

Prince George's County Memorial Library System

FACILITIES MASTER PLAN

Approved by Board of Library Trustees
June 23, 2023

This project was funded in part by the Institute of Museum and Library Services and administered by the Maryland State Library Agency.

INTRODUCTION

Project Team

The core team includes the following leadership and staff from PGCMLS, and strategists from Gensler.

PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM



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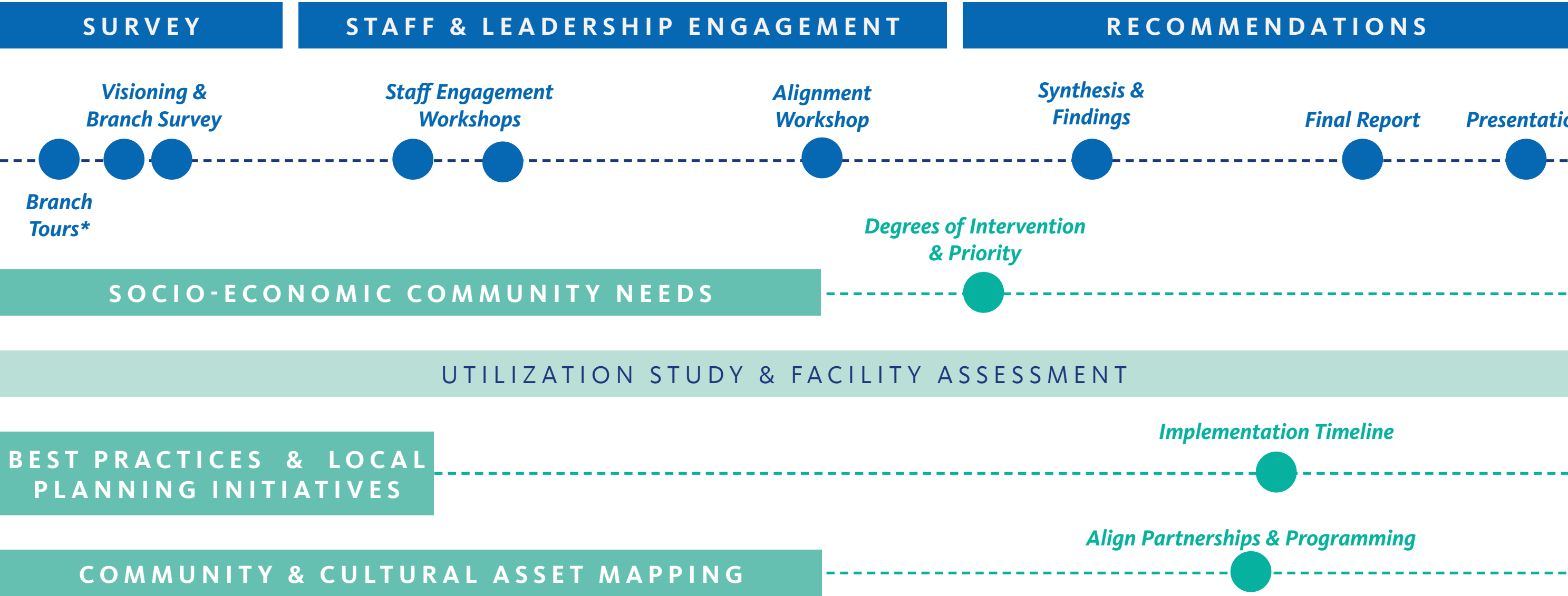
LINDSAY NIER
DESIGNER

GENSLER

INTRODUCTION

Project Schedule

Start: August 2022Completion: May 2023



**Tours were conducted on September 26, 2022 to understand the branches in their context and respective neighborhoods. General observations such as ease of entry, signage, appearance and quality were made.*

System-wide Analysis

The system-wide analysis reviewed demographic and socio-economic data against best practices and benchmarking for library systems across the United States.

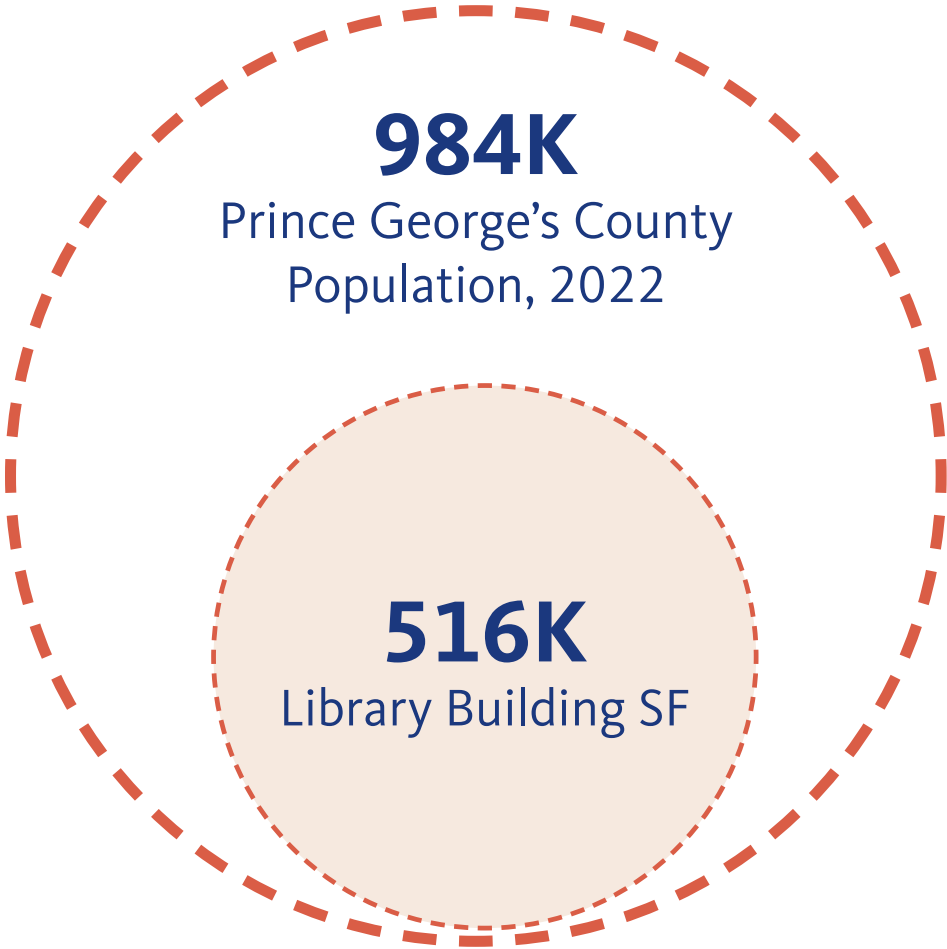


Benchmarking

Industry-standard benchmarks strive for library systems to offer 1 SF of library space for every person the system serves.

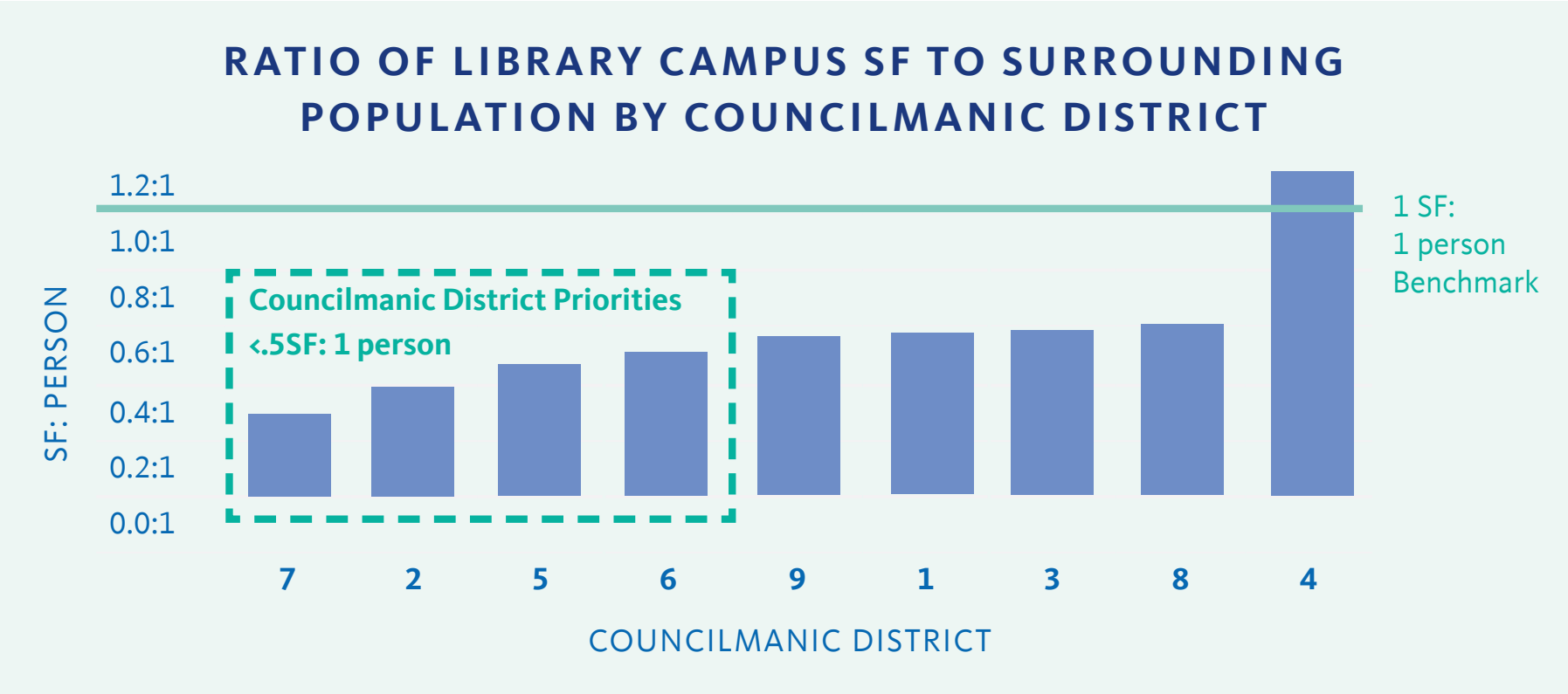
Currently, **Prince George’s County has about half of the square feet (SF) it needs to reach the 1 SF:1 person benchmark.** Furthermore, when this benchmark is examined by Councilmanic Districts and by Library Typology, Districts 7, 2, 5, and 6 have less than 0.5 SF per person.

In the event that a branch or library system **does not provide 1 SF** of library space per person, systems may consider **0.6 to 0.8 SF per person**, depending on the community’s local density of resources.

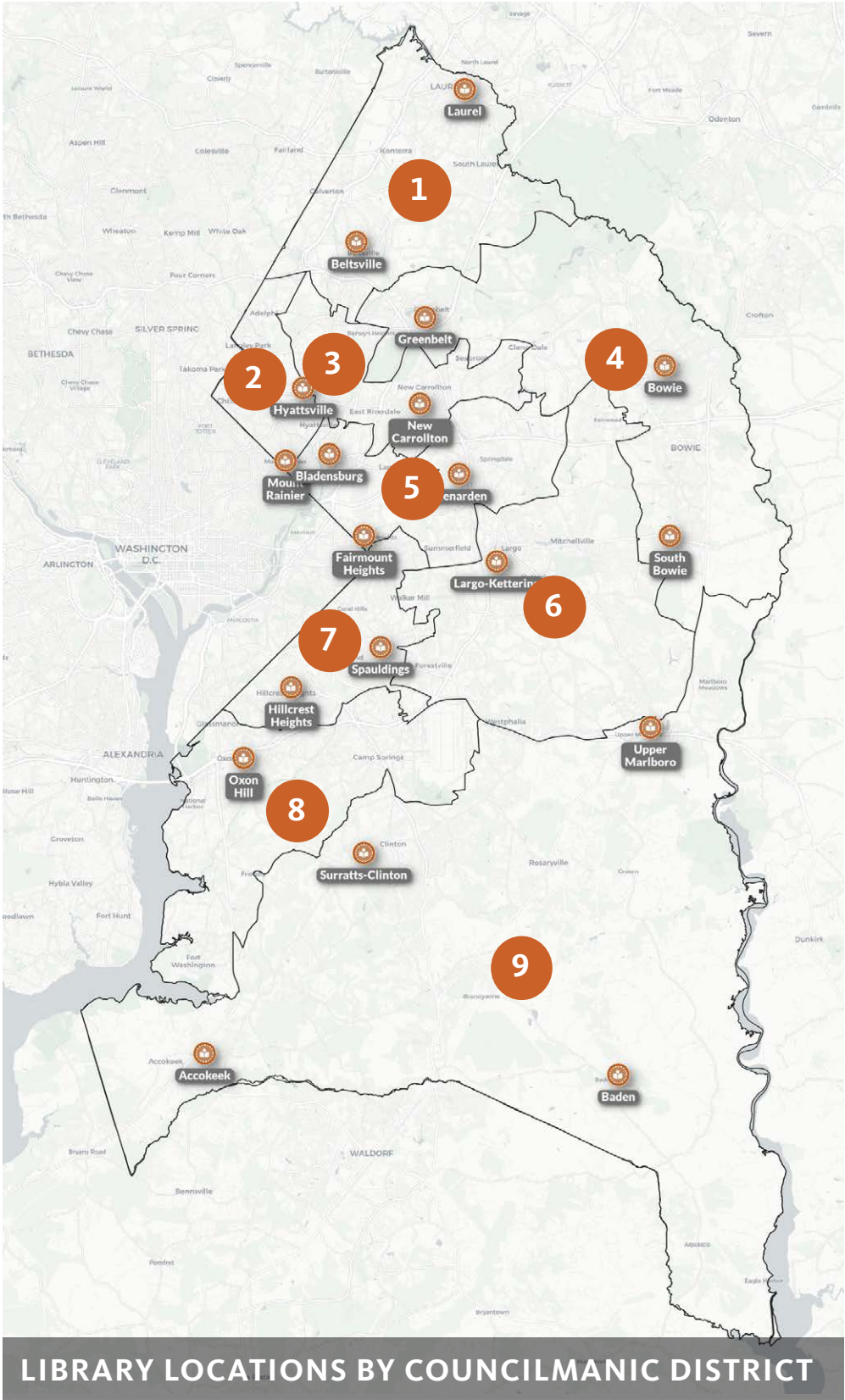


Benchmarking

The following is a breakdown of space benchmarking.



LIBRARIES IN COUNCILMANIC DISTRICT	
1	Laurel, Beltsville
2	Hyattsville, Mount Rainier
3	New Carrollton
4	Bowie, South Bowie
5	Glenarden, Bladensburg, Fairmount Heights
6	Largo-Kettering
7	Spauldings, Hillcrest Heights
8	Oxon Hill
9	Accokeek, Baden, Surratts-Clinton, Upper Marlboro

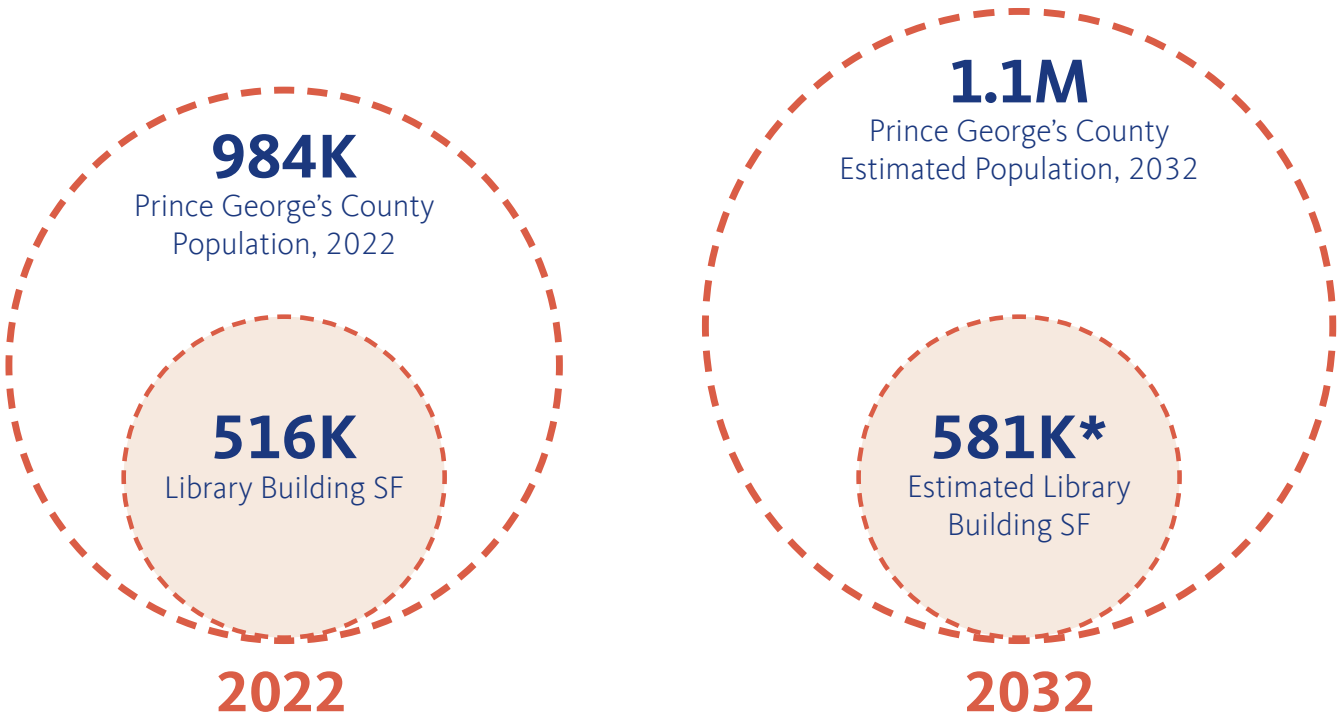


Population on the Rise

Population has been on the rise since 2010 and population growth outpaces new library construction.

The population of Prince George’s County has seen substantial increases since 2010. Today, **Prince George’s County is up 11% from 886K in 2010 to 984K in 2022.**

This population growth is consistent with national and global trends of urbanization where we see increase in density.



ESTIMATED POPULATION CHANGE IN PRINCE GEORGE’S COUNTY

High-Urgency Zones

Most areas of high-urgency are inside the Beltway

The Urgency Index is a measure of community need. Many of the high-urgency locations in Prince George's County are within the Capital Beltway. **Their urgency is primarily due to higher unemployment and lower levels of educational attainment than communities outside of the Capital Beltway.**

In order to assess "Urgency", or community need, this study includes the following factors:

- Community Assets such as Community Centers, Recreation Centers, and Job Centers per 1K people
- % of Households without Internet
- High-school Completion Rate
- Unemployment
- Population Density

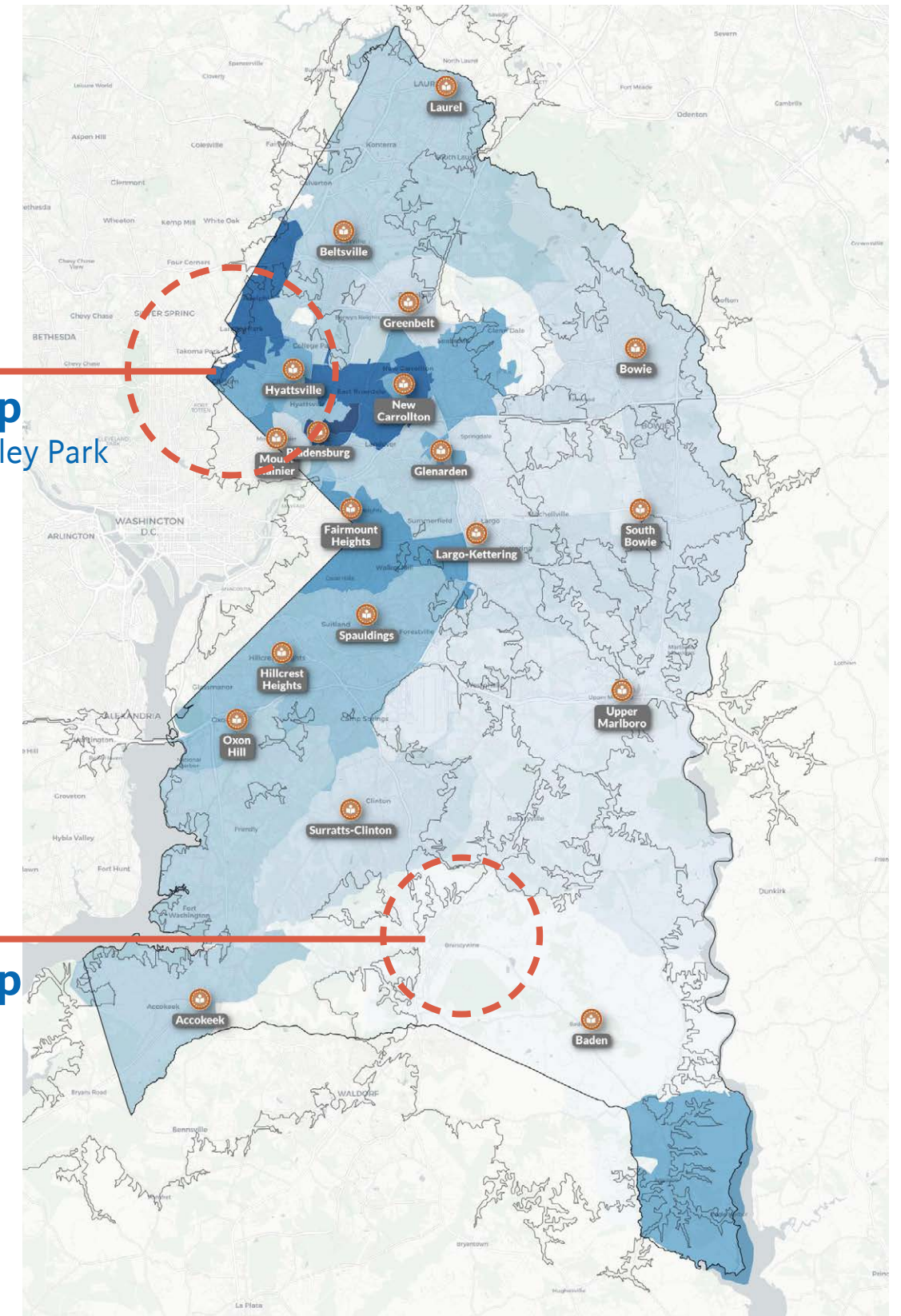
The high-urgency zones (in dark blue) represent where there are service gaps in the community

Key Service Gap

Future Location: Langley Park

Key Service Gap

Brandywine



Branch Analysis

The branch analysis is a review of qualitative and quantitative data across the branches. The project team reviewed a previously completed facility assessment, researched transportation networks, and gathered data from PGCMLS staff on branch usage, programming, accessibility and user profiles.

DISCOVERY & FINDINGS | BRANCH ANALYSIS

Infrastructure Analysis

Branches that require renovations tend to be older with mechanical, electrical, plumbing and fire protection (MEP/FP) systems at the end of their life cycle and in need of repair/replacement.

A facility infrastructure analysis was conducted based on the facility assessment completed in 2017 combined with recent renovation data provided by the Library. From these inputs, a list of updates for each facility was compiled. Each update was weighted based on its "urgency" level:

- Low urgency (1-point)
- Medium urgency (2-points)
- High urgency (3-points)

The sum of the weighted points for each branch is its **renovation score. There is a predicable correlation between facility age and the amount of renovations required.**

An updated facility infrastructure analysis alongside a ROM cost estimate is recommended to accurately assess PGCMLS facilities and associated renovation costs.

LIBRARY	YEAR BUILT	RENOVATION SCORE
Greenbelt	1968	13
Oxon Hill	1967/2004	12
Upper Marlboro	1936	12
Beltsville	1984	9
Largo-Kettering	1993	8
Mount Rainier	1952	7
Hillcrest Heights	1976	7
Spauldings	1987	6
Accokeek	2004	5
Glenarden	1979	4
Fairmount Heights	1974	3
South Bowie	2012	3
Bowie	1999	1

****Branches not shown have received a renovation score of "0" and have no notable renovations required at this time.***

Successful Spaces

In the Branch survey, staff was asked to upload a photo of their branch's most successful space and explain why it was successful. The following are notable and insightful submissions.



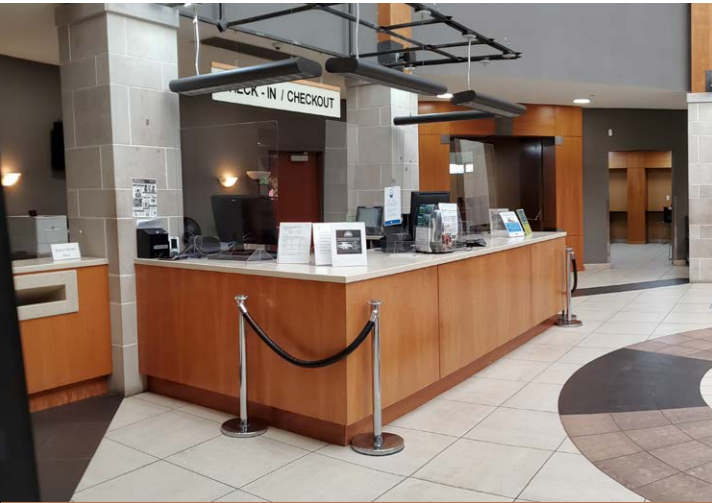
ART ROOM - HYATTSVILLE

"Flexibility, easy to clean. We use the art room for a variety of different things...**It's very easy to transform the space to meet the immediate and changing needs of the community and the branch.** It's also a good size for a program room."



STUDY ROOMS - SOUTH BOWIE

"They are **attractive, free, private spaces appealing to customers of all ages** for studying, tutoring, work meetings, taking exams, holding interviews, and more. **These types of spaces are rare to find** other than at public libraries and **ours are always in use.**"



CIRCULATION DESK - OXON HILL

"It is our **first point of contact with customers where we can easily direct them to the appropriate areas or staff for specific inquiries.** We also house our customer holds, self-checkouts, and New Books here for **quick, easy access.**"



CHILDREN'S AREA - MOUNT RAINIER

"**Its welcoming and engaging.** Young Customers enjoy the space. Doing crafts and accessing books they enjoy reading. **It's appearance also makes it seem intimate** even though the rest of the branch can hear what ever is going on in that area."

- Various quotes from library staff

Room for Improvement

In the Branch survey, staff was asked to upload a photo of a place in their branch that has room for improvement and explain what resources may adapt to increase utilization. The following are notable submissions.



QUIET ROOM - ACCOKEEK

"Though it is used often, a lot of the space is wasted. The empty shelving could be moved out and replaced with more tables and/or computers."



TEEN AREA - GLENARDEN

"The furniture and overall layout of the space could be changed to make it more inviting for teens. They tend to like to be a little distance away from the adult areas. Ideally the space should be bigger with more comfortable seating and a lot more books."



TEEN AREA - SPAULDINGS

"The seating is arranged to expose and draw attention to anyone using the area, which teens want to avoid. It could be improved with repositioned and updated furniture, additional shelving with a wider variety of teen books."



COPY/PRINT - HILLCREST HEIGHTS

"Right now, the space is cramped with machines bumping up against each other, creating an unnecessarily frustrating experience for customers that is also cumbersome and uninviting."

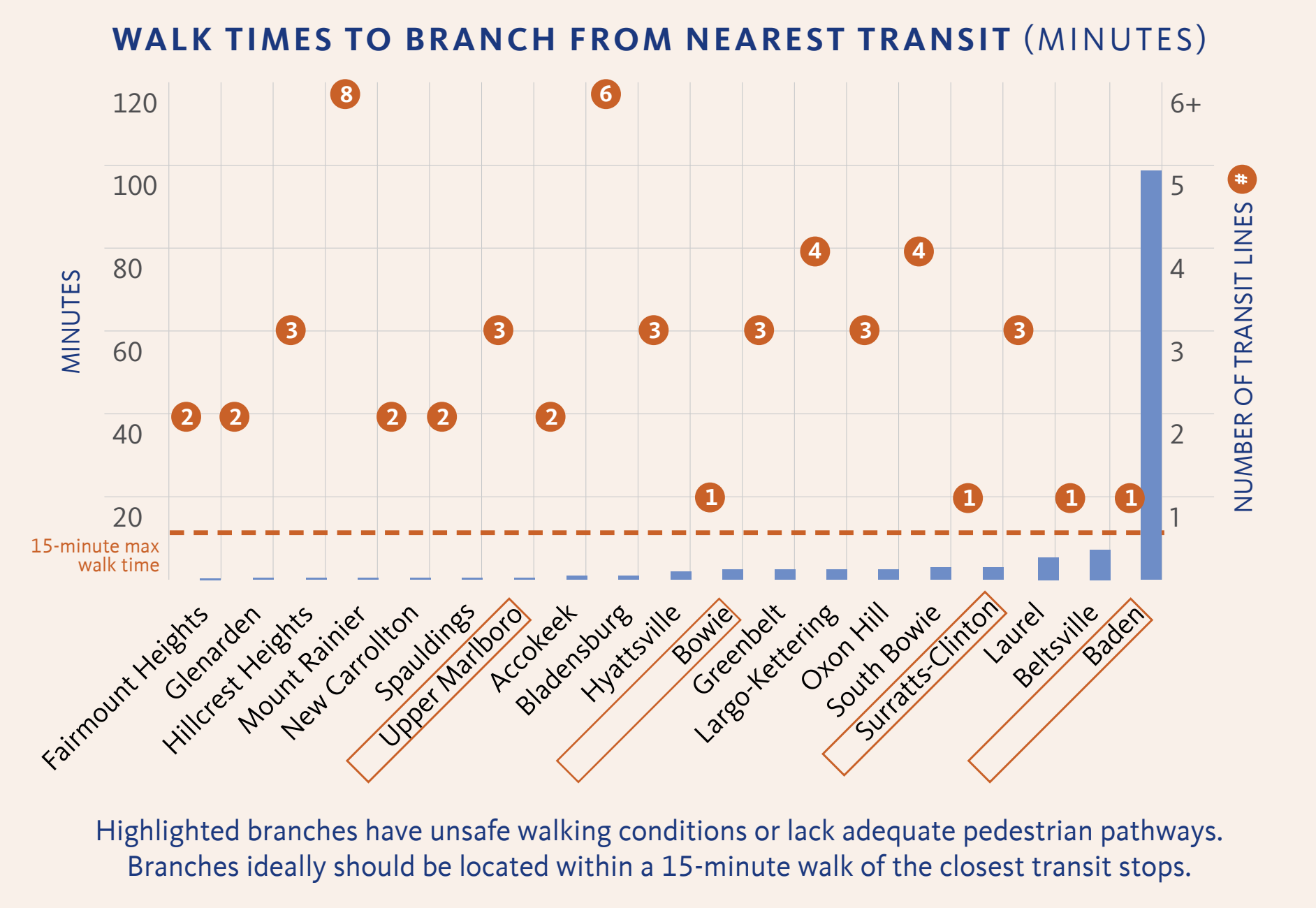
Accessibility & Inclusivity

Through survey responses and the Alignment Workshop the following improvements were developed.

	COMFORT	AWARENESS	BODY FIT	APPROPRIATENESS	WELLNESS
IMPLEMENTED	<ul style="list-style-type: none">• Fireplaces with clear sight lines, make them easier to find and access for seniors• Large-print books are located in at the entrance of Oxon Hill for easy-access• Multiple accessible entrances from parking lot and sidewalk at Hyattsville	<ul style="list-style-type: none">• Some branches have bilingual signage to help users navigate space and events• Partnerships with branches help drive awareness and communicate values of services	<ul style="list-style-type: none">• Fidget furniture is in many branches• Reachable shelving in all branches• Countertops of all heights at Largo-Kettering• Variety in furniture at Hyattsville accommodates all body-sizes	<ul style="list-style-type: none">• Bowie's Teen Zone is right-sized and serves the main user population• Mural installation at Hyattsville tells history of area and reflects local context	<ul style="list-style-type: none">• Stationary bikes at Accokeek for wellness programming• New Baden facility offers a wellness room• Immediate proximity of Laurel to public park promotes active lifestyles for all users• Some branches have assisted in food pantry distributions
IMPROVEMENT AREAS	<ul style="list-style-type: none">• Program rooms in some branches are far from the entrances• Temperatures can vary greatly, can be uncomfortable• Pavers are difficult to navigate for mobility-challenged• Some branches lack handicap parking• Not all branches have accessible spaces due to facility age	<ul style="list-style-type: none">• Exteriors at some branches do not communicate library presence• Interior and exterior signage can be improved to indicate library services, programming, and offerings to public• Accessible entrances need to be highlighted• Inclusive and clear restroom signage needs to be highlighted• Users of different heights run into glass walls/doors if "distraction band" is too high	<ul style="list-style-type: none">• Some furniture is heavy and difficult to move when needed• Automatic doors are being installed system-wide for easier facility-access	<ul style="list-style-type: none">• All-gender bathrooms are out of sight at some branches and not easy to locate• Signage should better service multilingual communities• New Carrollton and other branches have Teen Zones that are too small, or non-existent, to comfortably serve that user population	<ul style="list-style-type: none">• Branches in central region are located in areas with less healthy food options, and many of those branches do not have cafe spaces• Some branches have bathrooms only located on one floor, which may be difficult to locate• Multi-story and multi-level branches are difficult for physically-challenged patrons to navigate or for staff to monitor all spaces/areas.

Proximity to Transit

Most branches are accessible by public transportation, but the quality of the pedestrian journey varies.



There are no sidewalks along the road to Surratts-Clinton Branch Library.



The pedestrian route from transit to Upper Marlboro requires walking through several parking lots without crosswalks to reach the branch.

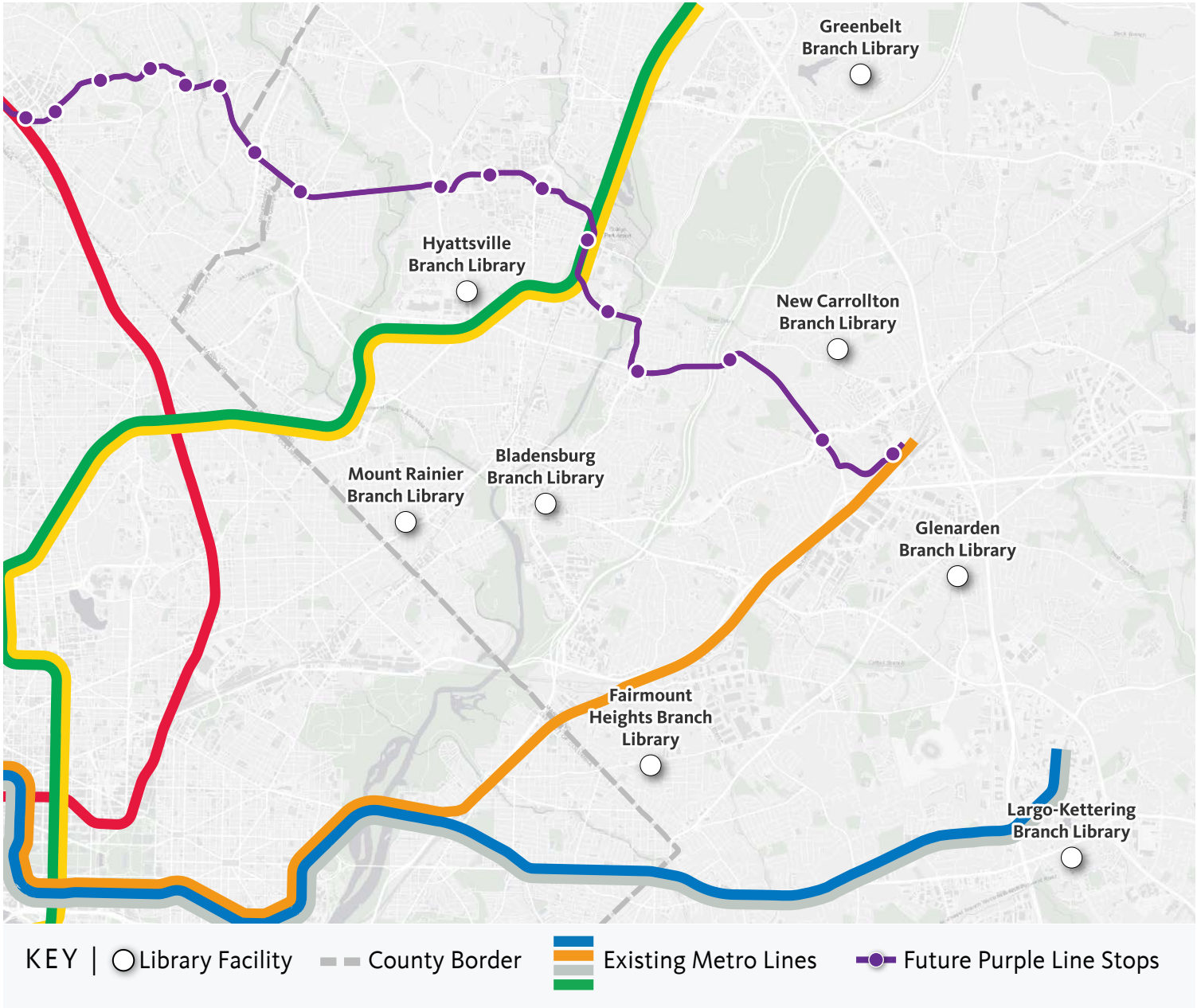
Transit by Rail

The DC metro and the future Purple Line were analyzed relative to PGCMLS locations; Metro accessibility is less relevant to library access than other forms of public transit.

In addition to analyzing access to local transit at each branch, access to the Metro and the future Purple Line was plotted.

In its current and projected state, the Metro and Purple Line may provide accessibility to the new Langley Park location, but does not clearly improve access to other PGCMLS facilities. The closest Metro stop to a current branch location is Prince George's Plaza to Hyattsville Branch Library. It is 0.7 miles away and approximately a 13-minute walk. All other branches are 20-plus minutes way from the Metro by walking or would require taking another form of transit from the Metro stop to the library.

Potential bus connections from the Purple Line may provide future access.



Demand for Space

Library facilities should have spaces and resources that reflect the needs and interests of their surrounding community.

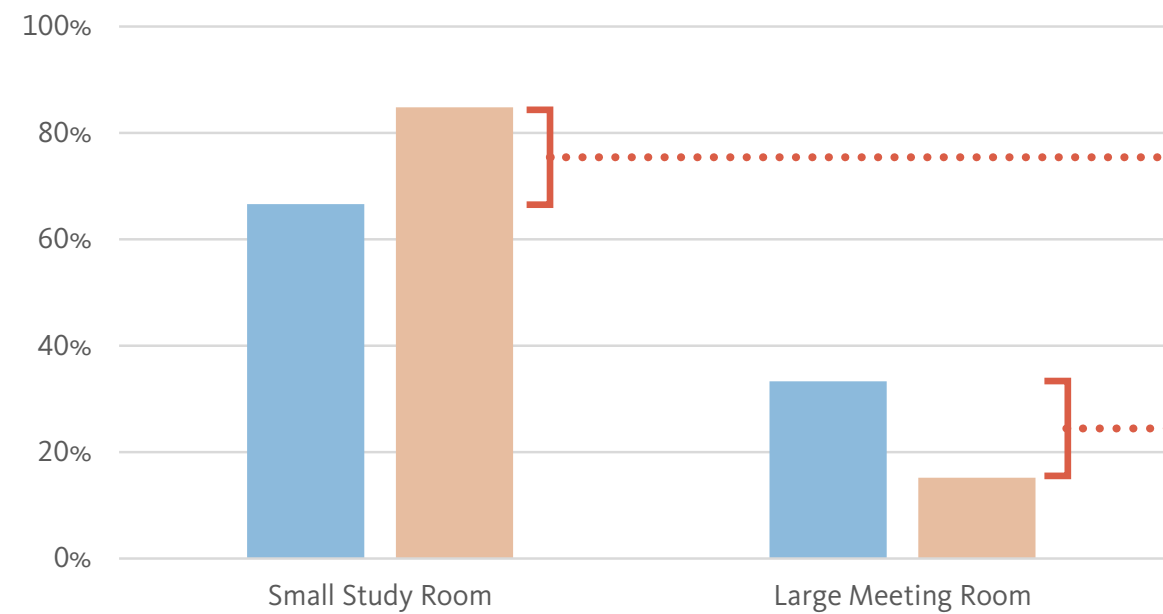
The project team reviewed the frequency and attendance of programs and events across the Library and discovered that **existing meeting spaces often don't adequately address user needs**.

While each library is constrained by its square footage, meeting and event spaces should be standardized across the system and **right-sized to align** proportionately with demand.

Furthermore, with significant time between library renovations, more adaptable and **flexible spaces better support** changing public needs.

The following graphs indicate the misalignment between existing conditions and actual user demand at some branches. All branches in the system were evaluated on these metrics.

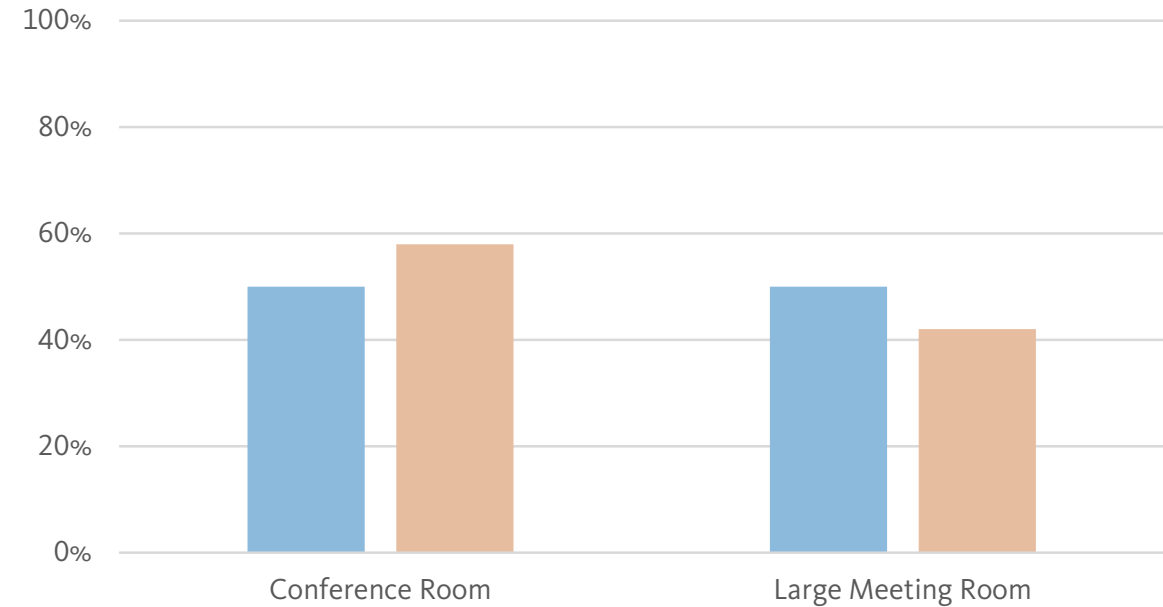
Glenarden Branch Library



There is an **18%** greater demand for study rooms than there are existing, indicating the need for additional study rooms.

There is an **18%** greater supply of large meeting rooms than there is a demand, indicating that maybe a large meeting room could be repositioned.

Upper Marlboro Branch Library



While supply and demand are more evenly matched, Upper Marlboro lacks smaller size meeting rooms.

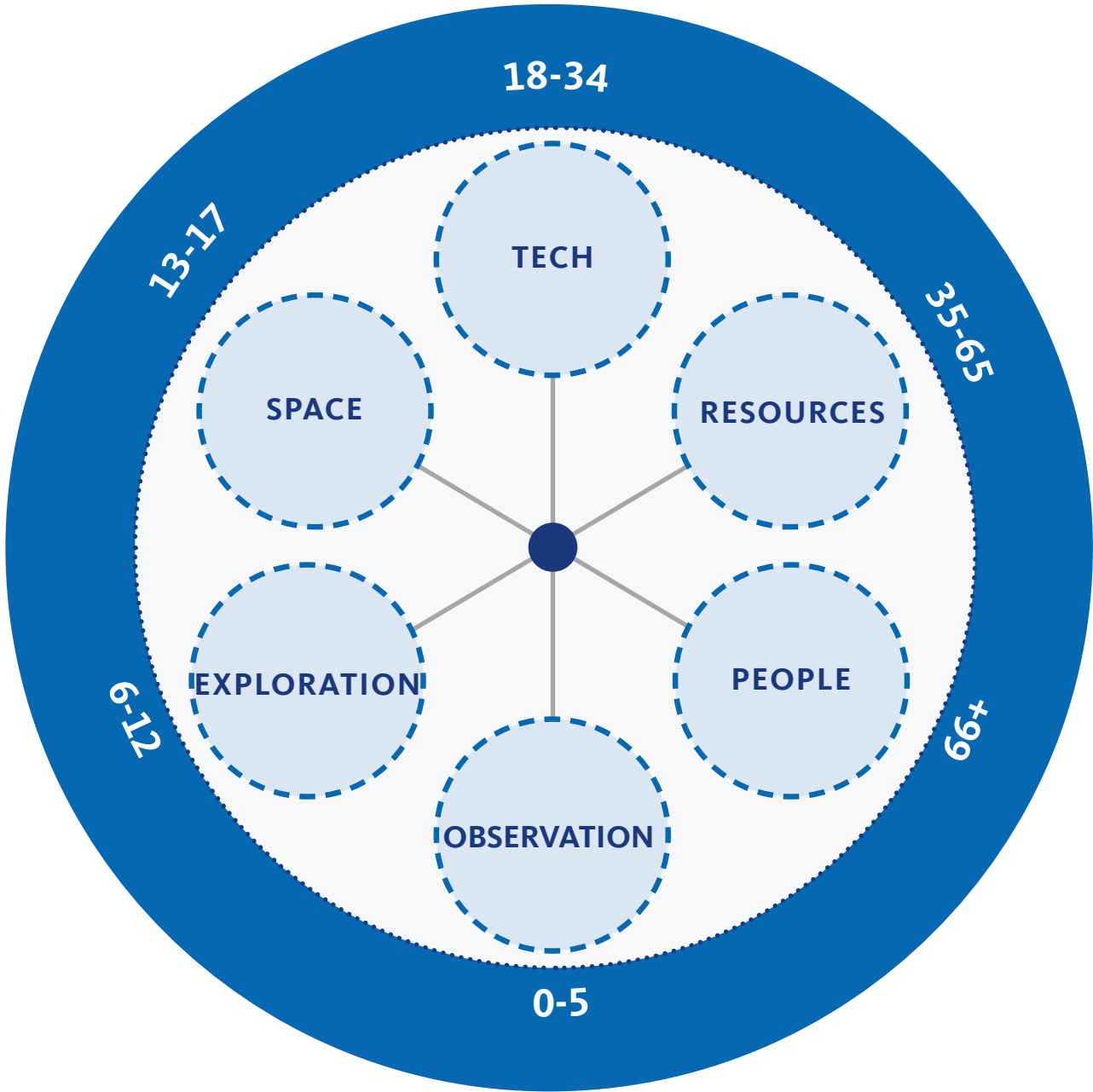
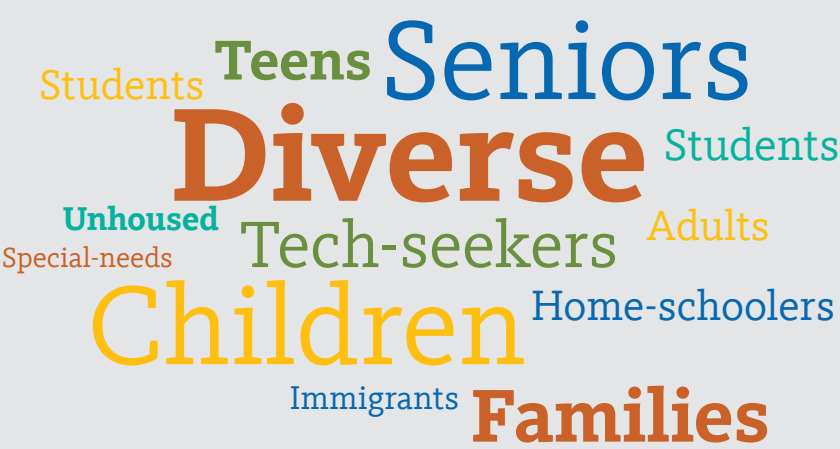
KEY Existing Demand

Library Users by Age

Patrons' utilization of the Library evolves with age and life stage.

Feedback collected in the Branch Surveys gave insight on how PGCMLS supports the needs of patrons at every age. From observing, learning, and socializing to accessing technology, patrons are using branches to meet essential needs.

In the Branch surveys, "Diverse Population" was mentioned the most amount of times across branches, followed by "seniors" or "tech & computer users" and then "children".

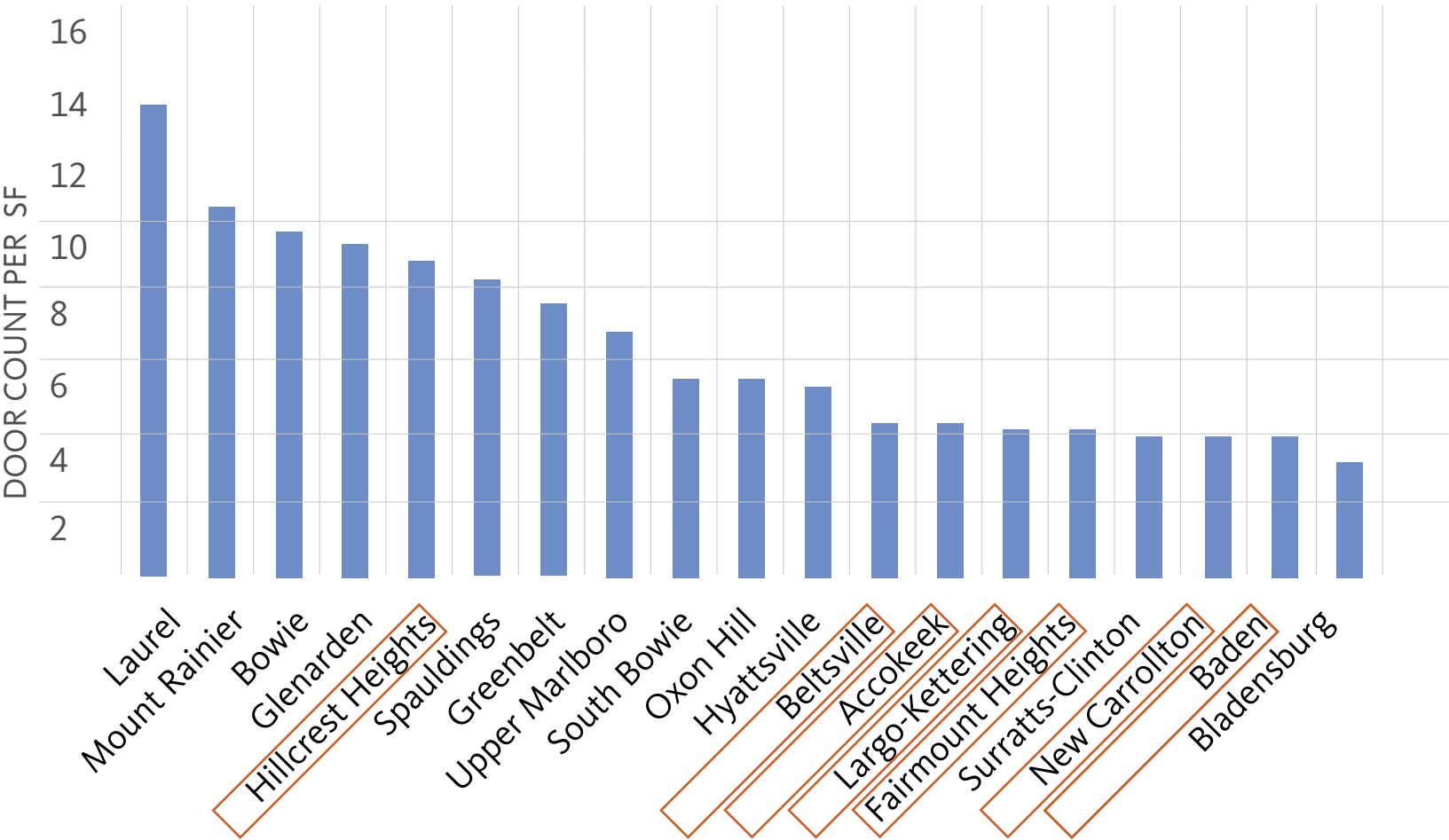


Visibility & Utilization

Branch visibility was analyzed using site observations, site plans, signage, façade orientations, and traffic patterns. Branches with low visibility/presence tend to have lower utilization.

VISIBILITY VS. UTILIZATION
2010-2027

Improving visibility would improve awareness and access.



VISIBILITY & UTILIZATION

Barriers at the local level that influence urgency and utilization:

- Street presence
- Proximity to amenities
- Accessibility via multi-modal transportation
- Availability for leisure activities/experiences

Outdoor Space Activation

During the Alignment Workshop, participants identified meaningful outdoor activation based on community needs and desires of the branch staff.

Outdoor Activation

Alignment Workshop Activity

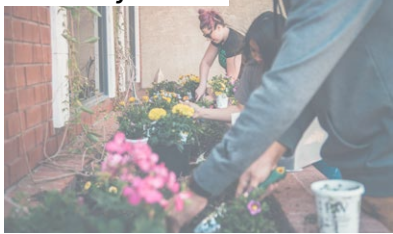
System-wide Strategies

Solar Charger Bench



Patrons often look for power to charge devices, making this a passive outdoor activation strategy.

Community Garden



Community gardens help provide access to fresh produce and healthy eating. Partnerships are key to maintain these gardens.

Nature Walk



Leadership liked opportunities to teach about native plants and promote wellness or a "Storytime walk" geared towards children.



Evaluation Criteria

The following pages detail criteria used to categorize and evaluate information gathered during the Discovery and Findings phase of the project. These criteria help establish a method of scoring priorities and making recommendations across the system.

Urgency-Utilization Framework

Gensler developed an urgency-utilization framework to determine the type of intervention branches require.

Utilization: a measure of how much a branch is being used by residents. It takes into account door counts per square foot and reference questions per service area population.

Urgency: a measure of community need for a branch. It takes into account community assets, internet connectivity, unemployment, educational attainment, and population density.

Branches were sorted into (4) quadrants and goals were developed for each quadrant.

Re-Imagine Score: A combined measure of branch utilization and urgency. Branches with low-utilization but high-urgency get a score of 10. Branches with high-use, regardless of urgency, receive a score of 4. Branches with low-use and low-urgency receive a score of 7.

Prioritize Sharing and Collaboration

Branches with **high utilization** and **low urgency** have potential lessons learned that are valuable system-wide. They should focus on sharing resources and prioritize collaboration with branches that have a higher urgency.

Re-Imagine Score: 4

LOW URGENCY

Invite Others

Branches with **low utilization** and **low urgency** should enhance their offerings and consider partnering or co-locating with other service providers.

Re-Imagine Score: 7

HIGH UTILIZATION

Build on What's Working

Branches with **high utilization** and **high urgency** should understand their successes and amplify them to the benefit of branches with a low utilization but high urgency rates.

Re-Imagine Score: 4

HIGH URGENCY

Re-imagine & Reposition

Branches with **low utilization** and **high urgency** should re-imagine their role in the community to better serve residents. These branches have the highest priority for intervention.

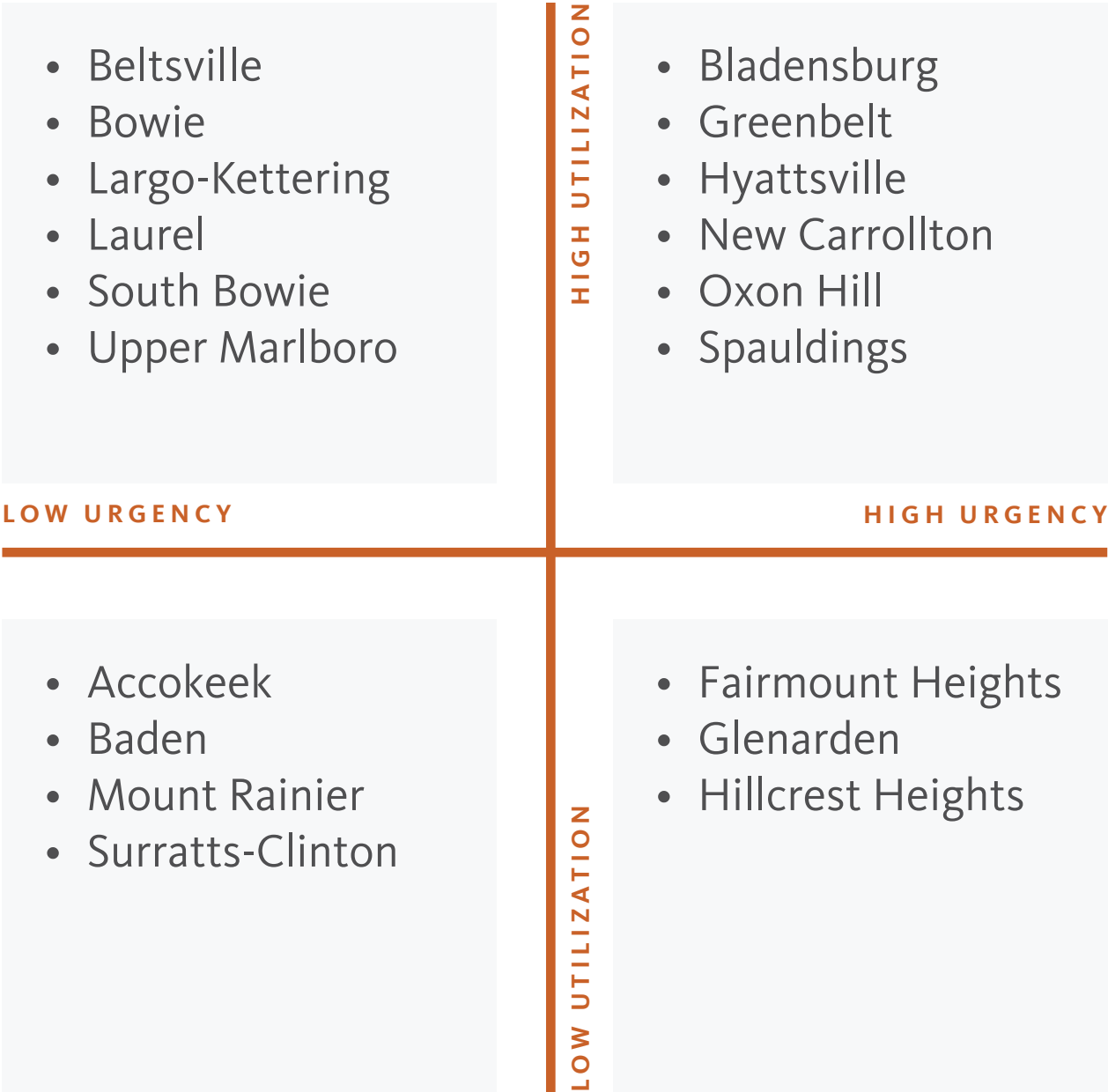
Re-Imagine Score: 10

LOW UTILIZATION

Branch Alignment

Prioritize Sharing and Collaboration

Branches with **high utilization** and **low urgency** have potential lessons learned that are valuable system-wide. They should focus on sharing resources and prioritize collaboration with branches that have a higher urgency.



Build on What’s Working

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RECOMMENDATIONS | SYSTEM-WIDE STRATEGIES

Sustainable Expansion

PGCMLS can adopt a more flexible and sustainable model to address footprint expansion while meeting community needs.

When the standard industry metric of 1 SF per capita is applied, PGCMLS' current footprint is just 50% of the target. However factors such as the County's population and its geographic span, together with funding and staffing realities, make **achieving the 1 SF to 1 person an unrealistic goal.**

Instead, a more **sustainable growth plan for PGCMLS should target a range of 0.6 to 0.8 SF per person.** With this model, branches can meet the needs of growing populations and expand their footprint in smart innovative ways beyond erecting new buildings. These include:

- Temporary presence such as pop-up locations
- Co-location services and programs with other community and government entities
- Increased digital/web-based outreach
- Mobile library units
- Outdoor placemaking

LIBRARY	CURRENT SF	ADDITIONAL OUTREACH TARGET
Accokeek	14,963 SF	22,000 people
Baden	4,864	5,000
Beltsville	24,800	5,000
Bladensburg	22,834	26,200
Bowie	40,449	5,000
Fairmount Heights	16,887	23,100
Glenarden	9,238	34,800
Greenbelt	31,907	5,000
Hillcrest Heights	9,466	34,500
Hyattsville	40,258	22,700
Largo-Kettering	25,357	5,000
Laurel	31,000	5,000
Mount Rainier	1,255	32,700
New Carrollton	58,500	5,000
Oxon Hill	53,396	5,000
South Bowie	45,500	5,000
Spauldings	24,000	24,000
Surratts-Clinton	25,682	15,300
Upper Marlboro	10,500	5,000

Score Card

*A Score Card of 4 **analytic scores** was developed from the evaluation criteria. These scores are the basis for recommendations and interventions at each branch.*

RE-IMAGINE SCORE	RENOVATION SCORE	SF ALIGNMENT SCORE	PRIORITY SCORE
A combined measure of branch utilization and urgency. Branches with low-utilization but high-urgency get a score of 10. Branches with high-use, regardless of urgency, receive a score of 4. Branches with low-use and low-urgency receive a score of 7.	A measure of number and severity of repairs required by a branch, each repair/update was weighted depending on its "urgency" level. The higher the renovation score, the more work is need by a facility.	A measure of how closely a branch's is to providing 0.6 or 0.8 SF per 1 person benchmark. Branches that do not meet the benchmark are ranked in order of how far they are from the target. Branches that meet the benchmark are given a score of 1.	Represents the sum of all 3 scores to prioritize branch intervention. A high score indicates a high priority branch.

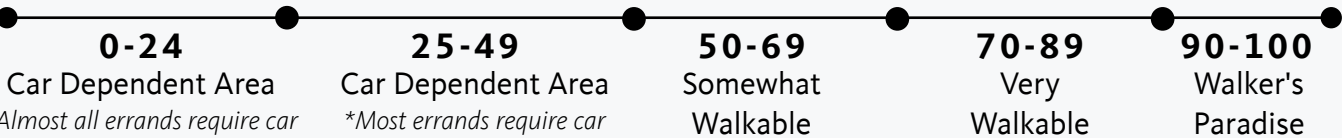
Location, Site & Transit

Site analysis includes in-person observations, examination of site maps, transit research, and public-access information.



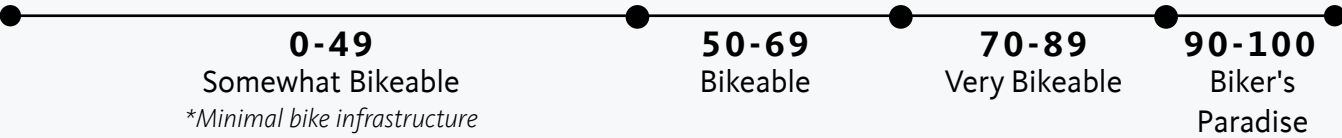
Walk Score: A public-access score that "measures the walkability of any address based on the distance to nearby places and pedestrian friendliness."
Includes: Walkability to culture and entertainment venues, schools, parks, errands, shopping, groceries, dining and drinking venues.
[*Access Walk Score Calculator Here](#)

Below is the scale used by Walk Score:



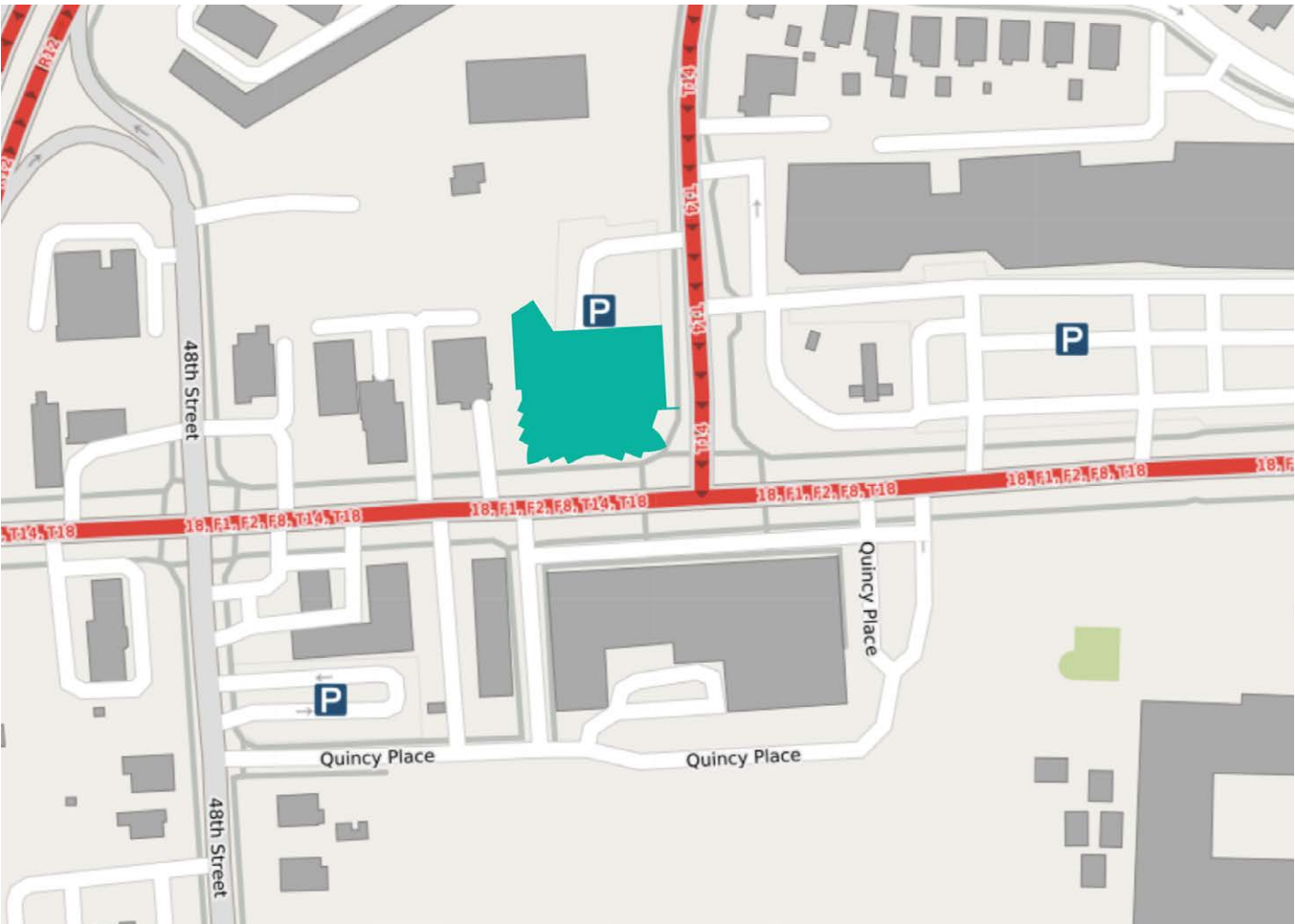
Bike Score: A public-access score that "measures whether an area is good for biking based on bike lanes and trails, hills, road connectivity, and destinations."
[*Access Bike Score Calculator Here](#)

Below is the scale used by Bike Score:



Public Transit: A description of local public transit options available at each branch and the journey to facility entrance. The number and names routes of easily accessible to each branch are noted.

Site Map: This map shows each branch location, nearby parking, public green space, and transit line routes. All map visuals are from [OpenStreetMap](#) and accessible to the public.



KEY ■ Branch Library P Parking — Public Transit Route

Branch Typologies

Three typologies categorize branches based on geographic location, population density, nearby amenities and site observations.



Commercial Corridor

Commercial Corridor branches have a close proximity to commercial and retail spaces making them accessible and convenient.

- Bladensburg
- Mount Rainier
- Oxon Hill
- Spauldings
- Hillcrest Heights
- Hyattsville
- Upper Marlboro



Neighborhood

Neighborhood branches bridge residential and commercial zones. These branches function as gathering spaces.

- Beltsville
- Bowie
- South Bowie
- Laurel
- Fairmount Heights
- New Carrollton
- Greenbelt
- Largo-Kettering
- Glenarden



Countryside

Countryside branches, surrounded by the natural environment serve as a community destination where exterior space is a valuable asset.

- Accokeek
- Baden
- Surratts-Clinton

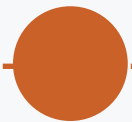
RECOMMENDATIONS | EVALUATION CRITERIA

Aspirational Qualities

Strategies include tactical improvements at each branch based on the following aspirational qualities.

 SYSTEM SUPPORTS COUNTY POPULATION	 INCLUSIVE AND COMFORTABLE	 RESPONSIVE TO COMMUNITY	 ENGAGING EXTERIOR SPACES
PGCMLS has an opportunity to meet patrons' needs by providing facilities, infrastructure and spaces for a variety of people, programs, community services, events and resources.	Equity, inclusion, and comfort are essential considerations in the design of library facilities. They elevate the experience of patrons and residents.	Branch libraries should have the right type of spaces that cater to populations served and meet the needs of the community. Flexible space planning allows for spaces to adapt as needs evolve.	Libraries are more than the buildings. There are multiple opportunities to activate exterior spaces to expand services, programs, and events and implement sustainable growth.

Branch & Site Strategies




RECOMMENDATIONS | BRANCH & SITE STRATEGIES

Branch Page Guide

An overview and recommendations for each branch are provided across 3 pages. Below is a guide to reading and understanding the information.

RECOMMENDATIONS

Accokeek



15773 LIVINGSTON ROAD, ACCOKEEK, MD 20607

Natural Habitat for Learning


What is the most unique thing about your branch?
"We have a large, beautiful amount of outdoor space, complete with a patio and garden area."
-Branch Survey

...How has innovation been present in your library branch?
"The artistic and creative talents of the staff have allowed for innovation in the branch's appearance-there are always colorful, festive and tasteful decorations. These talents also show in our programming-themed scavenger hunts with photos and drawings, a wide variety of craft offerings, a decorated passive survey program and more."
-Branch Survey

TYPOLGY	Countryside	RE-IMAGINE SCORE	7
LIBRARY SIZE	S M L XL	RENOVATION SCORE	0
YEAR BUILT	2023	SF ALIGNMENT SCORE	6
FACILITY FOOTPRINT	4,864 SF	PRIORITY SCORE	20

Located in the southern part of the county, Accokeek Branch library is one of the relatively newer library sites in PGCMLS. The site is situated off of a main road and is immediately adjacent to a Park & Ride bus stop. Despite these convenient adjacencies, it has low visibility due to the site offset from the road and small roadside signage. Accokeek has unique features like a reading porch and a library history exhibition which greets users. Accokeek has recently purchased several fitness bikes and is excited to start doing exercise programming for seniors and is allowing kids to use them in the summer in their large meeting space.

STRENGTHS: Unique reading porch, outdoor pavilion shelter and seating, light-filled interiors

**Gensler**

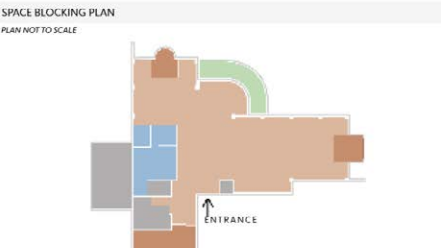
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Branch Page 1: Branch Overview

The first page includes a high-level summary of the current state of the branch, and quotes from staff and leadership engagements. Branch statistics such as typology, size, footprint and target population are also provided. Finally, a branch "scorecard" indicates the level of intervention required.

RECOMMENDATIONS

Accokeek



PLAN NOT TO SCALE

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YEAR BUILT	2023	SF ALIGNMENT SCORE	6
FACILITY FOOTPRINT	4,864 SF	PRIORITY SCORE	20

Located in the southern part of the county, Accokeek Branch library is one of the relatively newer library sites in PGCMLS. The site is situated off of a main road and is immediately adjacent to a Park & Ride bus stop. Despite these convenient adjacencies, it has low visibility due to the site offset from the road and small roadside signage. Accokeek has unique features like a reading porch and a library history exhibition which greets users. Accokeek has recently purchased several fitness bikes and is excited to start doing exercise programming for seniors and is allowing kids to use them in the summer in their large meeting space.

STRENGTHS: Unique reading porch, outdoor pavilion shelter and seating, light-filled interiors

**Gensler**

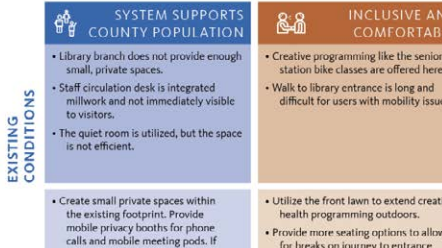
PGCMLS FACILITIES MASTER PLAN | DRAFT | FEBRUARY 17, 2023 | 61

Branch Page 2: Facility & Site Analysis

The second page dives into facility, site and transit analysis. A space blocking diagram of the existing branch categorizes spaces based on openness and public-use access. The allocation of these spaces is indicated in a chart. A site plan is accompanied by walk and bike score and proximity to public transit routes.

RECOMMENDATIONS

Accokeek



PLAN NOT TO SCALE

Natural Habitat for Learning


What is the most unique thing about your branch?
"We have a large, beautiful amount of outdoor space, complete with a patio and garden area."
-Branch Survey

...How has innovation been present in your library branch?
"The artistic and creative talents of the staff have allowed for innovation in the branch's appearance-there are always colorful, festive and tasteful decorations. These talents also show in our programming-themed scavenger hunts with photos and drawings, a wide variety of craft offerings, a decorated passive survey program and more."
-Branch Survey

TYPOLGY	Countryside	RE-IMAGINE SCORE	7
LIBRARY SIZE	S M L XL	RENOVATION SCORE	0
YEAR BUILT	2023	SF ALIGNMENT SCORE	6
FACILITY FOOTPRINT	4,864 SF	PRIORITY SCORE	20

Located in the southern part of the county, Accokeek Branch library is one of the relatively newer library sites in PGCMLS. The site is situated off of a main road and is immediately adjacent to a Park & Ride bus stop. Despite these convenient adjacencies, it has low visibility due to the site offset from the road and small roadside signage. Accokeek has unique features like a reading porch and a library history exhibition which greets users. Accokeek has recently purchased several fitness bikes and is excited to start doing exercise programming for seniors and is allowing kids to use them in the summer in their large meeting space.

STRENGTHS: Unique reading porch, outdoor pavilion shelter and seating, light-filled interiors

**Gensler**

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Branch Page 3: Recommendations

The third page describes key existing conditions, recommendations and opportunities for improvement based on aspirational qualities.

Hillcrest Heights



Hillcrest Heights Branch Library is a social hub for the community, but its facilities prevent it from reaching its full potential. Noted for being close to the Shops at Iverson, a diverse population uses the two-story facility for its high-speed internet, computers, job-seeking material, and access to a social services caseworker. The caseworker currently supports residents in need of SNAP benefits and child support services, and the branch seeks to provide access to legal-aid services as well. Though renovated, the facility lacks sufficient parking, natural light, and adequate space for the community. Much of what makes this branch successful could be relocated into a better-suited facility.

STRENGTHS: High-visibility from road, proximity to the Shops at Iverson, bus stop on property, caseworker on site.

Center for Social Resources

What is the most unique thing about your branch?






"The most unique thing about the branch is the patrons and the community that we serve... We are in close proximity to Iverson Mall, which can make the branch a social hub for the community at times.

- Branch Survey Response

What would enable your branch to better serve the community in the next 3-5 years?

" The biggest thing that would help the branch serve the community better is a brand new, state-of-art facility. With a revamping of the mall on the horizon, there is a huge opportunity to advocate for a major renovation of the Hillcrest Heights Branch Library. This will garner more interest from the community and increase foot traffic in the branch...

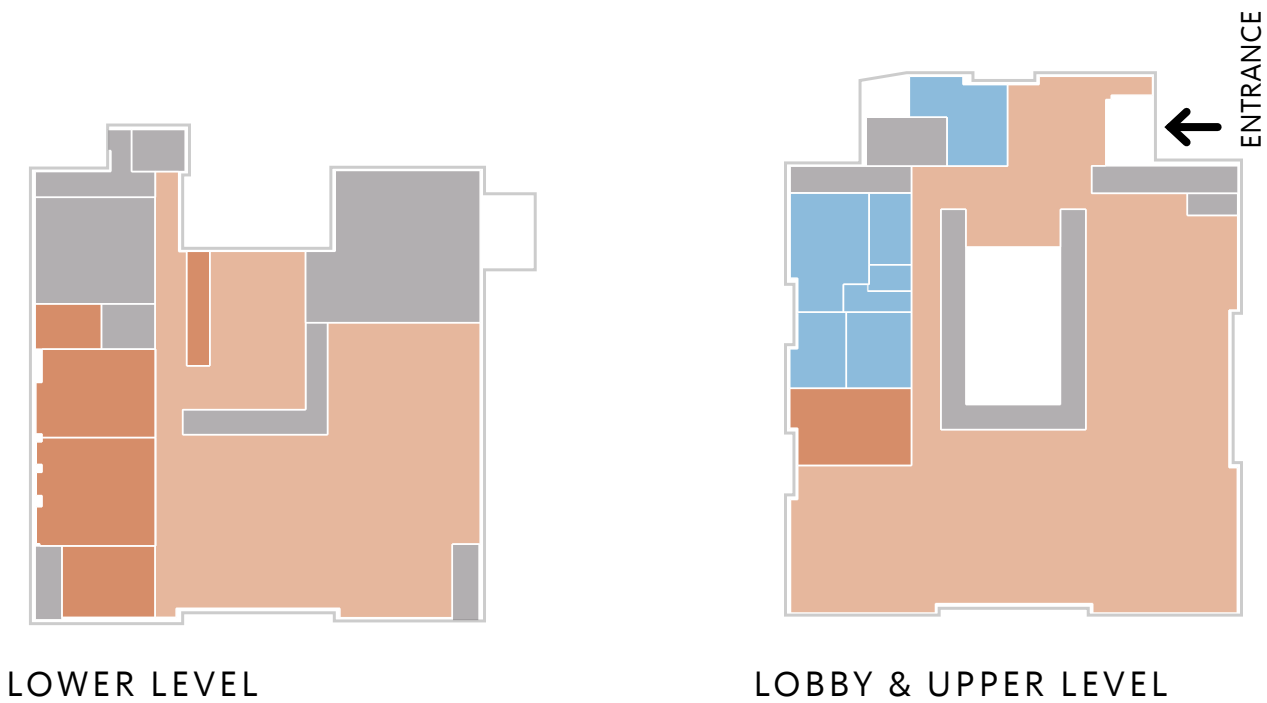
- Branch Survey Response

TYOLOGY	 COMMERCIAL CORRIDOR	RE-IMAGINE SCORE	10
BRANCH SIZE	   	RENOVATION SCORE	7
YEAR BUILT	1976	SF ALIGNMENT SCORE	18
FACILITY FOOTPRINT	9,466 SF	PRIORITY SCORE	35
ADDITIONAL OUTREACH TARGET	34,500		

Hillcrest Heights

Center for Social Resources

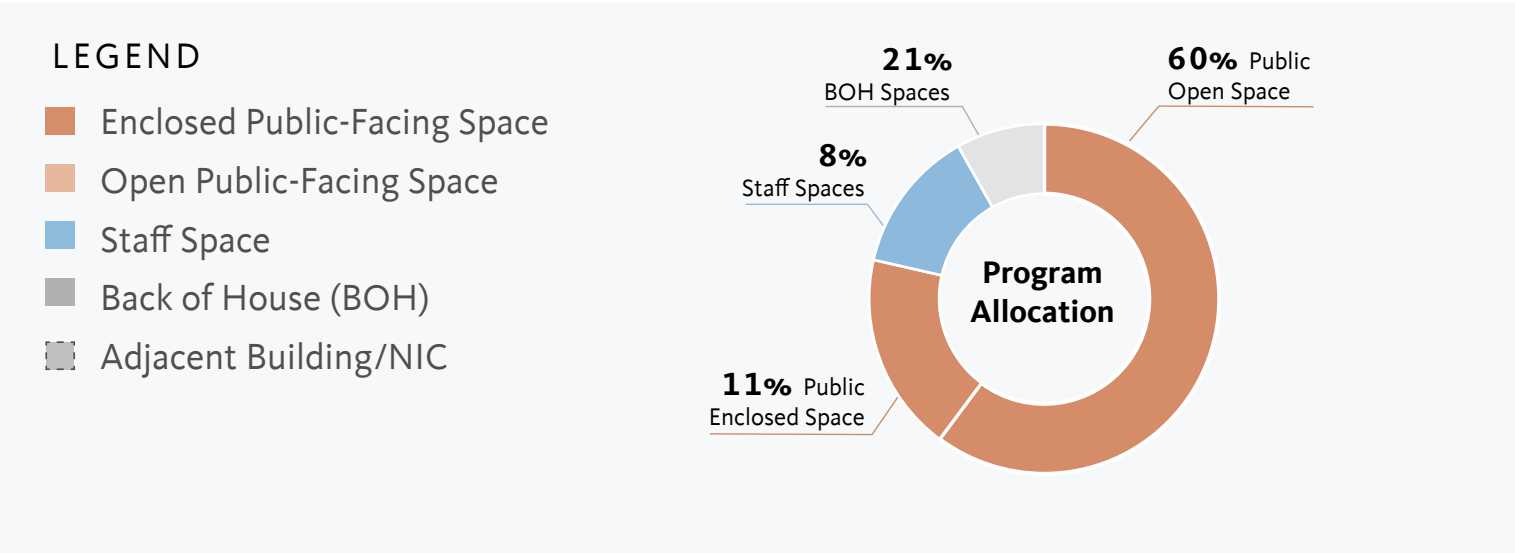
SPACE BLOCKING PLAN PLAN NOT TO SCALE



SITE MAP PLAN NOT TO SCALE



KEY ■ Branch Library P Parking — Public Transit Route



WALK SCORE
77/100

BIKE SCORE
50/100

PUBLIC TRANSIT
The branch is a **1-minute walk** from the Iverson Street and 24th Avenue stop. A sidewalk leads from the bus stop to the entrance.

3 Main transit lines:

- C12 Bus
- H12 Bus
- P12 Bus

Hillcrest Heights

Center for Social Resources

EXISTING
CONDITIONS



SYSTEM SUPPORTS COUNTY POPULATION

- Branch footprint does not accommodate target population.
- The branch is a highly-visible community hub in a convenient location with close proximity to transit and shopping, but the facility is inadequate.



INCLUSIVE AND COMFORTABLE

- Mechanical, electrical, plumbing, and fire protection updates required. Systems are at end of life cycle.
- Way-finding is by multi-level ramps; Elevators are difficult to locate.
- Print/Scan Center is overcrowded with equipment making it difficult to maintain and use.



RESPONSIVE TO COMMUNITY

- There are not enough study rooms.
- The Teen Zone is small and inefficient.

RECOMMENDATIONS

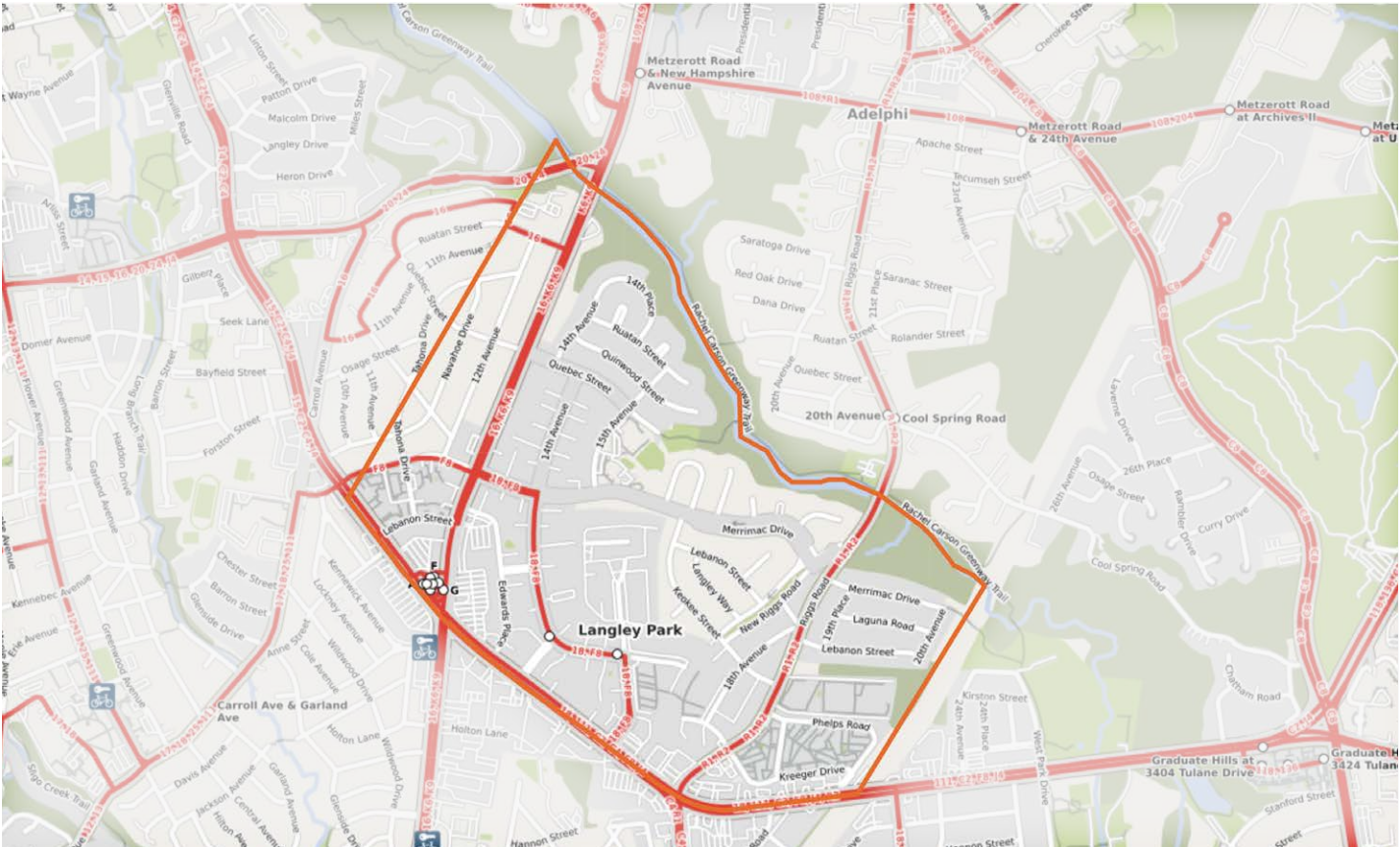
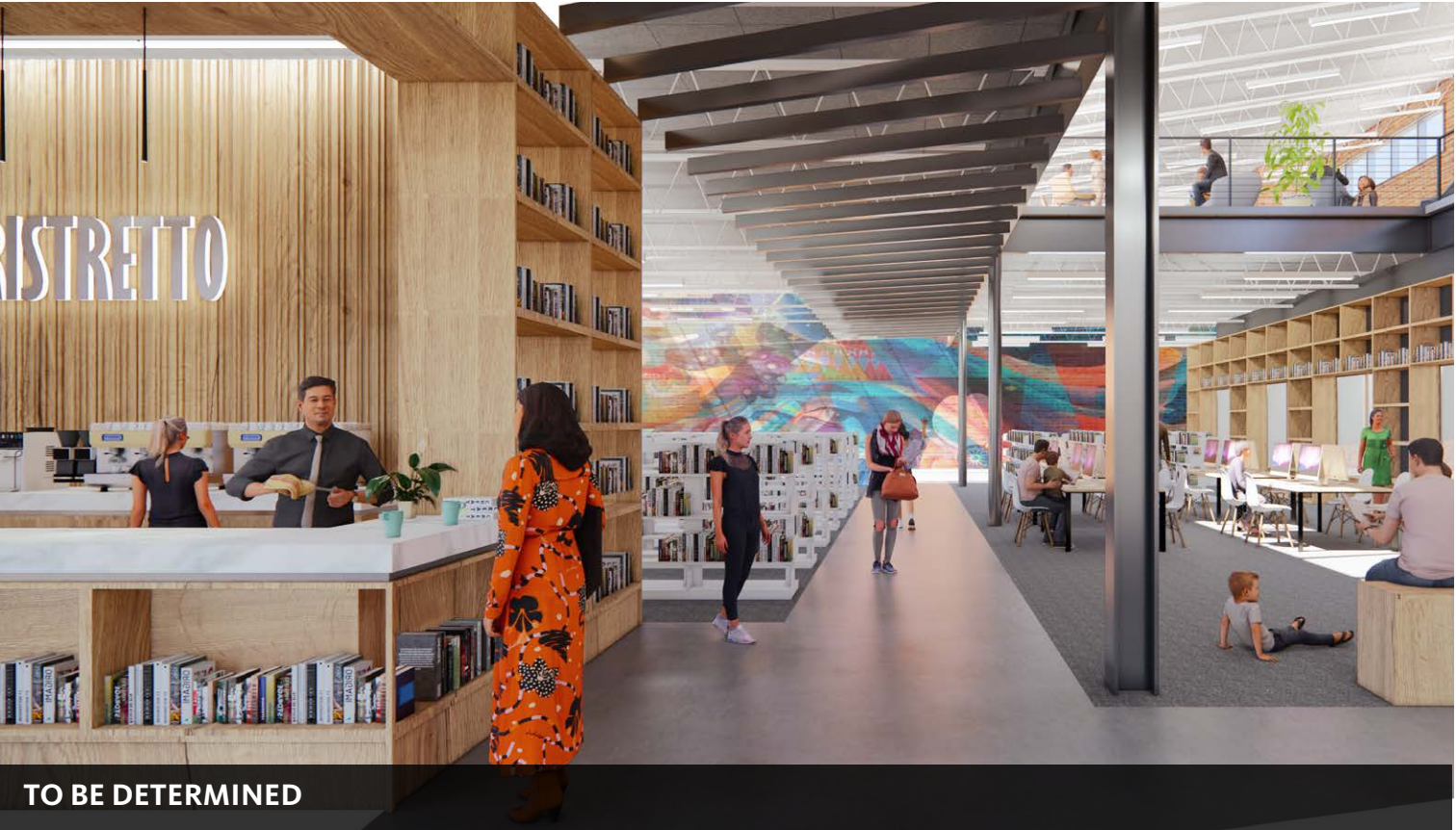
- Explore the following options.
 - **Option 1A:** Remain in current location and prioritize in-place renovation (refer to "Inclusive and Comfortable" and "Responsive to the Community" recommendations.)
 - **Option 1B:** Consider alternate uses of the large conference room to meet community needs.
 - **Option 2:** Explore long-term lease at nearby strip mall or The Shops at Iverson. Depending on timeline, complete low-cost/low-intervention improvements for the short term.
 - **Option 3:** Explore the acquisition of neighboring property along Iverson Road to build a new facility with ample parking and outdoor space. Secure a temporary lease at nearby strip mall. Depending on timeline, complete low-cost/low-intervention improvements for the short term.

- Prioritize upgrades to infrastructure to meet building code requirements. Set goals with sustainability rating system such as LEED, WELL, Fitwel.
- Improve signage and way-finding throughout facility
- Relocate the Print/Scan Center to an underutilized section of the facility.

- Convert one small meeting room into two study rooms to meet the need for private space.
- Redesign or relocate the Teen Zone to provide access to relevant resources. Look to Bowie Branch Library for creative ways of addressing team needs.

Langley Park

Elevating Community Voices



Library leadership, opinions gathered through community outreach, and the urgency index assessment confirm the critical need for a dedicated branch in Langley Park. According to the 2021 US Census American Community Survey 5-Year Estimates, nearly 88% of Langley Park residents identify as Hispanic or Latino with nearly 34% of the total population under the age of 18. Additionally, almost 29% of total households are living below the poverty line.¹ Langley Park is well positioned to become a PGCMLS flagship branch for serving immigrant populations in underserved communities.

FUTURE STRENGTHS: Integrated partnerships with local organizations like CASA, Briggs Center, Justice for Our Neighbors and local food banks such as The St. Anthony Food Pantry and Food for All.

TYOLOGY	 COMMERCIAL CORRIDOR	RE-IMAGINE SCORE	-
BRANCH SIZE	   	RENOVATION SCORE	-
YEAR BUILT	-	SF ALIGNMENT SCORE	-
FACILITY FOOTPRINT	~30,000 SF	PRIORITY SCORE	-
ADDITIONAL OUTREACH TARGET			

¹ U.S. Census Bureau (2021). U.S. Census Bureau American Community Survey (ACS) Langley Park CDP, Maryland. <https://data.census.gov/table?q=Langley+Park+CDP,+Maryland&t=Children&tid=ACSST5Y2021.S0901>

Langley Park

Elevating Community Voices

RECOMMENDATIONS



SYSTEM SUPPORTS COUNTY POPULATION

- Langley Park needs a dedicated facility. Finding space that is optimal for the community should be prioritized.
- The community's critical needs should dictate facility location and design.
- Consider leasing new space as land acquisition and design of a new base building will require substantial time and financial resources.



INCLUSIVE AND COMFORTABLE

- The facility should incorporate the rich history of Langley Park, reflecting the local population and community through thoughtful and compelling environmental graphics and design finishes.
- Multilingual way-finding and explanatory signage should be clear and inclusive, emphasizing the available services and overall purpose of the facility. Due to diversity of languages, signage and way-finding should incorporate illustrations and infographics that are accessible to all.



RESPONSIVE TO COMMUNITY

- Understanding the unique opportunities and challenges experienced by other branch libraries with similar customer demographics (New Carrollton and Beltsville) will be helpful in determining which amenities and spaces are most likely to positively impact the community.
- Spaces within the facility should be designed with the flexibility to support a variety of services critical to an immigrant population including citizenship classes, passport aid, English as a Second Language (ESL) classes, workforce development and career coaching for the US job market.

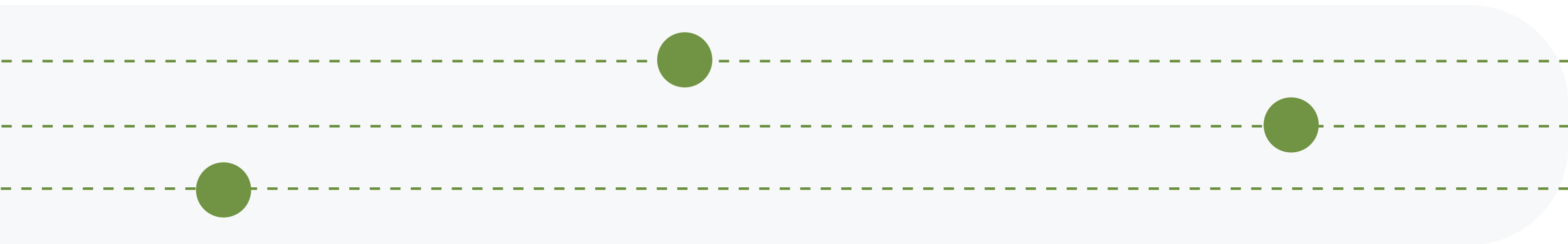


ENGAGING EXTERIOR SPACES

- Potential for a rooftop space was discussed in the initial programming phase. Utilizing available outdoor area is a great way to maximize total available building footprint.
- When selecting a building with a usable outdoor roof area, consult a structural engineer to ensure that the facility can accommodate the branch's intended use.

Implementation






















Timeline and Toolbox



IMPLEMENTATION

Phasing and Timeline

Each of the existing PGCMLS branches, as well as future branches, are broken down into the three phases below. The distribution of branches in each of the five regions is described below.

2024		2037
PHASE 1 (2024 - 2029)	PHASE 2 (2029 - 2034)	PHASE 3 (2034 - 2037)
<div><div></div> Hillcrest Heights</div> <div><div></div> Mount Rainier</div> <div><div></div> Spauldings</div> <div><div></div> Upper Marlboro</div> <div><div></div> *Langley Park</div>	<div><div></div> Glenarden</div> <div><div></div> Fairmount Heights</div> <div><div></div> Greenbelt</div> <div><div></div> Oxon Hill</div> <div><div></div> Beltsville</div> <div><div></div> Largo-Kettering</div> <div><div></div> *Brandywine</div>	<div><div></div> Accokeek</div> <div><div></div> New Carrollton</div> <div><div></div> Bladensburg</div> <div><div></div> Laurel</div> <div><div></div> Surratts-Clinton</div> <div><div></div> Hyattsville</div> <div><div></div> South Bowie</div> <div><div></div> Baden</div> <div><div></div> Bowie</div>
<div><div>• How many are in each region?</div><div><div>• 0/4 North branches are in Phase 1</div><div>• 2/5 West branches ...<div><div>*New addition of Langley Park Branch</div></div></div><div>• 1/3 East branches ...</div><div>• 2/4 Central branches ...</div><div>• 0/4 South branches ...</div></div></div>	<div><div>• How many are in each region?</div><div><div>• 2/4 North branches are in Phase 2</div><div>• 0/5 West branches ...</div><div>• 1/3 East branches ...</div><div>• 2/4 Central branches ...</div><div>• 1/5 South branches ...<div><div>*New addition of Brandywine Branch</div></div></div></div></div>	<div><div>• How many are in each region?</div><div><div>• 2/4 North branches are in Phase 3</div><div>• 3/5 West branches ...</div><div>• 1/3 East branches ...</div><div>• 0/4 Central branches ...</div><div>• 3/5 South branches ...</div></div></div>

IMPLEMENTATION

Interventions - Phase 1

Branches in Phase 1 are primarily located within the Beltway and in the Central and West regions. The needs of these communities are extensive and Phase 1 branches will require the help of neighboring branches to support local populations.

Branch	Type of Intervention
Hillcrest Heights	New facility to serve a growing population and improve branch utilization and functionality.
Mount Rainier	New facility to serve a growing population and improve functionality. Existing storefront utilized as service-point location.
Spauldings	Renovate and expand of existing facility to serve growing population and meet community needs.
Upper Marlboro	New facility to improve user-experience and meet community needs.
*Langley Park	New facility to address service gaps in a high-urgency area of the County.

NORTH AREA

- Beltsville
- Bowie
- Greenbelt
- Laurel

WEST AREA

- Bladensburg
- Hyattsville
- **Mount Rainier**
- New Carrollton
- **Langley Park***

EAST AREA

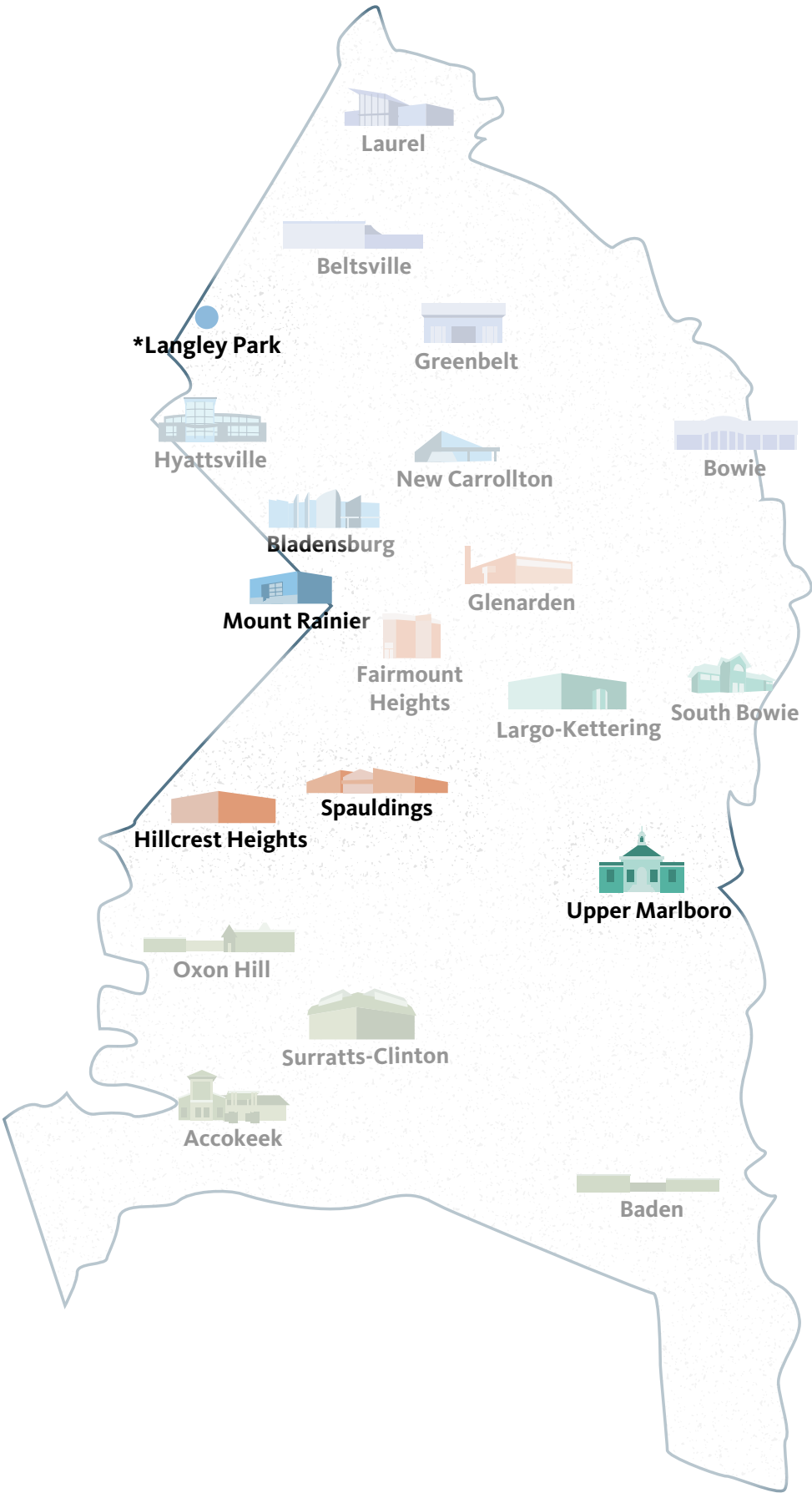
- Largo-Kettering
- South Bowie
- **Upper Marlboro**

CENTRAL AREA

- Fairmount Heights
- Glenarden
- **Hillcrest Heights**
- **Spauldings**

SOUTH AREA

- Accokeek
- Baden
- Oxon Hill
- Surratts-Clinton



IMPLEMENTATION

Interventions - Phase 2

Branches in Phase 2 are mostly located along the Beltway. They are older in age, and require either complete or partial renovations. Depending on the extent of intervention required, these branches will rely on other branches to support the communities they serve.

Branch	Type of Intervention
Glenarden	Expand existing facility and increase outreach and partnerships to serve a growing population and improve branch utilization.
Fairmount Heights	Increase outreach and partnerships to serve a growing population and improve branch utilization.
Greenbelt	Renovate entire facility to improve user-experience and address space deficiencies.
Oxon Hill	Renovate original wing to improve user-experience and address space deficiencies.
Beltsville	Renovate entire facility to improve user-experience and address space deficiencies.
Largo-Kettering	Renovate entire facility to improve user-experience and address space deficiencies.
*Brandywine	New facility to address service gaps in southern part of the County.

NORTH AREA

- **Beltsville**
- Bowie
- **Greenbelt**
- Laurel

WEST AREA

- Bladensburg
- Hyattsville
- Mount Rainier
- New Carrollton
- Langley Park*

EAST AREA

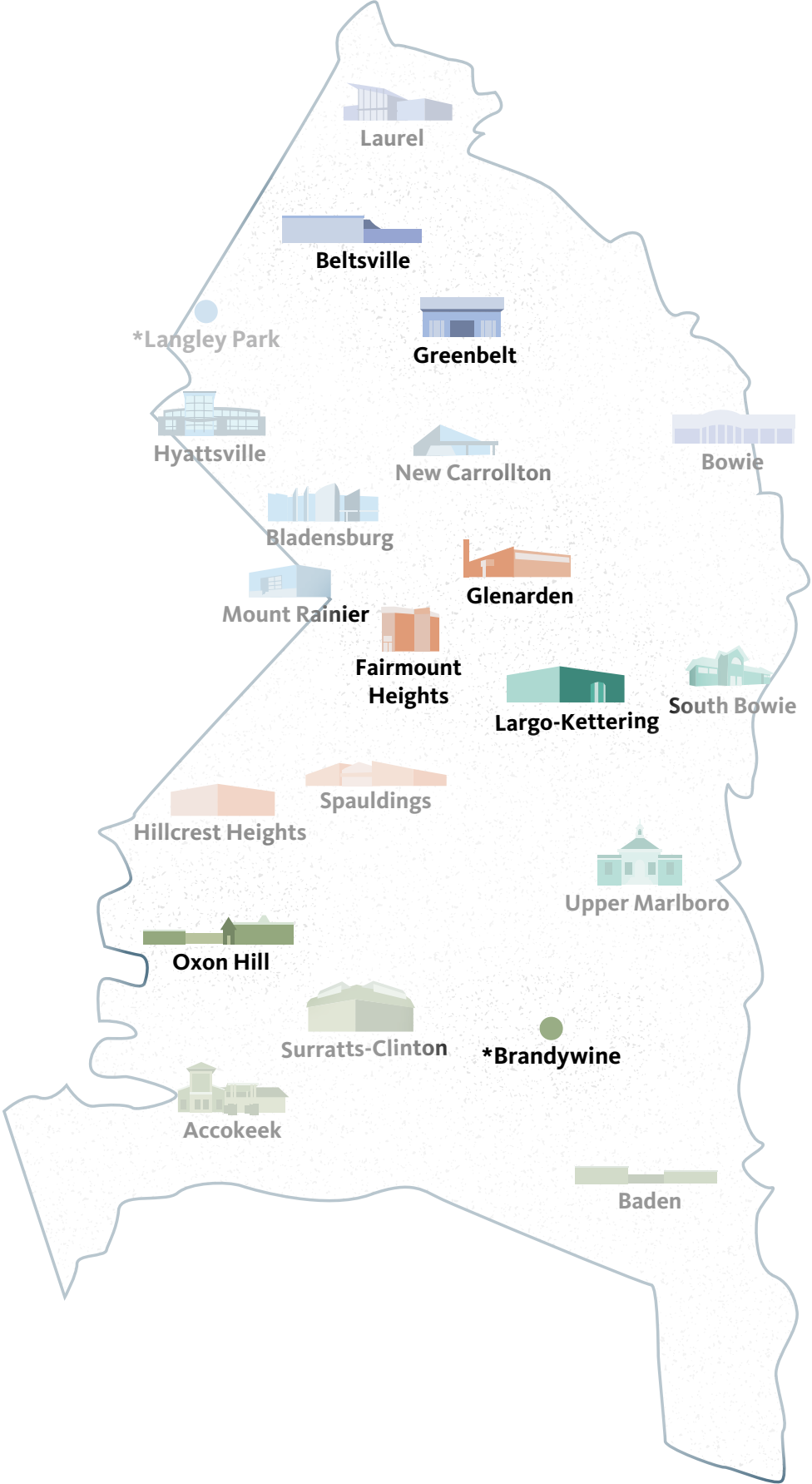
- **Largo-Kettering**
- South Bowie
- Upper Marlboro

CENTRAL AREA

- **Fairmount Heights**
- **Glenarden**
- Hillcrest Heights
- Spauldings

SOUTH AREA

- Accokeek
- Baden
- **Oxon Hill**
- Surratts-Clinton
- **Brandywine***



IMPLEMENTATION

Interventions - Phase 3

Branches in Phase 3 are primarily located in the West and South PGCMLS areas. Intervention levels vary depending on facility age and community needs.

Branch	Type of Intervention
Accokeek	Renovate entire facility to improve user-experience and spatial demands. Increase outreach and partnerships to serve a growing population and improve branch utilization.
Bladensburg	Increase outreach and partnerships to serve a growing population.
Surratts-Clinton	Increase outreach and partnerships to serve a growing population and improve branch utilization.
Hyattsville	Increase outreach and partnerships to serve a growing population.
South Bowie	Renovate entire facility to improve user-experience and address space deficiencies.
Baden	Increase outreach and partnerships to service a larger population and improve branch utilization.
Bowie	Renovate facility based on key needs to improve user-experience and to address space deficiencies.
New Carrollton	Renovate facility based on key needs to improve user-experience and to address space deficiencies.
Laurel	Renovate facility based on key needs to improve user-experience and to address space deficiencies.

NORTH AREA

- Beltsville
- **Bowie**
- Greenbelt
- **Laurel**

WEST AREA

- **Bladensburg**
- **Hyattsville**
- Mount Rainier
- **New Carrollton**
- Langley Park*

EAST AREA

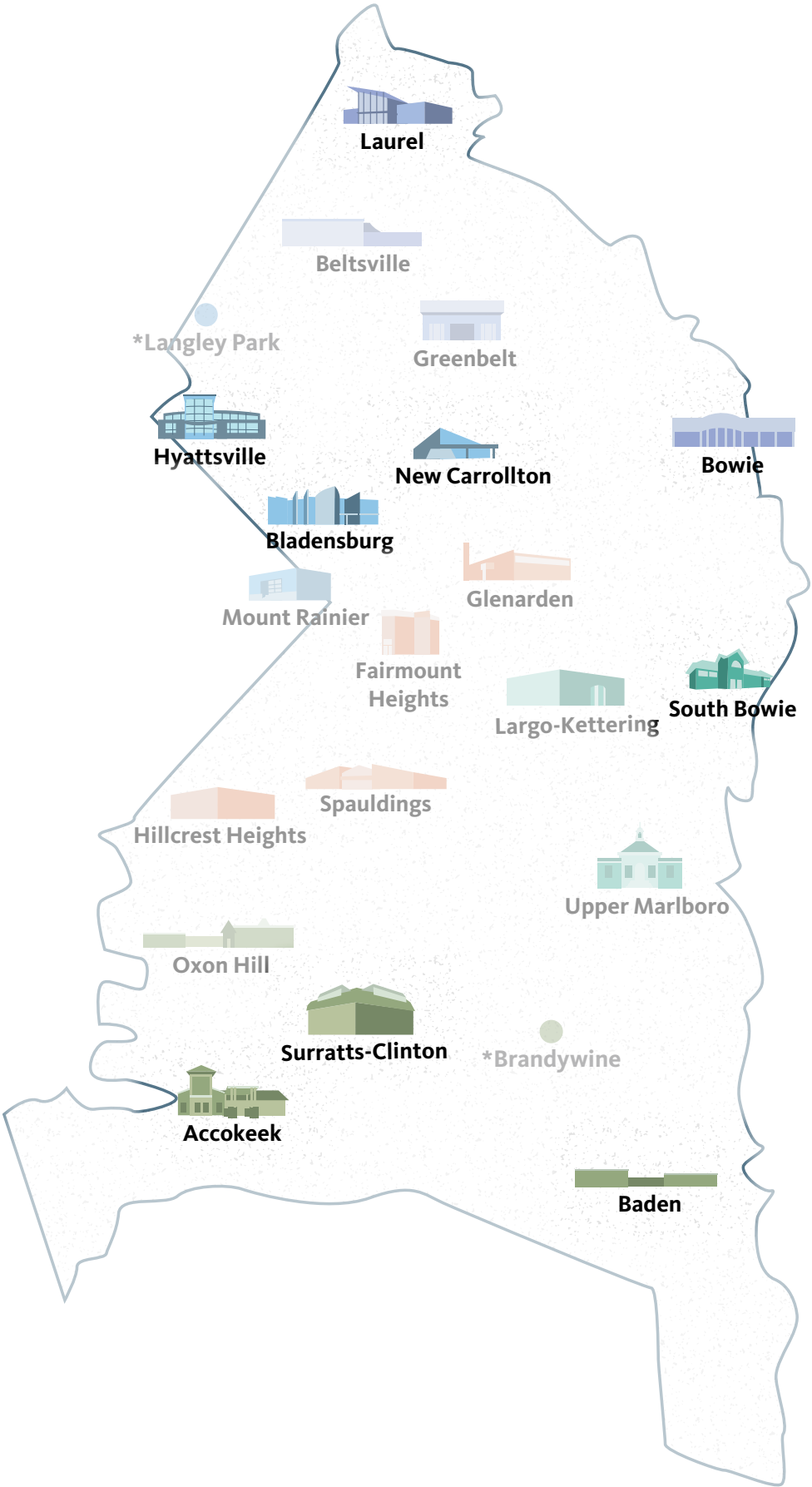
- Largo-Kettering
- **South Bowie**
- Upper Marlboro

CENTRAL AREA

- Fairmount Heights
- Glenarden
- Hillcrest Heights
- Spauldings

SOUTH AREA

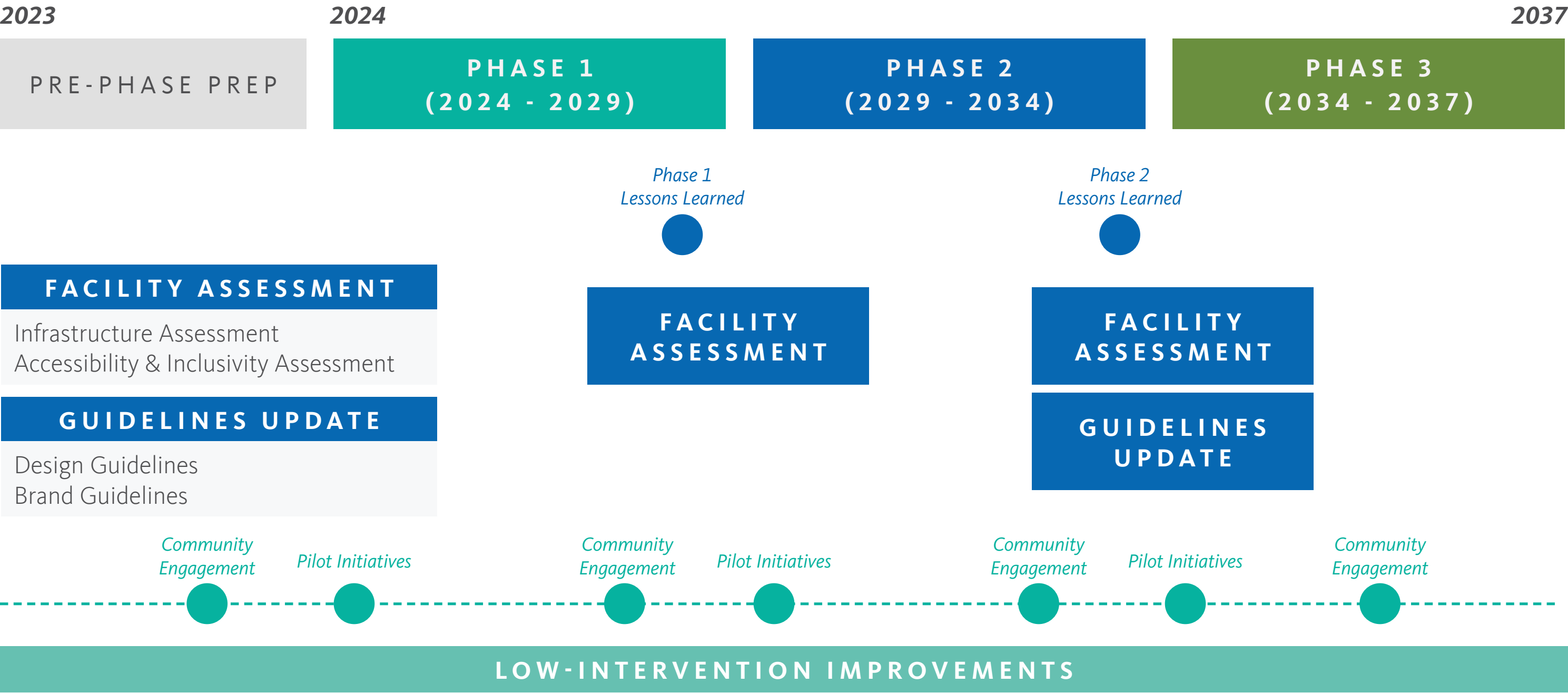
- **Accokeek**
- **Baden**
- Oxon Hill
- **Surratts-Clinton**
- Brandywine*



IMPLEMENTATION

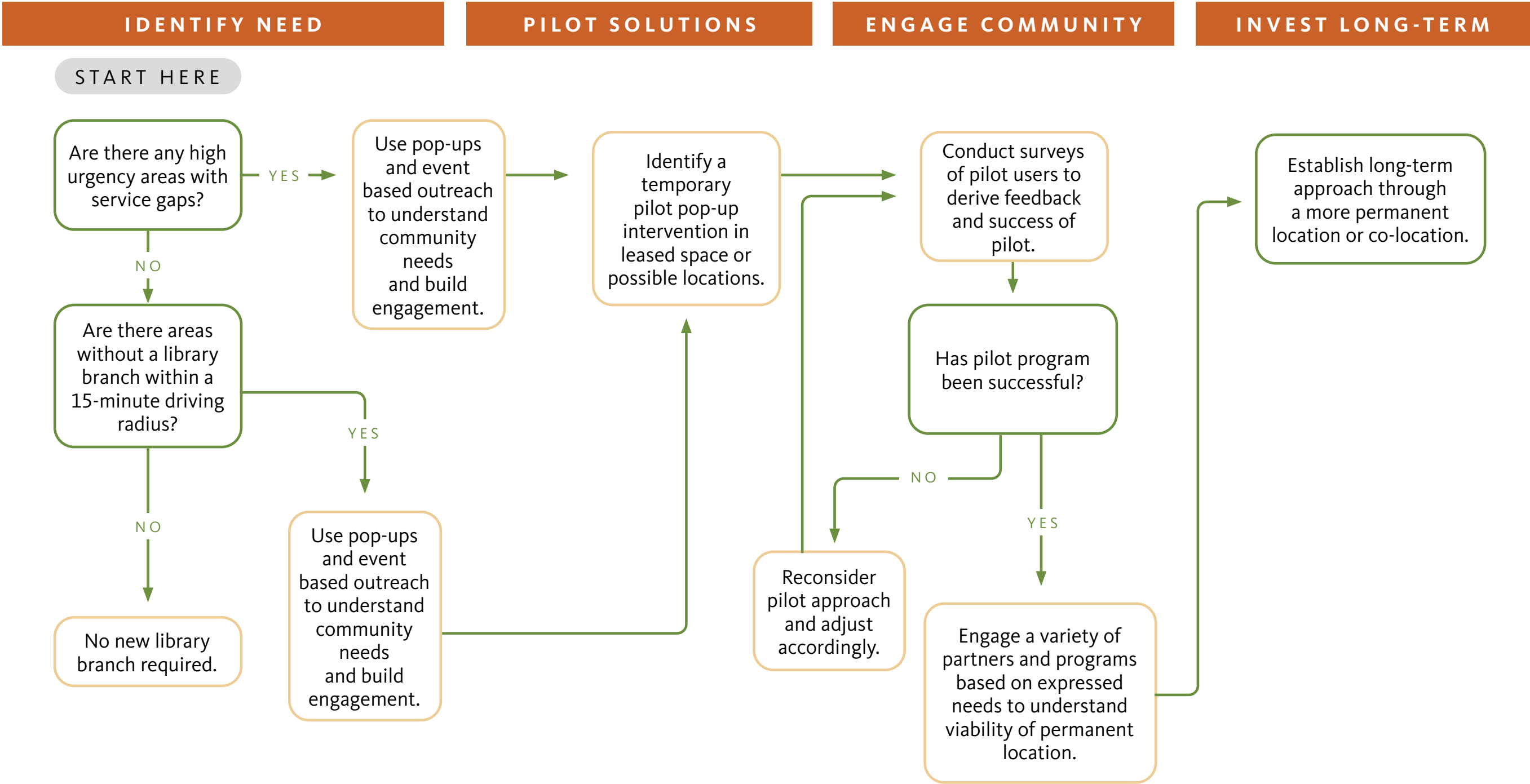
Additional Factors | System-wide Strategies

Recommendations glossary.



Toolbox | Decision Matrix

What are the criteria that inform the installation of a new library, and how should the mix of services of the new library be determined?



Thank you

