

MASTER PLAN 2020

USER GROUP PROGRAM NOTES

JAMES LUMBER CENTER

CLC User Group Program Notes Disclaimer

These notes identify CLC Master Plan programming as heard and documented by the Master Plan Programming Team at Holabird & Root LLC. They are by nature interpretive and do not represent any direct quotes or opinions by any of the interviewees or user groups.

Date of Meeting

November 11, 2019

Committee Participants

- Gwethalyn Bronner
- Barbara Dickson
- Jeremy Eiden
- Bryan Hadley
- Scott Hardy
- Dorothy McCarty
- Eric Risinger
- Dennis Vovos
- Mike Welch

Questions

Participants were asked to respond to the following questions. Responses are encapsulated below each question.

Q1 What makes CLC CLC?

- First--The people who work here (staff & faculty) and the people who attend here (students) in this specific locale, which is not urban/city nor "suburban", but more progressive than the rural/semi-rural area it was perhaps 40 years ago with much greater diversity than 40 years ago.
- CLC is an institution that develops itself as the surrounding area develops and vice-versa.
- Openness to the community it serves.
- The diversity of the faculty and staff and student body represents the diversity of the county.

Q2 What is essential to the college that must remain the same?

- CLC's commitment to serve student needs first must remain. This ultimately enriches and serves the community. That commitment may not look the same over time; technology will change, innovation in processes and efficiencies will help us to work more effectively, etc., All that will require new approaches to what we do and how we do it...but that should not change the commitment to continue our mission to serve students.
- The belief (mission) to show that education is essential to personal development, jobs and careers and sustaining the surrounding community should remain. If we don't, there's no need to work here.
- Continue to remain accessible to the community it serves.
- Continue to acknowledge and serve the diverse population.

Q3 What aspect(s) of the college must change to move CLC toward its goals?

- The desire to stay the way CLC "was". The nostalgia, if allowed to be excessive, really keeps CLC from growing. Forward thinking must replace "the way we were" thinking because that makes us stay in place way longer than we should, while the world is growing fast around us.

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Inclusion and equity and diversity must be accepted and embraced something we MUST do so our community benefits and grows from the experiences of others. It's hard when some believe they should have and other should not have by reason of...skin or hair color, physical size, gender, etc.

- CCL needs buy-in from the faculty and staff. There have been a lot of changes at CLC over the past three to four years. These changes have been to both the physical campus (new additions, remodeling) and to the operations (new President, restructuring of departments). Most have adapted, but there are still those who do not want to adapt.

Q4 How can CLC be more welcoming and inclusionary?

- Equity and diversity training for everyone should be an ongoing and continual part of staff training. We could increase our presence in the community to encourage potential students that CLC can benefit anyone and everyone. We can act like we want the students here. We can all just be kind, smile with everyone and be willing to help anyone, however we can as needed. That could raise the image of CLC.
- Continue to market what we are and what we offer. I think that as more people are informed about this, more people will be interested in attending as a student and as an interested community member. There are still many people that are not aware of the services and facilities we offer at all three campuses.

Q5 What role do you see your department / focus area playing in the future? How does your future role differ from your departmental / focus area role today?

- JLC building is right off parking lot 4. Our box office, when open, is where people go to get directions to where ever they need to be inside CLC. But you can't see people working or talking or available to help when we have offices behind brick walls, offices inside closets and offices in storage rooms and offices backstage. There is no visible human element until events are taking place. ...but it would be different if people could be seen working and offices were structured differently with glass walls looking out to the lobby. The JLC was envisioned as the high-quality, professional live arts venue that also supports academic learning in a professional setting and to serve as a cultural resource center by presenting work that the community may not otherwise have access to see. Our role as a department is to a) support college use of the facility, b) showcase a variety of artistically and culturally diverse professional programs, c) technically support academic use of the facility for student learning in productions, performances, and concerts onstage and training in backstage support and d) to provide service and tech support for community rental programs and activities with backstage tech and with patron services. The JLC can serve the same needs and have the same role in the future, but in a larger way by having a more visual presence that doesn't hide what we do behind bricks.
- It is used to walk through during the day. The Welcome and One Stop was envisioned and designed to be the info center. Great when you get there, but it's not easy to explain how to get people there. So if JLC entry lobby was re-designed and staffed to have people visible in offices 8am - 4:30pm, the JLC Rotunda could easily be an info area with a couple student workers to might walk people who inquire over the actual One Stop area.
- We are a cultural and community resource. Our programming offers a diverse look at many cultures and art forms that entertain, teach, and inspire. We also offer a modern facility that community members can rent to for a variety of programming. Looking to the future we need to continue to grow our audience and maintain the physical structure of the JL Center

Q6 What facility / space needs does your department have now and what might your department need in the future?

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- Now, the JLC needs updating of important original equipment and systems installed almost 25 years ago. In the future, the JLC needs expansion into the B wing to provide offices for administrative, marketing and technical staff. Rehearsal rooms for theatre and a larger rehearsal room for dance are also needed. Very important is at least 1 additional set of dressing rooms backstage, so each primary theatre can have its own male& female dressing areas during concurrent events. If the lobby might be pushed out to curb to make it larger, that would have huge benefit, to enable larger numbers to attend receptions. There is really no where to put it now, but a restaurant open to the public that is run by students located near the JLC would be nice, because it would give access to a kitchen.
- We have great performance halls, but limited support spaces. We need a more centralized office space, a larger lobby, more rehearsal space for theater and dance, and another set of dressing rooms for the Mainstage Theater to allow concurrent events. Possible additional seating in Mainstage.
- Need classrooms (for 40 to 80 people at once).
- Need play rehearsal spaces (for 7 to 8 weeks at a time).
- Need storage for pre-constructed scenery / sets / props / costumes.
- Need more dressing room space
- Need a large chorus room
- Need a large holding space for dance school rentals (for 80+ students)
- Need room for breakout spaces when large groups are using studio theater
- Need to enlarge the scene shop as it sometimes expands into the hallways.
- Dance Rehearsal Studio (P106) is too small for dancers, too close to philosophy classes, and is shared with yoga programming. Dancers need a dedicated space large enough to accommodate them.
- The box office, entrance, and bathrooms need more breathing room, foot traffic becomes an issue during events.
- directory for wayfinding.
- The reception area doubles as an entrance and is used for public circulation between the theaters. It is too shallow to accommodate large groups, intermission, etc. Need to enlarge this area.
- The rotunda at reception is prominent and to many visitors it reads as the main entrance to campus. This creates wayfinding / navigation issues.
- Front of house staff are hidden, but need to be visible (this can include up to 25 people)
 - Ushers.
 - Box office clerks.
 - Concessions.
 - Coat room staff.
 - House 'supervisors' (managers).
 - Flex trainees who can do all of the above and sell tickets once per month.

Q7 What maintenance and sustainability components should be considered beyond the Sustainability Plan?

- A roof that does not leak.
- Upgrade to both the architectural and theatrical lighting systems to incorporate new and energy efficient technologies (LEDs).
- Continued growth of network infrastructure for Front of House and Backstage usage.

Q8 What role do you need technology to play at CLC and what kinds of technology do you need now

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and in the future?

- We will continue to need WiFi access to sell tickets online. Many renters who sell tickets in advance also need WIFI, as do professional performers who sell assorted merchandise in the lobby post-show. We have a cloud-based software used to sell tickets at the window or online from home. It allows us to scan bar-coded tickets so the accounting feature of the ticketing system can work for us.
- Network infrastructure to accommodate both wired and wireless devices. We have a basic network infrastructure in place for audio in the Mainstage, and are planning some upgrades this fiscal year for the lighting systems in Mainstage and Studio. We need to establish a plan/road map for the future to make sure everything works together.

Q9 What tools, spaces, technology, support, etc. do you need to facilitate more or better interaction and collaboration with students, faculty, staff, and administration in the future?

- More dressing rooms and more rehearsal rooms will open up the actual theatres to be used more for performances and activities that generate revenue.
- In addition, classes that could benefit from using performing arts-types of spaces, like a larger dance rehearsal room and a theatre production rehearsal room -- both sized approximately close to Mainstage stage size, would allow other performing classes to be held in the JLC. P103 Experimental is a smart room.
- Rehearsal space for theater and dance students. Acting students need to practice scenes in the hallways due to limited space.
- JL operations staff are scattered in closets and 'back-of-house' spaces but need to be grouped together to encourage collaboration. Provide dedicated office space for all JL Center operations staff that includes a dedicated meeting/conference room.
- The tech office is located perfectly between the theaters but is too small to host guests and should be enlarged.
- Theaters Currently send audio feeds to dressing rooms; there are no video feeds at this point in time, but video for cueing is desired.

Q10 How do you interact with the other campuses now? How do you want to interact with these CLC locations in the future?

- Work with Lakeshore campus on their 'Salute To Gospel Music' program, currently held at 2400-seat Genesee Theatre.
- Have occasional outreach performances scaled to show in the Southlake Campus student glass-walled lounge and the Lakeshore Campus "patio" between the 2 Genesee Street buildings.
- If the Lakeshore Campus could have presentational space created in the new building, it might be possible to bring speakers for students & community, or showcase local talent, etc.
- Occasionally work with Southlake and Lakeshore to produce some outreach activities.
- Work with Lakeshore to produce annual Salute to Gospel at Genesee Theater.

Q11 How do you interact with the Lake County community and workforce now? How do you want to interact with these groups in the future?

- JLC rentals are the primary way we interact with the community. But as theatres are being used as rehearsal spaces for 6-8 weeks, plus 2 weekends of performances...for 5 productions each academic year, there leaves little time for community rentals to get the access they desire. I believe we could increase rental revenue if there was more available theatre space and rehearsal room.
- Lake Forest Symphony uses the JLC.
- We work with numerous dance studios to produce their annual recitals. Lake County High School

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Technology Campus has 1 to 2 Guest Speakers and their Honors ceremony held in Mainstage. Occasional community workforce rentals for meetings/presentation. JL Center Marketing Staff is actively marketing space for potential future use.

Other Discussion: