



ST. CATHARINES PUBLIC LIBRARY

54 CHURCH STREET, ST. CATHARINES, ONTARIO L2R 7K2

Tel. (905) 688-6103 Fax (905) 688-6292

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ADDENDUM #1

REQUEST FOR PROPOSAL

Central Library Renovation Conceptual & Detail Architectural Plans RFT #21-04

This addendum shall form an integral part of the specifications and plans for the above project and shall be read in conjunction therewith. This addendum shall, however, take precedence over all requirements of the previously issued specifications and plans with which it may prove to be at variance, unless otherwise clarified by the Business Administrator.

This addendum should be signed by the bidder in the appropriate space and should be attached to the Form of Proposal for submission.

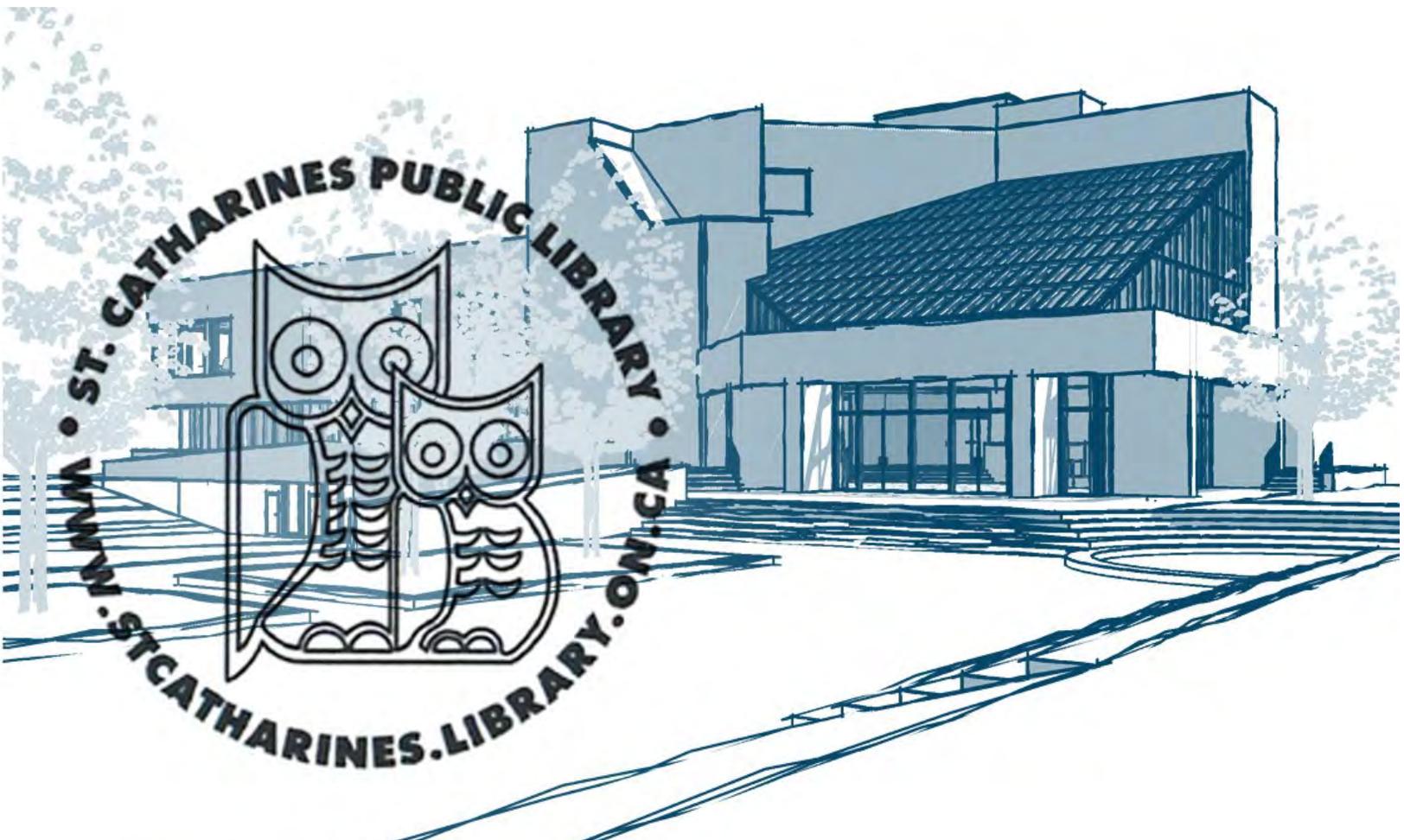
Proposals not including this Addendum, signed as required, may be rejected as informal. There is one (1) page in Addendum #1.

The requested Feasibility Study referred to on page 10 of the Request for Proposal is attached for your consideration.

Authorized Signature: _____

Company Name: _____

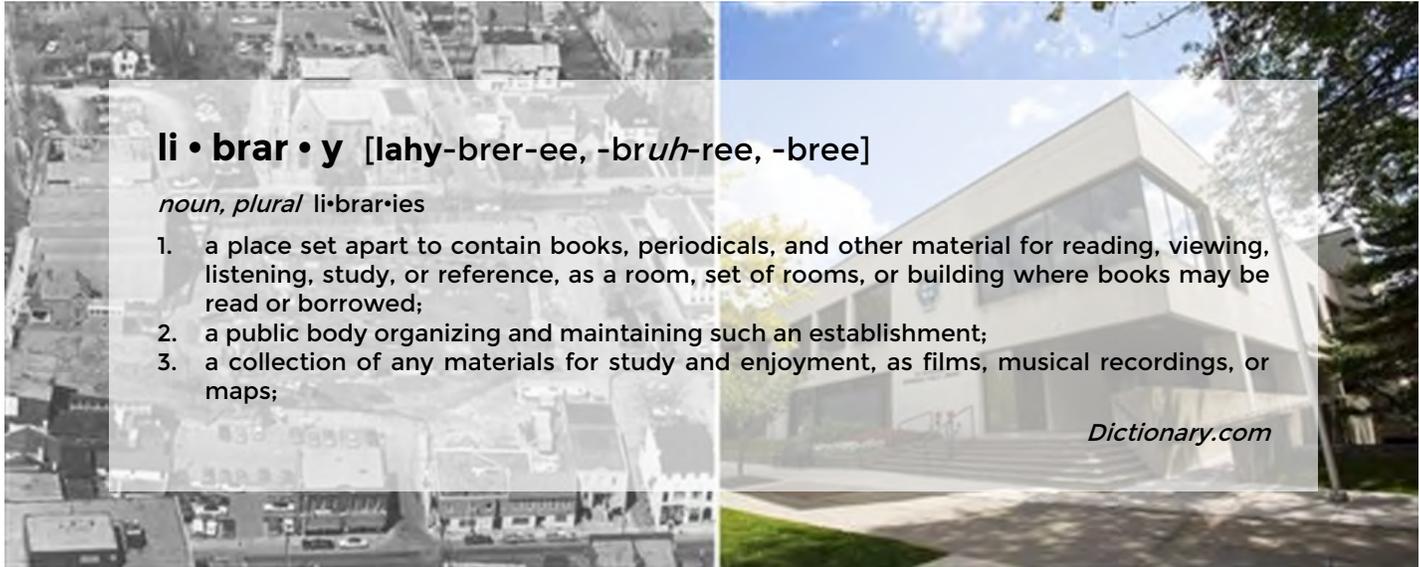
Date: _____



**FEASIBILITY STUDY + CONCEPT PLANS /
CENTRAL LIBRARY INFRASTRUCTURE SPACE PLAN
FOR ST. CATHARINES PUBLIC LIBRARY**

Innovative | Sustainable | Dynamic

PREPARED BY
MZE ARCHITECTS INC.



li • brar • y [lahy-brer-ee, -bruh-ree, -bree]

noun, plural li•brar•ies

1. a place set apart to contain books, periodicals, and other material for reading, viewing, listening, study, or reference, as a room, set of rooms, or building where books may be read or borrowed;
2. a public body organizing and maintaining such an establishment;
3. a collection of any materials for study and enjoyment, as films, musical recordings, or maps;

Dictionary.com

ST. CATHARINES CENTENNIAL LIBRARY, OFFICIALLY OPENED JUNE 22, 1977 / by local firm MacBETH, WILLIAMS, WOODRUFF + HADAWAY
The STANDARD, Yesterday and Today: Many chapters in the growth of St. Catharines Library, by Dennis Gannon, Sep 13, 2019.

A BRIEF OVERVIEW

The Central Library is located on the north corner of a city block in Downtown St. Catharines, defined by the intersection of Church and Carlisle Streets. The building's orientation on site is set square to James Street, and incorporates a slight shift in plane on the façade that runs parallel to Church Street. Furthermore, the outdoor public plaza that extends from the Atrium Entry to James Street is on axis with CITY HALL's Atrium directly across the street, creating a visual connection between these two glass boxes, serving as 'bookends' at either end of the plaza. This physical building relationship, also includes the Robert S. K. Welch Courthouse across Church Street, and helps to define our Downtown Civic Square.

When considering the suitability of the floor plans to accommodate the activities necessary for the functionality of a Public Library, the initial design of the Central Library seems to have been well considered with regard to how various Users would engage with the building. The Atrium effectively defines the public entry point to the building; as noted above, there is a larger site context associated with the building's design. The Church Street exterior stairs and covered entry are secondary to the public plaza promenade, but contribute to the pedestrian connectivity, by providing inter-city pathways. The Atrium serves as the filter, where all people coming to the Library can collect under the shelter of the dramatic sloping glass roof, and are granted controlled access to the various portions of the building, depending on their reason for visiting - For instance, access to the Public Meeting Rooms is kept separate from access to the Library proper, to facilitate after-hours programming. The flexibility & function of the Public Meeting Rooms are also well suited to their task - dedicated rooms intended for discussion & presentation, with technology available to facilitate these activities. Unfortunately, the current finishes in these spaces leaves a lacklustre impression, which can have a negative impact visitors' overall experience.

This condition is also true for the Library itself; by way of this Feasibility Study, MZE Architects has determined that it currently has all of the infrastructure & feature elements in place, but lacks the support of those qualities that make for a memorable and engaging visitor experience. The location & rhythms of the windows on the perimeter walls, as established by the original design, contributes significantly to the interior circulation of people; however, the arrangement of furniture/bookcases needs to be reconsidered, to work in concert with the original design. Our ultimate conclusions when reviewing the 'bones of the building', and the original design intent of how the plans respond to the site to deliver valuable programming, is that it has all been well considered, and works in the contemporary context. With this confirmation, we were able to consider the next analysis, to find opportunities to 'free up' floor area; by reviewing the current distribution of Staff across all floors, and attempt to understand their relationships, as they relate to the delivery of services to the Public. The following report overlays the current socio-economic context surrounding the library, to help define its 'visitors', and looks at current programming trends that will maintain the Library's continued relevance as a public service provider well into the future.

ex • pe • ri • ence [ik-speer-ee-uhns]

noun

1. a particular instance of personally encountering or undergoing something;
2. the process or fact of personally observing, encountering, or undergoing something;
3. knowledge or practical wisdom gained from what one has observed, encountered, or undergone;
4. *Philosophy.* the totality of the cognition given by perception; all that is perceived, understood and remembered;

Dictionary.com

BOSTWICH COMMUNITY CENTRE, YMCA + LONDON PUBLIC LIBRARY / MacLENNAN JAUNKALNS MILLER ARCHITECTS INC. w/ A+LINK ARCHITECTURE INC.

THE TASK AT HAND

MZE has conducted a Feasibility Study to assist the St. Catharines Public Library - Central Branch to identify & develop the best design strategies to create more functional spaces within the Central Branch; and assist with the advancement of the Library's delivery model to improve the visitor experience through the next 20 years.

This was accomplished by documenting the existing building layout, in order to develop a clear picture of the opportunities & constraints of the physical space.

MZE also engaged a Working Group comprised of Library Staff and Stakeholders (Board Members & City Staff), as well as Patrons & Local Organizations, to develop a strong understanding of the needs & wishes of the various User Groups who access the Library's Resources & Programming.

ESTABLISHING CONTEXT /

- ⇒ MZE has identified how the Library fits into the social context at Provincial, Regional & Local/Downtown levels, and determined the demographics of Library User Groups through the analysis of existing statistics, and data collected through the administration of **Observation & Patron Surveys**.
- ⇒ MZE has established Library Staff requirements, through the administration of a **Staff Survey**, in order to identify potential opportunities to consolidate Staff in a more efficient configuration.
- ⇒ MZE has documented the existing building through site measurements & photographs, to develop a 3D base model to be used to explore possible design solutions.
- ⇒ MZE has identified current Library Trends & Delivery models, and collected a selection of precedent images for consideration.

IDENTIFYING POSSIBILITIES /

- ⇒ MZE has identified the potential scope & physical floor areas that can be modified to enhance the visitor experience. The proposed scope is intended to be used by the Board, to prioritize opportunities for investment & establish budgets, for implementation fully, or in part over the next 20 years.
- ⇒ Based on results from the Staff survey, MZE has proposed Staff relocations to improve efficiencies, and increase available Program Space throughout the building.
- ⇒ MZE has proposed reconfigurations to the existing layout of the stacks to improve sightlines for increased security; improve wayfinding & accessibility; and increase/redistribute the Library's resource collections.
- ⇒ MZE has proposed improvements to interior finishes, to update the various environments, and enhance the visitor experience.



ev • o • lu • tion [ev-uh-loo-shuhn or esp. British, ee-vuh-]

noun

1. any process of formation or growth; development;
2. a product of such development; something evolved;
3. a process of gradual, peaceful, progressive change or development, as in social or economic structure or institutions;
4. a motion incomplete in itself, but combining with coordinated motions to produce a single action;

Dictionary.com

COLUMBIA HEIGHTS PUBLIC LIBRARY, MINNESOTA / HGA ARCHITECTS + ENGINEERS

ALIGNING WITH THE STRATEGIC PLAN

The findings & recommendations presented in this report are intended to align with & support the Central Library's implementation of the five Goals outlined in the *St. Catharines Public Library Strategic Plan 2019-2022*; as well as fit into the broader context of the four Pillars within the *City of St. Catharines Strategic Plan 2019-2028* being: Economic Prosperity; Social Well-being; Environmental Stewardship; & Cultural Renaissance.

GOAL 1 / Embrace Innovation, Creativity & Boldness

⇒ MZE has highlighted many current library programming trends that are being integrated into the delivery of Public Library services globally. Striking a balance between providing the traditional approach of maintaining a physical collection of resources, while also exploring & embracing new digital opportunities is key in order for the Library to remain a vital source of knowledge, education & growth in the community.

GOAL 2 / Build a Recognized & Valued Brand

⇒ MZE has identified several significant areas throughout the Central Library that would benefit from improvements to interior finishes & layouts to update the various spaces, thereby enhancing the visitor experience. St. Catharines Public Library might consider incorporating some of the fresh aesthetic elements of the Dr. Huq Family Library into the Central Library, to begin creating a more cohesive look & brand throughout all of the Branches.

GOAL 3 / Foster Community Connections

⇒ MZE has established the Demographic & Geographic context of Central, to assist the Library with defining, re-defining & expanding their target audience. We have also identified opportunities for the Library to connect with a myriad of diverse community partners including: Social/Charitable, Educational & Cultural Organizations; Employment & Immigration Integration Services; as well as local businesses; all within the Downtown Core.

GOAL 4 / A Library for All

⇒ The recommendations outlined in this report are both physical & programmatic in nature, and all have the potential to assist the Central Library to create a more welcoming, accessible & inclusive place, where people of all ages, abilities & interests want to spend their time.

GOAL 5 / Transform as we Evolve

⇒ MZE's recommendations represent a wide range of enhancement opportunities, to enable the Central Library's Board to prioritize these investment opportunities, and establish budgets for their implementation in part, or in full over the next 20 years. We also encourage the Library to regularly administer the surveys included in this report, as a method of remaining aware of the changing needs of their Visitors & Staff, and help inform their decision-making processes.

SECTION 1 /

ESTABLISHING CONTEXT /



CAMBRIDGE PUBLIC LIBRARY / CAMBRIDGE, MASSACHUSETTS

/ DEMOGRAPHIC CONTEXT

A look at *WHO* is currently using Libraries, and how our local demographics align with these averages, to assist the Central Library with determining the composition of their target audience, and identify which groups might require more attention. For instance, improving the visitor experience for the Student Demographic (Teen, Millennial & GenX) would complement the already established programming & services available to the Children & Boomer/Senior Groups at the Central Library.

/ GEOGRAPHIC CONTEXT

A look at *WHERE* the Central Library is located, through the lens of Local Planning, in order to identify the strengths & benefits of being situated at the heart of the Downtown Civic Square. This prominent location offers ease of access to visitors, as well as a host of opportunities for the Library to establish partnerships with a multitude of Community & Cultural Organizations, and local businesses, thereby solidifying the Central Branch as *THE* Community Hub.

/ CURRENT LIBRARY TRENDS + PROGRAMMING

A look at *WHAT* trends are currently being implemented as Best Practices in Libraries around the world, to help the Central Library identify how their program offerings align, and to determine what trends are worth further investigation, to improve their operations & enhance the visitor experience.

/ SURVEYS

A series of 3 surveys were administered to gather information about the various User experiences at the Central Library:

Work Environment Survey

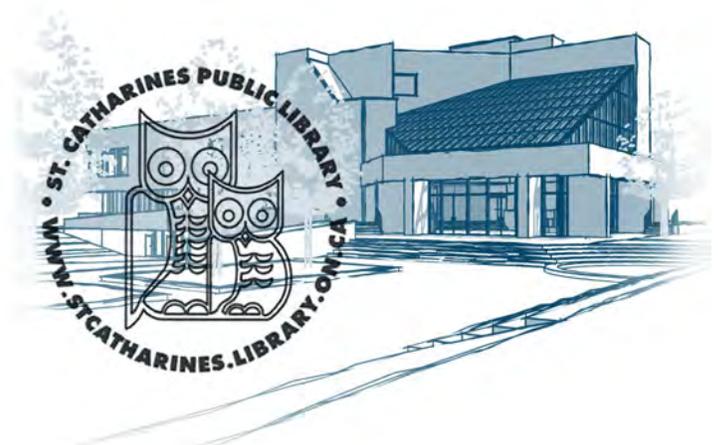
⇒ to determine Staff requirements, and identify the potential for efficiencies

Space Observation Survey

⇒ administered by Staff, to record how visitors use various spaces throughout the Library

Patron Survey

⇒ completed by visitors, intended to gather feedback on their experience, in order to identify areas of positive service delivery, as well as areas in need of improvement



DEMOGRAPHIC CONTEXT / WHO IS USING THE LIBRARY?



MULTI-USE GATHERING SPACE AT THE DSBN WALKER LIVING CAMPUS AT WOODEND CONSERVATION AREA / MACDONALD ZUBEREC ENSSLER Architects Inc.

LIBRARY PATRON STATISTICS

AVERAGE USE BY AMERICANS

PUBLIC LIBRARY OR 'BOOKMOBILE' USE
OVER 12 MONTH PERIOD

GENERATION [% by Segment]	
53% Millennials 18-35	45% Gen X 36-51
43% Boomers 52-70	36% Silent Gen 71-88

GENDER

54% Women
39% Men

EDUCATION

56% College
40% High School

PARENTAL STATUS

54% w/ minors
43% Non-parent

PUBLIC LIBRARY WEBSITE USE
OVER 12 MONTH PERIOD

GENERATION [% by Segment]	
41% Millennials 18-35	33% Gen X 36-51
24% Boomers 52-70	11% Silent Gen 71-88

GENDER

37% Women
24% Men

<https://www.pewresearch.org/fact-tank/2017/06/21/millennials-are-the-most-likely-generation-of-americans-to-use-public-libraries/>

LOCAL DEMOGRAPHICS

NIAGARA REGION

TOTAL POPULATION

	2016	2011	2006	2001
St. Catharines	133,113	131,400	131,989	129,170
Niagara Region TOTAL	447,888	431,346	427,421	410,574

ADDITIONAL LOCAL STATISTICS

Average age	43.7
Average family size	2.8
Average individual income (2015)	\$39,919
One family households w/children	35.8%
No High School Diploma	10.4%
Post-secondary Certificate, Diploma or Degree.	23.4%

PROJECTED STATISTICS

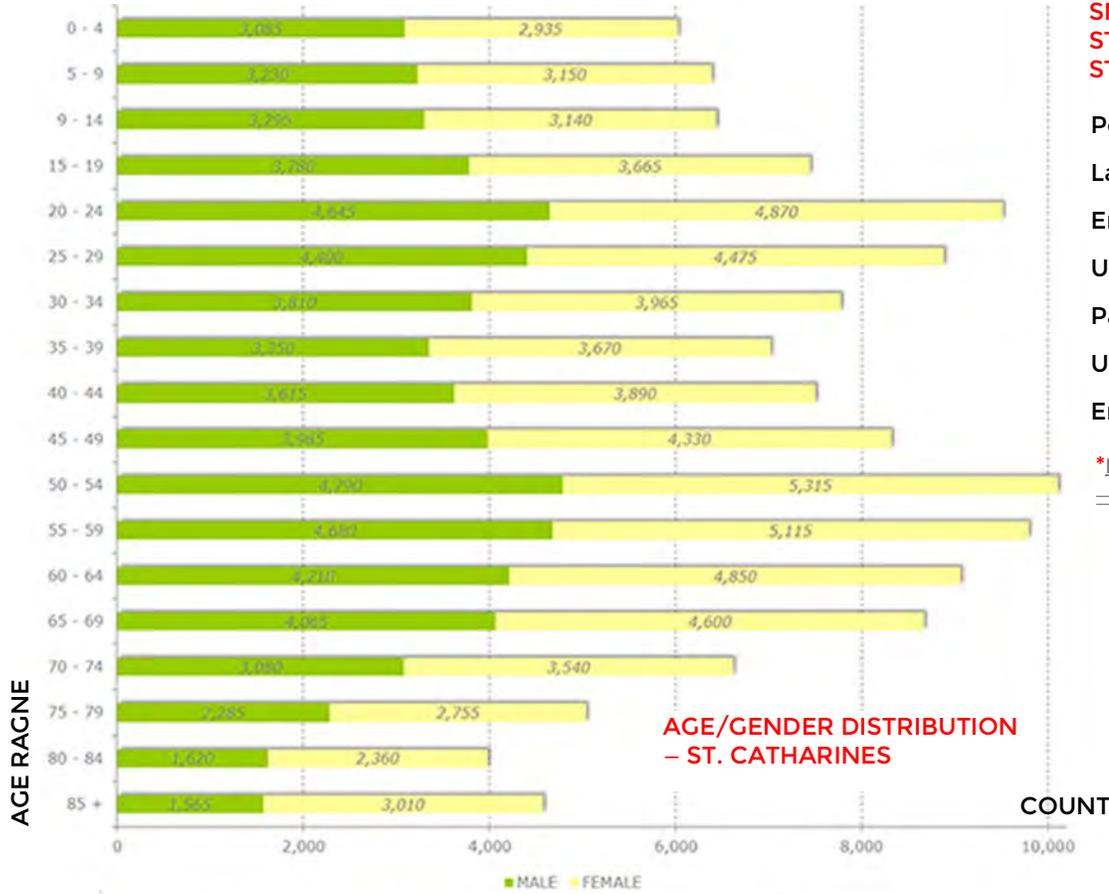
YEAR	POPULATION	HOUSEHOLDS	EMPLOYMENT
2021	142,500	60,410	69,690
2026	142,800	62,130	70,270
2031	143,800	63,550	71,000

Statistics Canada, Census 2016





AGE + EMPLOYMENT STATISTICS



SNAP SHOT OF ST. CATHARINES-NIAGARA STATS - CMA 2019

Population	358,600
Labour Force	213,100
Employment	201,300
Unemployment	11,800
Participation Rate*	59.4%
Unemployment Rate	5.5%
Employment Rate	56.1%

*Participation Rate
⇒ Share of working-age population that is actively working or looking for work.



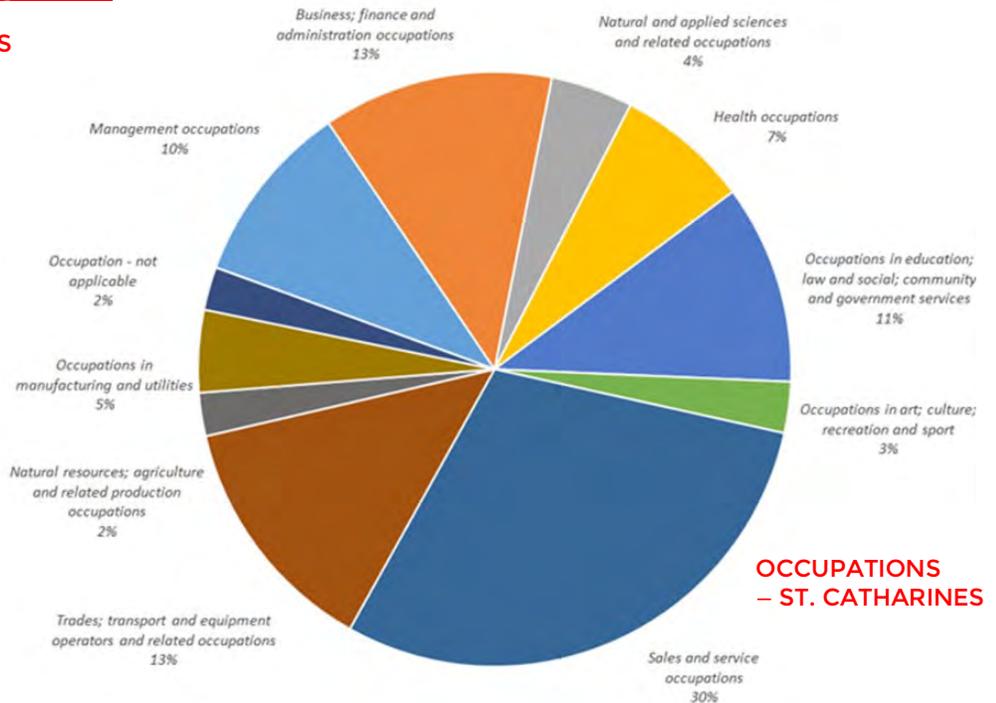
Statistics Canada, Census 2016



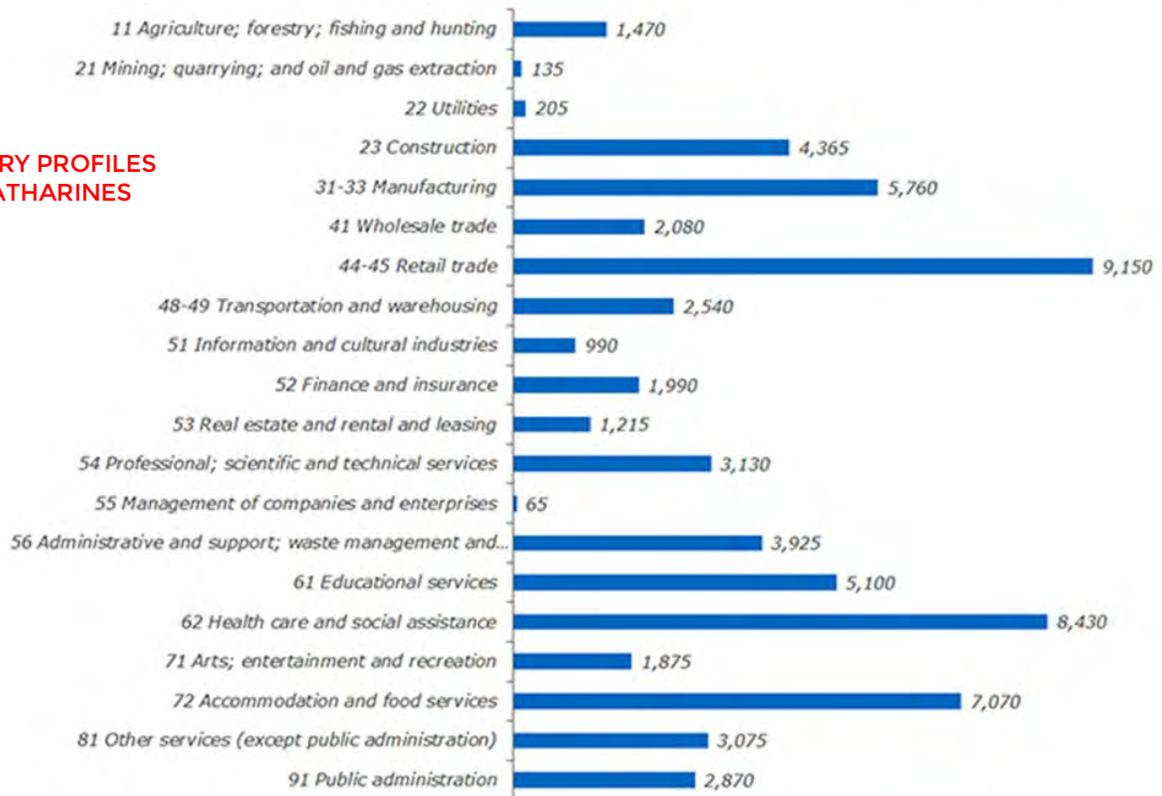
INDUSTRY STATISTICS

MAJOR EMPLOYERS- ST. CATHARINES

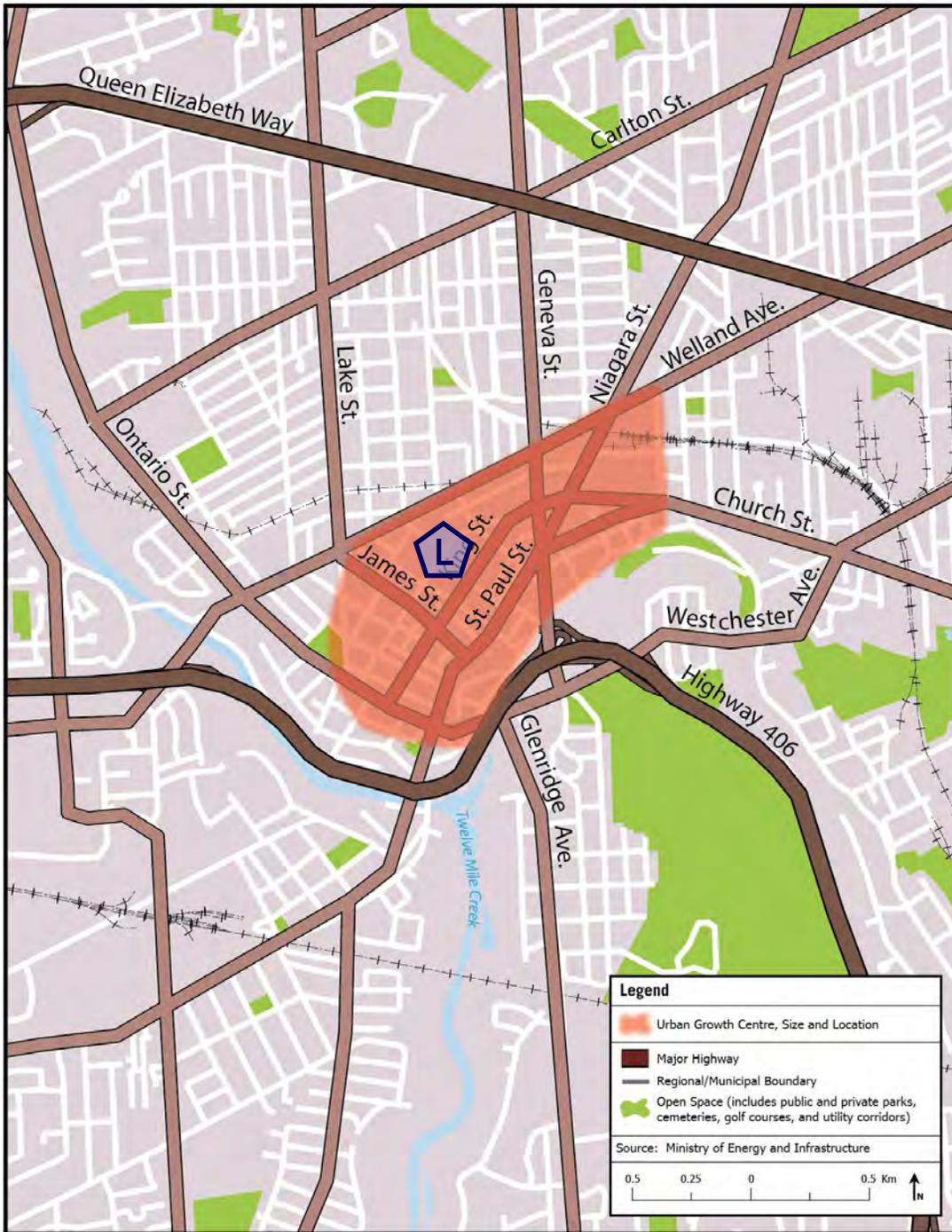
RANK	NAME	EMPLOYEES
1	Brock University	5,965
2	Niagara Health System	5,012
3	District School Board of Niagara	4,700
4	Algoma Central Corporation	2,098
5	General Motors	2,000
6	SITEL	850
7	City of St. Catharines	600
8	Ministry of Transportation - Ontario	561
9	Royal LePage	415
10	Unifor 4402	400



INDUSTRY PROFILES - ST. CATHARINES



<https://www.stcatharines.ca/en/investin/StatisticsDemographics.asp>



AT THE CENTRE OF AN URBAN GROWTH CENTRE

The province, via the Ontario Planning Policy, has identified the Niagara Region as a “Place to Grow”, and St. Catharines’ Downtown as an Urban Growth Centre (UGC).

The UGC is intended to be a catalyst area, and a focus for investment in institutional, local, regional, and other upper tier government public services; major transit infrastructure; and a vibrant & active public realm.

Part B of *The Garden City Plan* outlines reaching a minimum growth density target of 150 residents & jobs per hectare within the UGC by 2031.

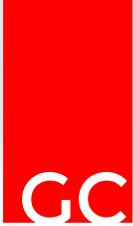
In 2011, the minimum growth density was estimated at 133 residents & jobs within the UGC - well on our way to reaching the target.

PLACES TO GROW
BETTER CHOICES. BRIGHTER FUTURE

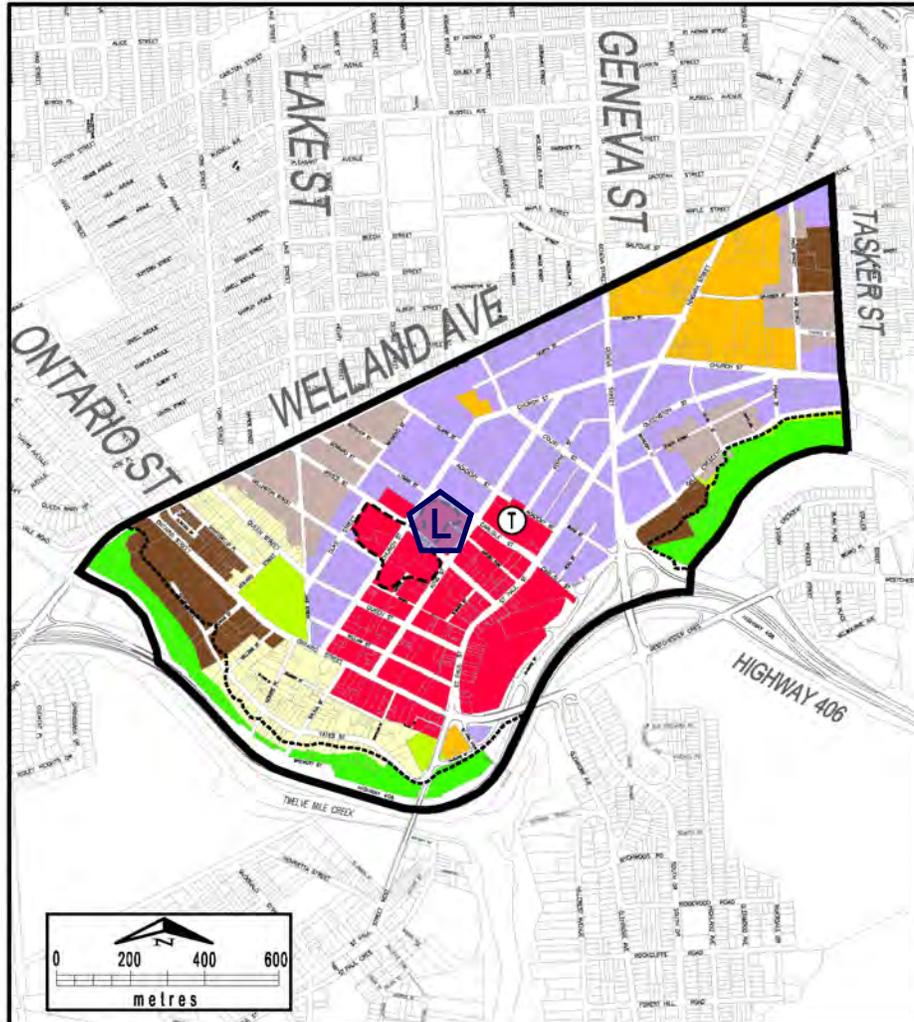
Downtown St. Catharines Urban Growth Centre

This size and location mapping is being released for use in implementing the *Growth Plan for the Greater Golden Horseshoe, 2006*. An urban growth centre boundary is not a land use designation and its delineation will not confer any new land use designations, nor alter existing land use designations. Any development on lands within the urban growth centre boundary is still subject to applicable provincial plans and the relevant provincial and municipal land use planning policies and approval processes. The Province of Ontario assumes no responsibility or liability for any consequences of any use made of this map.

https://www.stcatharines.ca/en/governin/resources/CulturePlan_Sect3_CityPriorities.pdf



The Garden City Plan
 Downtown Planning District Schedule E10



DEVELOPING A PEDESTRIAN NETWORK IN DOWNTOWN ST. CATHARINES

“The compact nature of Downtown St. Catharines, supported with an appropriate residential density, is well-placed to support a livelier, more animated public realm.

A strong public realm makes significant contributions to quality of life concerns; public spaces provide a forum for the possibilities of direct interaction, and a rebuilding of a sense of community.”

Land Use Designations

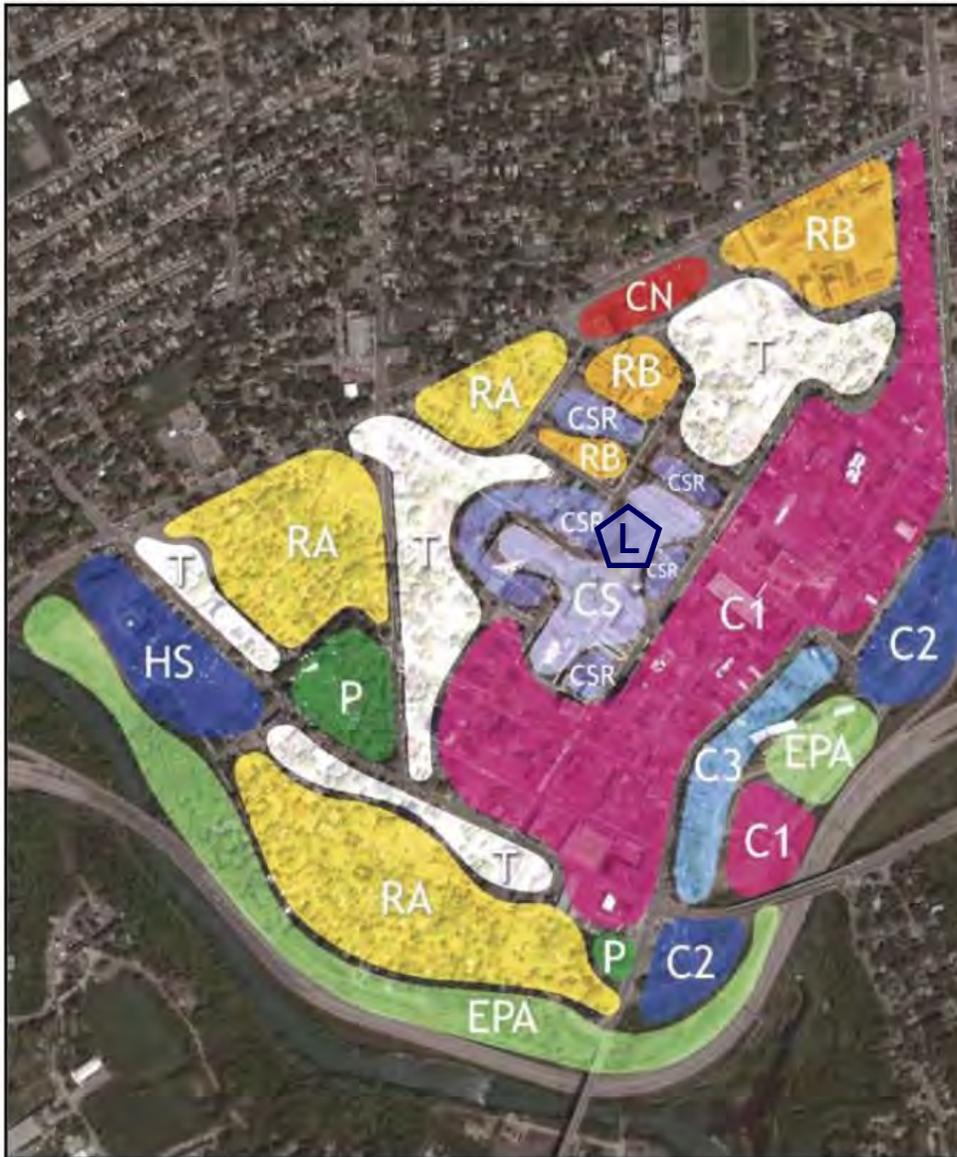
Low Density Residential (20 to 32 units / ha)	Commercial Core
Medium Density Residential (25 to 99 units / ha)	Parkland & Open Space
Medium High Density Residential (60 to 198 units / ha)	Natural Areas
Mixed Medium High Density Residential / Commercial (60 to 198 units / ha)	Major Transit Station
Mixed High Density Residential / Commercial (85 units / ha or greater)	Civic Square Area
	Natural Area Extent Line

CITY OF ST. CATHARINES
 PLANNING AND BUILDING SERVICES
 OFFICIAL PLAN JULY 31, 2012

NOTWITHSTANDING LAND USE DESIGNATIONS SHOWN ON THIS SCHEDULE, THE USE OF LAND WITHIN OR ADJACENT TO THE NATURAL AREA EXTENT LINE MAY BE SUBJECT TO ADDITIONAL REGULATION OR RESTRICTION. REFER TO PART D, SECTION 13.2 NATURAL AREA POLICIES, ALSO SEE SCHEDULES P2, P3, P4 AND P5

St. Catharines Downtown Creative Cluster Master Plan





- C1** / includes retail, office, commercial services & residential activity; warehouses not permitted; highest intensity of activity; functional pedestrian network; retail uses concentrated on ground floors.
- C2** / office, retail, commercial services & warehouses permitted; residential uses shall be permitted over & behind any of the aforementioned uses permitted in a C2 designation.
- C3** / office, retail, commercial services; warehouses not permitted; residential uses shall be permitted over & behind any of the aforementioned uses permitted in a C3 designation.
- CN** / neighbourhood shopping centre; limited number of retail outlets; mostly food & convenience stores & local commercial services.
- T** / transition zone between predominantly commercial & predominantly residential sectors; limited commercial activity & retail restricted to local needs only; warehouses not permitted; residential & office uses predominate.
- CS Civic Square** / comprised of governmental, institutional, cultural or other public facilities; emphasis on spacious pedestrian area & facilities
- CSR Civic Square Related Activities** / office, retail, commercial services & residential dwellings; emphasis on pedestrian environment of sitting areas, greenery, etc. Above-ground & grade level parking restricted in new developments.
- HS** / hospital & related service activity; medical & professional offices & service functions; residential apartments.
- RA** / neighbourhood residential area of low to medium density housing types containing family households mainly, with some non-family households.
- RB** / higher density residential area being more appropriate for non-family households & less appropriate for families with children.
- EPA** / environmental protection area; also includes lands designated for highway purposes, utilities & parking.
- P** / parks & open space

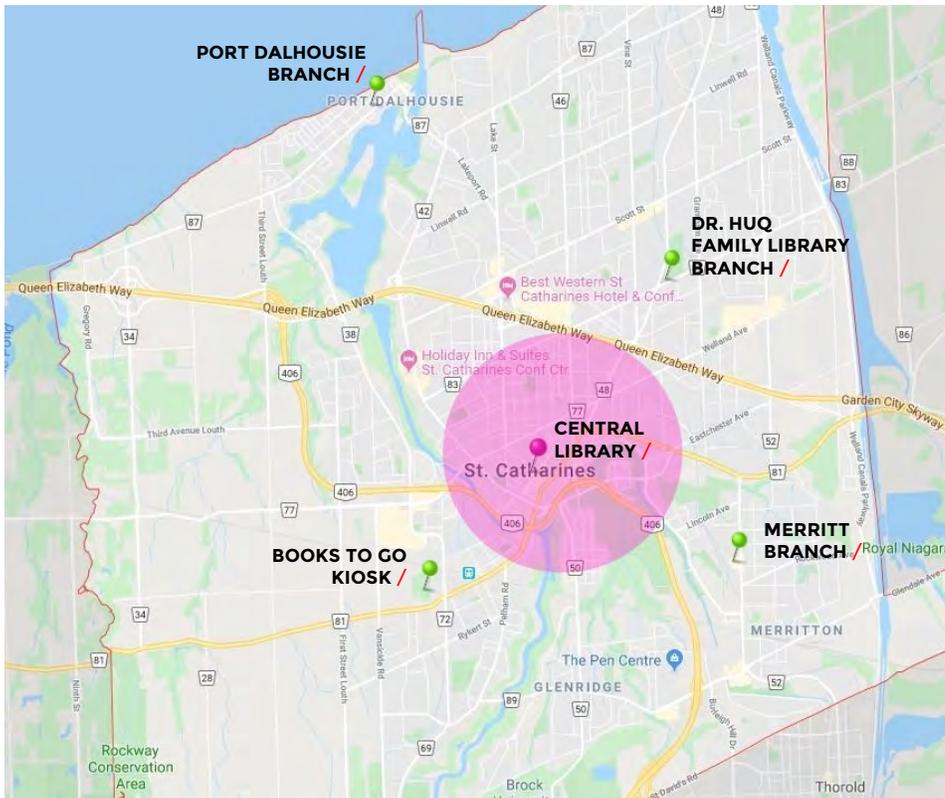
Fig 19: St. Catharines Central Area Secondary Plan and Land Use Schedule, (Source: taken from Schedule 15-A, Land Use Plan and Legend from The City of St. Catharines Official Plan, March 2006.)

CREATING A SENSE OF PLACE IN DOWNTOWN ST. CATHARINES

“Create a sense of place that embraces creativity, and allows the creative class to validate their creative identities. ...a policy that commits to allowing uses that are culture-oriented (i.e. art galleries, cultural community centres, performing arts centres, and bookstores); lifestyle-oriented (i.e. vibrant music scene, outdoor restaurants & cafes); outdoor lifestyle-oriented (i.e. dedicated cycling lanes, connected walking trails, urban parkettes with furniture); and a wide array of nightlife and weekend oriented activities including non-alcoholic activities. This would enhance the wide array of activities the Downtown has to offer, and help create a bustling street scene...”

St. Catharines Downtown Creative Cluster Master Plan

ST. CATHARINES PUBLIC LIBRARY BRANCH LOCATIONS



DISTRIBUTION ACROSS ST. CATHARINES

St. Catharines Community-Based Strategic Plan

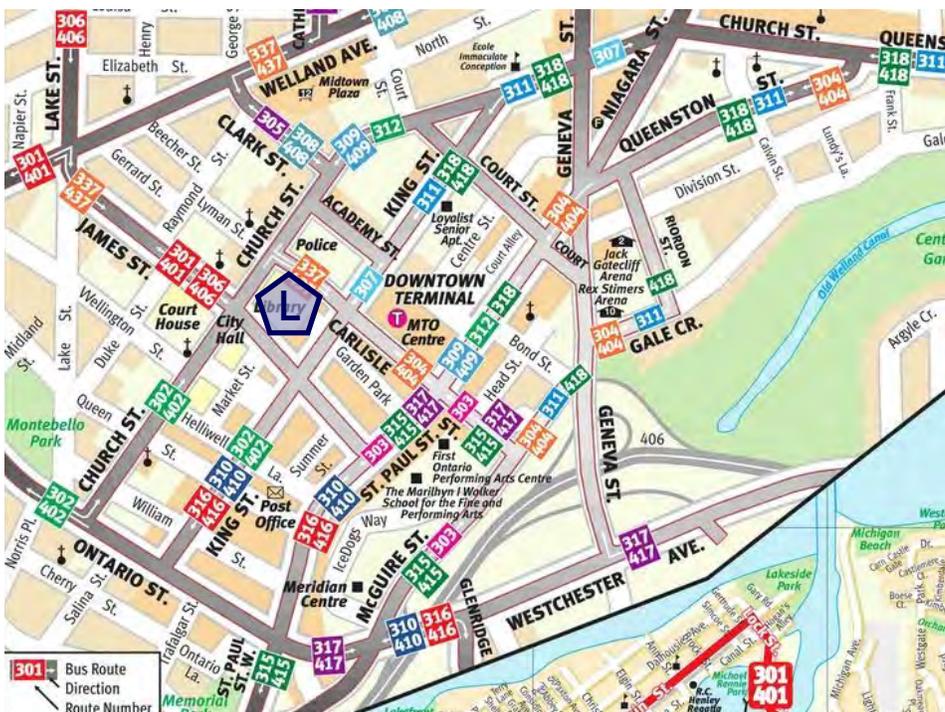
VISION STATEMENT

A welcoming and nurturing community that:

- ⇒ Is safe & secure
- ⇒ Thrives through innovative leadership & integrity
- ⇒ Stimulates and values a vibrant Downtown
- ⇒ The heart of the City embraces its culture and the diversity of its citizens
- ⇒ Celebrates its unique agricultural & historical assets
- ⇒ Works together to foster new business & employment opportunities
- ⇒ Promotes a healthy environment & ideal location

St. Catharines Official Plan 2012

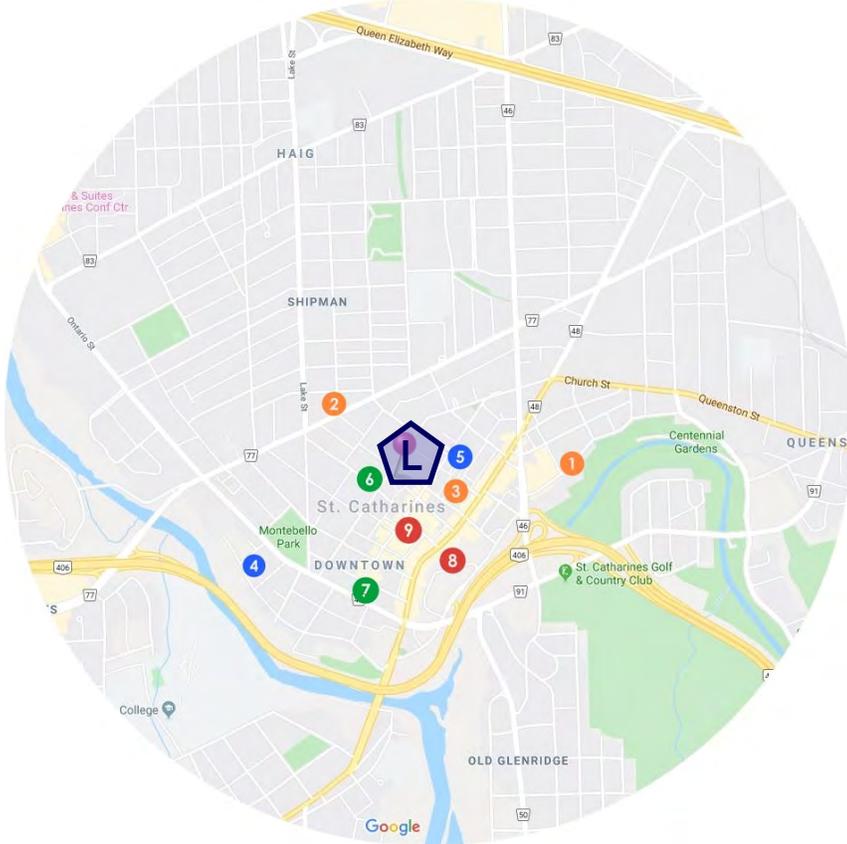
PUBLIC TRANSIT ROUTES



EASE OF ACCESS AROUND ST. CATHARINES

The Central Library is located one block away from the St. Catharines Downtown Bus Terminal, making it easily accessible to the entire population of St. Catharines, as well as surrounding municipalities.

A DOWNTOWN NETWORK



SURROUNDED BY GOOD NEIGHBOURS IN THE DOWNTOWN CORE

Downtown St. Catharines is rich with opportunities for the Central Library to develop & foster partnerships with a host of charitable organizations, and to attract new library patrons, including post-secondary students, as well as the aging population living in the surrounding area, as demonstrated by the sample list to the right.

Partnerships with our cultural outlets such as Rodman Hall, Niagara Artist Centre, and the St. Catharines Museum should also be considered, to feature artwork & artifacts in the form of temporary/traveling exhibits and attract more visitors.

- CULTURAL ORGANIZATIONS
- COMMUNITY, SOCIAL & CHARITABLE ORGANIZATIONS
- SENIOR POPULATION
- EMPLOYMENT/IMMIGRANT INTEGRATION SERVICES

- 8 [Brock University - Marilyn I Walker School of Fine & Performing Arts](#)
15 Artists' Common
[Community Care - St. Catharines](#)
12 North Street
- 2 [Community Living - St. Catharines](#)
79 Welland Ave
- 5 [Loyalist Retirement Residence](#)
190 King Street
- 1 [March of Dimes - Canada](#)
15 Gale Crescent
- 4 [Mount Carmel Retirement Home](#)
78 Yates Street
[Niagara Artist's Centre](#)
354 St. Paul Street
- 6 [Niagara College Employment Service](#)
43 Church Street
[Niagara Community Foundation](#)
8 Church Street
[Niagara Folk Arts Multicultural Centre](#)
85 Church Street
[Niagara Workforce Planning Board](#)
43 Church Street
- 3 [Ontario Disability Support](#)
301 St. Paul Street
[Positive Living Niagara](#)
120 Queenston Street
[Pride Niagara](#)
4 Queen Street
[Rodman Hall Art Centre - Brock](#)
109 St. Paul Crescent
[Salvation Army](#)
184 Church Street
- 7 [St. Catharines Enterprise Centre](#)
14 Ontario Street
- 9 [St. Catharines Market Square](#)
91 King Street
[St. Catharines Museum](#)
1932 Welland Canals Parkway
[Start Me Up Niagara](#)
17 Gale Crescent
[The RAFT](#)
17 Centre Street
[United Way - Niagara](#)
63 Church Street

CURRENT LIBRARY TRENDS

+ PROGRAMMING / OVER-ARCHING TRENDS + BEST PRACTICES

CP



DR HUQ FAMILY LIBRARY BRANCH for CITY OF ST. CATHARINES / MACDONALD ZUBEREC ENSSLEN Architects Inc. as associates to PERKINS+WILL

The Library is a staple institution in every Community, regardless of its size. It symbolizes the pursuit of knowledge & education, as well as fostering imagination, dreams & potential; a place where members of the Community from all walks of life, can come together to share ideas, or find sense of refuge in quiet reflection & solitude.

OVER-ARCHING TRENDS

TECHNOLOGY /

New gadgets and concepts such as: ebook readers, tablet PCs, open source, etc...

AUTOMATION /

Holdings can be made available for online retrieval, access holds in person without having to navigate library cataloging system. Buried conveyor systems can fetch & deliver items

COMMUNITY SPACE /

Swapping some books for technologies frees up quite a bit of library space. More room means they can start offering a wider range of programming, serving as a community center focused on learning rather than just literature.

ELECTRONIC OUTPOSTS /

Digital "cyber cafes" where patrons go to access digital archives.

LOCAL PARTNERSHIPS /

Joining forces with community organizations, volunteer and support groups.

UNPLUGGED /

In the always plugged in world, there may be a re-kindled appreciation for quiet spaces. Using current buzz-words, the library could advertise "unplug zones" or "digital escape spaces", places to unplug, concentrate, and focus.

PHYSICAL SPACE MATTERS /

Drawing from a Dutch survey in 2017, library patrons want books for information as well as atmosphere. Environmental psychologist, Joren van Dijk affirmed that physical space is still very important in library design. Historically, libraries have been a space for people to unwind & discuss community issues. It is a place distinct from both the typical work & domestic environments. In order to continue this role, libraries will need to provide ambiance that promotes both conversation & quiet relaxation.

- ⇒ Nature
- ⇒ Collaborative / Flexible spaces attract student user groups
- ⇒ Physical Books



CURRENT LIBRARY TRENDS

+ PROGRAMMING / ADDRESSING SPECIFIC PATRON GROUPS



RETAIL-LIKE ATMOSPHERE - ALDINGA LIBRARY, AUSTRALIA / BROWN FALCONER

ADDRESSING SPECIFIC PATRON GROUPS

AGING ADVANCES /

As with many Canadian cities, St. Catharines is primarily comprised of an aging population. As a result, libraries must address the needs of this aging user population. More people in retirement may increase demand for leisure activities for this particular group. These numbers could shape library programs, services, technology, community spaces, and collections. Some libraries bring programming directly to seniors' centers to address the transportation challenges of some older citizens.

DIGITAL NATIVES /

Young people think differently about information than past generations and are far less likely to engage a person for support, if they have access to the option of technology. Libraries are setting up self-service tool to assist them in beginning a research project and how to take advantage of the library's materials and equipment, in order to get started.

HAPTIC TECHNOLOGY /

Haptic technology is based on tactile feedback through vibrations. This interface has been found to be effective learning new information and expands accessibility for those with disabilities. It also allows participation in hands-on activities online.

SHARING ECONOMY /

Younger generations are believed to be more open to use or rent products according to a recent Nielsen's survey, which may suggest a renewed appreciation of library loans. A new interpretation may involve repair cafes, garden sharing and communal workspaces.

EMERGING ADULTHOOD /

Patrons between the ages of 18 and 25 have a distinct set of interests and stage of life concerns while they emerge into adulthood. To successfully develop into an independent adult, libraries are offering programs which foster individual capacity and socialization with other "emerging adults". Relevant workshop topics include understanding health insurance, home buying, and child rearing.

CURRENT LIBRARY TRENDS

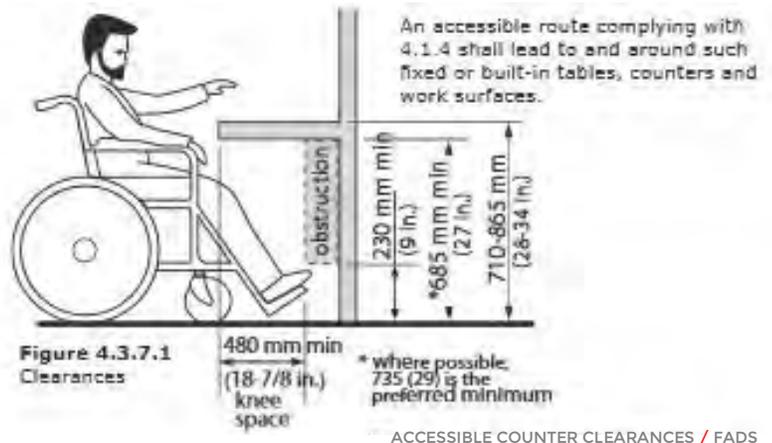
+ PROGRAMMING / ACCESSIBILITY + UNIVERSAL DESIGN



As a City-owned, publicly accessed facility, the Central Library is obligated to be an accessible building, and comply with the Facility Accessibility Design Standards (FADS) issued & implemented by the City of St. Catharines.

This set of standards addresses accessibility requirements for the design and construction of new facilities, as well as the retrofit, alteration, or addition to existing facilities, owned, leased or operated by the City of St. Catharines. This standard particularly addresses the needs of persons with disabilities, including, but not limited to, persons using a mobility aid, hearing loss, vision loss/no vision, cognitive disability, persons who are deaf-blind and persons with limited stamina and/or dexterity.

This standard is intended to encompass the intent of the Ontario Human Rights Code, in terms of respecting the dignity of persons with disabilities. "The phrase 'respects their dignity' means to act in a manner which recognizes the privacy, confidentiality, comfort, autonomy and self-esteem of persons with disabilities, which maximizes their inclusion and which promotes full participation in society." (Ontario Human Rights Commission)



ACCESSIBLE RECEPTION COUNTER AT NIAGARA FALLS PUBLIC HEALTH CENTRE / MACDONALD ZUBEREC ENSSLEN Architects Inc.



CURRENT LIBRARY TRENDS

+ PROGRAMMING / COMMUNITY FACTORS + EDUCATIONAL PRACTICES

CP



CHILDREN'S READING AREA - ALDINGA LIBRARY, AUSTRALIA / BROWN FALCONER

COMMUNITY FACTORS

COLLECTIVE IMPACT /

There are several significant social issues (hunger, poverty, violence, education, health, public safety, the environment) with wide-spread impact, and are a common agenda item of various organizations. There may be opportunities to establish or strengthen atypical partnerships, to develop novel approaches to support the local community.

- ⇒ Shelter displaced people
- ⇒ Pick-up location to an online grocery service
- ⇒ Assistance to new entrepreneurs (printing, digital resources)

EXPERIENTIAL RETAIL /

As businesses invest in experiential retail in an attempt to foster brand loyalty, libraries may need to emphasize the value of their space as true community space. Libraries can challenge this trend by addressing specific community information needs, without ulterior motives. Such programs address individual needs, while bringing communities together.

CREATIVE PLACEMAKING /

Public, private, non-profit and community groups utilize art and cultural activities to create a sense of character. Such projects are designed to address concerns and interests, which improve the quality of life for residents of the neighborhood. The goal is to foster a sense of place, and improve the quality of uninviting spaces.

EDUCATIONAL PRACTICES

CONNECTED LEARNING /

Curation of digital/internet resources which connect youth to social and digital media (connected learning) are found to be an effective way to engage this demographic. Such resources offer countless avenues to acquire knowledge in the highly social manner that today's youth are accustomed to.

Digital: Design studio maker lab, Robotics station, Creative writing center, Production space, Art workshops

DESIGN THINK /

Design thinking is a problem-solving approach currently used in education, whereby participants actively develop and test theories to come up with solutions. Aspects of this type of learning are notably more dynamic than traditional research methods. To support this type of learning, library spaces may be required to accommodate: group work, active & engaged discussions, experimentation, prototype production, whiteboards etc...



CURRENT LIBRARY TRENDS

+ PROGRAMMING / POP CULTURE TRENDS

CP



GAMING ZONE - ALDINGA LIBRARY, AUSTRALIA / BROWN FALCONER

POP CULTURE TRENDS

FANDOM /

Fandom focuses on bringing together individuals with a shared passion, in order to explore or celebrate. There is potential to harness the momentum of fandom with programming to further patrons' interface with literacy, inquiry and community via discussion groups, writing and art.

GAMIFICATION /

Many of today's youth thrive on speed, collaboration and fun. In addition to hosting escape rooms and competitive reading, themed scavenger hunts promote interacting with the library.

BADGING /

Digital badging takes the concept of educational, progressive badge program like 4-H or Scouts and modernizes with current technology. Badging programs are relevant across educational forums and can engage youth, school groups and community groups.

MAKER MOVEMENT /

In the age of YouTube and content creators, libraries may serve a function beyond distribution of materials created by others. There is now a place (Makerspaces) for providing opportunities to create or co-create content for personal or community use. Equipment is shared in a forum where people gather and learn.

FAST CASUAL /

Fast casual refers to a popular dining and food production trend, based on easily accessible, local and fresh ingredients. This concept offers opportunities food/ agricultural related education and social connection around eating. Some libraries are partnering with their local farmers markets to establish catered story time events.

DRONES /

Introducing citizens to new technology has been a hallmark of library services. Drones are a tool now used in a variety of disciplines, including entertainment video production, news coverage, law enforcement etc... There is support for offering programming on the use and legalities of this technology.

<http://www.onlineuniversities.com/blog/2012/04/10-changes-to-expect-from-the-library-of-the-future/>

<http://www.oclc.org/blog/main/to-keep-people-happy-keep-some-books/>

<https://librarysciencedegree.usc.edu/blog/what-trends-will-affect-and-shape-libraries-in-2018-and-beyond/>

www.ifla.org

<http://www.ilovelibraries.org/librariestransform/trends>



DEFINING THE USER EXPERIENCE

The overlying theme that MZE has applied to this review of the Central Library is that of gaining an understanding of the 'User Experience'. By establishing that criteria, we can measure the successes, as well as the short-comings of the Library from the perspective of the interactions of the various groups who use the space. Three surveys were prepared & administered for this project, with the intention of extracting information centred around the daily human interactions with the building and would contribute to defining User experiences with respect to: Space Configuration & Functionality / Encouraging & Targeting Users to Engage / Visitor Interaction & Perception

WORK ENVIRONMENT SURVEY /

Developed to include questions that would reveal Staff experiences with the daily operation and interactions within the current facility, as well as general adjacency requirements with other departments; Staff support spaces; and Visitor interactions. Space planning requires that we understand the workflow & Staff contributions to the delivery of services to the Public. This survey was intended to assist in defining the various types of spaces, by both Departmental responsibilities and individual Users activities, so that we could establish a minimum floor area that would accommodate the daily activities of Staff, and then compare that floor area to the existing space-use distribution across all floors.

Some questions on the survey were more 'qualitative' in nature, to provide a sense of the requirements for User-control over changing the experience of the interior environment, and include for flexibility & adaptability for future changes in Staff and technologies.

As a possibility for consideration, it was determined that the space requirements for most Staff could be consolidated to occupy the floor area of the Basement level, with the removal of the existing high-density storage system. It was also revealed that the isolation of the Executive Administrative Staff on the Third Floor was deemed to be too inaccessible by the Public, with respect to the optics of the Library providing a valued Public service. The Concept Plans included in this report suggest relocating the space requirements of the Executive Administrative Staff to the First Floor, a gesture that would provide a sense of public accountability, through transparency & accessibility.

SPACE USE OBSERVATION SURVEY /

This survey was designed to provide Staff with a tool to focus their attention on *how* the Central Library is being engaged by its Visitors, and help to identify areas throughout the building where there are opportunities to change the nature of the space, to better serve the needs of Visitors and Staff alike.

For instance, the original design of the building provided several corner focal points on the Second Floor, along Church Street that no longer support the Staff's need for visual access & security, since they are visually isolated from the interior by the density & height of the existing stacks. Reorienting the stacks, as shown in the Concept Plan Drawings could alleviate this concern.

Similarly, support is also required for people who bring their own technology, mobility assistance devices, service animals, etc., to the Library when they visit. These needs are varied across the User groups, and need to be accommodated.

PATRON SURVEY /

This survey represents the other 'bookend' to the **Space Use Observation Survey**, providing Central Library Visitors with the opportunity to provide their critical review & experience, by responding to questions about their visit. This survey was intended to be distributed to the public at various times during the day and week, so it would capture a wider range of Library Users, and provide a broader pool of opinions on User experiences. Consideration was also given to whether or not these surveys should also be administered by Staff members as a brief interview-style interaction, or distributed as a take-away form, giving participants the ability to provide honest feedback, without the pressures of a face-to-face conversation. It was determined that the take-away with a due date was the best approach.

Based on the survey responses, as well as our observations, it is clear that the existing Library infrastructure is sound & functional, but can benefit from a series of relatively simple interventions, such as furniture reconfigurations and upgrades to interior finishes, to enhance the visitor experience of the services they are seeking at the Central Library.

In general, these Surveys can serve as an ongoing tool, to gauge & monitor the Visitor & Staff experiences when engaging in a variety of public interactions within the building. Survey summaries & Blank Survey forms can be found in the Appendix.

SECTION 2 /

IDENTIFYING POSSIBILITIES /



GRAND STAIRCASE at HALIFAX PUBLIC LIBRARY / NOVA SCOTIA

/ SPACE PLANNING + ORDER OF MAGNITUDE COSTING SUMMARIES

A summary of the data collected from the **Work Environment Survey**, used to identify Staff requirements, and inform opportunities to improve efficiencies, through the consolidation of the Central Library Staff, in a more concentrated manner. These proposals are found in the Concept Plan Drawings included in this report. Preliminary budgets for the various proposals have been provided in an **Order of Magnitude Costing Summary**, to enable the Central Library's Board to prioritize these opportunities for investment, and establish budgets for implementation in part, or in full over the next 20 Years.

/ CONCEPT PLAN DRAWINGS

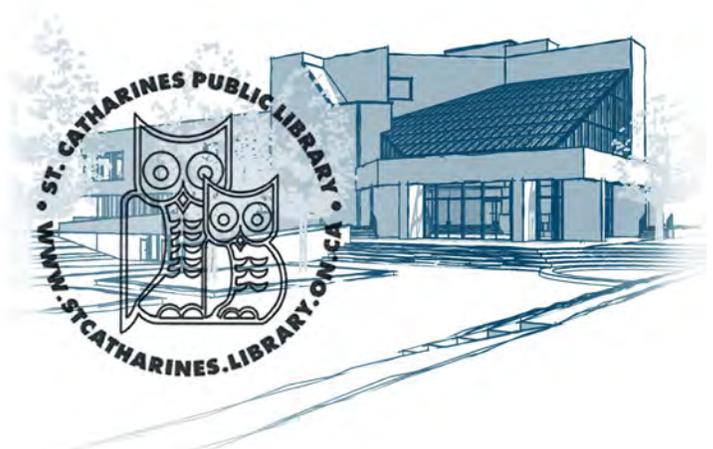
A series of drawings that document the existing floor plans & capture the current layout of the Central Library, used to establish the context of the physical space, and help to identify efficient & inefficient uses of the space. These are followed by a series of Concept Plan Drawings & 3D Renderings of the Interior, which present potential opportunities for reconfiguration to improve efficiencies, and increase available Program Space throughout the building. Proposals for consideration include:

- ⇒ The consolidation of most Staff to the Basement will free up valuable Program Space on both the First & Second Floors, and the relocation of the Executive Administrative Staff from the Third Floor to the First Floor will create a better presence, through a visual, yet secure connection with Visitors.
- ⇒ Reconfigurations to the existing layout of the stacks on the First & Second Floors will improve sightlines for increased security; improve wayfinding & accessibility; and increase/redistribute the Library's resource collections.

/ EXISTING CONDITIONS + ENDLESS POSSIBILITIES

A look at several KEY existing areas throughout the Central Library that would instantly benefit from upgrades to interior finishes, in order to improve visitor impressions, and ultimately their overall experience, which entices them to want to spend more time at the Library.

Each of these photos has been paired with a collection of precedent images of Library interiors from around the world, offering a wide range of enhancement ideas & suggestions that suit any budget.



LIBRARY BOARD

- 1 Les McDonald, CHAIR
- 2 Vince De Luca
- 3 Hilary Findlay
- 4 Lori Littleton, CITY COUNCILLOR
- 5 Fatima Sheikh
- 6 Karen Tribble
- 7 Susan Tromanhauser, VICE-CHAIR
- 8 Ruth Unrau
- 9 Bruce Williamson, CITY COUNCILLOR

Proposed Minimum Work Area	SIZE	AREA
Cubicle - Single	8 x 8	64
Cubicle - Guest mtg	8 x 12	96
Admin Office	10 x 12	120
Executive Office	12 x 12	144
CEO's Office	12 x 20	240

A - COMMON AREAS

ROLE	SPACE TYPE	No.	SIZE	AREA	COMMENTS
COMMUNITY AMENITIES	ATRIUM	1	x	3,236	sf
	COATROOM	1	x		
	M - WR	1	x		
	W - WR	1	x		
	FOOD SERVICES, LEASE	1	x	4,521	
	LECTURE/MTG ROOM	1	x		
	SERVERY	1	x		
	KIWANIS/TRUST ROOM	1	x	298	
	PROCTOR /	1	x	227	
	STAFF BREAK / WRMS / LOCKERS	1	x	1,263	
STAFF AMENITIES	EXEC. BOARDROOM, SERVERY	1	x	681	
				10,225	NET AREA
				incl.	CIRCULATION

B - EXECUTIVE ADMIN.

ROLE	Desk #	Current Floor	Prop. Floor	SPACE TYPE	No.	SIZE	AREA	COMMENTS
1 CHIEF EXECUTIVE OFFICER	F/T	1	THRD	GRND	CEO OFFICE	1 12 x 20	240	sf
2 EXEC. ASSISTANT to CEO	F/T	2	THRD	GRND	ADMIN. OFFICE	1 10 x 12	120	
3 LIBRARY PROMOTIONS ASSISTANT	F/T	3	THRD	GRND	OPEN OFFICE - W/S	1 8 x 8	64	
ADDITIONAL STAFF - TEMPORARY & PERMANENT						x	0	
					PRIVATE W.R.	1 12 x 12	144	
					COPIER	1 6 x 6	36	
					FILE STORAGE	x		
					5		604	incl. below for entire 3rd fir
							695	NET AREA
								W/ CIRCULATION

C - BUSINESS & FACILITIES ADMINISTRATION

ROLE	Desk #	Current Floor	Prop. Floor	SPACE TYPE	No.	SIZE	AREA	COMMENTS
1 MANAGER	F/T	4	THRD	GRND	EXEC. OFFICE	1 12 x 12	144	sf
2 ASSIST. BUS. ADMIN.	F/T	5	THRD	GRND	ADMIN. OFFICE	1 10 x 12	120	
3 ADMIN. ASSIST.	F/T	6	THRD	GRND	OPEN OFFICE - W/S	1 8 x 8	64	
4 CLERK-RECEPTIONIST	F/T	7	THRD	GRND	OPEN OFFICE -W/S	1 8 x 8	64	
5 CLERK	P/T	8	THRD	GRND	OPEN OFFICE -W/S	1 8 x 8	64	
ADDITIONAL STAFF - TEMPORARY & PERMANENT						x	0	
					EQUIPMENT	1 6 x 6	36	
					FILE STORAGE	x	334	
					6		826	total 3rd floor storage
							950	NET AREA
								W/ CIRCULATION

D - MAINTENANCE

ROLE	Desk #	Current Floor	Prop. Floor	SPACE TYPE	No.	SIZE	AREA	COMMENTS
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6	BUILDING SUPERINTENDENT	F/T	9	BASE	BASE	EXEC. OFFICE	1	12	x	12	144	sf	
7		F/T	10	BASE	BASE	No assigned desk	0.25	8	x	8	16		
8	CARETAKER	F/T	11	BASE	BASE	No assigned desk	0.25	8	x	8	16		
9		F/T	12	BASE	BASE	No assigned desk	0.25	8	x	8	16		
10		P/T	13	BASE	BASE	No assigned desk	0.25	8	x	8	16		
11		P/T	14	BASE	BASE	No assigned desk	0.25	8	x	8	16		
12	SECURITY - MAINTENANCE	P/T	15	BASE	BASE	No assigned desk	0.25	8	x	8	16		
13		P/T	16	BASE	BASE	No assigned desk	0.25	8	x	8	16		
14		P/T	17	BASE	BASE	No assigned desk	0.25	8	x	8	16		
15	PLANT TECHNICIAN	P/T	18	BASE	BASE	No assigned desk	0.25	8	x	8	16		
	ADDITIONAL STAFF - TEMPORARY & PERMANENT										0		
						EQUIPMENT	1	6	x	6	36		
						FILE / STORAGE					778		
							4.25				1,102		incl. ship/rec. & shop NET AREA
											1,267		W/ CIRCULATION

E - TECHNICAL SERVICES & ILS

ROLE	Desk #	Current Floor	Prop. Floor	SPACE TYPE	No.	SIZE	AREA	COMMENTS
1 MANAGER	19	BASE	1	EXEC. OFFICE	1	12 x 12	144	
2 LIBRARY TECH.	20	BASE	1	OPEN OFFICE - W/S	1	8 x 8	64	
3 ACQUISITIONS CLERK 1	21		1	OPEN OFFICE - W/S	1	8 x 8	64	
4 ACQUISITIONS CLERK 2	22	BASE	1	OPEN OFFICE - W/S	1	8 x 8	64	
5	23	BASE	1	Shared workspace	1	8 x 8	64	
6 SHELVER - MENDER(S)	24		1	Shared workspace	0.5	8 x 8	32	
7	25		1	Shared workspace	0.5	8 x 8	32	
ADDITIONAL STAFF - TEMPORARY & PERMANENT							0	
				EQUIPMENT	1	6 x 6	36	
				FILE STORAGE			0	
					7		500	NET AREA
							575	W/ CIRCULATION

F - IT & NETWORKS

ROLE	Desk #	Current Floor	Prop. Floor	SPACE TYPE	No.	SIZE	AREA	COMMENTS
1 MANAGER	26	BASE	BASE	EXEC. OFFICE	1	12 x 12	144	sf
2 WEB DEV. SYSTEMS TECH.	27	BASE	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
ADDITIONAL STAFF - TEMPORARY & PERMANENT							0	
				EQUIPMENT	1	6 x 6	36	
				FILE / STORAGE / SERVER RM.			237	incl. ex. server room
					3		481	NET AREA
							553	W/ CIRCULATION

G - CHILDREN'S & COMMUNITY SERVICES

ROLE	Desk #	Current Floor	Prop. Floor	SPACE TYPE	No.	SIZE	AREA	COMMENTS
1 MANAGER	28	GRND	BASE	EXEC. OFFICE	1	12 x 12	144	sf
2 LIBRARIAN, CHILDREN'S	29	GRND	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
3 LIBRARIAN, ADULT	30	GRND	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
4 LIBRARIAN, YA	31	GRND	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
5 LIBRARY ASSISTANT	32	GRND	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
6 LIBRARIAN	33		BASE	Shared workspace	0.5	8 x 8	32	
7 LIBRARY ASSISTANT	34		BASE	Shared workspace	0.5	8 x 8	32	
8 SHELVER - MENDER	35	BASE	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
9 ADDITIONAL STAFF - TEMPORARY & PERMANENT							0	
				EQUIPMENT	1	6 x 6	36	
				FILE STORAGE			0	

8 **564** NET AREA
649 W/ CIRCULATION

H - ADULT INFORMATION SERVICES

ROLE	Desk #	Current Floor	Prop. Floor	SPACE TYPE	No.	SIZE	AREA	COMMENTS	
1 MANAGER	F/T	36	SEC	BASE	EXEC. Office	1	12 x 12	144	sf
2 LIBRARIAN - SENIOR	F/T	37	SEC	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
3 LIBRARIAN, GOV. DOC. ELEC.	F/T	38	SEC	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
4 LIBRARIAN, ADULT	F/T	39	SEC	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
5 LIBRARIAN, SPECIAL COLLECTION	F/T	40	SEC	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
6 LIBRARIAN, DIGITIZATION	F/T	41	SEC	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
7 LIBRARAY TECHNICIAN	F/T	42	SEC	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
8 LIBRARAY TECHNICIAN	F/T	43	SEC	BASE	OPEN OFFICE - W/S	1	8 x 8	64	
9 LIBRARIANS	P/T	44			No assigned desk	0.25	8 x 8	16	
10 LIBRARIANS	P/T	45			No assigned desk	0.25	8 x 8	16	
11 LIBRARAY TECHNICIAN	P/T	46			No assigned desk	0.25	8 x 8	16	
12 CLERK	P/T	47	SEC	BASE	Shared workspace	1	8 x 8	64	
ADDITIONAL STAFF - TEMPORARY & PERMANENT							0 x 0	0	
				FILE STORAGE		0 x 0	0		
					9.75		704	NET AREA	
							810	W/ CIRCULATION	

I - CIRCULATION SERVICES

ROLE	Desk #	Current Floor	Prop. Floor	SPACE TYPE	No.	SIZE	AREA	COMMENTS	
1 MANAGER	F/T	48	BASE	BASE	EXEC. OFFICE	1	12 x 12	144	sf
2 OVER DUES CLERY, SENIOR	F/T	49	BASE	BASE	Open Office - Shared	1.0	8 x 8	64	
3 CIRCULATION CLERK	F/T	50	BASE	BASE	Open Office - Shared	1.0	8 x 8	64	
4 CIRCULATION CLERK	P/T	51			No assigned desk	0.25	8 x 8	16	
5 CIRCULATION CLERK	P/T	52			No assigned desk	0.25	8 x 8	16	
6 CIRCULATION CLERK	P/T	53			No assigned desk	0.25	8 x 8	16	
7 CIRCULATION CLERK	P/T	54			No assigned desk	0.25	8 x 8	16	
8 CIRCULATION CLERK	P/T	55			No assigned desk	0.25	8 x 8	16	
9 SHELVER - MENDER	P/T	56			No assigned desk	0.25	8 x 8	16	
10 SHELVER - MENDER	P/T	57			No assigned desk	0.25	8 x 8	16	
11 SHELVER - MENDER	P/T	58			No assigned desk	0.25	8 x 8	16	
ADDITIONAL STAFF - TEMPORARY & PERMANENT							0 x 0	0	
				EQUIPMENT	1	6 x 6	36		
				FILE STORAGE		x	373	incl. (2) book return	
					6.25		809	NET AREA	
							930	W/ CIRCULATION	



PROGRAM SUMMARY

DEPARTMENT	CURRENT AREA		
A - COMMON AREAS	10,225 sf		
B - EXECUTIVE ADMIN.	695		
C - BUSINESS & FACILITIES ADMINISTRATION	950		
D - MAINTENANCE	1,267		
E - TECHNICAL SERVICES & ILS	575		
F - IT & NETWORKS	553		
G - CHILDREN'S & COMMUNITY SERVICES	649		
H - ADULT INFORMATION SERVICES	810		
I - CIRCULATION SERVICES	930		
	16,654 sf		
EXISTING FLOOR AREA - TOTAL:			
BASEMENT Floor Plan	9,081 sf	15.2%	Includes the highdensity file storage floor are that is assumed to be available for other uses
GROUND Floor Plan	25,559 sf	42.9%	Includes Atrium floor area
SECOND Floor Plan	20,571 sf	34.5%	
THIRD Floor Plan	4,417 sf	7.4%	
TOTAL BUILDING FLOOR AREA	59,629 sf	100.0%	
EXISTING FLOOR AREA - STAFF Only: (incl amenities)	8,372 sf	14.0%	It is conceivable that the entire staff floor area requirements can be accommodated in the basement level
EXISTING FLOOR AREA - COMMON Only:	10,225 sf	17.1%	Common spaces can be considered for staff and public use
EXISTING FLOOR AREA - PROGRAM Only:	41,031 sf	68.8%	The ratio of public programming area to administrative area is acceptable
TOTAL BUILDING FLOOR AREA	59,629 sf	100.0%	



PRE-DESIGN / FEASIBILITY STUDY

- A Basement & Ground floor Library Staff relocation and Admin relocation, demolition and renovation
- B Ground & Second floor existing furniture reconfiguration and new finishes : floors, walls, ceilings
- C Third floor demolition and renovation, open floor plan
- D Proposed rooftop reading room and new feature stair from second floor
- E Church Street covered entry
- F Office Furniture

Class "E" estimate, order of magnitude - prepared when a project is at the **"Pre-design / Feasibility Study"** stage. Pre-design is defined as the beginning of a project when spatial needs are reviewed and quantified, and a scope of work for a space program is being defined. At this stage of a project, as-built drawings of physical space layouts and elevations are being documented by the architect. Project development at this stage is approximately 0-2% defined, +/-30% accuracy.

Class "D" estimate, intermediate - prepared when a project is at the **"Conceptual Design"** stage. Conceptual design is defined as the initial understanding of a project when preliminary spatial needs have been identified, and a space program is being developed. At this stage of a project, conceptual drawings of physical space layouts and elevations are being developed by the architect, and the remainder of the design team are developing and evaluating different ideas regarding the types of systems to be used in the project. Project development at this stage is approximately 1 -15% defined, +/- 20-30% accuracy.

Class "C" estimate, preliminary - prepared when a project is at the **"Preliminary Design"** stage. Preliminary design is when the space program of a project has, for the most part, been developed but additional changes or additions to the program are still being made. Also, preliminary design and the preparation of detailed specifications for the project in all disciplines (architectural, mechanical, electrical and structural) are underway, and the project development at this stage is approximately 10-40% defined, +/- 15-20% accuracy.

Class "B" estimate, substantive - prepared when a project is at the **"Detailed Design"** stage. Detailed design is defined as having a finalized space program, and having the drawings and specifications for all disciplines (architectural, mechanical, electrical and structural) complete to 30-70%. Although addendums clarifying certain aspects of the project can still be issued at this stage of a project, we proceed to "Call for Tenders". +/- 10-15% accuracy.

Class "A" estimate, definitive - attained when the **tenders received**, evaluated, verified, and the award of a contract has been made. Note if the scope of a project is technically complicated (especially CFI grant applications) an Engineering Consultant may have to be retained for technical expertise in design costing. The cost of these services will be attributed to the project, whether or not the project proceeds to full completion. +/- 5-15% accuracy.

CLASS "E" ORDER OF MAGNITUDE COSTING (ACCURACY ± 30%)

		UNIT	UNIT RATE	AMT \$
A RENOVATION	10,717	sf	\$90	\$964,509
General Requirements	7%			\$67,516
Fee	3%			\$28,935
sub-total			\$99	\$1,060,960
Design & Pricing allowance	5%			\$53,048
Escalation Allowance @ 4% per annum	2%			\$21,219
Sub-total Construction Cost			\$106	\$1,135,227
Construction Allowance	5%			\$56,761
Total Renovation Construction Costs			\$111	\$1,191,989
B FINISHES	44,494	sf		
Floor Finishes			\$8.46	\$376,422
Ceiling Finishes - susp. acoustic tile ceiling			\$8.10	\$360,404
Wall Finishes	6825	sf	\$1.98	\$13,514
Total Renovation Construction Costs			\$16.86	\$750,339
C THIRD FLOOR	4,417	sf		
Total Renovation Construction Costs			\$100	\$441,742
D READING ROOM/STAIR	1658	sf		
Total New Construction Costs			\$333	\$552,114
E COVERED ENTRY - Church Street	1184	sf	\$111	\$131,697
Exterior Enclosure - curtain wall	1124	sf	\$138	\$155,043
Total New Construction Costs			\$242	\$286,740
Total Construction Costs				\$3,222,923
F FURNITURE - Staff				
Cubicle - Single	26	per	\$11,970	\$311,220
Cubicle - Guest mtg	0	per	\$12,970	\$0
Admin Office	1	per	\$7,850	\$7,850
Executive Office	9	per	\$9,050	\$81,450
CEO's Office	1	per	\$11,630	\$11,630
	37		\$11,139	\$412,150

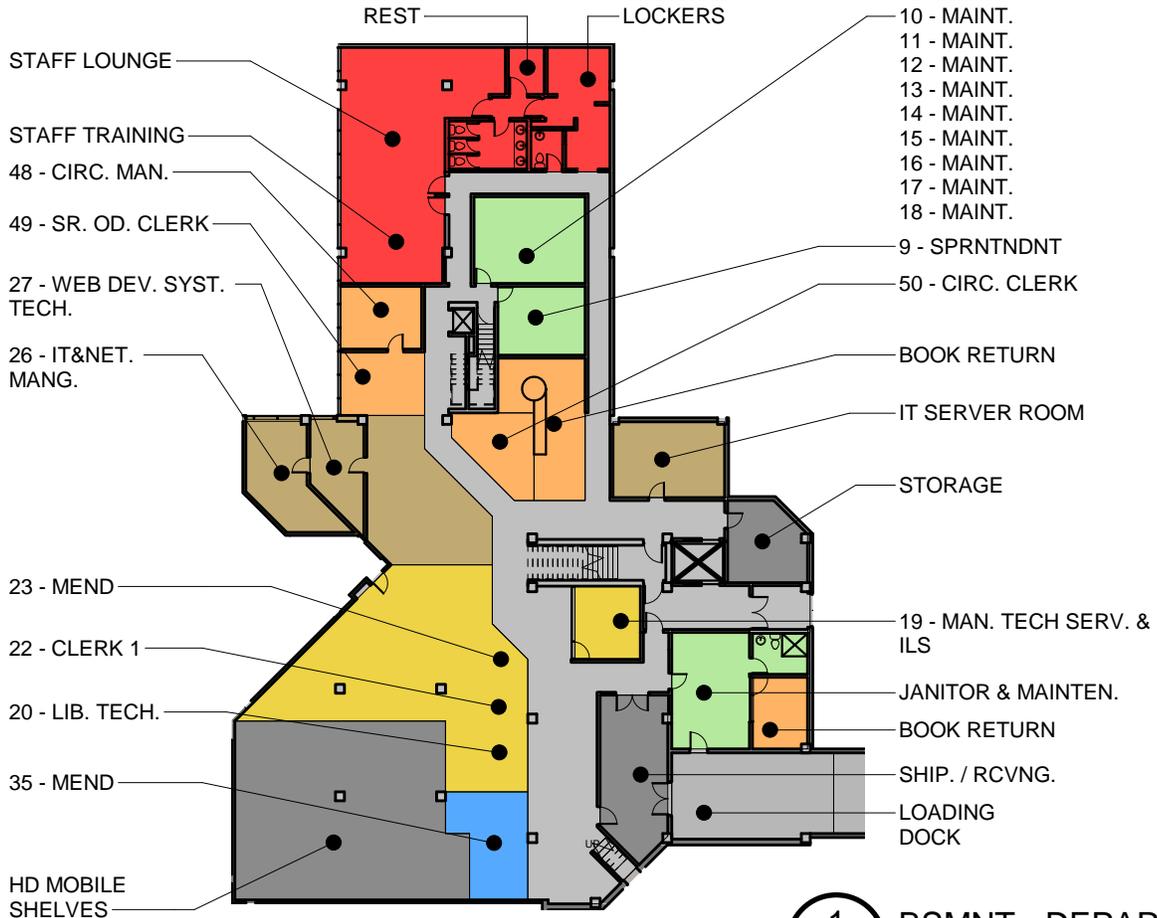
Please note:

The unit rates include labour and material, equipment, subcontractor's overheads and profit.

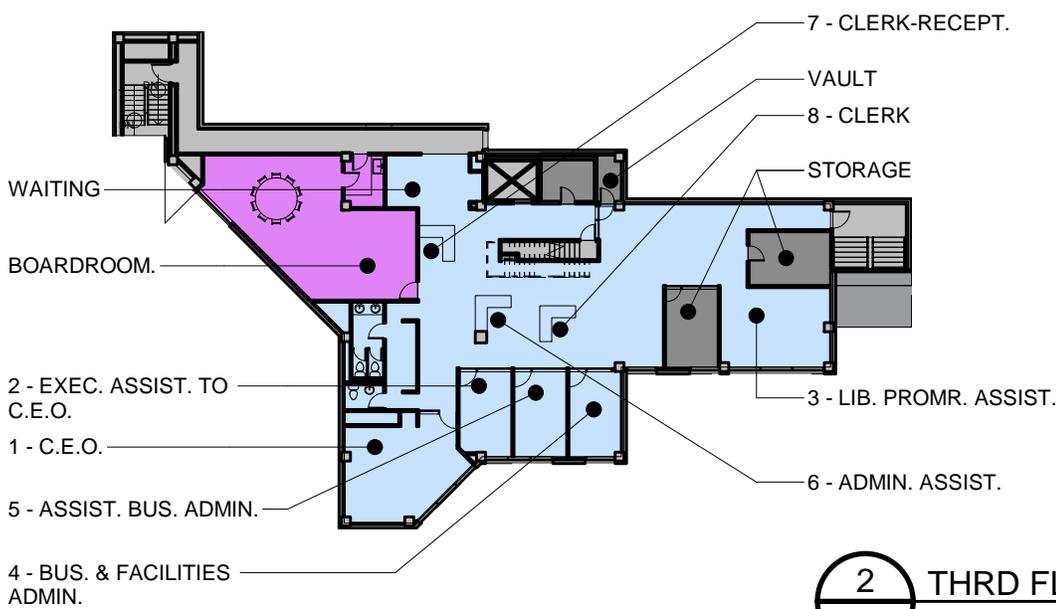
General Requirements and Fee cover the General Contractor's indirect costs which may include but not be limited to supervision, site set up, temporary utilities, equipment, utilities, clean up, etc.

Allowances have been included to cover project scope unknowns and is not intended to cover any program space modifications but rather to provide some flexibility for the designers and cost planners during the remaining contract document stages. It is expected that this allowance amount will be absorbed into the base construction costs as the design progresses.

Harmonized Sales Tax is not included.



1 BSMNT - DEPARTMENTS
 EC1 1/32" = 1'-0"



2 THRD FLR - DEPARTMENTS
 EC1 1/32" = 1'-0"

EC1

Infrastructure Space Plan
STC Central Library
 54 Church St, St. Catharines, Ontario
BASEMENT & THIRD FLR. PLANS - EXT'G CONDITIONS

File No:	19-36
Scale:	AS SHOWN
Drawn By:	MZE
Plot Date:	03/30/20
Issue Date:	APRIL 2020

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28 - MAN. CHILD/COMMU. SERV.

29 - LIB. CHILDREN'S

31 - LIB. YA.

32 - LIB. ASSIST.
33 - LIB.

CHILDREN'S PROGRAM ROOM

ATRIUM

STORAGE

30 - LIB. ADULT
35 - SHELV-MEND

GATES RM.
COMPUTER LAB.

MILLS RM.
SEMINAR

ROATARY & BUCKELS RMS
SEMINAR

KEY:

- 1. CIRCULATION SERVICES
- 2. EXECUTIVE ADMINISTRATION
- 3. TECHNICAL SERVICES & INTER LIBRARY SERVICES
- 4. IT & NETWORKS
- 5. CHILDREN SERVICES & COMMUNITY SERVICES
- 6. ADULT INFORMATION SERVICES
- 7. BUILDING OPERATIONS
- 8. STORAGE
- 9. COMMON - PUBLIC
- 10. COMMON - STAFF
- 11. BUILDING CIRCULATION

CIRCULATION SERVICES
 EXECUTIVE ADMINISTRATION
 TECHNICAL SERVICES & INTER LIBRARY SERVICES
 IT & NETWORKS
 CHILDREN SERVICES & COMMUNITY SERVICES
 ADULT INFORMATION SERVICES
 BUILDING OPERATIONS
 STORAGE
 COMMON - PUBLIC
 COMMON - STAFF
 BUILDING CIRCULATION



1 FRST FLR - DEPARTMENTS
 EC2 1/32" = 1'-0"

EC2

Infrastructure Space Plan
STC Central Library

54 Church St, St. Catharines, Ontario

FIRST FLOOR PLAN - EXST'G CONDITIONS

File No: 19-36

Scale: AS SHOWN

Drawn By: Author

Plot Date: 03/30/20

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1 SCND FLR - DEPARTMENTS
EC3 1/32" = 1'-0"

EC3

Infrastructure Space Plan
STC Central Library

54 Church St, St. Catharines, Ontario

SECOND FLOOR PLAN - EXT'G CONDITIONS

File No: 19-36

Scale: AS SHOWN

Drawn By: Author

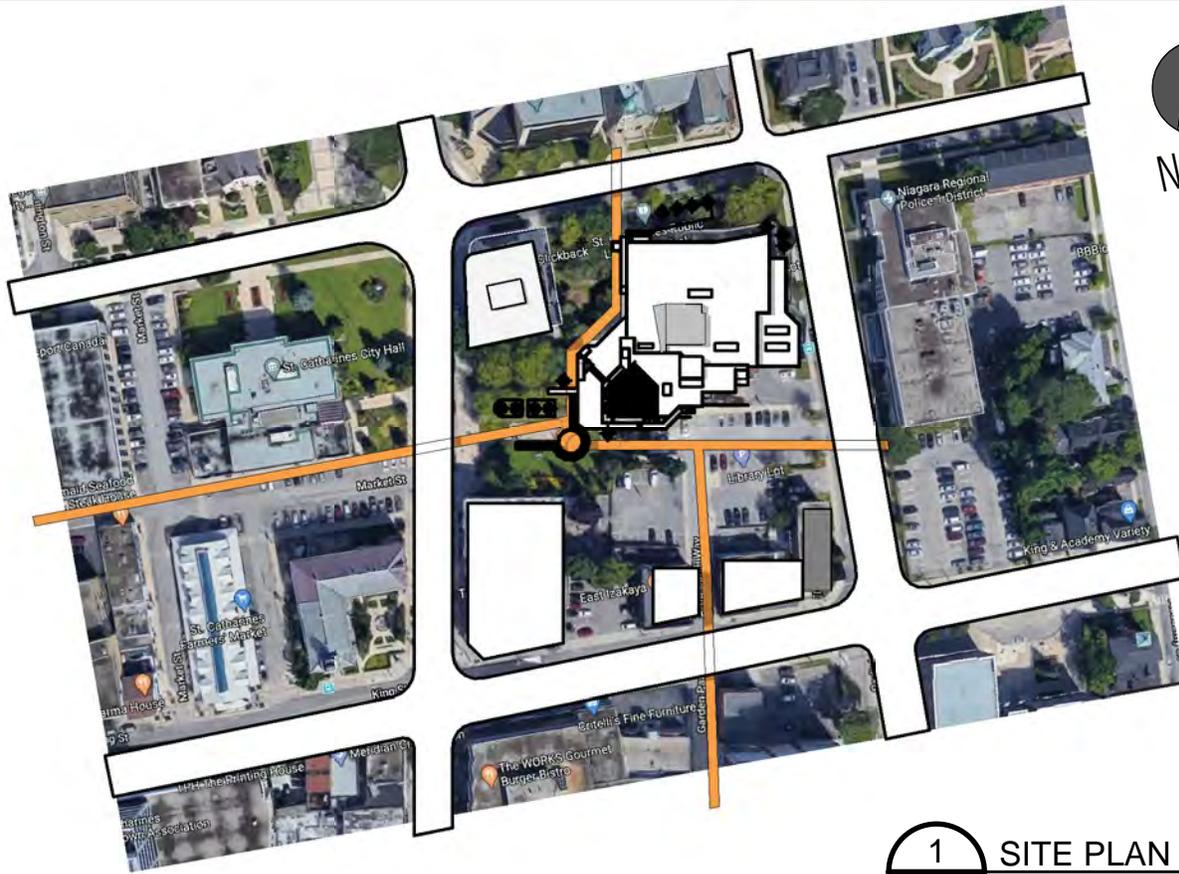
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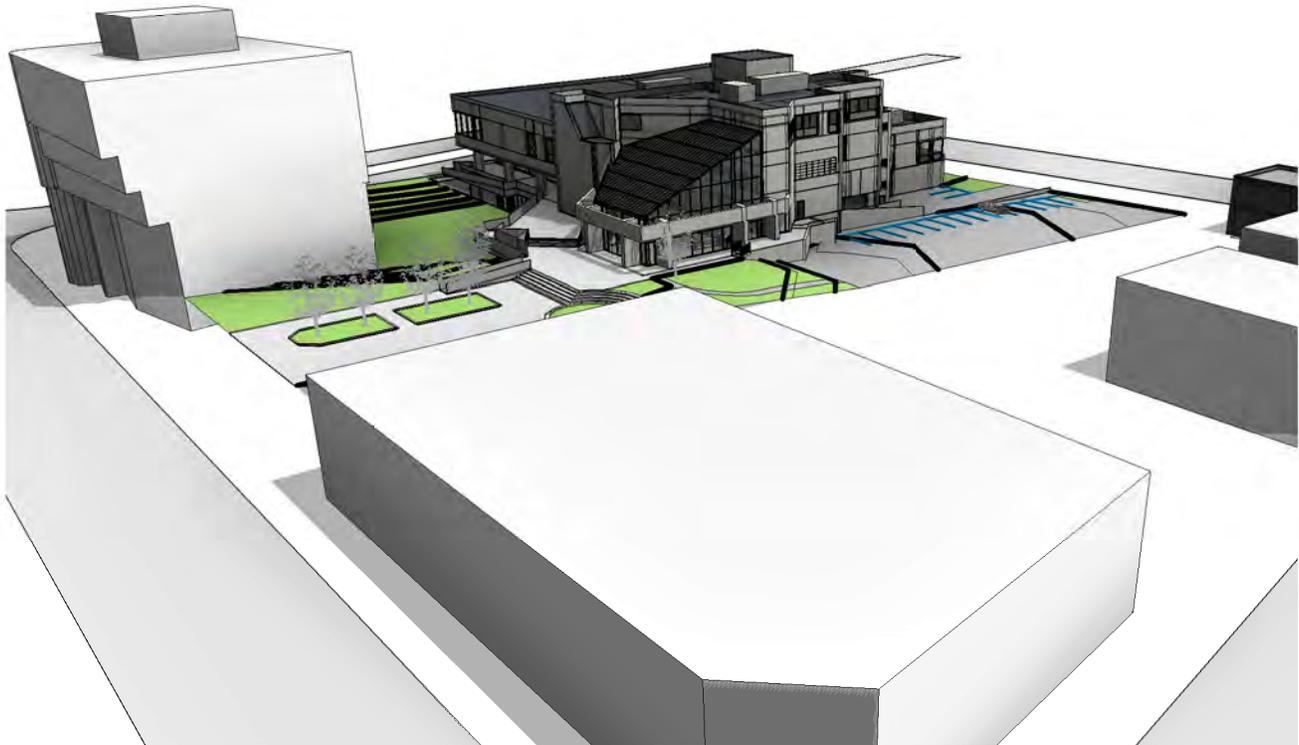
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1 SITE PLAN
R1.1 1" = 200'-0"



R1.1

**Infrastructure Space Plan
STC Central Library**

54 Church St, St. Catharines, Ontario

EXISTING SITE CONTEXT

File No: 19-36

Scale: AS SHOWN

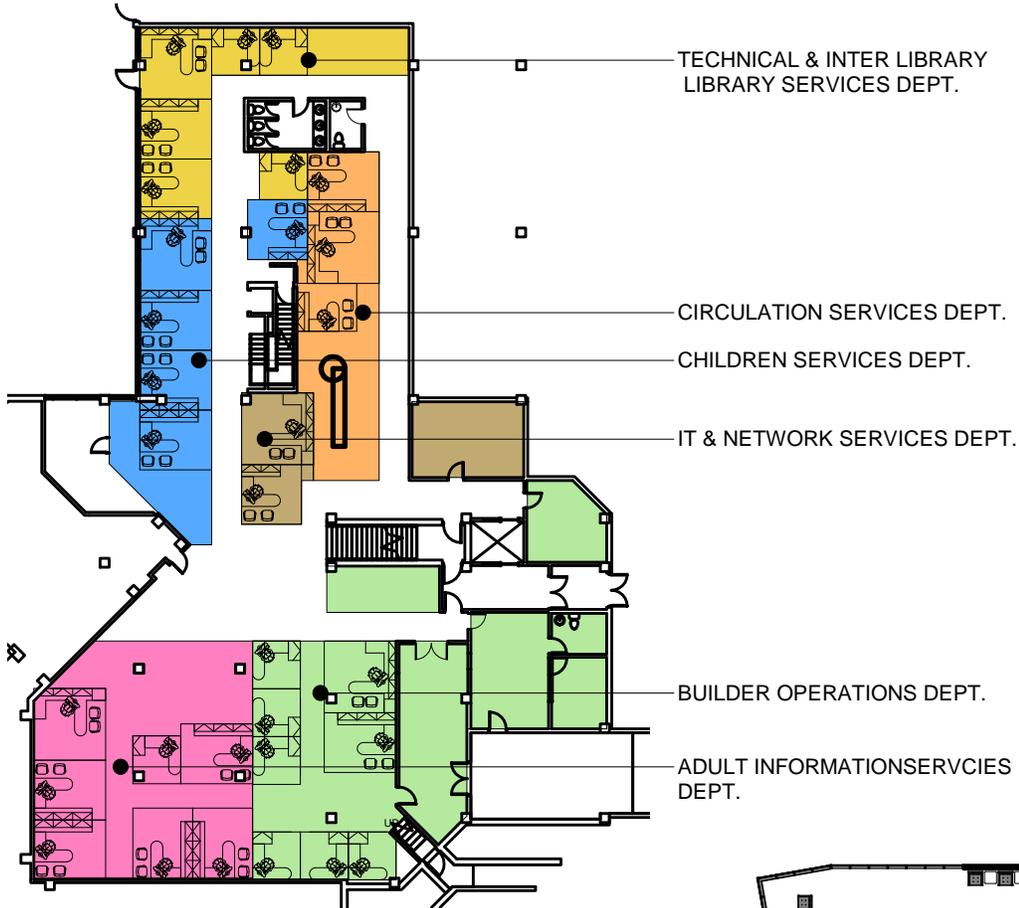
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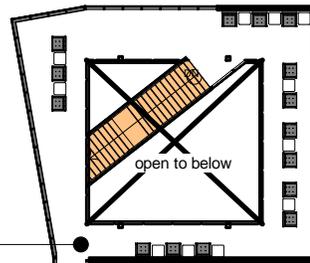
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1 BASEMENT - PROPOSED
R2.1 1/32" = 1'-0"

NEW READING ROOM

SPECIAL COLLECTIONS



2 THIRD FLOOR - PROPOSED
R2.1 1/32" = 1'-0"

R2.1

Infrastructure Space Plan
STC Central Library

54 Church St, St. Catharines, Ontario

BASEMENT & THIRD FLOOR PLANS - PROPOSED

File No: 19-36

Scale: AS SHOWN

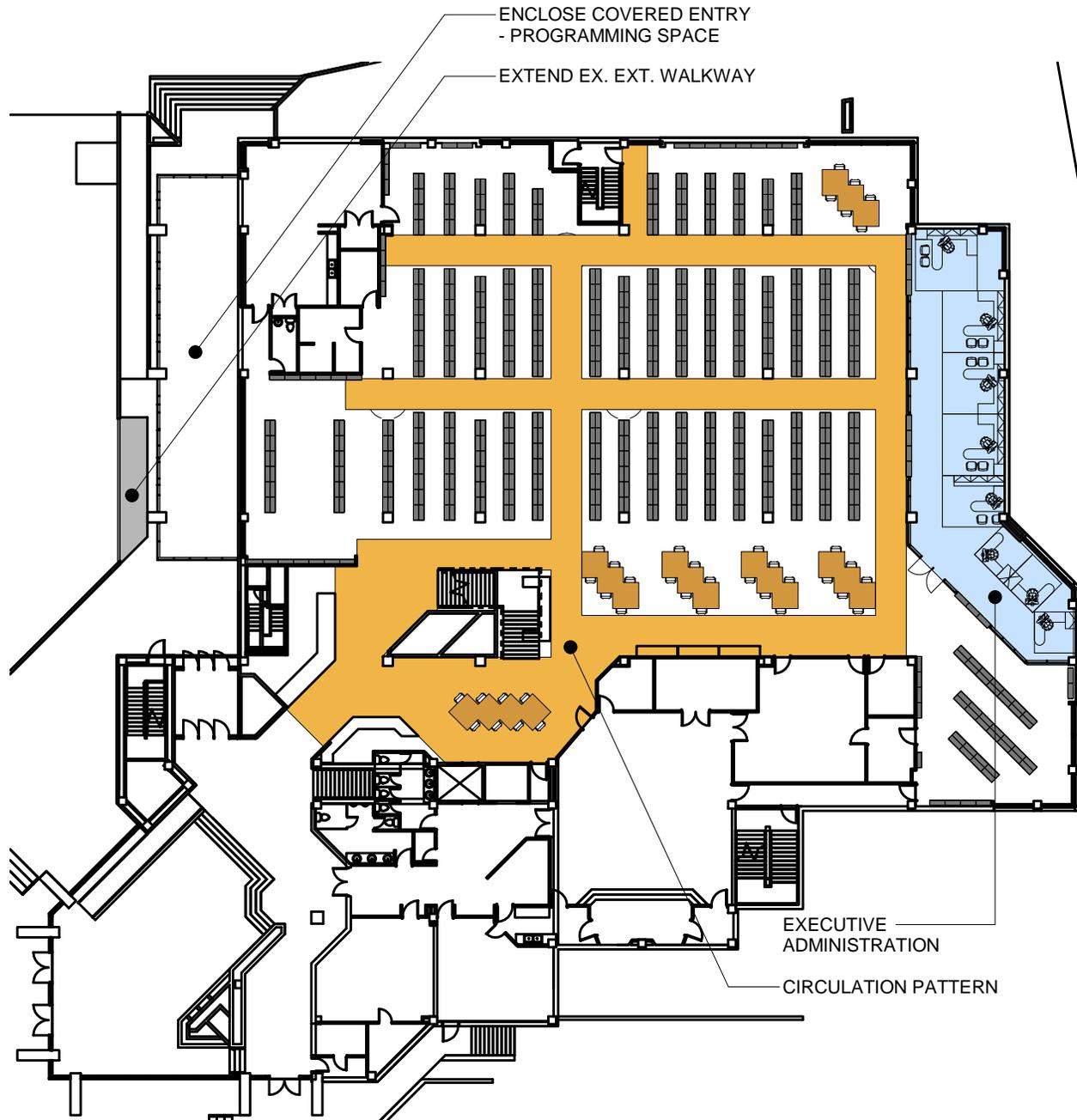
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1 FIRST FLOOR - PROPOSED
 R2.2 1/32" = 1'-0"

R2.2

Infrastructure Space Plan
STC Central Library

54 Church St, St. Catharines, Ontario

FIRST FLOOR PLAN - PROPOSED

File No: 19-36

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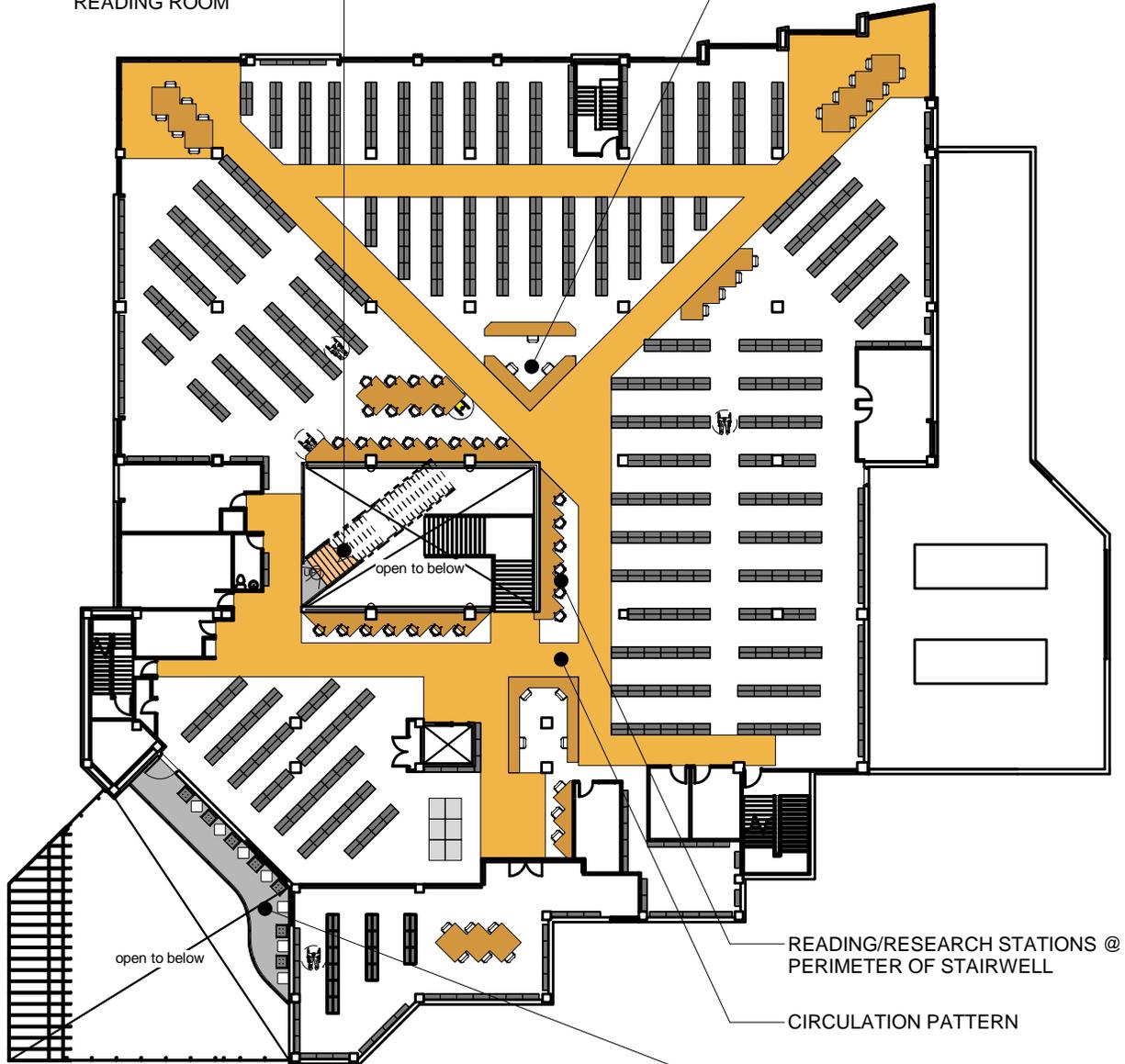
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STAIR UP TO
ROOFTOP
READING ROOM

GUEST ASSISTANCE



open to below

open to below

READING/RESEARCH STATIONS @
PERIMETER OF STAIRWELL

CIRCULATION PATTERN

NEW MEZZANINE/READING
ROOM



1 SECOND FLOOR - PROPOSED
R2.3 1/32" = 1'-0"

R2.3

Infrastructure Space Plan
STC Central Library

54 Church St, St. Catharines, Ontario

SECOND FLOOR PLAN - PROPOSED

File No: 19-36

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PROPOSED ENCLOSED COVERED ENTRY



PROPOSED RAMP / WALKWAY CONNECTION

PROPOSED ROOFTOP READING ROOM



R3.1

Infrastructure Space Plan
STC Central Library

54 Church St, St. Catharines, Ontario

EXTERIOR ELEVATIONS - PROPOSED

File No: 19-36

Scale: AS SHOWN

Drawn By: Author

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2
R4.1

PROPOSED 2ND FLOOR BOOK
STACK RECONFIGURATION

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Plot Date:	02/03/20
Issue Date:	Issue Date

Infrastructure Space Plan
STC Central Library
54 Church St, St. Catharines, Ontario
EXISTING VS. PROPOSED - SECOND FLOOR

R4.1



2
R4.2

PROPOSED 2nd FLOOR
RENOVATION / ADDITION

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Infrastructure Space Plan
STC Central Library
54 Church St, St. Catharines, Ontario
EXISTING VS. PROPOSED - STAIR

R4.2



2
R4.3

PROPOSED NEW ATRIUM
MEZZANINE

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Infrastructure Space Plan
STC Central Library
54 Church St. St. Catharines, Ontario
EXISTING VS. PROPOSED - ATRIUM

R4.3



PROPOSED SECOND FLOOR STAIRWELL
RENOVATION W/ READING ROOFTOP READING ROOM
ADDITION



PROPOSED MEZZANINE ADDITION TO ATRIUM
ACCESSED FROM SECOND FLOOR

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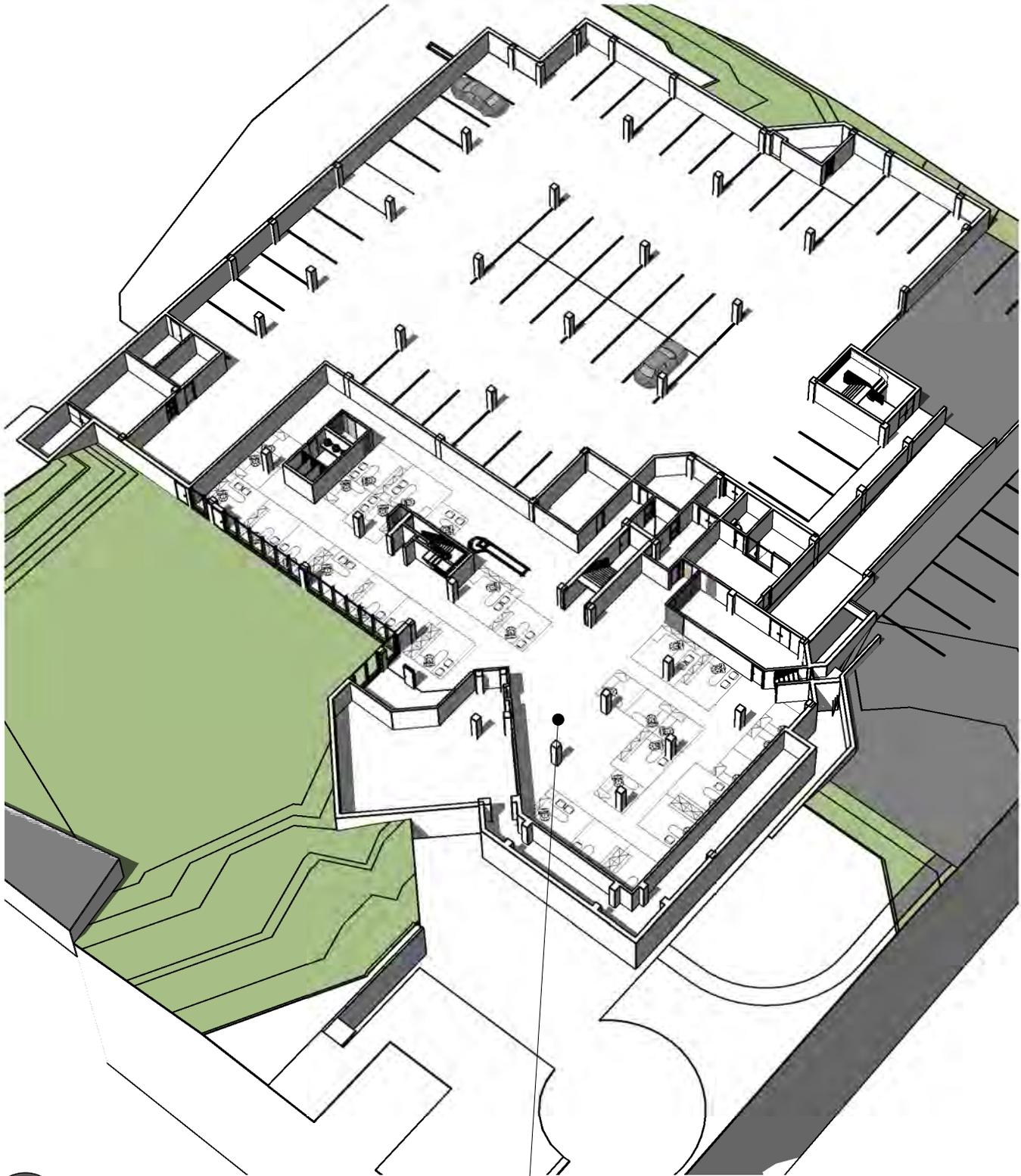
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Infrastructure Space Plan
STC Central Library
54 Church St. St. Catharines, Ontario
RENDERING

R4.4



PROPOSED RELOCATION OF STAFF OFFICES FROM THIRD FLOOR

BASE. FLOOR SECTION BOX - PROPOSED

1
R5.1



R5.1

Infrastructure Space Plan
STC Central Library

54 Church St, St. Catharines, Ontario

PROPOSED BASEMENT FLOOR - CONTEXT

File No: 19-36

Scale: AS SHOWN

Drawn By: Author

Plot Date: 03/31/20

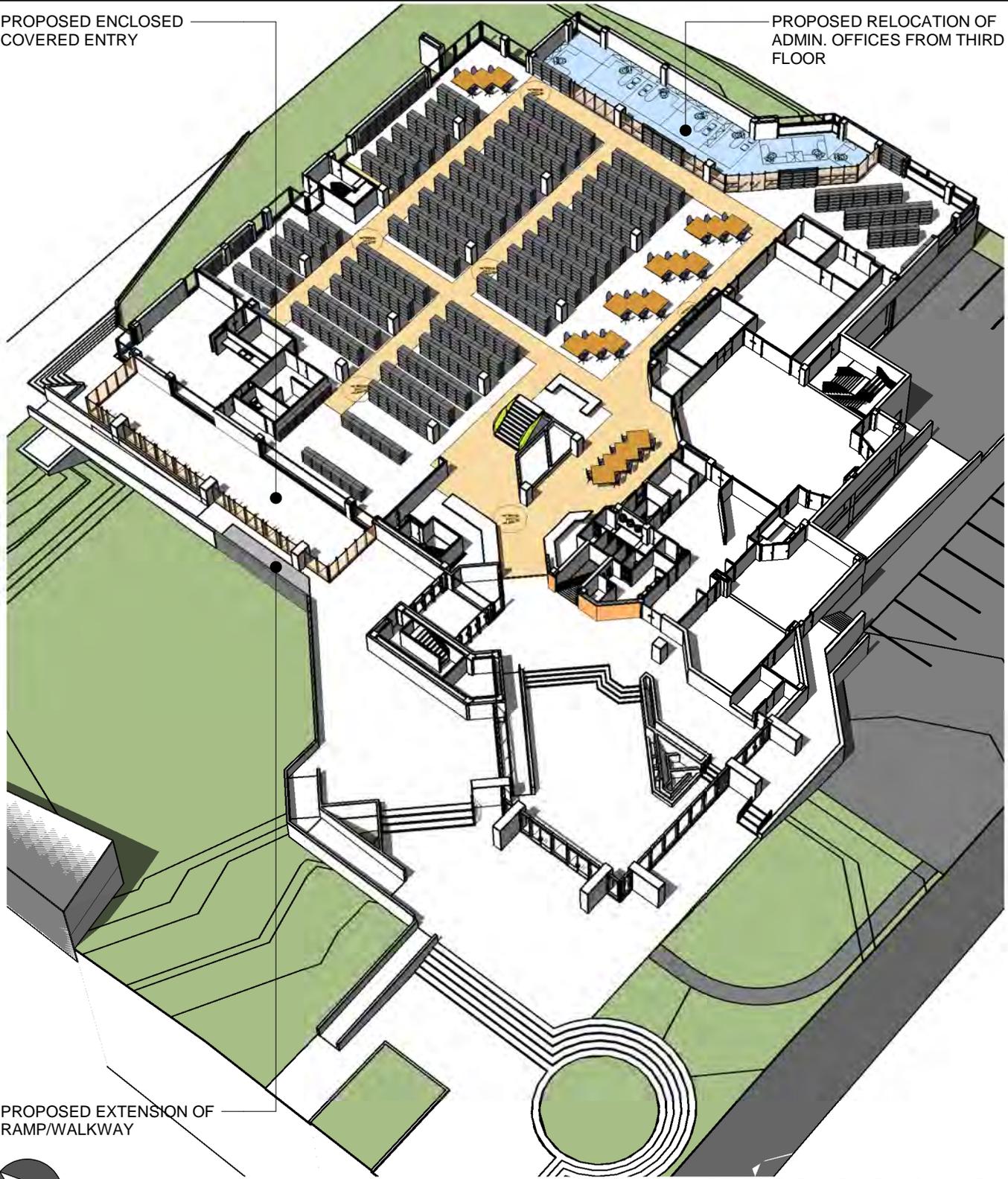
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PROPOSED ENCLOSED COVERED ENTRY

PROPOSED RELOCATION OF ADMIN. OFFICES FROM THIRD FLOOR



PROPOSED EXTENSION OF RAMP/WALKWAY



1
R5.2

1ST FLOOR SECTION BOX - PROPOSED

R5.2

Infrastructure Space Plan
STC Central Library

54 Church St, St. Catharines, Ontario

PROPOSED FIRST FLOOR - CONTEXT

File No: 19-36

Scale: AS SHOWN

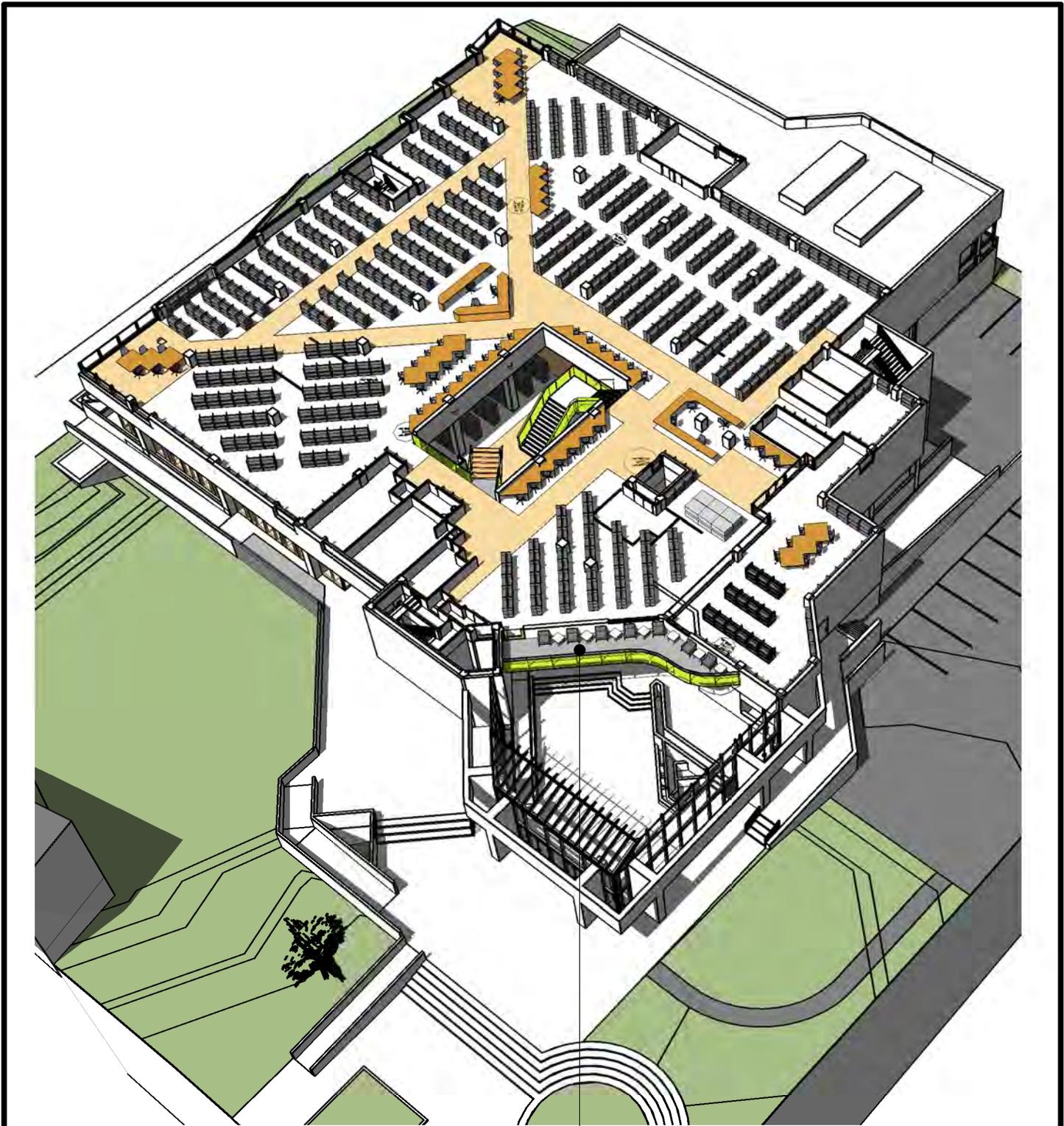
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PROPOSED ATRIUM
MEZZANINE READING ROOM

2ND FLOOR SECTION BOX -
PROPOSED

1
R5.3



R5.3

Infrastructure Space Plan
STC Central Library

54 Church St, St. Catharines, Ontario

PROPOSED SECOND FLOOR - CONTEXT

File No: 19-36

Scale: AS SHOWN

Drawn By: Author

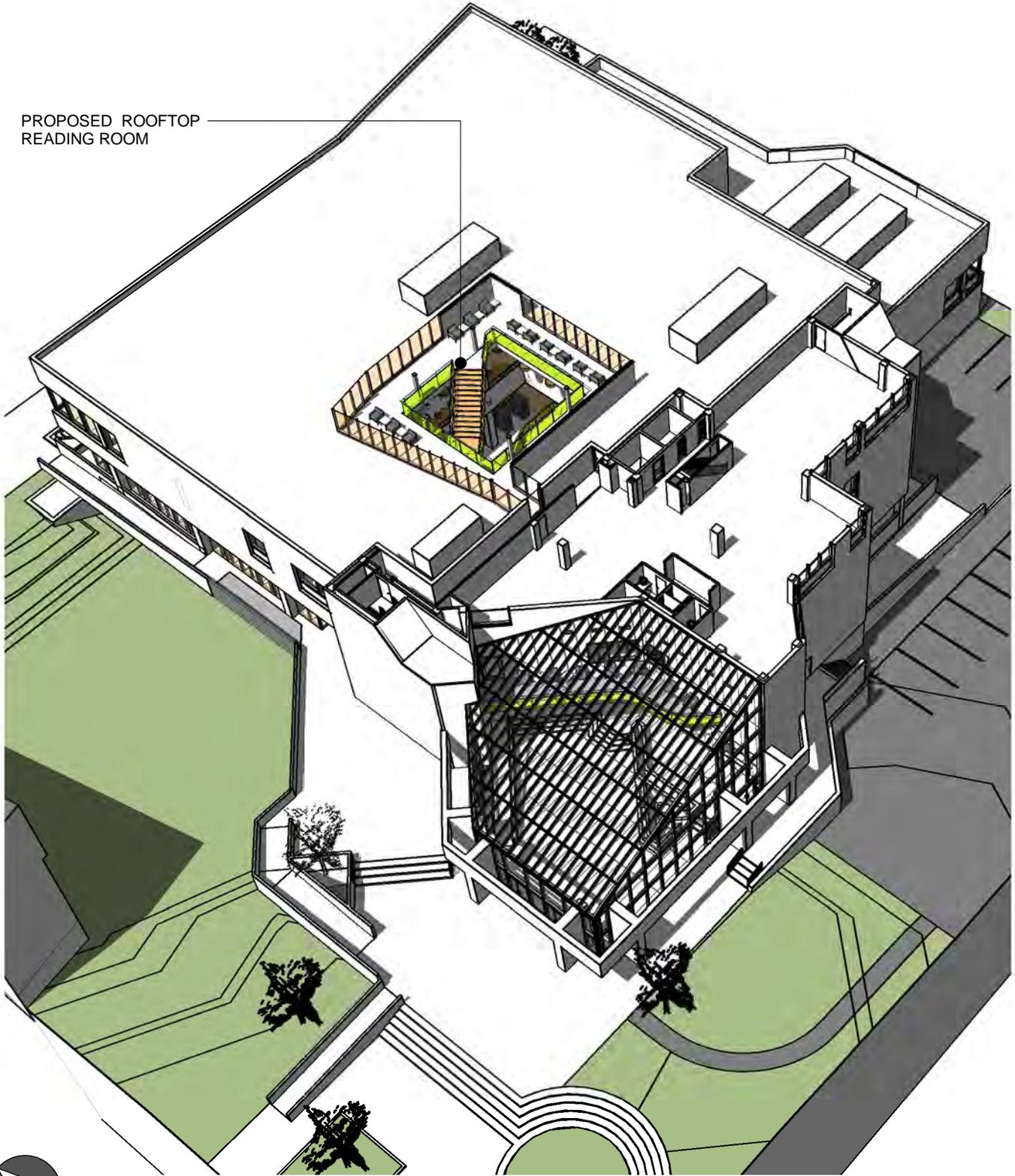
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PROPOSED ROOFTOP
READING ROOM



1
R5.4

3RD FLOOR SECTION BOX -
PROPOSED

R5.4

Infrastructure Space Plan
STC Central Library

54 Church St, St. Catharines, Ontario

PROPOSED THIRD FLOOR - CONTEXT

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EXISTING CONDITIONS + ENDLESS POSSIBILITIES / THE MAIN STAIRCASE

EXISTING

POSSIBILITIES



UNDERSTATED MAIN STAIRCASE
St. Catharines Central Library St. Catharines



COLOURFUL MURAL TO HIGHLIGHT 2-STOREY OPENING
San Luis Obispo Library California



MIXED MATERIALS & INTERESTING LIGHTING AT FEATURE STAIR
Bishop University Library Learning Commons Quebec

A GRAND STAIRCASE WITHIN REACH /

The main staircase & light well in the Central Library is a significant feature within the space, intended to serve a significant purpose:

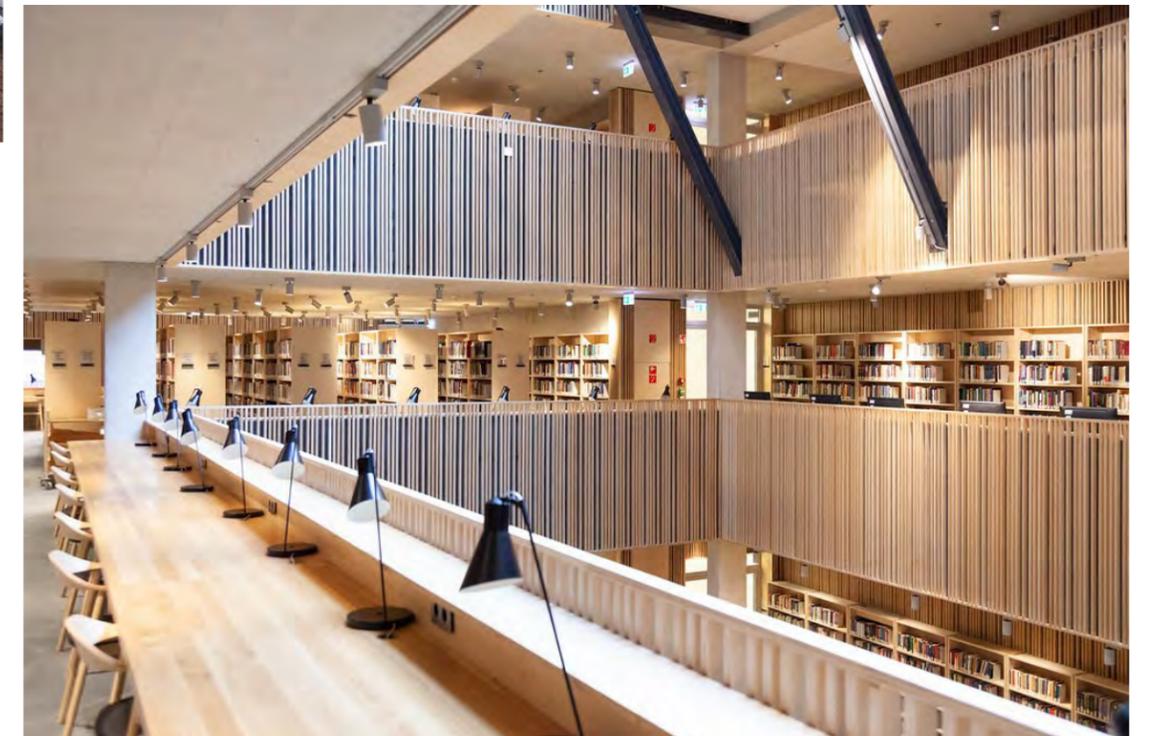
- ⇒ To open up the space & bring natural light into the centre of the building.
- ⇒ To entice visitors to explore the expansive collection, distributed over two floors, with the potential shift to all three floors.
- ⇒ To offer views of visitor activity throughout the library.
- ⇒ On a symbolic level, to elevate visitors in their pursuit of knowledge.

Other than its sheer mass, the main staircase is currently lacking the presence that it *could* have by implementing some relatively simple cosmetic enhancements, thereby transforming it into a Grand Staircase. Drawing inspiration from the images to the right:

- ⇒ Adding colourful artwork, graphics, signage, or an engaging paint colour around the perimeter of the opening would instantly highlight this valuable feature in a more prominent manner.
- ⇒ Dissolve the visual weight of the solid guard, by incorporating glass segments.
- ⇒ Introduce interesting light fixtures, to help express the 2-storey height of the opening, and draw visitors' views upward.
- ⇒ Incorporate useful worksurfaces around the perimeter of the guard on the second floor, complete with power/USB outlets to charge visitors' devices.



DRAMATIC STAIR ENTICES VISITORS TO EXPLORE
Halifax Public Library Nova Scotia



WORKSTATIONS OVERLOOKING NATURALLY-LIT MULTI-STOREY SPACE
Central European Library Budapest

EXISTING CONDITIONS + ENDLESS POSSIBILITIES / THE CHILDREN'S AREA

EXISTING

POSSIBILITIES



UNADVENTUROUS CHILDREN'S AREA
St. Catharines Central Library St. Catharines



TREE FEATURE TO CREATE AN EXPERIENCE
Charleswood Library Winnipeg



COLOURFUL & INTERESTING AREAS FOR PLAY + EXPLORATION
New Central Library Calgary

YOUNG AT HEART - ENCOURAGING CHILDREN'S EXPLORATION /

The Children's Area in the Central Library has the fundamentals in place for providing exciting & engaging experiences for visiting children & their parents, or care-givers.

- ⇒ A prominent location, for strong visibility within the main floor of the library.
- ⇒ Low-height book shelving & forward-facing displays.
- ⇒ Storybook inspired murals.
- ⇒ Varied spaces, offering opportunities for reading circles, or desk/computer work.
- ⇒ A dedicated Children's event space, to foster creativity.

Similar to the main staircase, this area has the potential to provide a much more memorable experience, by implementing some relatively simple cosmetic enhancements that will easily transform this space into a fun place to learn through exploration. Drawing inspiration from the images to the right:

- ⇒ Selecting one or two vibrant & exciting colours for paint & finishes will instantly attract children & their parents to this section of the Library.
- ⇒ Adding interesting features, such as a 'Tree of Knowledge', or curious openings to peek & crawl through encourage exploration & enhance the visitor experience.
- ⇒ Provide soft places to curl up with a book, either independently, or as a small group.
- ⇒ Provide varied spaces to support different types of activities; open areas for group gatherings & play, as well as more structured settings for focused tasks.



BUILT-IN OPPORTUNITIES FOR EXPLORATION
Indianapolis Public Library Indiana



ENGAGING COLOURS & A VARIETY OF EXPERIENCES
Amos Memorial Public Library Ohio

EXISTING CONDITIONS + ENDLESS POSSIBILITIES / COMPUTER STATIONS + GAMING AREAS

EXISTING

POSSIBILITIES



NONDESCRIPT COMPUTER STATION AREA
St. Catharines Central Library St. Catharines



MICRO GAMING STATION
Unknown Location



SIMPLE & BUDGET-CONSCIOUS APPROACH
University of Technology Australia

LEVEL UP YOUR GAMING /

The Central Library currently has a video game collection on the second floor near the main staircase; however it does not appear to offer an area equipped with gaming consoles, to allow visitors to enjoy playing these games while at the Library.

Many Libraries are now addressing the needs of this particular user-group by integrating gaming into their programming & providing dedicated spaces for Gamers to gather. The amenities of these spaces can vary greatly, to suit programming budgets, available floor area, as well as the comfort and consideration of ALL Library visitors. Although the existing Computer Station Area shown above likely has nothing to do with gaming, it does serve to illustrate how the lack of signage, or striking paint colour can leave a lack-lustre impression for Library visitors. Colour is an effective tool to attract people's attention to an area, and can be complemented with interesting graphics & signage that clearly informs them of the services that the Library has available. Drawing inspiration from the images to the right:

- ⇒ The size of the area can vary from small gaming stations to dedicated rooms. These spaces can be placed out in the open (top & bottom left images), or semi/fully enclosed for improved sound control from the surrounding areas (top & bottom right images).
- ⇒ Flashy, attention-grabbing colours, graphics & signage can be used to inform visitors where the Gaming Collection is located in the Library.
- ⇒ Provide comfortable seating for Gamers - upholstered lounge-type seating, or Gamer-specific seats with built-in sensory features, to enhance the gaming experience.
- ⇒ Creating flex space can serve multiple purposes, including hosting Gaming Tournaments.



SIMPLE & BUDGET-CONSCIOUS APPROACH
Halifax Public Library Nova Scotia



DEDICATED / ENCLOSED GAME ZONE
Aldinga Public Library Australia

EXISTING

POSSIBILITIES



UNIMAGINATIVE COMPUTER STATIONS
St. Catharines Central Library St. Catharines



INTERESTING COMPUTER STATIONS & READING PODS
St. Louis County Library St. Louis



MODERN & ENGAGING MAKER SPACE 'WORKSHOP'
HG Thode Maker Space - McMaster University Hamilton

GETTING CONNECTED & CREATIVE /

Also located on the second floor, the Central Library provides its visitors with computer stations to access the internet for all of their 'web surfing' needs; whether they are gathering research material on-line, or staying connected with friends & family through various social media channels. Although the existing Computer Station Area is equipped with up-to-date machines, presented on quality furniture, there is currently no sense of visual interest to draw visitors to this area, which ultimately has an impact on their overall experience of this service. Simply adding an interesting colour & some graphic signage to the column in the image above would instantly improve the way people react to this significant service area.

Similarly, the presence of Central's Maker Space on the main floor also feels underemphasized, instead of piquing visitors' curiosity, which is at the core of having such facilities in the first place. Drawing inspiration from the images to the right:

- ⇒ Utilize interesting, attention-grabbing colours, graphics & signage to inform visitors where these significant services are located in the Library.
- ⇒ Introduce simple architectural features such as floating bulkheads, or interesting lighting, or a change in flooring to identify these areas as something special, worth investigating.
- ⇒ Providing a 'workshop' feel to a Maker Space with various types of work surfaces, such as workbenches & large layout tables can help to enhance visitors' creativity & overall experience.



COLOUR DIRECTS ATTENTION TO THIS MAKER SPACE
Monroe County Public Library Indiana



BRIGHT & MODERN COMPUTER STATIONS
Southern New Hampshire University Library New Hampshire

EXISTING CONDITIONS + ENDLESS POSSIBILITIES / LOUNGING AREAS

EXISTING

POSSIBILITIES



ORDINARY LOUNGE SEATING & WORK TABLE AREA
St. Catharines Central Library St. Catharines



A VARIETY OF OPTIONS TO SIT AND/OR WORK
NCSU James Hunt Library North Carolina



INTERESTING PLACES TO SIT, WORK & GATHER
Dr. Chau Chak Wing Building Australia

CURLING UP WITH A GOOD BOOK... OR PODCAST /

Libraries have become more social spaces, where visitors are more inclined to find a book, magazine, or other resource, and then look for a comfortable space to settle in for a while, where they can enjoy their new discovery, or connect to the free WiFi to tune into the latest edition of their favourite Podcast. For many years, mainstream book retailers have been providing this type of welcoming experience to their customers in their store environments, and it seems that Public Libraries are starting to take note.

While the Central Library does offer lounge type seating areas spread throughout both floors, these spaces are generally not perceived as being as comfortable, or interesting as the spaces presented to the right. Drawing some inspiration from these images:

- ⇒ Provide a variety of soft seating options from which to choose; groupings of chairs, couches & benches that allow for small groups to sit and chat, or for visitors to sit quietly with whatever resource they have picked out to enjoy.
- ⇒ Include café style tables, on which visitors can use their laptops, tablets, sketchbooks, etc.
- ⇒ Introduce simple architectural features such as fireplaces, lower floating ceilings, interesting lighting, or a change in flooring give these areas a comfortable, often residential feeling.
- ⇒ Providing convenient power/USB outlets, to allow visitors to charge their devices.



COMFORTABLE 'LIVING ROOM' FEEL
Lewes Public Library Scarborough



AMPHITHEATRE-STYLE & LOUNGE SEATING OPTIONS FOR FLEX SPACE
Atlanta University Library Atlanta

EXISTING

POSSIBILITIES



UNINSPIRED WORK TABLE AREA
St. Catharines Central Library St. Catharines



COLLABORATIVE BOOTHS & WHITEBOARD SURFACES
Amos Memorial Public Library Winnipeg



GLASS ENCLOSED MEETING ROOMS & COLLABORATIVE BOOTHS
Bishop University Library Learning Commons Quebec

PUTTING OUR HEADS TOGETHER /

Providing a variety of opportunities to collaborate for visitors in all of the demographic groups has become an essential consideration for Libraries, when programming floor space. While the Central Library has made an effort to provide different areas for their visitors to work, such as the work table area shown above, these spaces lack the appeal that is present in each of the images to the right. Other than a place to sit, and a surface on which to work, the current situation is uninspiring, and does not entice visitors to seek out the use of these spaces.

Similar to many of the common themes that are being suggested through this report, design solutions to improve the visitor experience can range from simple to more complex. Drawing inspiration from the images to the right:

- ⇒ Colours, graphics & signage all help to inform visitors where these useful areas are located in the Library.
- ⇒ Collaborative spaces can range from open booth-style features, to semi/fully enclosed meeting rooms, to improve sound control during energetic brainstorming sessions.
- ⇒ Incorporating glass side lights, or using full glass partitions to enclose meeting rooms can pique the interest of other visitors as they pass by, and also helps to reduce the occurrence of unwanted behavior within these spaces.
- ⇒ Providing writeable surfaces, such as whiteboards, chalkboards, and even table tops, encourages collaborators to explore their ideas quickly, make adjustments on the spot, or wipe away & start fresh with a new set of ideas with ease.



COLLABORATIVE MEETING ROOMS & CHALKBOARDS
Lancaster University Library United Kingdom



COLLABORATIVE MEETING ROOMS TO SUIT VARIOUS SIZED GROUPS
Franklin County Public Library Indiana

EXISTING CONDITIONS + ENDLESS POSSIBILITIES / THE ATRIUM RE-IMAGINED

EXISTING

POSSIBILITIES



UNDERUTILIZED ATRIUM SPACE
St. Catharines Central Library St. Catharines



BALCONY OVERLOOKING NATURALLY-LIT ATRIUM
The Atrium 800 Yates Vancouver



BALCONY OVERLOOKING ACTIVITIES BELOW IN MAIN LOBBY
BMO Theater Centre Vancouver

UNCOVERING A DIAMOND IN THE ROUGH /

The Central Library has this significant & beautiful indoor/outdoor space, which is protected from the elements, naturally-lit, and can serve as memorable welcoming experience, as well as a place to host gatherings & events, yet is currently extremely underutilized.

This potential uses for this space are infinite: Poetry Readings; Book Signings; Musical Events; Crafting Clubs; Collectors' Fairs (stamps, coins, records, trading cards, comics, etc.); Art Exhibits; Film Screenings; Theatrical Events for Children and Adults; various Awards Ceremonies; an extension to the Food Market/Crafts Market; a more prominent Café; Seminars & Clinics of all sorts; etc. The Library could establish partnerships with a variety of downtown businesses, social & community organizations, as well as Brock University, for mutual benefit, by hosting a broad range & steady flow of events within this incredible space. Drawing inspiration from the images to the right:

- ⇒ Implement design solutions to provide improved control of environmental factors, such as solar heat gain and glare, as well as acoustical control, to create a more comfortable space to occupy, and host events.
- ⇒ Incorporate a new balcony, accessed from the second floor, to create a point of interest for visitors, and encourage the exploration of the Library to reach this intriguing destination.
- ⇒ Add colour-changing LED lighting within, to enhance the architectural features of this space, and generate visual interest from James Street at night. Similar illumination could be added to highlight the architectural elements found on the building elevations facing Church Street & Carlisle Street as well.



OPPORTUNITIES FOR VARIOUS PRESENTATIONS
The Exploration Place Prince George



COLOUR-CHANGING LED LIGHTING ADDS INTEREST
The National Archives Surrey

EXISTING CONDITIONS + ENDLESS POSSIBILITIES / A PROPOSED OUTDOOR AMPHITHEATRE

EXISTING

POSSIBILITIES



PROPOSED AMPHITHEATRE LOCATION NEAR CHURCH STREET
St. Catharines Central Library St. Catharines

THINKING OUTSIDE OF THE BOX /

Similar to the existing underutilized Atrium space, the Central Library also has the opportunity to expand its programming outside, by transforming the existing sloped grass area between the Church Street & James Street entrances into an outdoor Amphitheatre, for use during the fair weather months.

This potential uses for this space are also extensive: Outdoor Poetry Readings; Outdoor Musical Events; Outdoor Theatrical Events for Children and Adults (Shakespeare readings, etc.); Outdoor Film Screenings; Environmental & Horticultural Seminars & Clinics of all sorts; etc. Again, the Library could further expand its partnerships with a variety of downtown businesses, social & community organizations, as well as Brock University, for mutual benefit, by hosting a broad range & steady flow of events within this unique setting. Drawing inspiration from the images to the right:

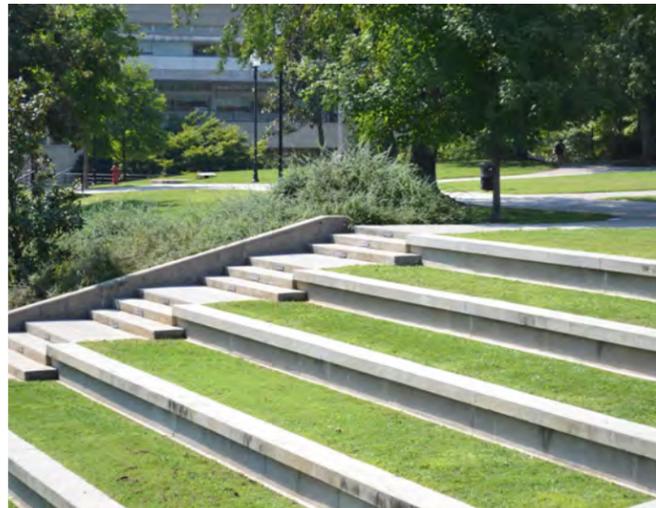
- ⇒ Some relatively simple landscaping is all that is required to transform the existing topography into a functional Amphitheatre
- ⇒ An added benefit is the potential reduction of unwanted behaviours in this area, if it is being used more frequently.



CURVED CONCRETE & GRASS TERRACES
Irmo Town Park Amphitheatre South Carolina



HARDSCAPED TERRACES FOCUSED TOWARD BUILDING BACKDROP
Edith Cowan University Amphitheatre Australia



OUTDOOR AMPHITHEATRE w/ INTEGRATED STAIR
Yale Campus Indiana

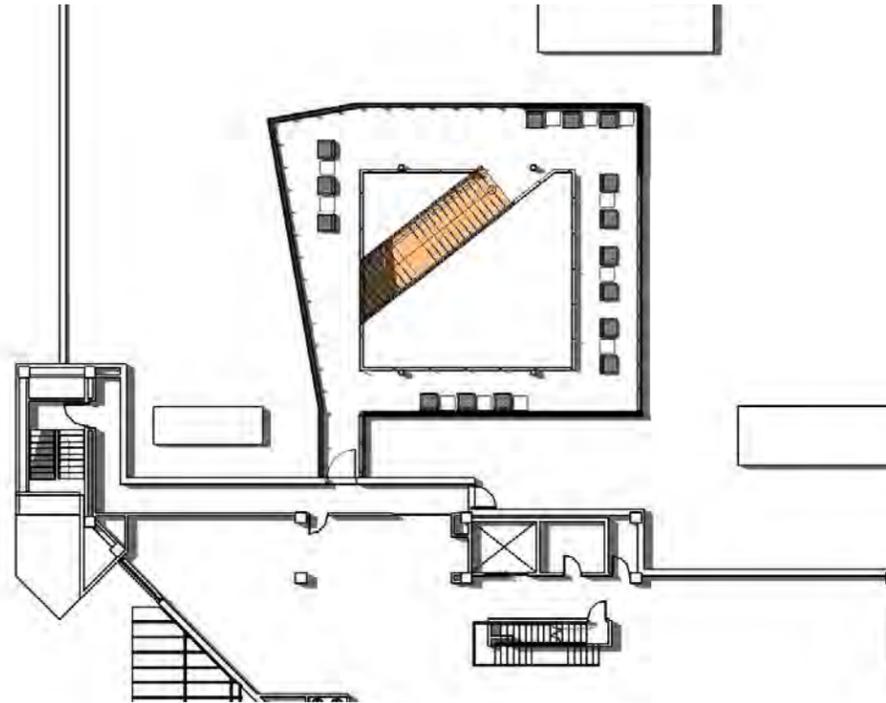


CURVED CONCRETE SEATING w/ STAGE PLATFORM
University of Nevada Alumni Amphitheatre Nevada

IMAGINE THE ENDLESS POSSIBILITIES / A PROPOSED READING ROOM

PROPOSED

POSSIBILITIES



PROPOSED ROOF TOP ENCLOSED READING ROOM
St. Catharines Central Library St. Catharines



ROOF TOP SHELTER w/ SOLAR ARRAY PANELS
Austin Public Library Roof Top Austin



INTERESTING STAIRCASE ACCESS TO ENCLOSED ROOF TOP SPACE
Aldwych House Interior Rendering London



ENCLOSED READING ROOM
Maranello Library Roof Top Pavilion Indiana



ROOF TOP SHELTER & ENCLOSED PAVILION
Roof Top Pavilion Rendering Unknown Location

RAISING THE ROOF /

Many Public Libraries have introduced Reading Rooms into their facilities. These special spaces are often located somewhere far away from the entrance, and possess qualities that no other part of the Library can offer, which entices visitors to seek out these spaces, with a newly found book in their hand; perhaps it is a beautiful view of the surrounding City, or of natural elements on the site; perhaps it is the quality of natural light that enters through the windows; or perhaps it is the feeling of sneaking away to a quiet place, to temporarily escape from the bustle of the more heavily traveled portions of the Library.

Currently, the Central Library does not have this kind of space available to its visitors. This could be resolved through the proposal of creating an enclosed four-seasons Reading Room on the roof top, accessed by a new stair extension that would span across the existing staircase & lightwell. This proposal would create this special, desired destination for visitors, and would bring more natural light into the centre of the Library. Drawing inspiration from the images to the right:

- ⇒ A rooftop garden, or green roof could be planted around the perimeter of the new Reading Room, allowing visitors to enjoy glimpse of nature within the core of the City.
- ⇒ Sustainable features such as solar panels, and rainwater harvesting could be incorporated into the design of the new pavilion, providing an opportunity for Environmental Education, and positively contribute to the Library's energy consumption.
- ⇒ To provide an overall calming & introspective experience for the Library's visitors

SECTION 3 /

APPENDICES /

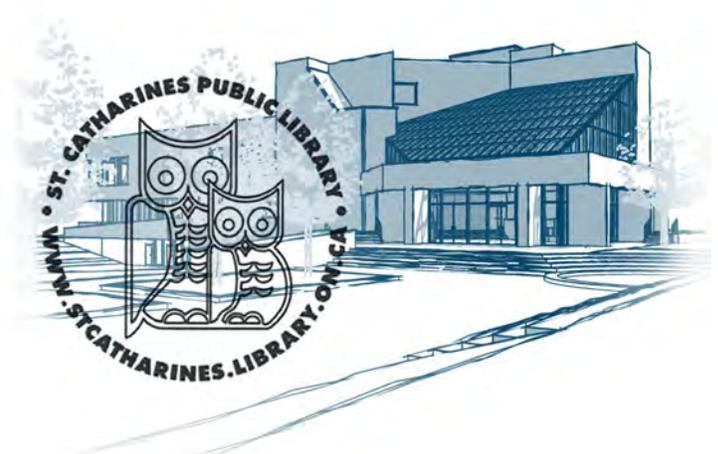


CENTRAL EUROPEAN LIBRARY / BUDAPEST

- / WORK ENVIRONMENT SURVEY**
 - + BLANK SURVEY FORM**
 - + SURVEY RESULTS SUMMARY**

- / SPACE USE OBSERVATION SURVEY**
 - + BLANK SURVEY FORM**
 - + SURVEY RESULTS SUMMARY**

- / PATRON SURVEY**
 - + BLANK SURVEY FORM**
 - + SURVEY RESULTS SUMMARY**



STAFF QUESTIONNAIRE / WORK ENVIRONMENT



Name _____
Department _____

1. What are your typical work hours?

- a. Time of day: morning afternoon evening
b. Days of the week: _____

2. Where do you spend most of your time while working?

- Private office
 Shared office
 Open office workstations
 Directly engaging public/guests

3. Estimate the percentage of your work shift spent on each of the following activities.

- _____ % Writing/dictating (letters, reports, memos, etc.)
_____ % Reading (letters, reports, memos, etc.)
_____ % Typing, word processing, calculating, computing
_____ % Filing/retrieving files
_____ % Meeting with others
_____ % Talking on the telephone
_____ % Other (please describe)

4. How often do you have to hold meetings outside of your designated workspace, due to limited space, inadequately equipped, lack of privacy?

- Once a day
 Once a week
 Once a month
 Never
 My job does not require me to hold meetings.

5. If you use your office/workspace for meetings, discussions or interviews, typically how many people are present, not including you?

- No meetings are held in my office/workspace
 One person
 Two people
 Three people
 Four or more people
 My job does not require me to hold meetings.

6. Are storage closets and supply closets accessible when you need?

- Yes No



STAFF QUESTIONNAIRE / WORK ENVIRONMENT



7. Ideally, how many people would you like to accommodate at a meeting within your workspace

- The same number of people I indicated for item 4.
- One person other than me
- Two persons
- Three persons
- Four or more persons other than me
- My job does not require me to hold meetings.

8. To what extent is visual privacy necessary in your meetings?

- My job does not require me to hold meetings.
- None of my meetings require visual privacy.
- Some of my meetings require visual privacy.
- Most of my meetings require visual privacy.
- All of my meetings require visual privacy.

9. To what extent is acoustical privacy necessary in your meetings?

- My job does not require me to hold meetings.
- None of my meetings require acoustical privacy.
- Some of my meetings require acoustical privacy.
- Most of my meetings require acoustical privacy.
- All of my meetings require acoustical privacy.

10. Which items, located outside of your immediate office/workspace, do you share with others?

- Desk
- Worktable or credenza
- Conference table
- Bookcase(s)
- File cabinet(s)
- Other (please describe)

11. To what extent does sharing space and/or furniture interfere with your productivity?

- Not at all
- Computer not available
- Not enough file space
- Not enough privacy
- Not enough workspace

12. How much of the print information you receive or produce, do you file for future reference (as opposed to discarding it)?

- 75% or more
- 50% to 74%
- 25% to 49%
- 0% to 24%



STAFF QUESTIONNAIRE / WORK ENVIRONMENT



13. How long does this paperwork usually remain in your work area?

- A few hours
- A day
- A week
- A month
- indefinite

14. How does work arrive at your desk?

- In large stacks
- One item at a time
- Unpredictable

15. Where do you store work in progress?

- On work surface
- In file drawers
- On shelves
- In mobile file unit
- Other

16. Of the materials listed below, rank the four you use most, (1 to 4), with 1 being the most used, 4 being the least).

- _____ Loose-leaf binders
- _____ Books
- _____ Computer printouts
- _____ Video tapes
- _____ Removable hard disks
- _____ Computer diskettes
- _____ File folders
- _____ Manuals/catalogs
- _____ Paper/forms
- _____ Flip chart paper/markers
- _____ Drawings 20 in. x 30 in. or larger
- _____ Oversize books or ledgers

17. Do you feel your personal belongings are secure at work?

- Yes No

18. Do you, as a person, feel secure at work?

- Yes No



STAFF QUESTIONNAIRE / WORK ENVIRONMENT



19. Does any of your work require lockable storage?

Yes No

20. How many four or five shelf bookcases do you regularly use in your present workspace/office?

None
 One
 Two
 Three
 Four
 Five or more

21. Do you use a flat desk and/or table with drawer?

Yes No

22. How many file drawers do you need? (Assume each drawer can store about 2 linear feet of files; do not include files that could be archived elsewhere.)

None
 One
 Two
 Three
 Four
 Five or more

23. Do you share files with another person and need file space which can be easily moved from one space to another?

Yes No

24. How many of your current file drawers contain infrequently used items, which could go to the archival files?

1 - 2 drawers
 3 - 5 drawers
 5 - 10 drawers
 11 - 15 drawers
 Over 15 drawers

25. Are the files in your immediate workstation contained in lateral file drawers?

Yes No

26. If you use a copying machine frequently, where is it located?

I don't use a copying machine.
 In my immediate work area



STAFF QUESTIONNAIRE / WORK ENVIRONMENT



- In an adjacent area
- Same floor, but at considerable distance from my desk
- On a different floor

27. How often do you use reference material (items you borrow and must return)?

- Very frequently
- Frequently
- Infrequently
- Very infrequently

28. Where do you go for reference material?

- Central library
- Departmental library
- Material kept in workstation
- Other (specify)

29. Do you have large graphic materials on display in your workstation?

- Yes No

30. Do you use a chalkboard, whiteboard or flipchart in your immediate workstation?

- Yes No

31. How many business-related phone calls do you make/take in your office/workspace, within a typical day?

- None
- 1 - 5
- 6 - 10
- 11 - 20
- 21 - 30
- More than 30

32. What percentage of these phone calls require privacy?

- None
- 1 - 25%
- 26 - 50%
- 51 - 75%
- Over 75%

33. How many computers / monitors do you use at your workstation? (Include your laptop if you carry it back and forth to work/home.)



STAFF QUESTIONNAIRE / WORK ENVIRONMENT



- One exclusively
- Mainly one; occasionally, others
- Two
- Three or more

34. Where is the printer you use most frequently located?

- I don't use a printer.
- In my immediate work area
- In an adjacent work area
- Same floor, but at considerable distance from my desk
- On a different floor

35. Which of the following, is a distraction in your current office/workspace?

- Mechanical/HVAC noise
- Telephone ringing and phone conversations
- Other conversations in surrounding area
- General noise
- Background music
- Public announcement system
- Total quietness
- Printers or other office equipment
- Personal radios

36. List the three people you communicate with face to face in a typical day.

Name
Department
Location

- Same floor
- Adjacent area
- Another floor

Name
Department
Location

- Same floor
- Adjacent area
- Another floor

Name
Department
Location

- Same floor
- Adjacent area
- Another floor

37. Does your work involve teamwork?

- Yes No

38. How long do your team assignments last?

- A few days
- A week
- A month
- A few months

39. List the three other library departments you most frequently, communicate with in person, as part of your daily work:



STAFF QUESTIONNAIRE / WORK ENVIRONMENT



40. Which workspace set-up do you prefer? Check all that apply.

- Desk facing workstation entry
- Desk facing window area
- Facing away from workstation entry
- Conventional desk configuration
- Long, narrow work surface
- Table desk with conference seats
- Low table with seating
- Stand-up desk
- Work area visually separated from rest of office

41. Which arrangement do you prefer for conduction meetings?

- I don't conduct meetings.
- Adjoining conference room
- Within office comfortable seating area
- At desk with chairs opposite

42. Is your office/workspace temperature generally

Too hot or, too cold ?

43. List the rooms/areas, if any, that are too hot, cold, or stuffy to work comfortably?

44. What do you need to feel more secure at work? Please describe.





WORK ENVIRONMENT SURVEY									
Department		Administration							
Question		Ken Su - 1	Nancy Bryans - 2	Christina Martyk - 3	Karen Smith Curtis - 4	Sandra Smith - 5	Kelli Beveridge - 6	Lauren Jenter - 7	Sharon Horton - 8
1	What are your typical work hours?	5 days - FT	FT	5 days - FT	5 days - FT	5 days - FT	5 days - FT	5 days - FT	3 days - PT
2	Where do you spend most of your time while working?	Private office - 12X20	Private Office - 12X12	Private Office - 12X12	Private Office - 12x12	Private Office - 10x12	Open office workstation - 10x12	Open office workstation - 10x12	Open office workstation - 8x8
3	Estimate the percentage of your work shift spent on each of the following activities.	15% Writing/dictating 15% Reading 30% Typing 30% Meetings 10% Telephone		20% Reading 60% Typing etc. 20% Filing, Retrieving	20% Writing/dictating 10% Reading 30% Typing etc. 40% Meeting with others		10% Writing/dictating 5% Reading 70% Typing 5% Telephone	10% Writing 10% Reading 50% Typing 10% Filing/Retrieving 5% Meetings 10% Telephone 5% Collecting/delivering supplies, orders	5% Reading 89% Typing 4% Filing/Retrieving 1% Meetings 1% Telephone
4	How often do you have to hold meetings outside of your designated workspace, due to limited space, inadequately equipped, lack of privacy?	Once a week		Once a month	Once a week	Several times a year	My job doesn't require	My job doesn't require	Never
5	If you use your office/workspace for meetings, discussions or interviews, typically how many people are present, not including you?	1-3 people		1-2 people	1	1	My job doesn't require	My job doesn't require	My job doesn't require
6	Are storage closets and supply closets accessible when you need?	Yes		Yes	Yes	Yes	Yes	Yes	Yes
7	Ideally, how many people would you like to accommodate at a meeting within your workspace	1-3 people		2	2	1	My job doesn't require	My job doesn't require	My job doesn't require
8	To what extent is visual privacy necessary in your meetings?	Some		None	Some	Some	My job doesn't require	My job doesn't require	My job doesn't require
9	To what extent is acoustical privacy necessary in your meetings?	Some		None	Most	All	My job doesn't require	My job doesn't require	My job doesn't require
10	Which items, located outside of your immediate office/workspace, do you share with others?	Conference table File cabinets		Work table or credenza Conference Table	Worktable or credenza File cabinets	Conference Table Printer Photocopier	Worktable/credenza Conference table Bookcase File cabinets	Worktable/credenza File cabinets	Worktable/credenza Conference table Bookcase File cabinets
11	To what extent does sharing space and/or furniture interfere with your productivity?	Not at all		Not at all Not enough workspace	Not enough privacy	Not at all	Not at all	Not enough workspace	Not enough workspace
12	How much of the print information you receive or produce, do you file for future reference (as opposed to discarding it)?	0-24%		75% or more	50-74%	25 to 49%	75% or more	75% or more	75% or more
13	How long does this paperwork usually remain in your work area?	A day		Indefinite	A month	Indefinite	Indefinite	Indefinite	
14	How does work arrive at your desk?	Unpredictable		Unpredictable	Unpredictable	Unpredictable	Unpredictable	Unpredictable	Unpredictable
15	Where do you store work in progress?	On a work surface Other		On work surface	On work surface	On work surface File Drawers On shelves	On work surface File Drawers On shelves	On work surface File Drawers On shelves	On work surface File Drawers In mobile file unit



Department		Administration							
Question		Ken Su - 1	Nancy Bryans - 2	Christina Martyk - 3	Karen Smith Curtis - 4	Sandra Smith - 5	Kelli Beveridge - 6	Lauren Jenter - 7	Sharon Horton - 8
16	Of the materials listed below, rank the four you use most, (1 to 4)	Computer printouts		Computer printouts	Computer printouts	Paper Forms	Computer printouts	Loose leaf binders	Paper/forms
		File folders		Loose leaf binders	Paper/forms	File Folders	Paper/forms	Computer printouts	Computer printouts
		Loose leaf binders		File folders	File folders	Oversize books or ledgers	File folders	File folders	File folders
		Paper/forms		Drawings 20 x 30 or larger	Loose leaf binders	Computer Printouts	Loose leaf binders	Paper/forms	Oversize books/ledgers
17	Do you feel your personal belongings are secure at work?	Yes		Yes	Yes	Somewhat	Yes	Yes	Yes
18	Do you, as a person, feel secure at work?	Yes		Yes	Yes	Somewhat	Yes	No	Yes
19	Does any of your work require lockable storage?	Yes		No	Yes	Yes	Yes	Yes	Yes
20	How many four or five shelf bookcases do you regularly use in your present workspace/office?	1		1	None	None	None	1	5 or more
21	Do you use a flat desk and/or table with drawer?	Yes		Yes	Yes	Yes	Yes	Yes	Yes
22	How many file drawers do you need?	3		2	Four	2	4	3	1
23	Do you share files with another person and need file space which can be easily moved from one space to another?	No		No	No	No	Yes	No	No
24	How many of your current file drawers contain infrequently used items, which could go to the archival files?	1-2 drawers		1-2 drawers	1-2 drawers	0	1-2 drawers	3-5 drawers	
25	Are the files in your immediate workstation contained in lateral file drawers?	Yes		Yes	Yes	Yes	Yes	Yes	Yes
26	If you use a copying machine frequently, where is it located?	In an adjacent area		In adjacent space	In adjacent area	Within 10' of my door	In my immediate work area	In adjacent area	In adjacent area
27	How often do you use reference material (items you borrow and must return)?	Very infrequently		Very frequently	Very infrequently	Infrequently	Very frequently	Very infrequently	Very infrequently
28	Where do you go for reference material?	Central library		Material kept in workstation		Central Library	Material kept in workstation	Material kept in workstation	Departmental library
29	Do you have large graphic materials on display in your workstation?	No		Yes	No	No	Yes - bulletin boards, schedules etc.	No	No
30	Do you use a chalkboard, whiteboard or flipchart in your immediate workstation?	No		No	No	Yes	No	No	
31	How many business-related phone calls do you make/take in your office/workspace, within a typical day?	6-10		1 -5	1 -5	6-10	1-5	6-10	1-5
32	What percentage of these phone calls require privacy?	1-25%		None	Over 75%	1-25%	None	None - but it would be nice to have more privacy	1-25%
33	How many computers / monitors do you use at your workstation? (Include your laptop if you carry it back and forth to work/home.)	1		1 exclusively	1 exclusively	2	2	2	Mainly 1, occasionally others



Department		Administration							
Question		Ken Su - 1	Nancy Bryans - 2	Christina Martyk - 3	Karen Smith Curtis - 4	Sandra Smith - 5	Kelli Beveridge - 6	Lauren Jenter - 7	Sharon Horton - 8
34	Where is the printer you use most frequently located?	In an adjacent area		In my immediate work area In adjacent work area Same floor but distant from desk	In adjacent area	Within 10' of my door	In my immediate work area	In my immediate works area	In adjacent area
35	Which of the following, is a distraction in your current office/workspace?	General noise		Mechanical/HVAC noise Other conversations in surrounding area General noise	Telephone ringing Background music	General noise	Mechanical/HVAC noise General noise	Mechanical/HVAC noise Telephone ringing etc. Other conversations Printer/fax machines	Mechanical/HVAC
36	List the three people you communicate with face to face in a typical day.	Nancy Bryans - adjacent area		D. Andrusko - another floor	Sandra Smith - same floor, adjacent area	Kelli Beveridge - Same Floor	Sandra Smith - same floor, adjacent area	Kelli Beveridge - same floor	Sandra Smith - same floor
		Karen Smith Curtis - adjacent area		A. Mackenzie - another floor	Ken Su - same floor, adjacent area	Karen Smith Curtis - Same Floor	Sharon Horton - same floor, adjacent area	Jenn - Circulation - another floor	Kelly Beveridge - same floor
		Sandra Smith - adjacent area		Kelli Beveridge - Same Floor	Sal Mannella - another floor	Lauren Jenter/Sharon Horton - Same Floor	Lauren Jenter - same floor	Diana - AIS - another floor	Managers all branches & main
37	Does your work involve teamwork?	Yes		Yes	Yes	Yes	Yes	No	Yes
38	How long do your team assignments last?	Varies - a few days, week, month/s		A few days or weeks	A month	A few days or Weeks	Depends on the task - a few days, week, month to a few months		A week
39	List the three other library departments you most frequently, communicate with in person, as part of your daily work:	I communicate frequently with all departments		Administration Adult Services Children & Community	Maintenance Tech services and managers in general	Aquisitions/Technical Services Maintenance All others remaining on an equal basis (payroll, accounting, benefits)	CSC AIS Maintenance	Maintenance Circulation AIS	Central - circulation Dr. Huq Merrit
40	Which workspace set-up do you prefer? Check all that apply.	Work area visually separated from rest of office		Desk facing workstation Work area visually separated	Desk facing workstation entry Conventional desk configuration	Desk facing workstation entry Conventional desk configuration	Desk facing workstation entry	Desk facing workstation entry Desk facing window Conventional desk configuration Stand-up desk	Desk facing workstation entry
41	Which arrangement do you prefer for conduction meetings?	Adjoining conference room Within office comfortable seating At desk with chairs opposite		Within office comfortable seating	At desk with chairs opposite	Adjoining conference room	I don't conduct meetings	I don't conduct meetings	I don't conduct meetings
42	How is your office/workspace temperature generally ...			Too hot and too cold	Fine (not to hot or cold)	Cold	Temperature varies significantly during the day - to hot and to cold	Too hot and too cold	Too hot
43	List the rooms/areas, if any, that are too hot, cold, or stuffy to work comfortably?	None		My office varies from too hot in the summer to too cold in winter - not consistent temperature	No issues		I find Nancy's office temperature stuffy - she may like it however	Office is often too hot in the mornings and too cold in the afternoon. My desk is directly under a vent so the cold air falls directly on me. Secondary storage are in the basement is hot and stuffy.	3rd floor



Department		Administration							
Question		Ken Su - 1	Nancy Bryans - 2	Christina Martyk - 3	Karen Smith Curtis - 4	Sandra Smith - 5	Kelli Beveridge - 6	Lauren Jenter - 7	Sharon Horton - 8
44	What do you need to feel more secure at work? Please describe.	None			Nothing	Key pad entry off elevator to get into main administration work area/department Parking underground needs to be more secure at entry point (lots of street people/homeless are now inhabiting my parking space - my vehicle has marks/damage Parking area & my spot used as a latrine	The entrance to the library at the coded door in the mornings can feel insecure due to vandalism and vagrancy	More separation from public areas of the library. The elevator is slow to come up to Admin so either a public access stairway or a way to hold/call the elevator from my desk. I don't feel particularly comfortable that money is stored in my desk and left on my desk in the morning and that my work regularly includes confidential information when anyone can just walk up to my desk. The location of the vault also means that I'm carrying money across a public entrance. Even a small separation (a wall with a glass door between the elevator and my desk with an alarm when it is opened) that would give me a chance to cover anything confidential/valuable before a person approaches my desk.	Entering the premises through underground double doors instead of down the stairs to coded door as area is too secluded from sightline of people. If help is needed. Also this area is used as a toilet and sleeping chambers sadly (as well as used needles are disposed here)



WORK ENVIRONMENT SURVEY													
Department	AIS												
Question	Maureen Aiken - 47	Jake Anderson - 37	Diane Andrusko - 36	Jen Dell	Pam derNederlanden - 42	Sandra Enskat - 40	Sarah Lawrence - 45	Michelina Pennetta - 46	Keely Robinson - 43	Diana Smith - 39	Anne Vandermeij - 41	Heather Wellock - 44	
1	What are your typical work hours?	4 days - P/T	days/evenings	4 days - F/T, 1 evening per week, every other Saturday	4 days, 1 evening per week, every other Saturday	4 days/evenings, every other Saturday - F/T	3 days, 1 afternoon/evening, every other Saturday - F/T	6 days - P/T	3 evenings - P/T	6 days/evenings - F/T	4-5 days/evenings - F/T	5 days/evenings - F/T	Days/evenings - P/T
2	Where do you spend most of your time while working?	Open office workstations	Private office, directly engaging public/guests	Private office	Shared office, directly engaging public/guests	Shared office, directly engaging public/guests	Shared office, directly engaging public/guests	Directly engaging public	Directly engaging public	Shared office, directly engaging public/guests	Shared office, directly engaging public/guests	Shared office, open office workstations	Directly engaging public
3	Estimate the percentage of your work shift spent on each of the following activities.	80% typing	10% writing 10% reading 30% typing etc. 10% meetings 5% telephone 40% engaging with patrons	20% writing 20% reading 20% typing etc. 30% meetings 5% telephone 5% personnel work/patrons	5% writing 10% reading 25% typing etc. 5% filing/retrieving 50% meetings 5% telephone	50-70% writing, reading, typing 5-10% filing/retrieving 5-10% meetings 5-10% telephone 35% processing & shipping book deliveries	1% writing 1% reading 1% typing etc. 1% filing/retrieving 70% meetings 1% telephone 5% emails 20% workroom time	35% reading 5% typing etc. 10% filing/retrieving 30% meetings 20% telephone	I help patrons, make computer calls and fill ILLO requests	5% reading 30% typing etc. 5% filing/retrieving 5% meetings 15% telephone 40% helping patrons etc.	20% writing 10% reading 5% typing etc. 5% meetings 10% telephone 50% helping patrons, classes	10% writing 20% reading 20% typing etc. 5% filing/retrieving 20% meetings 5% telephone 20% digitizing, scanning	Helping patrons
4	How often do you have to hold meetings outside of your designated workspace, due to limited space, inadequately equipped, lack of privacy?	Never	Once a week	Once a month	Once a month	Not required	Once a month	Not required	Not required	Not required	Space not adequate to hold meeting	Rarely required to hold	Not required
5	If you use your office/workspace for meetings, discussions or interviews, typically how many people are present, not including you?	Not required	None	1-3	None	Not required	No meetings	Not required	Not required	Not required	No meetings	Space not adequate to hold meeting	Not required
6	Are storage closets and supply closets accessible when you need?	Yes	Yes	Yes	Yes	Yes but more space is required	No	Yes	Yes	Yes	Yes but more is always good	Yes	Yes
7	Ideally, how many people would you like to accommodate at a meeting within your workspace	Not required	2	1-3	2	Not required	None	Not required	Not required	Not required	Space not adequate to hold meeting	Not required	Not required
8	To what extent is visual privacy necessary in your meetings?	Not required	Some	Some	None	Some	None	Not required	Not required	Not required	None	Some	Not required
9	To what extent is acoustical privacy necessary in your meetings?	Not required	Some	Some	Some	Some	Some	Not required	Not required	Not required	Most	Some	Not required
10	Which items, located outside of your immediate office/workspace, do you share with others?	Desk, file cabinets	Desk, conference table, bookcase, file cabinets	Desk, worktable/credenza, conference table, bookcase, file cabinets, other - printer, computer	Desk, worktable/credenza, conference table, file cabinets, other - printer	Main info desk, printer with public	Desk, worktable/credenza	Desk, worktable/credenza	All items shared	Desk, computers	All of them including computers, printers	desk, worktable, file cabinets	Worktable or credenza
11	To what extent does sharing space and/or furniture interfere with your productivity?	Not at all	Not at all	Not at all	Computer not available	Not enough privacy, workspace	Not enough workspace	Not at all	Not at all	Not at all	Not enough privacy	Not enough workspace	Not at all
12	How much of the print information you receive or produce, do you file for future reference (as opposed to discarding it)?	0-24%	25-49%	75% or more	25-49%	50-74%	50-74%	0-24%	0-24%	25-49%	75% or more	50-74%	0-24%
13	How long does this paperwork usually remain in your work area?	Indefinite	A month	Indefinite	Indefinite	6 months - 5 years	Indefinite	Indefinite	Varies	Indefinite	Indefinite	A month - indefinite	N/A
14	How does work arrive at your desk?	Unpredictable	In large stacks	In large stacks	1 item at a time	In large stacks	Unpredictable	Unpredictable	Unpredictable	Unpredictable	One item at a time	Unpredictable	Unpredictable
15	Where do you store work in progress?	Other	On work surface	On work surface, in file drawers, on shelves, electronically	On work surface, on shelves (cupboard above desk)	On work surface In mobile file unit	On work surface On the floor, on a truck, on top of the cupboards over my desk	Other	On book truck or ILLO truck	On work surface, drawers, shelves, library carts	On workspace one electronically	On workspace/desk, on shelves, work trucks, the floor, public tables	Mobile file unit, book cart
16	Of the materials listed below, rank the four you use most, (1 to 4)	Computer printouts Paper/forms Manuals/Catalogs Loose leaf binders	Manuals/catalogs Computer printouts Removable hard disks Paper/forms	Paper/forms Computer printouts File folders Loose leaf binders	Computer printouts File folders Paper/forms Loose leaf binders		Books Loose leaf binders File folders Computer printouts		Books Computer printouts Paper/forms Loose leaf binders	Paper/forms Books Computer printouts Loose leaf binders	Flash drives Books Computer printouts Paper/forms	Items I'm digitizing Oversize books Loose leaf binders File folders	Manuals/catalog Computer printouts Books Loose leaf binders
17	Do you feel your personal belongings are secure at work?	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	Yes
18	Do you, as a person, feel secure at work?	Yes	Yes	Yes	Yes	Yes	Yes - more since we have security guards now	Yes	Yes	No	Yes generally	Yes/No	Yes
19	Does any of your work require lockable storage?	No	Yes	Yes	No	No	Yes	Yes	No	No	Yes/No	Yes	No
20	How many four or five shelf bookcases do you regularly use in your present workspace/office?		None	2	None	1	see survey	1	None	None	None	None - no space	N/A
21	Do you use a flat desk and/or table with drawer?	Yes	Yes	Yes	Yes	Yes	see survey	No	Yes	Yes	Yes	Yes	Yes
22	How many file drawers do you need?	1	3		2	2 plus some smaller filing boxes	see survey		None	1	1	1 or 2	N/A
23	Do you share files with another person and need file space which can be easily moved from one space to another?	No	No	No - shared files are done electronically	No	No unless you count the smaller filing boxes - they need to be moveable	No	No	No	No	No	Yes	No
24	How many of your current file drawers contain infrequently used items, which could go to the archival files?	1-2 drawers	1-2 drawers	1 drawer	1-2 drawers	0 drawers	None		N/A	0	1-2 drawers	0	N/A
25	Are the files in your immediate workstation contained in lateral file drawers?	Yes	Yes	Yes	No	No - 2 vertical file drawers & a number of small boxes	see survey	No	N/A	No	No	No	N/A
26	If you use a copying machine frequently, where is it located?	In my immediate and adjacent work areas	In my immediate work area and same floor but considerable distance	Same floor but considerable distance	Same floor but considerable distance	In adjacent area	In adjacent area	In adjacent area	I don't use	In adjacent area	Same floor but considerable distance	In adjacent area	In adjacent area
27	How often do you use reference material (items you borrow and must return)?	Very infrequently	Infrequently	AIS dept has the reference material	Infrequently	Very infrequently	WE are the reference area	Frequently	Very infrequently	Infrequently	Very infrequently	Very frequently	N/A
28	Where do you go for reference material?		Central library	AIS dept has the reference material	Central Library	Material kept in workstation		Central library	Central library	Departmental library		Central library	Central library



Department	AIS											
Question	Maureen Aiken - 47	Jake Anderson - 37	Diane Andrusko - 36	Jen Dell	Pam derNederlanden - 42	Sandra Enskat - 40	Sarah Lawrence - 45	Michelina Pennetta - 46	Keely Robinson - 43	Diana Smith - 39	Anne Vandermeijer - 41	Heather Wellock - 44
29 Do you have large graphic materials on display in your workstation?	No	No	No	No	No	No	No	No	Yes	No	No	No
30 Do you use a chalkboard, whiteboard or flipchart in your immediate workstation?	No	Yes	No	No	No	No	No	No	No	No	No	No
31 How many business-related phone calls do you make/take in your office/workspace, within a typical day?	None	6-10	11-20	1-5	1-5	1-5	None	6-10	1-5 (shared office), 11-20 (info desk)	1-5	1-5	6-20
32 What percentage of these phone calls require privacy?	None	20-50%	20-50%	1-25%	26-50%	1-25%	None	None	None	1-25%	26-50%	None
33 How many computers / monitors do you use at your workstation? (Include your laptop if you carry it back and forth to work/home.)	1	1	Have a shared laptop for the dept.	2	1	see survey	2	1 mainly	1 (shared office), Mainly 1 (info desk)	1	2 monitors and tower slide scanner overhead scanner	1
34 Where is the printer you use most frequently located?	In adjacent work area	In my immediate work area	In my immediate work area	Same floor but considerable distance - colour printing	In adjacent area - public printer	In adjacent area	In adjacent area	In my immediate work area	In my immediate work area	In my immediate work area for B/W, colour is a considerable distance	In adjacent area	In adjacent area
35 Which of the following, is a distraction in your current office/workspace?	Telephone, general noise, printers or other equip.	Other conversations, general noise	None - not easily distracted	None	Telephone - ringing/conversations, other conversations, general noise, microfilm machines, printers	Telephone, other conversations	Mechanical/HVAC, other conversations, general noise, background music, printers etc.	Mechanical/HVAC, other conversations, general noise, background music, printers etc.	Telephone, other conversations, general noise	Other conversations occasionally	Mechanical/HVAC, telephone, other conversations, general noise, PA system.	N/A
36 List the three people you communicate with face to face in a typical day.	Diane, AIS - same floor Jake, AIS - same floor Sandra, AIS - same floor	Diane, AIS - same floor Diana, AIS - same floor Jen, AIS - same floor	Jake, AIS - same floor AIS Staff - same floor Other Managers	Jake, AIS - same floor Diane, AIS - same floor Other AIS staff - same floor	Diane, AIS - same floor Jake, AIS - same floor Anne, AIS - adjacent area	Jake, AIS - same floor Anne, AIS - adjacent area Diana, AIS - same floor	Jake, AIS - same floor Diane, AIS - same floor Pam, AIS - same floor	Jake, AIS - same floor Diane, AIS - same floor Diana, AIS - same floor	Jake, AIS - same floor Diane, AIS - same floor Diana, AIS - same floor	Diane, AIS - same floor Jen, AIS - adjacent area Pam, AIS - same floor	Jake, AIS - same floor Pam, AIS - same floor Sandra, AIS - same floor	All AIS staff
37 Does your work involve teamwork?	Yes	Yes	Yes	Yes	Yes	Yes sometimes	No	Yes	Yes	Yes	Yes	Yes
38 How long do your team assignments last?		Varies	Varies	A few months, varies		Varies		Usually completed same shift	A few months or ongoing	A few months	A few months	
39 List the three other library departments you most frequently communicate with in person, as part of your daily work:	ACQ, Circulation, 1st floor	Tech Services, Special Collections, CCS	Admin, IT, TS, CCS	IT, TS, CCS	Circulation, Admin	see survey	CCS, Huq, Circulation	CCS, Huq, Merritt	Acquisitions, Circulation, IT	Admin, Maintenance, IT	Special collections	IT, Circulation, Book chute
40 Which workspace set-up do you prefer? Check all that apply.	Long, narrow work surface	Desk facing workstation entry	Desk facing workstation entry	Desk facing window, facing away from workstation entry, conventional config.		Desk facing window, facing away from workstation entry, conventional config. Work area visually separated from rest of office	Desk facing workstation entry, standup desk	I'm mainly at the AIS info desk I would like a standup desk in addition to the AIS desk	see survey	Desk facing workstation entry, desk facing window, conventional config.	Desk facing workstation entry, desk facing window, facing away from workstation entry, conventional config., long, narrow work surface	
41 Which arrangement do you prefer for conduction meetings?	I don't conduct meetings	Within office comfortable seating	Within office comfortable seating	Adjoining conference room	I don't conduct meetings	I don't conduct meetings	I don't conduct meetings	I don't conduct meetings	I don't conduct meetings	Adjoining conference room	Within office comfortable seating	I don't conduct meetings
42 How is your office/workspace temperature generally ...		Too hot			Too cold in summer, too hot in winter, HVAC is directly above & no circulation	Both	Too cold	Comfortable	Both	Both although more cold	Both	
43 List the rooms/areas, if any, that are too hot, cold, or stuffy to work comfortably?	Staff room is always cold	My office gets very hot and stuffy. ILLO and Proctoring rooms can also get hot and stuffy. Special Collections is often cold.	ILLO/digitation office very warm Proctoring office is very warm	The workroom is generally quite comfortable. The computer lab can be cold and the air feels dry. Fluctuation in humidity and air quality are concerns	See Pdf of survey	Temperature fluctuates from too hot to too cold	The back staff room on the second floor is always freezing cold. I wear my coat if I have a workroom hour back there. Also the staff room in the basement is ice cold. Very uncomfortable to eat lunch and dinner.	Staff room is sometimes cold	The temperature in the library varies throughout the day, and is usually either too warm or too cold in any given area. The shared office workroom is often cold, as is the lunch room in the basement.	ILLO and Proctoring rooms can get hot and stuffy. CCS is often cold.	My office - varies. Special Collections - cold, Admin - hot, basement and staff room cold	
44 What do you need to feel more secure at work? Please describe.	Be aware of my surroundings	I would feel more secure with the main information desk faced (or had a better view of) the public internet stations. Currently, we sit with our backs to the computer stations, and problems do occasionally arise in this area. The staff entrance often feels unsafe. We often have to walk through urine and discarded needles. I'm not sure what the solution is here, or if it is even within the scope of this project.	Main information desk on 2nd floor requires a better view of public internet stations. Sight lines to all areas of 2nd floor (including corners) should be improved	I feel secure at work. My only suggestion would be to increase visibility of corners and perimeter of library by reconfiguring shelving/reducing height of shelving		Better sight lines to all areas of the floor Not having internet computers behind the information desk For the safety and security of materials it would be good to have all special collections materials in the same room.	I feel secure	The general public is overall safe & I feel secure at work. Definitely better with security. We also try to leave together at night. The only unknown variable is the patrons who are sometimes volatile on occasion	One thing that might help is a different orientation for the second floor information desk so that staff can see the Internet stations. The current layout makes it difficult for staff to monitor activity at the computers because they are directly behind us. It also allows patrons to approach us from behind. Also, the seating area in the corner of the second floor where the 700's are located in a very secluded area. Even with video surveillance in the library, I don't feel comfortable being in that area most of the time, whether it's to find books or when doing a walk through.	I would prefer office doors to be glass or 1/2 glass so we could keep them closed or locked but still see outside & if someone is at the door. I would prefer if our info desk didn't have our backs to the public computers I would like to see phones in meeting rooms for emergencies	Digitizing - more privacy & space where I can control variables such as lighting. Lights can create reflectional glare on material. More acoustic privacy- where I'm not concerned patrons can hear everything I say. AIS - the info desk is awkward for seeing what is going on the computers See survey for more.	The public computer stations are currently behind the reference desk. It would be easier to monitor if they were beside the ref. station so we are facing them



WORK ENVIRONMENT SURVEY

Department		CCS					
Question		<u>Ann McKenzie - 28</u>	<u>Erica Wilson - 29</u>	<u>Dani Comfort - 30</u>	<u>Sam Walker - 31</u>	<u>Tina Valenteyn - 32</u>	<u>Emily Bommanito - 34</u>
1	What are your typical work hours?	Tues-Sat. days/evenings	See Surveys - F/T	4 days/evenings - F/T, every other Sat., occasional Sun.	5 days/evenings - F/T	5 days - F/T/, 1 evening/week	5 days - P/T, morning/evening
2	Where do you spend most of your time while working?	Private Office Directly engaging public		Open office workstations, Directly engaging public	Private Office - 12x12 Directly engaging public	Directly engaging public	Private Office Directly engaging public
3	Estimate the percentage of your work shift spent on each of the following activities.	100% writing, reading, typing 60% meetings 20% telephone 20% ordering, interviewing, info desk		1% writing 2% reading 1% typing 2% meetings 10% telephone 84% helping patrons, programs	100% writing, reading, typing 10% meetings 15% telephone 70% other - see survey	All of them throughout the day	5% typing etc. 5% meetings 5% telephone 85% customer service, reference
4	How often do you have to hold meetings outside of your designated workspace, due to limited space, inadequately equipped, lack of privacy?	Once a week		Never	Once a month	Not required	Once a month
5	If you use your office/workspace for meetings, discussions or interviews, typically how many people are present, not including you?	1		1	1	Not required	Not required
6	Are storage closets and supply closets accessible when you need?	Yes		Depend on what I need to use/store	Yes, as long as no program is running in story room	Yes	Yes
7	Ideally, how many people would you like to accommodate at a meeting within your workspace	4 or more		1	1	Not required	Not required
8	To what extent is visual privacy necessary in your meetings?	Some		All of them	Some	Not required	Not required
9	To what extent is acoustical privacy necessary in your meetings?	Some		All of them	Some	Not required	Not required
10	Which items, located outside of your immediate office/workspace, do you share with others?			All of them	Desk, worktable, storage space	All of them including computers	Desk, worktable, bookcase, file cabinets
11	To what extent does sharing space and/or furniture interfere with your productivity?	Not enough privacy		Not enough workspace	Not enough privacy	Not enough workspace	Computer not available, not enough work space
12	How much of the print information you receive or produce, do you file for future reference (as opposed to discarding it)?	75% or more		0-24%	0-24%	50-74%	25-49%
13	How long does this paperwork usually remain in your work area?	A month		Varies - depending on project	Indefinite	Indefinite	Indefinite



Department		CCS					
Question		Ann McKenzie - 28	Erica Wilson - 29	Dani Comfort - 30	Sam Walker - 31	Tina Valenteyn - 32	Emily Bommanito - 34
14	How does work arrive at your desk?	Unpredictable		Unpredictable	Unpredictable	Unpredictable	Unpredictable
15	Where do you store work in progress?	On work surface, file drawers		Work surface, shelves, work truck	Work surface, shelves, USB	Work surface, shelves, trucks	On work surface, file drawers, desk in binders
16	Of the materials listed below, rank the four you use most, (1 to 4)	Paper/forms		Books	USBs	File folders	Books
		Computer printouts		Paper/forms	Manuals/catalogs	Paper/forms	Loose leaf binders
		Loose leaf binders		Loose leaf binders	Paper/forms	Books	Computer printouts
		File folders		Removable USB	Loose leaf binders	Loose leaf binders	Paper/forms
17	Do you feel your personal belongings are secure at work?	Yes		Yes	Yes	Yes	Yes
18	Do you, as a person, feel secure at work?	Yes		Mostly	Yes	Yes	Yes
19	Does any of your work require lockable storage?	Yes		No	Yes and no	No	Yes
20	How many four or five shelf bookcases do you regularly use in your present workspace/office?	2		2	2	3	1-Cust. Ser., 2 - Office space
21	Do you use a flat desk and/or table with drawer?	Yes		Yes	Yes	Yes	Yes
22	How many file drawers do you need?	5 or more		1-office, 2 info desk	1	1	None - CS, 1- OS
23	Do you share files with another person and need file space which can be easily moved from one space to another?	No		No	No	No	No
24	How many of your current file drawers contain infrequently used items, which could go to the archival files?	1-2 drawers		Most drawers used for other things	1-2 drawers	0	1-2 drawers
25	Are the files in your immediate workstation contained in lateral file drawers?	Yes		No	No	Yes	No
26	If you use a copying machine frequently, where is it located?	In my immediate work area, on a different floor		Near info desk	Same floor but far away	In my immediate work area	Same floor but far away
27	How often do you use reference material (items you borrow and must return)?	Very infrequently		Very infrequently	Very infrequently	Very infrequently	Very frequently
28	Where do you go for reference material?	Central library		Material kept in workspace	Internet	Central library	Central library, material kept in workspace
29	Do you have large graphic materials on display in your workstation?	No		No	No, I store 11x17 display bins	No	No
30	Do you use a chalkboard, whiteboard or flipchart in your immediate workstation?	No		No	No	No	No



Department		CCS					
Question		Ann McKenzie - 28	Erica Wilson - 29	Dani Comfort - 30	Sam Walker - 31	Tina Valenteyn - 32	Emily Bommanito - 34
31	How many business-related phone calls do you make/take in your office/workspace, within a typical day?	11-20		Office - 1, Info desk - 11-20	1-5 -Office, 11-20 - Info desk	1-5	6-10
32	What percentage of these phone calls require privacy?	51-75%		None	1-25%	26-50%	None
33	How many computers / monitors do you use at your workstation? (Include your laptop if you carry it back and forth to work/home.)	1		Office - 1, Info desk - 1	Mainly 1, sometime laptop	3 or more	1-OS, Mainly 1 - CS
34	Where is the printer you use most frequently located?	In my immediate work area		In my immediate work area	On a different floor	In my immediate work area	Same floor but far away
35	Which of the following, is a distraction in your current office/workspace?	Other conversations, general noise		Other conversations, general noise		Telephone, other conversations, general noise	Telephone, other conversations, general noise, PA system, printers etc.
36	List the three people you communicate with face to face in a typical day.	Diane, AIS - another floor		Sam W., CCS - same floor	Erica, CCS - same floor	Anyone on all 3 floors daily	Erica W., CCS - same floor
		Erica, CCS - same floor adjacent area		Erica W., CCS - same floor	Ann, CCS - same floor		Sam W., CCS - same floor
		Sam, CCS - same floor adjacent area		Tina., CCS - same floor	Holly, Branches - another location		Dani C., CCS - same floor, adjacent area
37	Does your work involve teamwork?	Yes	See Surveys	Yes	Yes	Yes	Yes
38	How long do your team assignments last?	Varies		Depends on project	Always - see survey	Constant	A month, few months
39	List the three other library departments you most frequently, communicate with in person, as part of your daily work:	IT, Acquisitions, Admin		AIS, Circ, Maintenance	AIS, Circ, Branches	AIS, Tech, Branches, Admin	AIS, Circ
40	Which workspace set-up do you prefer? Check all that apply.	Desk facing workstation entry, conventional desk config, low table with seating, standup desk		See survey	Desk facing workstation entry, facing window area	Desk facing workstation entry, facing window area, conventional desk config.	Desk facing workstation entry, facing window area, conventional desk config, long narrow workspace, table desk with conference seats
41	Which arrangement do you prefer for conduction meetings?	Adjoining conference room, within office comfortable seating area, at desk with chairs opposite		I don't' conduct meetings	It doesn't matter	I don't conduct meetings	I don't' conduct meetings
42	How is your office/workspace temperature generally ...	Depends on the season - too hot in winter		Too cold	Both	Both - depending on season	Too hot - CS, too cold - OS
43	List the rooms/areas, if any, that are too hot, cold, or stuffy to work comfortably?	Story hour room - too cold Info Desk - depends on season - vents are connected with meeting rooms where temp is kept cooler		There are no comfortable areas to work. Temperatures and airflow vary widely from area to area	Children's area - too cold Story room - cold (windows?) Teen workroom is often hot in winter at start of day	Fiction work room	



Department		CCS					
Question		<u>Ann McKenzie - 28</u>	<u>Erica Wilson - 29</u>	<u>Dani Comfort - 30</u>	<u>Sam Walker - 31</u>	<u>Tina Valenteyn - 32</u>	<u>Emily Bommanito - 34</u>
44	What do you need to feel more secure at work? Please describe.	Info desk should face entrance with good sight lines to Circ. Desk/security There are no barriers at info desk for staff protection as the public can walk behind the desk with ease Sightlines for children's area should be clearer Programe rooms need security alarms for staff to use to call for help		The info desk needs to have some method of preventing patrons from coming behind us. A gate or door would be more secure then a chair		Desk area blocked off behind me facing out to the public Sightline visibility to patrons, security Emergency call bell at desk	CCS reference desk located so our backs are no longer facing the library entrance



WORK ENVIRONMENT SURVEY											
Department	Circulation										
Question	Joanna Spera - 48	Katelyn White - 50	Yola Bonomi - 51	Jennifer Brown - 52	Matthew White - 53	Anastasia Roberts - 54	Muriel Davis - 55	Eric Dobroff - 56	April Eijansantos - 57	Samantha Hampshire - 58	
1	What are your typical work hours?	4 mornings and alternating Sat - F/T	Afternoon & evenings - F/T	5 days, occasional Sundays, biweekly Mondays - P/T	5 days - P/T	7 days/evenings - P/T	5 days/evenings	Alternates - 5 days 1 week 4 days the next week - P/T	7 days - P/T	6 days - P/T	5 days - P/T
2	Where do you spend most of your time while working?	Private office - 12x12	Open office workstations Directly engaging public	Directly engaging public	Directly engaging public	Directly engaging public	Directly engaging public	Open office workstations	Open office workstations	Open office workstations	Open office workstations
3	Estimate the percentage of your work shift spent on each of the following activities.	30% writing 10% reading 40% meetings 20% telephone	5% reading 80% typing etc. 2% filing/retrieving 13% telephone	25% telephone 75% engaging public	10% writing 10% reading 60% typing etc. 15% filing/retrieving 80% meetings 10% telephone	5% reading 5% typing etc. 80% meetings 10% telephone	5% reading 5% typing etc. 60% meetings 5% telephone 25% inspectin, cleaning materials	100% work with book chute	5% telephone 95% other	5% telephone 95% other - checking library materials, shelving, mail, etc.	5% telephone 95% other - checking library materials, shelving, mail, etc.
4	How often do you have to hold meetings outside of your designated workspace, due to limited space, inadequately equipped, lack of privacy?	Once a month	Not required	Not required	Not required	Not required	Not required	Not required	Not required	Not required	Never
5	If you use your office/workspace for meetings, discussions or interviews, typically how many people are present, not including you?	1,2 or 3 people	Not required	Not required	Not required	Not required	Not required	Not required	Not required	Not required	Not required
6	Are storage closets and supply closets accessible when you need?	Yes	No	No	No	No	Yes	Yes	Yes	Yes	Yes
7	Ideally, how many people would you like to accommodate at a meeting within your workspace	Once a month	Not required	Not required	Not required	Not required	Not required	Not required	Not required	Not required	Not required
8	To what extent is visual privacy necessary in your meetings?	Some	Not required	Not required	Not required	Not required	Not required	Not required	Not required	Not required	Not required
9	To what extent is acoustical privacy necessary in your meetings?	Some	Not required	Not required	Not required	Not required	Not required	Not required	Not required	Not required	Not required
10	Which items, located outside of your immediate office/workspace, do you share with others?		File cabinets	None	Desk, worktable, bookcase, file cabinets	Desk	Desk	Desk, worktable, Book chute	Desk, bookcase, file cabinets	File cabinets, printer	File cabinets
11	To what extent does sharing space and/or furniture interfere with your productivity?	Not enough privacy	Not at all	Not at all	Not at all	Not at all	Not at all	Not at all	Not at all	Not at all	Not at all
12	How much of the print information you receive or produce, do you file for future reference (as opposed to discarding it)?		0-24%	75% or more	0-24%	0-24%	50-74%	0-24%	50-74%	0-24%	N/A
13	How long does this paperwork usually remain in your work area?	Indefinite	Indefinite	A few hours	A few hours	Indefinite	A week	N/A	Indefinite	Indefinite	N/A
14	How does work arrive at your desk?	Unpredictable	Unpredictable	Unpredictable	Unpredictable	Unpredictable	Unpredictable	Unpredictable	Unpredictable	Unpredictable	Unpredictable
15	Where do you store work in progress?	On work surface, file drawers, other	On shelves	Other	On work surface	On shelves	On work surface, trucks	Other	Other	On work surface, carts	Other
16	Of the materials listed below, rank the four you use most, (1 to 4)	Computer printouts Paper/forms File folders Manuals/catalogs	Computer printouts Loose leaf binders Paper/forms File folders	Paper/forms Loose leaf binders File folders Manuals/catalogs	Books Computer printouts Loose leaf binders Paper/forms	Books Paper/forms Computer printouts Oversize books	Computer printouts Books Video tapes Paper/forms	Books Loose leaf binders Paper/forms Computer printouts	Books Video tapes Paper/forms Computer printouts	Loose leaf binders Paper/forms Computer printouts Manuals/catalog	Books Oversize books Paper/forms
17	Do you feel your personal belongings are secure at work?	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
18	Do you, as a person, feel secure at work?	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes - occasionally no	Yes
19	Does any of your work require lockable storage?	Yes	No	No	No	No	No	No	No	No	No
20	How many four or five shelf bookcases do you regularly use in your present workspace/office?	None	1	3	5 or more	5 or more	None	None	3	3	1
21	Do you use a flat desk and/or table with drawer?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
22	How many file drawers do you need?	1	2	None	2	2	None	None	None	None	1
23	Do you share files with another person and need file space which can be easily moved from one space to another?	No	No	No	Yes	Yes	No	No	No	No	Yes
24	How many of your current file drawers contain infrequently used items, which could go to the archival files?	1-2 drawers	None	None	1-2 drawers	1-2 drawers	N/A	None	1-2 drawers	N/A	N/A



Department	Circulation									
Question	Joanna Spera - 48	Katelyn White - 50	Yola Bonomi - 51	Jennifer Brown - 52	Matthew White - 53	Anastasia Roberts - 54	Muriel Davis - 55	Eric Dobroff - 56	April Eijansantos - 57	Samantha Hampshire - 58
25 Are the files in your immediate workstation contained in lateral file drawers?	Yes	Yes	No	Yes	No	N/A	No	No	N/A	N/A
26 If you use a copying machine frequently, where is it located?	In adjacent area	In my immediate area & on different floor	Don't use	In adjacent area	Don't use	Don't use	Don't use	Don't use	Don't use	Don't use
27 How often do you use reference material (items you borrow and must return)?	Infrequently	Very infrequently	Frequently	Very frequently	Very frequently	Very infrequently	None	Very infrequently	Very infrequently	Very infrequently
28 Where do you go for reference material?	Central Library		Central Library	Central library	Central library	N/A	Central library	Central library	Central library	Central library
29 Do you have large graphic materials on display in your workstation?	No	No	No	No	No	No	No	No	No	No
30 Do you use a chalkboard, whiteboard or flipchart in your immediate workstation?	No		No	No	No	No	No	No	No	No
31 How many business-related phone calls do you make/take in your office/workspace, within a typical day?	11-20	1-5, 6-10	1-5	11-20	1-5	1-5	11-20	6-10	11-20	None
32 What percentage of these phone calls require privacy?	26-50%	None	None	1-25%	Over 75%	1-25%	None	None	None	None
33 How many computers / monitors do you use at your workstation? (Include your laptop if you carry it back and forth to work/home.)	2	1, 3 or more	3 or more	3 or more	3 or more	3 or more	1	1	1	1
34 Where is the printer you use most frequently located?	In adjacent area	In my immediate area & same floor but far away	In adjacent work area	In adjacent area	In adjacent area	Same floor but far away	In adjacent area	Same floor but far away	In adjacent work area	In adjacent work area
35 Which of the following, is a distraction in your current office/workspace?	Telephone, general noise		Other conversations, general noise, background music, personal radios	Telephone, other conversations, general noise, printers etc.	Other conversations, general noise	Other conversations, general noise, personal radios	Mechanical/HVAC, other conversations	Mechanical/HVAC, other conversations	General noise	
36 List the three people you communicate with face to face in a typical day.	Katelyn, Circ - another floor & adjacent area	Joanna, Circ - same floor	Joanna S., Circ - another floor	Circ. Coworkers - same floor	Manager - same floor	Joanna, Circ - another floor		Mary, book chute- same floor	Sam, Book chute - same floor	Eric, Book chute - same floor
	Clerks, Circ - another floor	Staff, Circ - same & another floor	Katelyn W., Circ - another floor	Circ. Manager - another floor	Co-workers, various locations	Katelyn, Circ - another & same floor		Sam, book chute- same floor	Muriel, Book chute - same floor	Mary, Book chute - same floor
	Managers, CCS/AIS - another floor		Jen B., Circ - another floor & same	Librarians - another floor & same floor	Librarians - various locations	Jennifer, Circ - another & same floor		April, book chute- same floor	Eric, Book chute - same floor	April, Book chute - same floor
37 Does your work involve teamwork?	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
38 How long do your team assignments last?	Varies		A week, or month	A few days	A few months		everyday	A few days	A few months	
39 List the three other library departments you most frequently, communicate with in person, as part of your daily work:	CCS, AIS, Branches	Branches, CCS, AIS	CCS, AIS	Circ, Info desk, Admin	AIS, CCS	Shelves/menders, CCS, AIS	AIS, CCS	Cataloging, CCS, AIS	Acquisitions, CCS, Admin	
40 Which workspace set-up do you prefer? Check all that apply.	Desk facing workstation entry, facing window, conventional desk config.		Long, narrow work surface with seating		Long, narrow work surface, standup desk	Desk facing workstation entry, facing window, standup desk		Conventional desk config	Long, narrow work surface	
41 Which arrangement do you prefer for conduction meetings?	At desk with chairs opposite	I don't conduct meetings	Within office comfortable seating	I don't conduct meetings	I don't conduct meetings	I don't conduct meetings	I don't conduct meetings	I don't conduct meetings	I don't conduct meetings	I don't conduct meetings
42 How is your office/workspace temperature generally ...	Too cold	Both	Neither	Too hot	fine	Too hot	Too hot	Too hot	Too hot	Too cold
43 List the rooms/areas, if any, that are too hot, cold, or stuffy to work comfortably?	Office can get cold in winter	Circulation desk does not reflect the temperature in other areas or outside. In the summer the desk can be too cool or too hot	Comfortable with all areas	1st floor circ desk	None	Staff room is cold, Circ desk is usually hot	1st, 2nd, 3rd floors & basement		Book chute area is always very warm - there is a fan running constantly. In summer it is quite stuffy - no air circulation Staff room is always cold	Staff room is too cold
44 What do you need to feel more secure at work? Please describe.	I feel secure	Security that is visible to the staff & can see the Circ desk at all time to assist with potential thefts. See survey for more	Increase in effective security - ie walkabouts, attentiveness to secure alarm, patrons, more responsive, lockdown plan		None	Not a security issue - but a visible sign pointing to washrooms to aid in directing patrons			Possibly a closer mail dropbox location. I currently walk to a box near courthouse. I find exiting the Church St. exit to be unsafe. The walkway is not lit and most of the time there have been individuals in that area yelling or doing drugs. Coded door location is unsafe - often people will sit on stairs and do drugs and/or discard drug paraphenelia Better lighting in walkway See survey for more	



WORK ENVIRONMENT SURVEY			
Department		IT	
Question		<u>David Bott - 26</u>	<u>Timothy Lawrence - 27</u>
1	What are your typical work hours?	6 days/evenings - F/T occasional Sunday	6 days - F/T
2	Where do you spend most of your time while working?	Private office	Open office workstation
3	Estimate the percentage of your work shift spent on each of the following activities.	20% Reading 50% Typing 5% Meetings 5% Telephone 20% Repair/Config	20% Reading 50% Typing 5% Meetings 5% Telephone 20% Repair/Config
4	How often do you have to hold meetings outside of your designated workspace, due to limited space, inadequately equipped, lack of privacy?	Once a month	Once a month
5	If you use your office/workspace for meetings, discussions or interviews, typically how many people are present, not including you?	1	1
6	Are storage closets and supply closets accessible when you need?	Yes	Yes
7	Ideally, how many people would you like to accommodate at a meeting within your workspace	2 people	2 people
8	To what extent is visual privacy necessary in your meetings?	None	None
9	To what extent is acoustical privacy necessary in your meetings?	Some	Some
10	Which items, located outside of your immediate office/workspace, do you share with others?	Other	Other
11	To what extent does sharing space and/or furniture interfere with your productivity?	Not at all	Not at all
12	How much of the print information you receive or produce, do you file for future reference (as opposed to discarding it)?	0-24%	0-24%
13	How long does this paperwork usually remain in your work area?	Indefinite	Indefinite
14	How does work arrive at your desk?	Unpredictable	Unpredictable
15	Where do you store work in progress?	On work surface	On work surface



Department		IT	
Question		David Bott - 26	Timothy Lawrence - 27
16	Of the materials listed below, rank the four you use most, (1 to 4)	Removeable hard disks	Removeable hard disks
		Computer diskettes	Computer diskettes
		Manuals/catalogs	Manuals/catalogs
		Computer printouts	Computer printouts
17	Do you feel your personal belongings are secure at work?	Yes	Yes
18	Do you, as a person, feel secure at work?	Yes	Yes
19	Does any of your work require lockable storage?	Yes	Yes
20	How many four or five shelf bookcases do you regularly use in your present workspace/office?	2	2
21	Do you use a flat desk and/or table with drawer?	Yes	Yes
22	How many file drawers do you need?	2	2
23	Do you share files with another person and need file space which can be easily moved from one space to another?	No	No
24	How many of your current file drawers contain infrequently used items, which could go to the archival files?	1-2 drawers	1-2 drawers
25	Are the files in your immediate workstation contained in lateral file drawers?	Yes	Yes
26	If you use a copying machine frequently, where is it located?	On a different floor	On a different floor
27	How often do you use reference material (items you borrow and must return)?	Very infrequently	Very infrequently
28	Where do you go for reference material?	Other	Other
29	Do you have large graphic materials on display in your workstation?	No	No
30	Do you use a chalkboard, whiteboard or flipchart in your immediate workstation?	No	No
31	How many business-related phone calls do you make/take in your office/workspace, within a typical day?	1-5	1-5



Department		IT	
Question		David Bott - 26	Timothy Lawrence - 27
32	What percentage of these phone calls require privacy?	1-25%	1-25%
33	How many computers / monitors do you use at your workstation? (Include your laptop if you carry it back and forth to work/home.)	2	2
34	Where is the printer you use most frequently located?	In an adjacent work area	In an adjacent work area
35	Which of the following, is a distraction in your current office/workspace?	Telephone ringing Other conversations General noise	Telephone ringing Other conversations General noise
36	List the three people you communicate with face to face in a typical day.	TJ Lawrence, IT - Adjacent area John Dunn, TS - same floor Ken Su, Admin - another floor	David Bott, IT - adjacent area John Dunn, TS - same floor Ken Su, Admin - another floor
37	Does your work involve teamwork?	Yes	Yes
38	How long do your team assignments last?		
39	List the three other library departments you most frequently, communicate with in person, as part of your daily work:	Administration, all public service departments, tech services	Administration, all public service departments, tech services
40	Which workspace set-up do you prefer? Check all that apply.	Desk facing workstation entry	Desk facing workstation entry
41	Which arrangement do you prefer for conduction meetings?	Within office comfortable seating area	Within office comfortable seating area
42	How is your office/workspace temperature generally ...	Too cold	Too cold
43	List the rooms/areas, if any, that are too hot, cold, or stuffy to work comfortably?		No
44	What do you need to feel more secure at work? Please describe.		I feel secure at work as it is now.



WORK ENVIRONMENT SURVEY

Department		Maintenance			
Question		Sal Mannella - 9	Steve Eccles - 10	Tom Humber - 11	Bob Kincaid - 12
1	1. What are your typical work hours?	5 days - F/T	5 days/evenings - F/T	days and evenings - F/T	3 afternoons, evenings - F/T
2	2. Where do you spend most of your time while working?	Private office - 12x12 Directly engaging public/guests Throughout the building	Private Office - 12x12 engaging public/guests	Directly Open office workstation - 10x12 Directly engaging public/guests	Private office - 12x12 Shared office Open office workstations
3	3 Estimate the percentage of your work shift spent on each of the following activities.	5% Typing 15% Meeting with others 80% Maintenance	5% Reading 10% Meeting with others 5% Telephone	1% writing 1% reading 1% typing 1% filing 10% meetings 1% telephone 80% cleaning & setting up meeting rooms	1% writing 1% reading 1% typing 1% filing 10% meetings 1% telephone 40% cleaning
4	4 How often do you have to hold meetings outside of your designated workspace, due to limited space, inadequately equipped, lack of privacy?	Never	Never - not required	Not required	Once a day
5	5 If you use your office/workspace for meetings, discussions or interviews, typically how many people are present, not including you?	2	Not required	4 or more	3
6	6 Are storage closets and supply closets accessible when you need?	Yes but I need more	Yes	Yes	Yes
7	7. Ideally, how many people would you like to accommodate at a meeting within your workspace	2	Not required	4 or more, Not required	4 or more Not required
8	8 To what extent is visual privacy necessary in your meetings?	None	Not required	Not required	None
9	9 To what extent is acoustical privacy necessary in your meetings?	Some	Not required	Not required	All of them
10	10 Which items, located outside of your immediate office/workspace, do you share with others?	Printer	Desk, worktable/credenza, file cabinets, other	Desk, worktable/credenza, conference table, bookcase, file cabinets, other - workshop	Desk, worktable/credenza, conference table, bookcase, file cabinets, other - everything
11	11 To what extent does sharing space and/or furniture interfere with your productivity?	Not enough privacy	Not at all	Not at all	Not enough workspace



Department		Maintenance			
Question		<u>Sal Mannella - 9</u>	<u>Steve Eccles - 10</u>	<u>Tom Humber - 11</u>	<u>Bob Kincaid - 12</u>
12	12 How much of the print information you receive or produce, do you file for future reference (as opposed to discarding it)?	0-24%	0-24%	0-24%	0-24%
13	13 How long does this paperwork usually remain in your work area?	A month - indefinite	A month	Indefinite	Indefinite
14	14 How does work arrive at your desk?	Unpredictable	Unpredictable	Unpredictable	Unpredictable
15	15 Where do you store work in progress?	On work surface In file drawers	Other	On work surface On shelves Other - workshop	On work surface On shelves Other



Department		Maintenance			
Question		Sal Mannella - 9	Steve Eccles - 10	Tom Humber - 11	Bob Kincaid - 12
16	16 Of the materials listed below, rank the four you use most, (1 to 4)	Computer printouts	Paper/forms		
		Paper/forms	Manuals/catalogs		
		Manuals/catalogs	Computer printouts		
		File folders	Loose leaf binders		
17	17 Do you feel your personal belongings are secure at work?	Yes	Yes	Yes	Yes
18	18 Do you, as a person, feel secure at work?	Yes	Yes	Yes	Yes and No
19	19 Does any of your work require lockable storage?	Yes	No	Yes	Yes
20	20 How many four or five shelf bookcases do you regularly use in your present workspace/office?	None	None	5 or more	5 or more
21	21 Do you use a flat desk and/or table with drawer?	Yes	Yes	Yes	Yes
22	22 How many file drawers do you need?	1	1	3	3
23	23 Do you share files with another person and need file space which can be easily moved from one space to another?	No	No	Yes	Yes
24	24 How many of your current file drawers contain infrequently used items, which could go to the archival files?	1-2 drawers		1-2 drawers	3-5 drawers
25	25 Are the files in your immediate workstation contained in lateral file drawers?	Yes	No	No	No
26	26 If you use a copying machine frequently, where is it located?	In adjacent area	Don't use	Don't use	Don't use, same floor but considerable distance
27	27 How often do you use reference material (items you borrow and must return)?	Infrequently	Very infrequently	Infrequently	Frequently
28	28 Where do you go for reference material?		Other	Material kept in workstation	Departmental library
29	29 Do you have large graphic materials on display in your workstation?	No	No	No	No
30	30 Do you use a chalkboard, whiteboard or flipchart in your immediate workstation?	Yes	No	No	No
31	31 How many business-related phone calls do you make/take in your office/workspace, within a typical day?	1-5	6-10	11-20	1-5



Department		Maintenance			
Question		Sal Mannella - 9	Steve Eccles - 10	Tom Humber - 11	Bob Kincaid - 12
32	32 What percentage of these phone calls require privacy?	51-75%	None	1-25%	1-25%
33	33 How many computers / monitors do you use at your workstation? (Include your laptop if you carry it back and forth to work/home.)	1	1	Mainly 1	2
34	34 Where is the printer you use most frequently located?	In adjacent work area	In adjacent work area	In adjacent work area	In adjacent work area
35	35 Which of the following, is a distraction in your current office/workspace?	Book drop	Other conversations	General noise	General noise
36	36 List the three people you communicate with face to face in a typical day.	All departments, all floors	Sal Manella, Main - same floor	Sal Manella, Main - all branches	Sal Manella, Main - same floor
			Tom Humber, Main - same floor	Steve E., Main - all branches	Tom Humber, Main - same floor
			Bob Kincaid, Main - same floor	Bob K., Main - all branches	Steve E., Main - same floor
37	37 Does your work involve teamwork?	Yes	Yes	Yes	Yes
38	38 How long do your team assignments last?	Maintenance is ongoing	A few days	A few months	Varies a few days to months
39	39 List the three other library departments you most frequently, communicate with in person, as part of your daily work:	All departments	Admin, Circulation, Acquisitions & Tech	Admin, Circulation, Acquisitions & Tech	All departments at all branches
40	40 Which workspace set-up do you prefer? Check all that apply.	Desk facing workstation entry	Conventional desk config	Work area visually separated from rest of office	Long, narrow work surface, visually separated from rest of office
41	41 Which arrangement do you prefer for conduction meetings?		I don't conduct meetings	Within office comfortable seating	I don't conduct meetings
42	42 s your office/workspace temperature generally ...	Controlled		Both	Both
43	43 List the rooms/areas, if any, that are too hot, cold, or stuffy to work comfortably?		Working in the maintenance department requires us to move to all rooms and floors of the building. As a result of not sitting behind a desk too long, we don't get a chance to notice if an area is too hot or cold. Temperature of the building usually within 1 degree of difference	Shipping area	Shipping
44	44 What do you need to feel more secure at work? Please describe.	Parking garage and Book (?) area - outside due to homeless	The biggest concern was always working in the building alone. That has been addressed and we are never far from a phone or security if there is anything wrong	Better lighting and public security outside A better way to control our buildings and outside areas clean and safe from the hazzards of street drugs	Better lighting outside Safer parking A better way to control street drugs and their waste from contaminating all library properties



WORK ENVIRONMENT SURVEY						
Department		Tech Services				
Question		<u>John Dunn - 19</u>	<u>Gabriella Di Filippo - 20</u>	<u>Karen Shepherd - 21</u>	<u>Leslie Brown - 22</u>	<u>Mary McNulty - 23</u>
1	What are your typical work hours?	5 days - F/T	5 days F/T	5 days - F/T	5 days - F/T	2 days - P/T
2	Where do you spend most of your time while working?		Open office workstations	Open office workstations	Shared office - 10x12, open office workstation - 8x8	Open office workstations
3	Estimate the percentage of your work shift spent on each of the following activities.		10% Writing 10% Reading 10% Meetings 3% Telephone 72% Database maintenance	5% Writing 5% Reading 55% Typing 5% Telephone 30% unpacking, sorting, processing material, checking in new materials, delivering to depts.	10% Writing 10% Reading 65% Typing 5% Filing/Retreiving 5% Meetings 5% Telephone	5% Reading 50% Typing 50% Processing material
4	How often do you have to hold meetings outside of your designated workspace, due to limited space, inadequately equipped, lack of privacy?		Never	Never		Not required
5	If you use your office/workspace for meetings, discussions or interviews, typically how many people are present, not including you?		4 or more	4 or more	3	Not required
6	Are storage closets and supply closets accessible when you need?		Yes	Yes	Yes	Yes
7	Ideally, how many people would you like to accommodate at a meeting within your workspace		4 or more	3	3	Not required
8	To what extent is visual privacy necessary in your meetings?		Some	None	None	Not required
9	To what extent is acoustical privacy necessary in your meetings?		Some	Some - generally only those with manager, in his office	Some	Not required
10	Which items, located outside of your immediate office/workspace, do you share with others?		Worktable/credenza, file cabinets, printer	File cabinets - used for storing policy binders, order forms, not files Open shelving for storing processing supplies Book carts	Desk, Worktable/credenza, bookcase, file cabinet	Worktable/credenza, file cabinets, supply shelves
11	To what extent does sharing space and/or furniture interfere with your productivity?		Not enough privacy	Not at all	Not at all	Not at all
12	How much of the print information you receive or produce, do you file for future reference (as opposed to discarding it)?		Change to info 75% or more Print info - about 25%	0-24% mostly workslips attached to items being processed	0-24%	25-49%
13	How long does this paperwork usually remain in your work area?		Indefinite	Varies depending on item	A month	A few hours



Department		Tech Services				
Question		John Dunn - 19	Gabriella Di Filippo - 20	Karen Shepherd - 21	Leslie Brown - 22	Mary McNulty - 23
14	How does work arrive at your desk?		Unpredictable	Unpredictable	Unpredictable	In large stacks (trucks)
15	Where do you store work in progress?		On work surface Catalog carts	On work surface Book carts	On work surface In file drawers Mainly on computer	On work surface On trucks
16	Of the materials listed below, rank the four you use most, (1 to 4)		Files on workstation computer	Not applicable to my job, much of my dept. deals with handling library materials - Books/Magazines, DVDs, CDs, Video games		Books
			Loose leaf binders			Computer printouts - instructions
			Books			Loose leaf binders
			Manuals/catalogs			Manuals/catalogs
17	Do you feel your personal belongings are secure at work?		Yes	Yes	Yes	Yes
18	Do you, as a person, feel secure at work?		Yes	Yes	Yes	Yes
19	Does any of your work require lockable storage?		No	No	No	No
20	How many four or five shelf bookcases do you regularly use in your present workspace/office?		None	4	1	None
21	Do you use a flat desk and/or table with drawer?		Yes	Yes	Yes	No
22	How many file drawers do you need?		3	3	1	None
23	Do you share files with another person and need file space which can be easily moved from one space to another?		Yes, share files but do not physically near to be moved - can be stored & shared via staff shared files	No	No	No
24	How many of your current file drawers contain infrequently used items, which could go to the archival files?		1-2 drawers	1-2 drawers	1-2 drawers	None
25	Are the files in your immediate workstation contained in lateral file drawers?		Yes and on computer workstation	No	Yes	No - have none
26	If you use a copying machine frequently, where is it located?		In my immediate work area	In my immediate work area	In my immediate work area	In my immediate work area
27	How often do you use reference material (items you borrow and must return)?		Very infrequently	Never	Very infrequently	Do not
28	Where do you go for reference material?		Material kept in workstation Usually specific websites - OCLC, Webdewey	N/A	Material kept in workstation	Do not
29	Do you have large graphic materials on display in your workstation?		No	No	No	No



Department		Tech Services				
Question		John Dunn - 19	Gabriella Di Filippo - 20	Karen Shepherd - 21	Leslie Brown - 22	Mary McNulty - 23
30	Do you use a chalkboard, whiteboard or flipchart in your immediate workstation?		No	No	No	No
31	How many business-related phone calls do you make/take in your office/workspace, within a typical day?		1-5	1-5	1-5	None
32	What percentage of these phone calls require privacy?		None	None	None	None
33	How many computers / monitors do you use at your workstation? (Include your laptop if you carry it back and forth to work/home.)		1	1	Mainly 1	2
34	Where is the printer you use most frequently located?		In my immediate work area	In my immediate work area	In my immediate work area	In my immediate work area
35	Which of the following, is a distraction in your current office/workspace?		Other conversations, general noise, background music, personal radios	Telephones ringng/conversations, other conversations, general noise	Mechanical/HVAV Other conversations	Mechanical/HVAC - sometimes
36	List the three people you communicate with face to face in a typical day.		John D., TS & ILS - adjacent area	John D. (Manager), TS/Acq. - adjacent area	John D., TS & ILS - same floor	Karen S., TS & ILS - adjacent area
			Leslie B., TS & ILS - adjacent area	Gabriella D., TS/Acq. - adjacent area	Gabriella D., TS & ILS - same floor	Lauren/Kelly, Admin - another floor
			Karen S., TS & ILS - adjacent area	Leslie B., TS/Acq. - adjacent area	Karen S., TS & ILS - same floor	Mary & others, Circulation - same floor
37	Does your work involve teamwork?		Yes	Yes	Yes	Yes - sometimes
38	How long do your team assignments last?		A week, month	Not project based - department works solo and collaboratively on regular basis to accomplish dept. work	A few days, a week, a month	Varies
39	List the three other library departments you most frequently, communicate with in person, as part of your daily work:		CCS, AIS (Special collections, branches)	Admin, Circulation, AIS/CCS	CCS, AIS and Circulation	Tech Services, Administration, Circulation
40	Which workspace set-up do you prefer? Check all that apply.		Desk facing workstation entry Desk facing window	Conventional desk config., long, narrow work surface, work area visually separated from rest of office	Desk facing workstation entry Desk facing window Conventional desk configuration Work area visually separated from rest of office	Desk facing workstation entry Facing away from workstation entry Long, narrow work surface
41	Which arrangement do you prefer for conduction meetings?		Within office comfortable seating	I don't conduct meetings	Within office comfortable seating At desk with chairs opposite	I don't conduct meetings



Department		Tech Services				
Question		John Dunn - 19	Gabriella Di Filippo - 20	Karen Shepherd - 21	Leslie Brown - 22	Mary McNulty - 23
42	Is your office/workspace temperature generally ...		Too cold	Too cold	Too cold	Too cold in winters sometimes
43	List the rooms/areas, if any, that are too hot, cold, or stuffy to work comfortably?		Basement can be quite cold. Work area is close to doors that open to the outside. Heater is needed at workstation.	My area tends to be cold in winter due to proximity to shipping/receiving vestibule and outside temperature, and can be very cold when large deliveries require shipping/receiving doors to remain open for extended periods of time. Staff room, while not a workspace, is very cold during the winter		None
44	What do you need to feel more secure at work? Please describe.		All staff have access to all entrances and exits with a keypad.	As I don't work with the public I feel pretty secure at work; the main problem area for myself and my department is the coded staff entrance. Due to its sheltered (and visually screened) location, it's frequently used as a bathroom or shelter from the elements by those experiencing homelessness, and it can feel unsafe when exiting/entering.		Nothing

STAFF QUESTIONNAIRE / SPACE USE OBSERVATION SURVEY



St. Catharines Public Library - Central Library Branch, is conducting research on how our Patrons are using different spaces within the Library. As part of this research project, we are conducting an **Observation Survey**, and a **Patron Survey** to learn what people are doing while they are visiting the Library. Staff members will be observing the various library spaces to record how people are using the spaces; Staff will also be approaching patrons to ask them to answer a few questions about their visit to the Library that day.

1. Enter today's Date & Current Time: _____

2. Indicate the Library space being observed [*Check & Underline area that applies.*]
 - Library Entrance / Atrium
 - Main Information Desk / Main Service Point
 - Circulation Desk
 - Quiet study area
 - General seating
 - Featured - Displayed / Merchandised Collections
 - Shelved Collections - Stacks / Special Collections / Periodicals
 - Audio CDs / Visual - DVD / Video Games
 - Program area _____
 - Children's area

3. Patron Age:
 - Preschool Child (0-5)
 - School Age Child (6-12)
 - Teen / Young Adult (13-18)
 - Adult (19-60)
 - Senior Adult (60+)

4. Patron Gender
 - Female
 - Male
 - Unknown



5. Quiet Activities - [*Check & Underline all that apply.*]

- Browsing the collection
- Reading
- Studying / Writing – Secondary / Post-Secondary / Mature Student
- Using own device(s) - such as a Laptop or Tablet
- Texting or quietly using handheld device
- Using the library's device(s) - such as a laptop or computer station
- Other _____

6. Louder Activities - [*Check & Underline all that apply.*]

- Talking on a device
- Electronic noise
- Talking to staff
- Talking in person to one or more people in a group – socializing
- Talking in person to one or more people in a group - studying / collaborating
- Tutoring session
- Participating in a program _____
- Interacting with children (reading, playing)
- Other _____

7. Additional Activities - [*Check & Underline all that apply.*]

- Preschool child alone (no adult present or supervising)
- Eating and/or drinking
- Sleeping
- Just sitting
- Other _____

STAFF QUESTIONNAIRE / SPACE USE OBSERVATION SURVEY



8. Furniture Use – Please add further details here (i.e., Item moved / reconfigured?)

9. Possessions - [*Check & Underline all that apply.*]

- Baby Stroller
- Wheelchair / Mobility Device / Walking Aid (cane, walker, etc.)
- Service Animal
- Bundle Buggy / Folding Shopping Cart
- Handheld Device - Mobile Phone / Tablet / Laptop
- Headphones
- Backpack / Bag / Briefcase
- Other:

Thank-you!

Survey referenced from Canadian Urban Libraries Council



SPACE USE OBSERVATION SURVEY - RESULTS												
? No. 2	Visit AM/ PM	LIBRARY ENTRANCE/ ATRIUM	MAIN INFO DESK/SERVICE POINT	CIRCULATION DESK	QUIET STUDY AREAS	GENERAL SEATING	FEATURED - DISPLAYED/ MERCHANDISED COLLECTIONS	SHELVED COLLECTIONS	AUDIO - CDS, VISUAL DVD/VIDEO GAMES	PROGRAM AREA	CHILDREN'S AREA	COMPUTERS
SPACE OBSERVED	AM	3	12	1	1	9	4	8	5	1	5	
		2%	10%	1%	1%	7%	3%	7%	4%	1%	4%	0%
	PM	4	11	6	6	25	5	28	12		10	5
		3%	9%	5%	5%	20%	4%	23%	10%	0%	8%	4%
? No. 3	Visit AM/ PM	PRESCHOOL (0-5)	SCHOOL AGE (6-12)	TEEN/YOUNG ADULT (13-18)	ADULT (19-60)	SENIOR (60+)	UNKNOWN					
PATRON AGE	AM	3	2	3	21	18						
		2%	2%	2%	17%	15%	0%					
	PM	2	7	9	66	19	1					
		2%	6%	7%	54%	15%	1%					
? No. 4	Visit AM or PM	FEMALE	MALE	UNKNOWN								
PATRON GENDER	AM	20	21									
		16%	17%	0%								
	PM	48	57	5								
		39%	46%	4%								
? No. 5	Visit AM/ PM	BROWSING COLLECTION	READING	STUDYING AND/OR WRITING	USING OWN DEVICE (LAPTOP OR TABLET)	TEXTING OR HANDHELD DEVICE	USING LIBRARY DEVICE	OTHER	UNANSWERED			
QUIET ACTIVITIES	AM	18	10	2	4	9	6	17	4			
		15%	8%	2%	3%	7%	5%	14%	3%			
	PM	36	28	13	18	20	21	15	7			
		29%	23%	11%	15%	16%	17%	12%	6%			
? No. 6	Visit AM or PM	TALKING ON DEVICE	ELECTRONIC NOISE	TALKING TO STAFF	TALKING IN GROUP - SOCIAL	TALKING IN GROUP - STUDY	TUTORING SESSION	PARTICIPATING IN PROGRAM	INTERACTING WITH CHILDREN	OTHER	UNANSWERED	
LOUDER ACTIVITIES	AM	2	1	13	6				2	2	19	
		2%	1%	11%	5%	0%	0%	0%	2%	2%	15%	
	PM	3		26	29	6	1	1	11	1	32	
		2%	0%	21%	24%	5%	1%	1%	9%	1%	26%	
? No. 7	Visit AM/ PM	PRESCHOOL CHILD ALONE	EATING AND/OR DRINKING	SLEEPING	JUST SITTING	OTHER	UNANSWERED					
ADDITIONAL ACTIVITIES	AM		1		6	2	30					
		0%	1%	0%	5%	2%	24%					
	PM		8	4	17	4	59					
		0%	7%	3%	14%	3%	48%					
? No. 9	Visit AM/ PM	BABY STROLLER	WHEELCHAIR/ MOBILITY DEVICE/AID	SERVICE ANIMAL	BUNDLE BUGGY FOLDING SHOPPING CART	HANDHELD DEVICE	HEADPHONES	BACKPACK, BAG, BRIEFCASE	OTHER	UNANSWERED		
POSSESSIONS	AM	3	3		1	10	2	25	2	7		
		2%	2%	0%	1%	8%	2%	20%	2%	6%		
	PM	2	1		1	41	16	60	6	18		
		2%	1%	0%	1%	33%	13%	49%	5%	15%		

STAFF QUESTIONNAIRE / PATRON SURVEY



The St. Catharines Public Library - Central Library Branch is focused on providing all our Patrons with access to quality programming & services, delivered in a positive & welcoming environment. In order to do so, we ask that you take a few moments to complete our **Patron Survey**, describing the purpose & quality of your visit today.

Kindly fill out the survey form & return to a Library Staff Member by March 7th, 2020.

We appreciate your feedback, to help us create the best experiences possible for Visitors of all ages. Thank-you, and we look forward to seeing you again soon!

1. Enter today's Date & Current Time: _____

2. Why did you visit the Central Library today? [*Check & Underline all that apply.*]

- Borrow a Book / DVD / Video Game / Music
- Read quietly
- Attend a program _____
- Meet classmates
- Study: Secondary / Post-Secondary
- Free WiFi / Computer Access
- Other:

3. Were you able to find what you're looking for?

- Yes
- No
- Other:

4. Did you interact with Staff, or were you able to help yourself?

- Interacted with Staff
- Helped self without Staff assistance
- Other:



STAFF QUESTIONNAIRE / PATRON SURVEY



5. Do you find the Library Staff helpful?

- Yes
- No
- Other:

6. How do you feel about the layout of the Central Library?

- Easy to navigate
- Difficult to navigate
- Open
- Crowded
- Other:

7. How do you feel about the furniture at the Central Library?

- Comfortable, good variety of furniture types
- Uncomfortable
- Not enough furniture
- Other:



STAFF QUESTIONNAIRE / PATRON SURVEY



8. Did you accomplish what you intended to, by visiting the Central Library today?

- Yes
- No
- Other:

9. Do you feel welcome when you visit the Central Library?

- Yes
- No
- Other:

10. How do you feel about the general atmosphere of the Central Library?

Thank you!

Survey referenced from Canadian Urban Libraries Council



PATRON SURVEY - RESULTS								
? No. 2	Visit AM/ PM	BORROWED ITEM	READ	ATTEND PROGRAM	MEET CLASSMATES	STUDY	FREE WIFI	OTHER
Why Visit	AM	14	8	3		3	11	5
		23%	13%	5%	0%	5%	18%	8%
	PM	13	8	5		3	12	11
		21%	13%	8%	0%	5%	20%	18%
? No. 3	Visit AM/ PM	YES	NO	OTHER				
Did you find what you were looking for	AM	24		1				
		39%	0%	2%				
	PM	35		2				
		57%	0%	3%				
? No. 4	Visit AM or PM	INTERACTED WITH STAFF	ON MY OWN	OTHER				
Did you have help	AM	16	11					
		26%	18%	0%				
	PM	21	15	5				
		34%	25%	8%				
? No. 5	Visit AM/ PM	YES	NO	OTHER				
Were staff helpful	AM	25						
		41%	0%	0%				
	PM	33		1				
		54%	0%	2%				
? No. 6	Visit AM/ PM	EASY	DIFFICULT	OPEN	CROWDED	OTHER		
Layout of Library	AM	21		3		5		
		34%	0%	5%	0%	8%		
	PM	30		10	1	3		
		49%	0%	16%	2%	5%		
? No. 7	Visit AM/ PM	COMFORTABLE	UNCOMFORTABLE	NOT ENOUGH FURNITURE	OTHER			
Furniture	AM	21			4			
		34%	0%	0%	7%			
	PM	25	2	5	7			
		41%	3%	8%	11%			
? No. 8	Visit AM/ PM	YES	NO	OTHER				
Did you get done what you came for	AM	24		1				
		39%	0%	2%				
	PM	36		0%				
		59%	0%	0%				
? No. 9	Visit AM/ PM	YES	NO	OTHER				
Did you feel Welcome	AM	25						
		41%	0%	0%				
	PM	36		1				
		59%	0%	2%				