



**PACE**  
PUBLIC AFFAIRS  
& COMMUNITY ENGAGEMENT

—SUMMARY REPORT—

Public consultation in support of the  
Ottawa Central Library Development  
Project: In-person Consultation  
Sessions on the Functional Program  
(June 15 and 22, 2016)

August 4, 2016

*This report captures the input generated from two in-person consultations that were held on June 15 and 22, 2016, on the spaces and uses of a new central library. All comments have been reviewed, analyzed and summarized to inform the Ottawa Public Library, in support of the Ottawa Central Library Development Planning Process.*

145 SPRUCE STREET, SUITE 201  
OTTAWA, ON K1R 6P1 CANADA  
(613) 860-1685

[WWW.PACECONSULTING.CA](http://WWW.PACECONSULTING.CA)



## About PACE

PACE PUBLIC AFFAIRS & COMMUNITY ENGAGEMENT is a bilingual consulting firm that specializes in developing meaningful engagement programs, notably in the area of sustainable municipal affairs and city-building initiatives. With a solid understanding of government policy-making and programs, we help our clients successfully move their projects forward, reaching out to a wide range of audiences on the local, regional and national levels.

Launched in Ottawa in 2002, PACE has established itself as one of Ontario's leading experts in community and stakeholder engagement, creating innovative two-way dialogue opportunities for targeted audiences, the general public and key affected communities.

PACE is committed to meaningful engagement. Our values-based approach to consultation is paved with significant experience designing and facilitating large scale, multi-faceted, bilingual public and stakeholder programs. We have worked on numerous high-profile and often complex city-building projects with all three levels of government, on both sides of the River. Our roster of experienced engagement experts collectively offer a wealth of experience in strategic advisory services, from high level counsel, to project management, design and execution, and full service communications.

*PACE's mission is to help advance sustainability by understanding how governments, businesses, organizations and communities work — and more importantly how they work together.*

### THE PACE TEAM ASSIGNED TO THIS REPORT:

- **Grégoire Jodouin**  
President and Team Leader
- **David Sherwood**  
Senior Associate and Lead Facilitator



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# 1.0 OVERVIEW

## 1.0 Overview

### 1.1 PROJECT OVERVIEW

The Ottawa Public Library (OPL) has ambitious plans to contribute to Ottawa's transformation into a world-class city by creating a modern central library that inspires learning, sparks curiosity, and connects people. The new facility will be an innovative, iconic, and significant civic institution playing three roles: a local branch, a citywide service, and a destination for residents of and visitors to the Nation's Capital. The initiative is supported by the OPL Board and has been approved as a strategic initiative in the 2015 – 2018 City of Ottawa Term of Council Priorities.

The community has demonstrated an eagerness to be involved in this project, and the plans for the new Ottawa Central Library (OCL) have generated a healthy debate on the role of libraries in society, and the benefits a new facility will bring to Ottawa. Over the course of nearly a decade since discussions were first initiated, the project has seen many changes in scope and evolving visions.

A significant change was the unanimous decision in June of 2015 by the Ottawa Public Library Board to build a new 132,000 square foot facility in a new location. The decision followed on the recommendations of an independent expert that concluded this solution would be more effective in terms of cost and modernized service delivery, than extensively remodeling the existing 1970's vintage building. In another significant decision, the OPL Board instructed staff to explore a potential partnership with Library and Archives Canada (LAC) which had expressed an interest in co-locating some of its services and offerings in the OCL.

LAC's goal is to relocate some of its more public facing functions from its current location at 395 Wellington Street to a new landmark facility in the Nation's Capital by 2020. LAC and OPL believe that these functions are complementary in nature to some Ottawa Public Library services and programs and could lead to potential synergies and co-location opportunities. This led to the signing of a Letter of Intent with OPL in January of 2016, and the adoption of a concurrent planning process for both an Ottawa Public Library (OPL) stand-alone Central Library and a joint facility with LAC.

Initial work was completed in the first part of 2015 on the OCL's spaces and uses to provide the Board with a sense of how the new facility could be used, and how people might move throughout the building. The resulting functional building program requires additional public and technical input to take into account the project changes noted above.



# 1.0 OVERVIEW

## 1.2 OVERVIEW OF THE PUBLIC ENGAGEMENT FRAMEWORK

A Public Engagement Framework designed to support the project's planning process, approved by the OPL Board on May 10, 2016, provides direction on the consultation and communications activities that will take place between the second quarter of 2016 through to the OCL's inaugural opening, scheduled for 2020. The objective is to ensure that the public and stakeholders are consulted in a meaningful way, and that a broad spectrum of input is collected to inform the location, vision, and design of this new iconic modern library.

The Public Engagement Framework outlines three phases of consultation, which are intended to build on the OPL's previous engagement work on this initiative:

**PHASE 1: COMPLETED IN MAY-JUNE 2016—SITE EVALUATION CRITERIA ('WHERE IT WILL BE BUILT')**—The combined community input from in-person and online consultations, together with technical expertise and best practice data from civic building projects in Ottawa and other cities, was used in the development of a list of site evaluation criteria that was approved by the OPL Board on July 12, 2016.

**PHASE 2: COMPLETED IN JUNE 2016: FUNCTIONAL PROGRAM ('WHAT WILL BE BUILT')**—As a follow-up to consultations that took place in the spring of 2015, community input was solicited to help validate the spaces and uses of the Ottawa Central Library. This includes obtaining feedback on functional use, adjacencies, and breakdown of size of various spaces. The public input collected was for both the OPL stand-alone facility and the OPL-LAC joint facility. The public sessions were preceded by focus groups with internal and external stakeholders in late May and early June 2016, conducted by the Resource Planning Group (RPG), an expert facilities functional planning firm specializing in libraries.

Staff user groups and the external stakeholder meetings will continue on both the OPL stand-alone facility and OPL-LAC joint facility through the latter part of the summer and early fall of 2016. The intent of this engagement is to further refine the functional building program to a level of detail to enable the Design phase of the project to commence.

**PHASE 3: IN 2017: BUILDING DESIGN ('WHAT IT WILL LOOK LIKE')**—Once the OPL Board and Library and Archives Canada finalize decisions at the end of 2016 or in early 2017 regarding the partnership, as well as project details such as the location, funding, etc., public input will be solicited to inform the building design and architectural features, ensuring design excellence that meets community (and potentially national) expectations.

This Report provides a summary of two in-person public consultation sessions that were held on June 15 and 22, 2016 as part of the second phase of consultation (functional program) and contains an analysis of the public input that was submitted by participants.



### 2.0 Approach, Methodology & Promotion

#### 2.1 APPROACH AND METHODOLOGY

For this Phase of consultation on the topic of the OCL's functional program, in-person sessions were held on June 15, 2016 at Ottawa City Hall (Jean Pigott Place) and on June 22, 2016 at 395 Wellington Street, Library and Archives Canada (Pellan Room), to gather input into the spaces and uses of a new facility. The sessions were scheduled from 4:00 to 8:00 p.m. A total of 121 participants attended (63 and 58 attendees per session, respectively).

Broadly, the sessions were designed to meaningfully engage participants, tap into fresh ideas to inform decision-making, and facilitate a better understanding and acceptance for the project. Specifically, the three primary objectives were to:

- 1) INFORM the public about:
  - a. the city-building potential of this project, in the larger context;
  - b. the vision for OCL and the project planning process;
  - c. the potential LAC partnership;
- 2) CONSULT about the FUNCTIONAL PROGRAM to allow participants the opportunity to review, comment on, discuss and generally validate what they liked and disliked about proposed spaces and uses within the OCL; and
- 3) REMIND the public about the NEXT STEPS, including upcoming decision-points and future opportunities to provide input.

The public sessions were structured such that participants could browse information at their leisure (open house style), and engage in more in-depth discussions with staff and experts. The information on display, in French and English, pertained to the functional program that is being considered for both a new stand-alone facility and a joint facility with LAC. In total, the functional program comprises 19 separate but interconnected components (or 'spaces and uses'), including the OCL's outdoor and indoor entrance and reception; the youth and adult spaces; the spaces devoted to history, genealogy and research; and the administrative and back-office areas of the building.

Information was presented on a large 'Story Wall' display. The Story Wall was intended to convey the whole portrait of what might be included ('features and activities') in the OCL and details on what the partnership with LAC could bring (the LAC 'value-add').



## 2.0 APPROACH, METHODOLOGY & PROMOTION

The Story Wall display was the culmination of considerable time and effort invested by professional library planners, working with employees at OPL, LAC and the City of Ottawa, to outline the basic building blocks of the spaces and uses for the new library. The information provided also captured the creative input and ideas expressed by the public at several previous public consultations (for example, during the OPL Blue Sky consultation initiative held in 2015 where the public and stakeholders were invited to provide input into the spaces and services of a future Central Library via focus groups, an in-person event, an online forum, etc.

In addition to the Story Wall, 'Consultation Kiosks' were set-up throughout the rooms, breaking down the 15 publically-accessible components into five thematic groupings. While information was provided on the four remaining components of the functional program (as displayed on the Story Wall), these pertained to the administrative and 'back-of-house' areas of the building and were not the subject of the consultation. The thematic groupings are as follows:

### THEMATIC GROUPINGS:

1. **Approaching and Gathering**, which comprises the following components:
  - 'Exterior Spaces', which include a forecourt, landscape, signage and commemoration, and programs spaces;
  - 'Main Entrance and Town Square', which include public seating, a café, Friends of the Library Association/Friends of Library and Archives Canada gift shop;
  - 'Public Forum and Meeting Spaces', which include a multipurpose flat floored auditorium and meeting complex and support areas.
2. **Entrance and Orientation**, which comprises the following components:
  - 'Library Entrance and Express', which includes a security threshold, a sample of the library collection, a book return, members services, AV and DVD collections, etc.;
  - 'Exhibition Gallery', which includes an enclosed environmentally-controlled and secured but highly visible gallery for exhibitions of national interest;
  - 'LAC Entrance and Orientation', which includes an open access introduction to services, access to high level staff assistance, general orientation, and virtual tools.
3. **Creation and Content**, which comprises the following components:
  - 'Community Services', which includes collections, seating areas and support areas for customers with special access needs;
  - 'Creative Centre', which includes maker spaces, recording and video studios, 3-d printing, innovative technology, etc.;



## 2.0 APPROACH, METHODOLOGY & PROMOTION

- 'Adult Fiction and Non-Fiction Collections', which includes collection space, general and specialized program spaces, seating, open program space, copy/print resources, business centre.
4. **Children and Teens**, which comprises the following components:
- 'Children's Discovery Centre', which includes collections, seating, technology, maker spaces, indoor playground, etc.;
  - 'Teen's Centre', which includes collections, seating, creation space, performance space, social space, etc.
5. **History and Research**, which comprises the following components:
- 'Living Ottawa', which includes collections, seating and study spaces, meeting rooms and program spaces, reception, exhibit, curatorial, and service spaces;
  - 'The Genealogy Centre', which includes resources from both OPL and LAC that provide clients with a one-stop gateway to genealogical resources;
  - 'Reference Services', a closed-access area which includes registration services and in-depth assistance from staff to ensure clients are aware of and can access all of the resources available through LAC;
  - 'Research Services', a closed-access area where clients are able to access LAC's analogue resources; it also includes rare books and a representative collection.

Participants were given a questionnaire to complete and were encouraged to review the information and engage with staff from OPL, LAC, the City of Ottawa and RPG that were in attendance. Participants could provide feedback and comments on the 15 publically-accessible components of the functional program (as captured in the groupings above).

### 2.2 PROMOTION

Marketing and promotion of the in-person sessions undertaken by OPL and LAC, included owned and earned media, information materials, social media, and other communications activities. Specific communications activities included:

- A news release;
- Posters and digital displays in OPL's facilities (33 branches) and at LAC's facility at 395 Wellington Street;
- Promotions on the OPL and OCL websites;
- A social media campaign;
- Email blasts via the subscribers lists for the OCL;





## 2.0 APPROACH, METHODOLOGY & PROMOTION

- Notices to key internal and external stakeholders (including Mayor and Council, and the City's community associations list);
- Re-tweets of OPL tweets;
- News item on the LAC website linking to the OPL news release;
- Internal message to LAC staff.

This helped not only to raise broad awareness of the opportunities to participate, but it also served to establish a shared understanding of the issues and topics of consultation. The intent was to provide detailed information and context at the outset, allowing participants the ability to focus on the consultative questions at hand rather than on misunderstandings or questions outside of the scope of the consultations.

Promotions from the consultation program generated media coverage, including in the *Ottawa Citizen*, and in public exchanges on social media.



## 3.0 WHAT WE HEARD – ANALYSIS

### 3.0 What We Heard – Analysis

#### 3.1 PROCESS

All questionnaires completed by participants at both in-person consultation sessions (June 15 and 22) were reviewed and analyzed. Transcripts of the responses can be found in Appendix A.

The analysis provided in the next sections present the main themes that were distilled from the public input (75 completed or partially completed questionnaires), and captures the insights of participants regarding their impressions of the 'spaces and uses' proposed for the OCL.

It is noteworthy to mention that participants showed a high level of understanding of the subject matter (in some cases referencing other projects in Canada or internationally) and were generally able to clearly articulate what they wanted to see in terms of 'spaces and uses' for the OCL. There were also numerous comments recognizing that significant thought and work had gone into the OCL's planning process, although a few did express that the volume of information provided was overwhelming given the time allotted for its review. In fact, a small number of participants attended both sessions in order to have more time to review the information provided.

*Note: With regards to the analysis below, the use of the expression “most participants” represents a very strong support or an impression of near unanimity for an idea. Similarly, the term “many” indicates predominance or support by a large number of respondents (for example, over half), while the expression “several” indicates a frequent but not predominant theme (e.g., one third). The expression “some” represents a notable but minority view, while “a few” represents an even smaller minority (e.g., under 1 in 5 responses). Even though a comment may have only been made once, it is sometimes reported in the analysis if found to be insightful, innovative or highly relevant.*

#### 3.2 OVERALL ANALYSIS

For the most part, there was general support — and in several cases, enthusiasm — for the project and for the spaces and uses that were proposed at the consultation sessions. The majority of comments were positive and serve to validate the functional building program that was put forward for review. This is clearly demonstrated by the high satisfaction rates that participants gave for each of the five thematic groupings (as shown in the table below). Participants were asked to indicate how satisfied they were, where '1' meant 'Dissatisfied' and '4' meant 'Very Satisfied'. All groupings received ratings higher than 3 out of 4:



## 3.0 WHAT WE HEARD – ANALYSIS

Participants were asked to indicate how satisfied they were with the 'Spaces and Uses' for each components of the five Thematic Groupings, where:  
1 = 'Dissatisfied'; 2 = 'Somewhat Dissatisfied'; 3 = 'Satisfied'; 4 = 'Very Satisfied'

Groupings and Associated Components	1	2	3	4	# of Responses	Average Rating	Average Satisfaction ('3' + '4')
<b>Approaching and Gathering</b>							
Exterior Spaces	4	8	27	31	70	3.21	83%
Main Entrance & Town Square	2	7	24	36	69	3.36	87%
Public Forum & Meeting Spaces	0	9	29	30	68	3.31	87%
The LAC Partnership Enhancements	0	8	20	42	70	3.49	89%
<b>Entrance and Orientation</b>							
Library Entrance & Express	0	6	27	26	59	3.34	90%
Exhibition Gallery	2	7	25	27	61	3.26	85%
LAC Entrance & Orientation	0	10	21	28	59	3.31	83%
<b>Creation and Content</b>							
Community Services	2	2	19	31	54	3.46	93%
Creative Centre	2	3	14	36	55	3.53	91%
Adult Fiction & Non-Fiction	1	3	17	32	53	3.51	92%
<b>Children and Teens</b>							
Children's Discovery Centre	2	3	12	26	43	3.44	88%
Teens' Centre	3	3	13	22	41	3.32	85%
<b>History and Research</b>							
Living Ottawa	1	7	18	22	48	3.27	83%
Genealogy Centre	1	8	16	27	52	3.33	83%
Reference Services	2	8	14	27	51	3.29	80%
Research Services	4	8	14	26	52	3.19	77%

There was also majority support for a partnership with Library and Archives Canada and the benefits that such a joint facility would offer (specifics are provided below under the relevant groupings section). Support is tempered by a small number of participants who caution that it might be challenging to manage the hierarchal and multi-jurisdictional relationship between a federal department and a municipality. One participant also expressed concern about the long-term sustainability of federal funding for the facility.

With respect to qualitative comments on specific uses and spaces, despite overall high average approval ratings, participant input often ranged from one extreme to another regarding a proposed space or use. This dichotomy of opinions is a constant throughout, and seems to originate with competing notions of a modern versus a traditional library, and concerns that the proposed size of the OCL (notably as a stand-alone) is too small. Although the latter position was held by a minority of participants, the reasoning was that the more modern aspects or



## 3.0 WHAT WE HEARD – ANALYSIS

spaces (such as the Creative Centre) should not come at the cost of the more traditional library offerings, such as a robust collection.

In one example, there were diverging opinions as to whether emphasis should be on an 'inspiring' or a 'functional' facility. Several participants expressed a desire for an elegant and welcoming plaza and entrance (one even suggested a water fountain), while on the other side of the spectrum, others recommended a more modest entrance so that more space and money could be invested on the facility's inside requirements.

There were also a few comments interspersed throughout that it was challenging to consider the proposed spaces and uses without knowing where the OCL would be located. Although it was not the subject of the consultation, a small number of participants indicated their optimal location.

All comments have been shared with OPL and LAC to inform their decision-making.

### *Sample Comments in Support of the Analysis Above:*

"You want the building to be a hub of activity, a gathering place that encourages creativity, as well as quiet consultation."

"Travail de réflexion colossal."

"Libraries are the lynchpins of civilization and vital to their communities. Let's get this right."

"I think if the two projects are put together, it can provide more opportunities for the public with lesser expenses."

"It is brilliant to bring the LAC into this library building. It will give the LAC a much higher profile. Financially, it makes sense."

"A balance should be struck between inspiring architecture and function. The library's capacity should not be compromised for the sake of having tourists and library visitors."

"The relationship between the federal and municipal governments has often been fraught in this city - Do we really want to limit our expansion options by tying our library to another facility at a higher level of government?"

"Overall this has real potential to build a facility that will become both a community focal point and a visitor attraction."



# 3.0 WHAT WE HEARD – ANALYSIS

## 3.3 SPECIFIC ANALYSIS FOR THE FIVE THEMATIC GROUPINGS

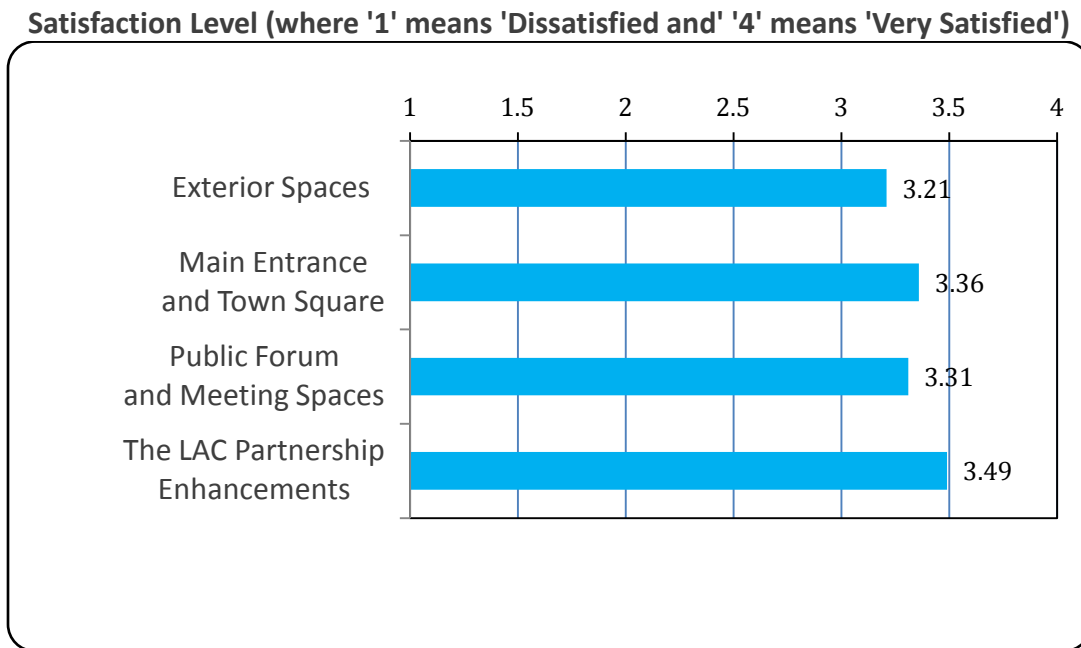
### 1. APPROACHING AND GATHERING

The Grouping for 'Approaching and Gathering' comprises the following components:

- Exterior Spaces
- Main Entrance and Town Square
- Public Forum and Meeting Spaces.

#### *Satisfaction Rating:*

Between 68 and 70 participants provided ratings for the three components of this Grouping. As the chart below indicates, each of these received a high satisfaction rating (more than 80 percent of respondents were satisfied or very satisfied), with scores ranging between 3.20 to 3.5 out of 4 (or 80% to 87%):



#### **Alternative Text: (where '1' means 'Dissatisfied and' '4' means 'Very Satisfied')**

- 'Exterior Spaces' received a satisfaction rating of 3.21 out of 4;
- 'Main Entrance and Town Square' received a satisfaction rating of 3.36 out of 4;
- 'Public Forum and Meeting Spaces' received a satisfaction rating of 3.31 out of 4; and
- 'The LAC Partnership Enhancements' received a satisfaction rating of 3.49 out of 4.



## 3.0 WHAT WE HEARD – ANALYSIS

### *Analysis:*

Overall, most comments pertaining to this Grouping were very positive. Several participants expressed a desire for an attractive and inviting approach to the OCL, with a functional exterior (seating, events, cycling infrastructure, etc.) and a welcoming entrance and town square filled with natural light (one reference was made regarding Vancouver's Central Library which has a wall that blocks natural light).

There was also some support expressed for an outdoor plaza that could accommodate community events (one participant suggested that OPL needed a dedicated events team). A number of comments related to environmental considerations: such as the need to incorporate greenspace and trees (a specific reference was made to the Liverpool 1 complex in Liverpool UK as an example of greenspaces done well).

Some participants, however, suggested that an outdoor plaza was not required, citing Ottawa's weather as a concern. For others, the focus needed to be on the facility's inside spaces rather than its exterior, as any footprint allotted to a plaza or money spent on its design would reduce the amount of interior library space and the quality of the offerings. As mentioned above, this is an example of opposing opinions, with several participants desiring an inspiring and impressive space while a smaller but notable number advocating for 'substance before style.'

There were a number of suggestions for a green roof. This was both for environmental reasons and also that it could serve as an outdoor plaza, thereby reducing the need for a large exterior (creating more space within).

With respect to the internal gathering spaces, there was support for spaces that would be open during extended hours (such as the café). There was a mention that although this would require added security, it did not take away from the positive aspects of this proposal. A few participants were concerned that a large open space might take away from valuable functional program space.

There also was general support for a café, with some participants suggesting it should be in an obvious location to attract visitors to the library, perhaps opening out onto the outdoor plaza.

A few noted that they liked the proposal for an Aboriginal Presentation Centre (reference was made to Canada's embassy in Berlin); tied to this was the notion that such a centre should be part of the Living Ottawa space.

There was general support for the auditorium but no consensus for it. Most agreed with it, although some participants commented it needed to be larger, while others wanted more public meetings spaces for smaller groups instead. One participant suggested that OPL should



## 3.0 WHAT WE HEARD – ANALYSIS

consider the option of moveable walls in the larger gathering rooms, to offer flexibility for smaller group meetings.

Other notable suggestions made regarding the 'Approaching and Gathering' Grouping include:

- the OCL should be easily accessible by transit (with a station or stop at the entrance), cycling (with adequate parking infrastructure) and the mobility impaired (ramps for wheelchairs, electric doors, etc.);
- parking was required, preferably affordable and underground, with charging stations for electric vehicles;
- outdoor screens should be provided for movies or displays (reference was made to the Halifax Central Library);
- the atrium or forum space should be rentable for events such as weddings;
- the space should be a showcase for the arts, distinct from the LAC offering (public art; curated art; art on display; rotating exhibits of local or aboriginal art; etc.).

### *Sample Comments in Support of the Above Analysis:*

"I hope practical considerations for the facilities will—forgive the expression—Trump aesthetics. The comfort and mobility of seating, for instance, is more important than how it looks."

"Prometteur d'un accès facile, attrayant et adapté à toutes les catégories de population."

"Important to have but emphasis [needs to be on the] interior rather than exterior spaces. [We] do not need a large public gathering place; there are lots of them in downtown Ottawa. Use green roof space to increase usable outdoor space."

"[The] outside should have a fountain with water flowing from a statue..."

"Ottawa is a winter city with a relatively short season for outdoor...performance[s]. At the same time it is blessed with a multiplicity of outdoor venues..."

"Maximiser les espaces verts, la plantation d'arbres [etc.] pour favoriser un lieu de rencontre en plein air où des activités ludiques et éducatives pourraient se dérouler."

"You should consider community-based curation initiatives; you would be trailblazers."

"I applaud the addition of an Aboriginal Presentation Centre—great way to integrate more Indigenous arts and presentation to the general public."



## 3.0 WHAT WE HEARD – ANALYSIS

"As “sexy” as the drawings are, there is no analysis of the demand and the existing supply of outdoor park space (which in a cold climate is of limited use); in a central location, direct sunlight is limited in supply."

"Good idea to keep some features and activities separate from main buildings to enable this section to stay open longer."

"Look at the current Main branch, and do the exact opposite."

### 2. ENTRANCE AND ORIENTATION

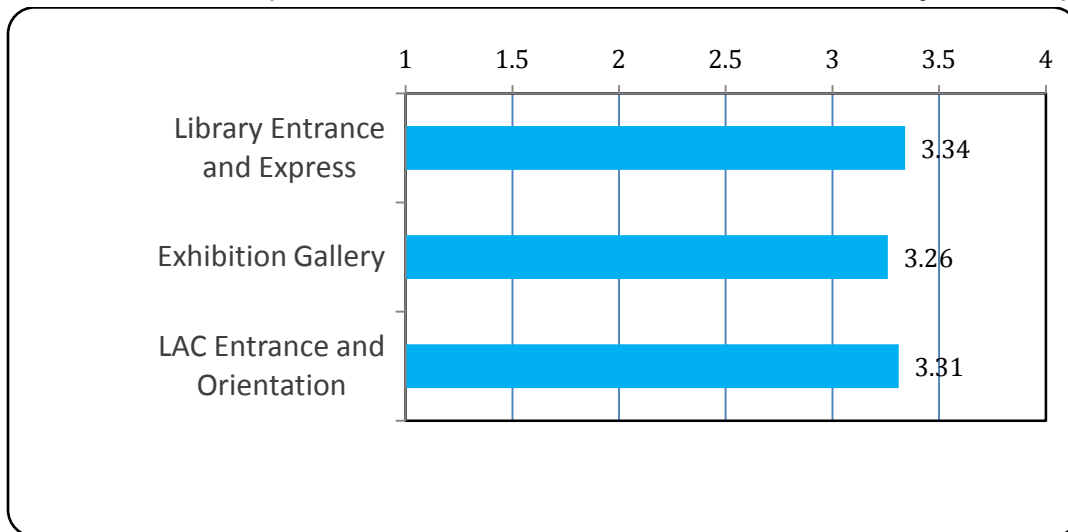
The Grouping for 'Entrance and Orientation' comprises the following components:

- Library Entrance and Express
- Exhibition Gallery
- LAC Entrance and Orientation.

#### *Satisfaction Rating:*

Between 59 and 61 participants provided ratings for the three components of this Grouping. As the chart below indicates, each of these received a high satisfaction rating (more than 83 percent were satisfied or very satisfied), with scores ranging 3.20 to 3.3 out of 4 (or 82%-84%):

**Satisfaction Level (where '1' means 'Dissatisfied and' '4' means 'Very Satisfied')**



#### **Alternative Text (where '1' means 'Dissatisfied and' '4' means 'Very Satisfied')**

- 'Library Entrance and Express' received a satisfaction rating of 3.34 out of 4;
- 'Exhibition Gallery' received a satisfaction rating of 3.26 out of 4; and
- 'LAC Entrance and Orientation' received a satisfaction rating of 3.31 out of 4.





## 3.0 WHAT WE HEARD – ANALYSIS

### *Analysis:*

There was general support for this Grouping. Many expressed excitement and enthusiasm for the LAC partnership, and the value-add it would bring to this particular Grouping, such as the LAC programming and additional exhibition gallery (a reference was made to La Grande Bibliothèque in Montreal and the successful partnership between the City and Bibliothèque et Archives nationales du Québec).

A few participants suggested that gallery space could be provided for local and aboriginal artists. A few others questioned the need for an exhibition gallery, suggesting that the space could be used for meeting rooms or library functional program instead. This is in keeping with the running thread regarding concerns with respect to the proposed size of the OCL.

There was little mention of the library express, but those that did comment on it were generally favourable. One participant noted that this component merited further thinking to justify separating the collection (i.e., popular versus more obscure works). Another felt this was more important for local branches rather than the central library.

### *Sample Comments in Support of the Analysis Above:*

"I like the idea of partnering with the OPL and LAC. I like the idea that the LAC could exhibit its sizeable art collection."

"The analysis and thinking seems appropriate and carefully thought out. The successful design interplay between the OPL and LAC elements will be crucial."

"Having the exhibition space would allow for residents who otherwise wouldn't go see archives exhibit to experience it in a public space. It will generate more interest in Library and Archives."

"Is this necessary [Exhibition Gallery]? City Hall has this kind of space."

"I'm concerned that the entrance will look 'stodgy' and boring if we front-end it with LAC messaging. The entrance should be functional but leave visitors saying wow!"

### **3. CREATION AND CONTENT**

The Grouping for 'Creation and Content ' comprises the following components:

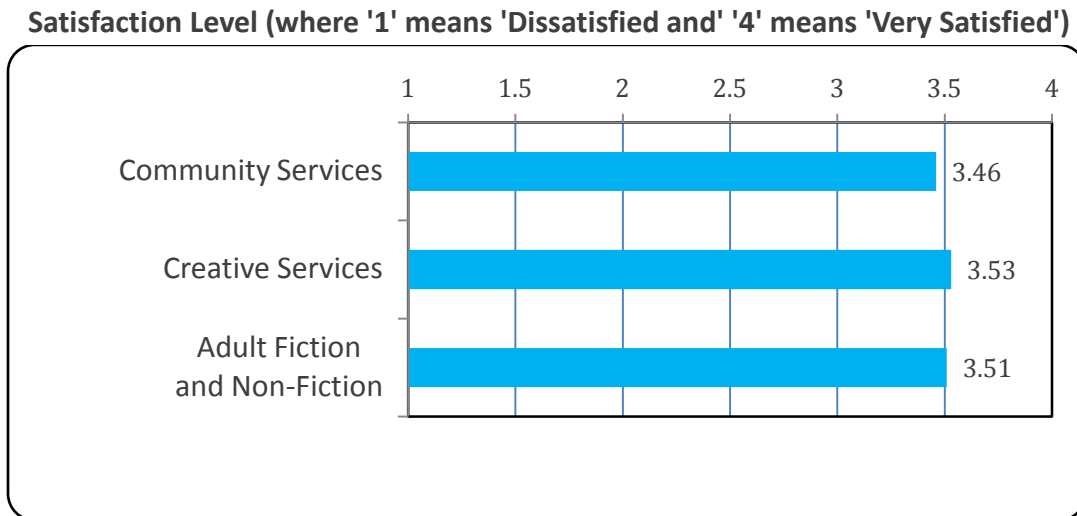
- Community Services
- Creative Centre
- Adult Fiction and Non-Fiction.



## 3.0 WHAT WE HEARD – ANALYSIS

### *Satisfaction Rating:*

Between 53 and 55 participants provided ratings for the three components of this Grouping. As the chart below indicates, each of these received a high satisfaction rating (more than 91 percent were satisfied or very satisfied), with scores ranging from 3.46 to 3.53 out of 4 (or 87% to 88%):



### **Alternative Text (where '1' means 'Dissatisfied and' '4' means 'Very Satisfied')**

- 'Community Services' received a satisfaction rating of 3.46 out of 4;
- 'Creative Services' received a satisfaction rating of 3.53 out of 4; and
- 'Adult Fiction and Non-Fiction' received a satisfaction rating of 3.51 out of 4.

### *Analysis:*

As with the others, there was general support for this Grouping. Several were excited by the spaces and uses being proposed, with a few commenting that this particular grouping offered great opportunities for OPL to build partnerships within the community (such as the Ottawa Tool Library, Makerspace North, and the slow food movement). A small but notable number believed the OCL should focus on the more traditional aspects of a library.

With respect to the specific components of this Grouping, there was general support for 'Community Services.' For example, it was suggested that the OCL should be designed to incorporate aspects of a community centre or social service centre, and that OPL needed to work closely with service agencies such as the YMCA, health clinics, etc. One participant recommended that more focus be placed on adult education and services for the homeless or low income clients (reference was made to the social policies adopted by the Kingston Public Library).



## 3.0 WHAT WE HEARD – ANALYSIS

There was also solid support for the proposed tutoring spaces, as well as literacy programs. A request was made for more tutoring spaces, and to make them 'sunny and welcoming.'

There was also a lot of interest in the Creative Centre, with an emphasis on high quality and innovative technology and applications, and ample working space (a reference was made to Ryerson's DMZ Creative Centre). Some suggested it was the most important of the spaces in the OCL. A comment was made that the space needed to balance digital or IT related tools and activities, with more hands-on interests such as sewing, carpentry or arts.

One participant commented that the space needed to be large enough to accommodate the high interest that it would generate, anticipating that 'demand would outgrow supply' and possibly lead to disappointments.

Some of the more negative comments about this space tied in both the Creative Centre and the Adult Fiction and Non-Fiction spaces, with some participants expressing that they believed too much emphasis was being placed on the non-traditional aspects of a library. These participants were concerned that not enough focus was being placed on the importance, size and 'seriousness' of the OCL's collection (e.g., that e-books wouldn't suffice and would lose their appeal in the near future).

A few participants indicated that they were unsure about the proposal for a demonstration kitchen, with some questioning the value and usefulness outright (i.e., money could be better spent elsewhere) while another suggested it might be better located in Community Services rather than the adult section.

There were a few general comments made regarding the need for more meeting rooms, individual work pods, shared work surfaces, computer stations, and access to Wi-Fi.

Other notable suggestions made regarding the 'Creation and Content' Grouping include:

- there should be a larger collection of francophone resources;
- the need for the more traditional tools such as microform readers;
- the need for quiet spaces in the adult section;
- the importance of 'intergenerational' contact;
- that adults would also like a Gaming Centre;
- that the facility should have a wine bar.



## 3.0 WHAT WE HEARD – ANALYSIS

### *Sample Comments in Support of the Analysis Above:*

"It's not clear how important a creative centre is for a central library. What is important is to ensure that the Facility meets the needs of university students/young adults, both in terms of materials and services and spaces to meet and work together."

"Very impressed - it's about boosting the library's role as serving the community beyond literacy/hard cover books."

"WOW!!"

"The OPL collections will be much smaller. [I'm] not sure if this is the way to go for the "largest bilingual public library in North America". We should have a large rich in-depth non-fiction collection with not just popular material, to be taken seriously by the Canadian library community and the public."

"Excellent idea to create a creative space which will attract teenagers that are not usually attracted by books. This space will enable them to express themselves using technologies to which they are more attracted. Books being around, they will slowly associate fun time with books and [the] library and that's great!"

"L'alphabétisation et l'apprentissage des langues ouvriront sûrement la porte aux immigrants. Belle initiative."

"[Creative Centre] I love the mix of digital and hands-on learning. Wish I had this when I was a kid."

"I don't think [Community Services] is so important because people can learn another language at home on the internet instead of at the library."

## 4. CHILDREN AND TEENS

The Grouping for 'Children and Teens' comprises the following components:

- Children's Discovery Centre
- Teen's Centre.

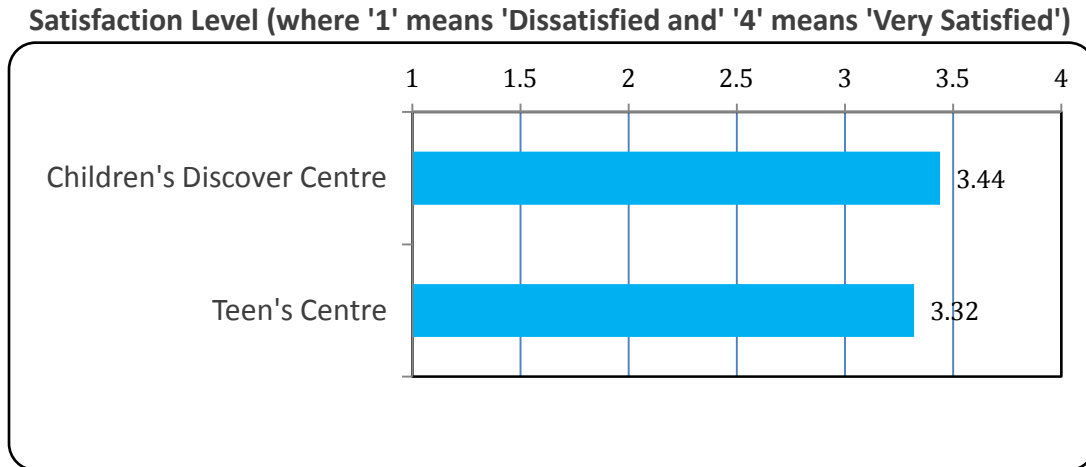
### *Satisfaction Rating:*

Between 41 and 43 participants provided ratings for the two components of this Grouping.



## 3.0 WHAT WE HEARD – ANALYSIS

As the chart below indicates, each of these received a high satisfaction rating (more than 85 percent were satisfied or very satisfied), with scores ranging from 3.32 to 3.44 out of 4 (or 83% to 86%):



**Alternative Text (where '1' means 'Dissatisfied and' '4' means 'Very Satisfied')**

- 'Children's Discovery Centre' received a satisfaction rating of 3.44 out of 4; and
- 'Teen's Centre' received a satisfaction rating of 3.32 out of 4.

### *Analysis:*

For the most part, this Grouping was positively received by participants. Some comments related to the need to introduce younger generations to libraries as a means to engender a love of books early on.

There was support for a "noisy and active Children's space, getting away from the stereotypical 'boring' or quiet library." In keeping with this, a few emphasized the need to ensure these spaces were acoustically separate.

Several participants offered suggestions or additions on how to improve the experience for children and teens. For example, there was a recommendation that a theatre space and stage be added (similarly to what exists in the Halifax Central Library or the Beaverbrook branch). Others noted that more space was required for reading and studying, with assistance provided for homework.

One participant mentioned that it would be convenient to have a short-term drop-off zone for children, allowing parents or caregivers an opportunity to access the library (similar to IKEA stores). Another suggested that it would be good to have a live animal component such as an aquarium. Another suggested a toy library to allow parents to borrow and take toys home.



## 3.0 WHAT WE HEARD – ANALYSIS

With respect to the location of the offering for youth, there were a few suggestions that the Children's and Teen's spaces should be clearly separated or distinct in their look to avoid confusion. One participant expressed a desire for a seniors' space in proximity to the children's space. Another suggested that the Teen's space needed to be closer to the Creative Centre or the Adult section.

There were a small number of comments made that the Teen's section needed more thinking; i.e., that what was proposed was too traditional, or lacked a 'cool' factor to attract this age group. These participants believe that more focus should be placed on making the space more inviting and attractive for teens by incorporating multi-media offerings such as virtual reality technology.

There was also a suggestion that partnerships could be formed with other teen resources in the community to make it more interesting (such as youth slam poetry), or that after-hour access would make it more attractive to this age group.

There was concern expressed by a small number of participants that emphasis should be placed on the OCL's collection of books and movies, and that some of the uses proposed for the youth clientele were not necessary and went beyond the more traditional offerings of a library (e.g., a library is not a playground; there should be no climbing wall). One participant commented that teens did not frequent libraries and that this space would be a waste of money.

### *Sample Comments in Support of the Analysis Above:*

"Very nice, I like that they are sound enclosed and the furnishings are well thought out for each age group."

"Good! Important to draw the next generation into the library."

"Bravo, j'ai hâte à l'ouverture!"

"No climbing wall - the library is books, tapes, movies, etc.  
No play ground equipment."

"Teens don't go to the library. Don't spend \$ on them."

"I definitely like the inclusion of messy and clean spaces so kids can take part in crafts. There has been lots of thought put into different types of children's play and learning styles, which breaks the stereotype of a library as a quiet only space."



## 3.0 WHAT WE HEARD – ANALYSIS

"It is wonderful and socially responsible that you are strengthening resource materials and activities for youth.

"Ensure there are relevant programming and events for teens to take advantage of. If it isn't cool/interesting, they won't come!"

"Noisy - Active - Livable. End [the] stereotype of [a] quiet boring library."

### 5. HISTORY AND RESEARCH

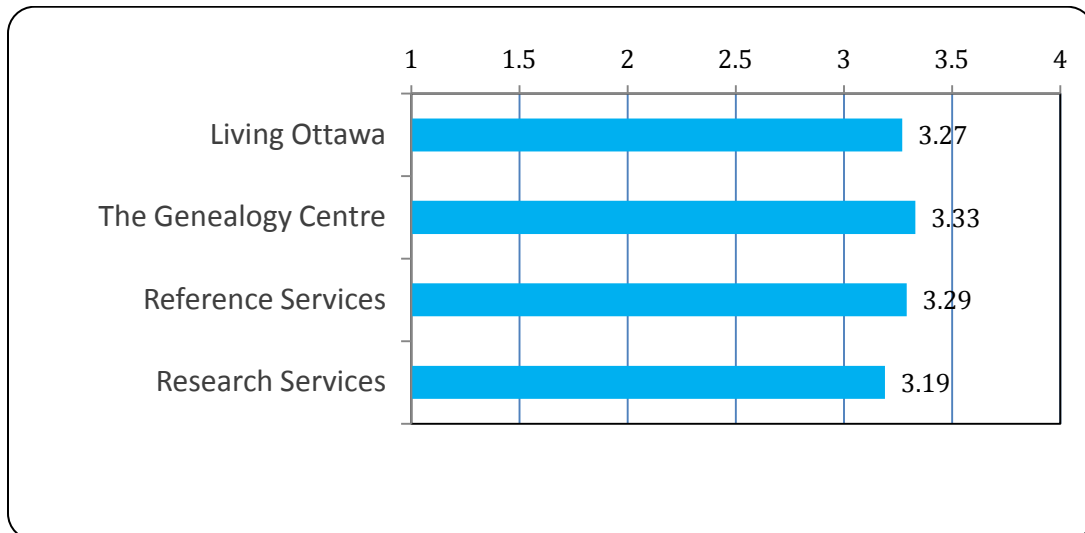
The Grouping for 'History and Research' comprises the following components:

- Living Ottawa
- The Genealogy Centre
- Reference Services
- Research Services.

#### *Satisfaction Rating:*

Between 41 and 43 participants provided ratings for the four components of this Grouping. As the chart below indicates, each of these received a high satisfaction rating (more than 77 percent were satisfied or very satisfied), with scores ranging from 3.2 to 3.3 out of 4 (or 80% to 82%):

**Satisfaction Level (where '1' means 'Dissatisfied and' '4' means 'Very Satisfied')**



**Alternative Text (where '1' means 'Dissatisfied and' '4' means 'Very Satisfied')**

- 'Living Ottawa' received a satisfaction rating of 3.27 out of 4;
- 'The Genealogy Centre' received a satisfaction rating of 3.33 out of 4;



## 3.0 WHAT WE HEARD – ANALYSIS

- 'Reference Services' received a satisfaction rating of 3.29 out of 4; and
- 'Research Services' received a satisfaction rating of 3.19 out of 4.

### *Analysis:*

There was strong support for the partnership with LAC and the benefits of sharing resources. The partnership was considered by some as a major draw to the new facility, at a national level, with a few commenting that it was the most important feature of the OCL.

There were suggestions offered for how to bolster the joint services, for example by providing a mix of digital and microfiche resources, or in including regional material from LAC's photographic collection. A few noted that there needed to be sufficient staff resources to assist with research and to ensure the quietness of the space and the safety of the materials, while others recommended that ties be made with the City's Archives. One suggestion was made to keep this area open for extended hours and on weekends.

As mentioned earlier in this Report, a small number of participants expressed concerns about the partnership. Germaine to this Grouping, the concern stemmed from the need to protect the integrity of LAC's resources or the ability to continue to offer the level of service required for LAC's specific researcher clientele.

Also mentioned earlier in this Report, a few participants commented that an aboriginal component should be added to this grouping, either in addition to the Aboriginal Presentation Centre, or by locating the Centre itself within this Grouping (reference was made to the Aboriginal Circle in the Halifax Central Library).

A small number of participants were concerned with the size of the OCL, and believed more focus needed to be placed on what they considered important hallmarks of a library. In this respect, there was a suggestion that the Living Ottawa space should not come at the expense of other spaces and uses in the facility.

### *Sample Comments in Support of the Analysis Above:*

"Often researchers have to hop/jump around between the university libraries, LAC, OPL, etc. to look at journal articles, newspaper collections, government publications, etc. I love the idea of a separate shared space. So convenient!"

"...an 'intelligent city' of the future, cannot neglect the reference or research services - to maintain a high level of intellectual development of its citizen, the city should provide the best possible... services."





## 3.0 WHAT WE HEARD – ANALYSIS

"J'aime l'idée d'un espace commun entre BAC et OPL pour leurs services de généalogie."

"Keep the Living Ottawa space modest. We need to concentrate on the library content."

"Probably the most important part of the project..."

"I'm all for it. It makes sense."

"I think [the] Living Ottawa and Genealogy Centre shared space would help researchers immensely. The collections would greatly complement each other..."

"This will draw patrons from across the country."

"I like the idea of triaging the availability of referred services and then offering more in-depth services for serious researchers."



## 4.0 NEXT STEPS

### 4.0 Next Steps

Once a site has been selected, OPL (possibly with LAC) will begin the design process for the OCL in 2017, with an anticipated start of construction in the second quarter of 2018.

Leveraging the Functional Building Program, the building design work will be the final major 'input point' where the public can participate in helping to shape various decisions and project outcomes. This is in addition to OPL Board meetings, which are open to the public and meetings LAC may undertake with its stakeholders and user groups.

Key project dates are as follows:

- **End of 2016:** OPL Board and City Council decisions regarding the Ottawa Central Library;
- **Spring 2017:** Treasury Board of Canada decision regarding LAC's involvement;
- **2017:** Public input will be solicited to inform the building design and architectural features;
- **2018:** Groundbreaking; and
- **2020:** Opening.



## **Appendix A — Participant Responses**

Under separate cover.

