

**Building the Future: an Infrastructure Study of
British Columbia Public Libraries**

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Executive summary

This report provides a comprehensive overview of public library infrastructure deficits in British Columbia, Canada. It captures the condition of existing public library facilities, identifies future needs and aims to assist public library boards and their stakeholders to formulate plans for community capital investment.

At present, 243 public library facilities operate in British Columbia governed by 71 library boards. In May 2009, each library board was invited to participate in an online survey to capture specific facility information as well as to identify local infrastructure challenges. A high response rate of 88.7% (63 of 71) was achieved. Data from respondents was collected and analyzed to determine the following:

- a) the infrastructure deficit for each public library system, according to an established provincial benchmarking system¹
- b) key challenges relating to infrastructure maintenance and expansion
- c) future impacts (i.e. significant findings with planning implications for three stakeholder organizations: British Columbia Library Trustees' Association, Government of British Columbia – Public Library Services Branch, and the Union of British Columbia Municipalities.)

Significant findings of this report include:

- A library infrastructure deficit of 925,436 square feet was calculated for the province of British Columbia. This consolidated deficit represents the gap between existing square footage and required square footage in 2009.
- Public libraries in British Columbia are facing numerous facility-related challenges. Results indicate that more than a third of public libraries have partial or considerable barriers to accessibility. Relatively few public libraries are LEED certified (11%), and the majority (89%) are partially compliant with current environmental standards or the present structure does not meet current environmental standards.

¹ Benchmark: *Standards for Member Libraries within Alberta's Regional Library Systems*, 2003

- The number one priority to address, as reported by 50 public library systems, is “Insufficient capital funding for facilities renewal.”
- A gap exists between the awareness of the funding problem and action required to address the issue. Four (7%) of survey respondents indicated they have a facilities master plan, and only 15 (24%) indicated their plan is pending or in progress. Nearly half (49%) of systems surveyed indicated they did not have a capital plan, while only 15% indicated they had a plan in place. There is encouraging news in the fact that 36% of systems reported their plans were “pending/in progress.” A capital plan, paired with a facilities master plan, is foundational to future funding requests.

A literature review of public library facility planning was conducted subsequent to the survey. Summaries of these subjects are provided as resource material. Climate considerations, seismic zones of Western Canada and accessibility standards specific to British Columbia are included for reference.

Successful planning efforts are proactive, coordinated and broadly endorsed by the community. They are also largely dependent on reliable data. In addition to its present value, this report offers even greater potential as a benchmark for future infrastructure studies. Ongoing monitoring is essential to demonstrate trends, to build support for capital funding and to raise awareness of facility deficits. As a snapshot of public library infrastructure in British Columbia, this study represents a positive step forward.

Acknowledgements

This study was initiated by the British Columbia Library Trustees' Association with funding provided by the Government of British Columbia – Public Library Services Branch,² in consultation with the Union of British Columbia Municipalities. Joseph R. Matthews of San Jose State University was the project advisor. Significant contributions of original data and digital photos were provided by public library systems throughout the province.

² The British Columbia Library Trustees' Association engaged Daphne Wood as the project leader. This report fulfills her requirements for the Executive Master of Library & Information Science (MLIS) degree at San José State University, California. As the report was produced in part for professional research purposes, all consulting fees for this project were waived. Associated project support costs were funded by the Government of British Columbia - Public Library Services Branch.

Introduction

In recent years there has been a growing awareness of the local government infrastructure deficit. Many municipalities across Canada, as well as in British Columbia, have not been able to provide adequate resources to maintain their infrastructure. As a consequence, they are now faced with the task of finding significant resources to pay for deferred works. In this climate, libraries must compete for capital funding with other types of infrastructure. And unlike roads, sewers and other “hard” infrastructure, there are few opportunities for senior government assistance to build new or upgrade existing library facilities. As a consequence, securing capital funding for library facilities has always been a challenge.

This study will assess the state of public library facilities in British Columbia, focusing on areas such as accessibility, environmental standards and future capacity. The result will provide consolidated provincial statistics and an objective assessment of the public library infrastructure deficit. This report will clarify gaps and opportunities, it will assist capital planning for all three levels of government and it will provide public libraries with a tool for the provision of sustainable service delivery.

Literature review

A literature review of public library facility planning was conducted in April and May 2009. The results of the search indicate that universally accepted Canadian public library facility standards and capital expenditure guidelines are underdeveloped. *Public library facility standards unique to British Columbia are non-existent.* This fact precluded the use of an established tool to calculate a public library infrastructure deficit for the province of BC, and led to the adoption of Alberta provincial standards for the purposes of this report. The subject search parameters extended to Canadian and international library associations and related professional publications. Results were produced in the following areas:

- The concept of the library as public space
- Public library planning resources
- Accessibility standards

An annotated list of resources for these broad subject areas is included below.

The quality, maintenance and expansion of public library facilities received considerable news coverage in early 2009, suggesting the topic is of broad public interest. A Factiva database search using the terms “public library capital funding” in English revealed 27 articles published in the two-month period (February 27 to April 28, 2009). A list of these articles is included in the References and Resources section of this report.

At the request of the British Columbia Library Trustees’ Association, a selection of planning tools and resources of general interest to public library systems was compiled and included in the References and Resources section of this report. Topics include:

- Sample facility master plans (see Appendix G)
- Cost estimates (i.e. how to calculate building project capital costs)
- Technology requirements
- Sustainable facility design
- Light and sound requirements
- Preservation/upgrading of existing library facilities

- Climate considerations and seismic zones of Western Canada

The concept of the library as public space

The most high-profile new libraries rely on stylized design to create buzz, feeding a false perception that destination libraries are all about attention-grabbing looks. But when the tour bus crowds stop coming, these libraries will sink or swim based on how well they serve the needs of their respective communities – whether they are truly great places, not just eye-catching buildings. “Libraries That Matter: Project for Public Spaces,” (April, 2007).

As described by supporters, the public library can be the heart of a community, a welcoming haven, a forum for free speech and a clearinghouse for idea exchange. Alternatively, detractors have described the public library as a warehouse of books, a relic of the past or a place of last resort. The 2008 OCLC report *From Awareness to Funding: A study of library support in America* suggests that to remain viable and relevant as a public institution, public libraries must demonstrate their transformative power in society. They can be the anchors of neighbourhoods and important economic engines to rejuvenate the urban core of cities. To this end, facilities that are safe, accessible, comfortable and welcoming are well positioned to be publicly valued institutions. The quality of the facility is but one measure of library value; however, it is an important indication of thoughtful planning, continuous renewal and community pride. American Libraries described this concept with practical examples in the April 2002 article “Esprit de place: maintaining and designing library buildings to provide transcendent spaces.”

The Project for Public Spaces (www.pps.org) has published a number of relevant articles in 2007 to inform the public library planning process including “Libraries That Matter,” “How to Make Your Library Great,” “Libraries and Placemaking,” Library Placemaking in Action,” “Stumbling Blocks to Creating Great Civic Centers...and How to Overcome Them,” and “The Emerging Culture of Place.” These articles present a North American perspective, with occasional Canadian examples of innovative public library systems (e.g. New Glasgow, Nova Scotia and its Placemaking project; Mississauga Public Library and its urban square concept.)

Innovative facilities such as the Dr. Martin Luther King Jr. joint-use library in San Jose (Peterson, 2005) and extensive news coverage of the \$280 million dollar investment in Seattle public libraries from 1998 through 2008 (CNN, 2008) serve as exceptional examples of planning on a grand scale. The financial magnitude of these projects is well beyond the reach of most public library systems; however, the principles of good design, community consultation and experienced project management are applicable to all successful infrastructure projects.

Public library planning resources

The American Library Association produced the very recent (February 2009) and extensive Library Fact Sheet Number 11: “Building Libraries and Library Additions: A Selected Annotated Bibliography.” Topics include general information for all types of library facilities followed by sections specific to academic, public and school libraries. Of specific interest for this study, the University of British Columbia School of Library, Archival and Information Studies compiled a website of planning resources for Canadian libraries: <http://www.slais.ubc.ca/RESOURCES/architecture/index.htm> The information was last updated in August 2005, but the website indicates new content is welcome. This website could form the basis of the “facility planning clearinghouse” described in the Recommendations section of this report.

WebJunction (www.webjunction.org) compiled a list of resources in 2008 to assist with planning a new facility or upgrading an existing facility. Planning terms, planning resources (US-based), planning standards (US-based) and guides to conduct a needs analysis are provided.

Finally, a number of individual articles on the subject provide a mix of practical advice and theory for American library systems. With the exception of local standards prescribed by state jurisdictions, the information is highly applicable for public libraries in British Columbia. The “Whole Building Design Guide: Public Library” (2006) offers a step-by-step series of questions and considerations before, during and after the building

project. The space estimates for user seating (at least 5 seats for every 1,000 users), staff workspaces (150 square feet per workstation) and meeting spaces (number of seats multiplied by 25 square feet) are commonly cited guidelines.

“Renovation or a New Library: A Planning Process” was created in 2002 by Edward M. Dean and provided through the Libris Design Project (www.librisdesign.org). This guide, written by an architect, explains each step of the planning process from needs assessment, plan of service, building program through to physical planning. A case study of a medium-sized library in California offers relevant examples of accessibility challenges and efforts to incorporate sustainable building practices. Both subject areas are discussed in further detail later in this report. The information is based on survey participants’ self-assessment of their public library facilities in British Columbia.

Accessibility standards

The Canadian Standards Association provides two useful documents for public libraries in this field. The first, published in 2002, is “Customer service standards for people with disabilities.” The second, published in 2008, is “Inclusive design for an aging population.” While not specific to public libraries, the information is valuable during the cost estimation and planning stage of new facilities. For existing facilities, ease of use can be best determined with a focus group of users and informed by the service and design standards for aisle width, the turnaround radius for wheelchairs, counter height, etc.

The British Columbia Housing Management Commission (BC Housing) provides a useful “Annotated Bibliography on Universal Design.” The Accessible Public Spaces section includes a subject heading for Libraries, with reference to “The accessible Canadian library II: a resource tool for libraries serving persons with disabilities” by Wendy Scott (1996). This is a national resource developed for Canadian libraries but given the significant changes to facilities, technology and accessibility devices in the past 12 years, this guide would best be supplemented with current standards.

The Province of Alberta published *Design aid for barrier-free accessibility in existing buildings* in 2004. Again, this document is not library-specific but it does contain relevant and recent information specific to stairwells, chair lifts, emergency lighting and washrooms.

Research methodology and data gathering steps

Survey instrument

An online survey was administered May 4 through May 19, 2009 to 71 public library systems in British Columbia to capture specific information about public library facilities for each system in the province. The survey included two sections to gather information about ongoing and anticipated infrastructure upgrades, as well as their funding source. The final section of the survey identified the most significant challenges for public library facilities in priority order. The survey instrument is included in Appendix A.

The objective of the survey was threefold:

- To obtain necessary data to calculate the infrastructure deficit for each public library system, according to an established provincial benchmarking system.³
- To achieve an acceptable survey completion rate of 50% – 35 participating public library systems at minimum – to generate adequate data for provincial comparisons (e.g. areas in need of capital investment; library service space per capita; urban, suburban and rural differences in per capita funding).
- To determine planning implications for three stakeholder organizations: British Columbia Library Trustees' Association, Government of British Columbia – Public Library Services Branch, and the Union of British Columbia Municipalities.

The survey tool was derived from the “Standards for Member Libraries within Alberta’s Regional Library Systems” document (2003)⁴. From this point forward, “Alberta Standards” will be used in reference to this document. A copy of the Space Planning Worksheet (p.7 and 8) of the Alberta Standards is included as Appendix B.

³ Benchmark: *Standards for Member Libraries within Alberta’s Regional Library Systems*, 2003

⁴ Available at http://www.municipalaffairs.gov.ab.ca/am_system_member_standards.cfm

Discussion of public library facility standards

As described by the Alberta Standards report:

Standards may be defined as a degree or level of requirement, excellence or attainment that serve as a point of reference for comparison and evaluation. They are a framework for planning and achieving “best practice” and excellence in the management and provision of library services. At the same time, standards provide a baseline measure for providing an essential, or basic level of service.
(p.1)

The Alberta Standards were established in 2003 by a taskforce of seven regional library representatives and a member of Alberta Community Development: Libraries, Community and Voluntary Sector Services Branch. They provide performance standards for eight areas of library service delivery including governance, facilities, technology, hours of operation, staffing, collections, interlibrary loan and reference/information service. Desired outcome measures for each area are categorized as *essential* (provides basic library service), *enhanced* (builds on essential level of service) or *excellent* (the highest level of service). As noted in the report, “The process of developing standards becomes a continuous one. As standards are used, notes for future revisions are inevitable. As philosophies, policies and practices change, these standards must be reviewed to reflect the changing social, political and economic environment.” (p.2)

Limitations of the Alberta Standards

In 2009, six years after the Alberta Standards were published, technology and the associated impacts on facilities represent the most significant areas of change. In 2003, public library systems planned for fully equipped workstations to provide Internet service. Power access, network cabling and computer workstations were essential components of facility planning. The Alberta Standards exclude references to Wireless Internet Access (WiFi) in the technology guidelines for *essential*, *enhanced* and *excellent* service delivery categories.⁵ Today, with the proliferation of laptops and the

⁵ Other notable examples of changing technology standards include Voice Over Internet Protocol (VOIP). In 2003, VOIP was suggested as a progressive option for systems pursuing *enhanced* or *excellent* technology standards.

increasing prevalence of WiFi in public libraries, user behaviours have shifted. Members of the public are more likely to bring their own computers to the library, and they require workspace with individual power outlets. Facilities that offer WiFi, without adequate power outlets, encounter a host of undesirable scenarios. Laptop cords snaking across the isles, people seated on the floor close to scarce power outlets and frustrated customers circling the library for a workspace are the unfortunate outcomes of these power deficits. In recognition of WiFi and the associated facility planning implications, the BC Survey proactively explored this issue in some detail.

Recent technology changes that impact facilities planning also include:

- Points of customer contact

It is important to consider that Alberta Standards for the minimum and desirable number of staff workstations were developed in 2003. In 2009, roaming/roving reference, AskAway virtual reference and self-check out stations may impact the need and configuration of traditional reference desks and service points.

- Remote library access

The number of virtual library users across the province suggests a rising trend in the number of self-serve transactions including online renewals and catalogue searches. As more library users access the catalogue from home, libraries may choose to reconfigure catalogue-only kiosks to become multipurpose workstations – with greater space requirements.

- Modern applications for creativity and learning

Computer labs for video production, web design and high-quality digitization, digital downloading stations for e-audiobooks, mobile (laptop) learning centres and the increasing popularity of the Information Commons model further underscore the complexity of determining space requirements for public computer workstations.

The Alberta Standards include a “public access computer work space” measurement; however, many of the factors discussed above will impact reliability in this particular

Today, with a X-year history of implementation, VOIP is not considered new or novel. It is one of many available options for data transmission, often pursued in partnership with the local municipality to achieve economies of scale.

area. As the Alberta Standards authors note, "...Technology Standards are constantly evolving, and, while there is an expectation that library boards be progressive and proactive in their planning, there needs to be a balance in the approach to technology." (p.9) Survey questions regarding security systems, Radio-Frequency Identification (RFID), self-checkout stations and Information Commons were included to supplement and modernize the technology measures captured by the 2003 Alberta Standards. A discussion of technology advancements in these areas is presented in this report.

Integrating Public Library Services Branch data with the Alberta Standards

The Public Library Services Branch of the Government of British Columbia surveys each library system in the province on an annual basis to capture comparative data. These compilations are publicly available⁶ dating from 1999. Results from 2007, the most recent data set, were used as input measures for the Alberta Standards facilities assessment. Information that was not captured by the PLSB was requested of each individual library system in the May 2009 survey instrument. The following is the breakdown of data origin:

Measure	Data origin
Design population:	
• <i>Projected local population</i>	not available
• <i>Current local population</i> ⁷	PLSB
• <i>Projected non-resident population</i>	not available
Collection space:	
• <i>Books: number of volumes</i>	PLSB
• <i>Audio media: number of items</i>	PLSB
• <i>Visual media: number of items</i>	PLSB
• <i>Periodical display: number of titles</i>	PLSB
• <i>Periodical storage: number of titles</i>	PLSB
User seating space	
• <i>Projected population</i>	* not available
Staff work space	

⁶ See: <http://www.bced.gov.bc.ca/pls/reports.htm>

⁷ Provincial operating grants to libraries for 2008/09 totalled nearly \$10 million: see **Appendix C**. Funds were provided to each public library system on a per capita basis. The "current local population" within the catchment area of each public library system is therefore an important determinant of funding.

• <i>Number of workstations</i>	PSLB
Meeting room space	
• <i>General meeting: number of seats</i>	Survey
• <i>Conference room: number of seats</i>	Survey
• <i>Program room: number of seats</i>	Survey
Public access computer work space	
• <i>Number of workstations</i>	Survey (also captured by PLSB)

Population projections: a challenge for public library systems in British Columbia

Population projections for each public library service area present a significant challenge. Unlike the provincially mandated areas of health and education, projected needs based on population are not quantified for public libraries. BC Stats does not gather population data or demographic projections for each municipality in the province, and individual municipalities now use alternative data sources for planning purposes. This information may be self-generated at the local level, purchased as a custom report from Statistics Canada or based on projections for local health or education districts. Public library systems, in turn, rely on their municipality or region to supply them with demographic data.

Local and non-resident population projections are critical inputs for the Alberta Standards facilities assessment. During the course of this project, every reasonable effort was made to obtain this data. With the assistance the British Columbia Library Trustees' Association, PSLB, BC Stats and the Union of British Columbia Municipalities, the following options were explored:

- *Purchase custom reports from Statistics Canada for each Census area*
Outcome: Census area population and projections, provided by Statistics Canada, do not always coincide with public library service areas.
- *Extrapolate BC Stats data for local education and/or health districts*
Outcome: Provincial education and health districts do not always coincide with public library service areas. Districts often comprise multiple municipalities and public library systems.

- *Request population projections from each municipality*
Outcome: This data is not universally available. Further complications exist as (a) regional library systems incorporate two or more municipalities; (b) public library service areas do not always coincide with municipal boundaries.
- *Use population projections gathered by BC Stats in [year] to plot the past and the present, rather than the present and the future infrastructure deficit*
Outcome: Given the significant time required to prepare and fund a capital plan, the present and future infrastructure deficit would provide the greatest strategic value for public library systems and potential funders.

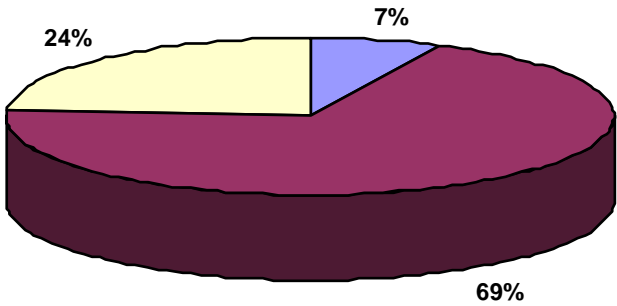
Solution (for the purpose of this study)

The current local population for each public library service area is provided by the PLSB in the 2007 annual statistics report. Additional data required by the Alberta Standards facilities assessment was captured in the May 2009 survey from 63 public library systems. Adequate information is available to calculate the current infrastructure deficit for these public library systems. To calculate the gross area needed for future demand, each public library system may access the Space Planning Worksheet (Appendix B), input their local and non-resident population projections and tabulate the results.

Survey analysis

Do you have a facilities master plan?

yes	6.5%	4
no	69.4%	43
pending/in progress	24.2%	15



Age of facility (date of completion)

Year of construction of Central Library or Year of construction of library in single branch systems	1900-1930 (4)	1931-1960 (7)	1961-1990 (26)	1990-2009 (16)
1902				
1908				
1920				
1924				
1940				
1949				
1950				
1950				
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1989				

Year of construction of Central Library or Year of construction of library in single branch systems	1900-1930 (4)	1931-1960 (7)	1961-1990 (26)	1990-2009 (16)
1989				
1990				
1991				
1991				
1992				
1992				
1994				
1995				
1995				
1996				
1996				
1997				
1998				
2006				
2007				
2008				
2008				
2008				

Comments:

Age of facilities - 4 public library systems report "unknown"; 57 public library systems replied to this question.

Year of most recent renovation/facility upgrade	1970s (1)	1980s (7)	1990s (7)	1990-2009 (28)
2009				
2009				
2009				
2009				

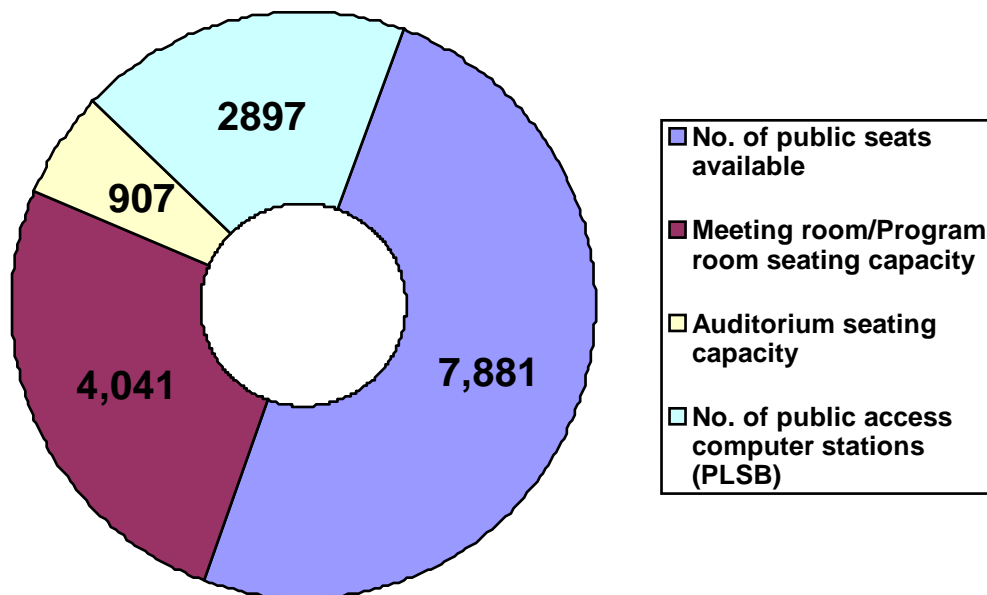
Comments:

Eight (8) public library systems replied there have been no recent renovation/upgrades. Two (2) public library systems replied they have new facilities and therefore the question is n/a. One (1) public library system reported their plans for a renovation/upgrade are ongoing.

Fifty-four (54) public library systems responded to this question.

About the seating capacity...for each library facility in your system, please provide:

- a. The number of public seats available (i.e. total of individual chairs and stools; seating capacity for benches, sofas and window-area seating)
- b. Meeting room/program room seating capacity
- c. Auditorium seating capacity
- d. Number of public access computer stations (e.g. Internet, multipurpose, public access catalogue)



Comments:

The total number of *public seats available*, *meeting room/program room seating capacity* and *auditorium seating capacity* was reported by 59 of 62 survey participants, representing 150 individual library branches. The total number of *public access*

computer stations was reported to PLSB by 71 public library systems in 2007, representing 241 individual library branches.

How many of your library facilities are located near a main street, recreational centre or community hub?

Comments: Of the 59 public library systems responding to this question, 163 individual libraries were identified as located near a main street, recreational centre or community hub.

How many of your library facilities are shared facilities?

Comments: Of the 57 public library systems responding to this question, 79 individual libraries were identified as located in a shared facility.

If you operate a shared facility (or facilities), please specify the type of shared facility (or facilities)

Combined facility	Recreation/Community Centres	Municipal Centre, Gov't Services	School	Retail	Museum/Cultural centre	Other
recreation centre/library	1					
Church/ public library						1 (church)
recreation centre/library	1					
Community Centre/ public library	1					
Community Centre/ public library	1					
City engineering department; Interior Health Association; provincial government ministry		1				
community centre/public library	1					
community centre/public library	1					
Library/ Legion/ Community Hall/ Art Club						1 (Legion, Comm Hall, Art Club)
Library/Art gallery					1	
library/Civic Building		1				
library/Civic Building		1				
Library/Cultural Centre					1	
Library/Community Centre located in the city's Cultural Centre	1					1
Municipal Centre		1				

Combined facility	Recreation/Community Centres	Municipal Centre, Gov't Services	School	Retail	Museum/Cultural centre	Other
municipal center/public library		1				
municipal centre/public library		1				
municipal/public library		1				
museum/Chamber of Commerce/public library						1 (museum, C. of C.)
museum/Public Library					1	
police station/public library		1				
public library/museum					1	
Public Library/info centre						1 (info centre)
public library/rec centre	1					
public school			1			
recreation centre/public library	1					
recreational facility	1					
retail complex with shared common areas.				1		
School			1			
1 on school grounds	5	1	1	9		
5 comm. centre						
1 municipal center, 9 malls						
police station/library		1				
post office / public library		1				
TOTAL	15	11	3	10	5	4

Comments:

A total of 28 public library systems supplied data for this question. The most common shared facility partners include **Recreation/Community Centres** (15),

Municipal/Government Services (11) and **Retail** (10).

Accessibility

How many of your facilities are:

Fully accessible (barrier-free, according to provincial standards): **75**

Partially accessible: **41**

Accessibility is limited: **11**

Comments

Fifty-six (56) public library systems responded to this question, representing 79% of public library systems in British Columbia. The results indicate that more than a third of public library facilities included in this survey (52/127 or 41%) have partial or considerable barriers to accessibility.

Sustainability

How many of your facilities are:

In compliance with environmental standards (e.g. LEED certified): 8

In partial compliance with environmental standards: 26

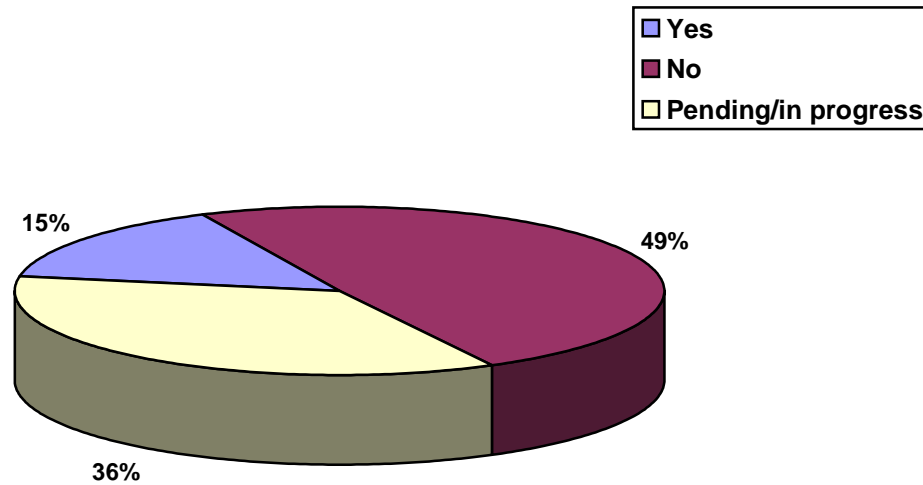
Facility was not constructed or upgraded to current environmental standards: 39

Comments

Fifty-five (55) public library systems responded to this question, representing 77% of public library systems in British Columbia. **The results indicate that relatively few public libraries are LEED certified (8/73 or 11%).** The majority of public library facilities included in this survey (65/73 or 89%) are partially compliant with current environmental standards or the present structure does not meet current environmental standards due to the age of the facility and/or the date of the most recent renovation.

Three (3) public library systems provided “don’t know” as a response.

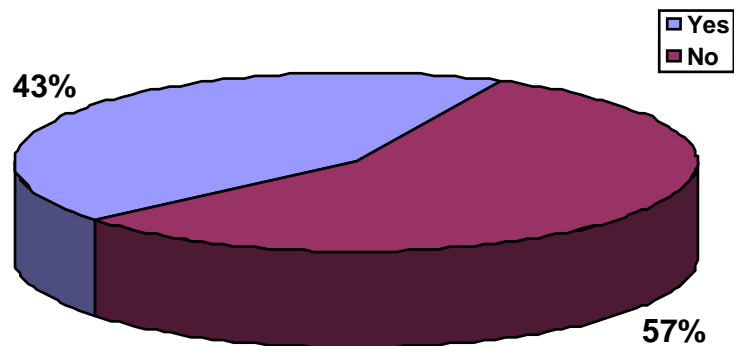
Do you have a capital plan for renewal of your facilities?



Comments

Of 59 responses, nearly half of the public library systems surveyed (29/59 or 49%) indicated they did not have a capital plan to renew their facilities. More than one-third (21/59 or 36%) indicated their plan was pending or in progress. Nine (9) or 15% of the public library systems indicated they did have a capital plan in place.

Are you planning significant technological changes for your library system?



If yes, do they include (select all that apply)

- i. New security systems: **9**
- ii. Radio-frequency identification (RFID): **5**
- iii. Self-checkout stations: **10**
- iv. Information Commons (collection of public workstations or wireless public hubs): **7**

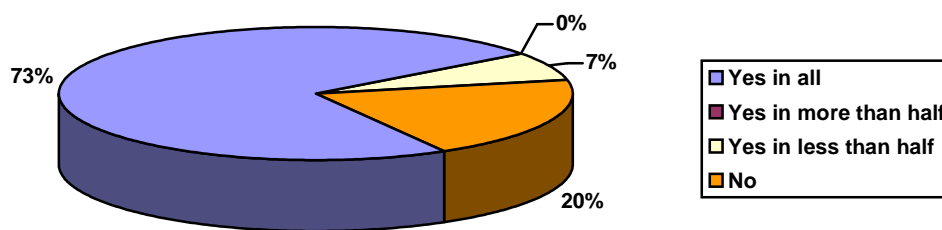
Comments:

In the "Other" category, twelve projects cited include:

- new ILS (2)
- catalogue computerization
- Going from manual to SITKA automation (3)
- library automation system
- migrating to a new lending system (Evergreen)
- electronic checkout
- automated self sorting system main branch
- Moving staff network to City network, changing platform and authentication software for public internet stations
- wireless

Do you have wireless Internet access in your library facilities? If yes, do you provide wireless access:

- In all locations
- In more than half of the library branches
- In less than half of the library branches



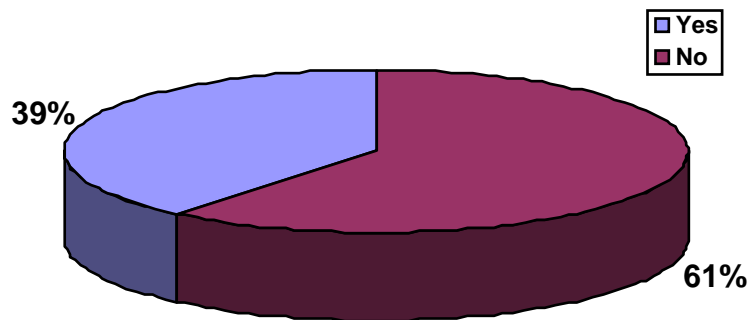
Comments

A significant divide exists between “full Wireless access” and “little to none.” Of 59 responses, nearly two-thirds of the public library systems surveyed (73%) indicated they currently offer Wireless Internet service at all locations. Less than one-third (27%) of public library systems indicated they offer Wireless Internet access in less than half of their facilities, or none at all.

Have you received project funding for infrastructure upgrades to your public library system in the last three years?

Yes: 23/59 (39%)

No: 36/59 (61%)



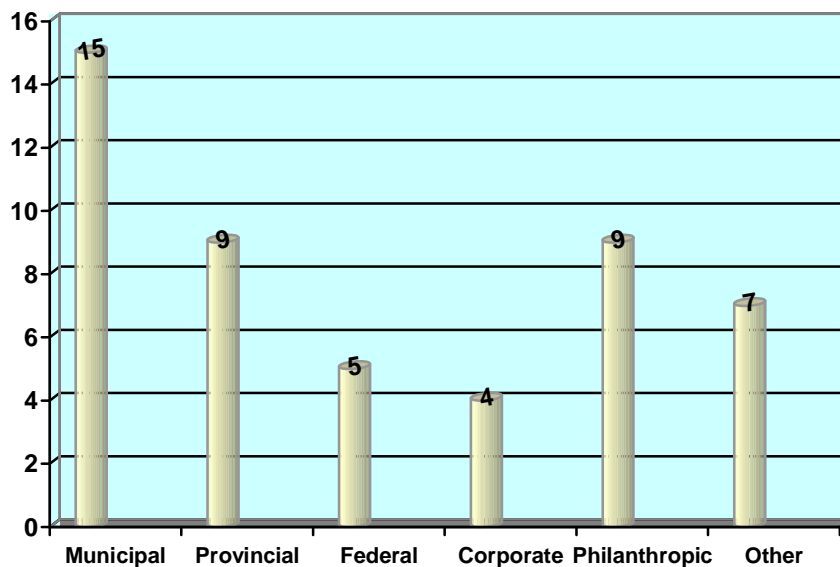
Comments

A minority of the 59 public library systems responding to this survey have received project funding for infrastructure upgrades in the last three years (2007 to 2009).

Twenty-three (or 39%) indicated “yes” and 36 (or 61%) indicated “no.”

If yes, please indicate the funder(s):

- Municipal (15)
- Provincial (9)
- Federal (5)
- Corporate donations (4)
- Philanthropic donations (9)
- Other (7)



Comments

Responses in the “other” category include:

- we are participating in projects that have received infrastructure money
- Bequest received, but no plan yet for spending
- Crown Corporation (2)
- Peace River Regional District
- Regional District
- Capital project described in previous section

Projects often have multiple funding partners. Survey participants were asked to select all funding sources that applied. Of the 21 individual library systems that received financial support for infrastructure upgrades, 48 funders were identified.

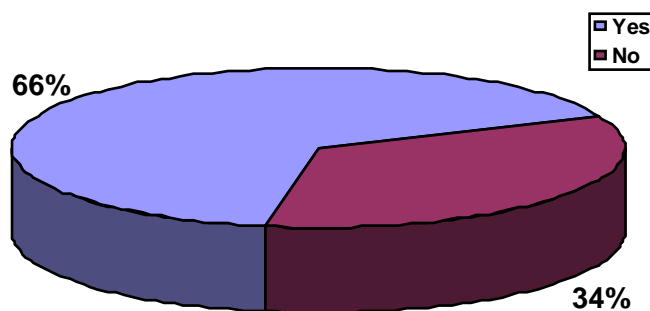
Municipal governments (15 responses) have been the primary source of funding, followed by philanthropic donors and the provincial government (9 responses each). Five (5) federal government responses plus two “Crown Corporation” responses in the “Other” category equal 7 federally funded infrastructure projects.

Regional districts are another government source of funding, indicated by two responses in the “Other” category. Corporate funders were engaged by four of the public library systems.

Do you anticipate applying for project funding for infrastructure upgrades to your public library system in the next three years?

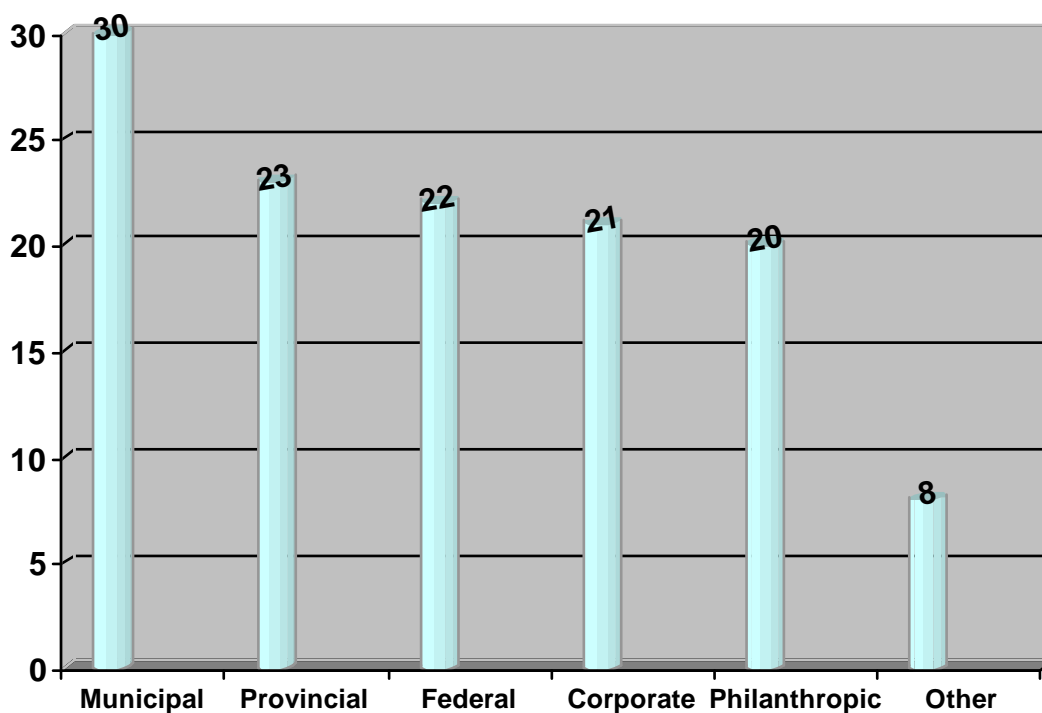
Yes: 38/58 (66%)

No: 20/58 (34%)



If yes, please indicate the funder(s) you will consider approaching for support:

- Municipal (30)
- Provincial (23)
- Federal (22)
- Corporate donations (21)
- Philanthropic donations (20)
- Other (8)



Comments:

Responses in the “other” category include:

- The City of Burnaby fully funds all its building projects internally
- Grant funding
- 3 to 5 years - renovate downstairs for public access
- We do not apply for grants. Should we build a new building, we might ask a municipality or regional district to apply on our behalf.

- Small Projects Enabling Accessibility Grant
- Board investigating funding, funders still to be identified
- Note: date dependent on City's plans since they own/build all the buildings - City Centre Library in concept plan for new downtown but timing not yet decided
- have not yet researched

Among survey participants, 21 received funding for infrastructure upgrades in the last three years (2007 to 2009). In contrast, 38 systems anticipate applying for funding to support infrastructure upgrades in the next three years (2010 to 2013).

As previously stated, projects often have multiple funding partners. Survey participants were asked to select all funding sources that applied. Of the 38 individual library systems that *anticipate* applying for financial assistance for infrastructure upgrades, 116 funders were identified.

	Previously engaged funders	Future funding sources
Municipal	31%	26%
Provincial	19%	20%
Federal	15%	19%
Corporate	8%	18%
Philanthropic	19%	17%

There is evidence of diversification of future funding sources, as compared to funding received in the last three years:

- Anticipated *municipal* support decreases from 31% to 26%.
- Previously engaged and anticipated *provincial* and *philanthropic* support remain relatively constant (19% to 20% and 19% to 17% respectively).
- Anticipated *federal* funding support increases from 15% to 19%.
- Anticipated *Corporate* donations experienced the most significant change, with an increase from 8% (previously engaged) to 18% of future sources identified.

What are some of the most significant challenges you are facing with regards to public library facilities in your community? Select all that apply:

	Response %	Number of responses
4. Inadequate public space - seating areas	61.5%	32
1. Inadequate public space - program areas	69.2%	36
2. Inadequate space for collections	67.3%	35
Inadequate space for closed stacks/storage of collections	42.3%	22
Inadequate staff workroom space	59.6%	31
Public workstations inadequate	46.2%	24
IT infrastructure space (e.g. server room) inadequate	38.5%	20
Self-check out and RFID difficult to configure given existing facility structure	30.8%	16
3. Too few power outlets for public laptop use	65.4%	34
Inappropriate space (inflexible or difficult to adjust to changing needs)	55.8%	29
Aging infrastructure requiring significant maintenance costs	51.9%	27
4. Insufficient capital funding for facilities renewal	61.5%	32

Comments:

Responses in the “other” category include:

- Parking spaces is our biggest concern - any future expansions would have to be constructed in another location
- Inadequate parking
- future growth for rapidly growing community
- We have been looking at reworking our library but the loss of public meeting space makes this a challenge.
- no meeting rooms

- inadequate meeting, staff rooms and staff washrooms, janitor room, general storage, and display areas
- Library is in the center of large complex, poor access from outside & only entrance on major highway
- Replacing grossly inefficient heating/cooling system
- inefficient HVAC, better environmental standards needed
- Inadequate space for storage
- need of a storage area
- we recently received a Towns for Tomorrow Grant, which will be addressing some of these issues.
- Need funding to complete accessibility requirement and mezzanine area.
- All of the above. We try to complete renos or building in at least two buildings a year. With 29 branches this means we get around to each community on a fifteen-year cycle. Of course, things are never actually that tidy.
- inadequate public washrooms
- we are not wheelchair accessible
- Inadequate display space; Areas in 1 location hard for staff to monitor due to design
- We aren't facing any of the above challenges.
- N/A

Of 52 responses, more than two-thirds of the public library systems surveyed indicated the top three challenges facing public library facilities include:

1. Inadequate public space - program areas	69.2%	36
2. Inadequate space for collections	67.3%	35
3. Too few power outlets for public laptop use	65.4%	34

The issues tied for fourth and fifth place were selected by just under two-thirds of surveyed public library systems include:

4. Inadequate public space - seating areas	61.5%	32
4. Insufficient capital funding for facilities renewal	61.5%	32

In the previous question, 52 survey respondents did not place these challenges in rank order. The top challenges identified above were listed *most frequently* by all public library systems.

When survey respondents were asked to place the challenges facing public library facilities in *rank order*, a different result emerges. The issues selected as *the number one priority*, as reported by 50 public library systems include:

1. Insufficient capital funding for facilities renewal	45.7%	16
2. Inadequate staff workroom space	34.3%	12
3. Inadequate space for collections	28.2%	16
4. Aging infrastructure requiring significant maintenance costs	26.5%	9
5. Inappropriate space (inflexible or difficult to adjust to changing needs)	25.0%	8

Discussion

In the following section, results from the Alberta Standards will address each of the *most frequent* and *first cited priority* areas of public library infrastructure. Data will be used to highlight areas that are currently overlooked, but present significant challenges for future Trustees, funders and community members.

Alberta Standards applied to British Columbia public library systems: suggested improvements to the data gathering process

Of 71 public library systems in the province, 62 responded to an online survey conducted under the auspices of BCLTA with support from the PLSB. Significant data refining was required before the results of the survey could be analyzed. There are 71 public library systems in the province, but 124 surveys were submitted including partially completed and duplicate versions. A number of enhancements to the survey process are captured here to facilitate future data gathering. Recommendations include:

- **Distribute the survey questions beforehand to all eligible participants.** This would facilitate data collection and data entry for the participants. It would also reduce the number of incomplete surveys submitted – a result of participants opening each section to review the data requested. [Note: BCLTA distributed the 2009 survey questions by email to all eligible libraries while the survey was in progress and received positive feedback from the participants.]
- **Create a unique data identifier for each participant.** While the survey did request the name of the public library system, two surveys did not include this information and the data could not be used.
- **Limit the option for survey participants to provide qualitative responses** (e.g. Q: Number of library branches in shared facilities? A: *a few are located in community centres, 1 in a mall*). Quantitative data fields reduce the need (and risk) of interpretation by the researcher.

- **Continue the effective practice of leveraging BCLTA Board contacts with their Trustee counterparts across the province.** The high survey response rate of 88.7% was a direct result of the BCLTA Board and the BCLTA executive director promoting the survey among provincial colleagues.
- **Continue the effective practice of distributing the survey simultaneously to Library Directors and Trustees.** PLSB distributed the survey on behalf of BCLTA to all Library Directors in the province, providing staff with the rationale and the context to participate.
- **Retain the survey timeframe (two weeks).** A deadline extension from May 19 to May 25 was provided to a small number of public library systems, but more than 75% of the respondents met the original deadline.
- **Retain the date of the survey (May).** This month avoids significant operational challenges such as staff vacations (June, July, August and December) and traditional peak periods for library service in the summer and the fall.

Overview of survey respondents

- A high response rate of 88.7%, representing 63 of 71 public library systems in the province was achieved. (An original total of 65 surveys unique surveys were received, but two did not contain any identifying information.⁸ Without the system identifiers it was not possible to include the data in the survey analysis or the Alberta Standards calculation.)
- The 63 survey respondents represent 80.5% or 194 of 241 public library facilities in the province.
- The *number of public seats, program room capacity and auditorium capacity* is required for the Alberta Standards calculation. Three survey respondents did not have this data available and a “total space required” recommendation could not be derived. This outcome reduces the total number of surveys eligible for the

⁸ A date stamp of survey completion is the only unique information captured for each respondent. The first respondent submitted the survey on May 14 at 10:02 a.m. and the second submitted the survey on May 27 at 6:44 p.m.

Alberta Standards calculation from 63 to 60, representing 84.5% of public library systems in the province.

- Four public library systems chose the option of submitting their facility information via email⁹. Their data was added manually to the summary of survey results and included in the Alberta Standards calculation.

Data discrepancies

In the event that PLSB 2007 facility data differs significantly from the data reported in the 2009 facilities survey, the latter is selected as the preferred source. Manual data corrections include:

- **Taylor Public Library**
PLSB 2007 square feet of library space = 17,911 (for a population of 1,380)
2009 facilities survey square feet of library space = **1,664**
- **Coquitlam Public Library**
PLSB 2007 square feet of library space =131,233 (or 12,192 square metres)
2009 facilities survey square feet of library space = **36,000** (or 3,345 square metres)
- **Whistler Public Library**
PLSB 2007 square feet of library space = 2,691 (correct in 2007)
2009 facilities survey square feet of library space = **12,497** (correct in 2009)
- **Port Moody Public Library**
PLSB 2007 square metres of library space =1161
2009 facilities survey square metres of library space=**1230**

⁹ Greater Victoria, Okanagan, Richmond and Vancouver Island public libraries.

Data origins and formulas used in components of the Alberta Standards calculation¹⁰

Refer to Infrastructure Actuals (Appendix D). This spreadsheet includes PLSB 2007 data as well as 2009 facilities survey data for each of 59 public library systems participating in this report. Both sets of data are used in combination to produce an infrastructure deficit value. The following assumptions are inherent in the calculation:

- Number of employee workstations required per FTE: 0.8
Number of FTEs per system: as reported in PLSB 2007 annual statistics
Note: in public library systems with less than one FTE, the number of workstations required was manually adjusted from a decimal value to “1.”
- Total number of public computer workstations: as reported in PLSB 2007 annual statistics
- “Number of conference seats” required by the Alberta Standards = “Auditorium capacity” as captured in the May 2009 survey.
- “Number of children’s program rooms, including capacity” = “Program room/meeting room capacity” as captured in the May 2009 survey. The definition was expanded to include multipurpose program space that may be designated for children, for teens, for seniors, for community meetings or for general programming.
- Average number of years of periodical storage: 2 (this calculation assumes current circulating material)

Infrastructure deficits: results

The chart below provides the **infrastructure deficit** for 59 public library systems. This measure is determined by the *actual* square footage (as reported by PSLB 2007 statistics) divided by the *recommended* square footage calculated according to the Alberta Standards.

¹⁰ During the process of the Alberta Standards calculation, a BCLTA Trustee commented on the validity of the following assumption: for every 10 items of library material, 1 square foot of collection space is required. Is this a realistic formula to calculate the space required? If this assumption proves false, a revised estimate for required collection space should be used in subsequent reports.

The **variance** (square feet) is the difference between the *actual* square footage and the *recommended* square footage calculated according to the Alberta Standards. A public library system with a *negative* variance indicates the additional square footage required. A public library system with a *positive* variance indicates the Alberta Standards are met, with additional space capacity for future growth.

The last three columns assign a category to each of the 59 public library systems according to the percentage of recommended space they actually have in 2009.

Library (Type)	Total actual space (sq ft)	Variance (sq ft)	Actual/Calculated Space Required = INFRASTRUCTURE DEFICIT (%)	Less than 40%	41% to 70%	71% and up
Alert Bay (A)	538	-1,043	34	1	0	0
Beaver Valley (A)	2,906	-3,368	46	0	1	0
Bowen Island (A)	2,250	-1,309	63	0	1	0
Burnaby (M)	105,562	-44,384	70	0	0	1
Burns Lake (A)	7,363	-894	89	0	0	1
Cariboo (I)	30,882	-21,246	59			
Castlegar & District (A)	13,153	-665	95	0	0	1
Chetwynd (A)	7,449	-951	89	0	0	1
Coquitlam (M)	36,000	-27,145	57	0	1	0
Cranbrook (M)	13,972	-3,759	79	0	0	1
Creston (A)	8,999	-2,371	79	0	0	1
Dawson Creek (M)	10,107	-5,415	65			
Elkford (A)	2,713	-2,201	55			
Fernie (A)	8,719	-133	98	0	0	1
Fort Nelson (A)	6,458	-1,374	82	0	0	1
Fort St. James (A)	3,014	-726	81	0	0	1
Fort St. John (A)	7,750	-11,499	40	0	1	0
Fraser Lake (A)	3,100	-839	79			
Fraser Valley (R)	236,569	-94,553	71			
Gibsons & District (A)	6,975	-3,043	70	0	1	0
Grand Forks &	5,813	-2,257	72	0	0	1

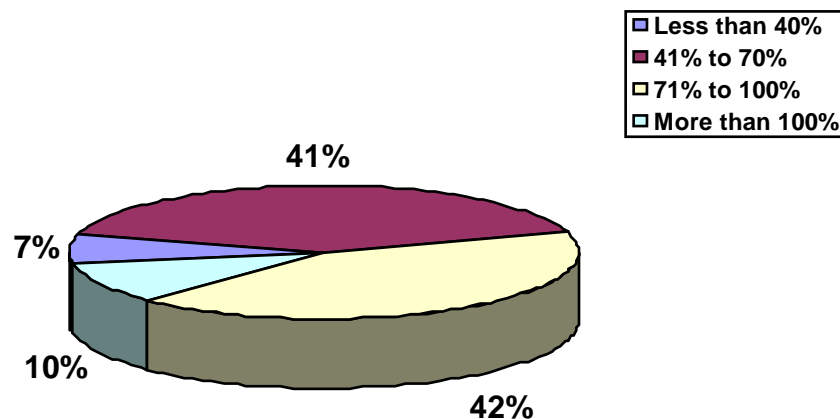
District (A)						
Library (Type)	Total actual space (sq ft)	Variance (sq ft)	Actual/Calculated Space Required = INFRASTRUCTURE DEFICIT (%)	Less than 40%	41% to 70%	71% and up
Granisle (A)	1,281	-994	56	0	1	0
Greater Victoria (M)	137,929	-76,689	64	0	1	0
Greenwood (A)	1,206	-901	57	0	1	0
Hazelton District (A)	3,541	-3,916	47	0	1	0
Houston (A)	5,328	-1,256	81	0	0	1
Hudson's Hope (A)	2,260	-625	78	0	0	1
Invermere (M)	2,562	-1,860	58	0	1	0
Kaslo & District (A)	2,002	-499	80	0	0	1
Kimberley (M)	4,844	-3,212	60	0	1	0
Kitimat (A)	9,688	-1,832	84			
Lillooet Area (A)	5,220	-741	88	0	0	1
Mackenzie (M)	6,265	502	109	0	0	1
McBride (A)	2,852	-619	82			
Midway (A)	3,466	279	109	0	0	1
Nakusp (A)	3,337	-665	83	0	0	1
Nelson (M)	12,109	205	102	0	0	1
New Westminster (M)	40,903	-11,134	79	0	0	1
North Vancouver City (M)	13,563	-20,160	40			
North Vancouver District (M)	72,000	-7,734	90	0	0	1
Okanagan (R)	158,154	-29,801	84			
Pemberton & District (A)	1,873	-2,351	44	0	1	0
Pender Island (A)	6,351	-1,551	80	0	0	1
Penticton (M)	13,369	-22,599	37	1	0	0
Port Moody (M)	13,240	-16,741	44	0	1	0
Pouce Coupe (M)	3,595	106	103			
Powell River (M)	5,716	-8,842	39	1	0	0

Prince George (M)	37,039	-15,793	70	0	0	1
Library (Type)	Total actual space (sq ft)	Variance (sq ft)	Actual/Calculated Space Required = INFRASTRUCTURE DEFICIT (%)	Less than 40%	41% to 70%	71% and up
Prince Rupert (M)	10,064	-8,256	55	0	1	0
Radium Hot Springs (M)	237	-1,219	16	1	0	0
Richmond (M)	69,772	-44,752	61	0	1	0
Rosland (A)	3,455	-1,341	72	0	0	1
Salmo (A)	1,722	-2,366	42	0	1	0
Salt Spring Island (A)	5,447	-4,859	53	0	1	0
Sechelt (A)	8,719	-2,180	80	0	0	1
Smithers (M)	4,015	-3,222	55	0	1	0
Sparwood (A)	4,672	-2,349	67	0	1	0
Squamish (M)	11,625	-3,626	76	0	0	1
Stewart (A)	2,045	-1,042	66	0	1	0
Surrey (M)	126,788	-83,154	60	0	1	0
Taylor (M)	1,664	112	107	0	0	1
Terrace (A)	14,531	-2,540	85	0	0	1
Thompson-Nicola (I)	71,160	-2,124	97			
Trail & District (M)	5,619	-4,421	56	0	1	0
Tumbler Ridge (A)	4,844	-1,552	76			
Valemount (A)	1,550	-1,894	45	0	1	0
Vancouver (M)	483,870	-166,016	74	0	0	1
Vancouver Island (R)	152,686	-135,769	53	0	1	0
Vanderhoof (A)	6,631	-140	98	0	0	1
West Vancouver (M)	57,608	5,194	110	0	0	1
Whistler (M)	12,002	682	106	0	0	1

Key findings

- The majority (**90%**) of public library systems surveyed do not meet the recommended space requirements.

- The combined infrastructure deficit for the 59 public library systems is **70%**, representing a variance of **-925,436 square feet**. To illustrate this point, the variance is equivalent to nearly 2.4 facilities the size of Vancouver Public Library’s Central Library (398,000 square feet).
- Only six (6) of the 59 survey respondents had a positive variance indicating additional capacity for future growth. These systems include:
 - West Vancouver (variance = 110)
 - Mackenzie (variance = 109)
 - Midway (variance = 109).
 - Taylor (variance = 107)
 - Whistler (variance = 106)
 - Nelson (variance = 102)
- At present, four (4) systems or 7% of respondents have less than 40% of the recommended space, 24 systems or 41% of respondents have between 41% and 70% of the recommended space, and 31 systems or 53% of respondents have more than 70% of the recommended space. (To further analyze the “more than 70%” category, the subset of 6 systems with a positive variance represents only 10% of public library respondents.)



Financial implications of the infrastructure deficit

According to Trotta and Trotta (2007, p.23): “It is an easy matter to take the total square footage from the preliminary building program, multiply by an assumed cost per square foot, and come up with a rough estimate of the building cost. The multiplication is simple; selecting the appropriate cost per square foot is not.” A considerable number of contingencies must be taken into account such as geography, degree of construction complexity, relative expense of interior finishes and land scarcity. A working estimate provided by Trotta and Trotta is \$250/square foot. Using this assumption, acknowledging regional differences across the province, the infrastructure deficit of **925,436 square feet** would require an investment of **\$231.4 million** to address. This estimate is reasonable when compared to the *actual* building cost of the Vancouver Public Library’s Central Library in 1995: \$106.8 million. If the provincial variance is equal to a facility nearly 2.4 times the size of the Central Library, then the cost of building 2.4 equivalent facilities is \$256.3 million (that is, \$106.8 million multiplied by 2.4). This figure is within a reasonable range of the \$231.4 million estimate using \$250/square foot.

Conclusions and recommendations

Public libraries in British Columbia are facing a number of significant challenges. Some have been self-identified and are articulated in the survey results. For example, the number one priority as reported by 50 public library systems is “Insufficient capital funding for facilities renewal.” Unfortunately, a gap exists between the awareness of the problem and action required to address the problem. Four (7%) of survey respondents indicated they have a facilities master plan, and only 15 (24%) indicated their plan is pending or in progress. Thirty-seven public library systems operate in facilities constructed prior to 1990, with 15 systems reporting “1990s or earlier” as the date of their most recent renovation/facility upgrade. Further, eight public library systems reported there have been no recent renovations or upgrades to their facilities. This data is consistent with the limitations reported in two key areas: accessibility and sustainability. Results indicate that more than a third of public libraries have partial or considerable barriers to accessibility. Relatively few public libraries are LEED certified (11%), and the majority (89%) are partially compliant with current environmental standards or the present structure does not meet current environmental standards.

It is clear that aging infrastructure poses a significant threat for public library systems in British Columbia. But similar to the low number of facility master plans, capital plans for facility renewals are surprisingly scarce. Nearly half (49%) of systems surveyed indicated they did not have a capital plan, while only 15% indicated they had a plan in place. There is encouraging news in the fact that 36% of systems reported their plans were “pending/in progress.” A capital plan, paired with a facilities master plan, are foundational to future funding requests.

Technological changes are in the works for 57% of the systems surveyed. These projects include installing new security systems, radio-frequency identification (RFID), self-checkout stations and building an information commons. ILS conversions and other catalogue automation projects were identified by 8 systems. These technology projects are significant for a discussion of library facilities for a number of reasons. They often require extensive human and financial resources to implement, resources that cannot

be simultaneously devoted to facility renewal. They may impact the existing configuration of the library, with additional hardware requirements for security gates, self-checkout stations and automated material sorters. Existing space is already at a premium, as respondents identified “inadequate space for program areas” and “inadequate space for collections” as the first and second most frequently cited facility challenges.

The third most frequently cited facility challenge was “too few power outlets for laptop use,” an evident problem given that 73% of respondents offer full wireless Internet access at all facilities. Again, 37 public library systems operate in facilities constructed prior to 1990, with 15 systems reporting “1990s or earlier” as the date of their most recent renovation/facility upgrade. Libraries circa 1990 were not designed with adequate power supplies for ubiquitous laptop use in 2009.

Seventy-nine (79) individual libraries were identified as located in a shared facility. The most common shared facility partners include recreation/community centres (15), municipal/government services (11) and retail (10). Shared facilities can function as mere real estate transactions to mitigate construction and utility costs. Other models share common space, offer joint community programming and harmonize service hours. The opportunities and limitations of shared facilities should be explored by public library Trustees when considering a new public library facility. The advantages of cost sharing, joint capital planning and economies of scale must align with the library’s partnership criteria, organizational values and unique community needs. It all comes down to dollars and sense.

How will public library systems address the considerable challenges described in this report? Additional funding for infrastructure upgrades is required, yet 61% of public library systems have not received project funding in the previous three years. Two-thirds (66%) anticipate applying for project funding in the next three years.

Local municipalities provide the majority of operating funds for public library systems in British Columbia – an estimated 80 to 85% relative to each system. The government of British Columbia currently funds 10% of public library system budgets¹¹, with a small percentage (estimated 5 to 7% relative to each public library system) of funding comprised of federal, corporate and philanthropic sources.

At present, the global economic downturn is negatively affecting tax revenue for all levels of government. It is premature to determine to what degree the recession will impact corporate and philanthropic donations. The increased interest in the private sector for future infrastructure support is noteworthy. In contrast to the well-established relationships public libraries have with their municipalities and provincial government funders, strong connections with corporations are, in most systems, significantly less developed. Philosophical differences may also exist among Trustees, library staff and library customers regarding appropriate use and acceptance of private sector funds. Trustees have a significant role to play to determine the nature and scope of private/public library partnerships, and the policies that govern these relationships, before funding opportunities are explored.

Looking ahead, BC public library systems could build on this report and continue to collect and analyze facility data. The opportunity to share a facilities collection of best practices, contacts and resources among public library systems could be pursued by library associations (e.g. British Columbia Library Trustees' Association and the British Columbia Library Association), in partnership with the Public Library Services Branch. Public library systems with experience developing facility master plans and/or capital plans are available for consultation (see Appendix E). Of the 62 respondents to the May 2009 survey, four library systems indicated they have a facilities master plan and would be willing to make this information available (Appendix F). Whistler, Okanagan, Surrey and Richmond public libraries have a leadership role in presenting future infrastructure needs. For other public library systems to follow suit, local population projections must be obtained. If data collection of public library facilities continues in the future, each

¹¹See Appendix C

system would have a window of opportunity to gather population projections and submit this information in a subsequent survey. For consistency and comparison purposes, the projected number of years (e.g. 5, 10 or more) used for each system would need to be determined.

In conclusion, application and analysis of the Alberta Standards tool in British Columbia public libraries provides valuable insights for funders, stakeholders and community members. A standards tool, developed and customized for British Columbia public library facilities, would be preferable to using standards established by another Canadian province. Development of a 'made in BC solution' would require dedicated resources of the PLSB and library associations, in consultation with the Union of British Columbia Municipalities, municipal/regional council members and communities of library users. This is a laudable goal, and one that could enhance the ability to measure and project the unique facility needs for future generations of library users.

References and resources

Accessibility

Bibliography of resources on Universal Design and Accessibility from BC Housing

<http://www.housing.gov.bc.ca/housing/access/bibliography/bibtofc.html>

Citizens for Accessible Neighbourhoods

<http://www.canbc.org/index.html>

Benchmarking

Government of Alberta, Municipal Affairs, *Standards for Member Libraries within Alberta's Regional Library Systems*, 2003

Accessed April 20, 2009 from

<http://www.municipalaffairs.gov.ab.ca/documents/lcvss/Standards.pdf>

Building resources

Environmental Loads: Wind, Rain and Sun. Accessed April 20, 2009 from

<http://commons.bcit.ca/bsce/pdf/Section%202.pdf>

National Research Council - Report from Task 4 of MEWS Project

Task 4- Environmental Conditions Final Report, October 2002. Accessed April 20, 2009 from <http://irc.nrc-cnrc.gc.ca/pubs/rr/rr113/rr113.pdf>

BCIT Building Science Centre of Excellence Database

Accessed April 20, 2009 from <http://commons.bcit.ca/bsce/bsceDb.php>

British Columbia Standards & Codes

BC Building Access Handbook for Persons with Disabilities (PDF)

Accessed May 17, 2009 from

http://www.housing.gov.bc.ca/building/handbook/building_access_handbook_2007.pdf

City of Vancouver Office of the Chief Building Official

These municipal building bylaws supersede the BC Building Code:

- Accessibility

Accessed May 17, 2009 from

<http://www.city.vancouver.bc.ca/commsvcs/CBOFFICIAL/accessibility/index.htm>

- Green Buildings

Accessed May 17, 2009 from

<http://www.city.vancouver.bc.ca/commsvcs/CBOFFICIAL/greenbuildings/index.htm>

National Construction Codes

Accessed May 17, 2009 from http://www.nationalcodes.ca/ncd_home_e.shtml

Earthquake Zones

Seismic Zones in Western Canada

Accessed May 17, 2009 from

<http://earthquakescanada.nrcan.gc.ca/zones/westcan-eng.php>

Simplified Seismic Hazard Map of Canada

Accessed May 17, 2009 from

<http://earthquakescanada.nrcan.gc.ca/hazard-alea/simp haz-eng.php>

Seismic Hazard Calculations

Accessed May 17, 2009 from

<http://earthquakescanada.nrcan.gc.ca/hazard-alea/zoning/haz-eng.php>

2005 National Building Code of Canada seismic hazard maps

Accessed May 17, 2009 from

<http://earthquakescanada.nrcan.gc.ca/hazard-alea/zoning/NBCC2005maps-eng.php>

Calculator to determine seismic hazard value for your site:

Accessed May 17, 2009 from

<http://earthquakescanada.nrcan.gc.ca/hazard-alea/interpolat/index-eng.php>

Government funding of public libraries

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News articles: public library capital funding

A Factiva database search using the terms “public library capital funding” in English revealed 27 articles published in the two-month period (February 27 to April 28, 2009).

The articles include:

- Ballymote library gets a funding boost (Sligo Weekender, 28 April 2009)
- Public libraries provide vital services during tough times (The Lexington Herald Leader, 28 April 2009)
- New libraries in county's vision (Hampshire Chronicle, 24 April 2009)
- New Swinford library hangs in the balance (Western People, 22 April 2009)
- Government injects cash to boost library fortunes (Bray People, 22 April 2009)
- Save library funding (York Daily Record, 18 April 2009)
- Libraries to be upgraded in €8.5m programme (Irish Times, 18 April 2009)
- Library funding boost addresses 'exploding' use (Calgary Herald, 17 April 2009)
- Library funding gets long-awaited boost; \$9M hike first in 20 years (Edmonton Journal, 17 April 2009)
- Utah libraries receive grant awards (Deseret Morning News, 17 April 2009)
- Reality Bites; In the face of the downturn, libraries and publishers brace for big cuts (Library Journal, 15 April 2009)
- Thinkfinity Features ALA's State of America's Libraries Report (Targeted News Service, 14 April 2009)
- Foundation and OCLC Will Develop Community-Based Awareness Campaign to Increase Support for Libraries (Targeted News Service, 14 April 2009)
- Top shelf; At the Columbus Metropolitan Library, accolades continue, business booms (The Columbus Dispatch, 12 April 2009)
- Libraries in line for Net upgrades; Gates grants to boost broadband (Worcester Telegram & Gazette, 11 April 2009)
- Libraries in a bind: As patronage increases, facilities do more with less (Herald-Journal (MCT), 11 April 2009)

- Budget would cut public's access (The Patriot-News (MCT), 9 April 2009)
- Doyle plan for libraries criticized Primary funding would come from fee collected to improve Internet access (The Milwaukee Journal Sentinel, 8 April 2009)
- Support for libraries great and small (The Guardian, 4 April 2009)
- Inquiry launched into library closure plans (Press Association Regional Newswire - North West, 10:48, 3 April 2009)
- Our libraries are at risk - just when we need them most (The Guardian, 2 April 2009)
- Survey Reveals a Decline in Public Library State Funding (American Libraries, 1 April 2009)
- Milton's revamped library, opening next week, squeaked in just as the door may be closing for other area communities (The Boston Globe, 26 March 2009)
- Government launches learning revolution (M2 Presswire, 23 March 2009)
- Four libraries lose state certification (The Boston Globe, 1 March 2009)
- Tech Budgets Totter (American Libraries, 1 March 2009)
- Libraries seeing usage and circulation grow, budgets shrink (The Fort Worth Star-Telegram, 27 February 2009)

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Canadian Statistics – Government Expenditures on Culture including public libraries

Accessed May 3, 2009 from

<http://www.statcan.gc.ca/pub/87f0001x/2008001/part-partie2-eng.htm>

See also: Canadian Urban Public Library statistics

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Accessed May 3, 2009 from

<http://www.ala.org/ala/newspresscenter/mediapresscenter/presskits/2008/statereport/2008statehome.cfm>

Institute of Museum and Library Service Initiatives

Annual public library survey results

Accessed May 3, 2009 from <http://www.ims.gov/about/initiatives.shtm>

US Public Library Survey 2006

Accessed May 3, 2009 from

http://harvester.census.gov/ims/pubs/pls/pub_detail.asp?id=121#

See: Capital Revenue and expenditures on p.104

US Public Library Statistics

Accessed May 3, 2009 from <http://harvester.census.gov/ims/pubs/pls/index.asp>

Winnipeg Library Branch Facilities Survey

Accessed May 3, 2009 from

http://wpl.winnipeg.ca/library/contact/boardimages/asm_lfs_reportappendixf.pdf

Pennsylvania - 2007 Keystone Public Library Needs Assessment Survey Results

Accessed May 3, 2009 from

http://www.pde.state.pa.us/libraries/lib/libraries/Keystone_Survey_results_for_website.pdf

Appendix A Survey Instrument

Online survey tool administered May 4, 2009 through May 19, 2009 to 71 public library systems in British Columbia

Questions about this survey tool can be directed to Daphne Wood, project consultant, at 604-331-4006 or libraryfacilities@gmail.com

PLEASE COMPLETE THIS SURVEY BY TUESDAY, MAY 19, 2009.
YOUR TIMELY RESPONSE IS GREATLY APPRECIATED.

We cannot overemphasize the importance of this study. With timely cooperation from all our members, the findings will result in a truly comprehensive assessment of our province's public library facilities. If the study is a success, we expect it will be updated at regular intervals, thus providing Trustees and library directors with a crucial advocacy tool in approaching all levels of government for capital funding – in both the immediate future and beyond.

This survey tool is derived from the "Standards for Member Libraries within Alberta's Regional Library Systems" document (2003). Results will be compared to established architectural formulas for ideal space allocation: e.g. collection space, user space, staff space, public-access computer work space, meeting room space, programming space, and overhead (washrooms, janitorial, mechanical, etc.).

Please proceed!

Do you have a facilities master plan? (yes/no/pending – in progress)

1a. If yes – please attach. Would you be willing to be contacted for further information or to expand on the details contained in your report.?

Your name _____ Your contact info

If you do not have a facilities master plan, please provide the following information.

- e. About the building...for each library facility in your system, please provide:
 - i. Branch name
 - ii. Age of facility (Date of completion)
 - iii. Date of most recent renovation/facility upgrade
 - iv. Total square footage
 - f. About the seating capacity...for each library facility in your system, please provide:
 - i. The number of public seats available (i.e. total of individual chairs and stools; seating capacity for benches, sofas and window-area seating)
 - ii. Meeting room/program room seating capacity
 - iii. Auditorium seating capacity
 - iv. Number of public access computer stations (e.g. Internet, multipurpose, public access catalogue)
2. How many of your library facilities are located near a main street, recreational centre or community hub?
 3. How many of your library facilities are shared facilities? Please specify the type of shared facility or facilities: e.g. school/public library; community centre/public library; municipal centre/public library; mall/public library.
 4. How many of your facilities are:
 - a. Fully accessible (barrier-free, according to provincial standards)
 - b. Partially accessible
 - c. Accessibility is limited
 5. How many of your facilities are:
 - a. In compliance with environmental standards (e.g. LEED certified)
 - b. In partial compliance with environmental standards
 - c. Facility was not constructed or upgraded to current environmental standards

6. Do you have a capital plan for renewal of your facilities? (yes/no/pending-in progress)
7. Are you planning significant technological changes for your library system? (yes/no)
 - a. If yes, do they include (check all that apply)
 - i. New security systems
 - ii. Radio-frequency identification (RFID)
 - iii. Self-checkout stations
 - iv. Information Commons (collection of public workstations or wireless public hubs)
8. Do you have wireless Internet access in your library facilities? (yes/no/pending – in progress)
9. If yes, do you provide wireless access:
 - a. In all locations
 - b. In more than half of the library branches
 - c. In less than half of the library branches
10. Have you received project funding for infrastructure upgrades to your public library system in the last three years? If yes, please indicate the funder(s):
 - a. Municipal
 - b. Provincial
 - c. Federal
 - d. Corporate donations
 - e. Philanthropic donations
 - f. Other
11. Do you anticipate applying for project funding for infrastructure upgrades to your public library system in the next three years? If yes, please indicate the funder(s) you will consider approaching for support:
 - a. Municipal
 - b. Provincial
 - c. Federal
 - d. Corporate donations

- e. Philanthropic donations
 - f. Other
12. What are some of the most significant challenges you are facing with regards to public library facilities in your community? Please select all that apply:
- a. Inadequate public space – seating areas
 - b. Inadequate public space – program areas
 - c. Inadequate space for collections
 - d. Inadequate space for closed stacks/storage of collections
 - e. Inadequate staff workroom space
 - f. Public workstations inadequate
 - g. IT infrastructure space (e.g. server room) inadequate
 - h. Self-check out and RFID difficult to configure given existing facility structure
 - i. Too few power outlets for public laptop use
 - j. Inappropriate space (inflexible or difficult to adjust to changing needs)
 - k. Aging infrastructure requiring significant maintenance costs
 - l. Insufficient capital funding for facilities renewal
 - m. Other:
13. Of the significant challenges you have identified above, please rank-order these items. Assign number 1 to the most significant challenge, number 2 as second in priority, etc.

Thank you for completing this survey. Results will be made available to the public library community in Summer 2009.

Appendix B
Space Planning Worksheet

Space Planning Worksheet, Standards for Member Libraries within Alberta's Regional Library Systems (2003)

PDF will be included in the final report – for reference, see p. 7 & 8:

http://www.municipalaffairs.gov.ab.ca/am_system_member_standards.cfm

Appendix C

Fast facts: Public Library Services Branch

Fast facts

- As of November 2008, public library services can be accessed at any one of 243 public library facilities in BC.
- Many electronic services can be accessed from anywhere you can connect to the Internet.
- As of November 2008, 71 locally appointed library boards, accountable under the Library Act manage and control the public libraries of BC and 6 library federations coordinate regionally focused library services.
- In 2007, library boards were responsible for nearly \$170 million in annual spending.
- Local governments fund the lion's share of public libraries' annual operating budgets.
- All BC public libraries established under the Library Act, are eligible for provincially funded annual per capita operating grants.
- Provincial operating grants to libraries for 2008/09 totalled nearly \$10 million.

Government of British Columbia, Ministry of Education, Public Library Services Branch

<http://www.bced.gov.bc.ca/pls/> accessed May 30, 2009

Appendix D
Infrastructure Data

See separate attachment:

Infrastructure Actuals.xls

This is the source data for the variance and infrastructure deficit calculations. It also contains a worksheet of the 2007 PLSB annual statistics report for cross-reference.

Appendix E

British Columbia public library contacts

The following library systems responded “yes” to this question in the May 2009 infrastructure survey: **“Would you be willing to be contacted for further information or to expand on the details contained in your facilities master plan?”** The contact information provided is listed below. Note: Four library systems indicated they have *completed* their facilities master plan – they are listed in Appendix F and have agreed to provide their reports on request.

Beth Barlow

babarlow@surrey.ca

604.598.7304

Surrey Public Library

bpc@saltspringlibrary.com

Salt Spring Island Public Library

Stephanie Boltz

office@midwaylibrary.bc.ca

250 449 2620

Greg Buss

greg.buss@yourlibrary.ca

(604) 231-6418

Richmond Public Library

Jack Chen_P.Eng., PQS, Facilities Manager

250-729-2314

Vancouver Island Regional Library

Lesley Dieno
ldieno@orl.bc.ca
ph. 250-860-4033 ext. 1111
Okanagan Regional Library

Ms. Lynne Jordon
Deputy CEO/ Director, Strategic Development
ljordon@gvpl.ca
Greater Victoria Public Library

Charlie Kregel
Chief Librarian
Powell River Public Library
4411 Michigan Ave.
Powell River, BC V8A 2S3
604-485-8661
ckregel@powellriverlibrary.ca

Larry Little 250 770-7784 llittle@summer.com
Penticton Public Library

rallan@sd81.bc.ca
Fort Nelson Public Library

Allan Wilson, Chief Librarian
Prince George Public Library
awilson@lib.pg.bc.ca

Appendix F
British Columbia public library master plans

The following public library systems have facility master plans, and will make them available to the BC library community for reference on request:

Beth Barlow

bbarlow@surrey.ca

ph. 604-598-7304

Surrey Public Library

Greg Buss

greg.buss@yourlibrary.ca

ph. 604-231-6418

Richmond Public Library

Lesley Dieno

ldieno@orl.bc.ca

ph. 250-860-4033 ext. 1111

Okanagan Regional Library

Lauren Stara

lstara@whistlerlibrary.ca

Whistler Public Library

ph. 604-935-8433

Appendix G

Sample Library Master Plans

Libraries Without Walls: The World Within Your Reach, A Vision for Public Libraries in
British Columbia

Accessed April 21, 2009 from http://www.bclibrary.ca/home/site-files/library_strategic_plan.pdf

Positioning Alberta Libraries for the 21st Century, January 19, 2009

Accessed April 21, 2009 from
http://www.municipalaffairs.gov.ab.ca/documents/lcvss/Library_report_final--April_15.pdf

Ontario Public Library Guidelines

Accessed April 21, 2009 from
<http://www.olsn.ca/Guidelines/OPLG.aspx?id=2264>

Ontario Guidelines for Rural/Urban Public Library Systems

Accessed April 21, 2009 from
<http://www.sols.org/links/clearinghouse/accreditation/selectedsamplepolicies/ARUPLOguidelines.pdf>

Colorado State Library: describes best practices/statistics

Accessed April 21, 2009 from
<http://www.cde.state.co.us/cdelib/Standards/FullText/Facilities.htm>

Community	Population 2006	Location Count	Year	Links
*Cranbrook BC	18,267 (City)	1	2008	Strategic plan includes facilities goals http://www.cranbrookpubliclibrary.ca/Documents/Strategic%20Plan.pdf
Burnaby BC	202,799 (City)	4	1998	Very small section in Official Community Plan (1998) http://www.city.burnaby.bc.ca/cityhall/departments/departments_planning/plnng_plans/plnng_plans_offcl/plnng_plans_offcl_community.html#library
Richmond BC	174,461 (City)	5	2001	See p.61 of Facility Lifecycle Study http://www.richmond.ca/parksrec/about/mandate/masterplan.htm
Surrey BC	394,976 (City)	9	2005	http://www.spl.surrey.bc.ca/NR/rdonlyres/0013F3D-BCA7-44AF-9B22-59986491425F/0/FacilitiesMasterPlan2020Visionwebsecured.pdf
Victoria BC	78,057 (City)	10	Ongoing	November 2008 interim steering committee established to oversee developing a Library Facilities Master Plan
Oakville ON	165,613 (Town)	6	2006	Parks, Recreation, Culture and Libraries Master Plan http://www.oakville.ca/bpo-prcl.htm http://www.oakville.ca/Media_Files/RecCultureBrochures/PRCL_MasterPlan_June06.pdf
Thunder Bay ON	109,140 (City)	4	2006-07	Summary page with links http://www.tbpl.ca/internal.asp?id=78&cid=255 Facilities Capital Plan www.tbpl.ca/content/media/media5273.doc
Chatham-Kent ON	108,177 (municipality)	11	2008	http://www.chatham-kent.ca/community+services/library/about+the+library/CKPL+-+Library+Master+Plan.htm
Calgary AB	988,193 (City)	17		Planned to develop in 2006

				http://www2.calgarypubliclibrary.com/library/pdf/businessplan06.pdf
Markham ON	261,573 (Town)	6	Ongoing	In progress – March 2009 http://www.markham.ca/Markham/Departments/BMFT/BMFT_parks.htm
*Essex County	393,402 6 towns & 1 municipality	7	2007	http://www.essexcountylibrary.ca/rooms/portal/page/21422_Facility_Planning_Study
Windsor ON	216,473	10	Ongoing	In development October 2008 http://www.windsorpubliclibrary.com/master-plan.pdf
US Locations				
Wichita K	344,284	11	2006	http://www.wichita.lib.ks.us/Library/MasterPlan.htm
Albany NY	95,658	6		http://www.albanypubliclibrary.org/facilities/ (don't appear to have published a facilities master plan, but are undergoing extensive facilities work)
Upper Dublin, PA	26,500	2	2009	http://www.upperdublinlibrary.org/cms/LinkClick.aspx?fileticket=%2FHK E3FA7AjU%3D&tabid=73
Chapel Hill Public Library, NC	54,500 (town)		2005	http://chapelhillpubliclibrary.org/txp/?s=about%20chpl&c=20.+Library+Master+Plan The Five Year Service Plan: 2001-2006 and Long Term Facilities Needs Through 2020. The Chapel Hill Public Library Building Program: 2003-2025.
San Francisco Library Branch Improvement Program	808,976	20+4	Ongoing	http://sfpl.lib.ca.us/news/blip/improvementprogram.htm Executive Summary of Plan - 2000 http://sfpl.lib.ca.us/news/blip/branchfacilitiesplan.htm Sample Branch Assessment: http://67.115.155.34/news/blip/presidiosurvey.htm
Berkeley	102,743	4	2006	http://www.berkeleypubliclibrary.com/

		branches plus central		http://www.oaklandlibrary.org/about the library/FMP-summary.pdf
Oakland	397,067	14	2006	http://www.oaklandlibrary.org/MasterPlan/2006/Master_Plan_PDF2_June15_2006.pdf

Appendix H

Client PowerPoint presentation: June 13, 2009

A hard copy of this presentation will be attached to the final report. The electronic copy is attached: **Building the future. ppt**