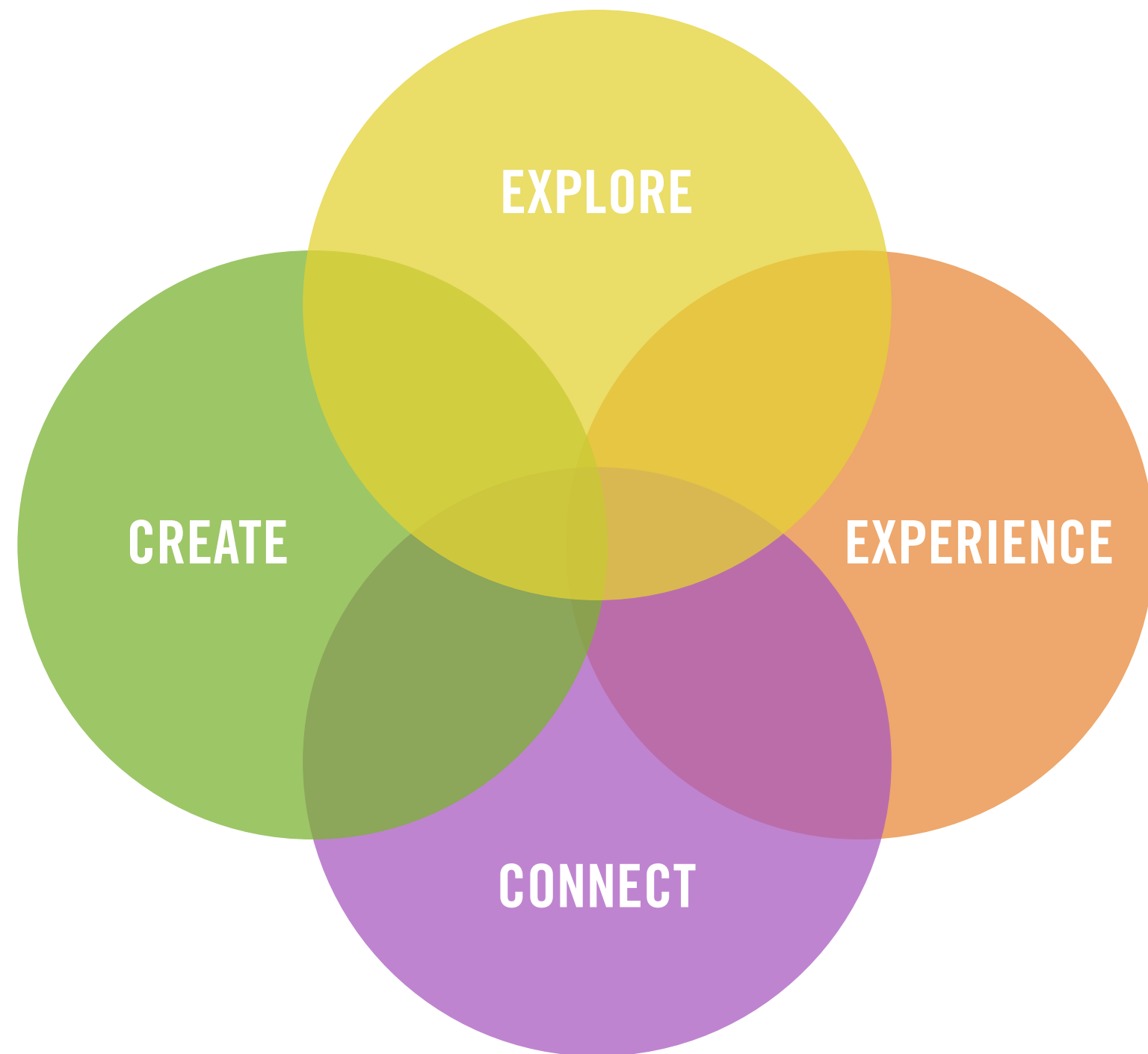




OTTAWA CENTRAL LIBRARY

PROGRAM FRAMEWORK

MAY 20, 2015



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EXECUTIVE SUMMARY

SUMMARY

The Ottawa Public Library engaged the services of Library Strategies International (LSI), a library consulting firm, to study the work done to date and to conduct a validation review and update of the functional requirements for a Central Library.

The work done by LSI, together with key staff of the Ottawa Public Library and City of Ottawa, included a review of library usage data as well as past studies in light of trends and best practices in public library services internationally. The consultants toured the current Main Library, several branches and the materials distribution center.

A very comprehensive public engagement process was conducted during the period of this study. The extensive process included focus groups, key stakeholder interviews, a public meeting that was also webcast live and available for a period of time online, and an “idea board” at the Main Library. The community had multiple opportunities to participate and to add their ideas and hopes for a Central Library for Ottawa. A staff engagement process was conducted simultaneously. The involvement and feedback from the public and the staff helped inform the Program Framework report and its recommendations.

The consultants were directed to look at a library that encompassed 130,000 gross square feet to see if it could accommodate all the necessary functional areas that would provide “best practice” library service to the residents of Ottawa. They also recommended the functional areas that would be operationally sustainable over the long term. This recommended size for the Central Library, if the space is open and flexible, will comfortably house the functions that the community wants and requires from a Central Library.

It should be noted that it is proposed that the major percentage of the Central Library will be space used to serve the public. Fortunately, many “back of the house functions” such as acquiring and processing new books, functions that generally take a great deal of space in a Central Library, are already located in an off-site facility and it was not necessary to include those functions in the proposed Program Framework.

Although there are no standards for library space requirements, a reasonable size for a Central Library in a city of 1 million residents, based on best practices and current trends, would range from 130,000 square feet upwards to 200,000 square feet or more. The Program Framework identifies space requirements of approximately 132,000 gross square feet. This provides for an appropriately sized central library for the City of Ottawa given its large geography and

corresponding large system of branches, the increasing use of new technologies and customer requirements.

A Central Library of less than 130,000 square feet is not recommended because a smaller program would not meet the functional requirements identified. In addition, space must be sufficient to deliver the Program Framework in a well-designed and laid out building, one that is environmentally and operationally sustainable and is a place that the residents of Ottawa will enjoy using over the years ahead.

The current Main Library in Ottawa does not now provide the spaces and layout to meet contemporary public library services that people need and expect. Through the comments and feedback from the public engagement process, the need for community collaboration spaces, new centers for technology, literacy and learning were continually cited as important to Ottawa’s residents.

As the validation process was moving forward, the Board of the Ottawa Public Library adopted a set of Strategic Priorities for OPL on April 14, 2015. These priorities are indicative of the changing nature of public libraries and the ways in which these institutions provide services to their customers. The Strategic Priorities affirmed the Ottawa Public Library’s continued focus on responsiveness to community needs and its concentration of providing excellent, customer-focused services.

SERVICES that are customer centric:

- Act as a catalyst for exploration and discovery
- Provide physical and digital collections that are responsive to customer demands and community needs
- Enhance the customer experience by leveraging best practices and technology.

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

These priorities are reflected in the proposed framework which follows.

FRAMEWORK PROGRAM SUMMARY	GSF
Public Entrance	748
Marketplace	10,753
Café / Coffee Bar	1,725
Adult	36,323
Children's Discovery Center	10,333
Teen Zone	4,088
Creative Center	3,548
Technology Commons	4,054
Ottawa Center	6,480
Community Meeting Spaces	12,581
Corporate	10,542
Materials Handling	2,841
Building Services	5,737
SUB TOTAL	109,751
Gross Factor	20%
GRAND TOTAL	131,702

As the Board of the Ottawa Public Library moves forward on a Central Library project, it is recommended that they:

- Use the program framework and recommendation for a Central Library of an estimated 132,000 gross square feet as the basis for the future library.
- Use the program framework in commissioning the development of a detailed architectural building program for the Central Library.
- Continue to involve Ottawa residents in planning for the Central Library through a broad public and staff engagement process.

SUCCESS through learning, literacy, and innovation

- Strengthen and promote the library’s reach and value
- Foster community partnerships
- Align library services in support of community needs

SOMMAIRE EXÉCUTIF

SOMMAIRE

La Bibliothèque publique d’Ottawa a retenu les services de Library Strategies International (LSI), une firme d’experts-conseils en bibliothéconomie, pour examiner le travail effectué à ce jour et mener un examen de validation et une mise à jour des exigences fonctionnelles s’appliquant à une bibliothèque centrale.

Le travail effectué par LSI en collaboration avec des intervenants majeurs de la Bibliothèque publique d’Ottawa et de la Ville d’Ottawa a notamment permis d’examiner les données sur l’utilisation de la bibliothèque et les études antérieures menées à la lumière des tendances et des pratiques exemplaires observées dans des bibliothèques publiques de partout dans le monde. Les consultants ont aussi visité la Bibliothèque centrale actuelle, plusieurs succursales et le centre de distribution du matériel.

Un processus très complet de participation du public a été mené pendant cette étude, incluant entre autres des groupes de travail, des entrevues avec des intervenants clés, une réunion publique diffusée en direct sur le Web et disponible en ligne pendant une certaine période, ainsi qu’une « commission d’idées » installée à la Bibliothèque centrale. Les membres de la collectivité ont eu de nombreuses occasions de participer et de faire part de leurs idées et de leur espoir de voir arriver une bibliothèque centrale à Ottawa. Un processus de participation des employés a été mené simultanément.

L’engagement et les commentaires des membres du public et du personnel ont contribué à l’élaboration du rapport sur le cadre du programme et de ses recommandations.

Les consultants devaient imaginer une bibliothèque couvrant 130 000 pi2 de surface brute afin de déterminer si elle pourrait contenir tous les espaces fonctionnels nécessaires pour offrir aux résidents d’Ottawa des services de bibliothèque fondés sur des « pratiques exemplaires ». Ils ont également recommandé le type d’espaces fonctionnels susceptibles d’être durables à long terme sur le plan opérationnel. Cette superficie recommandée pour une bibliothèque centrale, si l’espace est ouvert et flexible, permettra d’abriter sans problème les fonctions que les résidents souhaitent et exigent d’un tel établissement.

Il est prévu que l’essentiel de la superficie de cette bibliothèque centrale soit destinée à servir le public. Heureusement, bon nombre de « fonctions internes », comme la réception et le traitement des nouveaux livres, des fonctions qui requièrent généralement beaucoup d’espace dans une bibliothèque centrale, sont déjà exécutées dans une installation distincte, et il n’a pas été nécessaire d’en tenir compte dans le cadre du programme proposé.

Bien qu’il n’existe aucune norme en matière d’espace dans les bibliothèques, une superficie raisonnable pour une bibliothèque centrale dans une ville d’un million d’habitants, compte tenu des pratiques exemplaires et des tendances actuelles, devrait être comprise entre

130 000 et 200 000 pi2, voire davantage. Le cadre du programme définit des besoins d’espace d’environ 132 000 pi2 bruts. On obtiendrait ainsi une bibliothèque centrale d’une superficie appropriée pour Ottawa, compte tenu de sa vaste superficie et du réseau étendu de succursales, de l’utilisation toujours croissante des nouvelles technologies et des besoins des clients.

La construction d’une bibliothèque centrale de moins de 130 000 pi2 n’est pas recommandée parce qu’elle ne permettrait pas de répondre aux exigences fonctionnelles définies. Par ailleurs, l’espace doit être suffisant pour proposer le cadre du programme dans un immeuble bien conçu et bien aménagé, qui soit durable aux plans environnemental et fonctionnel, et qui permette aux résidents d’Ottawa d’en profiter dans les années qui viennent.

La Bibliothèque centrale actuelle d’Ottawa n’offre pas les espaces et les aménagements qui permettent d’offrir des services de bibliothèque contemporains pour satisfaire aux exigences et besoins de la collectivité. Le besoin d’espaces de collaboration communautaire et de nouveaux centres de technologie, d’alphabétisation et d’apprentissage a été continuellement mentionné dans les commentaires reçus dans le cadre du processus de participation du public.

Dans le cadre du processus de validation, le C.A. de la Bibliothèque publique d’Ottawa a adopté, le 14 avril 2015, une série de priorités stratégiques pour la BPO. Ces priorités révèlent la nature changeante des bibliothèques publiques et des moyens par lesquels

ces institutions fournissent des services à leurs clients. Les priorités stratégiques ont réaffirmé la mobilisation permanente de la Bibliothèque publique d’Ottawa à l’égard des besoins de la collectivité, et sa détermination à offrir des services d’excellence axés sur la clientèle.

Des SERVICES axés sur la clientèle :

- Servir de catalyseur pour l’exploration et la découverte
- Fournir des collections physiques et numériques répondant à la demande des clients et aux besoins de la collectivité
- Améliorer l’expérience client en faisant appel aux pratiques exemplaires et à la technologie

Des ESPACES pour la collectivité, les collections et la création

- Construire une bibliothèque centrale inclusive et dynamique, favorable à la création et à l’apprentissage
- Entretenir des espaces physiques flexibles de collaboration partout dans le réseau
- Aménager des espaces virtuels offrant des possibilités de création et de partage des contenus

Le SUCCÈS par l’apprentissage, l’alphabétisation et l’innovation

- Renforcer et promouvoir la portée et la valeur de la bibliothèque
- Favoriser les partenariats communautaires
- Faire correspondre les services de la bibliothèque aux besoins de la collectivité

Ces priorités sont énoncées dans le cadre proposé qui suit.

Résumé du programme-cadre	Pi2 bruts
Entrée publique	748
Marché	10,753
Bar à café	1,725
Adultes	36,323
Centre de découverte pour enfants	10,333
Zone ados	4,088
Centre de création	3,548
Espace technologique commun	4,054
Centre Ottawa	6,480
Espaces de réunion communautaires	12,581
Espace administratif	10,542
Manutention du matériel	2,841
Services du bâtiment	5,737
SOUS-TOTAL	109,751
Facteur de majoration	20%
TOTAL	131,702

En allant de l’avant avec un projet de bibliothèque centrale, il est recommandé que le C.A. de la Bibliothèque publique d’Ottawa :

- Retienne le cadre du programme et la recommandation d’une superficie brute estimée de 132 000 pi2 comme base pour une bibliothèque centrale future.
- Retienne le cadre du programme pour commander l’élaboration d’un programme architectural détaillé pour la bibliothèque centrale.
- Continue d’investir les résidents d’Ottawa dans la planification de la bibliothèque centrale grâce à un vaste processus de participation des membres du public et du personnel.

BACKGROUND

PROCESS & PLANNING ASSUMPTIONS

BACKGROUND AND PROCESS

In December 2014, the Ottawa Public Library (OPL) engaged the services of Library Strategies International LLC (LSI) to conduct a validation of the functional requirements for a Central Library. LSI was to:

- Evaluate the data and assumptions that resulted in a proposed 130,000 square foot library.
- Document essential components of the re-imagined Central Library.
- Validate proposed functional components and spatial requirements in the context of best practices and future trends for public libraries and the demographics of the community to be served.
- Recommend optimal functional components and spatial requirements for a maximum 130,000 square foot Central Library.
- Recommend a process for, and participate in, a public consultation process.
- Meet with and coordinate with Library and City staff and other contractors or consultants as necessary to achieve the tasks required.

The LSI consultants June Garcia and Susan Kent, together with Kathryn Taylor of Kathryn Taylor Design, a subcontractor to LSI, made onsite visits to Ottawa and conducted multiple, extensive phone conversations with the OPL team. They:

- Held initial discussions with the Ottawa project team on the objectives of the project, the milestones to be achieved and set a detailed project schedule.
- Reviewed and analyzed all background information on the Library and the previous studies. Data included usage data, collection data, trends in usage, staffing, visitors to building, etc. The ways in which the design and layout of the building can increase various measures of usage was also addressed.
- Established a communication protocol for the project manager at OPL and project team that included a Dropbox site for shared information and weekly telephone meetings.
- Reviewed and revised the assumptions resulting in a proposed Central Library of 130,000 square feet including a review of previous planning studies.
- Confirmed the service priorities for a re-imagined Central Library.

- Validated the required components of the proposed Central Library including functional descriptions of the spaces, recommended size of the spaces in square feet, recommended locations and adjacencies, placement of public service points, amenities, and collections. This was done in the context of best practices, future trends and demographics as well as the role of the Central Library in the context of the overall library system.
- Developed a public engagement process that best met the needs of OPL and the community it serves. This process began early in the project so that the feedback received could be incorporated in the final report. The public consultation process included key stakeholder interviews (by phone), focus groups and a large public engagement session that was also webcast. A report on the public engagement process is included in the report as Appendix A.
- Developed a staff engagement process that included a survey and focus groups. A report on the staff engagement process is included in this report as Appendix B.

**“CONGRATULATIONS ON THE NEW LIBRARY, BECAUSE IT ISN’T JUST A LIBRARY.
IT IS A SPACE SHIP THAT WILL TAKE YOU TO THE FARTHEST REACHES OF THE UNIVERSE...”**
- ISAAC ASIMOV

PLANNING ASSUMPTIONS

The consultants reviewed previous planning assumptions with the Ottawa project team. Revisions to the original list were made based on trends that will influence future public library service, implications for service needs and community wants and desires in Ottawa and ongoing sustainability of library operations.

A modern Central Library will be a significant civic building in Ottawa, and as roles both as a downtown branch and a citywide service. Through space and the added value of staff, the Central Library should respond to the central themes of the 2013 Ottawa Public Library's Imagine campaign: Learning, Leisure, Celebration, Creation, and Community Development. The Central Library will be a downtown community-based creative learning library.

PLANNING ASSUMPTIONS

- User-friendly, safe, accessible, welcoming and customer-driven
- Design features for accessibility integrated into all spaces within the Central Library to provide ease of access for all customers and staff
- Flexible spaces achieved through effective design solutions
- Safe and secure spaces including open sight lines
- Creation of inviting and comfortable spaces through the use of ample natural light

- Intuitive design including clearly defined circulation spaces with central vertical circulation elements. Intuitive wayfinding through building spaces with only minimal signage
- Maximum program requirements of 130,000 gross square feet

SERVICE PRINCIPLES

- Focus on self-service enabled by technology
- Retail-oriented service with staff roving through public spaces to go to where their customers are
- Ability to offer extended service hours for some components, e.g. meeting rooms, popular materials, creation spaces

TECHNOLOGY

- Robust Wi-Fi to support Internet access throughout the facility with the capacity to easily expand or adapt the system to meet future needs.
- Use of interactive technology for display and way-finding
- Fully automated check-in and check-out services
- Installation of RFID (radio frequency identification) sorter systems to provide more convenient and efficient handling of returned materials

EXTERIOR

- Outdoor space and plaza for programs, gathering and events
- Street presence

- Outdoor gardens
- Lay-by / drop-off and pick-up
- Pedestrian / cycle / transit access
- Ample parking for bikes and accessibility

IN SCOPE

- Friends of the Library store and associated storage space
- Corporate and administrative services requiring location in the Central Library
- Appropriate site partners, e.g. City Hall kiosk, Community Police, food services, exhibition spaces, agencies supporting vulnerable communities, newcomers, downtown populations

OUT OF SCOPE

- Collection Management functional component
- Materials Delivery corporate distribution centre
- Expansion space
- Space associated with other potential site partners

TRENDS IN PUBLIC LIBRARY SERVICE

“WITHOUT LIBRARIES WHAT HAVE WE?”

TRENDS

In most cities, including Ottawa, the public’s perspective on what the library can and should do in the future has not kept up with what, in reality, libraries are capable of offering their customers. The traditional ideal of the public library as simply a book-centered institution is becoming rapidly outdated. Today’s public library, and certainly the public library of the future, will be a community asset of the highest order, one in which the infinite and global resources available through technology are now also available in each local community at and through its public library system.

Now more than ever library customers seek assistance in accessing the vast network of information and distilling it to relevant and valuable knowledge. They want help converting information into resources that serve their personal needs in the areas of education, business, lifetime learning and enjoyment. Libraries are places that make evident and exciting the variety of media and resources for learning and community engagement.

Harnessing and stimulating innovation, new ideas and intellectual capacity, libraries are learning spaces, meeting spaces, creative spaces with new technologies that are available to all.

The public library has morphed from book-centered to technology-centered to community-centered to creativity-centered over the last few decades. This ongoing evolution is natural as the library’s customers continue to transform their lives to keep up with the pace of change in the world. This underpins the need for flexible library design.

The future of public libraries is not easily forecast because the rate of technological change is so rapid. What is apparent, however, is the continuing heavy use public libraries are seeing throughout North America and worldwide. Libraries provide access to virtual and physical spaces for all.

The trends that must be considered as the Ottawa Public Library plans a Central Library include:

COMMUNITY COMMONS: The public library is the “third place,” not home, not work but a free and welcoming place, a community commons.

- Increased need for flexible community spaces
- Programs and activities for all ages that support the Library’s educational and recreational focus
- Displays supporting recreational reading, easy downloads etc.

COMMUNITY-CENTERED: The public library is placing an emphasis on community collections and community pride.

- Integration and use of “local experts” in community programs and offerings
- Local collections and local authors
- Digital/physical exhibits showcasing local history, local authors, local “makers” (artist, creators and fabricators) and culture
- Youth authors, youth poets and youth creators – provide space/digital displays to showcase young local talent

WE HAVE NO PAST AND NO FUTURE.” - RAY BRADBURY

LEARNING AND CREATION SPACES: The public library is providing technology and resources to support digital media creation for people of all ages.

- Flexible lab spaces/pods that can accommodate media creation (video production, music production and visual media production)
- Partnerships with local tech entrepreneurs for programs and classes
- Learning from customers with a focus on how younger customers are accessing information in digital and traditional formats
- Increased program emphasis on new ideas and innovation – TED Talks, Code Camps, etc.
- Increased need for flexible program/theatre space to host events 50 - 500 in size
- Group workspaces and individual study spaces
- Community space for creation and fabrication of ideas

ECONOMIC DEVELOPMENT DRIVER: The public library is taking the next steps beyond workforce development and educational development.

- Collaboration with community educational partners – college support programs, advanced degree support, skill/trade development, online courses
- Meeting local economic development needs – partnerships/workshops
- ESL classes in person and online

LITERACY SKILLS AND LIFE SKILLS: The public library is a central resource and an essential partner in developing and nurturing literacy in all of its forms.

- Early literacy programs and facilities for children and parents
- Homework spaces and services for children K-12
- Digital literacy services and labs
- Lifelong learning opportunities

THE UBIQUITOUS LIBRARY: The public library is planning for increased use of location/GPS-aware services to support library services, the “library in your pocket”.

- Smart wallets for payment of fines and fees
- Virtual library cards for circulation and program attendance
- Way-finding aids that are location-aware/GPS enabled
- Increased use of mobile applications for service delivery

As the library continues to offer physical objects (books, CDs, DVDs, magazines) together with digital objects (e-books and digital media), it must stay an institution that incorporates the “new” and encourages its customers to experience the possibilities and potentials of new technologies, new services and new collections in facilities that are welcoming, accommodating and accessible.

OTTAWA CENTRAL LIBRARY OF THE FUTURE

LIBRARY OF THE FUTURE

The Ottawa Public Library’s vision is “to build community and transform lives” and its mission is “to inspire learning, spark curiosity and connect people”. These reflect its core values of: access and inclusion, accountability, bilingualism, dynamic workforce, informed community, innovation, intellectual freedom, love of reading, right to privacy and service excellence. The manner in which this vision, mission, and values are translated into the spaces and resources of a Central Library building must address the ways in which the library will be used in the future, the community of library customers and the opportunities for incorporating new ideas, new technologies and new services.

The library of today and of the future is a mix of tradition and innovation, a place for creativity and discovery, risk taking and adventure. The library brings together analog and digital, books, media and electronic information, to meet the needs of the people it serves. The future library should be experimenting with the new, leading the customer on the way into the possibilities and potential of technology and collaboration. It is a place for the individual to work alone and also to experience the energy of participation in groups, small and large. A place for cultural programs and exhibitions, a center for young people and families, the heart of the community, the public library must welcome and serve the entire community. Libraries are places for everyone.

A TRUSTED COMMUNITY RESOURCE

As planning commences for the Ottawa Central Library, the biggest questions to consider are (1) what is a public library now and (2) how will it change over time. It is critical to look ahead and plan for changes, some minor and most major, in collections, services, technology and spaces.

Rising to the Challenge: Re-Envisioning Public Libraries, published in October 2014, a report of the Aspen Institute Dialogue on Public Libraries, is a most timely document that sets forth a new vision and new challenges for public libraries. These challenges include, “expanding access to education, learning opportunities and social connections.” With a clear focus on the changes that have occurred and will continue to occur to individuals and the communities in which they live, what the Aspen report refers to as “places of information abundance and mobility,” the report says clearly that:

“Public libraries can be at the center of these changes: a trusted community resource and an essential platform for learning, creativity and innovation in the community...Innovations built on the old distributed model of the lending library will not suffice. What is needed is a new level of interdependence that communities and libraries must embrace together.”

The Aspen Report reinforces the idea that, “libraries are essential to success and progress in the digital age.” To re-envision public libraries, the process must emphasize:

- *“Principles that have always been at the center of the public library’s mission – equity, access, opportunity, openness and participation.*
- *The library’s capacity to drive opportunity and success in today’s knowledge-based society.*
- *An emerging model of networked libraries that promotes economies of scale and broadens the library’s resource reach while preserving its local presence.*
- *The library’s fundamental people, place and platform assets.”*

The Aspen Report states that public libraries are built around three key assets - people, place and platform. (Aspen Report p. X)

PEOPLE: The public library is a hub of civic engagement, fostering new relationships and strengthening the human capital of the community. Librarians are actively engaged in the community. They connect individuals to a vast array of local and national resources and serve as neutral conveners to foster civic health. They facilitate learning and creation for children and adults alike.

PLACE: The public library is a welcoming space for a wide range of purposes—reading, communicating, learning, playing, meeting and getting business done. Its design recognizes that people are not merely consumers of content but creators and citizens as well. Its physical presence provides an anchor for economic development and neighborhood revitalization, and helps to strengthen social bonds and community identity. The library is also a virtual space where individuals can gain access to information, resources and all the rich experiences the library offers. In the creative design of its physical and virtual spaces the public library defines what makes a great public space.

PLATFORM: The public library is user-centered. It provides opportunities for individuals and the community to gain access to a variety of tools and resources with which to discover and create new knowledge. The platform enables the curation and sharing of the community’s knowledge and innovation. A great library platform is a “third place” - an interactive entity that can facilitate many people operating individually and in groups - and supports the learning and civic needs of the community.

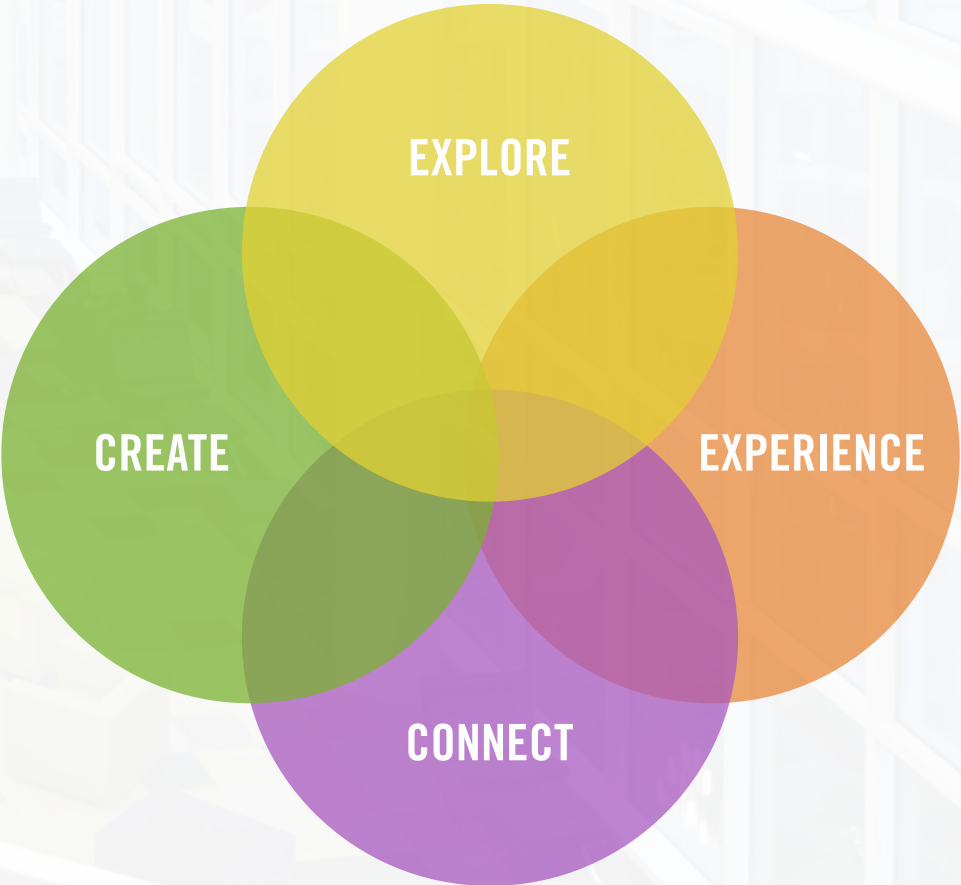
To build upon its long and distinguished history, the Ottawa Public Library has an exciting opportunity to continue to bring together traditional and much-loved library services with new innovative

services and collections as it develops its Central Library. The Program Framework study has focused on four essential concepts that are embedded in planning for the Central Library. These concepts are that the Library will be a place to:

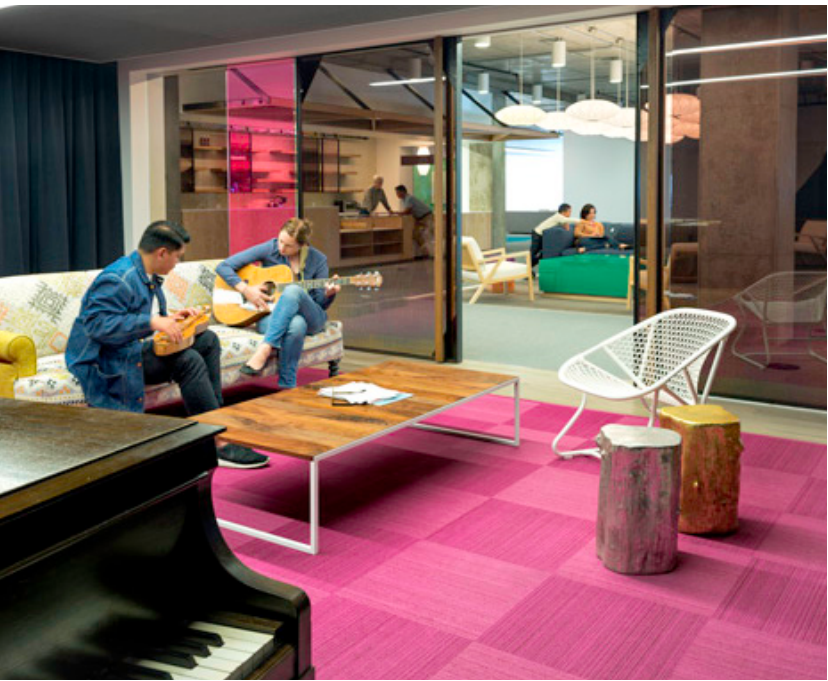
- Explore
- Create
- Experience
- Connect

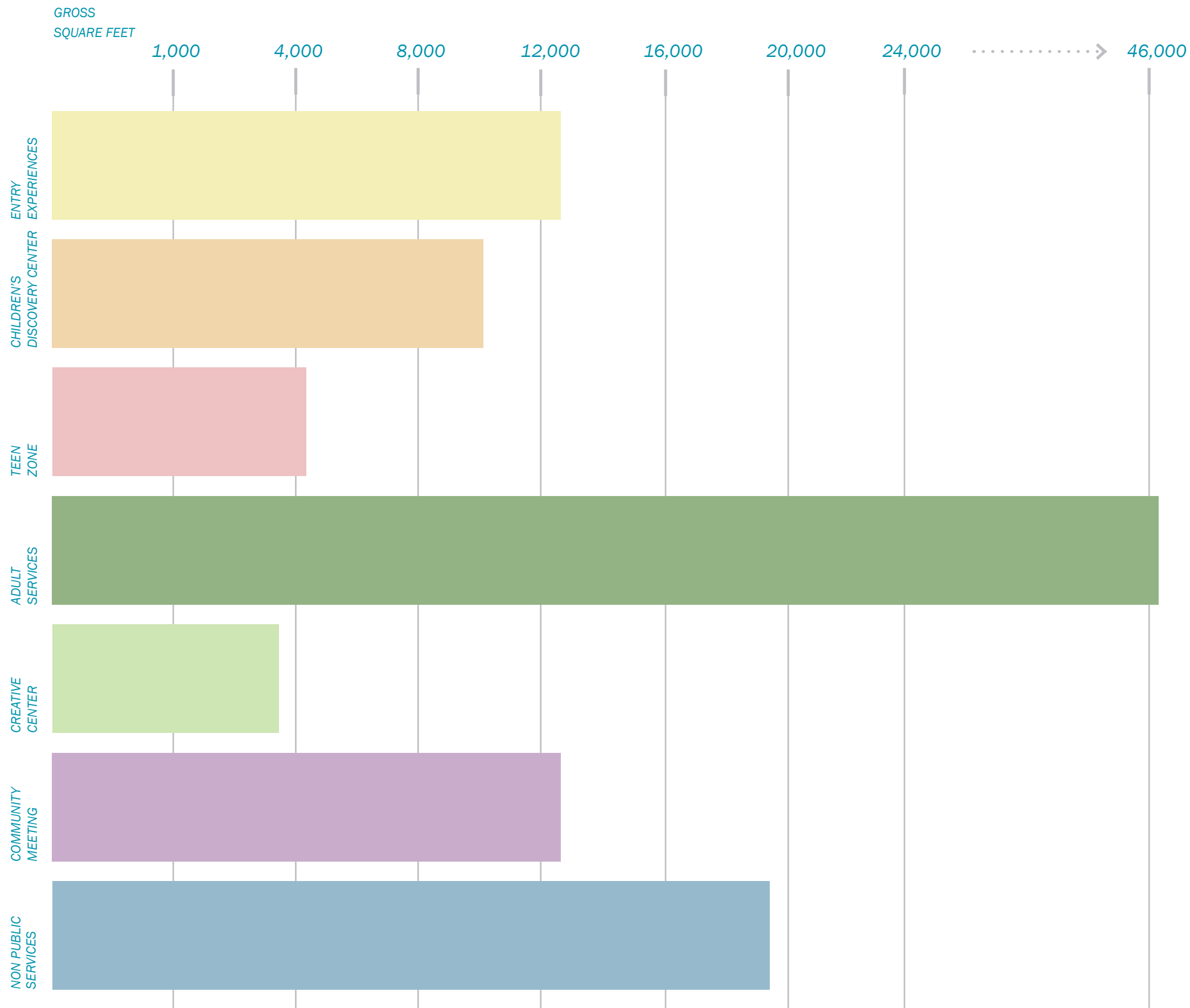
The future library will have places to *Explore*, learning spaces with resources and technology for classes, workshops, individual study and group work; places to *Create*, active spaces to try new ideas and learn how to use new media and other tools; to *Experience*, places to attend performances and programs; and, to *Connect*, places to participate, meet with colleagues, collaborate and enjoy the community.

While these concepts may seem distinct, they actually are interwoven and overlapping. These concepts are foundational in the planning that has gone into the program framework that follows.



CONCEPTUAL IDEAS FOR SPACE USE
FUNCTIONAL COMPONENTS AND DESCRIPTIONS





PROGRAM SNAPSHOT

GROSS SQUARE FEET

ENTRY EXPERIENCES

- Public Entrance
- Marketplace
- Café / Coffee Bar
- Friends Shop
- Featured Services

CHILDREN'S DISCOVERY CENTER

- Discovery Space
- Wet Lab
- Program Room
- Family Reading
- Literacy Activity Hub
- Collections / Computers

TEEN ZONE

- Creation Hub
- Media Tech Space
- Study Space
- Gaming / Hangout Space
- Charging Lockers
- Collections

ADULT SERVICES

- Technology Commons
- Ottawa Center
- Learning Commons
- Business Hub
- Reading Spaces
- Gathering Spaces
- Collections

CREATIVE CENTER

- Maker Spaces
- Technology Fab Lab
- Recording Studio
- Media Production
- Music Practice
- Messy Lab

COMMUNITY MEETING SPACES

- Event Space
- Green Room
- Kitchen / Servery
- Flexible Meeting Rooms
- Gallery
- Reflection Room

NON PUBLIC SERVICES

- Staff Services
- Corporate Services
- Public Safety
- Facilities / IT
- Storage
- Materials Handling

PUBLIC ENTRANCE

PUBLIC SPACES

Description

The building entrance should be a focal point of the library facility. It should be intuitively positioned and visible from the street. It must be well lit with an inviting, welcoming and open approach. It should contribute to a secure environment and discourage loitering by being free of visual obstructions. The design priority should be ease of access for people of all ages and abilities. This inviting space should be free from clutter, literature racks and other distracting visuals. This is a transitional through space.

The vestibule area is the initial entrance and is defined by two sets of automatic doors to optimize customer convenience, especially those with strollers, in wheelchairs, or utilizing mobility aids. The vestibule aids in energy efficiency and protects those within and near the Marketplace from inclement weather.

It is desirable for customers to return library materials while in this space rather than once they enter into the Marketplace. Ideally, slots for returned materials should be positioned on an interior wall, easily accessible to those entering the building.

The library security gates will be in the Marketplace adjacent to the Public Entrance. Security services may have a touchpoint in this area. The service point should be positioned so that staff can easily respond when the library materials security system alarm is activated or if a facility lockdown is required.

The vestibule may include a building directory and/or dedication plaque.



PUBLIC ENTRANCE



Key Features

748 SF

Activities (Types of things people do in the area)

- Public movement into and out of the library
- Wait for transportation or friends
- Return materials, preferably through wall slots that connect to automated RFID sorter system

Design Considerations (What should the space feel like)

- Welcoming
- Well-lit
- Uncluttered
- Large enough to avoid congestion
- Intuitive

Adjacencies (What is close by)

- Marketplace
- Café
- External plaza
- External material return slots
- Lay by / Drop off



**“I HAVE ALWAYS IMAGINED THAT PARADISE
WILL BE A KIND OF LIBRARY.”**

- JORGE LUIS BORGES

“TANT QUE JE POURRAI VOYAGER AUTOUR DE MA

Description

The Marketplace, a visually stunning space, will function as the welcoming center and one the busiest areas in the library. The Marketplace can also serve as the potential location for a major public art installation. It will be a focal point and will be primary destination for many customers.

Customers entering the space through the Public Entrance/Foyer should be able to orient themselves and determine where to go with no or minimal assistance. Clear sight lines and effective signage must support those efforts. For the most part, the Marketplace is an area that provides convenient self-services and through which



customers go to get to another destination in the library. It is not an area where they will spend a considerable amount of time.

Customers needing directions, general information or assistance borrowing or returning library materials, etc. will be helped by staff at the central service point or roving in the Marketplace. The service point should be clearly visible to customers entering the space. This service point will serve as the welcome place where some membership activities will occur.

One of the primary activities in the Marketplace will be customers checking out the library materials they wish to borrow. The check-out machines should be very visible and serve as the obvious place for customers to check out library materials. The holds pickup shelves should also be very visible. Customers should be able to easily locate their holds and proceed to the check-out machines. Space should be provided for customers to queue while they wait their turn to check out materials. There should be adequate space at each station for a customer to place personal items on the counter while they retrieve their library card, and check out materials with a degree of privacy.

The Marketplace should also serve as an introduction to the Library's newest resources with displays of latest titles, media, and e-downloads available. It will also feature rotating displays that come from the Library's collection or other sources. The Marketplace will be an inviting space with some seating and some express computer terminals for Library users. A Gallery for special exhibitions and local art

will be a highlight of this space.

Depending on the transition between the Public Entrance/Foyer and the Marketplace, it is possible that customers will return library materials before entering this space. If that is not the case, then it must be very clear where materials are to be returned to minimize the materials being brought to the central service point.

The Friends of the Ottawa Public Library Association retail shop should be located in the Marketplace. It should be clearly defined and able to be operated when the library is open to the public.

The library security gates to prevent theft of library materials will be located in the Marketplace. Placement of the security gates requires thoughtful design and attention to public traffic patterns. It is essential that all customers and staff enter and exit the Marketplace by going through the security gates but the gates must be attractively placed and not form a bottleneck during busy times. Security services may also have a touch point in this area.

The Marketplace will be adjacent to the Café/Coffee Bar and will have seating for visitors using the food service.

The Marketplace should be available for after-hours access for programs and special events.

BIBLIOTHÈQUE, JE NE ME SENTIRAI JAMAIS TOUT À FAIT DÉSESPÉRÉ.” - MICHEL DEL CASTILLO

Key Features

10,753 SF

- House the latest in new, popular and seasonal materials, all media for adults, with small collections highlighting new teen and children’s materials
- Provide “express” (short term use) computers and some short-term (bench) seating
- Marketing of collections through display shelving/bookstore shelving
- Download stations for e-books and e-media
- Video/digital displays of library activities, suggested reading, etc.

Activities (Types of things people do in the area)

- Browse for new books and media
- Check-out of books and media
- Orient themselves to the library’s collection and services
- Find general information regarding library activities and events
- Browse displays/exhibits
- Download media and e-books
- Browse the Internet, check e-mail, etc. on express computers

Design Considerations (What should the space feel like)

- Open, enticing, colorful, welcoming and uncluttered
- Organized like a book store by topics and areas of interest
- Easy to use (self-service)
- Dynamic
- Flexible
- Accessible

Adjacencies (What is close, nearby, far away)

- Close to Public Entrance/Foyer
- Removed from children’s hub and teen area
- Close to Café/Coffee Bar
- Close to major vertical transportation – elevator, major stairway(s)
- Convenient access to major meeting spaces



CHILDREN'S DISCOVERY CENTER

PUBLIC SPACES

Description

The Children's Discovery Center, a playful, stimulating and exciting space, provides collections, technology, educational and recreational resources, programs and activities for children from infancy through age 12. The collections, services and technology are also available for parents, caregivers, day care providers and teachers. It will be a place for enjoyment, for learning, for study and for group participation as well as use by individual children. Ideally, as customers travel through the space, they transition seamlessly from service for the youngest to oldest.

Of course, books are important and ample space should be devoted to an irresistible collection of children's books and media items. Furniture and fixtures will be appropriately sized for their intended users, and whenever possible should be on wheels. Low shelving will enable staff to easily see and monitor the entire area.

The staff touchdown service point should be strategically placed to both welcome visitors and provide sight lines throughout the area. It should be especially inviting for the youngest of customers so appropriate height and maintaining a surface free from visual obstructions is key.

Early Childhood Literacy Activity Hub - The area devoted to young children (birth to age 5) should be vibrant and stimulating. A key component of the area will be a space designed for children to interact with developmentally appropriate books and educational and play manipulatives. Attention should be paid to providing comfortable seating for caregivers to enjoy and participate in their child's play and reading. A mix of interactive floor and wall toys and manipulatives should be accommodated. Fixtures and furnishings should be used to provide definition to the space to encourage interactive play in the specific area. Some collections should be displayed in low bins encouraging children to help themselves. Early literacy computers that can be used by children and their parents should be provided.

School-age Discovery Space - The priority for this space is supporting young people's reading and learning interests and their success in school. As the area transitions from serving the very young, the focus transitions from play to study and discovery. This area has appropriately sized tables and chairs to accommodate groups of two and four children. Age appropriate fiction and non-fiction collections on low shelving populate the space. The collection should be logically arranged so children can easily find materials without the assistance of their parents or library staff. Attractive retail-like display fixtures should offer ample space to display new, seasonal and popular materials. Computer workstations that allow collaborative work are essential. Some comfortable seating encouraging youth

to settle in with a good book should also be included. This is also a space for fun. A gaming corner with TVs should be included as well as storage for gaming equipment and accessories.

Story time/ Program Space - This space, dedicated to children's programming, should accommodate a variety of activities and group sizes. Of course, story times are a priority but the space should be very flexible. Since the room will be used for programs for older children as well as infants and toddlers, it is essential that décor be appropriate for children of all ages. The ideal space is wide open and includes a place to display books and toys. It should stimulate the imagination but not distract from programming. Perimeter bench seating for parents/caregivers should be considered. It should be possible for the space to be available for use by parents and children when it is not being used for library programs. The room should be equipped to offer multimedia programming. Because the room will be used for art projects, it should include a counter with a sink. An adjacent, appropriately sized lockable area with built in shelves and cupboards will also provide adequate space to store chairs, tables, and supplies.

"Messy" Wet Lab - This creative space will allow children to explore, learn, and discover a wide variety of subjects.

Exhibit/Display area - An interactive space to display items created by children and/or temporary exhibits from museums or other organizations should be provided.





“THE MORE YOU READ, THE MORE THINGS YOU WILL KNOW. THE MORE THAT YOU LEARN, THE MORE PLACES YOU’LL GO.” - DR. SEUSS (THEODORE GEISEL)

Key Features

10,333 SF

- Collections
- Computers
- Storytime/Program room
- Family reading area
- Small study/tutoring space
- Wet lab
- Nursing room
- Universal washroom
- Stroller parking

Activities (Types of things children, parents, and caregivers will do in the area)

- Use collections for pleasure reading in library and to take out of the library
- Use technology for educational and recreational purposes
- Attend programs in story time/program space
- Create works of art and engage in a variety of discovery activities in the Wet Lab
- Study and do homework
- Engage in early literacy and learning activities

Design Considerations (What should the space feel like)

- A physically separate space from the rest of the library
- Distinct ambiance that appeals to children of all ages – colorful, playful, enticing, comfortable
- Zoned for service to various age groups: early childhood (to age 5), elementary school ages, and tweens

- Early literacy manipulatives, resources and technology in one distinct area
- Comfortable place for families to read and interact
- Quiet space for homework/study
- Lively, active space where noise is welcome

Adjacencies

- Easily accessible and visible from entrance with preference for location on ground floor
- Parents and children should not need to walk through adult areas to get to the Children’s Discovery Center
- Not adjacent to adult or teen areas

Technology

- Device-ready everywhere
- Wireless throughout
- Charging stations

Furniture and Equipment

- Easy-to-clean surfaces, flooring and furniture
- Size/age appropriate furniture and equipment
- Mobile shelving whenever possible

“HERE WAS ONE PLACE WHERE I COULD FIND OUT WHO I WAS

Description

The Teen Zone will be an exciting, collaborative and comfortable space that appeals to teens and their interests. This area provides teens with casual seating, hangout spaces and multimedia collections that they can feel are designed specifically for them. In this space, the needs of teens are met with computers, media materials, listening and viewing stations, targeted collections, limited privacy, and the ability to exchange ideas without disturbing other customers while still providing for visual connection to staff.



It is essential that the space be flexible. It should include comfortable furniture, most of which can be easily moved by teens or staff to support social interaction or programming. Shelving, tables, and chairs with wheels are recommended to provide this flexibility.

This will be one of the most high-tech areas in the Library. Provision will need to be made for ample electrical outlets for personal computers, tablets, smartphones etc. that teens will be using.

The teen area will include books, media, and magazines though this may not be the primary reason teens will come to this part of the library. They will use materials found throughout the library not just those shelved in the teen zone. Provision should also be made to allow teens to checkout materials for home use in the area rather than requiring them to go to another part of the library to borrow materials.

Some of the teens will use the space to do homework or work on collaborative group projects. Three or four small study/tutoring (seating 2-3 people) spaces should be provided; these spaces should be a mix of closed and semi-enclosed. These should be designed to contain the noise of the teens talking but allow for visual supervision. Whiteboards (or other wall surfaces on which the teens can write)

should be provided as well as monitors, data projectors and other technology that support collaborative learning.

Gaming/Hangout Space - An open and potentially noisy space with various media and technology. This space will be used to watch movies and other video content, gaming, etc. It could also be used as an impromptu program space by the teens.

Creation Hub – The area will also include library provided computers, tablets, and digital equipment for teens to create their own media as well as learn how to use new hardware and software as it becomes available. To the extent possible, the space should be designed to minimize sounds carrying to other parts of the building. This hub should include a project locker space where technology, supplies etc. can be stored when they are not in use.

AND WHAT I WAS GOING TO BECOME. AND THAT WAS THE PUBLIC LIBRARY.” – JERZY KOSINSKI

Key Features

4,088 SF

- Collections
- Quiet study area
- Small study/tutoring spaces
- Check-out stations
- Comfortable seating
- Noisy hangout area

Activities (Types of things people do in the area)

- Meet and talk with friends
- Study or do homework, individually or collaboratively
- Sit quietly to read or write
- Engage in gaming, by themselves or with others
- Create digital content
- Browse collections
- Check out library materials
- Attend a program
- Ask staff for assistance

Design Considerations (What should the space feel like)

- Safe, open and welcoming
- Fosters respect
- Comfortable – specific to teens
- Flexible – whenever possible, furniture and shelving on wheels

- Active, but spaces for quiet also
- Create a unique Teen identity that can be reinvented over time

Adjacencies (What is close, nearby, far away)

- Close to Café
- Close to Creative Center
- Away from Children’s Discovery Center

Technology

- Device-ready everywhere
- Wireless throughout
- Charging stations
- All areas should anticipate laptop or handheld device use
- Hardware and software to create digital content in the Creation Hub

Furniture and Equipment

- Varied seating, not uniform
- Teen-specific (not for children, not for adult)
- Movable and reconfigurable
- Back-pack friendly



ADULT
PUBLIC SPACES

Description

The Adult area should be distinctly separate from other areas of the library providing space for fiction, nonfiction, and media collections for adults, access to technology and other equipment, and space for reading, quiet study, browsing and relaxation.

Collection displays, bookstore type shelving in areas, and seating in both lounge and study configurations create a environment that provides different spaces in which one can read, study, browse, access public computers, etc.

Several small group spaces (6 - 20 persons) and study/tutoring rooms (2 persons) are included in the Adult area. This area will also include a flexible learning lab with

storage that will seat 50 people in a seminar arrangement. Services and collections for newcomers will be included in the space.

Clear signage is essential throughout the building, but it is especially important in these large spaces that will be used for a wide variety of purposes.

Business Hub: This is where residents come when they want to start or expand their business or non-profit organization. It is also where job seekers will find resources and assistance to help them find employment. The Library will provide collections (print and electronic), resources on these topics and knowledgeable staff to assist customers in locating the information they need.

“LIFE WOULD BE – TO ME IN ALL EVENTS
– A TERRIBLE THING WITHOUT BOOKS.”
– L.M. MONTGOMERY





Key Features

36,323 SF

- Collections – Fiction, Non-fiction, Large Print, World languages, Media, Newspapers, Magazines
- Small tutoring spaces
- Group meeting rooms of various sizes
- Learning lab

Activities (Types of things people do in the area)

- Read, listen, study, browse
- Attend small group sessions and meetings
- Tutor or be tutored
- Use technology
- Consult library staff for information and reference purposes
- Use computers to access the Internet or electronic databases

Design Considerations (What does the space feel like)

- Inviting
- Distinct from other areas of the building
- Light and relaxing
- Encourage a sense of discovery
- Professional but not intimidating

- Display areas that reflect creativity and excitement
- Quiet and collaborative spaces
- May be located on multiple floors

Adjacencies

- Close to Creative Center
- Close to Technology Commons
- Close to Ottawa Center
- Away from children’s area

Technology

- Device-ready everywhere
- Charging stations
- All meeting rooms to be tech / collaboration ready

Furniture

- Movable and reconfigurable
- Furniture to foster collaboration, open seating areas may include furniture solutions that create ‘spaces’ for ad-hoc meetings
- Provide a balance of casual ‘hotel lobby’ type seating and tables/ chairs
- Ergonomics will be a primary consideration, visitors will frequently be seated for hours at tables, computer workstations or in meetings
- Public access computers

TECHNOLOGY COMMONS

PUBLIC SPACES

Description

This space will allow customers to fully connect with their community and the world. The main function of this space will be open access to digital technology: computers, laptops, tablets, and future devices. Dedicated computers for individuals and small groups, lending of technology devices, trained staff resources, printing and production, a meeting room, and a large flexible learning lab will be located within this area.

**“COMPUTERS THEMSELVES,
AND SOFTWARE YET TO BE DEVELOPED,
WILL REVOLUTIONIZE THE WAY WE LEARN.”**
– STEVE JOBS



Key Features

10,753 SF

- House the latest hardware and software for public use
- Space for instruction, collaboration and individual use
- Download stations
- Digital sandbox for showcasing new technology

Activities (Types of things people do in the area)

- Work, listen, study, research, collaborate
- Attend small group sessions and meetings
- Tutor or be tutored
- Learn and connect with technology
- Consult library staff for assistance
- Use computers to access the Internet or electronic databases

Design Considerations (What should the space feel like)

- Inviting and open
- Access to daylight and views

Adjacencies (What is close, nearby, far away)

- Close to Adults and Business Hub
- Convenient access from Public Entrance and Marketplace

Technology

- Dedicated public access computers and laptops
- Future lending (tablets, laptops, other)
- Small area for new technology exploration
- Device-ready everywhere
- All meeting rooms will be equipped for the use of smart technology
- Laptops and charging carts for flexible computer training

Furniture

- Reconfigurable or demountable walls within the space
- Mix of single-station computer benching furniture and collaborative computer tables

- Mix of ergonomic and accessible seating types and computer/laptop table heights
- Technology ready meeting room furniture
- Mobile plug and play tables, mobile nesting chairs for ease of reconfiguration within the training lab and storage room
- Flat surface furniture to support various tasks around copy/print/scan area



OTTAWA CENTER
PUBLIC SPACES

Description

The defined space for the Library’s major special collections: Ottawa Collection and Genealogy. This area will be used by researchers and students who need to access the Library’s unique collections in both print and digital formats. The area will include study tables and chairs with sufficient space to spread out larger items like maps, newspapers, atlases, etc. The majority of collections in this area are non-circulating. It is anticipated that the size of the collections in the Ottawa Center will grow over time.

Display areas and vitrines for exhibiting items from the collection will allow customers to experience the Library’s treasures. Periodically, the library may host exhibits from private collections, other libraries, archives, museums etc. It is essential that the display areas be secure and visible from the staff touchdown space.

Some of this space may require specific environmental controls on temperature and humidity as well as a higher level of security than the general areas of the library.

**“A LIBRARY
OUTRANKS
ANY OTHER
ONE THING
A COMMUNITY
CAN DO TO
BENEFIT
ITS PEOPLE.
IT IS A
NEVER FAILING
SPRING IN
THE DESERT.”
- ANDREW CARNEGIE**





Key Features

6,480 SF

- Reader seats and tables
- Technology for exploring digital collections and creating products using the Library’s resources
- Exhibition space
- Collections including books, bound periodicals, files, maps, photographs, media (e.g., microfilm, microfiche), e-resources
- Allow for growth of collections in paper and photographs
- Security
- Digital lab

Design Considerations (What should the space feel like)

- Reflect the history of Ottawa in a more formal and traditional way than other parts of the Library
- High quality finishes
- Quiet and contemplative

Adjacencies (What is close, nearby, far away)

- Adult area nearby
- Away from Children’s and Teen areas
- Adjacent to a small meeting room to be used for programs or group instruction



Activities (Types of things people do in the area)

- Conduct research into history of Ottawa
- Conduct genealogical research
- View exhibits

CREATIVE CENTER
PUBLIC SPACES

“UNE BIBLIOTHÈQUE, C’EST LE

Description

The Creative Center will allow the Library to easily address community, social and technological issues and to easily adapt to accommodate changing needs. This space should be as open and flexible as possible. It will include a recording studio, a media production studio, a technology fabrication space, an industrial creation space, and a messy creation space.

The Center will also include library-provided computers, tablets, and digital equipment that customers will use to create their own media as well as learn

how to use new hardware and software as it becomes available. Ideally, most of this equipment could be used anywhere in the Center rather than being restricted to a specific table, room etc.

Robust Wi-Fi is essential throughout the library, but it is crucial for the success of the Center. Customers will also expect to be able to conveniently access electrical outlets to plug in their own technology (laptops, tablets, phones).



CARREFOUR DE TOUS LES RÊVES DE L'HUMANITÉ” - JULIEN GREEN

Key Features

3,548 SF

- Maker spaces
- Technology Fab Lab
- Recording Studio
- Media Production
- Music Practice
- Messy Creation Lab

Activities (Types of things people do in the area)

- Collaborate with others on projects, most of which will utilize technology
- Work independently using library provided technology or personal devices
- Digitize personal photos, documents, media, etc.
- Utilize library provided technology to undertake individual or group projects
- Experiment with latest technological innovations and equipment
- Receive one-on-one instruction from library staff
- Practice music, individually or in a small group, in the designed music practice room
- Record music in the recording studio
- Create digital media in the production studio
- Attend programs and workshops

Design Considerations (What should the space feel like)

- Exciting, interactive and innovative space
- Open and welcoming / Acoustically controlled
- Flexible – whenever possible, furniture and equipment on wheels

Adjacencies (What is close, nearby, far away)

- Away from children’s area
- Close to Teen Zone

Technology

- Device-ready everywhere
- Charging stations
- Recording studio equipment should be professional grade

Furniture

- Movable and reconfigurable
- Furniture to foster collaboration, open seating areas may include furniture solutions that create ‘spaces’ for ad-hoc meetings
- Ergonomics to be considered for working individuals or group meetings



COMMUNITY MEETING SPACES

PUBLIC SPACES

Description

The library requires a variety of meeting and event spaces that will, most likely, be located throughout the library. These range in size from small meeting rooms that would accommodate fifteen people to a large event space seating 250 people. It is highly desirable that many of the larger meeting rooms be collocated so they can take advantage of amenities such as pre-function space, washrooms, small kitchen or servery, and storage areas for tables, chairs, and other equipment.

The meeting/event spaces will be used by the public, outside organizations, both profit and non-profit as well as by the library for programs and activities. Many of these spaces will be designed and located to facilitate use during hours when the library is not open to the public. It must be possible to restrict access to the rest of the library while still providing a welcoming, convenient, and accessible way to enter and exit the community meeting spaces.

Outside organizations and individuals will be able to rent the space for their uses. With a total capacity approaching 500 people, the meeting/event spaces have the potential to serve as a mini-conference center.

Large Event Space – A large event space with retractable seating for 200-250 people will be one of the highlights of

the library. It will be the venue for lectures, presentations, concerts, and much more due to its state of the art technology and superb acoustics. Amenities such as green rooms, dressing rooms, restrooms etc. will be close by for use by event planners and presenters.

Meeting Complex - Meeting rooms of various sizes seating 15 – 140 people will be located adjacent to one another to facilitate conferences and library events that require multiple break out rooms. If the large rooms are designed to be sub-divided into smaller spaces, then the room dividers and other acoustical features must be sufficiently effective to reduce noise carrying from one room to another.

Pre-function and gallery space - Space is needed outside the large event space and the meeting complex for people to gather before events, register for meetings, enjoy refreshments, etc. Ideally one pre-function space would serve the large event space and the meeting complex. This space should also serve as a small gallery.

Corporate training/board room – This space should accommodate table seating for 20-25, offering premium finishes, furniture and equipment, including state-of-the-art technology.

Storage - Space is required to store tables, chairs, equipment, and supplies. Some of this storage can be associated with specific meeting rooms or the large event space.

Alternatively, a majority of these items could be stored in one location with convenient access to the Meeting Complex and/or the large event space.

Kitchen or Servery - A kitchen or servery should support the Meeting Complex and the large event space. This will primarily be used to serve and store beverages and food prepared at other locations, but is designed so it could be used as a demonstration kitchen for program events when it is not being used to support the event space.

Washrooms - The size and location of washrooms must take into account that there will be peak demand periods for the facilities during intermissions and breaks.

Meeting spaces in other parts of the building – There should be some meeting rooms throughout the library. Some of these should accommodate 2 – 4 people while others should accommodate up to 40 people. Meeting or events requiring larger spaces will be held in the Meeting Complex. These should be designed and located in a manner that permits easy monitoring. Informal meeting and gathering spaces will be available throughout the building created through design features such as open spaces and moveable furniture.



“UNE BIBLIOTHÈ



COMMUNITY MEETING SPACES



QUE EST UNE CHAMBRE D'AMIS."
-TAHAR BEN JELLOUN



Key Features

12,581 SF

- Large Event Space
- Green Room
- Dressing Rooms
- Kitchen / Servery / Demo
- Flexible Meeting Rooms
- Gallery
- Training Room
- Reflection Room

Activities (Types of things people do in the area)

- Attend programs, meetings, and civic or cultural events presented by the Library, City and by outside groups
- Organize and hold activities such as book clubs, conversation circles
- Informal collaboration

Design Considerations (What should the space feel like)

- Acoustically appropriate
- Variable lighting and sound that can be adjusted based on the event
- Inspiring
- Creative
- Welcoming
- Comfortable

Adjacencies (What is close, nearby, far away)

- Large Event Space and Meeting Complex should be accessible from the Public Entrance and/or other entrances accessible to the public for ease of use both when the Library is open and after hours
- Large Event Space, Meeting Complex, and Meeting Rooms - Near elevator/escalators/staircases if located on an upper or lower floor
- Easy access to the Café to facilitate access and delivery of food/ beverages
- External plaza

Technology

- Equipment that supports the live streaming or recording of events
- Tech-friendly meeting rooms outfitted with basic technology, eliminating the need to move equipment from room to room as needed
- Ample electrical outlets to permit attendees to easily recharge their devices

Furniture

- Comfortable chairs
- Lightweight, yet sturdy, ergonomic tables and chairs that can be easily reconfigured to accommodate different meeting types and needs

“THE ONLY THING THAT YOU ABSOLUTELY

Description

The Café/Coffee Bar is the retail venue for food and beverage service at the Library. It will be a place where library customers and staff can go to have a light snack (sandwiches/salads/pastries), a beverage or other refreshments any hour the library is open to the public.

External access to the Café/Coffee Bar needs to be independent from the Library’s entrance. Access to the Café/Coffee Bar from the interior of the Library is also critical. The Café/Coffee Bar will be operated

by an outside vendor in accordance with Library and City protocols.

The primary use of the space is for Café/Coffee Bar customers. Although the design must be compatible with the Marketplace, visitors should realize that this is a retail establishment and not open seating for library customers who have not purchased food or a beverage. It is also important that the furnishings encourage potential customers to visit the Café/Coffee Bar, but not so comfortable that they remain for hours and thus make it difficult for other customers to find a place to sit.

The majority of the food served may be prepared at an off-site

location. It may require heating or plating prior to being served. If food is to be prepared on site, the appropriate equipment and utility hookups must be provided in the space. Adequate storage, in a non-public area, is required to support these functions.

It is possible that the vendor operating the Café/Coffee Bar will also be providing catering for events occurring elsewhere in the library. Adequate space to prepare for these events is essential as is easy access to elevators for transporting food and beverages to the desired location as well as transporting remaining items and trash back to the café/coffee bar area for storage or disposal.



HAVE TO KNOW, IS THE LOCATION OF THE LIBRARY.” – ALBERT EINSTEIN

Key Features

1,725 SF

- Service counter
- Food and beverage display units
- Tables and chairs for Café customers
- Food and beverage preparation area
- Warming ovens and refrigeration units
- Storage for food, supplies
- Dishwasher/sinks

Activities (Types of things people do in the area)

- Eat and drink
- Sit, work or relax
- Place to meet friends and colleagues

Design Considerations (What should the space feel like)

- Comfortable
- Casual
- Open
- Welcoming

Adjacencies (What is close, nearby, far away)

- Direct access to the Library's entrance
- Access directly from the street and exterior plaza
- Adjacent to the Marketplace
- Adjacent or available to the Meeting/program complex
- Close to Teen Zone



CONCEPTUAL IDEAS FOR SPACE USE

FUNCTIONAL COMPONENTS AND DESCRIPTIONS - NON-PUBLIC SPACES



**“PRODUCTIVITY
IS NEVER
AN ACCIDENT.
IT IS ALWAYS
THE RESULT OF
A COMMITMENT
TO EXCELLENCE,
INTELLIGENT
PLANNING,
AND FOCUSED
EFFORT.”**

- PAUL J. MEYER

MATERIALS HANDLING

NON-PUBLIC SPACES

Description

This is a non-public space where materials returned by library users will be discharged, sorted, and readied for re-shelving or shipping to another library location.

Key Features

2,841 SF

Activities

(Types of things people do in the area)

- Shipping and receiving library materials
- Monitoring automated sorter operations
- Emptying and loading materials into handling bins and book carts
- Transporting book carts into and out of the library
- Manually checking in exceptions, tagging materials, etc.

Design Considerations

(What should the space feel like)

- Ergonomic
- Acoustical features to contain sorter noise
- Compliance with health and safety requirements

Adjacencies

(What is close, nearby, far away)

- Easy access to dock, mailroom, and receiving
- Easy access to interior and exterior locations where customers will be returning books and other library materials
- Building Services

Technology

- Automated larger multi-bin sorter, conveyors
- Automated materials handling bins which require adequate electrical outlets for charging
- Staff computers with related peripherals

Furniture

- Mobile carts
- Automated and manual materials handling bins
- Bins transportation equipment
- Open office workstations



“WELL-RUN LIBRARIES ARE FILLED WITH PEOPLE BECAUSE
AN INDOOR

Description

This area accommodates office spaces, staff lounge, staff meeting rooms and other support spaces.

Key Features

10,542 SF

Activities (Types of things people do in the area)

- Workspace
- Meetings

Design Considerations (What should the space feel like)

- Inviting and friendly

- Access to daylight and views
- Professional
- Acoustical features to minimize noise transfer in primarily open work environments
- Workspace to support operational requirements

Adjacencies (What is close, nearby, far away)

- Public Service areas (children, adult, teen)
- Freight elevator
- Other support spaces

Technology

- Conference room collaboration display

- Copy / Print / Scanners
- Office computers /Laptops

Furniture

- Open office workstations / Closed office furniture
- Staff workrooms – benching and storage
- Hoteling workstations and mobile lockable storage
- Collaboration space furniture
- Meeting room furniture
- Reception desk and waiting furniture
- Staff lounge tables and chairs
- Shelving and storage



WHAT A GOOD LIBRARY OFFERS CANNOT BE EASILY FOUND ELSEWHERE:
PUBLIC SPACE IN WHICH YOU DO NOT HAVE TO BUY ANYTHING IN ORDER TO STAY.” – ZADIE SMITH

Description

This area supports many of the back-of-house functions including: shipping and receiving, mailroom, facilities control room and workshop, building storage, housekeeping, IT and, staff locker rooms.

Key Features

5,737 SF

Activities (Types of things people do in the area)

- Maintenance and facilities support
- Shipping and receiving
- Inbound and outbound movement of back-of-house items, e.g. materials for the FOPLA store, café supplies

- Inbound and outbound movement of event materials, equipment, furniture, supplies

Design Considerations (What should the space feel like)

- Compliance with health and safety requirements
- Uncluttered
- Smaller mechanical/electrical and other service spaces through more efficient equipment and layout

Adjacencies (What is close, nearby, far away)

- Loading Dock
- Freight elevator with access to Meeting Rooms and Event Space
- Materials Handling

Technology

- Computers as needed in mailroom, workshop, control room
- Building automation system
- Building security system
- IT servers

Furniture

- Mail sorting / Carts
- Workshop industrial furniture
- Industrial shelving
- Fitness equipment
- Showers and lockers

“WE SHAPE OUR BUILDINGS; THEREAFTER THEY SHAPE US.”
- WINSTON CHURCHILL

PROGRAM FRAMEWORK SUMMARY

SPACES	AREA	QTY	SF	SPACES	AREA	QTY	SF	SPACES	AREA	QTY	SF
Public Entrance				Children's Discovery Center				Teen Zone			
Public Entrance and Vestibule			650	Children's Discovery Center			8,985	Teen Zone			3,005
Vestibule / Waiting / Pickup			300	Staff Touchdown			50	Display			200
Security Services Public			50	Checkout Space			50	Staff Touchdown			35
Security Services Back of House			200	Copy / Print Space			100	Checkout Space			50
Ottawa Community / History Display			100	Stroller Parking			75	Copy / Print Space			100
NSF TOTAL			650	Collections			2,500	Collections			500
Gross Factor 1.15				Display			250	Charging Lockers			100
TOTAL GROSS SF			748	Nursing Room			100	Gaming / Hangout Space			900
Marketplace				Universal Washroom			70	Media Tech Space			400
Marketplace			6,200	Family reading area			500	Quiet Study Area			400
Central Service Pt / Info / Checkout / Holds			1,800	Early childhood literacy activity hub			1,200	Small Study / Tutoring Space	80	4	320
Discovery / Download Station			100	Computer Space			600	Creation Hub			550
Gallery / Display / Wayfinding			900	Quiet Study / Reading Space			650	Project Locker Space			100
New Materials			2,500	Small Study / Tutoring Space	80	3	240	Industrial Creation Space			450
Mini Marketplace per Floor	300	3	900	School-age discovery space			600	NSF TOTAL			3,555
Featured Services			2,450	Wet Lab			800	Gross Factor 1.15			
Display			600	Storytime / Program Room			1,200	TOTAL GROSS SF			4,088
Touchdown Space			50	NSF TOTAL			8,985				
Public Area			1,800	Gross Factor 1.15							
Friends Shop			700	TOTAL GROSS SF			10,333				
NSF TOTAL			9,350								
Gross Factor 1.15											
TOTAL GROSS SF			10,753								
Café / Coffee Bar											
Café			1,500								
NSF TOTAL			1,500								
Gross Factor 1.15											
TOTAL GROSS SF			1,725								

PROGRAM FRAMEWORK SUMMARY

SPACES	AREA	QTY	SF	SPACES	AREA	QTY	SF	SPACES	AREA	QTY	SF
Adult				Technology Commons				Creative Center			
Reading Spaces			11,295	Technology Commons			3,525	Creative Center			3,085
Collections / Display			5,500	Staff Touchdown			25	Flexible Display / "Maker Collections"			200
Staff Touchdown Space			25	Copy / Print Space			100	Staff Touchdown			35
Checkout Space			50	Public Area			2,000	Copy / Print Space			100
Copy / Print Space			100	Digital Bar			150	Flexible Gathering / Programs			300
Public Area			4,500	Flexible Computer Learning Lab	900	1	900	Storage - Table / Chairs / Laptop cart / Other			150
Small Tutoring Spaces	80	4	320	Medium Meeting Room	350	1	350	Project Locker Space			100
Small Group Rooms	150	3	450	NSF TOTAL			3,525	Recording Studio / Music Practice Space			400
Medium Group Room	350	1	350	Gross Factor 1.15				Media Production Studio Space			400
Learning Commons			16,695	TOTAL GROSS SF			4,054	Technology Fabrication Space			600
Collections / Display			10,000	Ottawa Center				Industrial Creation Space			400
Staff Touchdown Space			25	Local History and Genealogy			5,635	Messy Creation Space			400
Public Area			4,500	Gallery Display			200	NSF TOTAL			3,085
Small Tutoring Spaces	80	4	320	Staff Touchdown			35	Gross Factor 1.15			
Small Group Rooms	150	4	600	Copy / Print Space			100	TOTAL GROSS SF			3,548
Medium Group Room	350	1	350	Collections			3,000				
Flexible Learning Lab	900	1	900	Public Area			2,000				
Business Hub			3,595	Small Group / Research Rooms	150	2	300				
Display			100	NSF TOTAL			5,635				
Staff Touchdown Space			25	Gross Factor 1.15							
Coworking / Incubator Space (Open)			900	TOTAL GROSS SF			6,480				
Small Group Rooms	150	3	450								
Medium Meeting Room	350	1	350								
Flexible Career Workstations			400								
Job Training Stations			300								
Copy / Print Center			100								
Flexible Collaboration Lab			500								
Table / Chair Storage			350								
Career Counseling			120								
NSF TOTAL			31,585								
Gross Factor 1.15											
TOTAL GROSS SF			36,323								

PROGRAM FRAMEWORK SUMMARY

SPACES	AREA	QTY	SF	SPACES	AREA	QTY	SF	SPACES	AREA	QTY	SF
Community Meeting				Materials Handling				Building Services			
Shared Meeting Spaces				Materials Handling				Shipping/Receiving			
Prefunction / Gallery Space			1,000	Automated Material Sorting Room			1,500	Shipping/Receiving Workroom/Mailroom			500
Event Space	4500	1	4,500	Sorter Space			120	Storage - Equipment			400
Green Room			350	Borrower Services				Building Operations			
Dressing Rooms			500	BOH Materials Handling Workroom / Circulation /			650	Facilities Control Room			264
Event Storage			400	Internal Receiving				Facilities Workshop			900
Kitchen / Servery for Event Space			550	Storage - Liquidation of Materials			200	Storage			
Large Flexible Meeting Room	1,800	1	1,800	NSF TOTAL				Maintenance Equipment and Storage			400
Large Flexible Meeting Room Storage			180	Gross Factor 1.15				Cleaning Supply/ Storage			400
Servery for Large Meeting Room			80	TOTAL GROSS SF				Central Office Supplies			200
Corporate Training Room	650	1	650					FOPLA Storage			300
Reflection Room	30	1	30	Corporate				Shared			
Medium Meeting Rooms	450	2	900	Office Spaces				Exercise Room	500	1	500
NSF TOTAL								Change Rooms / Showers	100	2	200
Gross Factor 1.15								Staff Lockers	0.75	60	45
TOTAL GROSS SF								Housekeeping			
								Cleaning Closets/Mop Sink	80	3	240
								Trash/Recycling			400
								IT			
								Equipment Storage (Technology Services)	150	1	150
								Test Area (Technology Services)	200	1	200
								Server/MDF Room	80	3	240
								NSF TOTAL			
								Gross Factor 1.15			
								TOTAL GROSS SF			

PROGRAM FRAMEWORK SUMMARY

FRAMEWORK PROGRAM TOTALS	NSF	*FACTOR	GSF
Public Entrance	650	1.15	748
Marketplace	9,350	1.15	10,753
Café / Coffee Bar	1,500	1.15	1,725
Adult	31,585	1.15	36,323
Children's Discovery Center	8,985	1.15	10,333
Teen Zone	3,555	1.15	4,088
Creative Center	3,085	1.15	3,548
Technology Commons	3,525	1.15	4,054
Ottawa Center	5,635	1.15	6,480
Community Meeting Spaces	10,940	1.15	12,581
Corporate	7,530	1.40	10,542
Materials Handling	2,470	1.15	2,841
Building Services	4,989	1.15	5,737
SUB TOTAL			109,751
GRAND TOTAL		1.20	131,702

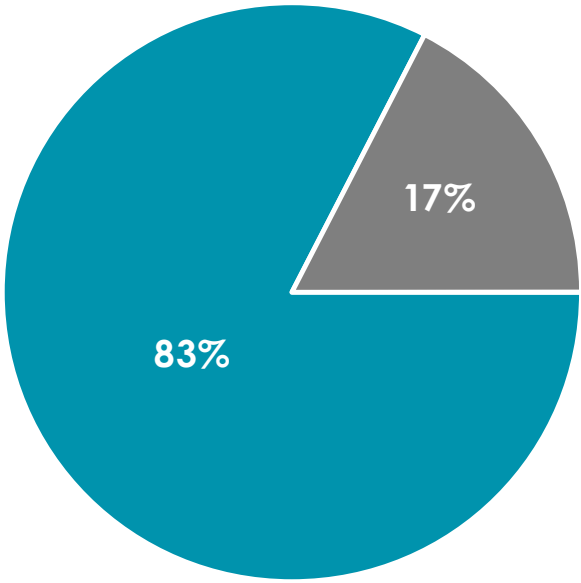
Grossing

Grossing factors are applied to net square footages in order to obtain gross square footages. Gross square footages include the following:

*An applied 15% or 1.15 gross factor includes: washrooms, corridors, vertical circulation and egress.

*A 20% or 1.20 gross factor applied to the subtotal includes: service rooms (generator room, mechanical rooms, electrical rooms, transformer / vault room, water entry room, elevator machine room), building structure, and exterior walls.

PUBLIC VS NON-PUBLIC SPACES



RECOMMENDATIONS

MOVING FORWARD

Recommendations

Library Strategies International has validated the functional requirements for a Central Library for the City of Ottawa. As detailed earlier in this document, the consultants evaluated the data and assumptions made previously, reviewed the Ottawa Public Library’s demographics and usage data, documented the essential components of a library that fit with the best practices and trends current in public libraries worldwide, and conducted an extensive and comprehensive public engagement process to listen to what the residents of Ottawa hoped for, and needed from, a Central Library in the future.

The functional requirements developed by LSI for a Central Library for Ottawa are completely compatible with the Strategic Priorities adopted by the Ottawa Public Library Board on April 14, 2015 and with the community’s needs and hopes for a future Central Library.

It was made clear during the public engagement process, that the people of Ottawa love and support their library and are eager to see a Central Library with spaces and services that will meet their needs in the years to come. They hope for a library that is “customer-centric” with spaces for “community, collections and creation”, and a place where “learning, literacy and innovation” will flourish.

As the Board of the Ottawa Public Library moves forward on a Central Library project, it is recommended that they:

- Use the program framework and recommendation for a Central Library of an estimated 132,000 gross square feet as the basis for the future library
- Use the program framework in commissioning the development of a detailed architectural building program for the Central Library.
- Continue to involve Ottawa residents in planning for the Central Library through a broad public and staff engagement process.

Collaborative LearningAllTheTime
MusicTheatreDance
LocalHistory CreationSpaces LiveMusic EasilyAccessible
CreateCollaborateShare BooksBooksBooks
NaturalLight Colourful RoomForPlay
Innovate KnowledgeableAssessibleStaff MaintainEssentialServices
CozySpaces ExpandedTeenSpace
OutdoorSpaces CommunityEngagement WoodRockWater
CommunityGatheringSpaces
GoodCoffeeGoodFood CommunityHub
Sustainable BringOutsideIn WellOrganized QuietContemplation
Welcoming MoreChildrensActivities FlexibleDesign
ChildrenYouthAdults FlexibleSpaces UniqueToOttawa WritersSpace
AboriginalPresence CentresOfExpertise ReadingGarden
CookEatRead ShowcasePublicArt

APPENDIX A

PUBLIC ENGAGEMENT PROCESS

PUBLIC PROCESS

The Ottawa Public Library required that an inclusive and comprehensive public engagement process be used to ascertain ideas, input and comments regarding the re-imagination of the Central Library. LSI, working closely with OPL staff, designed and implemented the following public engagement opportunities. They included: a public engagement session, idea boards, focus groups and key stakeholder interviews.

A **PUBLIC ENGAGEMENT SESSION** held on March 31, 2015 was attended by more than 150 individuals and was webcast live to 572 individuals. An additional 435 people viewed the webcast recording. All webcast viewers had a chance to address the questions below by responding online.

The community meeting began with a presentation that focused on what was happening in public libraries internationally. Attendees then had the opportunity to have a discussion at their tables to address three questions:

Imagine a Central Library. What are people doing inside? What words describe what you see?

What did you see in the presentation that you would like, in some form, in a Central Library?

How would a Central Library transform our lives and our city?

At the conclusion of the session, the attendees were asked to put colored “dots” on the images of those forward-looking library spaces that were featured in the opening presentation that they liked best for Ottawa.

The most frequent comments reported by the recorders at each table and the responses online are included in the list below.

The Building

- Light, open, spacious
- Natural light
- Secure
- Well organized, attractive, architecturally significant
- Green/LEED/living walls
- Distinctly Ottawa - natural materials, wood, rock, water, nod to history, lumber town
- Indoor/outdoor gardens



- Sustainable, practical, beautiful but does not need to be fancy
- Central, walk, bike, drive, LRT - bike and car parking
- Flexible, multipurpose spaces
- Concerns about straying from the downtown core

Outdoor Spaces

- Exterior public spaces
- Public art
- Public garden, gardening
- Reading garden
- Adjacent to stores, coffee shops, community
- Lively, inviting from the outside
- Library café access
- Benches, movies

Accessibility

- Accessible, comfortable furnishings
- Accessible shelving
- Socioeconomically accessible (i.e. spaces, services for the homeless)

Café/Restaurant/Coffee lounge

- Must have
- Local, independent provider
- Good, healthy, international food

Creation/learning/meeting spaces

- Makerspace - technology and multi-media but also:
- Crafting, pottery, sewing, weaving, making art
- Connecting people with similar interests
- Centers of expertise
- Meetings, debates, key speakers
- Theme nights - cooking, languages, etc.

Performance, presentation spaces

- See a play or be in one
- Rehearsal, creation space
- Dance, music, film
- Art display, special exhibits

Traditional spaces

- Large areas for quiet study
- Personal study space
- Accessible (no charge) meeting spaces
- Spaces for kids and teens

An intergenerational place

- Non segregated spaces
- Intergenerational mixing place
- Teens assisting with technology learners
- Mentoring, older to younger

Collections

- Keep print books
- International newspapers
- Better access to digital collections, archival material
- More copies of popular material
- Photo library
- More technology to loan - simple e-readers
- Sharing collections: tools, art materials, sewing machines, kitchen appliances (promote the sharing economy)

General

- Encounter the unexpected
- Be surprised
- Things outside the norm
- Showcase new ideas
- Offer unique experiences
- Rotating monthly themes
- Longer hours

APPENDIX A

PUBLIC ENGAGEMENT PROCESS

IDEA BOARDS

Idea boards were set up in the Main Library for one week to gather input from branch customers. More than 200 comments were received. Common themes included:

- Central downtown location, accessible, transit access
- Exhibit space
- Neat and clean design and layout
- Lower shelves
- Lots of windows and natural light
- Collections - more
- Helpful staff

- Wi-Fi and laptop charging areas, lots of outlets
- Beautiful library to be proud of
- Quiet spaces
- Creation spaces
- Performance spaces

FOCUS GROUPS

Focus groups were convened with targeted populations representing key customer groups and the business / technology sector to address ideas, collaboration and partnership between the Ottawa Public Library and civic, educational, social services, cultural, business and technology organizations. These groups talked about

cooperation and collaboration between OPL and early childhood programs, newcomer assistance organizations, literacy organizations, educators at all levels, technology start-ups, innovators, and on and on. They saw a library that was open, flexible and accessible with more multicultural resources, multiple meeting spaces, lots of natural light, some quiet spaces and the latest technology. The focus group participants were eager to see a very well-designed facility that speaks to Ottawa’s future and works together with community organizations to provide the very best services.

STAKEHOLDER INTERVIEWS

Key stakeholder interviews were conducted via phone by the LSI consultants. Ten key stakeholders, identified by OPL staff, agreed to



APPENDIX A

PUBLIC ENGAGEMENT PROCESS

participate in a 30 minute call. The stakeholders who participated are:

Jim Watson, Mayor of Ottawa

Paul Dewar, Member of Parliament

Catherine McKenney, Councillor, Ward 14

Kent Kirkpatrick, City Manager

Colin Plows, President, Friends of the Ottawa Public Library Association

Brian Madden, President, Canadian Union of Public Employees 503 Library Group

Mark Kristmanson, CEO, National Capital Commission

Mark Sutcliffe, CEO, Great River Media Inc.

Saad Bashir, Director, Economic Development and Innovation, City of Ottawa

Marc Seaman, Chair, Board of Directors, Shaw Centre

The stakeholders were asked about their vision for the future of the Ottawa Public Library, what some barriers for achieving this vision are, and how they would describe a Central Library for Ottawa. They were also asked to share any additional thoughts or ideas about the possibility of a Central Library for Ottawa.

Everyone interviewed was familiar with the current Main Library.

Some of their comments included the fact that the current building was “underwhelming”, “not attractive”, “not accessible”, “not a reflection of contemporary library users” and has a “poor use of space and poor layout”. The building was characterized as “over crowded”, “not welcoming”, and “past its prime”. In terms of its assets, they identified a “helpful staff” and a good local history and genealogy collection.

Stakeholders said they wanted to see a “new building downtown” that would act as a “major hub for the downtown”, a building with community “gathering spaces”, serving a “much wider community”, a “major cultural center for Ottawa”, with a “diversity of users”. The stakeholders described a Central Library as a place for “learning, discovery, enabling” where people can “learn, research and collaborate” and “access physical and digital materials”. They wanted to see an “active, extremely public space” integrated with the business community as an “info hub/meeting hub”.

Barriers to achieving this vision included “money”, the mistake of “projecting backwards instead of forward”, the need to make sure to acknowledge how technology is “changing the traditional role of the library”, “financing model”, “competing projects”, “political will” and conflicts over “library site”.

In addition the stakeholders want to see a creative, innovative, economically feasible library. They see the library as a “connecting point

for all people” “in the heart of Ottawa” and a “jewel for all to share”. They see the library as “important to the future of Ottawa” and cautioned, “you can’t underestimate the importance of the library to the fabric of the city”.

Input received through the public engagement process is reflected in the Program Framework.

APPENDIX B

STAFF ENGAGEMENT PROCESS

STAFF PROCESS

The Ottawa Public Library asked the LSI consultants to conduct a staff engagement process that would encourage staff at all levels and in all parts of OPL to participate in identifying what a Central Library should be in the future. The staff engagement process included two staff focus group meetings. The first focus group included staff from the current Main Library and the second included staff from other locations. In addition, an online survey was available to every OPL staff member.

At the focus groups, after viewing a presentation of images of what other libraries are doing in terms of spaces and services, the participants worked through several exercises that dealt with customer service and with the various activities that take place and the customers who use the library at differing times of day.

Staff members expressed their ideas and hopes for a Central Library that includes:

- Local history and genealogy resources
- Physical books
- Computer labs
- Spaces for staff meetings and training
- Interior of library engaging with the streetscape
- Outdoor seating and bike parking
- Places for customers to engage one-on-one with staff
- Flexible spaces that can be repurposed as times change
- A design that is distinctly Ottawa
- A calming children’s space with an outdoor reading area

- Welcoming, well laid out, with a knowledgeable and happy staff
- A balance between tradition and new technology
- Quiet zones
- A reading room that is a major feature
- Places for local art

Through a survey available to all OPL employees, input on ideas for a re-imagined Central Library were received. Staff, like the public, said that an open, light-filled, welcoming space was important. Flexibility, technology, and areas for children, teens and adults, along with community meeting spaces ranked highly among the employees filling out the survey.

Input received through the staff engagement process is reflected in the Program Framework.



ACKNOWLEDGEMENTS

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Kathryn Taylor, **KATHRYN TAYLOR DESIGN**

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