OTTAWA PUBLIC LIBRARY
NEW CENTRAL LIBRARY
MASTER PROGRAM

Resource Planning Group Inc.

OTTAWA PUBLIC LIBRARY
NEW CENTRAL LIBRARY
MASTER PROGRAM
December 5, 2016

RPG – Resource Planning Group Inc.
Vancouver, British Columbia

Resource Planning Group Inc.
205-1525 West 8th Ave.,
Vancouver, BC V6J 1T5
T 604-736-6426 F 604-736-4079
E vancouver@rpg.ca

502-703 Evans Ave.,
Toronto, ON M9C 5E9
T 416-498-5205 F 604-736-4079
E toronto@rpg.ca

www.rpg.ca

The content of this document is the product of a collaborative effort of Resource Planning Group Inc., and the Ottawa Public Library. The specifications herein do not absolve the parties providing subsequent design services from their own responsibility to provide fully functional and complete facilities and to satisfy applicable building code requirements.

This document is to be used solely by Ottawa Public Library for the development and use of the named project facilities. It is not to be reproduced, or copied in any form, for use on projects other than that for which the document was prepared.

© Resource Planning Group Inc., 2016. All rights reserved. No part of this publication may be reproduced for purposes other than the development of this project without written permission of Resource Planning Group Inc.

1: INTRODUCTION

A: Introduction 1.1
B: Background to the Project 1.3
C: Description of the Work Performed 1.5
D: Organization of this Document 1.7

2: PROJECT PARAMETERS

A: Overview 2.1
B: Project Parameters 2.3

3: MASTER PROGRAM

Summary 3.1
1. Exterior Spaces 3.5
2. Main Entrance and Town Square 3.9
3. Public Forum and Meeting Spaces 3.13
4. Library Entrance and Express 3.17
5. Community Services 3.21
6. Children's Discovery Centre 3.25
7. Creative Centre 3.29
8. Teens' Centre 3.33
9. Adult Fiction and Non-Fiction 3.37
10. Living Ottawa 3.41
11. Service Coordination Centre 3.45
12. Corporate Services 3.47
13. Building Services/Materials Handling 3.49
14. Parking Facility 3.53

PAGE PURPOSELY LEFT BLANK FOR PAGINATION

1: INTRODUCTION

A. INTRODUCTION

For the past year, Resource Planning Group has worked closely with the Ottawa Public Library to define the goals and the detailed requirements of the proposed Ottawa Central Library.

This Master Program is a summary of the larger Functional Program. While the Functional Program organizes the Ottawa Central Library into 14 components, this building must function as an integrated whole, with a focus on the provision of highly accessible public spaces that have the built-in flexibility to ensure that the Library will be operationally sustainable and will be able to readily accommodate trends and future directions for libraries, both anticipated and not yet dreamed.

The development of a Functional Program is by its very nature a balancing act. It combines the known requirements of service areas that support diverse populations of library customers, with innovative concepts that are forward looking—based on considerations of demographics, information sciences, technology, and the City's socio-economic directions—with attention to creating urban vitality and supporting the goals of city development, all the while maintaining the project budget. RPG believes that the Functional Program has achieved the right balance, given current information.

Finally, the leadership and staff of the Ottawa Public Library have been highly involved throughout the process of developing this document. Participants have a firm grasp of many of the issues and balance points and should be active participants throughout design development for the continuity, continued evolution, and improvement of programmatic concepts.

This section includes the following subsections:

- This Introduction;
- Background to the Project;
- Description of the Work Performed; and
- Organization of this Document.

PAGE PURPOSELY LEFT BLANK FOR PAGINATION

B. BACKGROUND TO THE PROJECT

Background to the Project

The Ottawa Public Library's Main Branch opened in 1974 on the site of the 1906 Carnegie Library at the corner of Metcalfe Street and Laurier Avenue West. At 90,418 square feet, Main is the largest and busiest branch in the OPL system with an average of 2,000 visitors each day.

The Main Branch design does not meet the needs of today's OPL clients. It has accessibility issues, is focused on a book-based service delivery model, not a modern technology-based one, and lacks spaces for programming and community needs.

The City of Ottawa and the Ottawa Public Library Board have initiated an incremental process to begin identifying the profile of the proposed Ottawa Central Library.

Previous work included broad public consultation, which culminated in the development of the Central Library Program Framework, by Library Strategies International/Kathryn Taylor Design, in 2015.

The assembly of a Functional Building Program, as a result, this Master Program, is a further step in the journey towards a new facility which has been approved as a 2015-2018 strategic priority for both the Ottawa Public Library Board and Ottawa City Council.

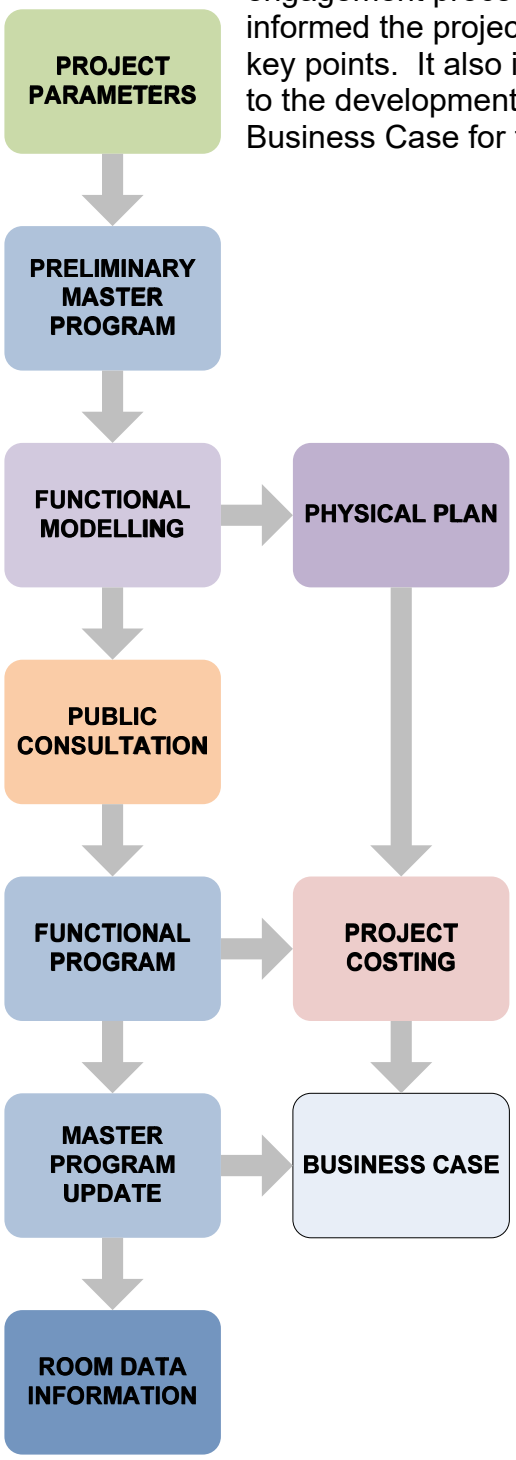
In 2015, Ottawa Public Library and the City of Ottawa offered a Request for Expressions of Interest inviting organizations that saw an opportunity to partner with the City and Library on this project to identify their interest. Library and Archives Canada responded to the Request and since January 2016, Ottawa Public Library and Library and Archives Canada have collaborated to develop a joint project.

A Functional Program for an OPL-LAC Joint Facility has also been developed to help identify and evaluate the various opportunities, challenges and costs associated with a joint project compared to a stand-alone project.

PAGE PURPOSELY LEFT BLANK FOR PAGINATION

C. DESCRIPTION OF THE WORK PERFORMED

The diagram below identifies the various tasks that comprised the overall development of the Functional Program. It indicates the relationship of the public engagement process that occurred concurrently and which informed the project definition and programming process at key points. It also indicates costing tasks and their relation to the development of the Functional Program and of the Business Case for the new facility.



PAGE PURPOSELY LEFT BLANK FOR PAGINATION

D. ORGANIZATION OF THIS DOCUMENT

This report includes the following subsections:

1. This Introduction;
2. Project Parameters, which outlines the general service delivery and environmental needs and conditions that the proposed Ottawa Central Library facility must address, as well as strategic, financial, and functional opportunities and constraints; and
3. Master Program, which summarizes functional criteria related to each of the 14 components that comprise the proposed Ottawa Central Library project.

Page purposely left blank for pagination

2: PROJECT PARAMETERS

A. OVERVIEW

1. Project Vision and Objectives

Vision:

The Central Library will be the flagship facility of the 33-branch Ottawa Public Library system. The three-fold Vision for the Central Library will be:

- A branch library for the downtown community comprised of local residents and regional commuters;
- A destination library providing special services and programs to library customers throughout the Ottawa Public Library system; and
- A tourist destination for visitors to Ottawa and the greater Ottawa region.

Objectives:

The Central Library will:

1. Enable the exploration of the present, the past, and the future;
2. Ensure lifelong learning, discovery, interaction, and inclusion;
3. Be a magnet for community dialogue and interaction;
4. Celebrate the past, present, and future life of the community;
5. Respond to an inter-generational opportunity to create a dynamic cultural destination in the city of Ottawa;
6. Be a focal point in the City of Ottawa's urban development, and a catalyst for adjacent urban activity; and
7. Enable the development of an iconic landmark and a defining 21st century image of the City.

2. Strategic Implications

Strategic implications of project objectives are listed below:

1. Huge changes are continuing to occur in the information landscape, in access, distribution, and application, as the traditional service delivery profiles of information services are undergoing a metamorphosis;

2. The rearrangement of traditional classifications of knowledge has resulted from the ability to interconnect pieces of information and bodies of knowledge, the availability of extensive cross-referencing via multiple search engines, and the introduction of full text searches;
3. The future public library is emerging as the pre-eminent information destination of the community: it is the community's information utility, a visible access point to information enabling the community's awareness and interaction;
4. Extended and accelerated access to virtual information has expanded the capability and capacity of customers to find information; this has vastly increased the complexity and scope of information applications;
5. Information technology is bringing about the convergence of and access to traditional collections and world-wide databases, with the overall collection involving a smaller proportion of print resources and a vastly larger proportion of digital information;
6. Expanded information literacy is fuelling ongoing personal education and community innovation, and making possible enhanced civic, financial, economic, and genealogical/historical literacy;
7. Increasingly, customers are seeking creation, collaboration, and consumption opportunities which require both new and old technologies, new and old media, and specialized equipment and workspaces;
8. Library services now include navigating, interpreting and animating the expanded range of information resources for customers who are increasingly diverse (ethnically and linguistically) and accomplished in creative and digital literacy; and
9. Libraries need to demonstrate proactive and dynamic leadership by revealing and interpreting the scope of their information resources, and enabling myriad applications of that information.

B. PROJECT PARAMETERS

1. Ottawa Public Library Strategic Context

a. Vision

- Build community and transform lives.

b. Mission

- Inspire learning, spark curiosity and connect people.

c. Services

- That are customer centric.
- That act as a catalyst for exploration and discovery.
- That provide physical and digital collections that are responsive to customer demands and community needs.
- That enhance the customer experience by leveraging best practices and technology.

d. Spaces

- For community, collections, and creation.
- Develop an inclusive, dynamic Central Library enabling creation and learning.
- Sustain collaborative and flexible physical spaces across the system.
- Create virtual spaces that offer opportunities for creation and content sharing.

e. Success

- Enabling learning, literacy, and innovation.
- Strengthening and promoting the library's reach and value.
- Fostering community partnerships.
- Aligning library services in support of community needs.

2. Service Delivery Context

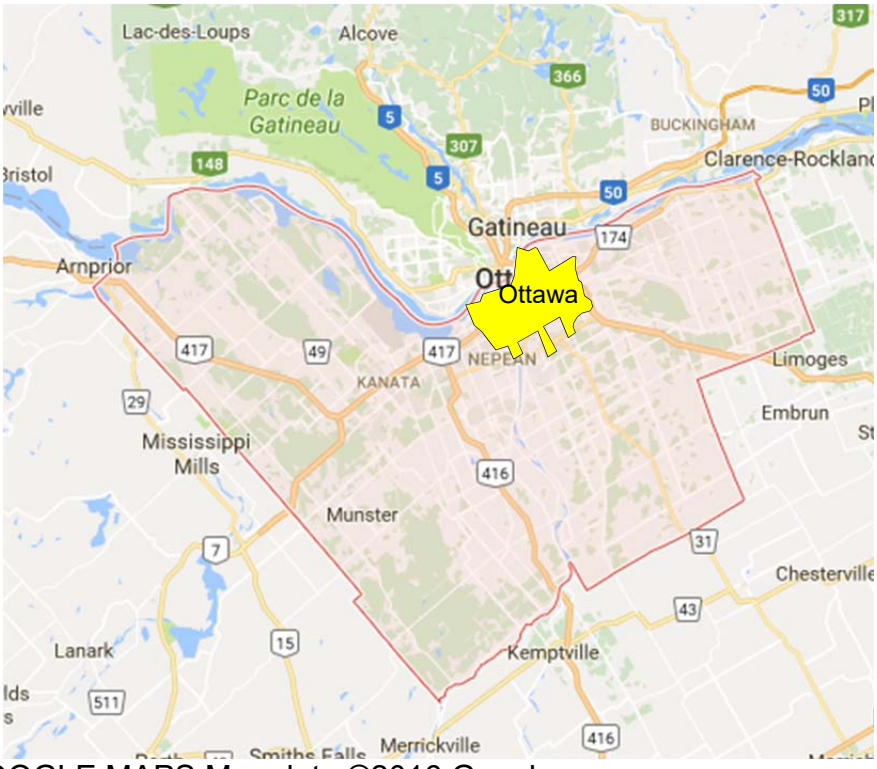
a. Overall Ottawa Context

Background

Ottawa is derived from the Algonquin word adawe, "to trade." The Ottawa River and the Rideau River were important waterways for this trade. French explorer, Étienne Brûlé, was one of the first Europeans in this area in 1610. Permanent settlement occurred in the 1800s, along with the construction of the Rideau Canal.[1]

Ottawa is on the south bank of the Ottawa River and borders Gatineau, Quebec to the North. The 2011 Census indicated a population of 883,391, making it the fourth largest city in Canada. It is geographically very large, and covers an area of 2,778 km^2. Employment is mainly in the fields of government and high-tech.

The New Central Library Trade Area is indicated in yellow in the map below:

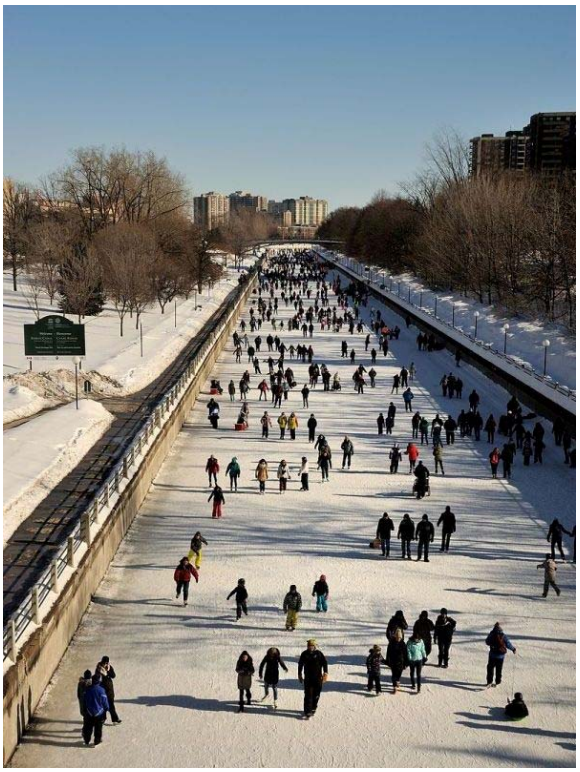


GOOGLE MAPS Map data ©2016 Google

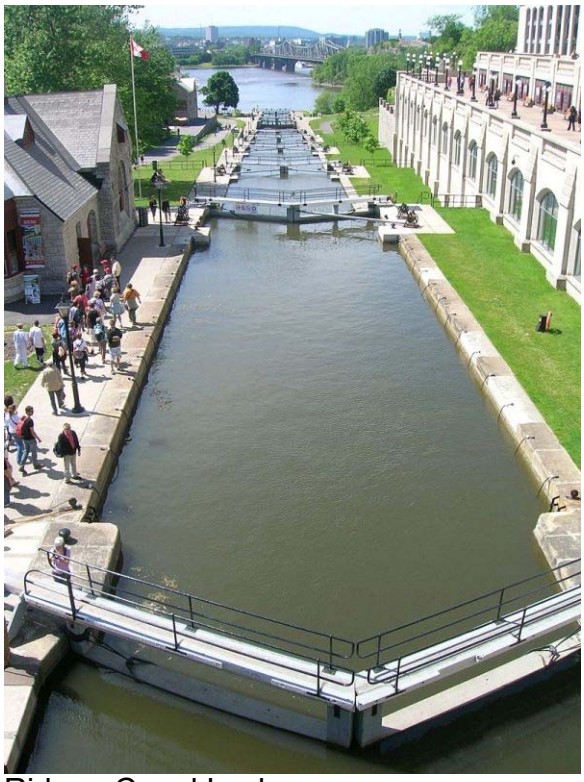
[1] https://en.wikipedia.org/wiki/History_of_Ottawa accessed 2016 October 19.

Climate

Ottawa has a humid continental climate with four distinct seasons. Summers are warm and humid, winters are cold and snowy. Spring and fall are prone to extremes and unpredictable swings. The highest temperature recorded was 37.8°C and the coldest was -38.9°C. Westerly winds predominate, and average 13km/hour.[2]



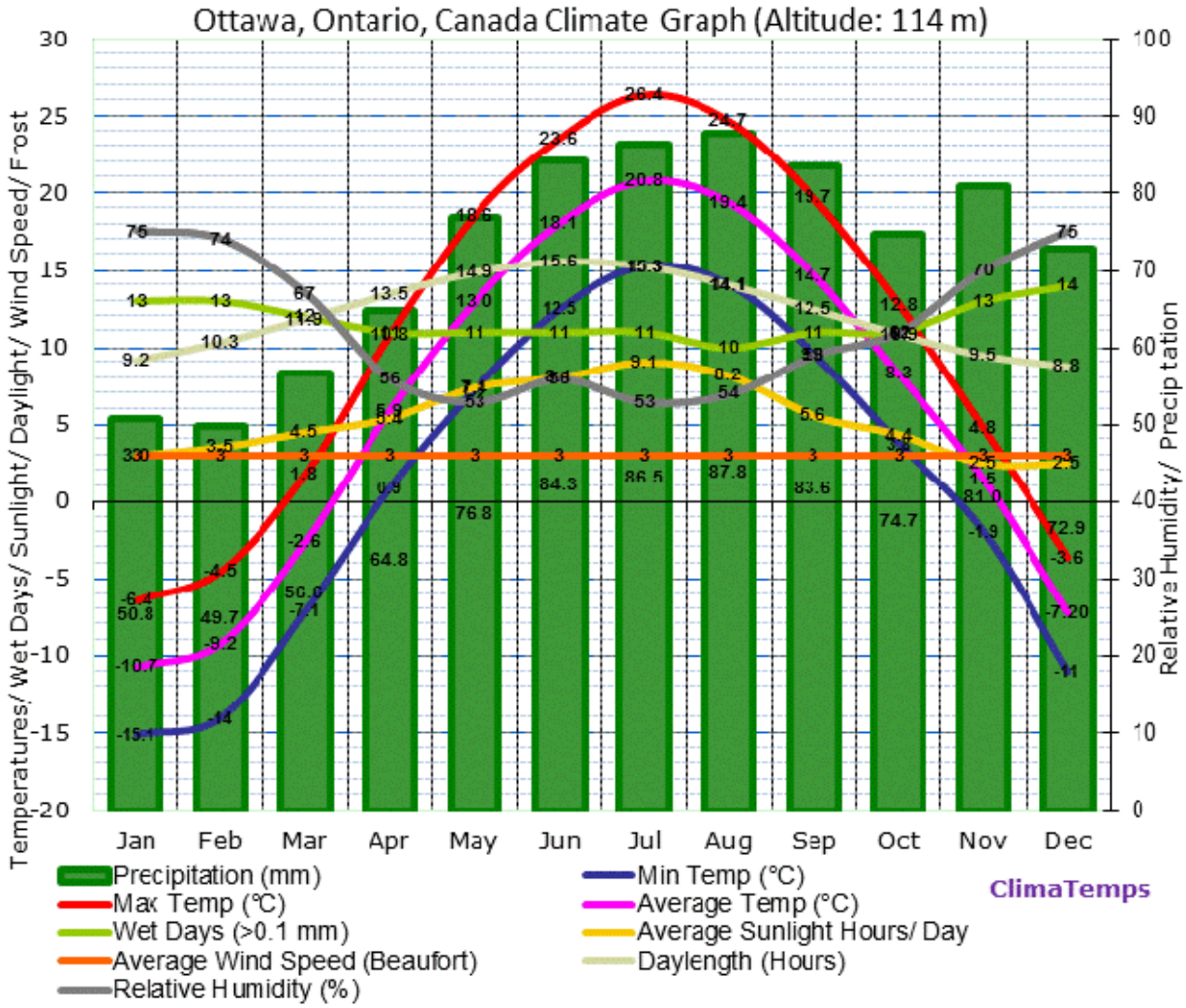
Rideau Canal Skateway
PHOTO: Saffron Blaze
https://commons.wikimedia.org/w/index.php?curid=32552370



Rideau Canal Locks
PHOTO: Snowjam
https://commons.wikimedia.org/w/index.php?curid=23910222

The following climograph indicates the extreme temperature variation from winter to summer, as well as the fact that summers tend to be wetter and winters dryer.

[2] https://en.wikipedia.org/wiki/Ottawa#Climate accessed 2016 October 19.



http://www.ottawa.climatemps.com/ accessed 2016 October 19

Languages

Bilingualism in Ottawa was enacted as a By-law in May 2001[3]. Nearly 37% of Ottawa's population can speak both French and English. Of the population, 62% identify English as their mother tongue and 14% identify French as their mother tongue. About 20% identify languages other than French and English as their mother tongue,

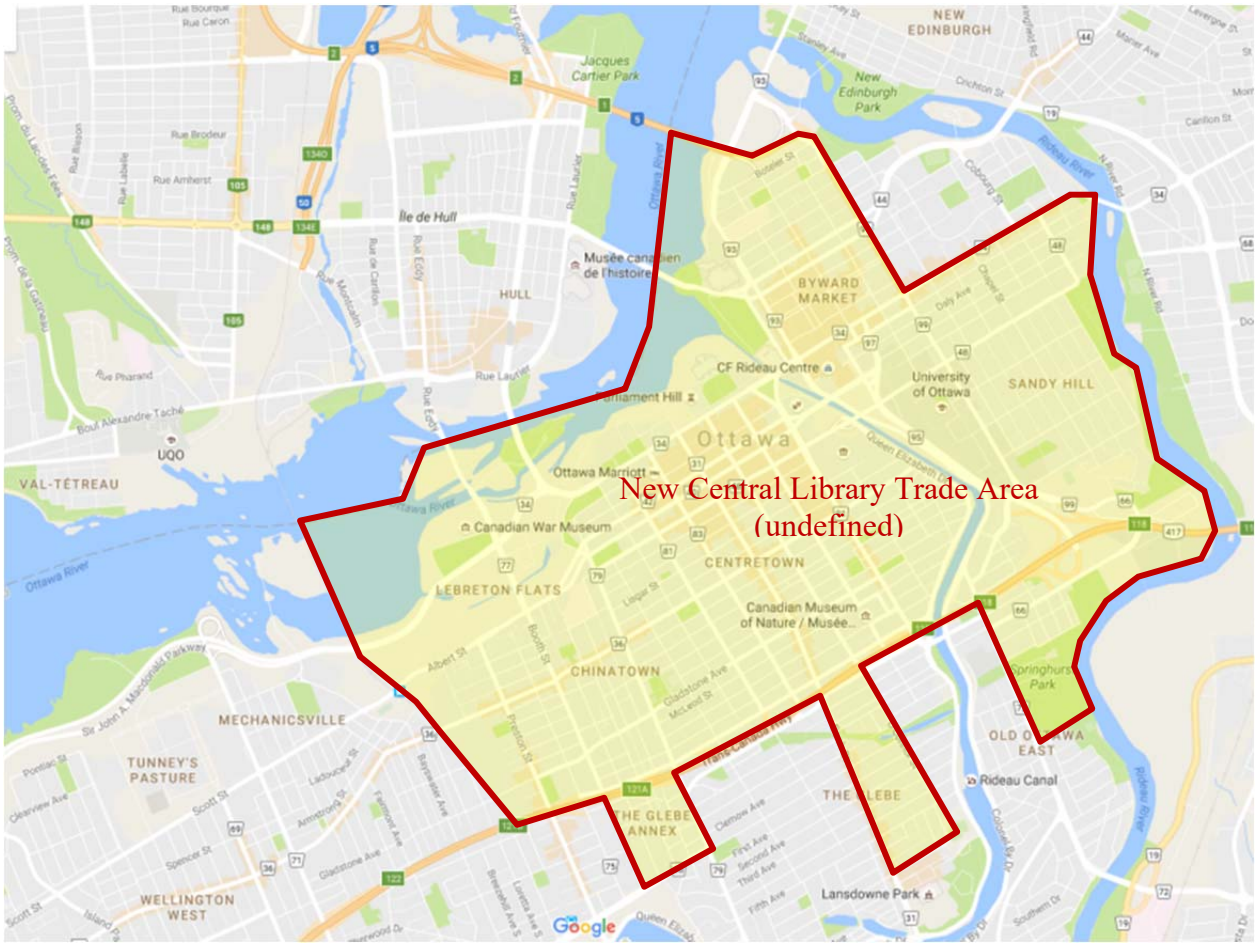
3 http://ottawa.ca/en/residents/laws-licenses-and-permits/laws/bilingualism-law-no-2001-170 accessed 2016 October 19.

with Arabic, Chinese, and Spanish being the top three languages.[4]

Geography

Ottawa sits at the confluence of three rivers – Gatineau River, Ottawa River, and Rideau River. The older part of the city, known as Bytown, is located between the Canal and the Ottawa and Rideau Rivers. Across the Canal to the West is Centretown and downtown Ottawa.

For the purposes of this project, the New Central Library Trade Area encompasses the area shown below:



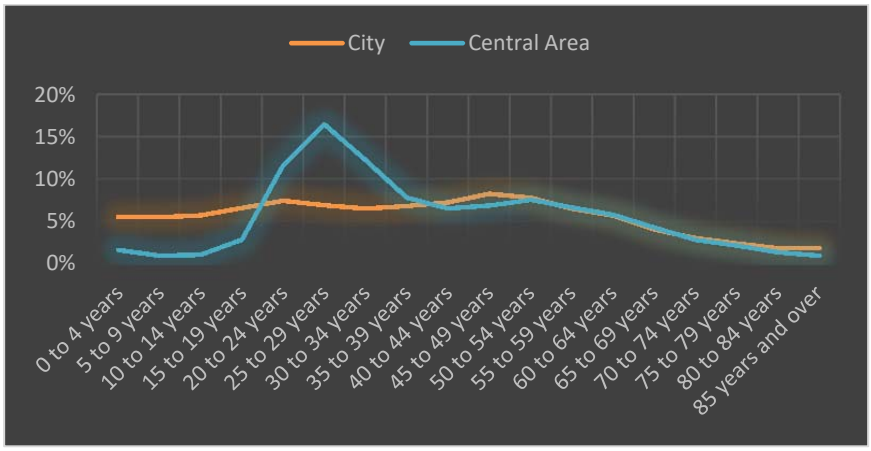
4 https://en.wikipedia.org/wiki/Demographics_of_Ottawa#cite_note-22 accessed 2016 October 19.

Demographics: Central Area vs Overall City

The Central Area had a 2011 population of 8,770, while Ottawa had a total population of 883,390. The demographics of Central Area compared to city-wide reveals the following:[5]

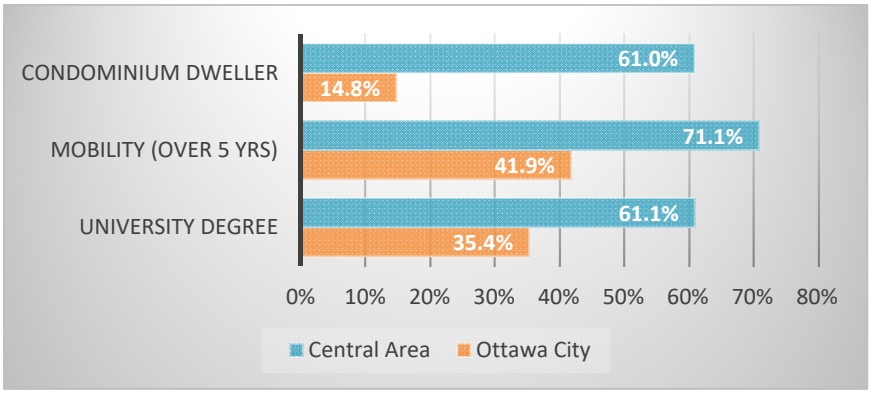
- Heavily comprised of young adults – 40% are aged 20 to 34;
- Empty-nesters (55+) are fewer than city average;
- Predominately condo dwellers, and more renters than owners;
- Very mobile – more than 70% moved in the last 5 years;
- Well-educated, women more so than men; and
- Higher than average income for one-person household, 26% higher than city-wide; for two-person+ household, same.

Population by Age



[5] Terry Van Kessel of Research & Forecasting Unit of the Policy Development & Urban Design Branch.

Dwelling, Mobility, Education

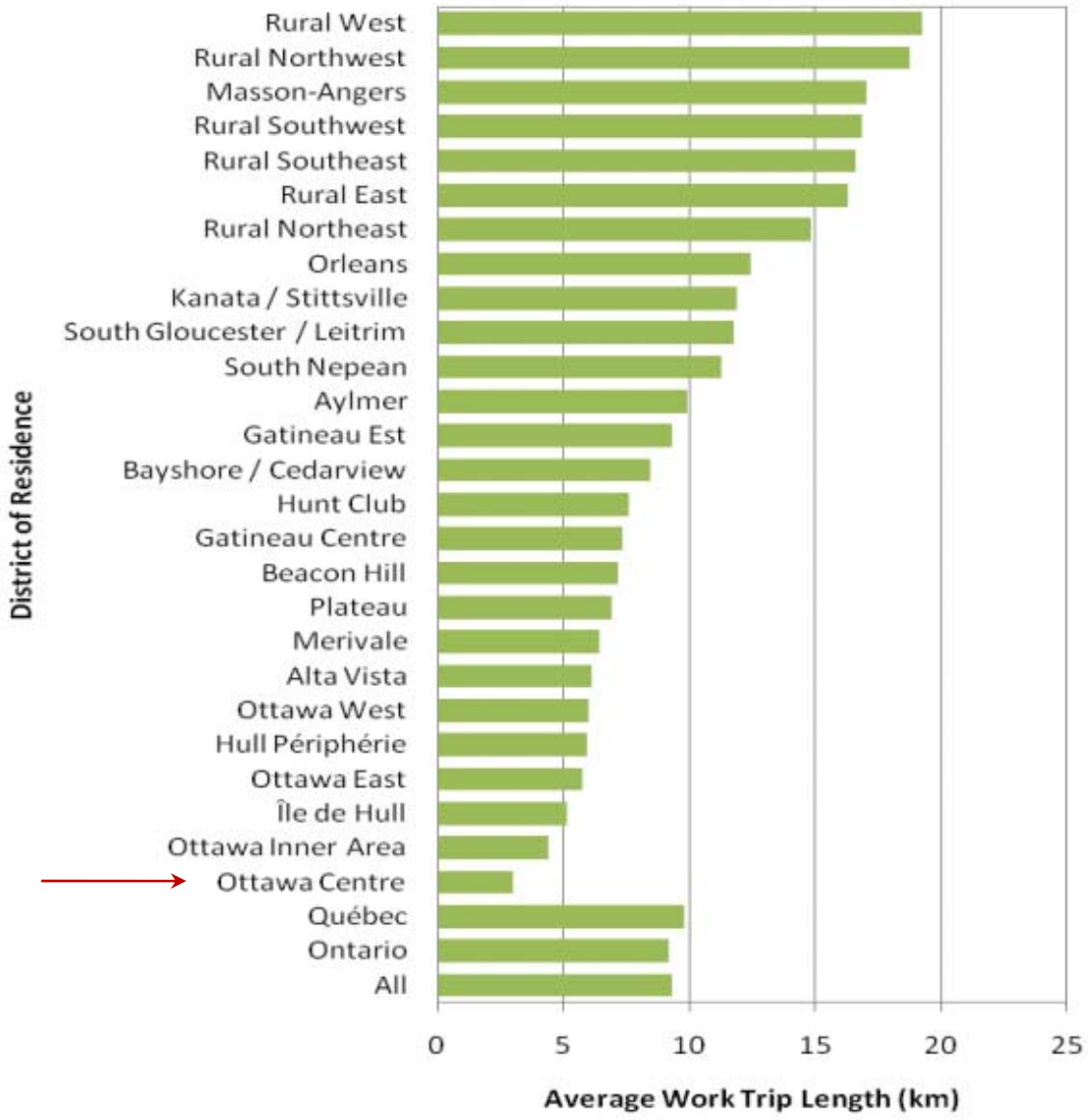


From "Trans," a joint transportation planning committee serving the National Capital Region, these further patterns were noted:

- One-person households prevail – 62% of households;
- 53% of household do not own a vehicle; and
- 25% of population in Central Area are Transit Pass holders.

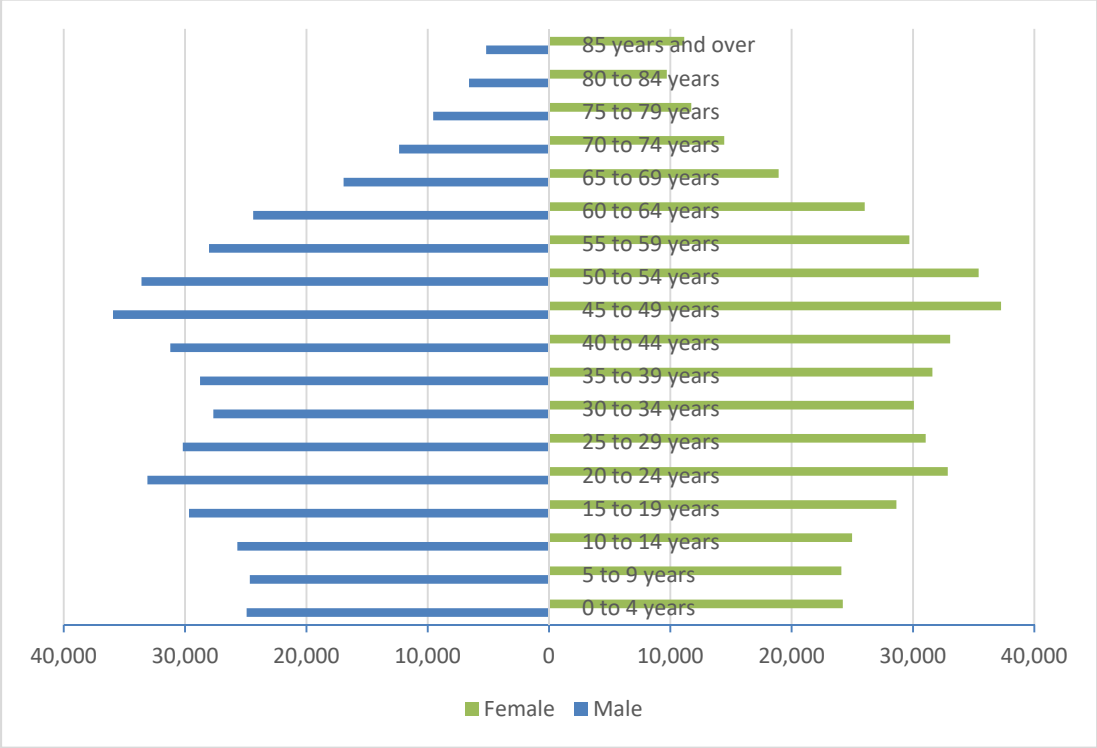
Transportation Patterns

From the chart below, one could also assume people living in Central Area work in or near Central Area


Rural West
Rural Northwest
Masson-Angers
Rural Southwest
Rural Southeast
Rural East
Rural Northeast
Orleans
Kanata / Stittsville
South Gloucester / Leitrim
South Nepean
Aylmer
Gatineau Est
Bayshore / Cedarview
Hunt Club
Gatineau Centre
Beacon Hill
Plateau
Merivale
Alta Vista
Ottawa West
Hull Périphérie
Ottawa East
Île de Hull
Ottawa Inner Area
Ottawa Centre
Québec
Ontario
All
District of Residence
0
5
10
15
20
25
Average Work Trip Length (km)

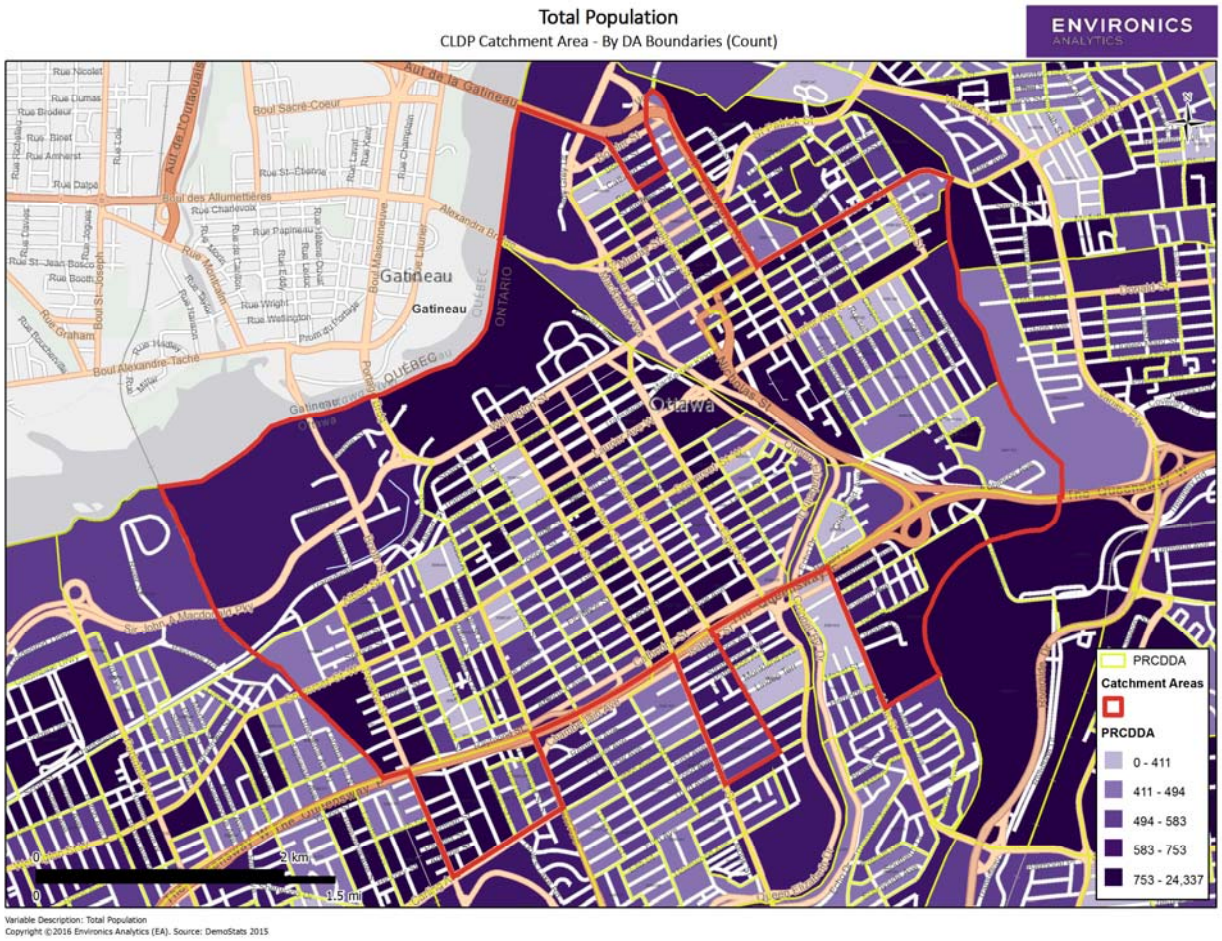
Population Pyramid

The following population pyramid for the City of Ottawa shows two bulges, one centred on those 45 to 49 years old, and another for those 20 to 24 years old. The high number of younger adults is likely due to the number of university students within the City, and younger people with entry jobs in government and the high tech sectors.

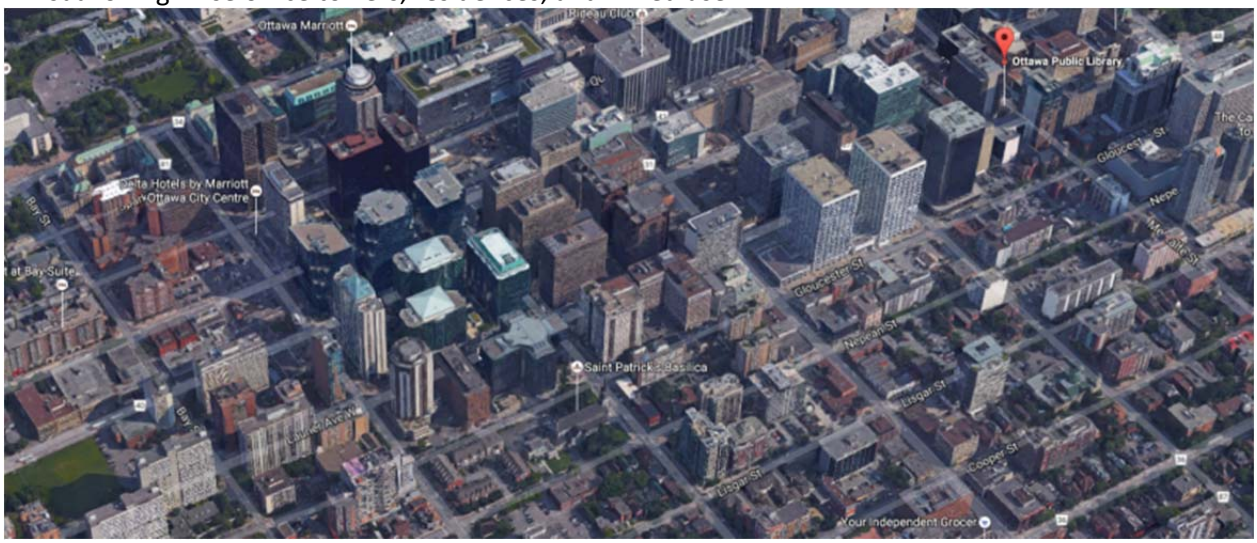


Population of Central Area

The diagram and image on the following page shows the relative population densities by Dissemination Area codes (PRCDDA) for the Central Area.



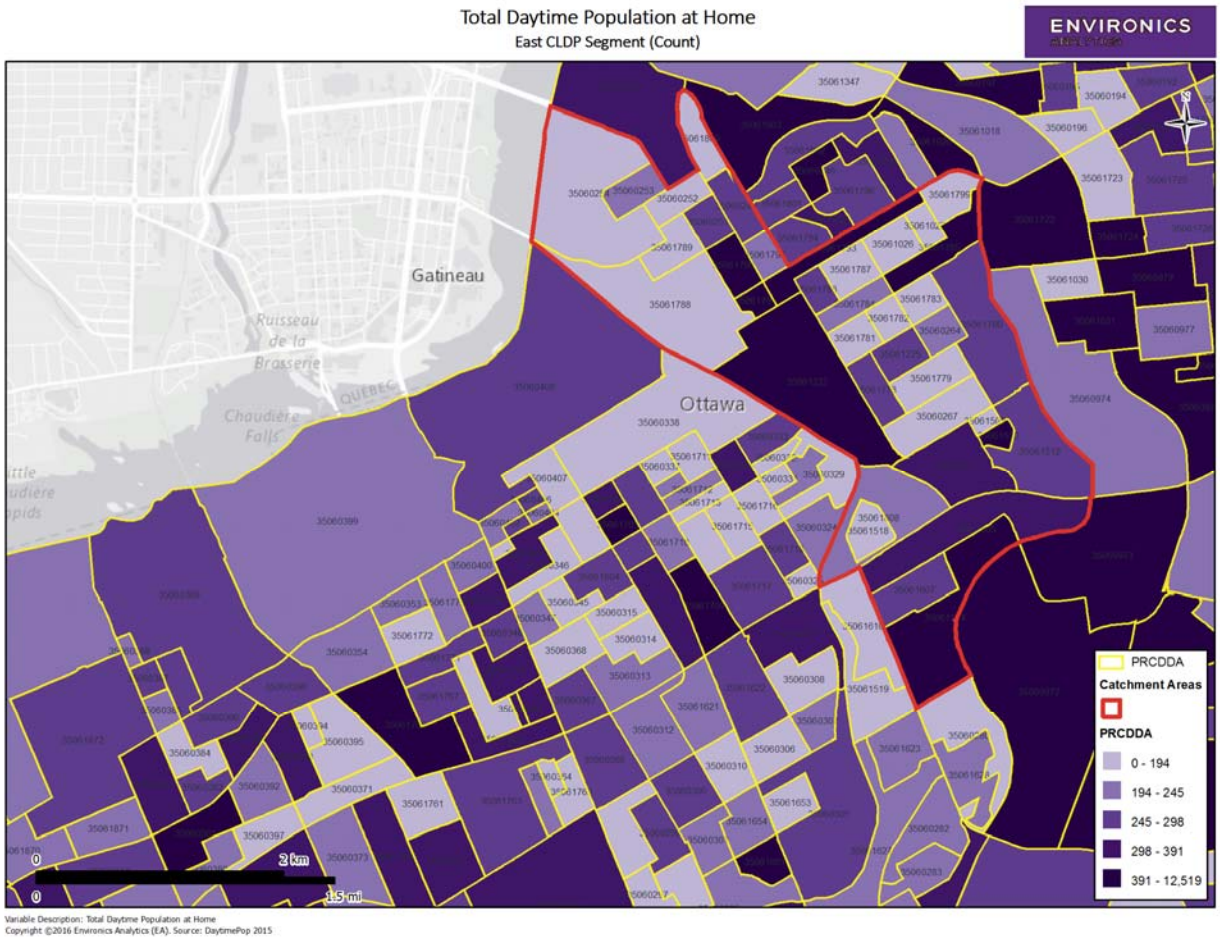
A visual of high-rise office towers, residences, and mixed use

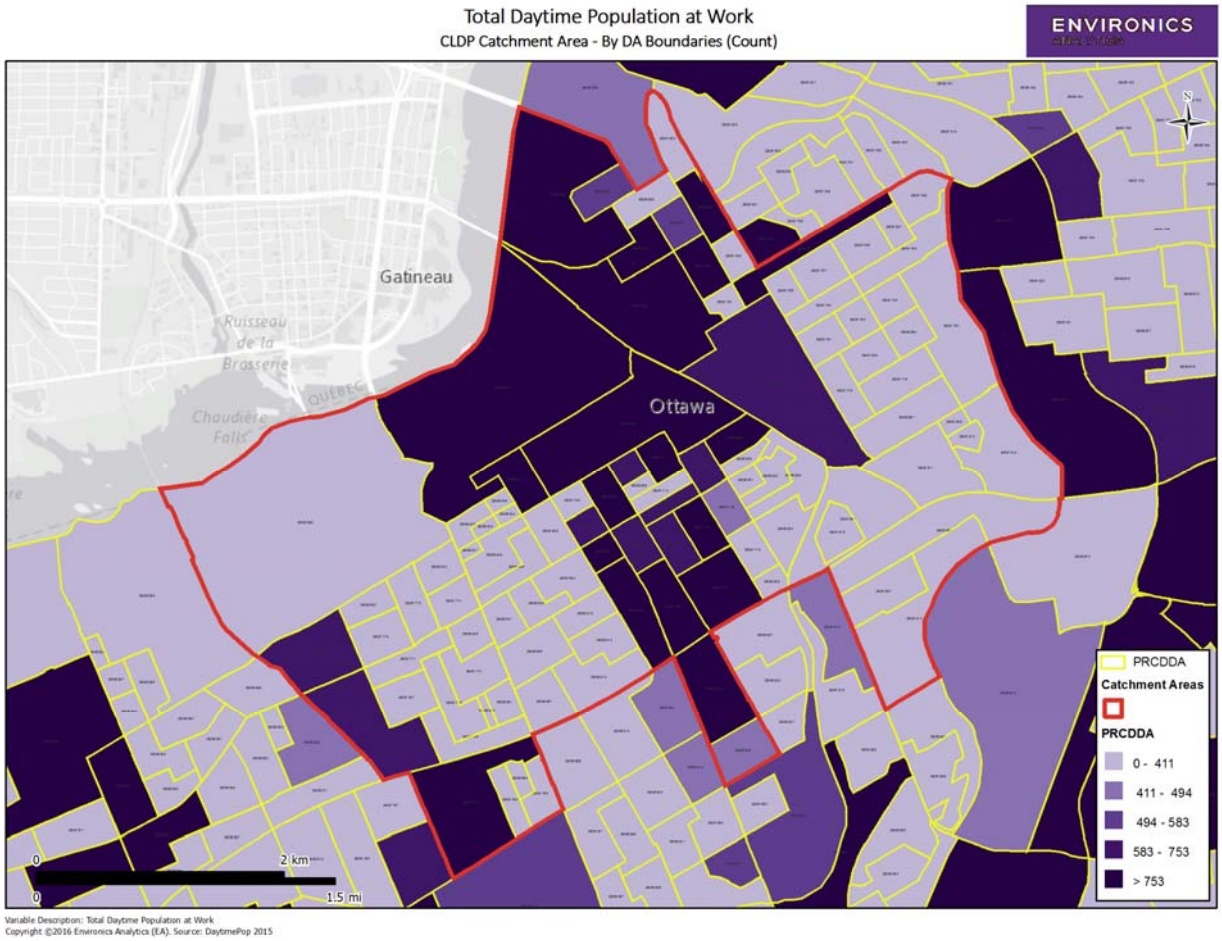


GOOGLE MAPS Map data ©2016 Google

Daytime Population at Home and Daytime Population at Work

Another useful comparison is the population of the Central Area that stays at home during the day and the population that goes to work. Darker purple indicates higher population.




Total Daytime Population at Work
CLDP Catchment Area - By DA Boundaries (Count)
ENVIRONICS
Gatineau
Ottawa
Ruisseau de la Brasserie
Chaudière Falls
PRCDDA
Catchment Areas
PRCDDA
0 - 411
411 - 494
494 - 583
583 - 753
> 753
0
2 km
0
1.5 mi
Variable Description: Total Daytime Population at Work
Copyright ©2016 Environics Analytics (EA). Source: DaytimePop 2015

Population Projections

Based on prior Census periods 2001, 2006, 2011, the patterns and distinction between Central Area and the rest of the City have remained the same. On this basis, the trends are expected to continue in support of Central Area growth relative to the rest of the City.

c. Contextual Conditions Affecting Library Activities

This section outlines the current societal, informational, and technological context for future public information services, programs, content creation and collaboration.

Informational Literacy Builds Social Capital

- Customers seek information resources that support personal enrichment, family development, recreation, culture, technical and economic innovation, and community development and cohesion.

Universal Dependence on Information

- The amount of available information is increasing exponentially due to research and development, general access and transparency, and the interconnection of databases.
- Digitized information is now central to the activities of education, government, communications, finance, culture and commerce.
- The public has convenient access to and prefers to use increasingly powerful electronic search, retrieval, and dissemination systems, providing them with instant access independent of time, place, ownership (increasingly), or categorization.
- The general population will continue to access vast amounts of information, and will continue to explore increasingly diverse applications of information.

Increasingly Complex Patterns of Use

- People have a choice of information format; they have varying degrees of literacy; patterns of use vary by

age, by social group, by income level, by language, and by educational level, e.g., early literacy programs are viewed as an essential aspect of childhood education.

- People use information to discover, immerse themselves, dialogue, collaborate, produce, and express themselves. They use static information, assemble new knowledge and create original applications.

- Individuals pursue ongoing cultural, intellectual and creative interests through self-directed research, study and creation.

- Traditional categories of knowledge are shifting and re-forming; people are creating their own taxonomies and knowledge systems.

Information is Being Democratized

- Information that was once available only to the expert, was previously difficult to find, one-of-a-kind, and highly specialized is now readily accessible to the lay person.

- Downloadable content and the increasing cost effectiveness of small or just-in-time publishing has led to increasing numbers of authors publishing their work independently.

- Some people do not have access to the global information except through the Library. Connectivity has not been democratized.

Applications are Proliferating

- New software and applications continue to be introduced; foremost among them are vehicles for social networking. Applications are replacing some print materials as a format of choice, e.g., apps for bird watchers instead of guidebooks.

Fewer Books, More Bytes

- The balance of use of print materials, e-books, digital databases, and downloadable music and videos is changing significantly; there will be proportionally fewer physical materials requested in the future.

Evolving Consumer Technologies

- Mobility: there is a pronounced trend toward the use of mobile devices as opposed to fixed technology, e.g., smart phones, tablets, laptops and hand-held devices vs. desktop computers.

- Versatility: devices are becoming more versatile; one appliance can perform multiple functions, often simultaneously.

- Smaller and larger technology: technical devices are becoming smaller and increasingly powerful as evidenced by hand-held devices, flat screens and tablets; display technologies, on the other hand, are getting larger.

- The widespread acceptance and constant use of smart phones and other personal digital devices has critical implications on the size and capabilities of the library's IT and communications infrastructure.

Co-Existent Existing and Emerging Technologies

- Older technologies do not necessarily disappear; new technologies must be integrated with older technologies that may still be preferred or required to store and access information. An expanded scope of expertise is required to maintain this expanded range of technologies.

- The rate at which new technologies emerge, are adopted, and replaced, is increasing rapidly, challenging the adaptive resources of library staff and systems.

d. Ottawa Central Library Customer Profile

- The Central Library will accommodate up to 4,500 visitors and customers per day involved with individual lifelong learning and recreation, individual and group projects, program attendance and associated social activities.

- Typical customer goals will include social interaction, personal development, professional advancement, financial planning, educational development, recreation, collaboration, creation, and expression.

- Customers will display a wide diversity of interests, capacities, service needs, and accommodation requirements.

- A profile of the diverse community of public library customers includes, but is not limited to, the following:

Origin

- Metro-Ottawa residents seeking the special resources and attractions expected in a central library;
- Downtown Ottawa local community residents;
- Commuters who work downtown but live elsewhere;
- Visitors to the national capital;

Diversity of group sizes

- Customers who come as individuals, in groups, or as families;

Diversity of ages

- Customers of all ages, including preschoolers, school-age, adults and seniors;

Diversity of characteristics

- Newcomers to the community and people who are ethnically or linguistically diverse;
- Customers who are economically, socially or behaviourally marginalized;

- Customers experiencing barriers to library services including those with physical disabilities, mobility limitations, the print disabled and those with learning and developmental disabilities;
- Job seekers, career researchers and business associates;

Diversity of service needs

- Customers who arrive for a simple and short transaction, such as picking up a hold, and customers who stay at the library for a lengthy period, reading, studying or taking part in a program activity;
- Customers who are comfortable with self-service along with those who require traditional value-added service;
- Customers with varying literacy proficiencies: written, oral, technological, historical, civic and financial;
- Customers with lifelong digital experience; many with some form of personal technology but some expecting traditional non-digital services;
- Customers who enjoy passive independent activities and proximity to the activities of others;
- Customers who participate actively in group programs, who attend performances and meetings, and who collaborate with others; and
- Customers who use the services of the Library from their home or at a distance;
- Customers who are unable to use the services from their homes.

3. Financial Parameters A project budget for the Central Library project has not been identified at this point. Detailed cost estimates associated with the project include, but are not limited to, project management fees, design fees, site development, facility construction, furniture and equipment costs, permit approvals, and moving.

An allowance for an underground and/or adjacent parking facility has not been identified. All site servicing is assumed to be available to the building.

Minimal staff increases associated with the larger footprint of the Central Library have been identified as one of the operating costs.

4. Functional Parameters

a. Customer Self-Services

The setting of the building will be critical: visual access, clear navigation routes, and preliminary orientation to the building must be provided through building image, street presence, sightlines, movement paths, and views of interior activity.

Once inside, it must be possible for customers to use the building independently. Customer self-service features will include intuitive, audible, tactile and visual orientation to lead customers through the building layout. This includes distinguishing spatial and formal features, and visible and intuitive self-direction to elevators, stairs and key circulation routes, to collection resources, and to other key building destinations.

Other self-service features will include general, distributed-to-customer administrative services (e.g., programs dealing with registration, borrowing, booking rooms, and paying fines) as well as access to the Library's website and catalogue information, the organization of the collection, and schedules of programmed activities. Self-services will also include general Wi-Fi access, computer access, printing and copying stations, technology-charging stations, and open access to digital and maker resources and to drop-in tutoring and office spaces.

Self-service functions – including copying and printing stations, collections, programs and events, building functional layout signage, and public washrooms – should be grouped on each level in a visible consistent location.

Customers will carry resources to materials return points; they will access self-service holds collection points, and use self-check-out stations. They may access vending machines to retrieve holds and loan-able technology devices, such as laptops or tablets.

They will access public washrooms and drinking fountains, and vending machines providing food and beverage choices and possibly supplies, such as USB keys and headphones.

Customers will browse resource materials, make selections, and carry selected items throughout the building.

There will be many spontaneous customer-driven group activities. Customers will frequently rearrange furniture, creating impromptu learning and creative environments; they will operate meeting room equipment and some local environmental controls.

They will also assemble and triage recyclables and garbage at disposal stations distributed through the building.

b. Staff-Assisted Customer Services

Staff-assisted customer services will generally be secondary to customer self-services.

The staff service model will focus on customer self-direction combined with staff engagement. Small scale multi-functional service touch points will be distributed throughout the public areas. On each level of the building, a similar staff service delivery profile will be evident, including focal/orientation features located at the same place (as required). Customer service spaces need to be flexible and easily adaptable.

The service model will include visible roving staff who pro-actively engage with customers, interpreting and demonstrating collection content, and providing on-demand navigation and assistance with collection and resources, including providing short-term in-place tutorials.

Service points will be operated as touch-down points, not as staff workstations.

Staff assisted services may change and evolve over time to respond to the changing needs of customers. There may be targeted services for special groups, such as

those participating in digital, creative, and innovative activities, and services for those with access challenges. Staff may provide services to individuals and groups based on specific collection content.

Security services will be provided via a combination of passive features and through the assistance of roving staff and security personnel.

Collection development and management services, including loans from and to other libraries, will occur off-site.

c. Program Activities

Unstructured and customer-driven activities are a fundamental form of programming and include the general, indirect social engagement and sense of inclusion made possible by ubiquitous views of the movement and activities of other people. This unstructured program activity will occur outside the building as well as inside.

Unstructured programming also includes recreational reading and the personal activities (programs) of individuals and groups, such as gaming, playing board games, and self-initiated creation and collaboration.

The secondary form of activity will involve formal programs based on topics relevant to the community and to the interpretation of the content of information resources. In the future, staff will focus increasingly on providing customers with enhanced access to, and interpretation of, resource content, resulting in substantial increases in program activity.

Programs organized by staff will include single scheduled events, pop-up events, and ongoing events; program activities may occur throughout the library. Participation in programs may range from one individual to very large groups.

Structured programming will include interpretative, topical, and current interest programs designed and facilitated by the Central Library staff, Central Library partners, and/or visiting facilitators.

Programs may involve presentations, creative and innovative activities, exhibits, workshops, courses, classes, conferences, special events, and performances. Some may require unique environments, furnishings, equipment, and resources.

d. Ancillary Customer Services

Ancillary customer services will include the Friends of the Ottawa Public Library Association (FOPLA) shop, parking services, and food services. Parking services and food services will be operated by independent contractors.

e. Resources

i. Digital Resources

Digital resources–together with access to the Internet–are the largest and most empowering component among OPL's array of customer resources. OPL will be the gateway to global information resources.

Access to this collection will be provided throughout the Central Library for those with personal access devices as well as those using devices provided by the Library.

ii. Physical Collection

The Central Library's collection will be the largest collection in the OPL system. It will be almost entirely circulating and fully browsable.

The non-fiction print collection will be catalogued using the Dewey Decimal System. However, its actual arrangement may involve logical groupings, subsections, and/or focus collections based on families of topics and current interests. The fiction collection will be arranged alphabetically by author, language, and genre.

Future physical collection size assumptions are listed below:

Collection	Language	Projected Number of Items
Adult Collection		
Express	Eng.	2,000
	Fr.	200
Fiction -Hard Cover Fiction (AEF)	Eng.	15,000
	Fr.	10,000
Mysteries	Eng.	3,000
Large Print	Eng.	2,000
	Fr.	500
Graphic Novels/BD	Eng.	1,200
	Fr.	800
Paper Backs	Eng.	2,000
Non-Fiction	Eng.	45,000
	Fr.	15,000
ESL/Literacy	Eng.	900
Literacy (French)	Fr.	75
Language learning		750
Reference	Eng./Fr.	100
Local History		20,000
Magazines	Eng.	130
	Fr.	50
DVDs	Eng.	3,000
	Fr.	600
Music CDs	Eng./Fr	2,000
Books on CD	Eng.	1,200
	Fr.	0
World Languages		9,500
World language Magazines		25
Genealogy		8,000
Adult Collection Total		143,030

Collection	Language	Projected Number of Items
Teen Collection		
Express	Eng.	100
	Fr.	30
Fiction	Eng.	1,200
	Fr.	300
Graphic novels/BD	Eng.	700
	Fr.	250
Paperback	Eng.	250
	Fr.	0
Non-Fiction	Eng.	150
	Fr.	50
Magazine	Eng.	10
	Fr.	5
Teen Books on CD	Eng.	75
Teen Games	Eng.	100
Teen Collection Total		3,220
Children's Collection		
Express	Eng./Fr.	100
Board Bks	Eng.	1,000
	Fr.	530
Picture Bks	Eng.	4,000
	Fr.	2,000
Hardcover Fiction	Eng.	1,800
	Fr.	697
Early Readers	Eng.	1,100
	Fr.	1,500
Special Picture Books	Eng.	180
	Fr.	100
Paperbacks	Eng.	700
Graphic Novels	Eng.	1,100
	Fr.	700
Non-Fiction	Eng.	4,000
	Fr.	1,440
Magazines	Eng.	20
	Fr.	10
DVDs	Eng.	800
	Fr.	90
Books on CD	Eng.	100
	Fr.	35
Music CDsEng./Fr.	Eng./Fr.	375
Games		100
World Languages		2,400
Children's Collection Total		24,877
Total Collection		171,127

iii. Other Physical Formats

Magazine and periodicals collections are expected to decrease in size, with the Library maintaining a circulating collection. Magazines and periodicals will be organized as separate collections by customer age group.

Audio-visual (AV) resources will be stored and displayed separately from print resources.

Microform/microfilm collections are expected to decrease in size as they become available digitally, with the Library maintaining a collection of resources that are not available digitally.

iv. Creative, Practical and Vocational Resources

Creative resources will include a range of wet and dry, mechanical, vocational and interactive devices and experiential resources. This may include technology workstations and equipment, 3-D printers, emerging technologies, recording facilities, video facilities, and performance spaces.

Activities supported may include: dance, painting, sewing, knitting, wet and/or dry crafts, and small scale mechanics. Storage will be provided for materials, non-toxic supplies, equipment, and customers' work-in-progress and personal effects. Functions may require the support of dedicated building environments. Interior and exterior play and discovery environments will be included.

v. Technology Resources

Access to digital resources will be provided via customer-owned and carried devices. It will also be available through distributed clusters of flexible, fixed, and moveable technology workstations and portable devices, which may be used both within and beyond the building.

Technology will include age-specific, content-specific and assistive technology workstations and applications.

Note: Technology access and application will be typically integrated with creation and communications resources and applications.

vi. Communications Resources

Communications systems will be vital for the effective (and safe) use of the building, and effective access to and communication with local and remote information systems and resources.

Other critical features will include:

- Evolving interactive signage technologies orienting customers to the building and its resources;
- Wired and wireless IT infrastructures;
- Customer and staff printing and copying services;
- Collection signage;
- Collection identification (RFID);
- Navigational and building signage and orientation devices;
- Video conferencing systems; and
- Projection/display systems.

Activities and services associated with communications resources will include communications planning and coordination, and signage management.

f. Resources

Services accommodated within the Central Library will include senior management, central library management, and selected public library system-wide services, including planning, Library Board support, facilities planning, organizational development, technology services, and program development.

Non-public staff services will include community-focused program research, design and development, and management of technology, events co-ordination, meeting room set-up and general assistance.

Technology services will also include management of customer administrative systems, as well as the planning, design and maintenance of specific library IT programs.

The City of Ottawa will provide information technology, financial services, asset management and human resources, off-site.

g. Building Services

Building services will include shipping and receiving, building management, and information technology infrastructure services. Contracted out services will include security, housekeeping, food services, and some facility maintenance services.

Services provided off-site in the Materials Distribution Centre will include content services (acquisitions, cataloguing, and collection development), and materials handling (centralized sorting and distribution).

5. Operational Parameters

a. Operational Planning Horizon

Concepts and performance capacities are anticipated to support the operation of the Library up to, and including, the year 2050 (30 years).

b. Anticipated Number of Daily Customers

The anticipated number of customers is expected to be between 3,500-4,500 people a day, with each visit including movement into and out of the building. The duration of visits will vary significantly.

The maximum building occupancy will be between 1,000 and 1,500 people.

c. Staffing Assumptions

An increase in Library and building staffing numbers is anticipated at the opening date, largely due to the increased operational needs of the larger building area, new services, and increased numbers of visitors.

d. Friends of the Ottawa Public Library Association (FOPLA), Volunteer, and Student Intern Assumptions

It is assumed that the Library will continue to be supported by FOPLA, volunteers, and intern students who participate in selected activities.

e. Hours of Operation

Hours of operation will be variable, seven days a week. The Library may operate on some public holidays. Partial operation may be involved on some days and/or during some hours outside of core operating times.

f. Partial Operations

The main foyer/lobby of the building, together with selected auxiliary services, may operate independently, when the remainder of the library building is closed.

The main foyer/lobby of the building, together with the multi-purpose gathering space, selected meeting rooms, and selected ancillary services, and the entrance and express components, may operate independently when the remainder of the library building is closed.

g. Operational Zones

The building will consist of three distinct operational zones:

- The lobby, multi-purpose gathering space and meeting rooms, and selected ancillary services that are generally accessible to the public;
- Public library spaces, functions and services that have security controlled access; and
- Spaces that are secured and generally not accessed by the public.

h. Movement of People

All interior and exterior movement systems, including door entry systems, must be scaled to correspond to the anticipated number of visitors at any one time.

There will be dedicated public site access routes and building entry systems separate from building service and materials handling site access routes and building entry systems.

The movement of people will be the main activity in the approach to the building and within the building. Movement paths must be intuitive and visible, but spatially delineated from adjacent functions and destinations.

Vertical movement systems will include glazed elevators centrally located in or adjacent to interconnecting multi-storey spaces that allow views of general activities occurring in the building, and of the layout of functions on various floor levels.

A prominently visible signature staircase system should connect all public levels of the building and act as a functionally unifying feature, including interim viewing, seating, and exhibit areas.

There should be an alternative non-public stair system connecting non-public areas on each level, for use by staff.

i. Customer Movement of Materials and Furniture

A major portion of the materials handling activity is carried out by the customers themselves, specifically in the selection, examination, movement, and/or checking out of physical collection materials, and in their subsequent return to collection drop-off locations.

In addition, customers will bring to the building a substantial amount of carried materials, equipment and personal belongings. Customers will require ample access to flat surfaces and “found space” where they may temporarily rest items they are carrying. Thus, all seating areas, meeting rooms, and self-service areas require features that make material handling convenient for the customer.

Customers will typically create their own local and meeting room environments; in select areas, furnishing must be easily moved and reconfigured by customers.

j. Non-Public Movement of Resources, Equipment and Supplies

All non-public interior and exterior movement systems, including door entry systems, must be scaled to correspond to the anticipated sizes and quantities of resources, equipment and supplies being moved, and the equipment used to move them.

There will be a dedicated service access to the site, building entry, and materials handling system, separate from the public site access and building entry system.

A dedicated service elevator will be required for the distribution of collection resources, furniture, equipment, and supplies to all levels of the building, including the movement of larger crates and equipment for exhibitions and events. This elevator will terminate in a non-public marshalling area on the lower level of the building. The marshalling area will include triage and assembly areas for waste and recycling materials.

Collection return chutes, possibly equipped with lateral mechanical conveyors, will connect customer collection drop-off points to the mechanical sorting system in a central sorting room.

Between floor levels, and on each floor level, movement of collection resources will be via dedicated materials handling bins and/or book trucks. There will be no vertical conveyor systems.

Furniture, equipment, and supplies–including event equipment and properties–will arrive at a loading dock and be triaged for distribution via a service elevator to applicable locations in the building areas or to a central stores department. Pallet dollies or pallet trucks will be used as required.

k. Maintenance Systems

A central housekeeping storage and supply base will be located on the lower level, with a system of janitorial closets distributed throughout the building.

All floor levels will feature a consistently organized, located, and identified system of waste and recycling collection and triage stations.

Practical and cost-effective cleaning systems for exterior and interior glazing, (including self-cleaning systems), must be evaluated and selected during the design phase.

l. IT and Communications Infrastructure

A central switch room will be located on the lower level with a system of stacked distributed communication closets.

The central server room must be located centrally in the building and hard-wired in parallel runs to distributed communications closets.

Typically, central areas of each floor plate and local clusters of fixed IT workstations, staff service points, and print and copy centres will be hard-wired into the IT infrastructure. Some peripheral floor areas may be served by robust wireless capacity only.

The entire building and surrounding outdoor urban spaces will require wireless service.

m. Security Systems

Security systems will be both passive and active, applying the principles of Crime Prevention through Environmental Design (CPTED).

Security systems may also include smart tags for identifying individual items and/or low emission Bluetooth IO-beacons for tracking local portable devices, electronic security thresholds, CCTV monitoring, and the presence of stationary and/or roving security personnel.

6. Physical Parameters

a. Physical Planning Horizon

The building superstructure should be planned to be a permanent addition to the urban fabric of the City of Ottawa.

The building should be planned as a multi-generational facility that allows occasional functional modification over time.

b. Gross Building Space

The overall area for the Ottawa Central Library will not exceed 12,540 building gross square metres (135,000 building gross square feet) as a stand-alone building.

c. Urban Context

The library building is expected to be a notable addition to the architectural fabric of the city. It is important that it not be eclipsed by existing and/or future adjacent development, and that all urban and architectural development be sympathetic to the form and civic symbolism of the library building.

The building will require a minimum of 1,850 square metres (20,000 square feet) of immediately adjacent urban space, including the main pedestrian approach, with commemorative civic space and a signature landscape, as well as secondary spaces on one or more sides of the building, featuring landscape amenities, and program areas. The outdoor program area will be a minimum of 10% of the building floor plate.

d. Floor Plate Geometry and Area

Subject to physical planning, the ideal floor plate configuration would be a rectangle with 5 x 8 proportions, with vertical connections located near the centre of the longer dimension. Floor plates may vary in area, but the area of the ground floor will be between 2,785 and 4,180 square metres (30,000 and 45,000 square feet), with the area of the upper levels between 2,785 and 3,715 square metres (30,000 and 40,000 square feet), depending on the ground floor plate.

e. Building Massing, Volume and Floor Levels

The building may be constructed on a base of one or two floors of underground parking.

Building massing is intended to result in a prominent form and architectural image, be between three-to-five storeys in height, include considerable glazed and transparent facades, and include interior multi-storey, spatially contiguous, vertical features.

f. Access

There will be a dedicated public approach and weather-protected building entrance, separate from parking facility movement and building service access movement.

The entrance system should include a protected and covered waiting area for customers, including those with disabilities, along with a parking area for strollers, and bicycles.

The main public entrance will face a main public street and urban space, allowing access to pedestrian paths, bicycle lanes, vehicular drop-offs, and public transit.

Light Rail Transit access will ideally be within 400 metres (1,312 feet) of the main public entrance, and have weather-protected pedestrian approaches.

There will be a separate parking facility approach and weather-protected building entrance located on a secondary facade of the building, away from public pedestrian movement, and building service access.

There will be a separate service approach and weather-protected building entrance located on a secondary facade of the building, away from public pedestrian and parking facility access.

There will be a separate staff entrance to the building.

g. Design Standards

Performance standards will include, but not be limited to, those required for a LEED™ Gold building, City of Ottawa office and accommodation standards, the Accessibility for Ontarians with Disability Act (AODA) and the City of Ottawa Accessibility Design Standards (OADS).

h. Key Interior Features

i. General Visual Character

There will be clear sightlines into the building (during the day and at night), out of the building (during the day and at night), and across interior spaces.

A central multi-storey spatial feature may unify the space on all floor levels. Print collection shelving will support general spatial contiguity, not create isolated spatial enclosures.

General ceiling heights should be no less than 4.0 metres (13.1 feet). Suspended ceiling systems will be employed only as required for special environments and spaces. Ceilings should be free of clutter and should be visually interesting.

The character of the interior should be the product of the combined effective of spatial variety and drama, sculptural features such as glazed elevators and signature staircase, exhibit features, public art, innovative furnishings, and natural materials and colours.

Fenestration and glazing must dramatically illuminate the exterior from the interior at night.

ii. Orientation and Wayfinding

Intuitive orientation and wayfinding should be facilitated by the presence of one or more unifying multi-storey spatial features, and by consistent locations for exit stairs, feature stairs and glazed elevators, public washrooms, service points, and directional and topical visual, tactile and digital signage features.

iii. Public Space Character

The building will include a variety of spaces ranging from a large scale foyer and atrium opening onto active and populated spaces located toward the centres of floor plates, the outer edges of which terminate in less populated spaces.

Functions involving large numbers of customers, or highly animated, acoustically challenging activities, such as those involving small children, should be located near the ground level.

Clear sightlines should ensure that no space is sufficiently private and secluded as to be potentially unsafe.

Collection shelving will be a major determinant of spatial character. Shelving will not obstruct spatial contiguity. It will be a maximum of 152 cm (60 inches) high in adult areas, and a maximum of 122 cm (48 inches) high in children's areas. There will be no higher storage systems adjacent to any walls. Collection materials will be displayed as visibly and prominently as possible, using face-out display.

There will be no high density shelving. There will be a high proportion of shelving that will be mobile and can be easily reconfigured.

iv. Customer Accommodation

Customer accommodation will vary based on the functional use of the area and will include incidental layout surfaces, allowance in all seating and meeting areas for storage of customer personal effects, and study and casual seating (e.g., stairs, benches, and "accidental" places).

It will also include a variety of age-specific, lounge and study seats, distributed individual and group technology stations, open program spaces, enclosed program spaces, specialty program areas, creative spaces, drop-in offices, and public washrooms.

It will include several sizes of meeting rooms, a multi-purpose gathering space and a café, and a lobby/atrium forming an indoor urban space.

v. Staff Accommodation

Staff accommodation will include distributed touch-down service points, enclosed offices, open studio spaces with group and individual workstations,

meeting rooms, lunchroom, staff washrooms, lockers, and showers.

vi. Non-Public Space

Each floor level will have some non-public space housing the service elevator, marshalling areas, communications rooms, janitor's closets etc., and staff workspaces.

vii. Acoustic Quality

The general acoustic character should correspond to the hierarchies of space outlined above, with acoustically active areas located at the centre of the space, and quieter areas located at the periphery.

Exceptions will be the multi-purpose gathering space, meeting rooms, enclosed program spaces, private offices, and acoustically shielded quiet zones: these must contain sound from activities occurring within, and prevent acoustic intrusion into, adjacent spaces.

Materials conveyor systems will not be present in public areas unless they are enclosed in floor and ceiling systems.

viii. Natural and Artificial Light

The building must have ample natural light, carefully modulated and enhanced by combinations of general and local artificial systems to simulate interior daylight conditions.

Local task lighting will be required in small scale work areas, as well as light and glare control devices on all exterior and interior glazing.

ix. Structural and Partition Systems

The structural system should be regularly distributed allowing for a consistent, functionally flexible bay size.

Floor loading should be uniform throughout and should accommodate the relocation and consolidation of mobile shelving units.

A general raised floor system, if provided, will allow for access to sub floor conduit, mechanical and ventilation systems and other services.

Partition systems will be non-structural to allow for future adaptation. Partition system should include frequent use of glazing to allow optimum daylight penetration and views of activity.

i. Design Objectives

Four inter-related design objectives must govern subsequent detailed functional planning and the eventual design of the facility. These objectives are:

i. Civic Presence and Inspiration
The building will be a permanent addition to the urban fabric of the City of Ottawa, an inspiring destination sustained by future generations;

ii. Functional Suitability
Design of the building will address the multi-disciplinary requirements of visitors, customers, volunteers, and staff.

Design of the building will ensure that the building can support changes in services that address customer needs through principles of flexibility, adaptability, and expandability;

iii. Health and Safety
Design will promote the civic pride, personal well-being, physical health, and safety and security of those who visit the building and those who work in the building;

Design will promote convenient access to the full spectrum of customer services, including providing those experiencing barriers to library services with a comfortable and welcoming environment; and

iv. Environmental Sustainability
Design of the facility will ensure the building's components and construction demonstrate civic leadership in sustaining local, regional and global physical resources and environments.

j. Master Functional Building Components

The following list of components was the initial list and includes only 13 components. Not yet developed was the Parking Facility component. The service focus of a number of the components became increasingly nuanced as the Functional Program was developed. For a before and after comparison, please review the Summary section of the Master Program.

Exterior Space

1. Urban Approaches, including forecourt, landscape and programs spaces.

Public Interfaces

2. Entrance and Town Square, including an atrium with public seating, café, Friends of the Ottawa Public Library Association gift shop.

3. Public Forum and Meeting Spaces, including a multi-purpose gathering space and various meeting rooms.

Central Library Services

4. Entrance and Library Express, including security threshold, holds collection, book return, membership services, quick information, express collection, quick picks, AV collection, print and copy on-line access.

5. Children's Discovery Centre, including collections, seating, technology, maker spaces, indoor playground, program spaces, and staff support.

6. Creative Centre, including maker spaces, recording and video studios, 3-D printing, innovative technology, etc.

7. Teens' Centre, including collections, seating, meeting space, creation space, performance space, social space, quiet reading space, and active gaming area.

8. Community Services, including collections, seating and program spaces for customers for whom access to materials and services presents unique challenges.

9. Adult Fiction and Non-Fiction, including collections, seating, program space, open program space, reading and study spaces, meeting rooms, staff support, and copy/print resources.

10. Living Ottawa, including collections, seating and study spaces, exhibits, program spaces, and copy and print resources that together celebrate Ottawa's past, present and future.

Library System Support Services

11. Service Coordination Centre, including individual and group staff work and project areas in a collaborative studio setting, staff facilities.

12. Corporate Services, including senior administration.

13. Building Services/Materials Handling, including loading docks and marshalling area, shipping and receiving, supply storage, sorting rooms, recycling, supply storage, facilities management, and showers.

3: MASTER PROGRAM

SUMMARY

The proposed building is outlined in 14 sections or functional components; these describe how the building addresses issues relating to its urban interfaces, community interfaces, public library services, and the services that support the Ottawa Public Library System generally.

Functional Building Components

Urban Approaches

1. Exterior spaces, including forecourt, landscape and programs spaces.

Community Interfaces

2. Main Entrance and Town Square, including an atrium with public seating, café, Friends of the Ottawa Public Library Association gift shop.

3. Public Forum and Meeting Spaces, including a multi-purpose gathering space, meeting rooms of various sizes, a demonstration kitchen, and support spaces.

Central Library Services

4. Library Entrance and Express, including security threshold, holds collection, book return, membership services, quick information, express collection, print and copy, on-line access and community exhibit space.

5. Community Services, including services for customers with special access requirements, including World Languages, Large Print, Literacy and Language Learning, the AV collections, associated program spaces, and the World News Centre.

6. Children's Discovery Centre, including collections, seating, technology, maker spaces, indoor play area, and program spaces for customers up to age 13, along with their caregivers.

7. Creative Centre, including a variety of analogue and digital maker spaces, and public access to and use of innovative technology.

8. Teens' Centre, including collections, seating, meeting, performance space, social space, and quiet reading space.

9. Adult Fiction and Non-Fiction, including collections, seating, program space, open program space, reading and study spaces, meeting rooms, staff support, and copy/print resources.

10. Living Ottawa, including collections, research, seating and study spaces, exhibits, program spaces, and copy and print resources that together celebrate Ottawa's past, present and future.

Library System Support Services

11. Service Coordination Centre: includes the administrative bases of staff who provide services at the Central Library organized into both quiet and collaborative work areas.

12. Corporate Services, including office and support space for OPL system administration.

13. Building Services/Materials Handling, including loading docks and marshalling area and shipping and receiving area, supply storage, sorting rooms, recycling, supply storage, facilities management, showers, bicycle storage inside the facility.

Auxiliary Services

14. Parking Facility: including a people-friendly parking facility for bicycles and public vehicles.

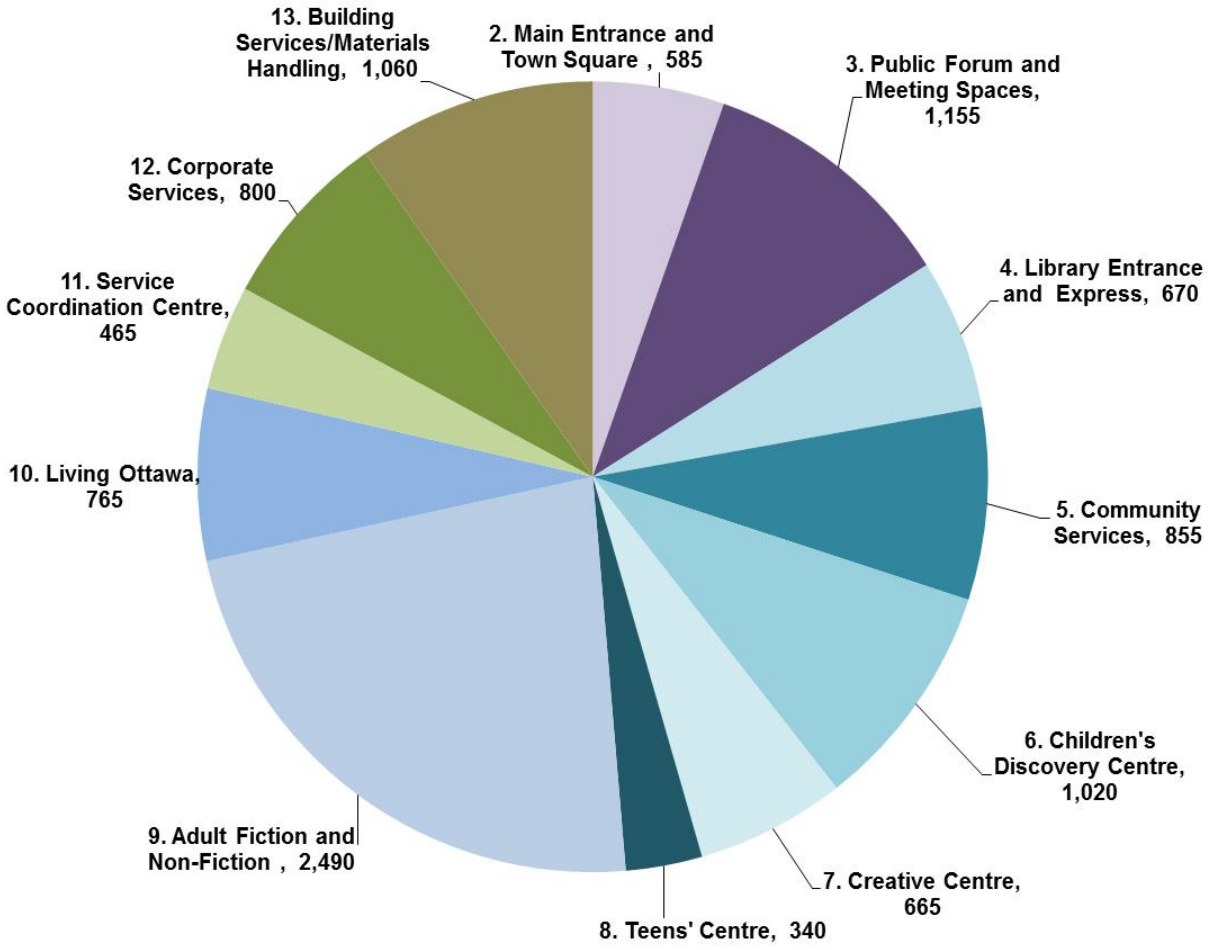
TABLE 1: SUMMARY OF MASTER PROGRAM

Component	Net Area (Square Metres)	Component Grossing Factor	Component Gross Square Metres	% of Total
Urban Approaches				
1. Exterior Spaces	0	1.00	-	0.0%
Community Interfaces				
2. Main Entrance and Town Square	489.2	1.20	585	5.4%
3. Public Forum and Meeting Spaces	1,004.0	1.15	1,155	10.6%
Central Library Services				
4. Library Entrance and Express	537.9	1.25	670	6.2%
5. Community Services	684.9	1.25	855	7.9%
6. Children's Discovery Centre	814.5	1.25	1,020	9.4%
7. Creative Centre	604.0	1.10	665	6.1%
8. Teens' Centre	273.8	1.25	340	3.1%
9. Adult Fiction and Non-Fiction	2,076.0	1.20	2,490	22.9%
10. Living Ottawa	611.7	1.25	765	7.0%
11. Service Coordination Centre	342.8	1.35	465	4.3%
12. Corporate Services	592.7	1.35	800	7.4%
13. Building Services/Materials Handli	919.7	1.15	1,060	9.8%
Total	**8,951.2**		**10,870**	**100%**
Building Grossing Factor			1.15	
Building Gross Square Metres			**12,500**	
Auxillary Services				
14. Parking Facility	3,487.8	1.75	6,100	

A building grossing factor of 15% has been applied to the component total area to account for general circulation, mechanical rooms, fixed wall and partition thicknesses, structural elements, stairs and elevators, communications rooms, and exterior walls.

The chart on the following page illustrates the respective areas for each of the components that make up the proposed Central Library.

CHART 1 - RELATIVE SIZE OF COMPONENT AREAS



1. EXTERIOR SPACES

"A vibrant destination setting for small and large events"

The building will be an active city destination, with approximately 4,500 people moving in and out daily, using public transportation, pedestrian and cycle paths, and private vehicles. Additionally, there will be scheduled and unscheduled daily deliveries to and from the building.

This component is the link between the surrounding urban fabric and the Main Entrance and Town Square that forms the heart of the building interior. It ensures that space immediately adjacent to the building supports the ongoing, optimal functional operations of building activities.

Consideration will be given to the inclusion of a roof top element in the overall design.

Exterior Spaces describes aesthetic, practical, and/or symbolic exterior requirements. Together with the building itself, the exterior space forms an attractive, multi-functional, and vibrant civic space.

This component is not included in any building space calculations.

Features:

Public Access Area

- Public vehicular and bus drop-offs
- External materials return drops to Central Library
- Snow/rain protection systems above pedestrian approaches
- Feature lighting
- Waiting areas with seating adjacent to entrances
- Bicycle parking near entrances
- Plaza area for large public gatherings and outdoor programs
- Public art
- Banners, flags and signage, including advertising of exhibitions and events
- Roof top programs and activities

Secure Exterior Areas

- Service vehicle access to the Library, and to leasable space undercover or underground, with delivery bays, and recycling and garbage areas
- Parking for service vehicles

Activities:

- Access to the site from vehicles, public transit, adjacent streets, pedestrian sidewalks and paths, bicycling lanes and paths
- Up to 9,000 people movements daily
- Orientation to site and facilities
- Informal socializing, seating, people watching
- Parking of bicycles and strollers
- Informal outdoor programming activities and events such as festivals and concerts (at ground level and roof top)
- Receiving of shipments and movement of supplies and refuse for retail and service units
- Drop off materials return chutes for convenient 24/7 access by customers

Public arrival and departure, parking access, service access plaza and green space, signage, program space, exhibits, entrance, roof terrace.

FUTURE AREA: 930 SM

Factors Determining Size:

1.	Casual Seating - Capacity:	50
2.	Informal Program Space - Capacity:	200
3.	Secure Program Space - Capacity:	50
4.	Café Table Seating - Capacity:	25
5.	Roof Terrace - Capacity:	50

AFFINITY CRITERIA

1	2. Main Entrance and Town Square	Provide direct physical and visual access to the Main Entrance and Town Square for the movement of customers arriving at and departing from the building.
2	2. Main Entrance and Town Square	Provide direct visual access from Main Entrance and Town Square to animate the sidewalk and streetscape and optimize views of materials and customer activities.
3	4 Library Entrance and Express	Provide direct visual access to Library Entrance and Express from sidewalks/streetscapes to optimize the views of library materials and activities.
4	14. Parking Facility	Provide direct access to the underground Parking Facility for the movement of arriving and departing building users.
5	13 Building Services/ Materials Handling	Provide direct access by dedicated vehicular approach and loading docks to Building Services/ Materials Handling for the movement of library resources, equipment, materials and supplies.

PAGE PURPOSELY LEFT BLANK FOR PAGINATION

2. MAIN ENTRANCE AND TOWN SQUARE

"We enter an exciting active indoor public space; we look up and understand the layout of the building"

The Main Entrance and Town Square is the building's principal focal point and centre of activity. This component is a crossroads and a mixing chamber; due to its visual animation and social activity, it is a significant destination in itself. It will be a movement, people-watching, and refreshment space. It will serve as a multi-purpose gathering space that can be cleared of moveable furniture and arranged as an open program space.

Activities occurring in this space complement the urban activity of the surrounding exterior spaces.

The main activity will be the movement of people in and out of the building, into the Meeting Spaces and to and from the Entrance to the Library.

The Town Square will also act as overflow space from the Public Forum, and will on occasion accommodate events such as banquets and receptions.

There will be clear views to Exterior Spaces, to the Public Forum and Meeting Spaces, into the Library Entrance and Express, and to the upper floors of the building.

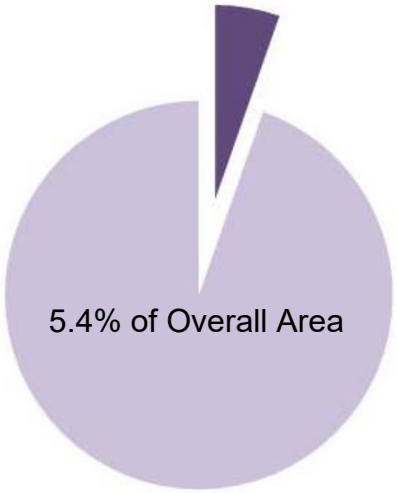
Features:

- Weather-protected entry vestibules
- Multi-storey atrium with light from above
- Signage, public art, donor recognition features
- Community information kiosks
- Café, including seating and flexible seating and exterior access (with adjacent exterior seating)
- Friends of the Ottawa Public Library Association gift shop
- Public washrooms
- Access to the Ottawa Central Library and Public Forum and Meeting Spaces

Activities:

- General entering and leaving the building, en-route to and from the library via the Main Entrance and to the Parking Facility below
- Movement of people to and from:
  - Public Forum and Meeting Spaces
  - Library Entrance and Express
  - Parking
  - Café, with exterior access
- Collection materials return by Library customers via materials return chutes in the Town Square space
- Informal socializing, seating, people watching
- Informal indoor programming activities and events such as festivals and concerts
- Movement of supplies to and from retail and service units

FUTURE AREA: 585 CGSM



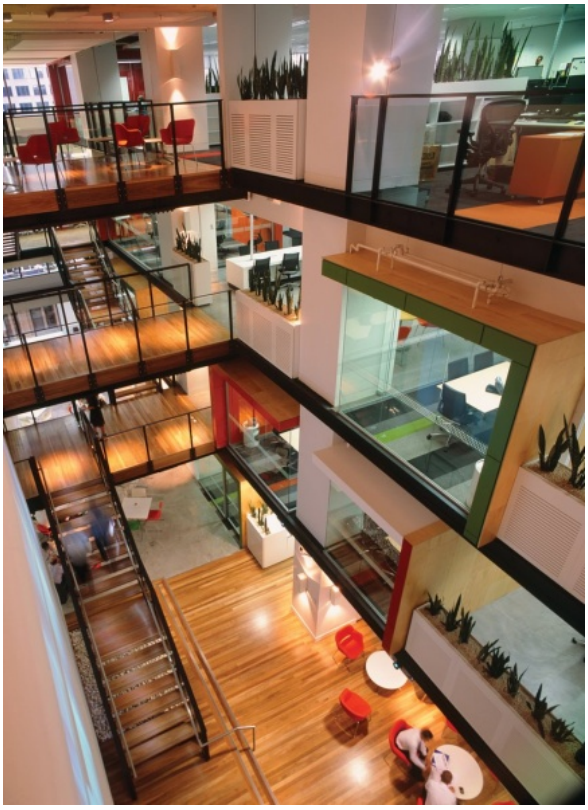
Factors Determining Size:

1.	Number of people movements daily	9,000
2.	Number of people attending informal and/or formal events	180
3.	Town Square maximum occupancies	300
4.	Number of retail and services units	2
5.	Amount of public café seating	

Building entrances, atrium, informal exhibits, FOPLA shop, café, access to Library

AFFINITY CRITERIA

1	1. Exterior Spaces	Provide direct access by dedicated circulation to adjacent Exterior Spaces for the movement of up to 8,000 building visitors daily.
2	14. Parking Facility	Provide direct access by dedicated circulation to adjacent Parking Facility for the movement of up to 1,000 daily visitors arriving and departing by private vehicle.
3	4. Library Entrance and Express	Provide direct access by general circulation to Library Entrance and Express for the movement of 4,500 customers daily, in and out.
4	3. Public Forum and Meeting Spaces	Provide convenient access by general circulation to the Public Forum and Meeting Spaces for the movement of people to and from presentations, programs, meetings and performances.



3. PUBLIC FORUM AND MEETING SPACES

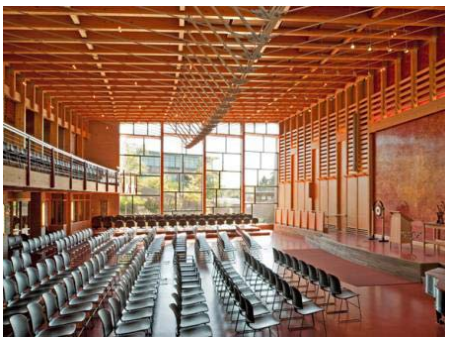
"There are always interesting events taking place"

This component is a multi-purpose meeting complex that accommodates un-programmed casual events, Library programs, private events, and/or partner organization events. It is intended to function as a revenue generating space.

This is a major focus of community, social, educational, and cultural activity.

The vitality of the community is captured in the Public Forum. These spaces are transparent, flexible and visually accessible, with views into the adjacent Town Square, Library Entrance and Express, and, ideally, with significant views to building surroundings, including urban and natural features.

There should be an adjacent exterior multi-purpose space. Together with the Main Entrance and Town Square, this component may operate when other areas of the Central Library are closed.



Features:

- Multi-purpose Gathering Space for 250, with retractable seating, stage and backstage
- Multi-purpose meeting rooms
- Black box multi-purpose theatre
- Teaching/demonstration kitchen
- Reception space adjacent to meeting rooms
- Beverage and snack bar and catering kitchen
- Coat room, registration area
- Performer's and speaker's area and entrance
- Storage for furniture, supplies, and equipment
- Public washrooms
- Flexible features that control acoustics, light conditions, and room sizes
- Multiple innovative IT and presentation technologies

- Contemporary attractive furnishings and equipment
- High quality durable easily maintained materials throughout

Activities:

- Simultaneous structured and/or unstructured activities
- Public presentations, discussions
- Screening of films
- Recitals and music events
- Author readings
- Meetings and seminars
- Amateur theatrical productions
- Videoconferences
- Small seminars, trade fairs and exhibits
- Informal socializing with food/beverage from café/catering
- Temporary storage of attendee coats and belongings in Coat Room
- Spontaneous amateur presentations
- Private events and receptions

Living room/lounge, presentations, receptions, seminars, demonstrations, and support services

FUTURE AREA: 1,155 CGSM

Factors Determining Size:

1. Capacity of multi-purpose Gathering Space 250
2. Capacity of meeting/breakout rooms 120
3. Capacity of black box theatre 80
4. Backstage requirements for multi-purpose Gathering Space
5. Need for overflow/crush space
6. Back of the house access to multi-purpose Gathering Space, and meeting rooms

AFFINITY CRITERIA

1	**2. Main Entrance and Town Square**	Provide direct access by dedicated circulation to Main Entrance and Town Square for the movement of the general public and event attendees.
2	**13. Building Services/ Materials Handling**	Provide direct access by dedicated circulation to the collection in Building Services/Materials Handling for the movement of furniture, equipment and supplies.
3	**4. Library Entrance and Express**	Provide convenient access by general circulation to the Library Entrance and Express for the movement of OPL customers accessing services elsewhere in the building.

PAGE PURPOSELY LEFT BLANK FOR PAGINATION

4. LIBRARY ENTRANCE AND EXPRESS

"Front porch and lounge, a hub of library activity"

The Library Entrance and Express consists of two main areas: the actual entrance foyer of the central library, and the Library Express, which offers a compact cross-section of more extensive and in-depth services found elsewhere in the building.

Together, the Library Entrance and Express are "front porch and window" that are highly connected visually and spatially to the Main Entrance and Town Square. Designed for high volume collection turnovers and customers making a quick visit to the library, this component offers basic library customer services and a book-store like environment; it can operate when other areas of the Central Library are closed.

The component features two zones. The Library Entrance is the most active area in the Central Library due to the fact that all library customers must move through the space. It features a glazed wall separating it from the Town Square and unobtrusive security features. Orientation and self-service functions are strategically located here, along with access to main stairs, elevators, and public washrooms.

The second zone, Library Express, presents highly visible browsing collections covering topics of current interest, popular recreational subjects, and new and notable materials.

Features:

<u>Library Entrance</u>

- An appropriately scaled and symbolic threshold
- Maximum visibility from sidewalks, plazas and the Town Square
- Generous arrival space with "Front Porch" seating area
- Materials security threshold/gates
- Check-out, holds pick-up, and book vending machines
- Roving staff touchpoint

- Internal arrival and departure space immediately adjacent to library elevators and a featured open staircase system to upper/lower levels
- Public washrooms

Library Express

- Highly visible displays of current popular materials, new materials
- Express quick information satellite technology commons
- Gaming area for groups, with observation area
- Newspapers/magazines with casual reading area
- Small print and copy centre
- Access to café

Activities:

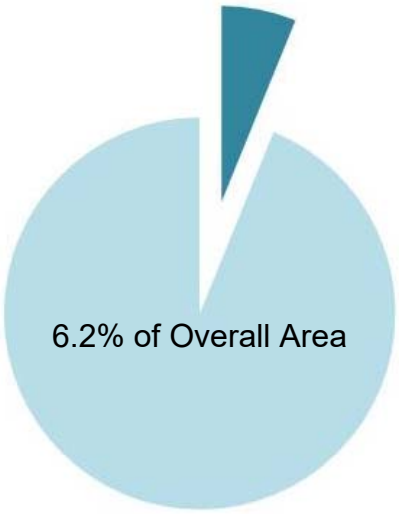
Library Entrance

- Movement to/from Main Entrance and Town Square
- Displays of general directional, event, and ephemeral signage
- Roving staff assistance
- Check-in/out stations
- Access to public elevator, and stair systems, public washrooms

Library Express

- Quick information access at technology satellite stations
- Holds pick-up
- Browsing collections and reading newspapers
- Single and group gaming and watching
- Author readings, book club talks, and impromptu and scheduled OPL program events
- Roving staff assistance
- A significant portion of the Central Library's check-out function occurs here
- Access to service elevator

FUTURE AREA: 670 CGSM



Factors Determining Size:

1. Spaces that allow movement without disturbing adjacent functions
2. The need to accommodate 9,000 people movements daily
3. Marshalling and waiting areas required near stairs, elevators, and staff service and self-service points
4. Generously scaled public washrooms
5. Service touch points 2
6. Express collection of 6,705 books, multimedia items, newspapers, and magazines
7. Customer seats and workspaces 136
8. Open central space in Library Express where impromptu programs may take place
9. A newspaper and magazine area with defined quiet reading areas away from busy activity

Library entrance, self-service, stairs/elevators, popular materials, café access, and views outside

AFFINITY CRITERIA

1	1. Exterior Spaces	Provide direct access by visual connection to Exterior Spaces to optimize views of activities, animating the streetscape and publicizing Central Library services.
2	2. Main Entrance and Town Square	Provide direct access by dedicated circulation to the Main Entrance and Town Square for the movement of customers in and out of the facility and to access the cafe from within Library Express.
3	3. Public Forum and Meeting Spaces	Provide convenient access by general circulation to the Public Forum and Meeting Spaces for the movement of customers.
4	13. Building Services/ Materials Handling	Provide direct access by dedicated circulation to Building Services/Materials Handling for the movement of collection materials.
5	6. Children's Discovery Centre	Provide convenient access by general circulation to Children's Discovery Centre for the movement of young customers and companion adults.

5. COMMUNITY SERVICES

"We are successful"

This component focuses on those collections and services that support customers experiencing barriers to library services due to various disabilities, including physical disabilities or mobility limitations, vision and hearing loss, intellectual and developmental disabilities, learning disabilities, mental health disabilities, and speech or language impairments. It also includes services to newcomers to Canada.

Resources and services enable integration with the community, including programs in assistive technologies, large print and audio books, adult literacy, digital literacy, English and French as additional languages (EAL/FAL), and world languages. This component will also accommodate the general music CD, Books on CD and DVD collections. Learning activities may be lengthy and involve programs for individuals, as well as partnering with agencies.

Staff provide expertise, services and programs for customers, including those learning new languages, those improving their literacy or language skills, and those who require assistive technology to access content.

This component has a global orientation, with areas for spontaneous programming as well as a video screening area featuring world news and current events. It is comfortable for those from all cultural backgrounds, and is easy to find. The layout facilitates proactive staff assistance as well as confidential conversations.

Features:

- Easy access and way-finding from Main Entrance and Town Square and from Library Entrance and Express
- "Window on the World" news and current events centre
- Displays and exhibits introducing customers to the

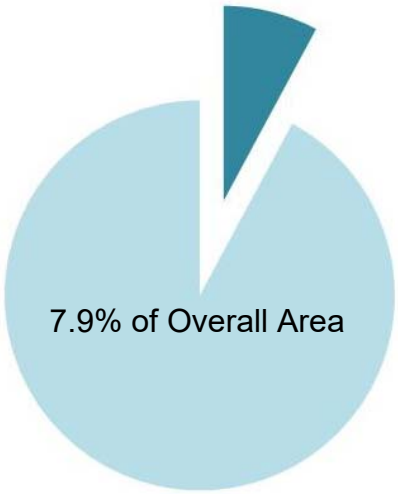
scope of collection resources
- Component-specific signage and displays
- Touchpoint with staff focused on programming and providing value-added services
- Collections include Large Print, Literacy, Language Learning, World Languages books and magazines, adult music CD, Books on CD, DVD collections, and electronic resources
- Assistive technology stations
- Casual and group seating
- Small technology commons
- Group rooms for large groups, for small meetings and for tutoring
- Print, copy and scanning station

Activities:

- Use of library and personal mobile devices and use of fixed computers
- Impromptu and scheduled programs and events
- Reading and socializing in casual seats and at group tables
- Storage, display and access to Large Print, Literacy, Language Learning, World Languages and multi-media collections
- Language learning with tutors
- Group programming

Newcomers, learning languages, adult literacy, connecting with others, connecting with our diverse cultures

FUTURE AREA: 855 CGSM



Factors Determining Size:

1.	Number of customers present	223
2.	World News Viewing Area – capacity	30
3.	Open central space for impromptu programming capacity	35
4.	Computer stations	4
5.	Listening/viewing stations	6
6.	Tutoring rooms	4
7.	Small meeting rooms	4
8.	Collection size – items	20,740
9.	Assistive technology stations	6
10.	Meditation/Prayer Room	1
11.	Service touch point	1

AFFINITY CRITERIA

1	**4. Library Entrance and Express**	Provide convenient access by general circulation from the Library Entrance and Express or the frequent movement of customers.
2	**2. Main Entrance and Town Square**	Provide convenient access by general circulation from the Main Entrance and Town Square for the movement of visitors, customers and staff.
3	**9. Adult Fiction and Non-Fiction**	Provide convenient access by general circulation from the Adult Fiction and Non-Fiction for the movement of customers.
4	**3. Public Forum and Meeting Spaces**	Provide convenient access by general circulation to Public Forum and Meeting Spaces for the movement of customers and staff.
5	**13. Building Services/ Materials Handlling**	Provide convenient access by dedicated staff and materials handling elevators from a collection marshalling area to the sorting room in Building Services/Materials Handling.

PAGE PURPOSELY LEFT BLANK FOR PAGINATION

6. CHILDREN'S DISCOVERY CENTRE

"We experience the world as a perpetually interesting place"

The Children's Discovery Centre is an acoustically separated, playful environment that stimulates the social experience and imagination of children at the same time as encouraging reading and listening skills. It leaves a lasting positive impression on all young library customers.

This component, a library within the library, accommodates the storage and display of print and multi-media resources, electronic resources, customer accommodation and services, as well as space for collection interpretation, and interpretive programs. The focus is on recreational and educational resources designed for use by children from birth to 13 and their caregivers/parents.

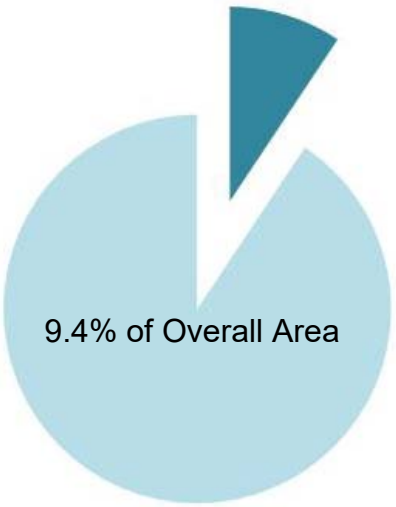
Features:

- Arrival and orientation space with marshalling area
- Stroller parking
- Component-specific signage and displays
- Children's collections, including board books, picture books, magazines and AV materials on moveable shelving; electronic resources
- Informal open program/story-time area
- Early literacy centre
- Gaming area
- Noisy play/activity area
- Clean and messy program areas, including creation spaces
- Tutoring spaces
- Quiet study and reading, tables, on-line access
- Informal moveable seating
- Exterior programming
- Family washroom facilities and nursing room
- Service touch point

Activities:

- Gross motor literacy skills activity by age
- Imagination play activities
- Parent and child reading/exploration
- Group and individual gaming
- Browsing of print, multi-media and electronic collection materials
- Check-out of materials
- Individual exploration, homework, and recreational reading
- Structured and unstructured resource-related interpretive programs
- Roving staff assistance

FUTURE AREA: 1,020 CGSM



Factors Determining Size:

1.	Furnishings/collection storage scaled to adults and to children of various ages	
2.	Numbers of customer seats/places	264
3.	Open central space for impromptu programming	
4.	Story time area - capacity	75
5.	Play area - capacity	20
6.	Group table/'Tweens seating/ meeting rooms - capacity	36
7.	Computer lab/family computer stations	24
8.	Child and caregiver reading area	6 alcoves
9.	Creation Centre - capacity	40
10.	Gaming Area - capacity	12
11.	Collection size – items	25,132

Learning, playing, discovering, getting ready to learn, story area, gaming

AFFINITY CRITERIA

1	4. Library Entrance and Express	Provide convenient access by general circulation from the Library Entrance and Express or the frequent movement of families and young children.
2	2. Main Entrance and Town Square	Provide convenient access by general circulation from the Main Entrance and Town Square for the movement of visitors, customers and staff.
3	11. Service Coordination Centre	Provide convenient access by dedicated staff circulation to Service Coordination Centre for the movement of staff who serve this component.
4	13. Building Services/ Materials Handling	Provide convenient access by dedicated staff and materials handling elevators from a collection marshalling area to the sorting room in Building Services/Materials Handling.
5	3. Public Forum and Meeting Spaces	Provide convenient access by general circulation to the Public Forum and Meeting Spaces for the movement of visitors, customers and staff participating in larger programs and activities.

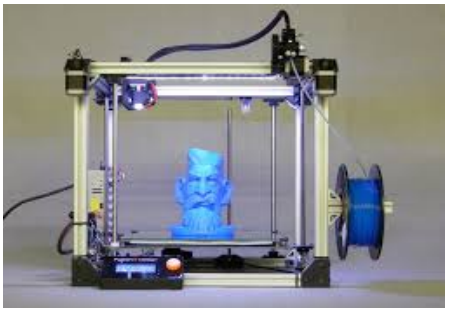
PAGE PURPOSELY LEFT BLANK FOR PAGINATION

7. CREATIVE CENTRE

"We imagine it, design it and make it"

This is a technology-focused collaborative environment where customers explore and create conventional and digitally-derived products. It showcases leading edge technologies, computers with specialized software, 3-D printers, computer numerically controlled (CNC) equipment as well as hand tooling areas.

Customers include those of diverse ages, levels of experience and adeptness, cultural and ethnic backgrounds, socio-economic circumstances, cognitive abilities, levels of conventional fabrication, and digital and technological literacy.

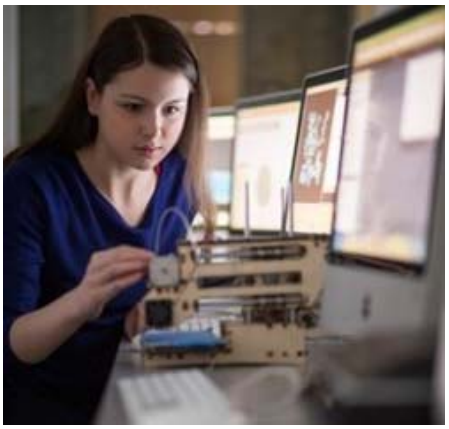


It serves creative teens, adults and creative children who have "graduated" from the Children's Discovery Centre makerspace to machines, or who have a particular project in mind. This component requires a high level of roving services, with staff going to customers where they are able to respond to their questions.

This component is also related to the maker and creative spaces that are distributed throughout other Central Library components.

Features:

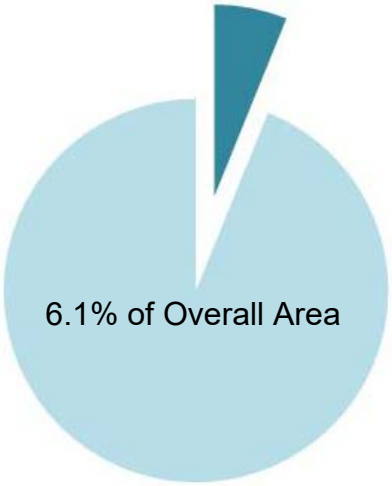
- Industrial creation space
- Messy creation space
- Demonstration and display area
- Service touch point
- Open program and instruction space, enclosed project rooms
- Design collaboration space/project labs
- Waiting areas
- Technology workstations and specialized software
- Storage for projects, supplies, materials and equipment



Activities:

- Showcasing of digital products
- Generation of multi-media products using specialized facilities and software
- Staff facilitated and self-directed individual and group learning
- Open digital maker area
- Group research at computers
- Demonstration of innovative technologies and applications
- Individual and group training programs involving computer applications
- Collaborative design and construction of conventional and digital prototypes
- Wood machining and hand tooling
- Fundamental technical skills development
- Creation of projects, including assembly, painting and sanding

FUTURE AREA: 665 CGSM



Factors Determining Size:

1.	Number of participants	
2.	Clean Assembly Space - capacity	40
3.	Service touch point	1
4.	CNC Production Centre/demo stations	12
5.	Design Studio	30
6.	Project/Collaboration Lab (2) – capacity	30
7.	Staff back-of-house support area	
8.	Project Lockers	

Teaching, experimentation, performance, new technologies, materials, design, and creation

AFFINITY CRITERIA

1	8. Teens' Centre	Provide convenient access by general circulation to the Teens' Centre for the frequent movement of teen customers.
2	9. Adult Fiction and Non-Fiction	Provide convenient access by general circulation to Adult Fiction and Non-Fiction for the frequent movement of customers interested in applied sciences.
3	10. Living Ottawa	Provide convenient access by general circulation to Living Ottawa for the frequent movement of customers.
4	11. Service Coordination Centre	Provide convenient access by dedicated staff circulation to the Service Coordination Centre for the movement of staff.
5	13. Building Services/ Materials Handling	Provide convenient access by dedicated staff and materials handling elevators to shipping and receiving in Building Services/Materials Handling, for the movement of supplies and equipment.

PAGE PURPOSELY LEFT BLANK FOR PAGINATION

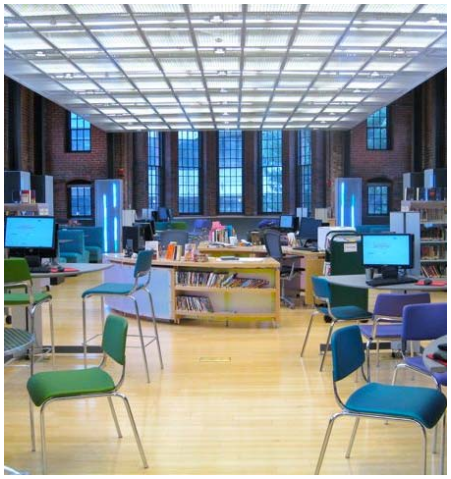
8. TEENS' CENTRE

"Exploring independence in our own space"

[The Teens' Centre includes an open collection area] and a spatially-contained, acoustically-separated environment with a variety of activity areas where teen customers use spaces with a variety of characteristics and seating alternatives to explore, discover, and enjoy a range of activities in an autonomous space.

This component accommodates the storage and display of print and multi-media resources, electronic resources, customer accommodation and services as well as space for programs. Collections of special interest to teen customers are featured. The profile of resources may change frequently.

Teens arrive with a range of requirements associated with both independent study and group socializing, with both quiet and noisy activities.



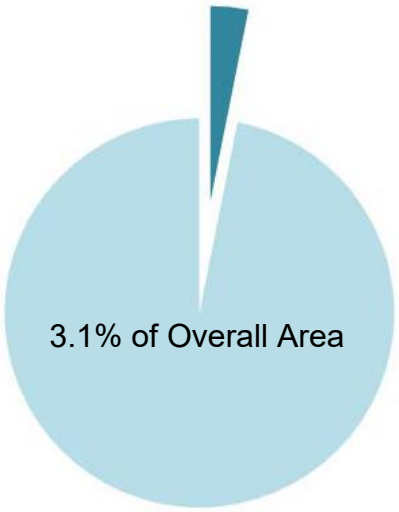
Features:

- Arrival and orientation space with signage that is youth-oriented and developed
- High levels of enclosure and acoustic separation
- Collection resources on low and medium height moveable shelving
- Open mic/stage performance and informal program area
- Informal program area
- Meeting/group rooms
- Study tables
- Quiet study and informal socializing/hang-out space
- Collaboration space with reconfigurable furniture
- Copy and print station
- Staff touchpoint
- After-hours access to program spaces

Activities:

- Individual study, research and recreational reading
- Informal socializing
- Homework help and peer to peer tutoring
- Structured and unstructured resource-related interpretive programs
- Browsing of print, multi-media and electronic collection materials
- Roving staff assistance

FUTURE AREA: 340 CGSM



Factors Determining Size:

1.	Arrival and orientation area	
2.	Display area	
3.	Service touch point	1
4.	Collection – items.	3,090
5.	Magazines – titles	15
6.	Hang-out/quiet study - capacity	24
7.	Group rooms	4@4 each
8.	Performance/stage area	
9.	Collaboration space - capacity	20
10.	Overall capacity	90

Spatially and acoustically contained; noisy and quiet, books; unique design features and seating

AFFINITY CRITERIA

1	7. Creative Centre	Provide convenient access by general circulation to the Creative Centre for the frequent movement of teen customers.
2	9. Adult Fiction and Non-Fiction	Provide convenient access by general circulation from Adult Fiction and Non-Fiction for the frequent movement of teen customers.
3	4. Library Entrance and Express	Provide convenient access by general circulation to Library Entrance and Express the movement of teen customers.
4	2. Main Entrance and Town Square	Provide convenient access by dedicated circulation to the Main Entrance and Town Square for the movement of teen customers and staff attending after-hours events.
5	11. Service Coordination Centre	Provide convenient access by direct circulation from Service Coordination Centre for the movement of staff working in this component.
6	13. Building Services/ Materials Handling	Provide convenient access by dedicated staff and materials handling elevators from a collection marshalling area to the sorting room in Building Services/Materials Handling.

PAGE PURPOSELY LEFT BLANK FOR PAGINATION

9. ADULT FICTION AND NON-FICTION

"Discovering the world around us, the society we live in, and exploring and communicating the world of our imagination"

This is a very active environment with customers focusing on increased knowledge and on personal recreational, educational and career goals. The component houses storage and display of the non-fiction print collections, electronic resources, and associated customer accommodation, as well as space for collection interpretive programs. It also accommodates a portion of the Genealogy collection.

This component also showcases the adult fiction collection which will be affiliated with the literature area of the non-fiction collection. This area celebrates the diversity of community, cultural and literary interest, and self-expression.

The fiction area reflects the dignity of quiet reading, as well as the participatory experiences of the oral tradition, the spoken word, and community dialogue.

The focus is on programming and value-added services through roving staff assistance, including business and careers.

Features:

- Arrival and orientation space and general signage and displays
- Collection resources on low/medium height shelving, including moveable shelving, highlighted collection areas
- Informal open areas for unstructured interpretive programs
- Computer stations
- Learning Laboratory
- Collaboration space
- Consultation/tutoring Rooms
- Business and careers support including collections and programs
- Quiet reading gallery areas
- Meeting rooms, maker areas

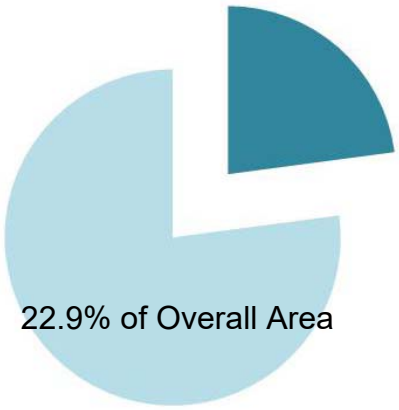
- Service touchpoint on each level
- Copy and print station on each level

Activities:

- Browsing of print, multi-media and electronic collection materials
- Individual and group study, research and recreational reading
- Unstructured interpretive programs
- Painting and crafting
- Roving staff assistance
- Materials check-out

Business, careers, science, health, sports and recreation, stories and imagination

FUTURE AREA: 2,490 CGSM



Factors Determining Size:

1.	Number of customer seats/stations	530
2.	Open central space for impromptu programming - capacity	60
3.	Service touch point	2
4.	Tutoring rooms	4
5.	Small Meeting Rooms	8
6.	Group Rooms	2@30
7.	Computer stations	30
8.	Print collection - N-F – volumes on 4-shelf bays with display concepts	60,100
9.	Fiction Collection – items	32,000
10.	Genealogy Collection – items	2,500
11.	Magazines - titles	180
12.	Learning Lab - Stations	24
13.	Casual and Quiet Study seating	140
14.	Collaboration/Co-Working Space - stations	82

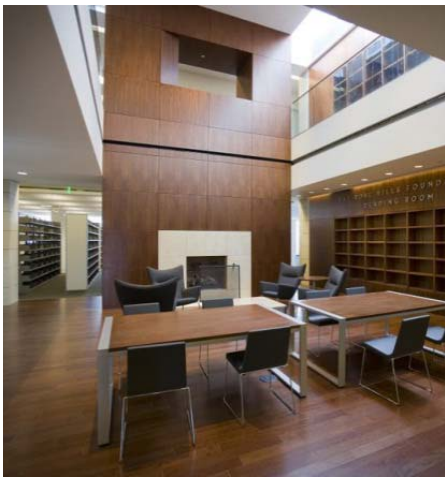
AFFINITY CRITERIA

1	10. Living Ottawa	Provide convenient access by general circulation from the 900's and Genealogy collections areas to Living Ottawa for the movement of customers and staff.
2	7. Creative Centre	Provide convenient access by general circulation to the Creative Centre for the movement of customers.
3	8. Teens' Centre	Provide convenient access by general circulation to Teens' Centre for the frequent movement of customers.
4	5. Community Services	Provide convenient access by general circulation to Community Services for the movement of customers.
5	11. Service Coordination Centre	Provide convenient access by general circulation to the Service Coordination Centre for staff movement.
6	13. Building Services/ Materials Handlling	Provide convenient access by dedicated staff and materials handling elevators from a marshalling area to the sorting room in Building Services/Materials Handling.

PAGE PURPOSELY LEFT BLANK FOR PAGINATION

10. LIVING OTTAWA

"Celebrating family and community history, cultural, ethnic, and geographical identity"



This component establishes an important aspect of the Central Library's character. Its theme: "Ottawa tells its Story" should be echoed in programs, displays, and features throughout the building.

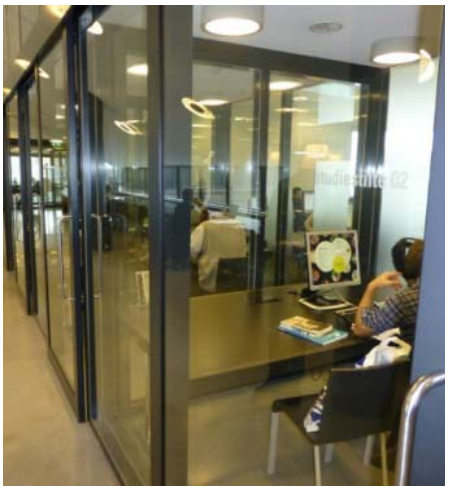
Living Ottawa collections focus on published materials that deal with all aspects of past, present, and future life in Ottawa.

This is the most formal and "civic" component in the Library, which is a destination for community and private events, a workshop and laboratory for the capturing of community stories, and a repository of resources dealing with community history, cultural heritage, family and urban history.

This is the area of the Library that emphasizes the preservation of historical materials, as well as the recognition and celebration of what is happening today as the history of tomorrow.

The customer experience will be about individual, community, civic history, and about possibilities inherent in the future; about local and regional identity; and about the identity of the larger world.

Members of the community will be encouraged to appreciate both past and emerging history: both their own origins and the emerging community profile. They will identify how they themselves are contributing as the story of the life of the community unfolds.



Features:

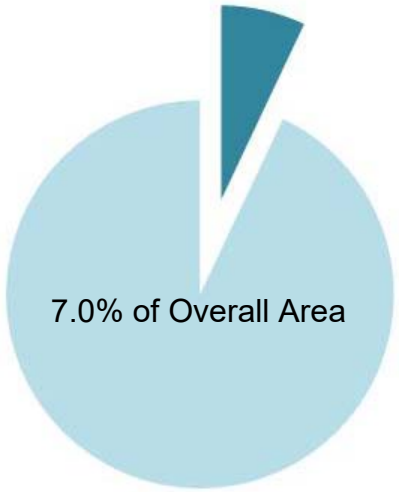
- There are three major features: traditional “Ottawa Room” resources, innovative, technical, image-based creation spaces, and a civic reception suite
- Arrival and orientation zone leading into an easily accessible, non-intimidating space accessing a ceremonial destination with a Civic Reception suite
- A roof terrace and/or atrium overlook
- Numerous exhibits of past, present and future community-based topics, using kiosks, interactive screens, viewing stations, and listening stations
- Local history collection on 5-foot, reconfigurable shelving
- Open program area
- Group interactive meeting and program spaces
- Spaces for quiet research and contemplation

Activities:

- Digital storytelling
- Featured community exhibitions relevant to history and current community activities
- Active engagement with the creation of new knowledge that contributes to the ongoing development of a deeper community identity, including self-publishing, pod casts, oral history and video production
- Individual recreational reading and research
- Browsing of print, multi-media, and electronic collection resources
- Structured resource-related interpretive group programs, as well as programs designed and directed by community partners
- The Civic Suite may occasionally be used as a TV broadcast studio, transmitting live events and related programs out into the community

Past, present and evolving community history, community exhibits, collections and programs

FUTURE AREA: 765 CGSM



Factors Determining Size:

1.	Numbers of customers present	128
2.	Civic Reception Suite - capacity	60
3.	Open central space for impromptu programming – capacity	8
4.	Program Room - capacity	15
5.	Meeting rooms – number	3
6.	Local History collection - items	20,000
7.	Genealogy Collection – items	2,500
8.	Casual seats	6
9.	Group table seats	16
10.	High, low and medium height collection storage and display systems	

AFFINITY CRITERIA

1	**9. Adult Fiction and Non- Fiction**	Provide convenient access by general circulation to the Adult Fiction and Non-Fiction for the movement of OPL customers accessing related collection resources.
2	**3. Public Forum and Meeting Spaces**	Provide convenient access by general circulation to Public Forum and Meeting Spaces for the movement of customers attending related Living Ottawa programs.
3	**13. Building Services/ Materials Handlling**	Provide convenient access by dedicated staff and materials handling elevators from a collection marshalling area.

11. SERVICE COORDINATION CENTRE

"We bring the library to life and design programs and services for the community and the city"

This component is the place where the customers' experience of the Central Library is created. It accommodates staff activities involving the planning, delivery and support of the Central Library's services.

Co-location of staff service and program design functions enhances service delivery synergy, creativity, and operational effectiveness, and optimizes shared workspace. The Service Coordination Centre space conveys the sense of a collaborative design studio that enables individual activity as well as focussed group thinking and impromptu interaction.

Locations close to the public service zones of the Central Library ensure that staff are responsive and can quickly respond to increased requirements for front line service.

Back-of-house staff services include community-focused program research, design and development, events co-ordination and meeting room set-up, and general assistance.

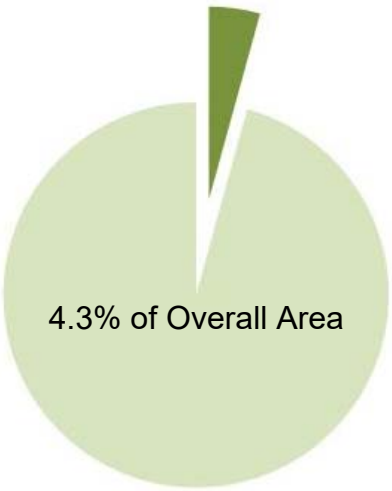
Features:

- The space is generally non-public space, but is welcoming to occasional public visitors and program development partners
- Open studio space for collaborative design and management of collections, programs and services
- Individual and shared workspaces for adult, children's programming, and services development
- Individual and group workstations
- Staff washrooms, and lockers
- Staff kitchenette/lunch space

Activities:

- Development of services and programs for adults, teens, and children
- Management and direction of customer services
- Group collaborative activity
- General office support functions
- Meetings involve staff (OPL and Central Library), service delivery partners and, occasionally, members of the public

FUTURE AREA: 465 CGSM



Factors Determining Size:

1. Staff offices	1
2. Staff workstations	20
3. Confidential Rooms	1
4. Meeting Rooms	3
5. Hotelling Station	2
6. Staff kitchenette/lunch space - capacity	10

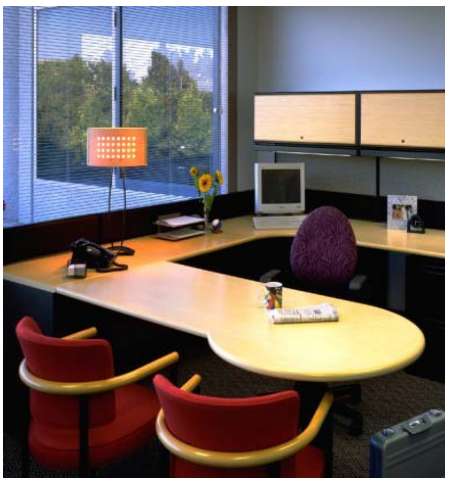
AFFINITY CRITERIA

1	**All Public Service Components**	Provide convenient access by dedicated circulation to all public components to allow frequent contact with program spaces and service points.
2	**12. Corporate Services**	Provide convenient access by general circulation to Corporate Services for the movement of staff.
3	**13. Building Services/ Materials Handling**	Provide convenient access by dedicated circulation to Building Services/Materials Handling for the movement of staff and materials.

Research, collaboration, program and service design, resource identification, event planning

12. CORPORATE SERVICES

"Ensuring optimal responses to community needs, and optimal use of system resources"



This component accommodates office and support space for senior administration and management, with the Central Library as the largest customer of these services.

This is a non-public space with some public visitors. It is a typical office environment, comprising enclosed offices, open workstations, collaboration spaces, and meeting and other support spaces.

Administration provides professional, organizational planning, and leadership for OPL. Services include senior management, and selected public library system-wide services, including Planning and Board Support, Finance and Business Services, Facilities Development, Organizational Development, Access to Information Office, Program Development, and Technology Services.

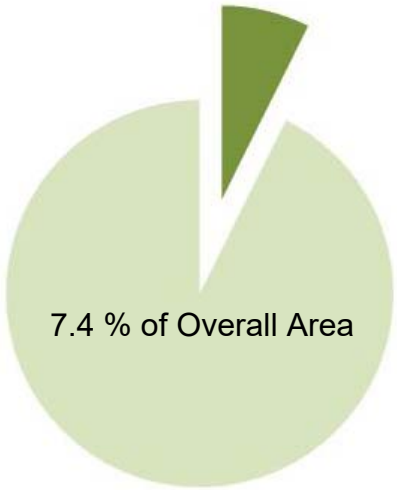
Features:

- CEO's Office
- Collaborative areas
- Mix of offices and open workstations
- Marketing and communications studio
- Shared workroom
- Training room
- Confidential rooms
- Research and development studio
- Large, small, and private meeting rooms
- Storage of supplies and materials
- Staff kitchenette/lunch areas

Activities:

- Administration and leadership of OPL
- Staff training
- Meetings of staff
- Photocopying, printing and document assembly
- Secure storage of files/records

FUTURE AREA: 800 CGSM



Factors Determining Size:

1.	Offices, senior administration	6
2.	Workstations	46
3.	Meeting rooms	3
4.	Training Room - capacity	25
5.	Collaborative area	1
6.	Staff break area	1
7.	Active and archived files	
8.	Office workroom (copying/fax)	

AFFINITY CRITERIA

1	**11. Service Coordination Centre**	Provide convenient access by dedicated staff and materials handling elevators to Service Coordination Centre for the movement of staff and visitors.
2	**4. Library Entrance and Express**	Provide convenient access by general circulation to the Library Entrance and Express for the movement of the public.
3	**3. Public Forum and Meeting Spaces**	Provide convenient access by general circulation to the Public Forum and Meeting Spaces for the movement of staff.
4	**13. Building Services/ Materials Handlling**	Provide convenient access by dedicated circulation to the Building Services/Materials Handling for the movement of staff and materials.

System-wide service and operations management, Library Board and City interfaces

13. BUILDING SERVICES/MATERIALS HANDLING

"Coordination of all building and environmental services, operations, and movement of materials"

This component accommodates the spaces required to ensure the practical operation of the building, including the movement of all supplies, materials, furniture and equipment in and out of the building and within the building. This includes support spaces for OPL operations.

It includes the movement of all library collection resources into and out of the Central Library to various component areas within.

The component requires carefully scaled access routes and equipment to enable movement of furniture and general materials handling devices.

This component will be used to support the movement of supplies and furniture to support receptions, events, and programs (particularly delivered to the Public Forum, Meeting Spaces, and Main Entrance and Town Square) also delivered throughout the public components of the Central Library, the Friends shop, and support activities.

Features:

- Enclosed delivery bays
- Loading docks
- 2nd loading dock for garbage and recycling, and general access along with associated marshalling and assembly area
- Garbage and recycling marshalling area
- OPL materials marshalling area
- Access to dedicated materials handling elevator
- Central storage areas
- Central Library collection sorting room with views from public areas
- Operations administration space
- Staff facility, with showers and washrooms

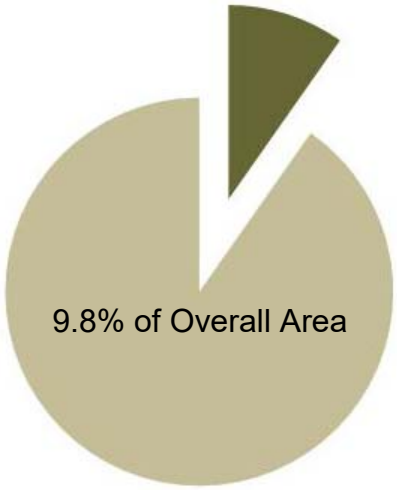
- FOPLA book storage / processing area
- Building services and equipment areas
- FOPLA book storage / processing area

Activities:

- Regular scheduled shipping and receiving of circulating Central Library collection resources
- Sorting, re-routing and marshalling of resources
- Shipping and receiving of supplies and equipment
- Receiving, and short and longer term storage of, supplies, furniture and equipment, including general supplies used throughout the building, housekeeping supplies, and supplies and furniture required to support receptions, events, programs and exhibits
- Movement of staff, resources, supplies and equipment to and from all components in the building
- Coordination of maintenance and housekeeping services

Secure materials handling, building management, materials and supplies storage

FUTURE AREA: 1,060 CGSM



Factors Determining Size:

1. Loading docks
2. Staging areas
3. Collections sorting room with branch sorting bins
4. Staff workshop and offices
5. Central housekeeping
6. Equipment and furniture storage; FOPLA storage
7. Size of shipping boxes, furniture and equipment
8. Movement devices, and clearances required for horizontal and vertical movement

AFFINITY CRITERIA

1	1. Exterior Spaces	Provide direct access by dedicated conveyor system to Exterior Spaces, for the movement of materials, supplies, and collection resources to loading docks.
2	Service Elevators	Provide direct access by dedicated circulation to the service elevators from the sorting room to book truck marshalling areas on each level of the Library.
3	2. Main Entrance and Town Square	Provide convenient access by dedicated materials conveyor system to Main Entrance and Town Square for the movement of returned materials.
4	3. Public Forum and Meeting Spaces	Provide convenient access by dedicated circulation to Public Forum and Meeting Spaces for the movement of materials and equipment to support events.
5	2. Main Entrance and Town Square	Provide convenient access by dedicated staff and service elevators/circulation to Main Entrance and Town Square for delivery of materials to café/retail spaces.
6	14. Parking Facility	Provide convenient access by dedicated staff circulation to Parking Facility for the movement of staff.

PAGE PURPOSELY LEFT BLANK FOR PAGINATION

14. PARKING FACILITY

"Designed for vehicles - and for people!"

This component includes an innovative, aesthetically appealing, safe, people-friendly public parking facility.

The parking facility will be a safe, pedestrian friendly and welcoming indoor urban space.

This functional description is not site-specific. It assumes a flat generic site with a generally orthogonal geometry. It is based on the assumption that, in the absence of available parking in the immediate vicinity of the selected site, a minimum of 170 parking spaces will be required.

Features:

- Dedicated pedestrian access to and from parking areas to and from the interior of the building, via a Parking Lobby, a glazed lobby with feature stairs and elevator(s) connecting each potential parking level to the Town Square on the main level of the building

- Dedicated pedestrian access to the Parking Lobby, fire exit stairs to Exterior Spaces and bicycle enclosure using a network of safe, attractive pedestrian paths, painted white and clearly lit, with clear sightlines
- A minimum clear ceiling height of 2.4m throughout the driving aisles and vehicular parking areas
- Two-way traffic in driving aisles and entry/exit ramps
- Well lit garage area, including prominent signage and clear delineation between vehicle and pedestrian routes
- Parking for 40 bicycles in a secure lockable enclosure, at the entry level of the facility, in close

proximity to the pedestrian walkway and Parking Lobby

- Designated parking spaces for disabled access vehicles, in accordance with parking bylaws and accessibility standards
- Designated parking spaces with recharging stations for electric vehicles, in accordance with LEED™ and any other statutory provisions
- If staffed, a ticket booth, office and washroom facilities for facility operational staff
- Secure electrical and HVAC rooms for Parking Facility component areas and building above
- Storage facilities for building maintenance equipment associated with the Parking Facility.

Note: There will be no bus access to the parking facility; there will be no public washrooms located in the parking facility.

Activities:

- Movement of pedestrians to and from the Town Square on the main level of the building, via the Parking Lobby, and from there to and from vehicles or bicycle storage inside the parking facility
- Pedestrians waiting at the Parking Lobby after drop-off or before pick-up by vehicle
- Movement of pedestrians to and from adjacent exterior spaces via the exit stairs connecting exterior spaces with the pedestrian pathway network and from vehicles or bicycle storage inside the parking facility
- Movement of bicycles, disabled access, electric, and vehicles in and out of the facility, passing through control and access point en-route

- Facility management and traffic control
- General facilities maintenance and security patrols

FUTURE AREA: 6,100 CGSM

(Not included in building area)

Factors Determining Size:

1. Vehicle parking spaces 175
2. Bicycle parking spaces; (As per LEED Gold req.)

AFFINITY CRITERIA

1	**2. Main Entrance and Town Square**	Provide direct access by dedicated stairs and elevator(s) to Main Entrance and Town Square for the movement of building users arriving at and departing from the building, via the parking facility.
2	**1. Exterior Spaces**	Provide direct access by dedicated fire exit stairs from adjacent Exterior Spaces to allow access to and from parking areas without entering the building itself.
3	**13 Building Services/ Materials Handling**	Provide direct access by dedicated pedestrian access to Building Services/Materials Handling for the movement of maintenance staff and equipment.

Aesthetically distinctive, people–friendly, below-grade urban space, parking arrival and departure, to/from Exterior Space, Town Square