EAST COUNTY LIBRARY CONSTRUCTION DOCUMENTATION PHASE

Community Engagement Report

June 2023 - March 2024

TABLE OF CONTENTS

Executive Summary: Full Project Engagement Takeaways.....1

Design Development Phase: Community Engagement Highlights..... 8

Construction Documents Phase: Community Engagement Review.....17

Design Integration: Annotated Renderings.....39

Next Steps 66

Rendering of East County Library, viewed from the NE corner of the site.

1 EXECUTIVE SUMMARY

Full Project Engagement Takeaways

“One mom said, ‘They’re building a library for us!’ and how cool was that. It’s not just about checking out a book - there are all these other resources available.”

- Carlos, Library Champion

INTRODUCTION

What We Heard

Through multiple modes of outreach, East County Library's team solicited feedback on questions of accessible design, what makes the community feel welcome, and desired uses of library spaces.

DD & CD Events

This report summarizes the reach of the entire project's engagement efforts. It highlights key Design Development events and all Construction Document Phase events that shaped our programming and design efforts.

Design Integration

In this report, we have highlighted through annotated renderings how community comments have directly shaped the design of welcoming and functional library spaces.

Next Steps

Engagement continues through the opening of East County Library, when the project team and community collaborators will welcome neighbors to explore the spaces they helped shape.

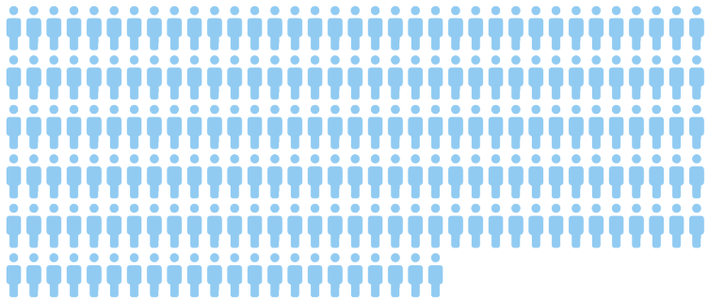
REACH BY PHASE

As of May 2024, more than 5,160 engagement interactions have contributed to shaping East County Library through various types of activities, garnering over 10,000 individual feedback comments.

= 10 people

Programming Phase Outreach: ~250

Schematic Design Phase Outreach: ~340



Schematic Design Phase Survey: ~1970

Design Development Phase Outreach: ~780

Construction Documents Phase Outreach: ~600

Construction Documents Phase - Art Survey: ~310

Construction Documents Phase - Accessibility Survey: ~350

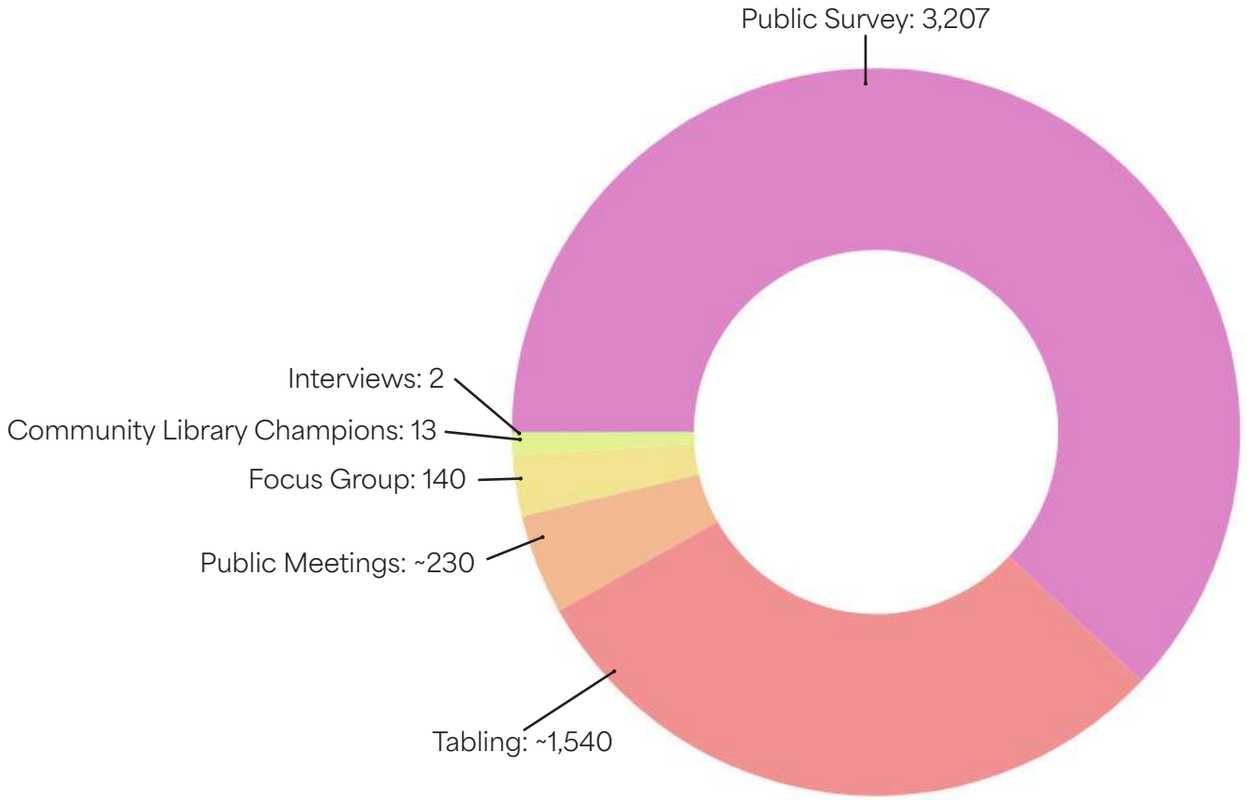
Construction Documents Phase - Teen Space Vote: ~560

REACH BY ENGAGEMENT METHOD

The engagement team used a variety of methods to reach community members throughout the project. Our public surveys were shared in Schematic Design and Construction Documents phases, receiving more than 3,000 responses collectively. We participated in 21 tabling opportunities across the East County and Portland Metro area. Our 14 focus groups and 2 interviews were primarily conducted in-person, while several were hosted over Zoom for accessibility.

As the project progressed, we found that more and more community members at tabling events were already aware of and excited about the progress of East County Library.

Find a map and key of all project engagement event locations on the following pages.

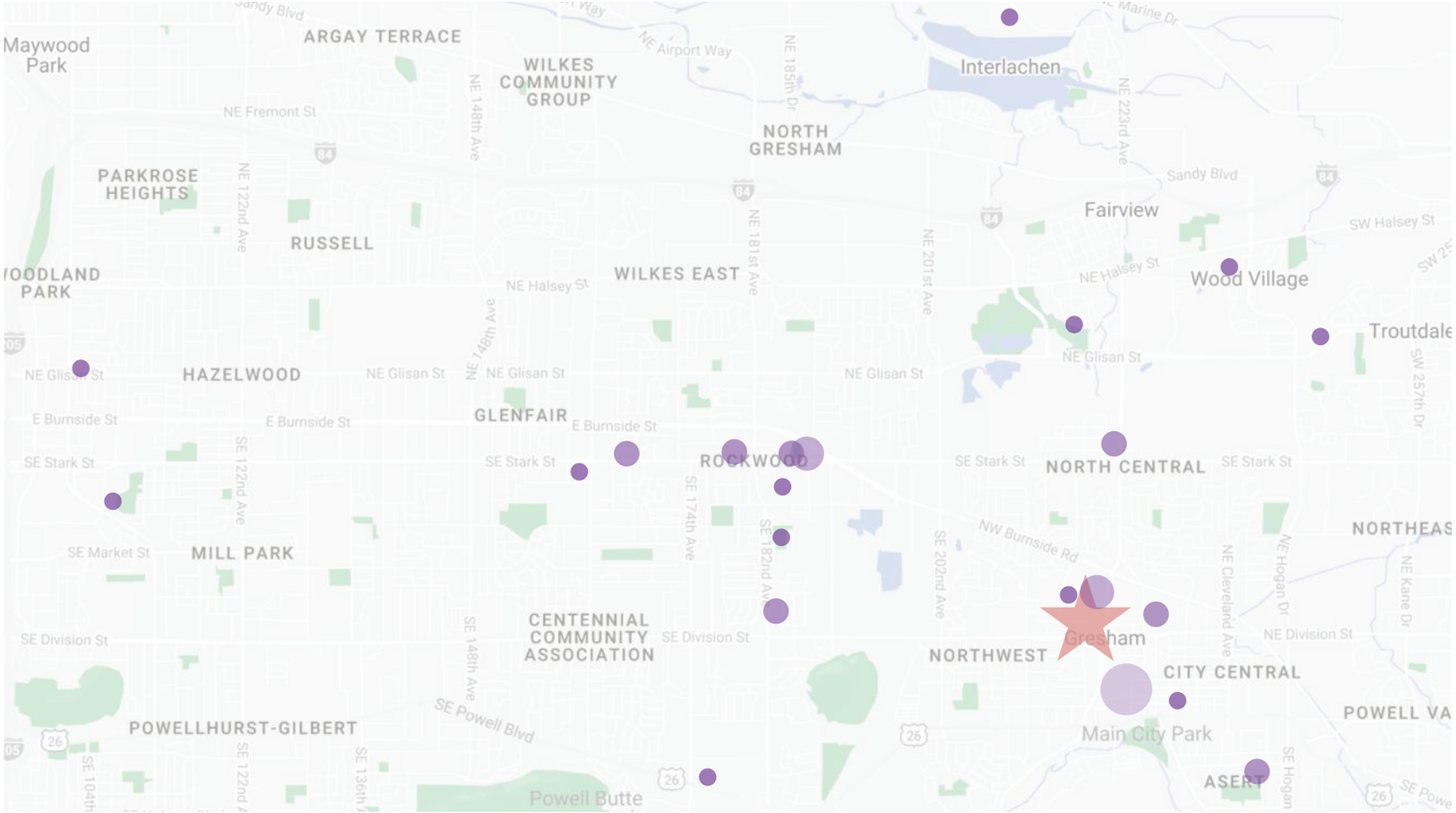


REACH BY METHOD (ALL PHASES)

GEOGRAPHIC REACH - EVENTS HELD NEAR LIBRARY SITE

This map shows the locations where East County Library engagement events were hosted between August 2022 and March 2024. Some events were hosted over Zoom or west of I-205. These events are not shown here but are included on the list on the following pages.

The size of circles on the map indicate the number of events held in each location.



Legend

- One Event
- Two Events
- Three Events
- Five Events
- New East County Library Site

GEOGRAPHIC REACH - ALL EVENTS

ONE EVENT

Sokhom Tauch Community Center
- IRCO Community Resource Fair

East Portland Community Center
- MCL AANHPI Event

Youth Organized and United to Help
- BEC DD Focus Group

Rockwood Village
- Public Safety Listening Session

Vance Park
- Juneteenth Event

My Father's House
- My Father's House Focus Group

Blue Lake Regional Park
- Back-To-School Night

Fairview Community Park
- Fairview Easter Fair

Center for Advanced Learning
- Center for Advanced Learning Community Night

Gresham Arts Plaza
- Spirit of Gresham

ONE EVENT

Wood Village Baptist Church
- Wood Village City Nite Out

Troutdale Library
- Teen Space Vote

Oaks Amusement Park
- Autism Walk Event

Chinatown in Portland
- Oregon Rises Above Hate

TWO EVENTS

Youth Opportunity Center
- Alba Collaborative YAB Focus Group
- Teen Space Vote

Rockwood Library
- Teen Workshop
- Teen Space Vote

El Programa Hispano
- SD Focus Group
- Families Focus Group

TWO EVENTS

Gresham High School
- Tabling for Teen Space Vote
- Teen Space Vote

Rosemary Anderson High School East
- Rosemary Anderson HS East Focus Group
- Teen Space Vote

Dexter McCarty Middle School
- Metropolitan Family Services Wellness Fair
- Teen Space Vote

Oregon Convention Center
- NARA New Year's Eve Pow-Wow
- Chinese New Year Cultural Fair

Rockwood Market Hall
- Programming Open House 9/15
- Programming Open House 9/17

THREE EVENTS

Gresham City Hall
- Library Champions Meet & Greet
- Gresham Youth Advisory Council Meeting
- Rep. Ruiz / Hudson Town Hall

Downtown Rockwood Plaza
- Cinco de Mayo at Rockwood
- I Heart Rockwood
- Rock the Block Event

FIVE EVENTS

Gresham Library
- Slavic New Year Festival
- NAYA Focus Group
- MCL Dia Event
- July 11th Summer Open House
- Teen Space Vote

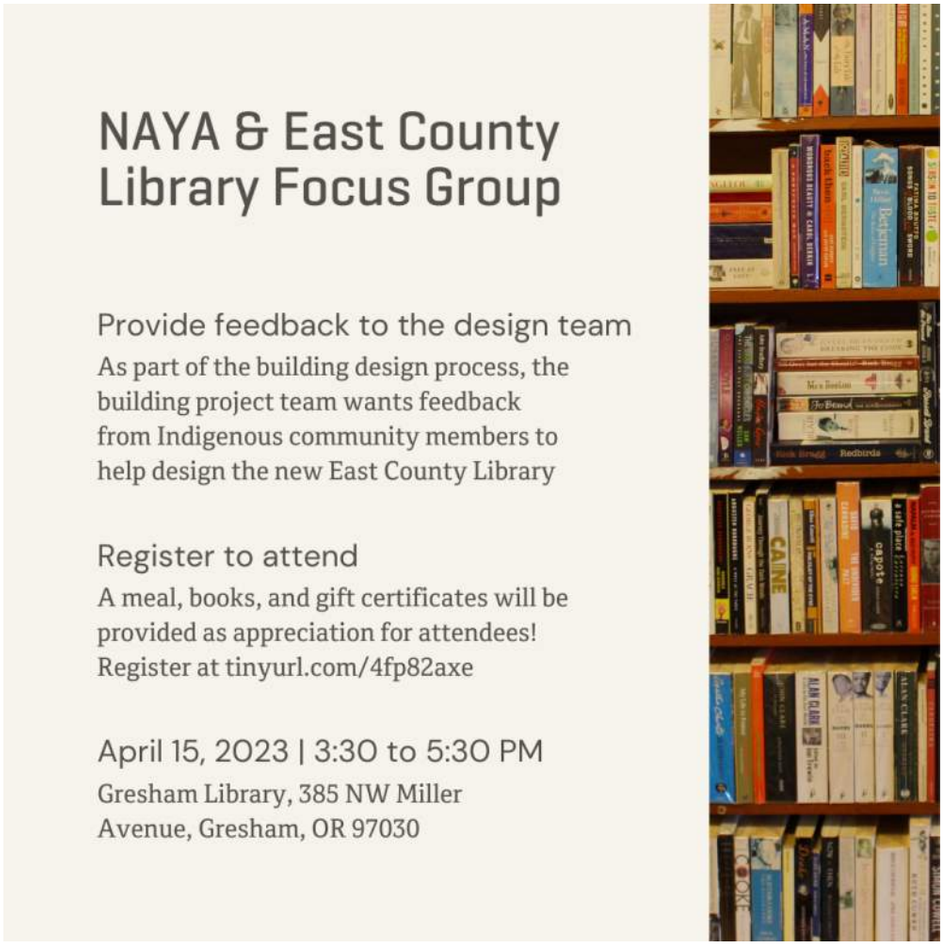
GEOGRAPHIC REACH CONT.

VIRTUAL - ZOOM EVENTS

1. Virtual Kick Off
2. Jan LCCG Meeting
3. Reynolds School District
4. Feb 2023 Champions Check-In
5. Portland State University Indigenous Architecture Class Discussion + Focus Group
6. Neighborhood Outreach for City of Gresham
7. Multnomah Education Service District (MESD) Focus Group
8. April 2023 Champions Check-In
9. June 2023 Champions Check-In
10. October 2023 Champions Check-In
11. Accessibility Survey Interview 1
12. Access Focus Group 1
13. Access Focus Group 2
14. Accessibility Survey Interview 2
15. Dec 2023 Champions Check-In
16. March 2024 Champions Check-In
17. East County Library SD Survey
18. Art Survey

ONLINE - SURVEY EVENTS

19. Accessible Design Survey



Instagram post shared by Multnomah County Library and Holst Architecture promoting the April 15, 2023 Focus Group with NAYA.

2 DESIGN DEVELOPMENT PHASE

Community Engagement Highlights

“I love the design and love that you have [. . .] different types of areas that can accommodate anybody and everybody. I saw that at the main library downtown and thought that was really, really cool.”

- My Father’s House Focus Group Participant

INTRODUCTION

Between February 17 and May 20, 2023, the design and engagement team hosted or attended 18 focus groups, tabling events, and public community meetings. These Design Development (DD) phase events were instrumental in shaping our strategy for both the design of the library and further engagement that will carry into the Construction Documents phase.

Design Development phase events were summarized in the June 2023 DD Community Engagement Report, but 7 events are revisited here to highlight photos and some of the key conversation points and design takeaways that the team found formative to the design process.

In this phase, focus groups became much more prominent as an outreach strategy. This allowed for deeper engagement with community members. Through registration and consent forms, we collected contact information that can be used to complete the feedback loop when East County Library opens.

Readers are encouraged to revisit the June 2023-issued Design Development Community Engagement (CE) Report from East County Library's design and engagement team as a supplement to this report. The DD CE report documents:

- A 7-part vision that was established in the Programming Phase and validated with community members
- Engagement process overview from Programming through Design Development Introduction to the East County Community Library Champions
- Descriptions of the different avenues of engagement used through the project process
- A table listing engagement events from August 2022 (Programming) through May 2023 (end of Design Development)
- Written summaries of engagement events from November 2022 (Schematic Design) through May 2023 (end of Design Development)
- Feedback and design integration takeaways organized by areas of investigation and specific library spaces

BLACK ECONOMIC COLLECTIVE FOCUS GROUP AT Y.O.U.TH

Date Attended: 3.5.2023
Number of People Engaged: 15

Event Summary: Recruitment for this event was conducted by Library Champions Chris and Terry. They did a phenomenal job finding attendees and an appropriate space for this conversation. The only challenge at this event was ensuring there was time for all attendees to contribute.

This event was hosted at Y.O.U.TH, a space with the mission to "motivate, inspire and empower youth, family and educators to dismantle the school to prison pipeline."

We were fortunate to gather a multi-generational group of people who were candid about their experiences using libraries in Portland and Gresham throughout their lives. Feedback from this group emphasized culturally appropriate programming and staffing over design. Including Black Cultural Library Advocates in this conversation seemed important to making this a comfortable conversation for attendees.

Chris kicks off the conversation, with library staff in the background.

Focus group participants listen as others do their introductions.

ROSEMARY ANDERSON HIGH SCHOOL FOCUS GROUP

Date Attended: 3.8.2023
Number of People Engaged: 20

Event Summary: Rosemary Anderson East students were thoroughly engaged in our small group activities. Despite some initial challenges with consent forms and a snowy day, we were able to settle into conversations that illuminated both the immense benefit East County Library may have for these students, and their understanding of their own needs.

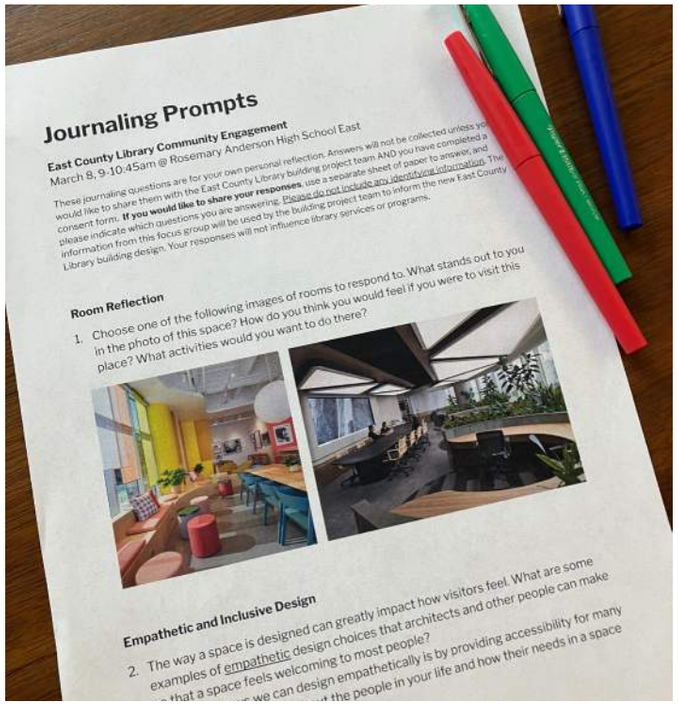
Having small groups (3-8 students per room) with rotating facilitators kept things lively and allowed lots of time for each student to participate.

One student shared that, though they're teens, they are often grouped with adults. In reality, they are as close to being children as they are adults. They wanted us to emphasize playfulness and hands-on activities in their spaces.

Many also provided distinct feedback about the use of sensory spaces, which has shaped our understanding of these rooms.

Memorably, one student was shocked to learn that trees she had planted with Friends of Trees on the TriMet site would be removed for building construction. Miguel of PLACE followed-up with this student throughout the tree health investigation in the hopes of saving some trees. They were unfortunately not salvageable, but the push by this student to review closely was thoroughly appreciated.

An array of cards with provocative design images used to prompt conversation with the students.



An alternate activity worksheet for students who did not receive guardian permission to participate in the workshop.

CENTER FOR ADVANCED LEARNING COMMUNITY NIGHT

Date Attended: 3.9.2023
Number of People Engaged: ~50

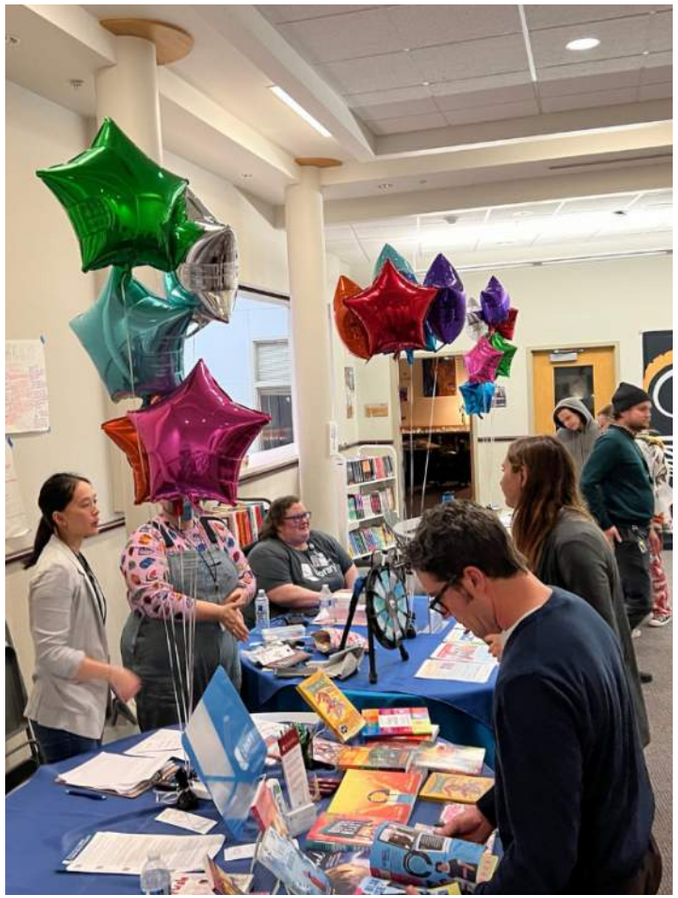
Event Summary: Center for Advanced Learning (CAL) is a high school-level program for students who want hands-on experience through programs about health science, fashion, and technology. This open house event was a great setting to connect with students. Many attendees had heard of the project, some through their teachers.

A lot of teens were very interested in engaging the design team about library spaces. We were a little understaffed for this popular event!

Engagement questions at this event were primarily focused on the teen space, makerspace, and AV studio, given the audience.

Dave of the design team reviews building precedent imagery with students.

Youth-oriented library staff table with informational fliers and a prize wheel.



PMO team member Suzanne shares project info with attendees.

FAIRVIEW EASTER FAIR

Date Attended: 4.8.2023
Number of People Engaged: ~195

Event Summary: Overall the event went well. It was great to connect with members of the Fairview community at Fairview Community Park. Attendees were very eager to collect free books and learn about the new library.

Given that at this time in the design process, we had developed our program substantially, we found that it was helpful to bring more visuals. We brought additional floor plans and renderings this time around, and they were really illustrative for our conversations with community members.

Questions asked at this event highlighted children and their parents and guardians, accessibility needs, and desires for outdoor spaces. Some community comments centered wheelchair users' needs; for example, a recommendation to include ramps that approach the entrance from multiple directions. People mentioned preferences for automatic doors, adult changing tables, wide doorways and corridors, and easy access to elevators. Kids and their families wanted play areas, nature, and other activity spaces.

Holst and PLACE teammates gather around a blow-up Easter bunny.

Kids at the event draw with colorful chalk in the closed-off street.

A family with small children gathers around an oversized blue library card.

Two kids with Easter baskets sit on concrete stairs.

NAYA FOCUS GROUP

Date Attended: 4.15.2023
Number of People Engaged: 12

Event Summary: Thanks to our collaborators at Native American Youth and Family Center (NAYA), we had a great turn out that generated a very organic conversation about Indigenous needs in the library.

Ultimately, 90 minutes felt rushed. The team felt they could have given more time to the conversation.

See select responses to focus group questions at right.

QUESTIONS & RESPONSES:

Think of a space where you felt like your culture or part of your culture was represented well. What aspects of the physical space helped make you feel that way?

- Intergenerational spaces
- Places of refuge, solace, to get away from others
- Silent areas
- Representation, “feeling seen” as part of the larger community
- Inclusive spaces that welcome every culture

The library will showcase art in different forms. What kinds of art are you hoping to see?

- Weaving patterns, incorporation of native design patterns in furniture, textures, etc.
- Showcasing Native artists / community members
- Temporal installations, e.g. a mural that changes every 5 years or so, to reflect how the community changes, evolves... and give opportunity for other voices to be showcased
- Rain garden / water - celebration and expression of water as an important life force

Any other comments or questions?

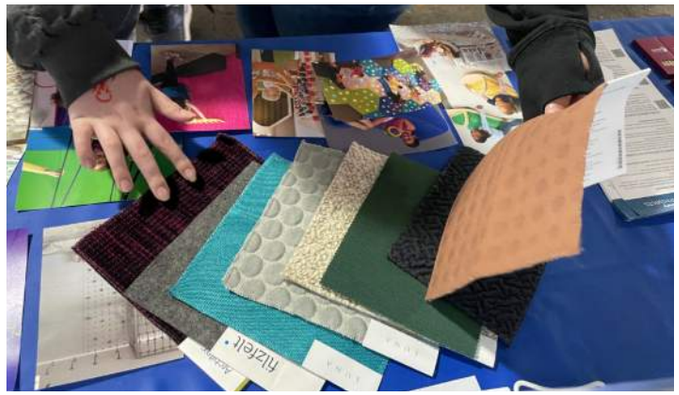
- Other ways of feeling represented: naming of rooms after First Nations motifs, references
- Multiple-generational spaces: opportunities for workshops, kitchen space where Elders can teach younger generations about medicinal plants, other aspects of their culture
- Interior plants to bring nature more directly into the library
- Gender-inclusive restroom conversation also included request for “larger, more sturdy changing tables and benches.”

AUTISM WALK EVENT

Date Attended: 4.23.2023
Number of People Engaged: ~195

Event Summary: This was a very well-attended event! The design team prepared intentionally for this engagement, knowing that the audience would range in age and abilities. Our tabling questions oriented around sensory spaces. We brought lots of material samples and images so participants could touch and point.

Major takeaways from this engagement were that our understanding of preferences in sensory spaces were accurate: that providing flexibility and options is key. Some people will have very different preferences than others and may even want to use sensory spaces simultaneously. People requested a “balance of spaces - open and confined.” Some people wanted “quiet” while others wanted “places to run” and “soundscape!” It was clear that we should be designing sensory spaces to meet the needs of both kids and adults. Many people loved images of bubble tubes, reactive lighting, soft surfaces, and interesting materials to touch.



Attendees touch various material samples.

Library staff engaging visitors.

A child enjoys a hands-on plastic toy.

A child with an oversized library card smiles next to ECL posters.

CINCO DE MAYO AT ROCKWOOD

Date Attended: 5.5.2023
Number of People Engaged: 155

Event Summary: We were pleased to partner on this engagement event with our Library Champion representatives from El Programa. They did a great job connecting with community members who spoke both Spanish and English.

The team asked questions about the South Civic Hub and important rituals, practices, and ceremonies important to individuals' cultures that they might like to do at East County Library or its outdoor space. People were eager to include flexible furniture options, lighting, and uses. They mentioned multicultural events, markets, and groups of all sizes. Beyond events and gatherings, one person mentioned the value of having a place to hang out without a reason.

As at many of our tabling events, the team was able to provide free books to event attendees, which always brings a level of excitement.

The design team, library staff, and El Programa team pose together.

PMO team member Suzanne shows off interior renderings.

Table of free books for event attendees.

A local dance group performs.

3 CONSTRUCTION DOCUMENTS PHASE

Community Engagement Review

“It makes me happy to hear you’re thinking of different people, enriching people’s lives and knowing they will be seen.”

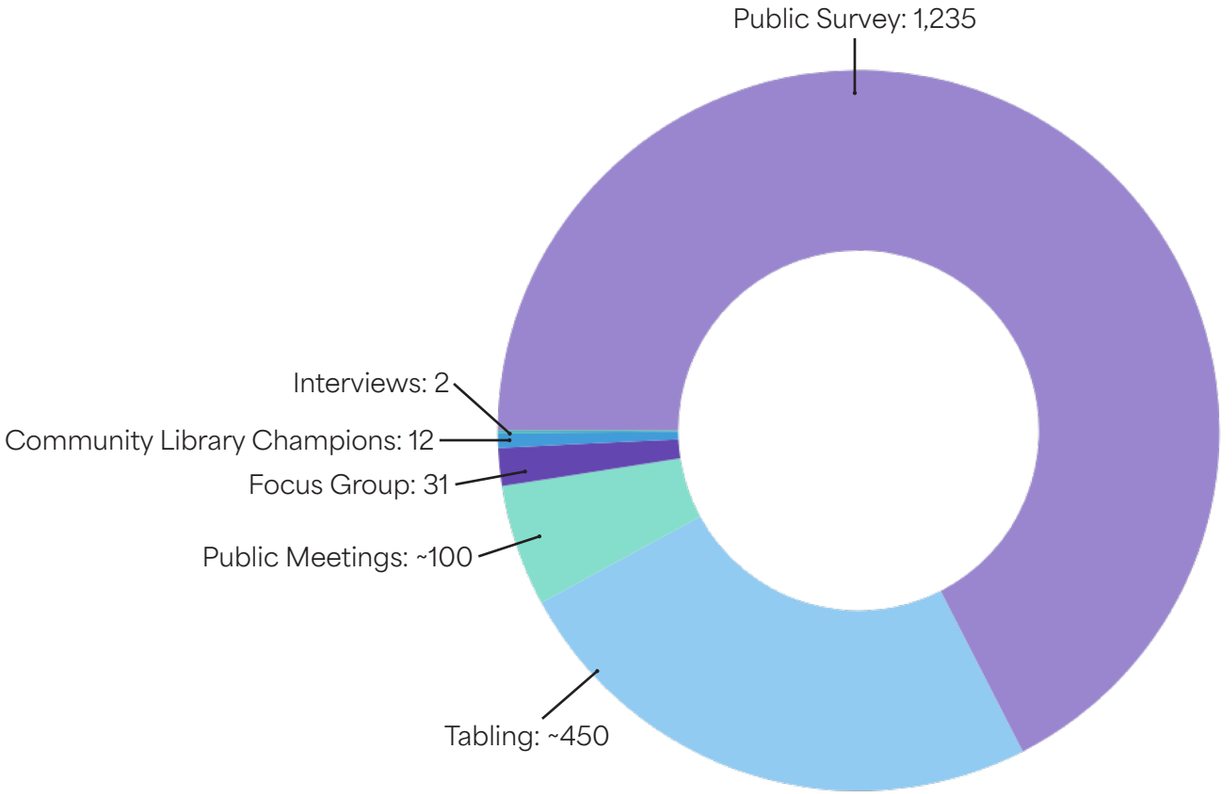
- El Programa Families Focus Group Participant

REACH BY ENGAGEMENT METHOD

In the Construction Documents phase of the project, we were able to reach approximately 1,830 people through a variety of engagement methods hosted and attended between June 2023 and March 2024.

Given that the building layout and many design strategies were established before this phase, our methods of engagement emphasized small group conversations that allowed us to focus on specific details of spaces, rather than broad strokes of the design. We evolved details of the design like furniture preferences and finish colors through community conversation. Through a wide-reaching Accessible Design Survey, we shared renderings and asked for direct feedback about personal access needs and preferences. In tabling settings, we found that many community members were already familiar with the project and responded very excitedly to renderings of proposed spaces.

Find a complete list of CD phase engagement events on the following two pages.



REACH BY METHOD (CD PHASE)

COMMUNITY ENGAGEMENT EVENT SUMMARIES

ENGAGEMENT ACTIVITY	EVENT TYPE	DATE	# OF PEOPLE ENGAGED	WHAT COMMUNITIES WERE REPRESENTED?
June Library Champions Check-In	Paid Community Engagement Program	6.6.2023	3	Black Economic Collective and El Programa Hispano Cathólico team members
Juneteenth Event at Vance Park	Tabling	6.19.2023	85	Primarily Black community members in E. County and greater Portland area
July 11th Summer Community Event	Public Community meeting	7.11.2023	~100	Gresham community + many other groups that have attended past CE events and focus groups
Art Survey	Public Survey	6.29.2023 - 7.16.2023	317	"Do you live, work, or frequently visit East County (east of I-205)?": 84.2% answered YES Responses in English: 84.2% Responses in Chinese: 9.5% Responses in Spanish: 5% Responses in Russian or Vietnamese: <3% each
Wood Village City Nite Out	Tabling	7.21.2023	~130	Wood Village community members, quite a few Spanish-speaking community members
Rock the Block Event	Tabling	8.26.2023	195	Community members and families near the Rockwood area
October Library Champions Check-In	Paid Community Engagement Program	10.20.2023	4	BEC (representing Black community members in East County) and EPHC (representing Latinx community members in East County)
El Programa Families Focus Group	Focus Group	11.08.2023	14	Parents of children ranging from toddler to teen; Spanish-speakers, immigrants, Gresham/East County residents
Accessibility Survey Interview 1	Interview	11.16.2023	1	Parent of a neurodivergent youth; works for FACT Oregon (support families of youth with disabilities through one-on-one training through support line, provide trainings on Special Edu)

COMMUNITY ENGAGEMENT EVENT SUMMARIES

ENGAGEMENT ACTIVITY	EVENT TYPE	DATE	# OF PEOPLE ENGAGED	WHAT COMMUNITIES WERE REPRESENTED?
Accessible Design Survey	Public Survey	10.30.2023 - 11.20.2023	352	Primarily people with disabilities and caregivers. Responses indicated there was a fair amount of people concerned about accessibility despite not having personal access needs.
Accessibility Focus Group 1	Focus Group	12.5.2023	5	Notably we did not have anyone who requested visual accommodations in this or the other focus group. We need to make sure we get feedback from low-vision/Blind folks and/or highlight that in survey data.
Accessibility Focus Group 2	Focus Group	12.7.2023	3	This group of folks had a lot to share about neurodiversity and immunocompromised folks' needs
BEC Teen Focus Group	Focus Group	12.3.2023	9	Black and other BIPOC youth
Accessibility Survey Interview 2	Interview	12.11.2023	1	Adult with autism
December Library Champions Check-In	Paid Community Engagement Program	12.15.2023	5	El Programa and BEC representatives, one MCL staff member
Gresham High School Tabling for Teen Vote	Tabling	2.20.2024	~40	Gresham High School students, students of different needs and abilities, BIPOC students
Teen Space Vote	Public Survey	2.20.2024 - 3.05.2024	566	Votes per station: Middle School: Dexter McCarty - 112 Library: Gresham - 89 Library: Troutdale -10 Library: Rockwood - 75 High School: Gresham - 35 High School: Rosemary Anderson - 23 Other: Rockwood Youth Opportunity Center - 43

JUNE CHAMPIONS CHECK-IN

Date Attended: 6.15.2023
Number of People Engaged: 3

Event Summary: We had a small turnout for this event, but had representation from both of our Champions teams. It's always great to connect with the Champions. We learned we should send an agenda and calendar reminder further in advance to alert attendees.

Topics of focus for this check-in included recapping the SD CE report, providing updates on advancing from one design phase to the next, planning for upcoming tabling and groundbreaking, scheduling focus groups, joining Regional Arts and Culture Council (RACC) committees, and previewing our ideas for voting on specific spaces during CD phase.

What are three words that come to mind when you think of a library?

Total Respondents: **1394**

Based on the words that were submitted in response to this question, the design team interpreted how the respondents see a library through the following lenses:

Who is the library for?

The library is for all members of the community, including individuals of all ages and backgrounds. It is also seen as a welcoming space for unhoused individuals.

What is the library for?

The library is primarily for reading and learning, providing access to books, media, and other educational resources. It is also a place for research, study, and exploration, as well as a place for community gatherings and events.

When do people use the library?

People use the library for various purposes, including reading and learning, research, study, and quiet reflection. Some respondents also noted using the library for accessing technology and Internet services, checking out holds, and attending events.

Why do people use the library?

People use the library for many reasons, including personal enrichment and education, access to knowledge and resources, and as a safe and peaceful place for reading and learning. Some respondents also noted using the library as a way to connect with the community, to find entertainment and new ideas, to learn new things, and to donate books.

What are 3 words that come to mind when you think of a community gathering space?

Total Respondents: **1320**

Based on the words that were submitted in response to this question, the design team interpreted how the respondents see a community gathering space through the following lenses:

Who are community gathering spaces for?

Community gathering spaces are for people of all ethnicities, languages, and age groups. They are also described as accessible, welcoming, safe and inclusive for all.

What are community gathering spaces for?

Community gathering spaces are for connection, fun, and enrichment. They are also described as places for friends and companionship, learning and communication, and culture and unity.

When do people use community gathering spaces?

People use community gathering spaces for various activities and events, such as friendship, quiet conversations, reflections, open space, learning, sharing, warmth, and cultural events.

Why do people use community gathering spaces?

People use community gathering spaces for many reasons, including personal and social engagement, connection and learning, neighborhood and community building, entertainment and relaxation, and as a place to feel belonging and warmth.

Example of a two-page spread from the Schematic Design Community Engagement report that shares survey data. During this meeting, we revisited some of the key takeaways in this document.

JUNETEENTH EVENT AT VANCE PARK

Date Attended: 6.19.2023
Number of People Engaged: ~85

Event Summary: The event went well! There was quite a bit of rain but overall we were able to talk to a lot of people.

While we ultimately only collected a few specific comments about furniture preferences, it worked really well to have a paper survey people could complete. It was also great to have a hand out to send with table visitors.

Library staff offer free books to attendees of the event.

Design and PMO team members show off renderings of the project.

ART SURVEY

Date Attended: 6.29.2023 - 7.16.2023
Number of People Engaged: 317

Event Summary: The Art Survey was hosted both online and through physical cards available at library locations between end of June and mid-July. It was available in all five MCL service languages.

Many people advocated for art that connected to Indigenous people, stories, and makers. They asked for BIPOC artists, nature and natural landscapes, and pieces that highlight community. Many respondents also advocated for engagement in the creation of the art itself, or engagement and interactivity of the art. Murals and sculptures appeared to be the most popular media.

Survey Prompts:

- The new library will feature art in different forms. What kinds of art are you hoping to see? For example, sculpture, murals, art by local artists etc.
- The building project team will work with the Regional Arts and Culture Council to find artists to make art for library spaces. Please list three ideas that you would like to see represented by the art in the library.

This "word cloud" was generated based on the comments submitted to the survey. The size of word indicates usage; large = frequent. Some words like "mural" and "murals" were grouped to better show frequency.

JULY 11TH SUMMER COMMUNITY EVENT

Date Attended: 7.11.2023
Number of People Engaged: ~100

Event Summary: This event at Gresham Library was a hit! The space was arranged with an array of boards and lots of handouts for community members to reference.

We found that people were excited to respond to the new renderings, which were great visual support for conversations. Library Champions helped explain visuals to attendees.

In the future, we could set up our event even earlier. We actually had a lot of people ready to talk to us at 4:55 when the event did not even begin until 5:00.

Chris and Terry in their BEC shirts representing the Library Champion team, with Suzanne and Hannah of the PMO and design team.

Sarai of EPHC engaging community members.

Attendees of the event reviewing new renderings and providing feedback.

WOOD VILLAGE CITY NITE OUT

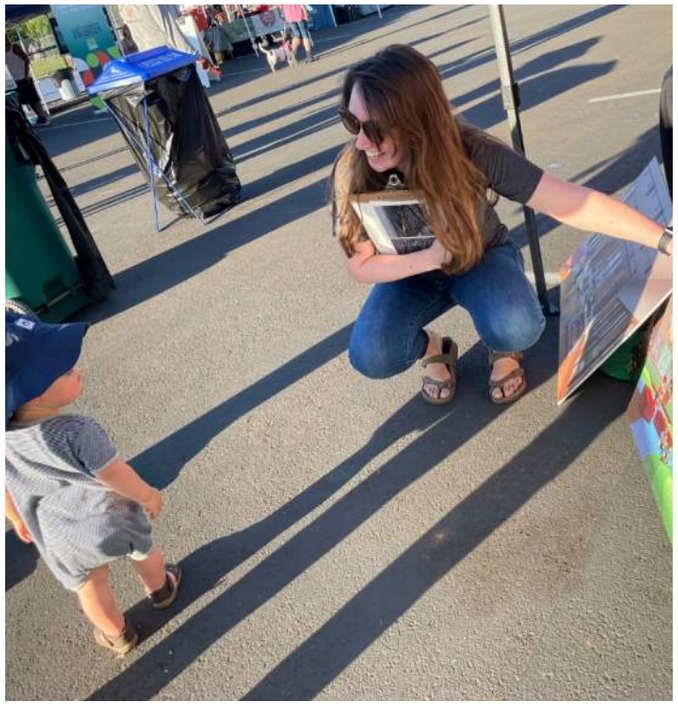
Date Attended: 7.21.2023
Number of People Engaged: 130

Event Summary: This event went well. We were able to reach community members in an area of town where we have not previously hosted events.

Team members primarily asked visitors about accessibility needs and furniture preferences. People note a preference for having backs on benches for support, 42” paths of travel wherever possible, and a variety of sizes and heights for tables, chairs, and book shelves.

In the future we will bring more images of specific spaces in a binder to share with attendees.

Library staff offer free books to event attendees.



Design team member Shannon sharing a rendering of the outdoor children’s space with a potential future user.

ROCK THE BLOCK EVENT

Date Attended: 8.26.2023
Number of People Engaged: 195

Event Summary: We talked to a lot of families and kids and had positive interactions about new renderings. The structure of this event limited our opportunities to engage deeply with table visitors. The event was held on a very hot day, and we did not have lot of time in each interaction. We did not collect any direct feedback, and considered this more of an informational effort.

An impressive array of free books on the event table.

Eager visitors peruse free books.

OCTOBER LIBRARY CHAMPIONS CHECK-IN

Date Attended: 10.20.2023
Number of People Engaged: 4

Event Summary: This was a small group conversation that included a reveal of our exciting new fly-through video of the rendered space. Attendees loved the fly-through video! We are eager to share it further.

We talked a bit about scheduling upcoming focus groups. BEC was quite busy with exciting youth-oriented programming they were running at the moment. We planned to coordinate our focus group efforts to align with what they were already doing. We also shared a quick survey required for bond projects to check in on how our engagement process is going.

Screen capture from the East County Library video fly-through that we shared with the Champions in this meeting, showing the large LIBRARY sign at the exterior.

ACCESSIBILITY SURVEY INTERVIEW 1

Date Attended: 11.16.2023
Number of People Engaged: 1

Event Summary: The interviewee originally reached out by email to the design team. They have been involved with the design and engagement team on another Multnomah County Library project and wanted to learn about further opportunities to share about supporting neurodivergent teens.

We met over Zoom and discussed their work with a nonprofit that supports students and families with special needs. We discussed the plan for ECL sensory spaces and received some feedback about signage for those spaces. We additionally discussed how we could emphasize the elevator experience for people who do not use the stairs.

The interviewee suggested sensory kits to support neurodivergent youth when they are not using sensory rooms. The kit above from Southpaw features tactile products. MCL provides sensory kits in all libraries.

EL PROGRAMA FAMILIES FOCUS GROUP

Date Attended: 11.8.2023
Number of People Engaged: 14

Event Summary: This focus group had a great turn out, thanks to our Champion partner who did excellent recruiting! People were very happy about the design! We had a lot of questions along the lines of "will the building have X thing" to which we got to respond "yes!"

This was the first time we had used simultaneous interpretation (English-Spanish) which was a little challenging at times since there was overlapping speech. But it felt like people were really engaged and enjoyed looking through the renderings. When we asked, "Who wants to go visit the library?," everyone raised their hands!

Reviewing renderings of the space before diving into discussion.

Attendees affirming that they would like to visit the new library!

Attendees enjoying dinner provided by El Programa while engaging with facilitators.

ACCESSIBLE DESIGN SURVEY

Date Attended: 10.30.2023 - 11.20.2023
Number of People Engaged: 352

Event Summary: We were very thoughtful in the design of this survey to ensure that language was inclusive and appropriate. It included a clear introduction to the project and there were renderings and image descriptions associated with almost every question asked.

We were very impressed with our reach! We sorted 1,586 total comments based on which space in the building they related to, and whether the design team had already considered the concept or not. We estimate that 664 had been incorporated by this phase, and 474 were relevant to ongoing design conversations.

As of end of August 2024, the design team was tracking 34 comments that were still under review for integration into design.

Bathroom access is a critical issue for people with disabilities. Many comments about bathrooms have been incorporated in the library design. For example, paper towels are now available in accessible toilet rooms within easy reach of the sink.

Another common comment received was about providing enough accessible parking spots. Community members fear that even though the underground parking design provides more ADA spots than is required by code, this will be insufficient.

SURVEY QUESTIONS:

- Please briefly describe any accessibility needs that are important to you when you are visiting new places.
- What would make the outdoor space and the building easy to navigate for you?
- What seating or tables are most comfortable for you?
- What design features of a bathroom make it especially usable for you?
- What sensory room furniture or accessories do you like to use, if any?
- Is there a library anywhere that you love to visit because it is accessible to you?
- Are there libraries that are inaccessible to you because of design barriers? Why?

ACCESS FOCUS GROUP #1

Date Attended: 12.5.2023
Number of People Engaged: 5

Event Summary: Registrants of both Accessibility Focus Groups were provided with the questions, renderings, and image descriptions in advance of the events. This focus group was very enjoyable, and having just 5 participants allowed for everyone to contribute meaningfully. All attendees were very engaged. One attendee of this focus group uses American Sign Language to communicate, so live interpretation was provided.

We scheduled two Access Focus Groups for flexibility for participants.

SURVEY QUESTIONS & RESPONSES:

Please describe any accessibility needs that are important to you when you are visiting new places.

- Some people had concerns about difficulty of mobility devices going through security checkpoints; we explained this library will not include metal detectors
- Convenient accessible parking
- For a wheelchair user, ensuring that they can reach essential things without assistance (i.e. books on high or low shelves)
- Accessible seating
- Glare-free computer spaces
- Appropriate heights of tables for wheelchair users
- Support for guide dogs

We know that having clear information within a building can make going to new places much more accessible. What specific wayfinding (icons, arrows, labels, color-coding) or other signage information helps you navigate a new building confidently?

- Tactile markers at stairs or other areas of transition
- Higher contrast colors for wayfinding and larger print
- Larger print for shelves and signage/labels in general
- Include visual reference for Deaf people to point to if there are not ASL-proficient staff available

What accessibility technology, tools, or software would help you to better access services at the new East County Library?

- Need a room or a space with a microphone to use computers as a speech-to-text user
- Written instructions for technology for people who cannot hear the staff member who might try to explain usage of tools
- At least one computer should have JAWS for low-vision people

ACCESS FOCUS GROUP #2

Date Attended: 12.7.2023
Number of People Engaged: 3

Event Summary: This focus group went very well. Given the small size, everyone got to engage a lot. People seemed to be appreciative of the space to share their access needs.

Questions posed in the second Access Group were roughly the same as the first. This group of participants were primarily users of digital library services, but they do hope to visit the libraries once the renovations and new construction have been completed. Some reasons for not visiting physical libraries included concerns about air quality and chemical sensitivities, and the needs of their neurodivergent children.

Participants mentioned the following as valuable accessible design:

- PECS boards for those who use non-verbal communication
- Split or ergonomic keyboards
- A sensory map of the library showing visitors where they can find quiet spaces
- Color-coding as a strategy for simplified wayfinding
- Chairs with and without arms throughout the space
- Stools or benches in family restrooms make changing larger children easier

Example of a PECS board at Middlesex Public Library in New Jersey, which is used to assist in nonverbal communication among library visitors.

ACCESSIBILITY SURVEY INTERVIEW 2

Date Attended: 12.11.2023
Number of People Engaged: 1

Event Summary: This interview came about because the individual had originally signed up to attend an Access Focus Group and had to back out when their schedule changed.

We met over Zoom and had a nice conversation about their needs in libraries and other public spaces as an adult with Autism. The interviewee was very engaged and had a lot to share about their experience and concerns for others. They mentioned that libraries are considered safe spaces for them, as they often manage noise well. They noted that cool-toned LED lights are common, but that warm-tones may be more calming.

This interviewee elevated concerns about others' access needs in the project, including tactile indicators for Blind and low-vision visitors. Example of high-contrast tactile indicators at an open staircase in Holgate Library.

BEC TEEN FOCUS GROUP

Date Attended: 12.3.2023
Number of People Engaged: 9

Event Summary: We were eager to host this event at the Holst Architecture office and contribute to BEC's event series which connected students to diverse professionals in STEAM fields.

Beyond asking focus group questions about spaces teens might use in a library, this was also a lunch event sponsored by BEC. Holst shared VR demonstrations, and two Black designers presented about their path to the profession. We spent some time discussing the materials that will be used in constructing the building. We explained mass timber construction. We also had the group respond to the variety of color options proposed for the Teen Space.

Though we had a large group of teens, we found that only a few of them were comfortable responding publicly to our questions about preferences and activities they would do at East County Library.

Ultimately, we got some great feedback on the Teen Space. This felt primarily like an inform opportunity, and observing the teens using the Holst office provided useful feedback on how they might use library space, as well. For example, we recognized they will want good backdrops for creating TikTok videos!

We asked the group to give feedback on three color palettes for the Teen Room.

The group traveled through the office together, checking out project details.

Design team member Shannon shows off selected materials.

DECEMBER CHAMPIONS CHECK-IN

Date Attended: 12.15.2023
Number of People Engaged: 5

Event Summary: This was a great conversation, and Champions provided excellent feedback on how they have felt about participating in the project.

Feedback on the family focus group:

- Lily: Interpretive services were amazing! So impressed, and it was easy to follow as a bilingual person. It allowed space for everyone to be understood and was so valuable.

How has your experience as a Champion compared to your expectations?

- Sarai: I didn't expect to be closely connected like Champions meetings and getting follow-up about what's going on. It's great to feel a part of the conversations about the project being built. I'm a lot more grateful for the opportunity to connect with everybody and feeling welcomed and open to all the conversations and opportunities. Being asked what will work for your community (re: outreach events/approach) is great.
- Carlos: My experience overall has been fun! I didn't know what to expect. [. . .] The first outreach event - I see 3-5 people who also speak Spanish. If you see other Mexicans eating at a Mexican restaurant you know it's good! We are feeling included. I'm excited to tell family members that the library is gonna be fun.
- Terry: Going how I would have expected, it's been a great experience. We have enjoyed working with you.
- Lily: Feels great to be so involved and in the know about a big project; really appreciate this opportunity.

Are there any things about the Champion program that you think should change?

- Lily: Would have been nice to have fliers that were simpler to read, more visual to share at community engagement events. The ones we saw were very wordy/lengthy - simpler would be good to share on social and email.
- Terry: Time for more opportunities for events and engagement with community.

GRESHAM HIGH SCHOOL TABLING

Date Attended: 2.20.2024
Number of People Engaged: ~40

Event Summary: A library staff member and one design team member set up an information station in the lunch room at the high school.

The lunch room was very busy and crowded, so it was hard to have direct conversations. However, the team did manage to engage with a lot of students who walked by even if they didn't choose to vote with a physical voting card.

Votes from Gresham High School ultimately leaned toward option C, "Valley Violets."

TEEN SPACE VOTE

Date Attended: 2.20.2024 - 3.5.2024
Number of People Engaged: 566

Event Summary: Through online voting and seven in-person voting stations at schools and libraries, we had an excellent turnout to choose among three color palette options for the teen space!

We had the largest turnout from Dexter McCarty Middle School, which seems to have been in part because of the encouragement of our contact there.

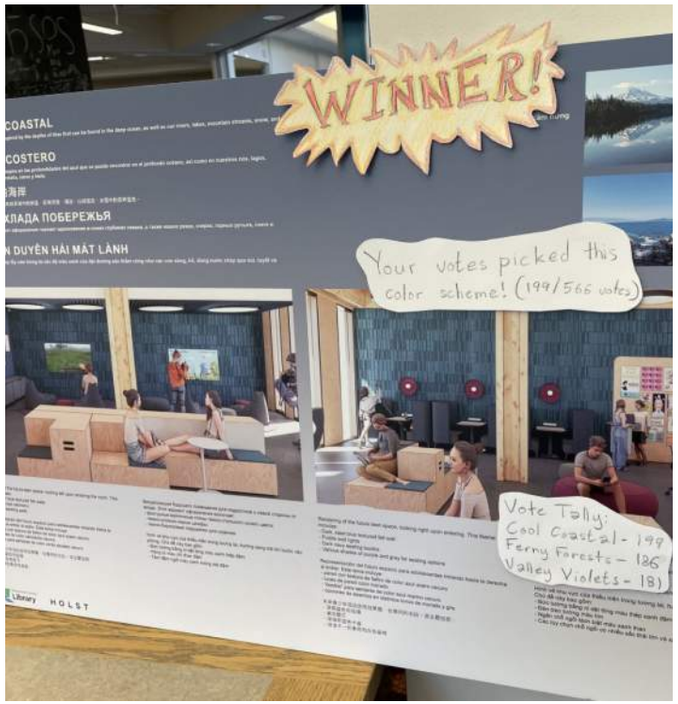
What voters said about the teen space:

- Sounds like a great spot to do some drawing! I also imagine hanging out with friends in this space.
- I will go there every day.
- I have plans to be a doctor so studying here would be quite nice.

Comments about the winning scheme - Cool Coastal:

- The reason I like this one is because the beach always calms me and relaxes me.
- I can imagine myself relaxing and studying in this teen space. The blue color will help me focus.
- Blue is a pretty color and calming.
- I vote for B because it's comfortable.
- Blue feels more cozy.

Boards of all the color scheme options for the teen space vote.



Board of the winning color scheme.

MARCH 2024 CHAMPIONS CHECK-IN

Date Attended: 3.8.2024
Number of People Engaged: 4

Event Summary: We met over Zoom for a lovely update conversation with representatives from both Library Champion organizations.

We shared photos of the construction site and compared to the renderings of the spaces being built like the basement parking and auditorium.

Attendees asked questions and shared stories about walking and driving by the active construction site. We shared a link to the site camera.

Two of our Champions are involved in the Regional Arts and Culture Council's art selection committees and gave updates on those processes.

We discussed how we are sharing updates with the community, primarily through library email updates and the website. There was interest in bringing kids to visit the site.

By the time we visit the site together in September, the building will really start to take form. The group was excited about the potential to see the construction work up close.

Construction site photo via the site camera from around this time, showing the parking structure, auditorium two-story walls, and a very large crane.

4 DESIGN INTEGRATION

Annotated Renderings

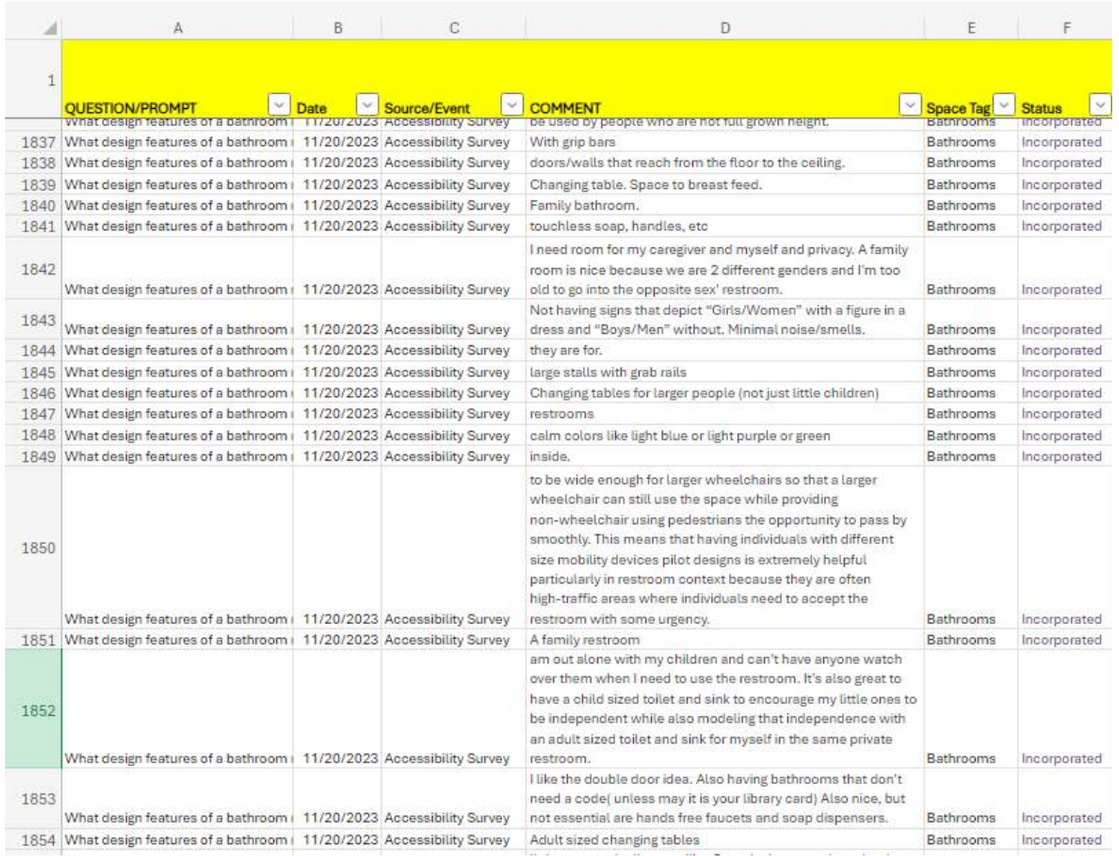
“If the visual provide[d] here is what we will get, it looks great and accessible for all.”

- Accessible Design Survey Respondent

INTRODUCTION

The following pages include renderings of East County Library that were updated in September 2024 to reflect design changes to date. These renderings visualize the way that community engagement efforts have both shaped and validated inclusive design choices made by the team from Programming through the Construction Documents Phase.

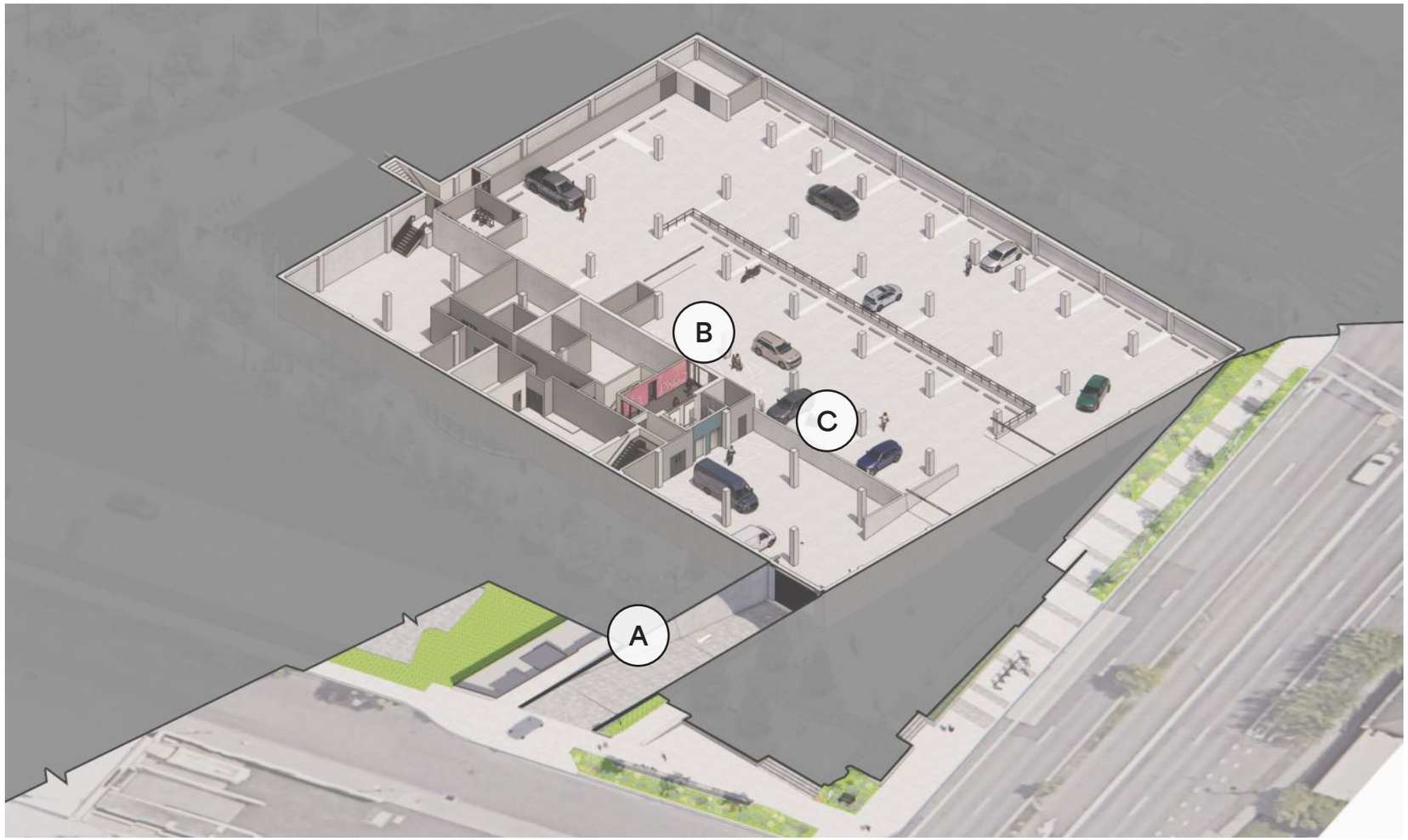
The renderings that follow are labeled with letters that relate features in the image to call-out quotes or concepts that were collected during project community engagement events. Selected quotes and highlights are exemplary of those that were heard either multiple times or represent an important accessibility need.



	A	B	C	D	E	F
1	QUESTION/PROMPT	Date	Source/Event	COMMENT	Space Tag	Status
1836	What design features of a bathroom	11/20/2023	Accessibility Survey	be used by people who are not full grown height.	Bathrooms	Incorporated
1837	What design features of a bathroom	11/20/2023	Accessibility Survey	With grip bars	Bathrooms	Incorporated
1838	What design features of a bathroom	11/20/2023	Accessibility Survey	doors/walls that reach from the floor to the ceiling.	Bathrooms	Incorporated
1839	What design features of a bathroom	11/20/2023	Accessibility Survey	Changing table. Space to breast feed.	Bathrooms	Incorporated
1840	What design features of a bathroom	11/20/2023	Accessibility Survey	Family bathroom.	Bathrooms	Incorporated
1841	What design features of a bathroom	11/20/2023	Accessibility Survey	touchless soap, handles, etc	Bathrooms	Incorporated
1842	What design features of a bathroom	11/20/2023	Accessibility Survey	I need room for my caregiver and myself and privacy. A family room is nice because we are 2 different genders and I'm too old to go into the opposite sex' restroom.	Bathrooms	Incorporated
1843	What design features of a bathroom	11/20/2023	Accessibility Survey	Not having signs that depict "Girls/Women" with a figure in a dress and "Boys/Men" without. Minimal noise/smells.	Bathrooms	Incorporated
1844	What design features of a bathroom	11/20/2023	Accessibility Survey	they are for.	Bathrooms	Incorporated
1845	What design features of a bathroom	11/20/2023	Accessibility Survey	large stalls with grab rails	Bathrooms	Incorporated
1846	What design features of a bathroom	11/20/2023	Accessibility Survey	Changing tables for larger people (not just little children)	Bathrooms	Incorporated
1847	What design features of a bathroom	11/20/2023	Accessibility Survey	restrooms	Bathrooms	Incorporated
1848	What design features of a bathroom	11/20/2023	Accessibility Survey	calm colors like light blue or light purple or green	Bathrooms	Incorporated
1849	What design features of a bathroom	11/20/2023	Accessibility Survey	inside.	Bathrooms	Incorporated
1850	What design features of a bathroom	11/20/2023	Accessibility Survey	to be wide enough for larger wheelchairs so that a larger wheelchair can still use the space while providing non-wheelchair using pedestrians the opportunity to pass by smoothly. This means that having individuals with different size mobility devices pilot designs is extremely helpful particularly in restroom context because they are often high-traffic areas where individuals need to accept the restroom with some urgency.	Bathrooms	Incorporated
1851	What design features of a bathroom	11/20/2023	Accessibility Survey	A family restroom	Bathrooms	Incorporated
1852	What design features of a bathroom	11/20/2023	Accessibility Survey	am out alone with my children and can't have anyone watch over them when I need to use the restroom. It's also great to have a child sized toilet and sink to encourage my little ones to be independent while also modeling that independence with an adult sized toilet and sink for myself in the same private restroom.	Bathrooms	Incorporated
1853	What design features of a bathroom	11/20/2023	Accessibility Survey	I like the double door idea. Also having bathrooms that don't need a code(unless may it is your library card) Also nice, but not essential are hands free faucets and soap dispensers.	Bathrooms	Incorporated
1854	What design features of a bathroom	11/20/2023	Accessibility Survey	Adult sized changing tables	Bathrooms	Incorporated

Screenshot of the ECL Community Engagement Data Spreadsheet showing a selection of comments about bathrooms.

PARKING & UTILITY



A. Covered parking with direct access to the library via elevator. “Convenient parking is important, even for those without a handicap parking tag on their mirror.”

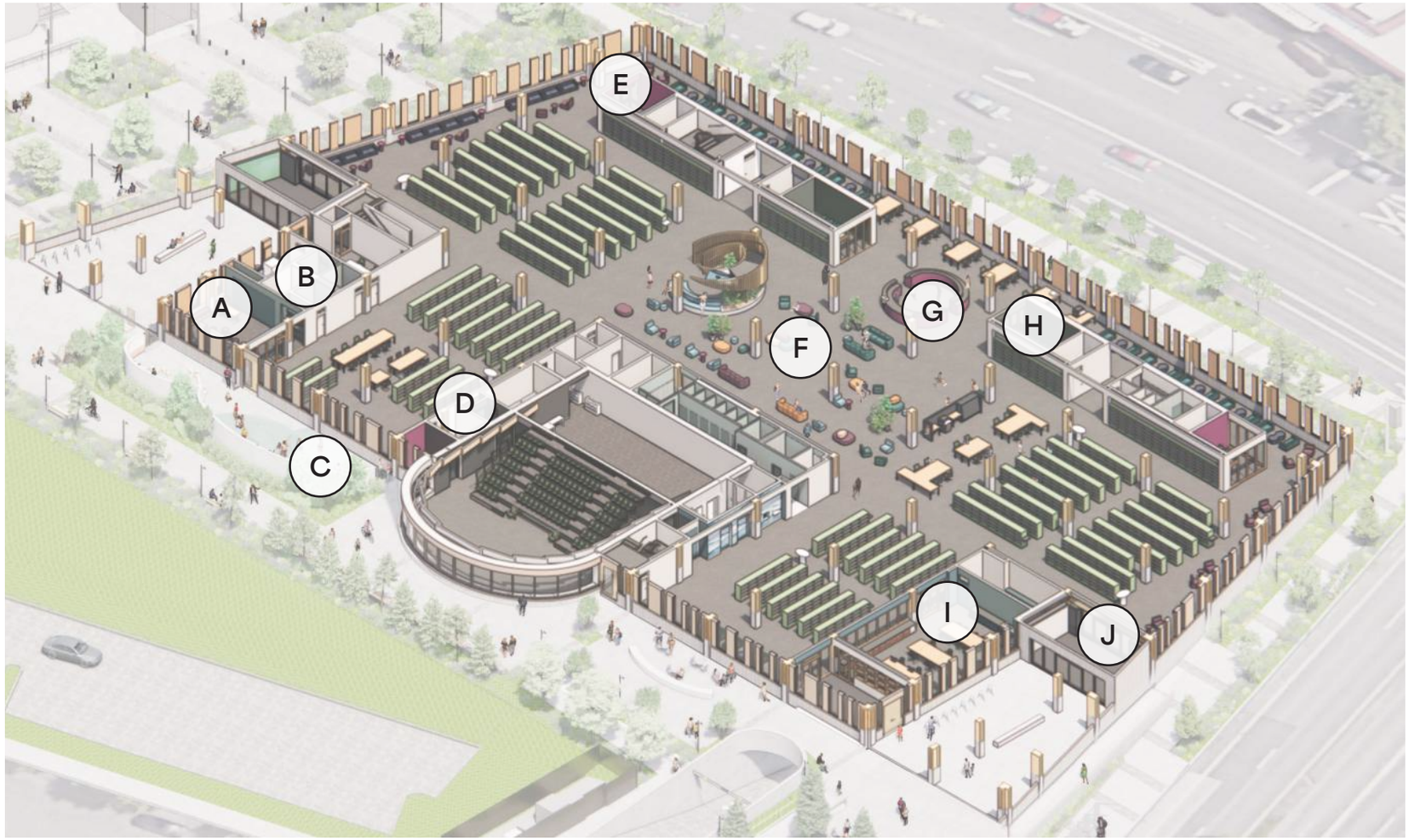
“Underground parking is really nice so you don’t get your books wet.”

B. More than required ADA parking spaces.

C. Electric Vehicle chargers in the parking lot.

Sufficient lighting so underground space feels safe to users.

LEVEL 1



A. “Story times, especially for toddler or mixed ages.”

B. “Family restroom” with adult and child-sized fixtures.

C. “Outdoor play.”

D. “A lactation room, need space for both [parents] and other children.”

E. “Respite from noise and overstimulation” in sensory room.

F. “A variety of lounge chairs to meet everybody’s different needs.”

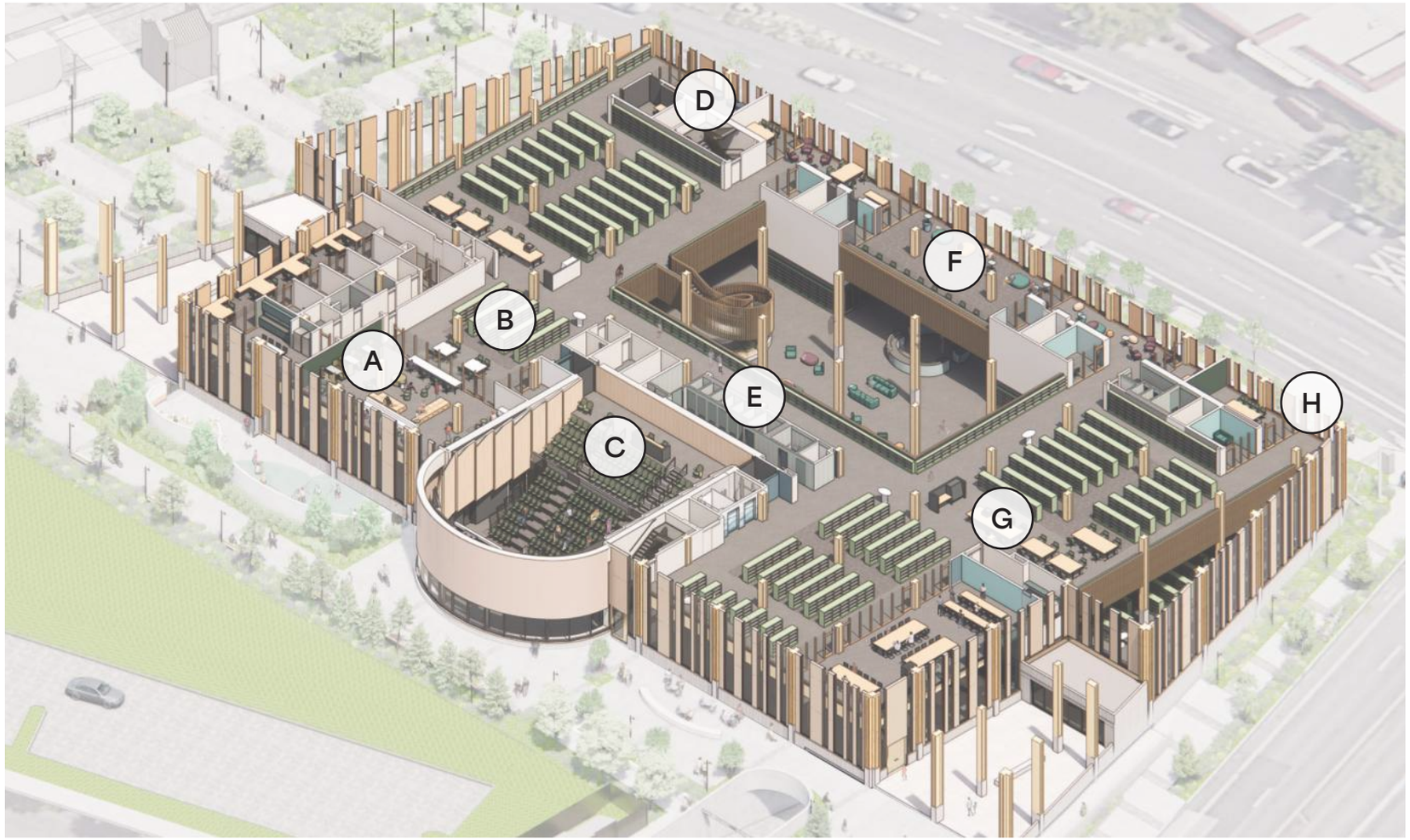
G. “Centralized desk/info area.”

H. “Small, truly affordable, workspace.”

I. Free place “where people can learn, grow and make art together.”

J. “A spacious entry.”

LEVEL 2



A. “Teen space specifically designed for teens.”

B. “Lots of books” and “books in different languages.”

C. “Art, music and performances connect us to our community and the larger world.”

D. “Soundproof space for recording audio and video production would be neat.”

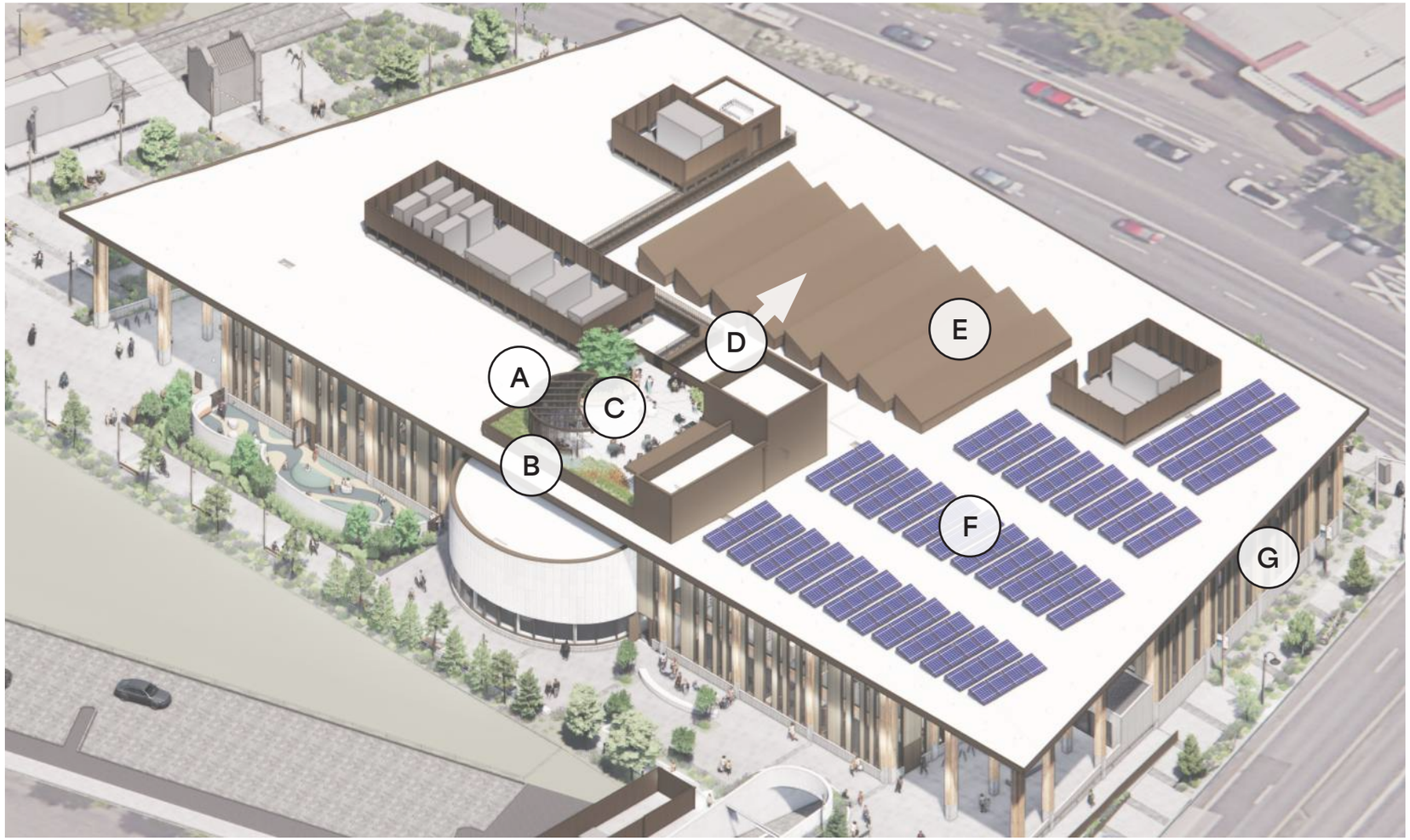
E. “All gender bathrooms along with wheelchair accessible bathrooms.”

F. “I go to the library to relax! Quiet space.”

G. “Variety of spaces.” “Wide variety of seating.”

H. “Connection to the outdoors” through large windows.

ROOF



A. “Peaceful and comfortable outdoor spaces: seating, shades, tables.”

B. “Plants as a way to bring nature more directly into the library.” “A green roof terrace would be great.”

C. “More outdoor seating places.”

D. “View of mountains.”

E. “Shading on skylights to minimize light trespass at night.”

F. “Exemplify our sustainability and climate goals, especially including being powered by clean, renewable electricity.”

G. “The library must have bird-safe glass.”

VIEW OF SOUTHWEST CORNER

A. “As many ramps as possible - don’t make me go too far. A ramp from every direction.”

B. Bike parking “somewhere separate from where cars will be driving or crossing.”

C. Easy to find, clearly marked main entrances.

“Multiple entrance options.”

D. Transit stops “less than a block from the library door.

SOUTH ENTRY LOOKING NORTH

A. Space for food carts near the MAX stop.

B. Free WiFi access and outlets outdoors.

C. “Spacious walkways” throughout indoor and outdoor spaces.

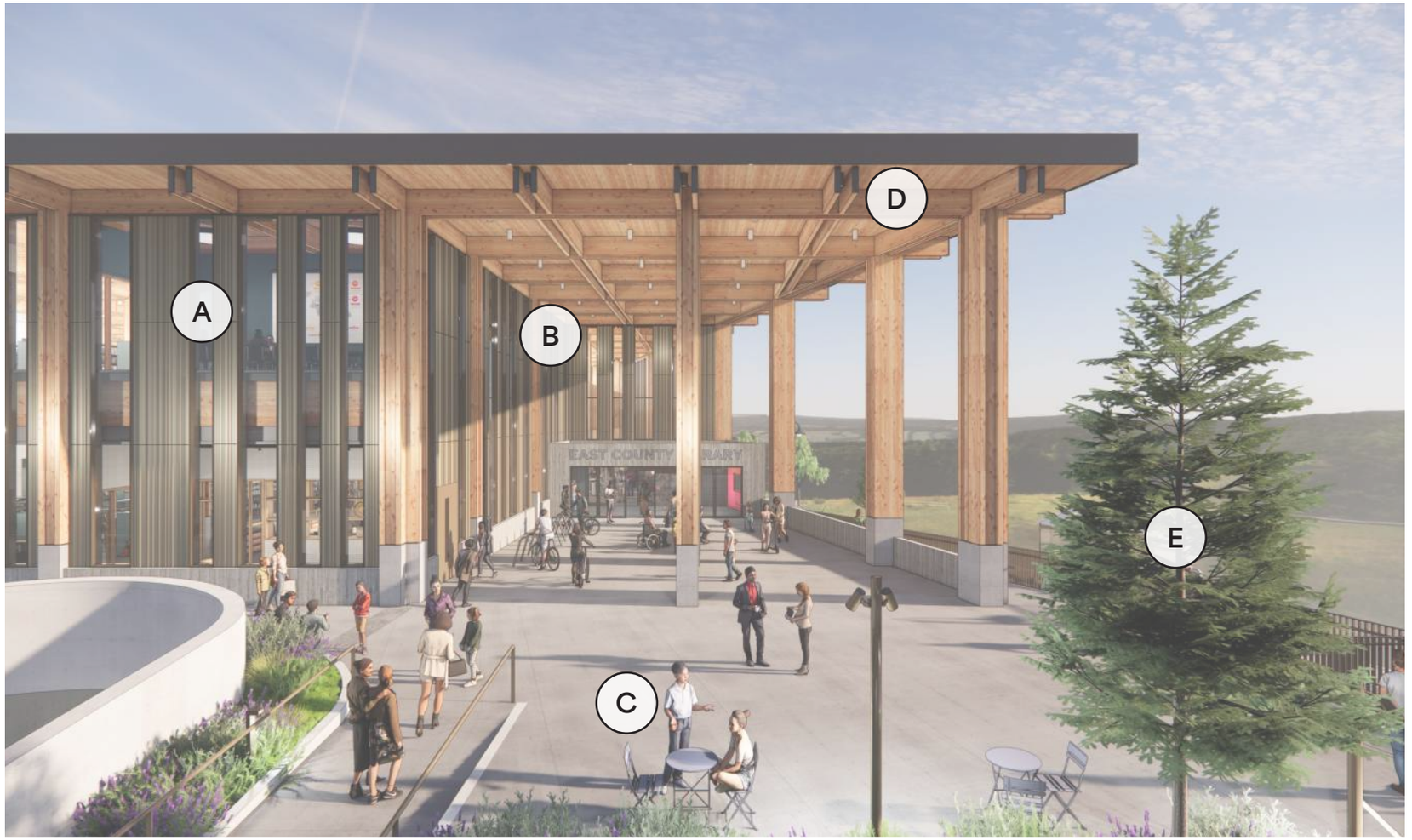
D. “Well-lit” outdoor spaces.

E. “Lots of seating” outdoors.

Fat-friendly benches.

Outdoor reading spots.

VIEW OF SOUTH ENTRY



A. Bird safe windows and skylights in the design.

   "Lots of wide big windows to look outside while reading."

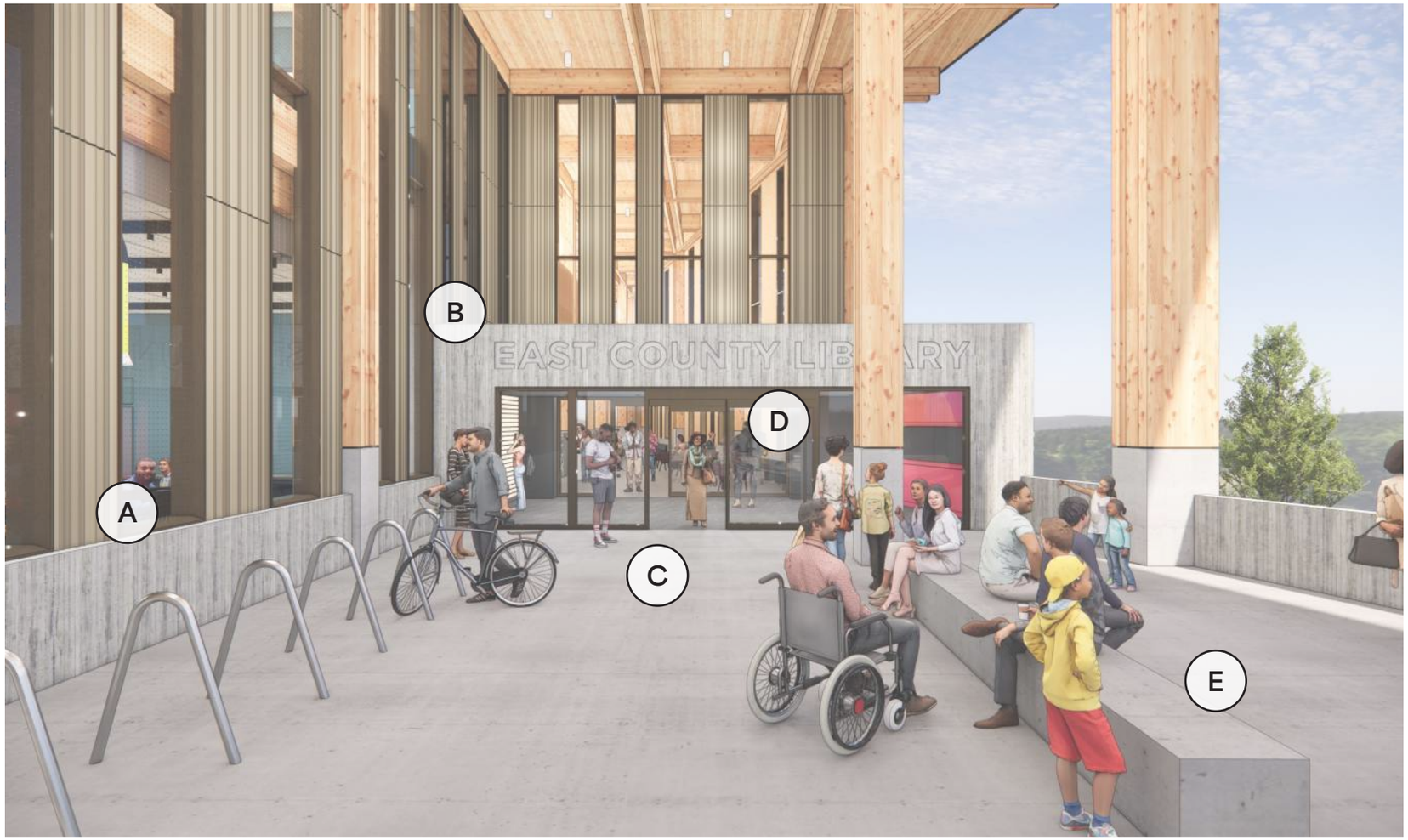
B. Covered entries and areas for gathering.

C. Furniture including "outside tables for working lunch."

D. Materials that connect to the plants and scenery of the Pacific Northwest.

E. Native plants to connect to Indigeneity and to "create a sense of calm."

BUILDING ENTRANCE



A. Visible, covered bike parking for weather protection and security of belongings.

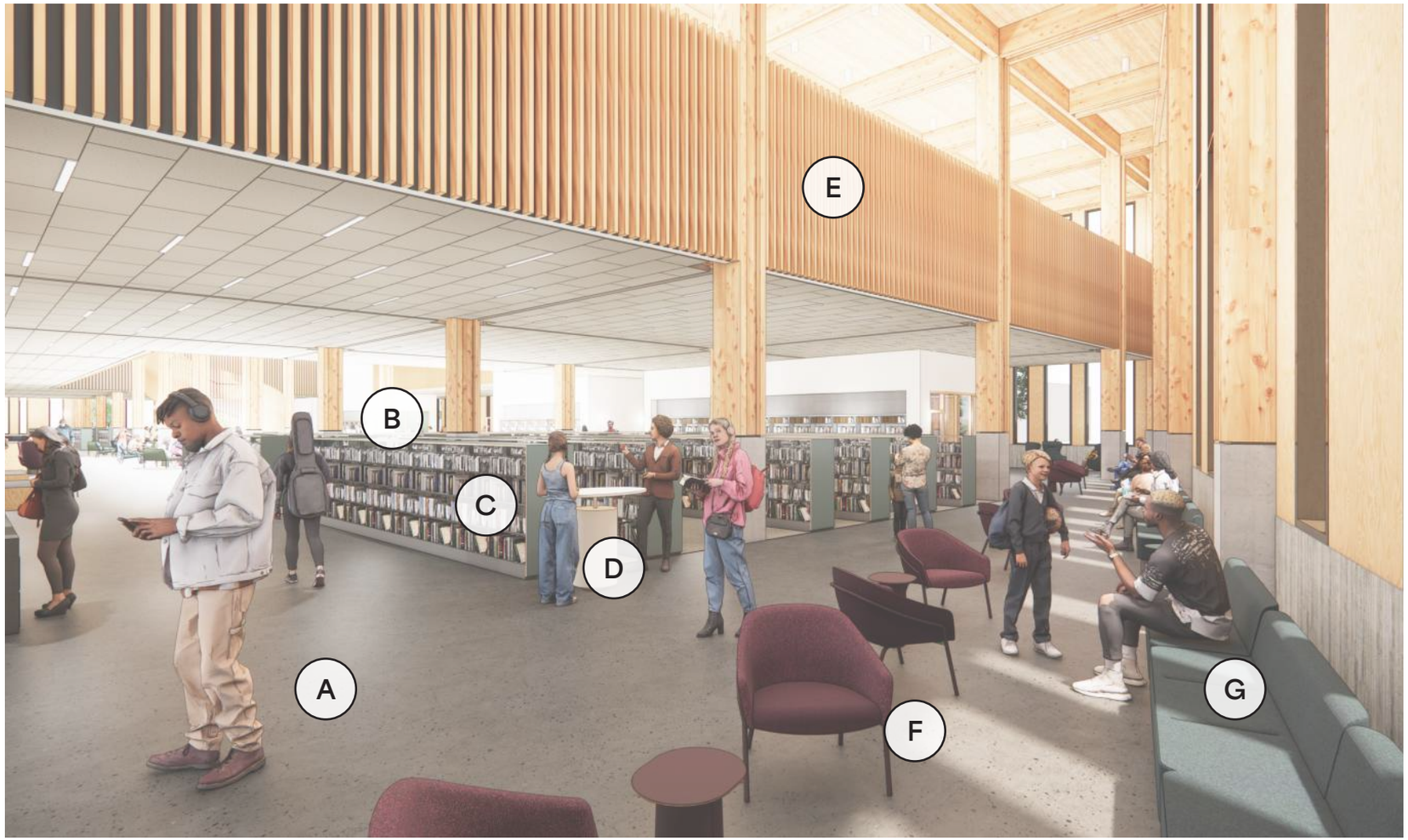
B. “Spacious” entry and exiting zones.

C. “Flat entrance area” for people with mobility devices and strollers.

D. “Automatic sliding doors” for hands-free entry.

E. Covered outdoor seating near entrance for waiting for rides.

SOUTH LOBBY



A. “Wide enough space for wheelchairs, walkers, etc. to get through.”

B. “Stacks and stacks of books to browse.”

C. Lowest shelf is elevated 6” and very few tall shelves incorporated.

D. Frequent staff connection points.

E. “I love natural materials, especially wood.”

F. “Lots of comfy seating.”

G. Places to sit down distributed throughout.

CENTRAL LIVING ROOM

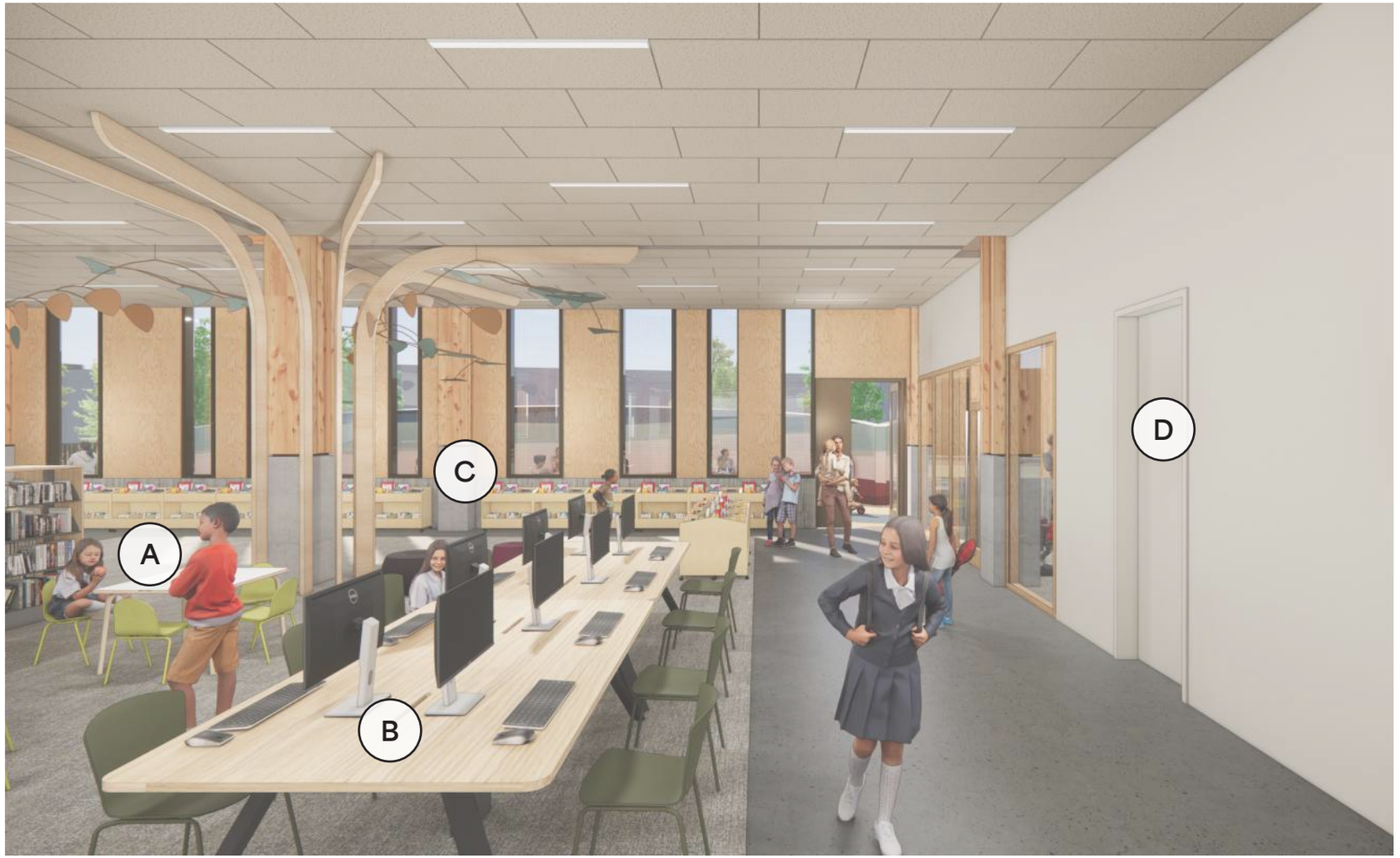
A. “Comfortable and flexible seating, tables, and reading areas.”

B. Some chairs with arms, some chairs without arms.

C. Space for a wheelchair to roll up next to other seats that feels inclusive.

D. “Places with lots of light, particularly natural light, and windows.”

CHILDREN'S COLLECTION



A. "An indoor play area for children would be so amazing in East County."

B. Computer stations right next to the kids area for safety/visibility for caregivers.

Computers away from windows to avoid glare.

C. "A lot of variety to keep them engaged" while visiting.

D. Bathroom with both adult and child-size fixtures to "encourage my little ones to be independent while also modeling that independence."

Note: As of October 2024, the design team is developing art and play pieces for this area.

CHILDREN'S STORY TIME

A. "Flexible seating for kids"

B. "Places for young children to comfortably sit and read books."

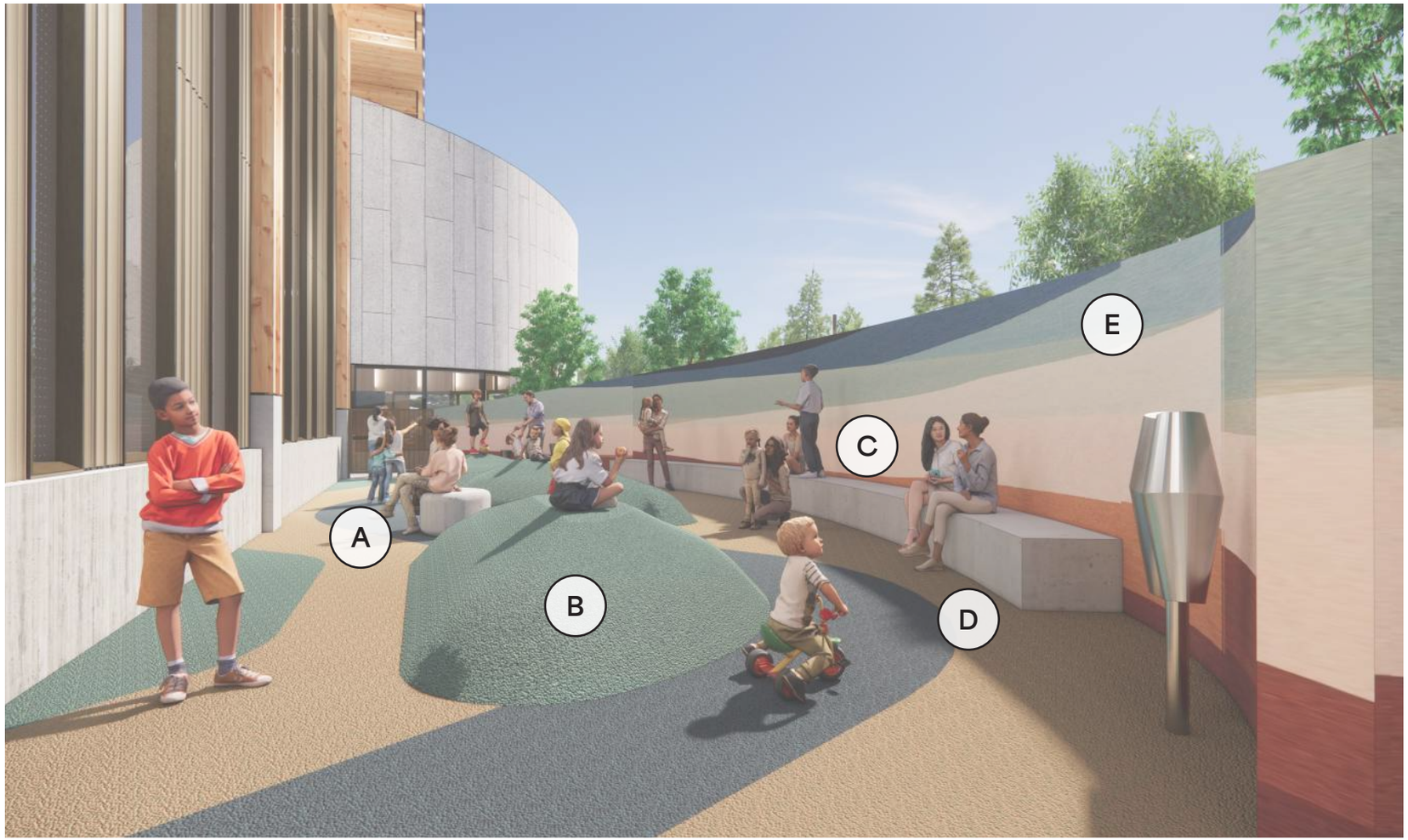
C. "I want children to have spaces with low light and soft places to sit to look at books. Natural light is best."

D. A sink near the kids area to clean up snacks and other messes. Assume children will be eating in the space.

E. "Kids section needs to be isolated. So it has doors to get in and out of, not an open floor plan."

Note: Seat pads may be used in final design instead of shown seating option.

OUTDOOR PLAYGROUND



A. “Outdoor area for people to sit, play structure for kids”

B. “Something enjoyable for kids to climb on and burn off energy” outside.

C. “Sitting area for parents.”

D. Space for a wheelchair to roll between benches and play area.

E. “Fenced in play areas actually work better [for my autistic child] because they’re calmer and safer.”

MAKERSPACE

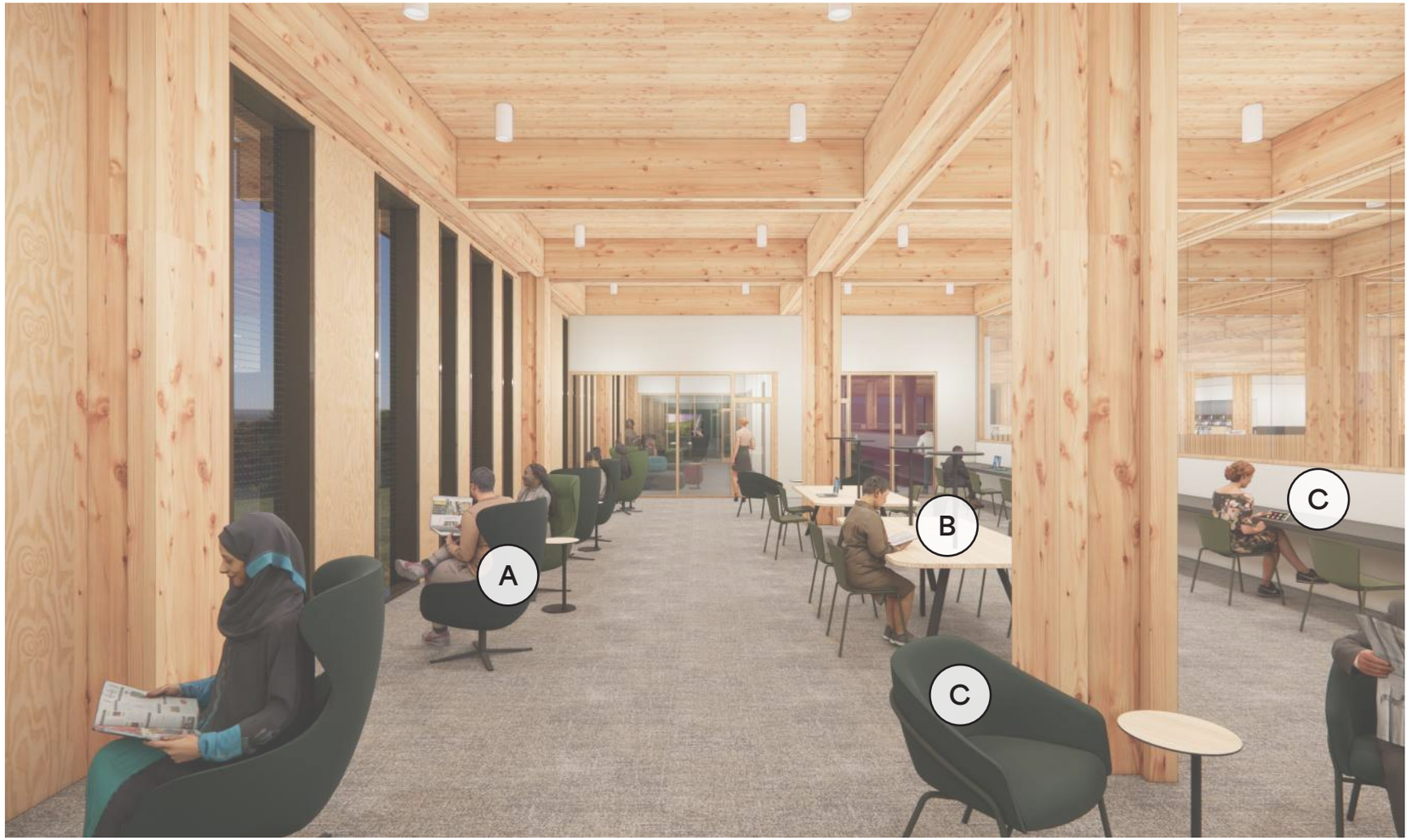
A. Variety of table heights and roll-under spaces.

B. Space that could support the following activities:

- Sewing
- 3D printing
- Laser cutting
- Wood burning
- Embroidery
- Dyeing fabric, silkscreen
- Robotics
- Jewelry making

"It would be helpful for people in school in STEM classes."

QUIET READING ROOM



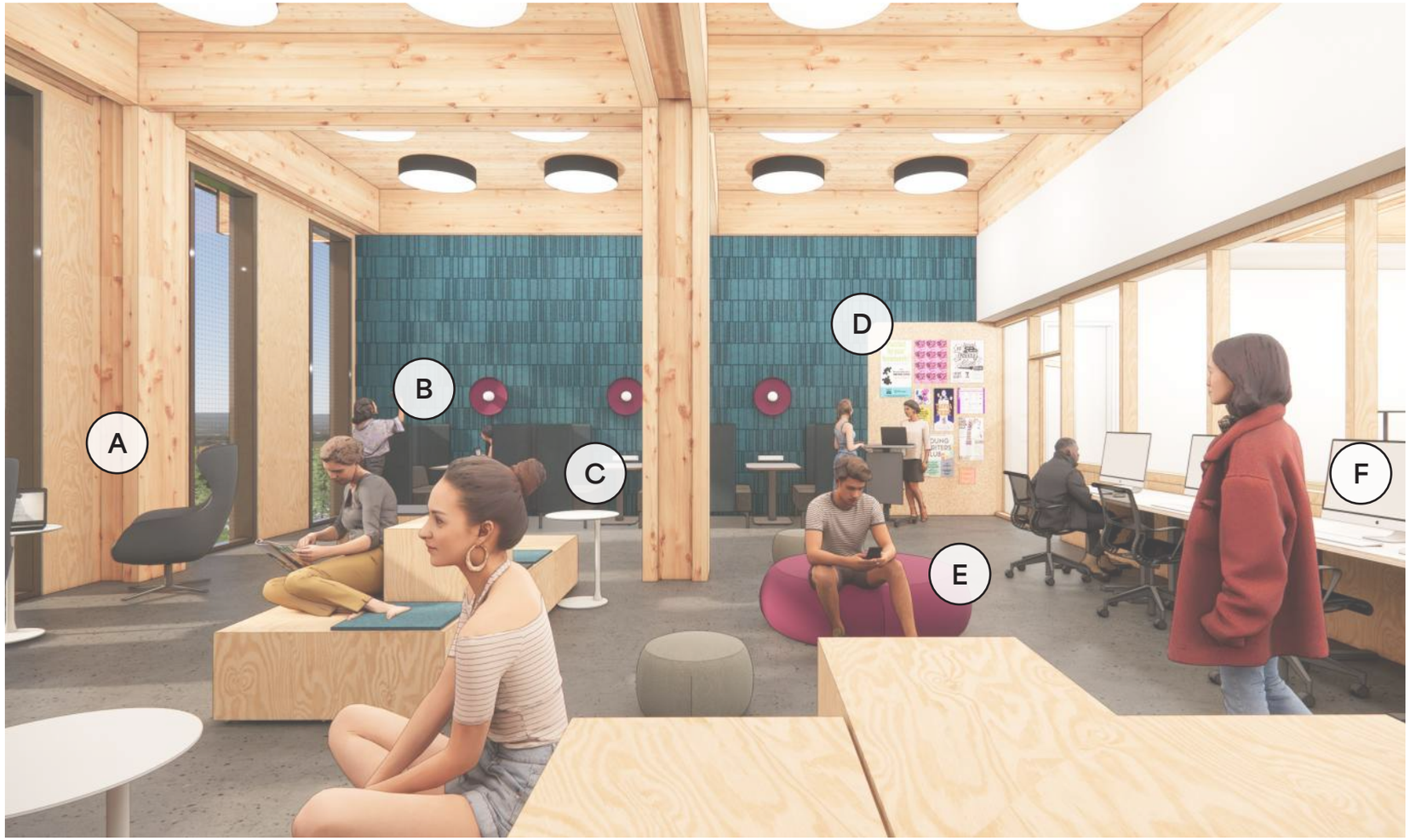
A. “If I’m just trying to be alone and read, big wrap-around chairs that give some privacy are nice.”

B. “Outlets are needed! Charging stations wherever you can.”

C. “Adults and elderly should have comfortable seating with armrests that help them get in and out of the seats. Maybe a combo of comfortable and more firm since there are different preferences and needs.”

“An area where it’s quieter for older people.”

TEEN SPACE



A. “Somewhere to stay and chill to study.”

B. “Would use the booths for homework.”

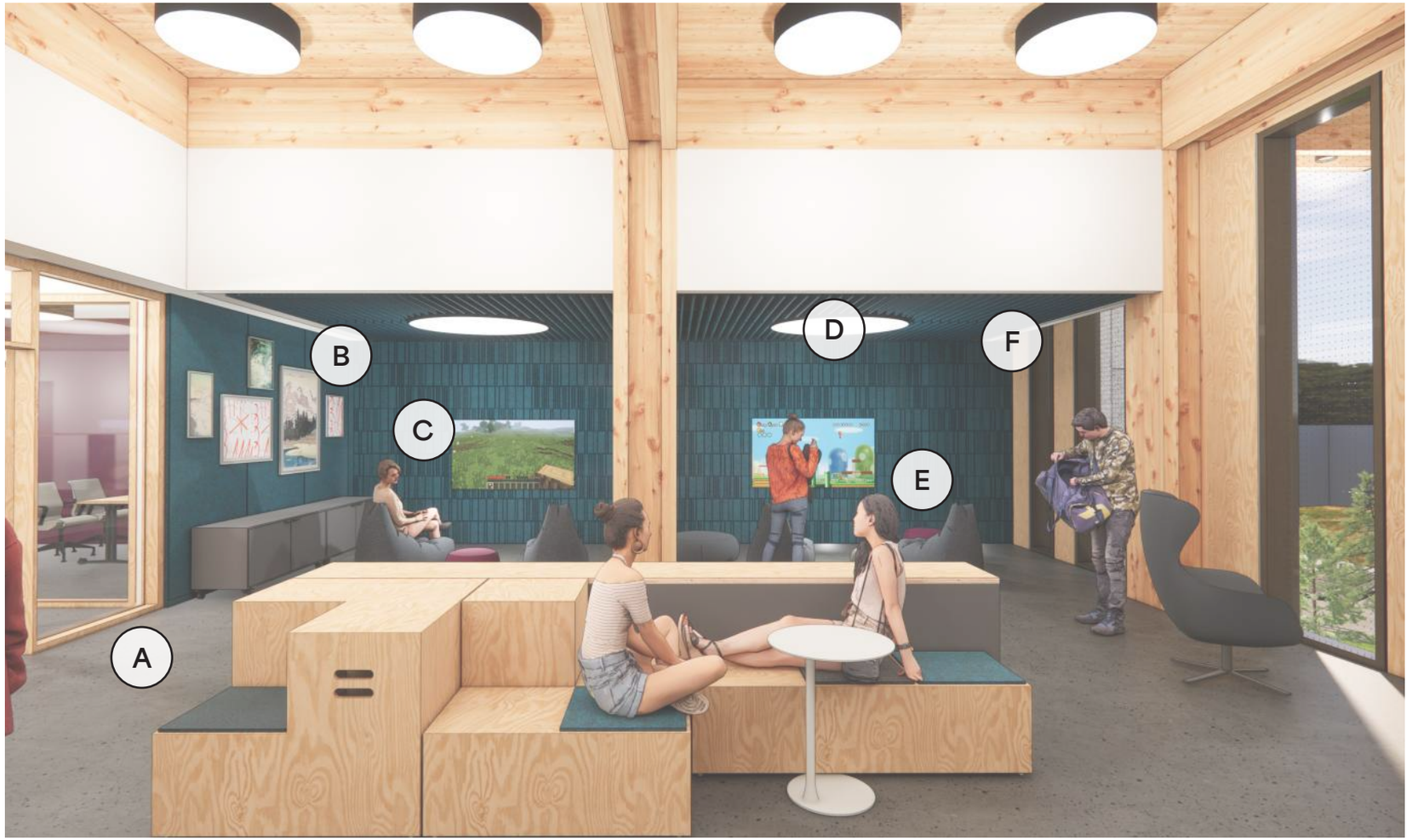
C. “Secluded study spaces.”

D. “I also envision a bulletin board with current community opportunities such as art and writing contests.”

E. “Places to go do group homework or work.”

F. “Reading, learning about new things and using computers for educational purposes.”

TEEN SPACE



A. “Would be great if they were on the second floor.”

B. “Teens want to be more secluded.”

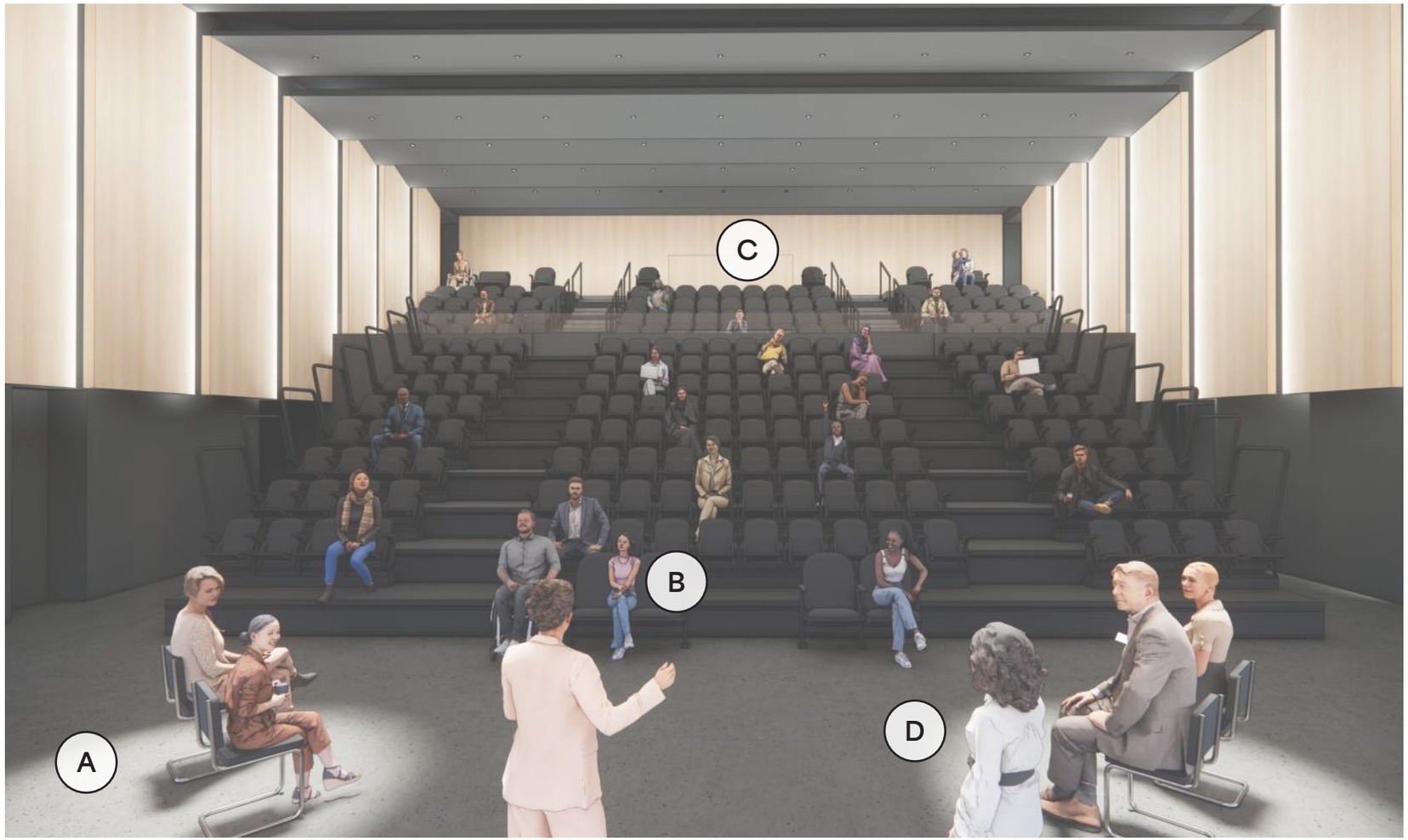
C. “Gaming.”

D. “Color-changing lights.”

E. “Bean bags!”

F. “The blue color will help me focus.”

AUDITORIUM



A. Zero threshold stage.

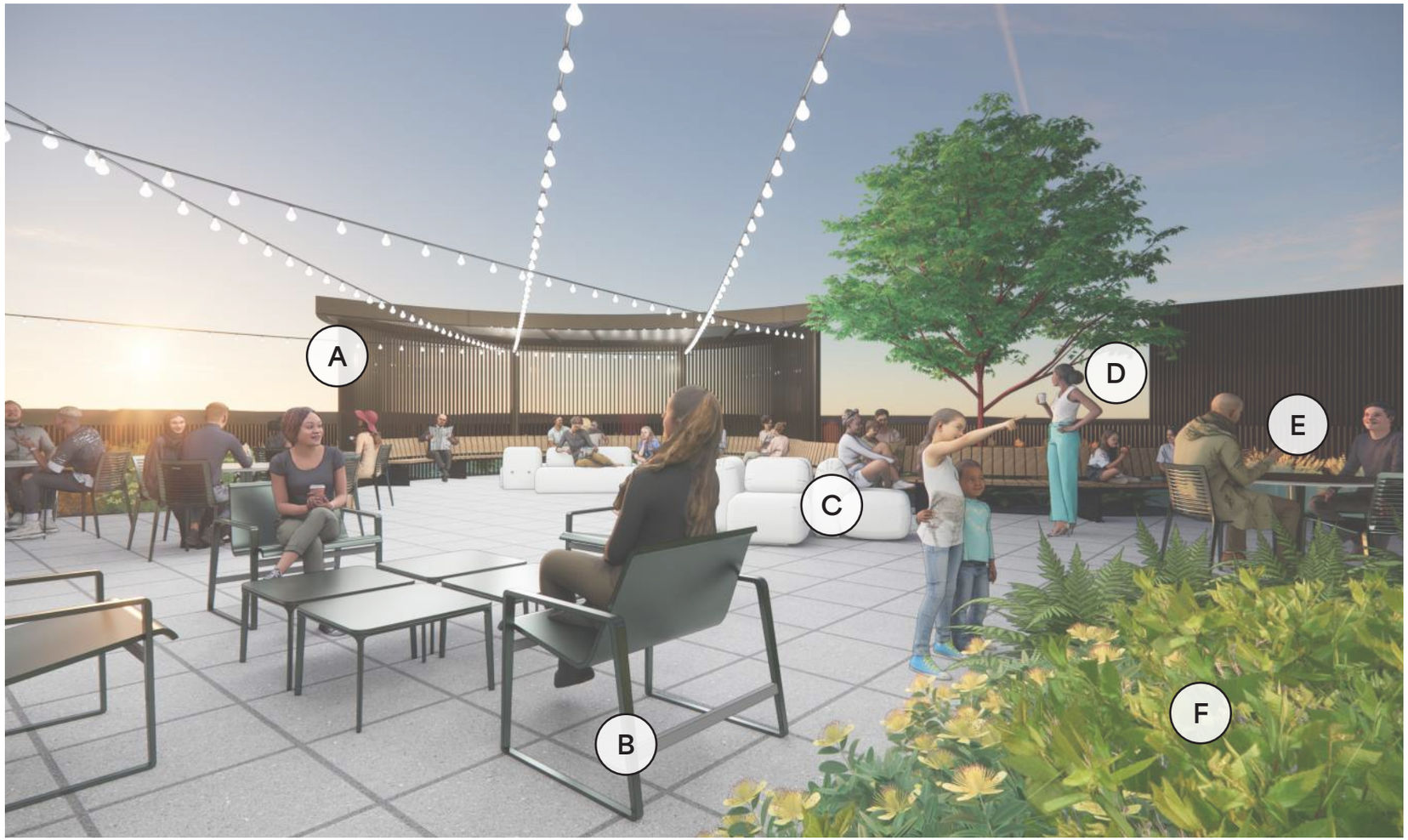
B. “Cushy, wide seats for people who are bigger.”

C. Seating for wheelchairs that is not just in front row.

D. Performance space providing flexibility for various uses:

- Kid’s dress up/play space
- Karaoke
- Pow-Wow
- Cultural celebrations
- Community-led workshops
- High school classes
- Movie nights
- Dance performances
- Concerts
- Graduations
- Family events
- Author talks

ROOF DECK



A. “Covered outdoor space on roof” for weather protection.

B. Sturdy outdoor furniture that is “not mesh” for comfort.

C. Informal meeting space.

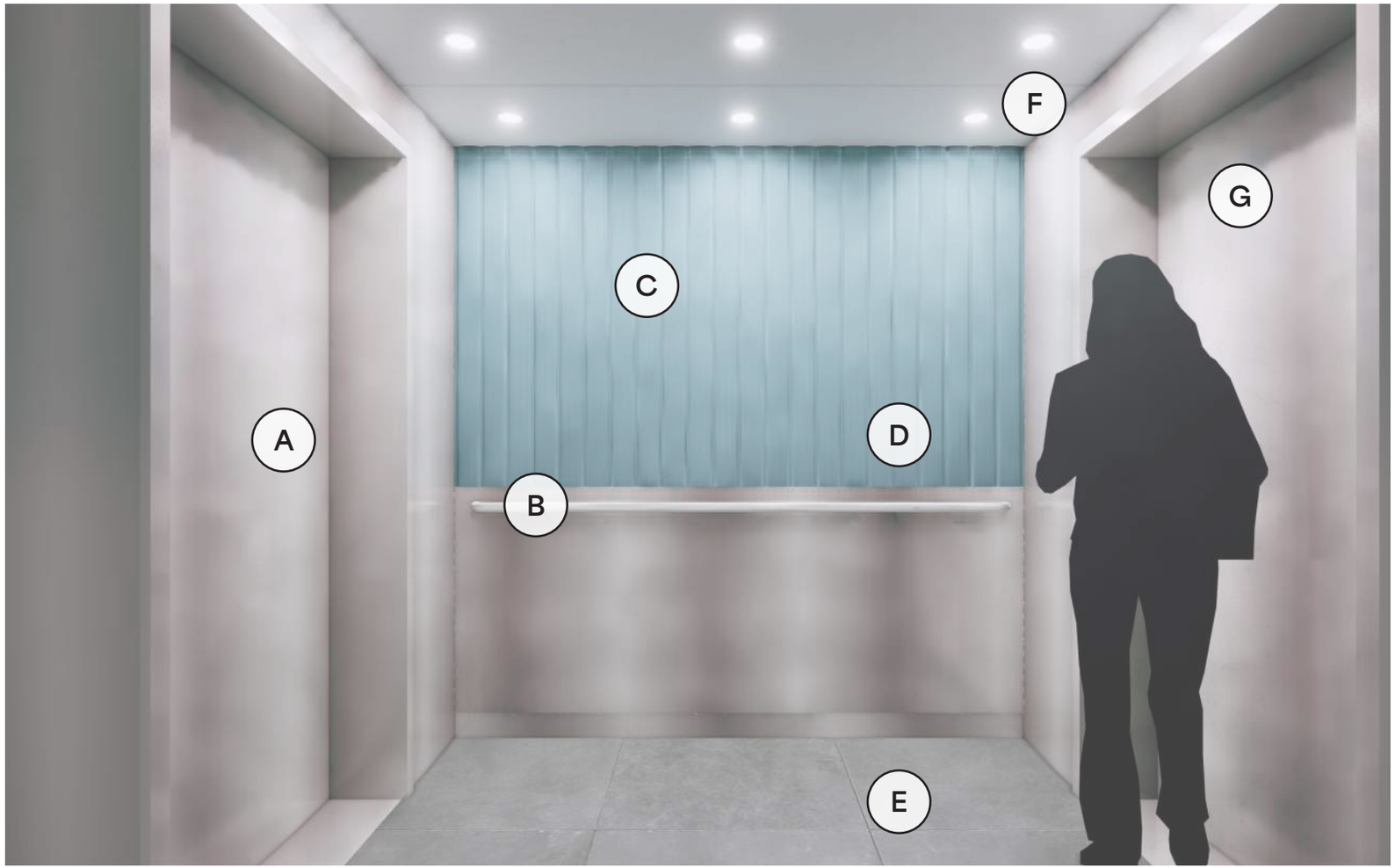
D. Views of the mountain because “natural views are beautiful.”

E. Circular tables to support communication via American Sign Language.

F. Access to nature, even on the roof.

Visible solar panels to keep sustainability on display.

ELEVATOR



A. “Audible cues as the doors open and close.”

B. “Grab bars.”

C. “Lean towards more like soft/ color-absorbing/matte finishes.”

D. “Things you can touch and feel in the elevator.”

E. “Ideal elevator is oversized.”

F. “Soft lighting.”

G. “Increased delay on the doors closing” for people who need more time.

Note: Wall texture is slightly smaller in scale and color is not confirmed as of September 2024.

BATHROOM

A. All stalls are: “gender neutral, [have] a ‘vacant/occupied’ lock.” Also:

- Full height stalls with doors, some that open outward, with minimal floor gaps
- Recessed toilet paper holder
- Sturdy, floor-mounted toilets
- Accessible handles/locks
- Hooks at multiple heights, shelves

B. Large ADA restrooms “with a sink in the same space.” Some also include:

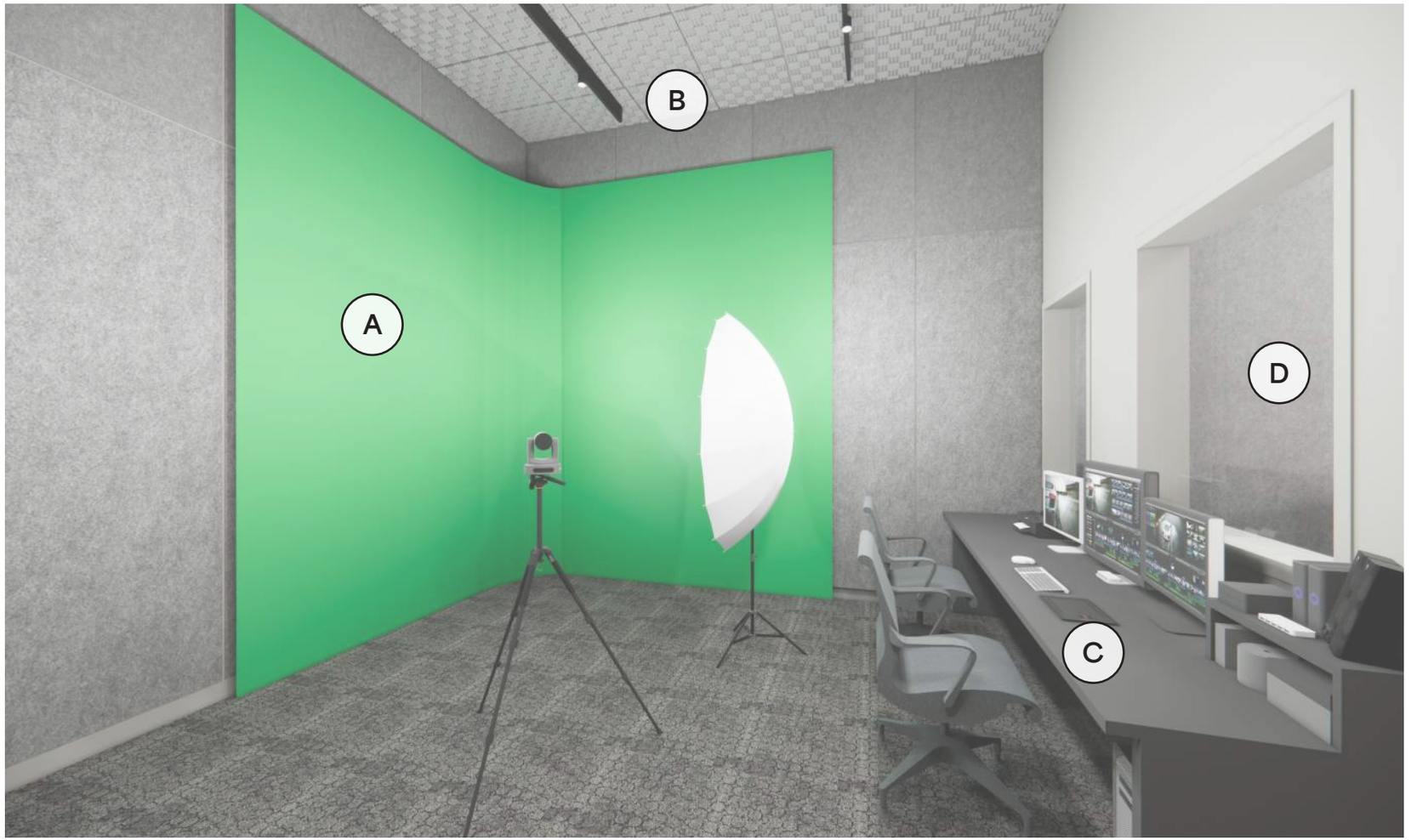
- Paper towel dispenser
- Automatic door
- Adult-sized changing table

C. Wide hallway, “multiple entry/exits.”

D. Touchless soap, faucets, and dryers with fold-down step-stools at sinks.

E. “Good lighting” and “calm colors.”

AUDIO/VISUAL STUDIO



A. ”Like the idea of a green screen” for digital work.

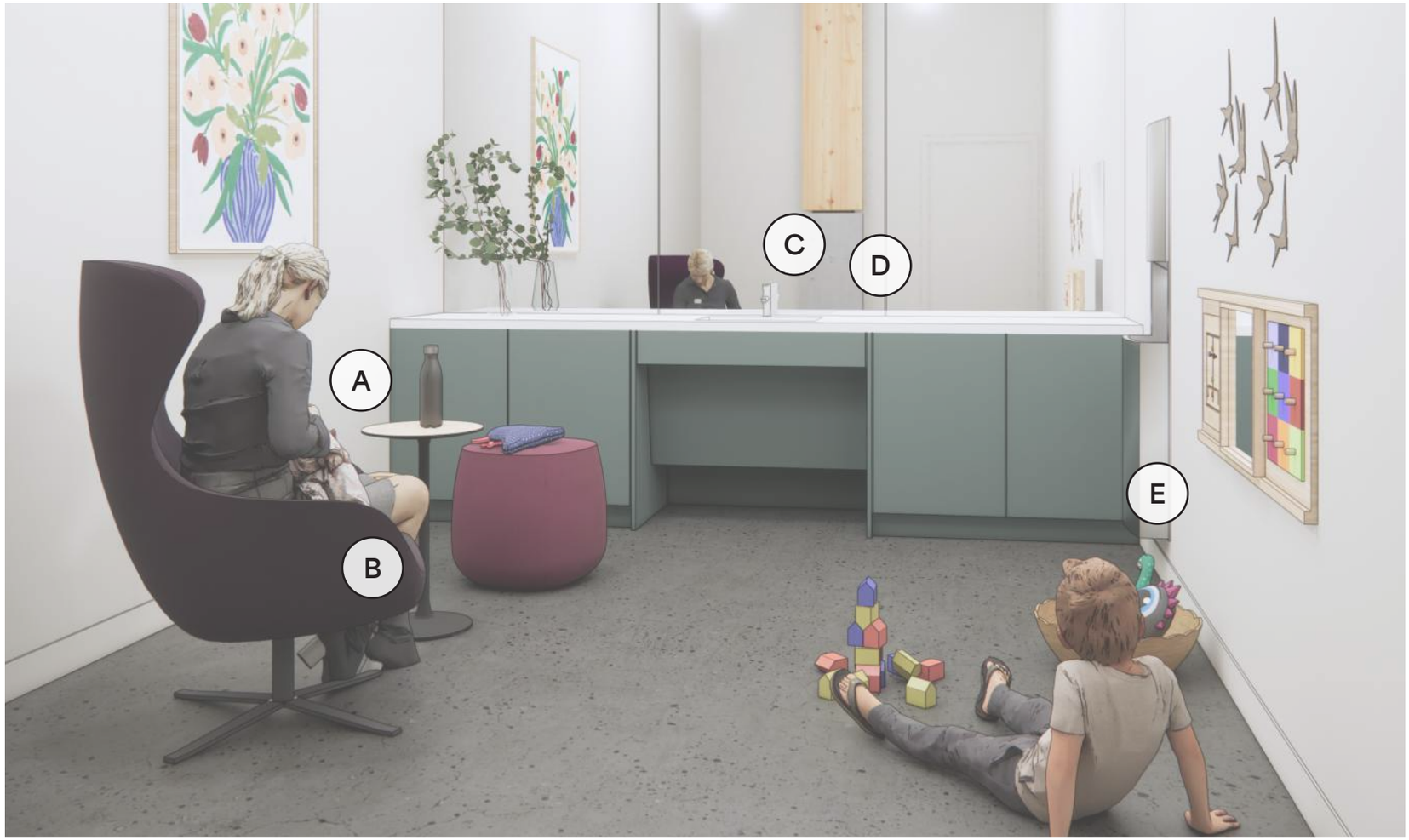
B. “Need to be able to move the lights and change the colors” of the lights.

C. “Free place to use tech.”

D. “Specific spaces to record community voices. I feel it is important in the growing digital world [for] libraries to provide such places for preserving the voices, be it live storytelling, or recording venues like audio and video recording spaces.”

Note: This room still being coordinated with an A/V consultant as of 9/19/24.

LACTATION ROOM



A. “A table that slides to your side” for convenience.

B. Comfortable chair.

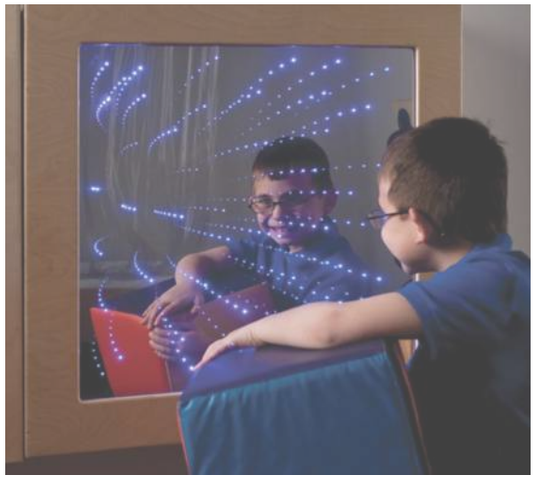
C. Sink with counter space for cleaning and drying bottles.

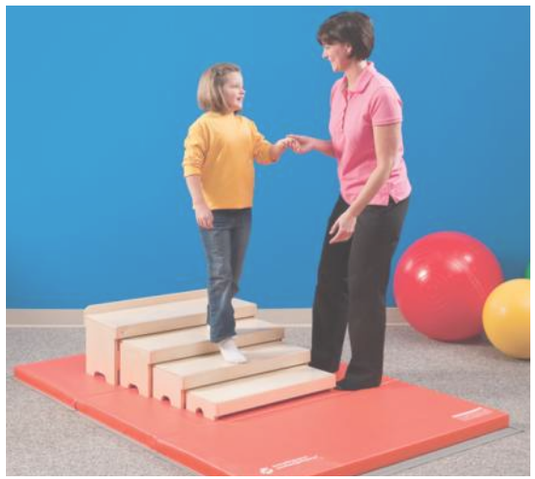
D. “A mirror might be nice.”

E. “Need something to keep kids engaged.”

Note: Furniture shown represents design intent as of July 2024 and may change.

SENSORY ROOM





Two rooms provided, one near Children's programming, and one upstairs intended to serve teens and adults.

Location of the sensory room is immediately apparent upon entering the building.

Color-changing ceiling light.

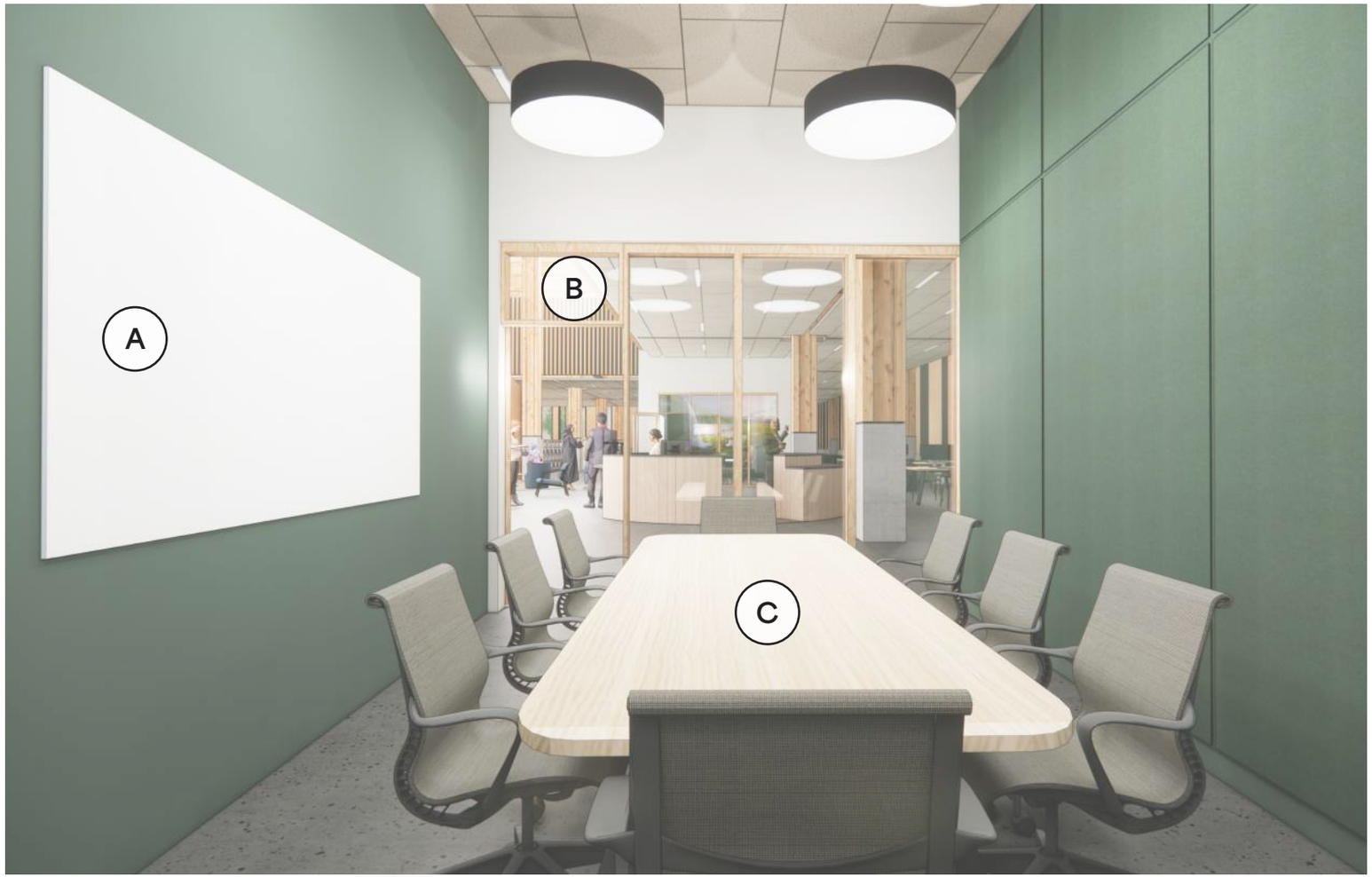
"Comfortable soft textures to hold/sit/lay on."

"Not putting too much sensation in the space helps it be calming."

"Regular chair so grandma can sit while grandchildren play."

Note: Southpaw products shown are examples of how design intent may be achieved.

FLEX ROOM



A. “Study rooms [. . .] with whiteboards are incredibly important for neurodiversity purposes.” Projectors also available in some; “monitors so you can plug in your laptop” in some.

B. “Spaces to meet with families [for] intakes. Want spaces for those meetings that don’t feel too formal - not too quiet too.”

C. “A long table meant for meetings that the community could rent out.”

“Multi-use dividing wall” (available in large flex rooms; image shown is of medium room).

5 NEXT STEPS

Construction Administration Through Opening

“I drive by the site every day, so I’ve seen the progress from start to finish. It’s been exciting to see the work coming together. The fact that I’m a part of it is still unbelievable.”

- Terry, Library Champion

LOOKING AHEAD

Design Integration throughout Construction

Design team members will track the integration of community requests into the project as design and construction team members are onboarded and furniture is selected.

Champions Site Tours + Check-Ins

Library Champions will remain engaged through Zoom conversations and occasional site tours to maintain a dialogue with community members.

Opening Day Events + Tours

Upon opening, design team members and Library Champions will provide community tours of the new space, highlighting how engagement shaped the building design.

Sharing Lessons Learned

Multnomah County Library and design team members will give public presentations and share best practices learned through this robust engagement and inclusive design integration process.