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How to Use This Document

This document is a future framework to illustrate the program vision generated during the Space Utilization Study conducted by Blalock and Partners and Margaret Sullivan Studio. This document, an excerpt of the comprehensive report, Branch Library Space & Architectural Study, is intended to tell a story of a re-envisioned Chapman Branch through a series of narratives and diagrams, generated from community meetings, interviews, with staff and library leadership workshops.

This document represents the results of a user-centered, service–design process of design, which empowers participants to envision their future and to root this vision in community-centric and specific user-centric scenarios. The narratives are visions, not literal, and can be referenced as guiding principles for not only future architectural designs, as this work was intended, but also for on-going program and service design. The goal of the work is to represent the unique character of the branch, so that all future development is informed by patron’s needs, goals and aspirations.
The Framework

Included in this document are the following sections:

“The Future”
The document opens with a fictional future-state narrative, “The Future” describing an experience of a patron entering a renovated Chapman Branch for the first time. In the “Return Here if You Like…” section, strengths in programming are identified. In the “5 Cool Case Studies” section, institutions and programs that provide similar programs and services as those identified for the branch’s future are listed. Additional descriptions of these Case Studies are in the Appendix, and we encourage more in-depth investigation and additions by staff.

“About Chapman”
Describes the community as synthesized from branch manager questionnaires, staff feedback and community engagement sessions. These pages also provide factual information about existing and future activities and programs, and a comparison of existing and future space analysis, culminating with a description of the Primary Space Types that will make up the recipe of the future Chapman Branch.

“Concept Diagrams”
The Concept Diagram illustrates the guiding program vision. “The Library as…” description is a metaphorical tool to describe the multi-faceted roles the library takes on to serve the community.

“Patron Narratives”
Patron Narratives are future-state narratives based on ESRI Tapestry Segment patron personas. Not intended to be a realistic representation, the patron narratives are analyzed to identify the Strategic Areas of Focus* the patron engages in with the library, and the Tools and Enablers that create the comprehensive experience.

“Look and Feel”
This page contains imagery of preliminary design character intended to be inspirational and directive as the design develops.
The Framework

*During the process, MSS created a Strategic Framework to root the physical program around the Strategic Areas of Focus for The City Library, as illustrated below:

**OUR STRATEGIC DOMAINS ARE TO LIBRARY AS...**

- **COMMUNITY LIVING ROOM**
- **COMMUNITY FORUM**
- **COMMUNITY CLASSROOM**
- **COMMUNITY LIFE-LINE**
- **COMMUNITY LIVING LABORATORY**

WITH THESE TOOLS TO ACTIVATE THE EXPERIENCE

- **SKILLS & TALENTS**
- **PROGRAM EQUIPMENT**
- **COLLECTIONS**
- **TECHNOLOGY**
- **PARTNERS**

WE ARE SALT LAKE CITY!

ALL OF OUR LIBRARIES WILL EVOKE THESE EXPERIENCES

- **ACCESS**
- **DIVERSITY**
- **FLEXIBILITY**
- **EXCELLENCE**
- **INSPIRE**

THROUGH OUR PLACES THAT ARE DESIGNED FOR ACTIVITIES AND PROGRAMS

- **WELCOME CENTER**
- **“POP-UP”**
- **MEETING ROOM**
- **EARLY LITERACY**
- **BOOKSTORE**
- **“GENIUS BAR”**
- **LIVING LABORATORY**
- **STORYTELLING LAB**
- **THE CITY “CAFE”**
- **TECHNOLOGY ZONE**
- **CLUB ROOM**
- **AFTER SCHOOL HANG OUT**
- **MARKETPLACE**
- **ENTREPRENEURIAL CENTER**
- **GROUP STUDY**
- **OUTDOOR SPACE**
- **COMMUNITY GATHERING**
- **BUSINESS CENTER**
- **FAMILY GATHERING**
- **TEEN HANG OUT SPACE**

AND WILL BE REALIZED IN THESE COMPONENTS
When you arrive at the Chapman Branch...

Chapman Library, a functioning Carnegie Library, was built during the last year of WWI and in many ways symbolizes some of the same values held prior to the war, elegance and dignity. There is no doubt that Chapman “then” and “now” stands with firm reverence within its community, sprinkled with exuberant joy and whimsical exploration. A sense of uplift, curiosity and a universe of possibilities opens when patrons enter its newly renovated, high and spacious rooms.

When you walk into Chapman, you will see a diverse population who are proud of their neighborhood library. The patrons especially love the new innovative technology zone where locals come to test the latest and greatest technology. Regular classes are offered, one-on-one or in groups, as well as technology access for personal use. The new renovations include a cozy and uplifting community living room where patrons come for respite, a true home-away-from-home. Families come from all over the neighborhood to participate in the family craft programs in the, funky, craft café. Or they attend the variety of children’s programs in the family gathering/early literacy center, where Chapman’s beloved stage is updated to accommodate even more active programming. There are also immersive performances for teens, tweens and patrons of all ages and stages. Chapman engages teens and tweens with its after school hang out zone where youth can hang out, mess around and geek out, which works like this cool place in New York City called 826 Valencia. Patrons enjoy the gadget garage and technology petting zoo where they share new ideas and explore new technologies.

Return Here if You Like...

- Learning about New Technology
- Library Festivals
- Storytelling and Performances
- Art, Art and More Art
- Family Crafting!
Chapman’s excellent art exhibitions are scattered throughout the library giving patrons pops of unexpected inspiration. The new community room hosts; artist receptions that give local artists a venue to share their work and the ability to do pop-up programming. Many local organizations set up shop in the meeting room to share resources with patrons that can’t gain access elsewhere, making the library seem larger than life! The meeting room extends beyond the library walls into the outdoor gathering area that surrounds the library, where the streetscapes come alive with pop-ups and food vendors. The community is flourishing, coming together for potlucks, cookouts, outdoor solstice celebrations and annual concerts. Each day at Chapman is a new adventure, a new chance to carve a path towards individual and collective progress, a new path filled with play and purpose!

5 Cool Case Studies For Chapman:

- Sketchbook Project, Brooklyn NY
- 826 Valencia, nationwide
- Hi-res Gigabyte Interactive, Chattanooga Public Library
- Storyville, Baltimore County Library
- Idea Box, Oak Park Public Library
About Chapman

The Chapman Branch Library is Salt Lake City’s only functioning Carnegie Library, and as it approaches its centennial in 2018, is well-positioned for a renovation to celebrate its future! With an uplifting classical architecture and soaring double-height spaces filled with natural light, the Chapman Library provides a dignified respite to a patron community experiencing many of life’s harshest realities.

Located in the Poplar Grove neighborhood of Salt Lake City, the Chapman Branch Library serves a population facing severe economic, educational and employment challenges. Chapman provides services to a diverse ethnic population that includes recent immigrants and refugees, including Pacific Islanders, Africans and Vietnamese, as well as descendants of original Pioneers. Poplar Grove’s Hispanic population is one of the largest Chapman serves, and you are likely to hear a librarian assisting a patron in Spanish, or teaching a popular Spanish language computer class.

Chapman’s librarians offer a variety of basic services and literacy skills, including access to social services and basic computer skills. Patrons prefer one-on-one consultation and small computer classes. Computer classes in Spanish are popular and impactful. The digital divide is evident in this community, and providing patrons access to education, employment and financial stability is a high need here, in every way that the library can support. The staff embodies boundless creative energy. They uplift patrons by creating popular family craft programs and seasonal festivals. Warm Up and Chill nights, Makers and Movies craft programs, Dungeons and Dragons Tuesday nights, Las Posada, the Mad Hatter’s Tea Party, Spooky Saturdays and the annual Candlelight Solstice Concert are examples of the special events that Chapman patrons enjoy. Chapman is known for its excellent art exhibits which the Carnegie building is perfectly suited to showcase.

Popular Programs

- Book Baby
- Story Time
- Legos in the Library
- Dungeons and Dragons
- Computer Classes in Spanish
- Warm Up and Chill Nights
- Makers and Movies
- Discovery Hour
- Coding Club
- Kitchen Fun with The Kids
- Art Exhibits and Receptions
- Peculiar Day
- Mad Hatter’s Tea Party
- Spooky Saturdays
- Solstice Concert
- Las Posadas

Future Quantity Breakdown

Collections 15% of Public SF will be dedicated to collections.
(23,520-31,680 materials)

Technology 25 Total
- Full Service 15
- Computer (Child) 8
- Catalog Comp. 2

Staff 13 Total
- Library Manager 1
- Full Time 3
- Part Time 8
- Custodians 1

Note: Existing collections percentage represents percentage of SF allocated on the shelving plan, not material count.
A Path to Play, Purpose and Progress!

With the renovation, this branch will build on its status as an essential presence in the community, providing services and convenient, local access to arts and cultural programming. Through classes and technology access, the library will continue foster opportunity and career and job skills development, providing a pathway for upward mobility. Spaces, furnishings, technology, and equipment for children, tweens, and teens will be designed to foster accomplishment, confidence, and competency.

Chapman’s greatest asset - the dignified Carnegie building which was designed for books, with limited staff space – is also one of the key challenges. The space does not support the delivery of contemporary library programs and services that would best address local community needs. The old library ethos of “Come in, read, and be quiet”, has been replaced with the 21st century ethos, “Come in, learn, and be heard!”

The Poplar Grove community needs the Library to provide more multi-purpose and multi-use space. More flexible spaces would support the library in meeting community needs through diverse programming such as ESL classes and workforce development programs for adults, and homework help, and other out-of-school programs and activities for youth.

The challenge and greatest opportunity for the Chapman branch will be to create an impactful library experience for the Poplar Grove community within its historic shell. By reinventing the Carnegie Library to include activating outdoor spaces, redefining programming, and incorporating state-of-the-art technologies, Chapman will be well-equipped to serve the Poplar Grove community well into its second century!

The City has big plans for the development of new shops, businesses trails, green space, and affordable housing in the Poplar Grove neighborhood, to help it emerge from blight and the economic downturn. Young professionals and young families are moving into the area to be closer to downtown. The Library is well-positioned to contribute to an improved and vibrant quality of life for all residents new and old!

When Chapman celebrates its Centennial, we envision a joyous day, with a community being gifted with opportunity to turn Carnegie’s 20th century mission of providing free knowledge to all into their unique 21st century Pathway to Play, Purpose and Progress in their Secular Sanctuary!

“Poplar Grove is an incubator, a place where people have the opportunity to grow and renew. There is a vibrancy that comes from this dynamic community. Faces in the library are continually changing; children that move to different neighborhoods come back as teens or adults and tell us how much the library means to them. Senior patrons return and recall how the library was here in the 1930’s when they were children; some get teary-eyed. All of them emphasize that they are glad we are still here doing what we have done since 1918.”

- Mary Anne Heider
Branch Manager
## Space Types

### Welcome

**Welcome Center**  
A welcoming place for returning core customers, visitors and newcomers to showcase the unique past, present and future of the branch.

**Bookstore**  
A dedicated retail-like area designed for browsing new materials, popular materials and community-based art and displays. The area will be designed for patrons to find “just what they are looking for!” and to foster browsing and serendipitous discoveries.

### Community Gathering

**The City “Cafe”**  
An informal community gathering space with a variety of seating for patrons to casually meet, relax, enjoy a snack and to be alone/together in a coffee shop-like setting.

**Living Room**  
An intergenerational community gathering space with a variety of seating for patrons to casually meet, relax and to be alone/together.

**Innovative Technology Zone**  
The Innovative Technology Zone will be an open space dedicated to collaboration and consultation, individual technology access and/or instructional programming.

### Community Meeting

**Large Meeting Room**  
A large program room designed for flexible programming. The room will have a capacity of 45-85 people. When not used for programming, the room can be set up to extend public use.

### After School Hang Out

An area dedicated for teens and tweens to hang out, mess around and geek out. This area will be equipped with the latest and greatest furnishings, technology and equipment for informal and instructional learning. Students will also have access to the Hi-Tech Innovative Technology Zone for media projects.

### Family Gathering

**Family Literacy**  
An active learning environment dedicated to play, learning and PLA’s Every Child Ready to Read approach to youth services. The area will be designed for safe and active engagement for babies, toddlers and school-aged children and their adult caregivers.

**Stage and Play Area**  
A dedicated space for storytelling in all of its vibrant forms! When not in use as a storytelling space, the area will be an extension of the family gathering area.

### Staff Area

A separate staff area with an office, desks for each staff member and materials processing. The staff area will contain areas for collaboration and space to relax.

### Outdoor Space

An area designed for the community, youth and their families as an extension of the community gathering spaces.
Chapman Branch is...
Library as Community Portal

On this page, a conceptual space diagram illustrates the main program concept as articulated in the program narratives. Subsequent pages illustrate the main program concept applied to the actual building, utilizing program space types as bubble diagrams, showing basic adjacencies. Option 1 does not assume a building addition; Option 2 does assume an addition.

Library as Living Room
The community’s living room: a vibrant place for all members of the community to come together. It promotes intergenerational interaction, exchange and connections.

Library as Innovative Technology Zone
The community’s Innovative Technology Zone: an open space dedicated to collaboration and consultation, individual technology access and/or instructional programming.

Library as Craft Cafe
The community’s craft cafe: an informal community gathering space with a variety of seating for patrons to casually meet. It also can accommodate messy projects where patrons can work together, alone, or with librarians on special projects, with easy access to tools and supplies.

Library as Outdoor Living Room
The community’s outdoor living room: an area designed for the community, youth and their families as an extension of the community gathering spaces.
CHAPMAN BRANCH: OPTION 1 (WITHOUT ADDITION)

Entry symbol key:
- **PE**: primary entry
- **SE**: secondary entry
- **D/S**: delivery/service entry

Library as active streetscape
- **COMMUNITY GATHERING/LIVING ROOM**
- **INNOVATIVE TECHNOLOGY ZONE**
- **FAMILY GATHERING/EARLY LITERACY**
- **OUTDOOR LIVING ROOM**
- **CRAFT CAFE**
- **WELCOME/BOOKSTORE**
- **STAFF AREA**
- **LIVING ROOM**

After school hang out
- **AFTER SCHOOL HANG OUT**

Delivery/service entry
- **D/S**

Primary entry
- **PE**
CHAPMAN BRANCH: OPTION 2 (WITH ADDITION)
I visited the Chapman branch for the first time after hearing about its award-winning renovation on the Library’s Facebook page and on the radio. It was a beautiful spring Saturday and I’d just had my bike tuned up. I’d been meaning to stop in since moving into the neighborhood a few years ago, and I finally found myself with some free time. I was a little nervous about leaving my bike out front, but they had secure bike parking that I could use by swiping my library card - I couldn’t believe it! I used to go to the Day-Riverside branch as a kid, but I stopped going when I started high school. After I finished college and moved back to Salt Lake, I went to the Main Library with some visiting friends to look around. During that visit, I signed up for a library card and since then, I’ve been getting the email newsletters, I’ve been to a few events at Main, and I haven’t used my card since I first signed up--I’m just so busy. I work for a local nonprofit specializing in disability law, so I’m intrigued by the way old buildings are remodeled to comply with ADA accessibility. I must say I was really impressed at how an accessible entrance was incorporated onto this old building. Upon entering the building, I was taken with the charm of the classical woodwork and impressed with the high ceilings and ample light. I was immediately greeted by a friendly librarian and instantly felt at home. The furniture blended with the classical architecture, but was also stylish and inviting. It looked so nice! There were so many different seating options and workspaces and the walls were lined with books, but more like a bookstore.

I could definitely see myself spending a lot of time there. Since my sister and my little nephew moved in with me and my mom, it’s been hard to study at home--I’m preparing to take the GRE--so I’m happy this spot is right in my neighborhood! It’s not especially quiet, but I don’t mind a little noise and there are little nooks where I could work and even a few tables where I could spread out. For such a small amount of space, I was impressed with how well it was used and how many computers there were! When I came into the library, it all felt so nice and it made me proud that this library was in my neighborhood. I could tell that they really cared about making this place feel special and that they cared about their community. A local artist’s paintings hung on the walls, which added some vibrant color and texture, and the artist’s information (an alum of my high school) was prominently featured. There were also so many books, DVDs, and magazines in Spanish! My mom takes care of my nephew in the day and she speaks Spanish with him, but mostly, we speak English so I was happy to find a bunch of bilingual kids books and even a new release cartoon I know he’ll love. I’m excited to tell my mom and sister about all the great programs for kids and families. Visiting this library reminded me that my community is full of people and organizations who are really committed to making this a great city for everyone!
**Strategic Areas of Focus**

- **The City’s Living Room**
- **The City’s Forum**
- **The City’s Classroom**
- **The City’s Life-Line**

**Tools and Enablers**

**Outcomes**
- Found a comfortable place to study
- Neighborhood pride
- Felt special for having this library in her neighborhood

**Experiences**
- Found bilingual kids books for her nephew
- Checked out art exhibition
- Attended a Community Council

**Space Types**
- Community Living Room
- Craft Cafe
- Community Meeting
- Innovative Technology Zone

**Programs & Activities**
- Studying for the GRE
- Reading Clubs
- Spanish Language Programs
- Children’s Programs
- Computer Classes
- Art Shows and Receptions

**Look & Feel**
- Stylish/Inviting
- Charming and Classical
- Ample Light
- Comfortable/Open
- Friendly

**Technology & Equipment**
- Printers/Copiers
- A/V Equipment
- Computer/Wifi

**Furnishings**
- Blended with Classical Architecture
- Different seating and workstation options

**Collections**
- Adult Collections
- Spanish books
- GRE study books
- DVD’s
Gloria is a 30-year-old Hispanic, single mother from the “Popular” Poplar Grove neighborhood in Salt Lake City, Utah. Gloria knows little English and frequently needs her children to translate for her. She enjoys exploring and is a fantastic storyteller. She tells colorful generational stories about her family’s rich history. She’s creative and loves the family craft programs at Chapman Library.

Gloria’s focus is her kid’s well being and education. She wants them to succeed and does everything she can to give them the right opportunities. Before coming to the library, Gloria picks her kids up from the elementary school nearby and goes straight to the library afterward. She arrives with a positive attitude but often feels pressure from her economic worries and anxieties about the future for her and her children. During her time at the library, she attends craft programs and socializes with the staff, they’ve all become very close friends. Her kids participate in the story time or play around the colorful stage.

Gloria browses the English and Spanish collections, she checks out DVD’s and a few Spanish magazines. She and her kids always have a positive experience at the library and they leave excited to take their things home to continue the experience.
### Strategic Areas of Focus

- **The City's Living Room**
- **The City's Forum**
- **The City's Classroom**
- **The City's Life-Line**

### Tools and Enablers

#### Outcomes
- Found things to take home to continue the experience
- Neighborhood pride
- Felt special for having this library in her neighborhood

#### Technology & Equipment
- Activity Carts
- Mobile TV/Markerboards
- A/V Equipment
- Computer/Wifi

#### Experience
- A very positive experience
- Interacts with staff
- Finds Magazines in Spanish and English

#### Programs & Activities
- Family Craft Programs
- Cross-Cultural Programs
- Annual Programs
- College Prep
- Entrepreneurial Pathway
- Art Shows and Receptions

#### Look & Feel
- Traditional with a Modern Edge
- Unexpected moments/spaces
- Ample Light
- Innovation Hub
- Friendly

#### Collections
- Adult Collections
- Spanish books
- Magazines
- DVD's

#### Furnishings
- Blended with Classical Architecture
- Adaptable/Comfortable

#### Space Types
- Family Gathering
- Craft Cafe
- Community Meeting
- Innovative Technology Zone
We came from El Salvador in the 1980s as refugees from the civil war when my sister and I were very little. Although my father has passed away, my mother still lives with us (my husband and our two kids) in the house they worked very hard to buy when they both worked two jobs each. We love the house in the Chapman library neighborhood, even though it is very small. There are many memories here, and we like that we have so many Spanish speaking friends and neighbors, though we are also proud that we are bicultural and bilingual. My husband and myself both have high school diplomas, but we want our kids to go to college.

When I was little, I remember going to the Chapman library for the very first time. At first I was scared – the building seemed scary; it was big and dark and you had to go up a lot of steps and through a very old door. My mother said it reminded her of the English missionary school buildings she remembers in El Salvador. But as soon as I was inside, I loved it. It was filled with lots of books and music and magazines (and later they got movies on video tape! And then came DVDs) and my mother took me to fun programs on Saturdays when she had time off. Today, I am proud to say that I carry on this tradition with my own kids, Andre, age 10 and Estrella, age 8. Saturday programs work well for us because I work full-time during the week at a call center. I also plan to use the library more when my kids are in high school. I graduated from East High and I would like to go to Salt Lake Community College and eventually to the U of U to get a degree in Social Work. If I can’t make it to the college libraries, I can always go to Chapman if I need to do computer work. I have a laptop and can just use their Wi-Fi service and their printer since I don’t have a printer at home. My husband sometimes comes with us to the library when his schedule allows and when they do special programs. Chapman hosts many interesting programs and the ones in the evenings and weekends work best for us. We also enjoy their concerts and holiday programs. My mother comes with us to these programs, too, as she loves listening to live music. I like that the library looks like an old church. It’s beautiful it’s been in our neighborhood for a long time and I like that it has always been a library. I am glad that Salt Lake City keeps this library open and looking great. The community also really respects the building; it doesn’t get tagged as much as other buildings in the neighborhood (I am sorry to say). There is only one “tag” on a pole outside the library that the librarians have kept. It reads “Sliterin” –from the Harry Potter books –and my kids think this is great!

And that’s why I love the Chapman library. It is a nice mix of old and the new; it has many things that we enjoy –especially the DVDs –it has great connections with our neighborhood, and my family loves coming here. And the new bathrooms are beautiful!
Strategic Areas of Focus

- The City's Living Room
- The City's Forum
- The City's Classroom
- The City's Life-Line
- The City's Living Laboratory

Tools and Enablers

### Outcomes
- Found a place for her whole family
- Gained a deeper love for her community
- Gained more opportunities for her and her children

### Programs & Activities
- Concerts and Holiday Programs
- Family Programs
- Cross-Cultural Programs
- Children's Programs
- Computer Classes
- Movie Screenings

### Furnishings
- Mix of old and new
- Different seating and workstation options

### Technology & Equipment
- Printers/Copiers
- A/V Equipment
- Computer/Wifi
- Chromebooks

### Experiences
- Attended weekend programs with her family
- Checked out DVD's
- Used printing resources

### Look & Feel
- Cozy Reading Nooks
- Open/Spacious
- Relaxing
- Comfortable/Quiet
- Friendly

### Space Types
- Family Gathering
- After School Hang Out
- Craft Cafe
- Community Meeting

### Collections
- Adult Collections
- Spanish books
- Picture Books
- DVD's

### American Dreamers

The City's Living Laboratory
The City's Forum
The City's Classroom
The City's Life-Line

INNOVATION LAB
The City's Life-Line
The City's Classroom

The City's Forum
Chapman Feels Like...
Appendix: Case Study Slides

The following pages include descriptions of the “5 Cool Case Studies” illustrated on page 7, we encourage you to explore these as well as other institutions and programs that create meaningful experiences for their users.

Chattanooga Public Library: 4th Floor

The 4th floor is a public laboratory and educational facility with a focus on information, design, technology, and the applied arts. The 14,000 sq. foot space hosts equipment, expertise, programs, events, and meetings that work within this scope. While traditional library spaces support the consumption of knowledge by offering access to media, the 4th floor is unique because it supports the production, connection, and sharing of knowledge by offering access to tools and instruction.

http://chattlibrary.org/4th-floor
Appendix: Case Study Slides

IDEABOX @ OAK PARK LIBRARY

What is Idea Box? Idea Box, located just inside the Main Library entrance, is a dedicated 19’ x 13’ space that each month provides a new and dynamic participatory community experience. Visitors are encouraged to learn through tinkering, fun, experimentation and play.

What’s inside is always changing! By changing exhibits, Idea Box offers fresh ways to engage library customers in lifelong learning through creative play and fun.

Installations vary to reflect the diverse interests in our community. One installation may feature participatory art and culture; another may solicit opinions on an upcoming initiative or library service, or be hands-on, demonstrating new technology.

http://oppl.org/visit/idea-box
Appendix: Case Study Slides

STORYVILLE

“Storyville was designed and created to foster early literacy and school readiness skills. We know through scientific research that success in school begins at birth and that the ages of birth to five are critical learning years.

The engagement of parents and caregivers with their young children through reading and playing together is key to their child's success. Storyville is a place where books and purposeful play come together to provide valuable experiences that nurture young children and support parents and caregivers in their role as their child's first and best teacher.”

http://www.bcpl.info/storyville
Appendix: Case Study Slides

826 VALENCIA

The writing center supports under-resourced students ages six to eighteen by enhancing their creative and expository writing skills. The center also helps teachers inspire their student’s with personalized one-on-one writing.

Their Values:
- Closing the Academic Achievement Gap
- Individualized Support
- Demystifying the Writing Process
- Individualized Support

http://826valencia.org/
Appendix: Case Study Slides

**Sketchbook Project, Brooklyn NY**

The Sketchbook Project began in 2006 in Atlanta, GA and moved to New York City in 2009. Since that time, the small organization has grown into a worldwide community of more than 70,000 artists. By focusing on the intersection of hands-on art making and new technology, The Sketchbook Project nurtures community-supported art projects that harness the power of the virtual world to share inspiration in the real world.

https://www.sketchbookproject.com/