

November 14, 2013

VIA EMAIL

College of Lake County
19351 West Washington Street
Grayslake, Illinois 60030

Re: Master Plan Projects
Architect's Project Number: 214009.00
Bookstore Programming Meeting #3 Minutes

Summary of the **Bookstore Programming #3 Meeting** held at 8:30 am on November 14, 2013 at College of Lake County-Grayslake Campus, Room A261. These notes record our understanding of items discussed and decisions made at this meeting. Please notify us within seven (5) calendar days of any necessary additions or corrections.

PERSONS IN ATTENDANCE

Ted Johnson, Construction Manager, College of Lake County
Drew Miller, Project Manager, College of Lake County
Christine Klippert, Operations, College of Lake County
Diane Polich, Public Relations, College of Lake County
Tracey Campbell, Events/Facilities, Facilities College of Lake County
Cynthia Bland-Bell, General Merchandise Buyer, College of Lake County
Phyllis Soybel, Professor/Chair, College of Lake County
Steven Brubaker, Brubaker
Michael Lundeen, Project Manager, Legat Architects
Jaclyn Rutter, Intern Architect, Legat Architects

ITEMS DISCUSSED

1. Michael confirmed that the group received last week's meeting minutes.
2. Christine and Cynthia gave Michael a hand out from Pat that listed the current bookstore space sizes and estimated future space needs.
 - a. Michael confirmed that the 1,904 linear feet listed on the handout meant linear feet including each shelf on a stacked bookcase. The group confirmed that the number equated to each individual shelf (4 shelves per 1 bookcase) added up to get a total number of 1,904 linear feet.
 - b. Michael shared with the group that when he visited Waubonsee's Bookstore he remembered Pat wanting bookcases that were about 72" tall and mobile.
 - c. Currently the back stock is on the main floor, but in future, CLC would like to not have it on main floor, so the required linear footage could potentially be less than 1,904 linear feet.
3. The group discussed the Waubonsee's Bookstore.
 - a. Michael handed out a floor plan of Waubonsee's bookstore and spread sheet organizing the areas of the various spaces within the bookstore.
 - b. Christine and Cynthia shared photos from their visit to Waubonsee's Bookstore.
 - c. Cynthia noted how much of the general merchandise is on mobile shelves.
 - d. There are security alarms at these doors.
 - e. The textbook buyer is located at the online ordering desk and students go to this desk to ask questions about buy back and to sell back their books.

College of Lake County - Master Plan Projects

Bookstore Programming Meeting Minutes

November 14th, 2013, Page 2 of 4

- f. Michael noted the textbook stacks were right across from the online ordering desk and the aisle lined right up with the workstations so that the staff at the desk could look down the aisle and monitor the aisles.
 - g. Cynthia pointed out the shorter mobile lockers that were currently located near book stacks, but during rush periods are located near the front door.
 - h. The group noted in the book stacks the back and side walls have fixed shelves that are taller than the mobile shelves and this is a nice feature. The group however did not think the new space will have the same high ceilings that Waubonsee's bookstore has.
 - i. The group liked how the lighting in the store worked well, but pointed out that there is not any natural light in Waubonsee's space.
 - j. The group agreed that the finishes on the walls and book shelves made the space feel warm and inviting.
 - k. Christine and Cynthia liked the customer service desk, but did not like that the general merchandise buyer sat in this space. They thought it would be too distracting for the buyer to sit at a space so open to the public. This space would work better if the buyer had an office right behind the customer service area, but had a window that viewed into the customer service area or near the other offices, which were located off of the work room.
 - l. The group agreed the secure glass electronics cabinet worked well.
 - m. Christine and Cynthia liked the kiosk with a computer for students to print out their schedules. This could be very useful.
 - n. Cynthia thought Waubonsee had a good staff break room with a small kitchenette and locker area.
 - o. Michael informed the group that staff at Waubonsee said their bookstore was 8,700 SF.
 - i. Ted noted that Waubonsee is a smaller college compared to CLC.
 - p. The group confirmed that overall they really liked the Waubonsee bookstore.
4. The group discussed Illinois Central's bookstore. Christine and Cynthia shared pictures from Pat's visit to the bookstore.
- a. Illinois Central's book buy back has a window counter with secure rolling windows outside the bookstore. The group agreed that this design for buy back and returns works very well because then there is not confusion over whether the merchandise is owned by the student or if it is the store's property.
 - i. Diane asked if the store would lose sales on general merchandise because students selling back books would not be exposed to the general merchandise inside the store.
 1. The group concluded that this would not be a problem because students selling back books rarely buy general merchandise with the money they get back.
 - b. This bookstore had a closed stacks with a pick up counter. Christine and Cynthia confirmed that Pat and the rest of the staff prefers open stacks with ability to close off during non-rush periods.
 - i. The group noted mobile shelves could be used to block off stacks. Another method would be to have room with large opening that could be closed off.
5. The group discussed the types of displays needed.
- a. The group agreed that mobile display units are important to have in new store. Slated display units that can accommodate shelves or pegs are nice.
 - i. Diane noted how the bookstore currently moves their displays around and it is nice to continually move things around in the store and keep the displays interesting and new.
 - b. The group agreed that natural light into the store would be nice and glass to view into the store from a corridor would be ideal.

College of Lake County - Master Plan Projects

Bookstore Programming Meeting Minutes

November 14th, 2013, Page 3 of 4

- c. Michael asked the group which type of display unit would they be interested in, a glass front with solid back (so that the bookstore can still have walls to hang things on) or glass front for displays (students passing by can view all the way into the store).
 - i. The group agreed a balance between the two options would be ideal because they both have their advantages.
 - ii. Michael asked what the depth of a display case should be.
 1. Currently the display cases are 2.5 ft deep, but in future a display case large enough to fit manikins would be ideal.
6. Michael handed out a draft spread sheet with preliminary space sizes, preliminary space diagrams, and existing floor plans of the space designated for the bookstore in the master plan.
 - a. Michael noted that there is an existing electrical room that must remain in place. He also mentioned the space allotted in master plan is similar to Waubensee's Bookstore.
 - b. Christine asked how pallets of books will be delivered to the new bookstore.
 - i. Michael pointed out an existing elevator that may be upgraded to accommodate pallets, but the same path through main hallway would be used. He also stated that the cafeteria programming committee is facing the same issue.
7. The group discussed adjacencies.
 - a. Michael asked the group if all the offices need to be on first floor.
 - i. The group agreed general merchandise buyer and manager should be on main floor.
 - ii. The group also noted that all the buyers should not be in one office space. There will be 2 buyers plus 1 assistant / 1 account payable/ Cashier supervisor. They will need to be split up and Pat can give more input on those divisions.
 - b. The group confirmed that the storage/work room could be on lower level, but all other bookstore support spaces and front end items should be on the first floor.
 - c. Drew noted the space allotted for the bookstore on lower level designated too much space. Legat Architects will revise the drawing and find out the new square footage.
 - d. Michael asked the group where the buy back window should open up to.
 - i. The group agreed that the hallway on the south side of the space facing B court would work.
 - ii. Diane asked the group if the lines would add to the congestion of the very busy hallway.
 1. The group concluded that the buy back window line never gets more than 20 people, so the line would not be too bad.
8. Michael advised group that the next steps will be to decide how to layout the store.
 - a. The group discussed the bookstore's relationship to the ceremonial entrance to CLC. The group concluded that not many students actually enter from the ceremonial entrance and that the Southwest corner of the new space near the existing atrium would most likely be the corner for high visibility for the new bookstore.
 - b. The group discussed the use of JLC dock near the back end of performing arts as a receiving dock.
 - i. Books could be received there, but there is no space for books to be stored at that dock.
 - ii. The times when books are delivered would overlap with the Performing Art's busy times.
 - iii. No one currently staffs the dock, so vendors would have to call and plan when they were delivering to that dock.
9. Michael proposed agenda items for the next meeting.

College of Lake County - Master Plan Projects

Bookstore Programming Meeting Minutes

November 14th, 2013, Page 4 of 4

- a. The group will briefly review what was discussed at this meeting as a review for the Pat and the whole group.
 - b. The group will discuss layouts and spaces, yet all areas may not be drawn out by next meeting.
 - c. The next meeting will be Thursday November 21st, 2013 at 8:30 am. The following meeting will be Thursday, December 5th, 2013 at 8:30 am. Both meetings should be in a room with AV capabilities.
10. Meeting adjourned.

Thank you.

Sincerely,
Legat Architects, Inc.

Michael Lundeen, AIA
Jackie Rutter

JR/ML

ATTACHMENTS Attendance Record (1 Page)
 Agenda (1 Page)
 Handout from Pat (2 Pages)
 214009.00 MIN ATT 20131114-PDBookstoreMtg3-2of4
 Waubonsee's bookstore floor plan and spread sheet (2 pages)
 Draft spread sheet w/ preliminary space sizes (2 pages)
 Preliminary space diagrams (2 pages)
 214009.00 MIN ATT 20131114-PDBookstoreMtg3-3of4
 214009.00 MIN ATT 20131114-PDBookstoreMtg3-4of4
 Existing floor plans (2 pages)

CC File: 214009.00 CLC Cafe Bookstore St Act AB core: B3
 Dave Agazzi, College of Lake County
 Jeffrey Sronkoski, Legat Architects
 Ryan Horsman, Legat Architects
 Lakeisha Lindsey, Cotter Consulting
 Pat Argoudelis, College of Lake County

FILENAME 214009.00 MIN 20131114-PDBookstore -MTG3.docx

Meeting Agenda

ORGANIZATION	College of Lake County	RE	Bookstore Programming Meeting #3
PROJECT TITLE	Master Plan Projects	PROJECT NO.	214009.00
LOCATION	CLC-Grayslake Campus	DATE, TIME	November 14th, 2013, 8:30 am

1. Distribution of Minutes from Oct 24th meeting
2. Discussion from Last Meeting
 - Text and Merchandise space requirements
 - Review of Waubensee floor plan and areas
 - Other College bookstore to visit/study
 - Types of Display Space required
3. Confirmation of spaces required
4. Review of Master plan areas identified
5. Adjacencies Confirmation
- 6.
7. Next Step

cc File: 214009.00 CLC Cafe Bookstore St Act AB core: B3

FILENAME 214009.00 AGN 20131114-PDBookstore-MTG3.docx

Current/projected space needs



Textbook Dept

- Currently the linear shelf space for textbook department is 1904 feet. This is used for the display/shopping of textbooks by students.)
- The square footage is 2000 sq ft.
- This area allows workers and students to move around comfortably, choose textbooks and provides some area for storage of overstock.
- This is sufficient space for our projected needs.

General Merchandise

Art/Photo

- Currently we utilize 24 linear feet of counter space.
- We need 8 ft of wall space plus built in fixture.
- Taller counters would be okay in this area.

Clothing

- Currently 184 square feet 8 x 23 ft.
- 8 feet of counter units
- Need 24-30 feet of wall space
- We would like this to be larger in the future with flex space utilized. Ideally 16 x 50 ft with 24 ft of counter space.

Backpacks

- We utilize 24 ft of wall space and 8 feet of counter which meets future need.

Electronics

- Currently we utilize 24 linear feet and 48 square feet of peg space.
- We have flex space on endcaps for Rush.
- We would like electronics to double or triple in size for future use

School supplies

- Currently 112 linear feet.
- 48 sq feet of vertical peg space
- Plus flex racks that are placed on floor for Rush

Gifts

This area is currently 100 sq feet and would need to stay the same.

Things needed for new area

- Electric power walker
- New racking for GM/supplies 36 inches deep
- Receiving table counter depth 2 sided
- New desk to work with room & can accommodate UPS shipments
- Fax/Copy machine
- Enclosed GM cart
- Shipping Computer

Existing square footage

- **Back Room** square footage 700 square feet accommodates:
 - 5 reserve pallets 18ft along right side wall of room
 - 1 desk, LaserJet printer & work station 11ft right side wall of room
 - 5 double sided book shelves 18ft long 6ft deep along left side wall of room
 - Shrink wrap machine 9 feet along left side wall of room
 - 1 desk UPS workstation 7ft front of room
 - Shelving for supplies and buyback/store paperwork 13ft along back wall
 - 17 square feet in middle of room to process receiving/returns/rental returns
- **Hallway Storage** square footage 115 square feet accommodates:
 - Displays, packing boxes, plastic store bags, Web-Order bags, copy paper for store & donated book pallet.
- **Back Room Storage for GM in Store** square footage 250 square feet accommodates:
 - Overstock of Clothing, school supplies, seasonal items, displays, candy and misc. kits sold for classes

Spring & Fall Peak season storage square footage C002

- **C002** square footage 1780 square feet accommodates:
 - Up to 20 reserve pallets of books for start of class sale
 - Displays from store to accommodate store rush
 - 10 pallets contain variety of kits, backpacks, clothing; school supplies (Roaring Springs)
 - Room also entails changing of locks; floor lay over carpet, pad lock on Prairie. Other issues closet for facilities needs to be secure and kitchen equipment in hallway.

New Proposed Room

The new proposed room is approximately 1450 square feet. Total everyday work area/storage is approximately 1065 square feet between all areas. In peak times we additionally have room C002 which gives us an additional 1780 square feet. Ideally we would be in a room with enough space to handle both everyday activity and peak seasons. To make this happen I project us to need an additional 400 square feet by increasing room space or additional room during peak season.

Waubonsee Bookstore's Program

Bookstore										
Front End			Full-Time Staff	Part-Time Staff	Student Worker	Other	Net Area (ASF)	Grossing Factor	Gross Area (GSF)	Notes
Bk	1	General Merchandise					3,357			
		Window Display								
Bk	2	Cashier's station					190			
		3 Standard registers								190 SF for 3 cashier's stations = 64 SF per cashier's station
		Queue Line								
Bk	3	Customer Service					224			
Bk	4	Textbook Stacks					1,202			
Bk	5	Online Order Pickup/Buyback/Returns					548			
		1 Register								
		2 workstations								
		Queue Line								
Bk	6	Changing Room					35			
Front End Subtotal			0	0	0	0	5,556			
Back End			Full-Time Staff	Part-Time Staff	Student Worker	Other	Net Area (ASF)	Grossing Factor	Gross Area (GSF)	Notes
Bk	7	Office					186			
Bk	8	2 Offices					420			
Bk	9	Storage/Workroom					774			
Bk	10	Storage/Workroom					1,375			
Bk	11	Receiving					354			
Bk	12	IT Closet?					95			
Back End Subtotal			0	0	0	0	3,204			
Cafeteria Total:			0	0	0	0	8,760			
Adjacencies:										