNCTIONAL OBSERVATIONS
Observations and discussion surrounding IT, safety/security, seating, acoustics and special temperature requirements provided insight into the heightening needs for improving the space from both functional and operational standpoints.

2012 Renovation Photos

2016 Mortvedt Library Map, First Floor: Library circulation and reference desk; Help desk; library reserves; current periodicals; library computers; Digital Media Center; reference collection; photocopiers; microfilm machines; Academic Assistance; Media Services.
Major Elements

Central Stair
The large central stair is a primary circulation route connecting all three floors, and is highly visible from the main entrance. Acoustic issues occur within adjacent areas of the stair including study spaces on the second and third floors. These issues were noted to be somewhat self-monitored by users, however first floor improvements should consider noise impacts and how to mitigate them.

Front Desk
The Front Desk operates as the central service point for Library Services. Functions behind the desk are primarily librarian work areas and an enclosed office. The desk has visual access to the main entrance, public exhibit, study areas, and reference stacks which should be retained.

Reference Stacks
The existing available shelving can be significantly consolidated and reduced, as growing trends support the continued reduction of hard copy materials with transition to digital format.
SPACE NEEDS / Mortvedt Library First Floor Improvements

SPACE STANDARDS
In order to develop space needs, it was critical to understand the range of activities that take place within each group and employ the use of effective space standards to ensure support efficiencies. The following pages illustrate space types for specific functional uses within the first floor. Drawings indicate hypothetical layouts, which will vary in the design solution. This enables the opportunity to consider the relocation of functions and to develop alternatives that represent “right-sized” space.

WORK / STUDY SPACES
Standardizing office and workstations increases both efficiency and the equitable distribution of space. Enclosed work spaces are used where acoustic privacy is required. Workstations accommodate flexible storage and work space needs, with consultation spaces for private meetings. Visual separation is not desirable for most functions as monitoring public areas and access to daylight are priorities.

Academic Assistance
All file storage needs to be secure within the Academic Assistance space. The reception desk requires secure access from within the space.

Consultation Rooms
Use of consultation rooms within Academic Assistance should be shareable with library visitors, staff or faculty, during non-business hours and/or weekends. This can be achieved through separate access adjacent to open study areas or building circulation.

Diagrams not to scale.
Library Services / Public Areas
Select spaces open to students and staff were reviewed for critical dimensions to determine minimum needs for each function. The spaces illustrated with dashed lines are open, without walls and should be highly visible and accessible to students and visitors. See page 13 for critical visual and physical adjacencies.

Diagrams not to scale.
Library Services / Work Areas
A combined work area, the Technical Services functional needs include a variety of space types including workstations, work surfaces, cart storage, wall hung storage and the bindery. The graphic illustrates the Technical Services open work space that supports all needs discussed. This results in a significant reduction from the existing 2,942 asf. It should be noted that transitions to digital resources in recent years has played a large role in reduced space needs.

Diagrams not to scale.
Information & Technology Services
Spaces unique to Information & Technology Services (I&TS) are illustrated here. The combined Help / iTech desk is a secondary and highly visible support destination for students, faculty and visitors to the library. Visual access to several areas of the first floor are important for this space type.

The iTech Repair Shop provides a centralized space for I&TS staff to maintain technical equipment that is used throughout campus. Approximate dimensions of podium units, and linear work bench (w/ storage) were the drivers for sizing the space.

The iTech Work Area combines open workstations with equipment staging/storage needs, and for increased efficiency, a direct acoustically separated adjacency with the video/audio and duplication stations.

Diagrams not to scale.
Diagrams not to scale.
PROGRAM NEEDS

The table to the right lists each functional space required on the first floor. Existing space allocations are compared to the needs identified with the use of standards illustrated in the previous pages.

Significant space efficiencies are gained for Library Services, Academic Assistance and I&TS without negatively affecting functional operations. This is achieved by supporting current operations which have evolved over years with organizational changes and increases in the use of technology for many functions. The resulting space surplus is allocated to General Student Spaces for open work study areas for students and visitors.

Existing space utilization is 70% efficient. For this study, with additional restrooms provided a 65% efficiency is assumed. During design, it may be possible to gain efficiency and thus more study area space.

### PROGRAM NEEDS

**Excluding First Floor GSF Total:**

<table>
<thead>
<tr>
<th>Existing</th>
<th>Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>25,515</td>
<td>17,878</td>
</tr>
</tbody>
</table>

### Existing vs. Space (ASF) Comparison

<table>
<thead>
<tr>
<th>Functional Space</th>
<th>Quantity</th>
<th>Total ASF</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. General Student Spaces</strong></td>
<td>1</td>
<td>3,943</td>
<td>5,960</td>
</tr>
<tr>
<td>1.1 Open Study Areas(6)</td>
<td>1</td>
<td>2,398</td>
<td>4,000 open tables and chairs</td>
</tr>
<tr>
<td>1.2 Computer Areas + Assistive Tech</td>
<td>2</td>
<td>732</td>
<td>810 12 computer stations (6 accessible stations); scanner, braille printer and enlarger</td>
</tr>
<tr>
<td>1.3  <strong>Open Lounge Areas</strong></td>
<td>1</td>
<td>218</td>
<td>600 soft seating (30-40) distributed throughout first floor</td>
</tr>
<tr>
<td>1.4 Distributed Copy/Print Areas</td>
<td>6</td>
<td>63</td>
<td>30 includes supply storage, may be converted to wireless printing</td>
</tr>
<tr>
<td>1.5 Group Study Room + (B-10)</td>
<td>0</td>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td>1.6 Group Study Room (6-6)</td>
<td>2</td>
<td>276</td>
<td>120</td>
</tr>
<tr>
<td>1.7 Group Study Room (4-6)</td>
<td>0</td>
<td>90</td>
<td>200</td>
</tr>
<tr>
<td>1.8 Single Study Room</td>
<td>4</td>
<td>254</td>
<td>250</td>
</tr>
<tr>
<td>1.9 Staff Break Area</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>1.10 Library Services</td>
<td>2</td>
<td>6,469</td>
<td>2,827 2 counter spaces for processing and receiving; Interlibrary loan shelving, cash register, phone, book drop, cart storage (1), item check-out storage (supplies, DVDs, white boards, etc.)</td>
</tr>
<tr>
<td><strong>2. Library Services</strong></td>
<td>1</td>
<td>6,469</td>
<td>2,827</td>
</tr>
<tr>
<td>2.1 Front Desk</td>
<td>1</td>
<td>463</td>
<td>225</td>
</tr>
<tr>
<td>2.1.1 Workstation (Interlibrary Loans)</td>
<td>2</td>
<td>2</td>
<td>25 10 desks, file storage</td>
</tr>
<tr>
<td>2.2 Public Open Catalog Station</td>
<td>1</td>
<td>363</td>
<td>25 100 4 public computer</td>
</tr>
<tr>
<td>2.3 Public Reference Stacks</td>
<td>1</td>
<td>1,044</td>
<td>300 open reference and media shelving</td>
</tr>
<tr>
<td>2.4 Public Exhibit Space</td>
<td>1</td>
<td>204</td>
<td>200 floor and wall hanging area</td>
</tr>
<tr>
<td>2.5 Exhibit Storage</td>
<td>0</td>
<td>1</td>
<td>200 secure storage of large art exhibit walls, equipment, and cases</td>
</tr>
<tr>
<td>2.6 Director Office</td>
<td>1</td>
<td>301</td>
<td>120 private office, desk, file storage, visitor chair, shelving</td>
</tr>
<tr>
<td>2.7 Librarian Offices</td>
<td>6</td>
<td>710</td>
<td>600 private office, desk, file storage, visitor chair, shelving, cart storage</td>
</tr>
<tr>
<td>2.8 Admin Workstation</td>
<td>1</td>
<td>148</td>
<td>100 part of I&amp;TS and Library Services, (2) additional secure file storage units</td>
</tr>
<tr>
<td>2.9 Technical Services</td>
<td>1</td>
<td>2,942</td>
<td>100</td>
</tr>
<tr>
<td>2.9.1 Workstation (Technical Service)</td>
<td>1</td>
<td>158</td>
<td>64</td>
</tr>
<tr>
<td>2.9.2 Open Work Area</td>
<td>1</td>
<td>2</td>
<td>300</td>
</tr>
<tr>
<td>2.9.3 Supply and Cart Storage</td>
<td>1</td>
<td>1</td>
<td>300</td>
</tr>
<tr>
<td>2.10 Shipping and Receiving</td>
<td>0</td>
<td>1</td>
<td>60</td>
</tr>
<tr>
<td><strong>3. Academic Assistance</strong></td>
<td>1,196</td>
<td>1,108</td>
<td>1,108</td>
</tr>
<tr>
<td>3.1 Front Desk</td>
<td>1</td>
<td>64</td>
<td>64 workstations, two cabinets</td>
</tr>
<tr>
<td>3.2 Waiting Area</td>
<td>1</td>
<td>4</td>
<td>20 4 people waiting, wall hung display wall (12’x4’)</td>
</tr>
<tr>
<td>3.3 Director Office</td>
<td>1</td>
<td>144</td>
<td>120 100 phone, standing desk, desk, two chairs, and Bookshelves</td>
</tr>
<tr>
<td>3.4 Assistant Director Office</td>
<td>1</td>
<td>168</td>
<td>100 phone, desk, three chairs, two file cabinets</td>
</tr>
<tr>
<td>3.5 Consultation Room</td>
<td>1</td>
<td>884</td>
<td>90 270 table and 2 chairs, open for public use during off-hours</td>
</tr>
<tr>
<td>3.6 Storage</td>
<td>1</td>
<td>1</td>
<td>100 open book shelf and office storage</td>
</tr>
<tr>
<td>3.7 Dedicated print/photocopy</td>
<td>1</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>3.8 Dedicated break area</td>
<td>0</td>
<td>1</td>
<td>50</td>
</tr>
<tr>
<td>3.9 Other</td>
<td>1</td>
<td>294</td>
<td>240 internal circulation factor 1.4 for office suite</td>
</tr>
<tr>
<td><strong>4. Information &amp; Technology Services</strong></td>
<td>5,390</td>
<td>3,132</td>
<td>3,132</td>
</tr>
<tr>
<td>4.1 Combined Help + Tech Desk</td>
<td>1</td>
<td>652</td>
<td>175 Help: 2 workstations at desk with monitors, 1 printer, with security cabinet and secured drawer storage, Tech workstation/checkout area, regular phone noise</td>
</tr>
<tr>
<td>4.2 Help Desk Supervisor Office</td>
<td>1</td>
<td>1</td>
<td>120 120 desk with phone privacy. Supply + File storage</td>
</tr>
<tr>
<td>4.3 Computer Center (Halay)</td>
<td>1</td>
<td>2,034</td>
<td>660 general use (83 open computer stations)</td>
</tr>
<tr>
<td>4.4 Digital Design Lab</td>
<td>1</td>
<td>457</td>
<td>400 computer classroom (20 stations) enclosed, projector, podium, and instructor computer. Flexibl for open use when not scheduled.</td>
</tr>
<tr>
<td>4.5 Instructional Technology (Tech) Repair Shop</td>
<td>1</td>
<td>495</td>
<td>225 secured area for laptop repair, tool storage (15'-0&quot; linear); workbench (8’-0”); shop space (15'-15&quot;) with area for working on 1-2 podiums</td>
</tr>
<tr>
<td>4.6 Instructional Technology (Tech) Work Area</td>
<td>1</td>
<td>1,172</td>
<td>750 5 open workstations, duplication shop (500sf), videolab editing (1000sf), storage-staging (1000sf)</td>
</tr>
<tr>
<td>4.7 Instructional Technology (Tech) Office</td>
<td>1</td>
<td>290</td>
<td>500 5 office spaces</td>
</tr>
<tr>
<td>4.8 Instructional Technology (Tech) Secure Storage</td>
<td>1</td>
<td>290</td>
<td>212 wall/shelf/cabinet storage for checkout and event equipment</td>
</tr>
<tr>
<td>4.9 Dedicated Consultation Room</td>
<td>1</td>
<td>212</td>
<td>90 one-on-one consultations regarding sensitive issues, such as copyright violations</td>
</tr>
<tr>
<td><strong>5. Shared Staff Areas</strong></td>
<td>473</td>
<td>564</td>
<td>564</td>
</tr>
<tr>
<td>5.1 Shared Conference Room</td>
<td>2</td>
<td>394</td>
<td>150 1 table with 8 chairs; could be open after hours</td>
</tr>
<tr>
<td>5.2 Staff Break Area</td>
<td>0</td>
<td>200</td>
<td>200 tables and chairs, kitchenette, soft seating</td>
</tr>
<tr>
<td>5.3 Custodial Room</td>
<td>2</td>
<td>79</td>
<td>64 sink, shelving</td>
</tr>
<tr>
<td>5.4 Loading Dock Staging Area</td>
<td>0</td>
<td>50</td>
<td>50 staging for 5 podiums</td>
</tr>
<tr>
<td>5.5 Unisex Restroom/ADA</td>
<td>0</td>
<td>45</td>
<td>50</td>
</tr>
<tr>
<td><strong>6. Library &amp; Technology Center</strong></td>
<td>6,407</td>
<td>3,205</td>
<td>3,205</td>
</tr>
<tr>
<td>6.1 Bookstore</td>
<td>1</td>
<td>1</td>
<td>2,000 2,000 retail space w/ 2 full height walls, mobile register</td>
</tr>
<tr>
<td>6.2 Bookstore Work Area</td>
<td>0</td>
<td>1</td>
<td>300 300 workstations (privacy desired) and storage</td>
</tr>
<tr>
<td>6.3 Hospitality/Food Service</td>
<td>0</td>
<td>1</td>
<td>650 coffee and snack cart = 650 sf per 2010 Study</td>
</tr>
<tr>
<td>6.4 Central Print/Copy Area (public)</td>
<td>1</td>
<td>247</td>
<td>100 2-3 printers/copiers with card swipes and supply storage</td>
</tr>
<tr>
<td>6.5 Wending Machine Area</td>
<td>1</td>
<td>160</td>
<td>150</td>
</tr>
</tbody>
</table>

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**ADJACENCY REQUIREMENTS**

Physical adjacency needs between functional uses are illustrated below with visual, direct and convenient adjacencies identified. Each space type is illustrated with its relative size and open/enclosed space (for privacy or acoustic separation) indicated.

**FIRST FLOOR ADJACENCIES**

- Academic Assistance
- General Student Spaces
- Information & Technology Services
- Library Services
- Non-Library Functions
- Shared Staff Areas

Enclosed Space
Open Space
Visual Access
Direct Adjacency
Convenient Adjacency

Note: no line indicates no specific adjacency requirement.
RECENT EXAMPLES

Examples of libraries with similar recent improvements (including mid-century modern facilities like Mortvedt) support open, academic and student-centric concepts. This includes strong wayfinding, open connections between floors, open and inviting service points, variety in work/study spaces, and open plans where more day lighting is available to all. These examples helped to inform the following test-fit options.

Charles E Young Library, UCLA
photo credit: Paul Turang

Farmington Public Library, Farmington, NM

Douglas D. Schumann Library & Learning Commons, Wentworth Institute of Technology

Northwest Library, Atlanta-Fulton Public Library System
TEST FIT SCENARIOS / Mortvedt Library First Floor Improvements

PARTI DIAGRAMS
The diagrams below illustrate the underlying organization that serves as a driver for each option. All options seek to address priorities for library functions, the user experience and wayfinding.

LEGEND

- front desk
- help desk
- specific function
- bookstore
- open study
- bookstore

PARTI DIAGRAMS

EXISTING

- OPEN ENTRY AREA
- POOR SIGHTLINES TO WORK AREAS BEHIND FRONT DESK
- DISTRIBUTED WORK AREAS
- NO PUBLIC RESTROOMS ON GROUND FLOOR

OPTION A

- OPEN ENTRY AREA
- FRONT DESK CENTRALLY LOCATED
- DISTRIBUTED OPEN STUDY AREAS
- CONSOLIDATED WORK AREAS

OPTION B

- ACTIVE ENTRY AREA
- CENTRAL POINT OF INFORMATION
- CONSOLIDATED OPEN AREAS
- OPEN STUDY AREAS SURROUND CENTRAL STAIR

OPTION C

- ACTIVE ENTRY (BOTH DESKS AT FRONT DOOR)
- OPEN STUDY AREAS HAVE MAXIMUM ACCESS TO DAYLIGHT
- CONSOLIDATED WORK AREAS
Option B: View from Entry

Option B: Bird's Eye
CONCLUSIONS
Each test-fit option accomplishes the goals outlined by this study. The comparison below highlights specific arguments for and against attributes of each test-fit with user group input. Further detail on user input is provided in a separate memo Jan 16, 2017. A final scenario was not selected as future direction will be confirmed as funding becomes available.

**PROS:**
- Front desk is highly visible, and centrally located
- Major separation between library and non-library functions
- Variety of open study areas + lounge spaces
- Highly public vs. more remote
- Retail functions in separate zone near front door
- Study rooms equally accessible between Academic Assistance and open areas

**CONS:**
- Some open study areas do not receive direct access to daylight
- No daylight for Library Services ‘back of house’
- Bookstore front and center, sends different message for academic library
- Catalogue stations are too far from main entry

**A**

**PROS:**
- Both Library Services and I&TS have direct access to the loading dock
- Large open study area with direct access to daylight
- Retail functions in separate zone near front door
- Academic Assistance secluded, not visually prominent

**CONS:**
- Proximity between Library Services and non-library functions
- Not as much variety for open area locations and types
- Access to Academic Assistance less direct with limited daylight access
- Feels cramped at main entry, noise concerns at stair
- Bookstore front and center

**B**

**PROS:**
- Front Desk and Help/iTech Desk are in close proximity, and near main entry
- Study areas have direct access to daylight
- Academic Assistance central, but not visually prominent
- Printing and copy is close to the Help Desk
- Bookstore visibility is limited from library

**CONS:**
- Proximity between Library Services and non-library functions
- Bookstore visibility internal to library is limited
- Loading dock access to I&TS could disrupt study areas
- Library Services is remote from loading dock
- Loading dock access to I&TS disruptive
- Feels cramped at main entry, noise concerns at stair

**C**