



—Summary Report—  
December 2019

**In-person and Online Engagement  
for Phase 4 of Inspire555:  
“Iconic Features and Finishing Touches”**

—the engagement process in support of the design of the Library and  
Archives Canada and Ottawa Public Library Joint Facility—

*This report captures the input generated from three in-person workshops held November 18, 19 and 20, 2019, as well as an online exercise that ran from November 19 to December 17. All comments and feedback have been reviewed, analyzed and summarized to inform the Project Design Team.*



145 SPRUCE STREET, SUITE 202  
OTTAWA, ON K1R 6P1 CANADA  
(613) 860-1685

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

# TABLE OF CONTENTS

## Contents

1.0 Overview .....	1
1.1 Project Overview .....	1
1.2 Engagement Overview – <i>Inspire555</i> .....	1
1.3 Engagement Overview – Phase 4, Iconic Features and Finishing Touches .....	2
2.0 Approach .....	3
2.1 Approach and methodology .....	3
2.2 Promotion .....	5
3.0 What We Heard .....	6
3.1 Analysis .....	6
4.0 Next Steps.....	21



# 1.0 OVERVIEW

## 1.0 Overview

### 1.1 PROJECT OVERVIEW

In 2018, the City of Ottawa, Ottawa Public Library (OPL) and Library and Archives Canada (LAC) received approval to build a new joint facility.

The joint facility will become a landmark destination that brings together the creative services of a public library and the public services of a national library and archives for a richer customer experience. The collaboration in programming will make this a truly unique offering in Canada. It 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 facility will be located at 555 Albert Street in Ottawa, steps away from the new Pimisi light rail (LRT) station, nestled between a unique escarpment and aqueduct, with some of the city's most amazing views of the Ottawa River.

After a rigorous selection process that included bids from nearly forty national and international design teams, the partners retained Diamond Schmitt Architects and Ottawa's KWC Architects to design the facility.

Expected to open in late 2024, it will be built to a minimum of LEED Gold certification and be easily accessible by car, light rail and multi-use pathways for cyclists and pedestrians. The 216,000 square foot facility will feature shared public spaces, along with spaces dedicated to Ottawa Public Library and Library and Archives Canada.

### 1.2 ENGAGEMENT OVERVIEW – *INSPIRE555*

Public input is an essential part of the project, to ensure that the facility meets the unique needs and aspirations of residents, users and visitors.

Inspire555 is the next chapter of an ongoing community dialogue that began in 2013 to support the planning and design of the new facility. It is an invitation to all Canadians to join the conversation and provide inspiration to the architectural team designing this national landmark.

From 2013 to 2016, more than 3,000 people provided input into the spaces and uses for a new central library. In 2016, following the decision to explore a partnership with Library and Archives Canada, the public provided input into the selection criteria for the joint facility's location, as well as its functional programming.



# 1.0 OVERVIEW

This latest national process of engagement is intended to inform and support the architectural design of the facility. The engagement program has been labeled the “*Inspire555 Series*,” in a nod to its address, 555 Albert Street in Ottawa.

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 vision for this new iconic modern library and archives facility. Public input will help ensure design excellence that meets or exceeds community and national expectations.

Inspire555 comprises 4 phases:

- Phase 1 - Building Blocks: Winter 2019 (completed)
- Phase 2 - Spaces and Relationships: Spring 2019 (completed)
- Phase 3 – Public Art and Landscape: Summer 2019 (completed)
- Phase 4 - Iconic Features and Finishing Touches: November 2019 (current phase).

A parallel but distinct stream of engagement is taking place with Indigenous Peoples to get input into how best to recognize, support and value Indigenous heritage, art, culture and other elements at the facility.

The facility’s final design will be revealed in early 2020.

## 1.3 ENGAGEMENT OVERVIEW – PHASE 4, ICONIC FEATURES AND FINISHING TOUCHES

This Summary Report provides an overview of the engagement activities initiated as part of "Iconic Features and Finishing Touches," the fourth and final phase in the Inspire555 Series. Participants were asked to provide inspiration into the facility’s design inspiration, the choices of building materials and colour palettes, and the ways in which the building can become an inclusive destination for all.

The report provides a summary analysis of three in-person design workshops that were held in the evenings of November 18, 19, and 20, 2019, as well as an online exercise that ran from November 19 to December 17.

All input from the in-person and online consultations has been reviewed, analyzed and summarized to inform the Project Design Team as they move to the next phase in the design process.



## 2.0 APPROACH

### 2.0 Approach

#### 2.1 APPROACH AND METHODOLOGY

Library and Archives Canada and Ottawa Public Library have committed to meaningful public engagement throughout the life of this project. Engagement activities are underpinned by principles of openness and transparency and designed to offer opportunities for everyone interested to provide input that can truly inform and influence the final outcomes for the joint facility.

##### OBJECTIVES

---

The broad objectives of Phase 4 – "Iconic Features and Finishing Touches," of the Inspire555 engagement process are as follows:

1. To properly frame the project;
2. To report back on what was heard at Phase 3 on public art landscaping; and
3. To obtain feedback from participants into the facility's iconic features and finishing touches, such as the choices of building materials inside and outside of the facility, and the ways in which this facility can become an inclusive destination for all.

##### DESIGN WORKSHOP FORMAT

---

Members of the public were invited to register for one of three design workshops. A total of 340 participants attended the sessions, which were held November 18, 19 and 20, 2019 at sites across the city.

Workshop attendees were seated at tables with up to ten participants, including a designated facilitator from either the City of Ottawa, LAC or OPL. Each table had samples of building materials and printed handouts of three palette renderings: "Tranquil," "Warm," and "Vibrant."

The workshops began with an Algonquin Anishinabe territorial acknowledgement, followed by brief introductory remarks by the leadership of the Ottawa Public Library and Library and Archives Canada.

A senior architect from Diamond Schmitt Architects then delivered a technical presentation on:

- Where the project was at in the design process.
- How feedback from Phase #3 – Public Art and Landscapes – inspired and shaped the design process leading up to Phase 4.
- How the Ottawa River and stony escarpment were the design inspirations for the facility.



## 2.0 APPROACH

- How building materials and colour palettes contributed greatly to the character of the building.
- How the building will set the new standard for what it means to be an inclusive building.

Following the presentations, facilitators led exercises with the participants at their table. The facilitated discussions were in four parts:

1. A discussion on how the Ottawa River and nature themes can be reflected into the facility's design (both outside and inside).
2. A discussion on the preferred combination of building materials for outside the facility.
3. A discussion on the preferred palette option for the facility's Town Hall space.
4. A general discussion on inclusivity and how to make the facility enjoyable for all.

Facilitators took notes of their discussions with participants. These notes were included as part of the analysis in this report.

A total of 258 comments sheets were submitted at the end of the three workshops. In addition to providing general comments related to the project, participants were asked to rate their degree of satisfaction for six statements using a scale of one to five, where "1" was very dissatisfied and "5" was very satisfied. The following table indicates the responses received for each statement:

Statements	Average (Phase 4)	Average (Phase 3)	Average (Phase 2)	Average (Phase 1)
<b>Overall satisfaction</b>	97% (4.8/5)	88% (4.4/5)	89% (4.46/5)	n/a
<b>The objectives of the workshop were clear</b>	95% (4.8/5)	88% (4.39/5)	88% (4.41/5)	84%
<b>The presentations were clear</b>	96% (4.8/5)	85% (4.25/5)	89% (4.44/5)	90%
<b>There were sufficient opportunities to provide input</b>	93% (4.7/5)	92% (4.56/5)	90% (4.48/5)	82%
<b>I understand how my feedback will be used</b>	69% (3.4/5)	79% (3.93/5)	79% (3.97/5)	61%
<b>The next steps are clear</b>	71% (3.6/5)	76% (3.82/5)	76% (3.81/5)	73%
<b>Information on the Inspire555 website was useful to help me prepare</b>	77% (3.8/5)*	82% (4.1/5)	79% (3.93/5)	51%

\*60% indicated that they did not visit the website



## 2.0 APPROACH

### ONLINE EXERCISE FORMAT

---

From November 19 to December 17, 2019, Canadians were invited to participate in an online questionnaire on the [www.inspire555.ca](http://www.inspire555.ca) website. The intent was to provide a convenient opportunity for members of the public, both locally and nationally, to participate and provide input into Phase 4 of the design process.

The questionnaire included the following five questions, four of which were open-ended:

Question 1: Given the examples above [three images of iconic architecture were displayed], give us your ideas for how the Ottawa River and nature themes can be reflected into the facility's design (both outside and inside).

Question 2: Rank the Palette Sketches [three palette options were displayed] in your order of preference, where "1" is your favourite and "3" your least favourite.

→ Options: Sketch 1 [TRANQUIL] / Sketch 2 [WARM] / Sketch 3 [VIBRANT]

Question 3: Tell us what you preferred about the sketch you selected as your top choice. What does that sketch convey about the space and how it might contribute to your enjoyment of the Town Hall?

Question 4: Do you have any additional ideas for how we can make this facility welcoming for all?

Question 5: Is there anything else you want to tell us about the design of the facility?

The questionnaire took approximately 10 to 15 minutes to complete. Respondents had to register through the City of Ottawa's engagement platform to complete the online exercise. Over the period of November 19 to December 17, there were over 9,220 visits to the Inspire555.ca website. Of these, 856 responded to the online questionnaire.

### 2.2 PROMOTION

Phase 4 of Inspire555 was launched at the end of October with the following activities to promote both registration to the workshops and the online questionnaire:

- Web content on [Inspire555.ca](http://Inspire555.ca), including link to registration page;
- Public service announcements to announce the workshops and the online engagement;
- Organic social media campaigns on LAC, City and OPL channels (Facebook, Instagram and Twitter) to promote workshop registration and the online engagement;
- Digital displays in LAC, OPL and City facilities;
- Emails to stakeholders and employees, as well as a blast email to OPL cardholders;
- Proactive media relations outreach to CBC and the *Ottawa Citizen*.

The workshops and online engagement generated significant social media buzz. The estimated social reach of these posts was 1.5 million in August, and 420,000 in July. Media coverage included a CBC story as well as an article in the *Ottawa Citizen*.



## 3.0 WHAT WE HEARD

### 3.0 What We Heard

#### 3.1 ANALYSIS

As part of its reporting mandate, PACE reviewed and analyzed **all** input received during Phase 4 – Iconic Features and Finishing Touches – of the Inspire555 engagement process.

Members of the public were asked to provide input at three in-person workshops and as part of an online exercise. The analysis below presents the main themes and trends that were distilled from the public input, and captures key insights provided by participants to inform and inspire the architects as they work through the schematic design phase of the facility.

The analysis is categorized under the following topics:

1. Design Inspiration
2. External Materials
3. Inside Palettes
4. Inclusion.

#### Notes on the analysis:

\*The engagement comprised a blend of qualitative and quantitative exercises. The quantitative results represent the views of participants and are not necessarily representative of a randomly selective sample of the population.

\*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, while the expression “several” indicates a frequent but not predominant theme. The expression “some” represents a notable but minority view, while “a few” represents an even smaller minority. 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 poignant.

#### DESIGN INSPIRATION

---

***“Given the examples we saw in the presentation, give us your ideas for how the Ottawa River and nature theme can be reflected into the facility’s design (outside and inside).”***

#### The River, Escarpment and Surrounding Nature as Iconic Inspirations:

- In terms of inspiration, there was general agreement and support for the three themes - the River, the escarpment, and the surrounding nature. It was felt by some participants that this told the story of Ottawa and the site. There was also broad support for the three types of materials: wood, stone and metal.





## 3.0 WHAT WE HEARD

- There was a strong desire by participants that the building design be organic, with curves and soft edges mixed in with ruggedness and sharp edges - in keeping with the River and escarpment themes (the fluidity of water and the texture and angles of stone), with several pointing to the Museum of history as an example. There was a desire for curves throughout the facility, such as in the pathways leading to the building, in the external shell, in the inside spaces, in the shelving, and so on.
- There was a lot of interest in the River theme. Many saw the River as suggestive of curved lines and soft edges. Several referenced shimmering movements and the soothing noise of water. Many participants expressed a desire for some form of water feature, inside and outside of the facility, such as a waterfall, a pond or fountain - with some pointing to the fountain at the Ottawa airport as a good example of an inside water feature.
- There were many references to water flowing over rocks, inspired by the River and the escarpment. Several referenced the notion of water cascading over rocks, whether in waterfalls, in the projection of a waterfall, in a simulated waterfall, etc.
- The notion of the outside bleeding into the inside (and vice-versa) was prominent, with several references to nature inside the facility: e.g., a living green wall or trees inside, and glass to bring in natural light. Participants wanted a continuous flow inside and outside, and consistency in the exterior and interior designs.
- There were several calls for nature inside the building such as water features, living walls, and even trees. Several suggested that nature inside was calming, that it created a retreat, and that it was positive for mental wellness.
- Texture was very important and seen to be in keeping with the design inspirations - rough stone, grain in the wood, etchings in glass, etc.
- Layering was also important. Some participants wanted to see both horizontal layering, as well as vertical lines. Some participants suggested that wood could be used as columns to bring your eye upward, reminiscent of a forest. Others noted that horizontal wood beams would be representative of the region's logging history.
- Colour and lighting were also important. There were many calls for the colour blue, as it was reminiscent of water and the open sky.
- A few participants cautioned that the nature theme for the design could result in the building blending into much with its surroundings. There was a desire that the building stand out and that there were many natural colours they could make the building stand out. A number of participants commented that there were a lot more colours in nature than greens and browns, which some believed to be too muted and bland.
- There were several participants that wanted the use of local materials only; that such materials were part of Ottawa story's and landscape.
- Some participants suggested that the entrances needed to be prominent and stand out from the rest of the façade, with a few participants suggesting that each entrance could represent a specific theme (one for the River, another for the escarpment, and the third for the surrounding nature). They expressed a desire for entrances that were easily identifiable with different colours and different themes.



## 3.0 WHAT WE HEARD

### Additional Themes:

- A few suggested that additional inspirations could be a canoe, a kayak, or another form of boat.
- Some suggested that the notion of ‘meeting place’ could be a design inspiration, as this site was an important meeting place for First Nations; it is near where three rivers meet; and it is the meeting and coming together of OPL and LAC.
- A number of participants raised the issue of lighting. Some felt that the architects needed to think about the moods that good lighting could create, and the use of colours (for example, to denote the different seasons). There were several mentions about using light projections to enhance the iconic design features of the facility, both inside and out.
- Other suggested themes included:
  - the human and nature relationship;
  - the shape of the Gatineau Hills;
  - the cultural landscape of Ottawa;
  - Ottawa’s logging history;
  - air, such as natural light, clouds, and sky;
  - the urban environment;
  - heritage and history.

### Materials as an Embodiment of the Inspiration Themes:

#### Stone:

- With respect to stone, many participants pointed to the texture of rock and the layers of the escarpment, and some mentioned that the facility should be reflective of the Canadian shield.
- Several noted that stone denotes a sense of permanency, and that it should be primarily used outside.
- Several wanted the stone to have texture and roughness, or else it might look like concrete.

#### Wood:

- There were many concerns about durability of wood if it was to be used outside. Participants wanted to see more wood inside than out.
- Many participants like the idea of using reclaimed timber from the Ottawa River, or from Ash trees cut down due to the emerald ash borer epidemic in Ottawa.
- Many participants liked the notion of wood as a historical reference to the region’s logging history.
- Many pointed to wood being used vertically as pillars, both to reflect the notion of trees and to draw the eye upward.

#### Glass:

- With respect to glass, it was felt by some participants that this provided options to incorporate different colours and texture. There were many references to etchings in the glass, with some suggesting that the engravings could be inspired by water, nature or Indigenous themes



## 3.0 WHAT WE HEARD

- There were support for glass as it encouraged natural light in the facility. There were several comments that the glass should be edged and textured.
- A number of participants mentioned the facility's exterior should be bird friendly, and this aligned with the desire to have etchings in the glass.

### Metal:

- With respect to metal, some participants believed that metal was reminiscent of water or, the rippling or the shimmering of water. A few mentioned that the metal selected should have blue tones.

### Of interest:

The following are suggestions provided by participants that might be of interest:

- water flowing over rocks under glass floors on the inside;
- designing bookshelves as branches;
- exposing the bedrock in some areas of the landscaping;
- having a design that is representative of Canada, for example, by designing the building's four corners to represent different areas of Canada;
- using light fixtures that looked like water or raindrops;
- some participants were concerned that the stairwells and other features inside the facility (as represented in the renderings) would block the views.

### EXTERNAL MATERIALS

---

***"In looking at the samples, please identify your preferred combination of materials and explain why."***

### Top Line Observations:

- The texture of the materials was important to participants: rough stone, the grain of the woods, the polish of the metal, etc.
- There was a strong preference for the use of local materials, although the western red cedar was the most popular of the wood options. Some indicated that using cedar was a way to reflect western Canada in the facility.
- It was suggested that the use of stone on the outside conveyed a sense of importance and permanence to the facility, and that wood should be used for specific features only, such as the entrances (to make them clearly distinct from other parts of the exterior façade) and the soffits. The main concern was that wood was not seen as a durable material for the outdoors, although there was ample support for its use inside the facility.
- There was support for the use of metal to provide accents in the exterior façade, but that too much metal might 'cheapen' the look.



## 3.0 WHAT WE HEARD

### Preferred Materials:

The preferred material combinations were:

- Stone: Wiarnton
- Metal: Standard Bronze
- Wood: Western Red Cedar

Stone:

- Wiarnton was the most popular of the three stones by a large majority of participants. They liked its dark tones and rough texture.
- There were lower degrees of support for the Indiana and Adair limestones. Those that liked these stones suggested they were reminiscent of other nearby buildings in Ottawa; this, however, was a common critique of these two stone options, as many participants indicated there was too much of this look in Ottawa.
- Indiana limestone was the least preferred option.

Metal:

- Standard bronze was the preferred option. Many believed that it offered the best contrast with stone, in particular limestone. It was felt it would make good accents on the facility's exterior.
- The next preferred choice was light bronze.
- Aluminum was deemed the least attractive of the three metal options.

Wood:

- Of the three wood options, western cedar was selected most often by participants as their preferred choice. Cedar was well liked for its colour, warmth and texture. The biggest critique was that it was not local.
- Ash was also well liked, and many selected it because it was a local wood.
- Spruce was the third preferred choice of participants.

### Stone - Specific Comments:

Overall:

- Overall, there was broad support for the use of stone as a construction material for the facility. Some participants mentioned that it gave a sense of permanence.
- Overall, many participants expressed a desire to see local stone used at the facility.
- There were a lot of comments related to texture, and many suggested that the stone needed to be rough and textured and not have a polished concrete look.
- Those that liked stone thought that it did a good job of conveying the River and escarpment themes.
- There were mixed comments as to whether the use of stone should mirror other landmark buildings in Ottawa, such as Parliament and the Museum of History, or if the stone used in the facility should create an entirely new look.



## 3.0 WHAT WE HEARD

### Adair Limestone:

- Pros: Those that liked the Adair stone commented that it had a nice blue-gray tone. They felt the texture was pleasant, and reminiscent of other stone buildings in Ottawa. Some participants cautioned, however, that the stone needed to be rough and textured, as it resembled too much like concrete when it was polished.
- Cons: A number of participants felt there was too much of this type of limestone in Ottawa, and that it would be too bland and too cool for an iconic facility. The common complaint was that it looked too much like concrete.

### Indiana Limestone:

- Pros: There were mixed sentiments about Indiana limestone. Those that liked the stone mentioned it reminded them of the River. They saw it as warm, timeless, classy, and reflective of other Ottawa buildings.
- Cons: Those that did not like the Indiana limestone felt that there was too much of it in Ottawa, and that we needed to do something different. These participants felt it was too uniform, lacked patterns, and that it looked too much like concrete. A number of participants did not like it because it was not a local building material.

### Wiaraton Limestone:

- Pros: The majority of participants liked this limestone. Those that indicated a preference for it believed it to be the most visually interesting, that it would add character to the facility, and that it was different for Ottawa.
- Pros: Many thought it best represented the River and the escarpment. They also liked it because it was local and durable. Others commented that it was stately.
- Pros: For many participants, this was the stone that had the best texture and roughness, reminiscent of the River. They liked its grain and pattern, and felt it gave both a rustic and a new feel.
- Pros: Many believed it was the stone that offered the most depth of color; its dark tone was generally well appreciated.
- Cons: Although its dark colour was appreciated by many, there was a sense by some participants that it might be too dark and overwhelming. Some suggested it needed to be used moderately or mixed up with other stones or materials they were more polished, and lighter in colour.

### WOOD - Specific Comments:

#### Overall:

- Several participants commented that wood could be used vertically, to give the sense of a forest inside the facility.
- Many liked the notion of curved wood, as could be seen in the examples provided of Calgary and Helsinki.
- There were durability concerns with wood, such as colour changes, warping, decay and graying.



## 3.0 WHAT WE HEARD

- The use of wood on the exterior should be used for accents only; wood should be used primarily at the entrances and inside; some suggested it could be used for the soffits
- Many participants suggested the use of local wood.
- The texture of wood was important to many, such as its grain and knots in the wood.

### Spruce:

- Pros: Several participants noted that Spruce has nice straight lines, it is bright, and it is locally available. Others mentioned it had a nice, even, delicate grain. Many liked the Helsinki example.
- Cons: There were concerns about the durability of Spruce, and many participants thought that it was a little too bland. Some participants mentioned that it reminded them of an IKEA store.

### Western Red Cedar:

- Pros: Several participants liked the versatility and the contrasting colours of cedar. They also recognized it as a durable exterior material.
- Pros: They liked the warmth of the color and the variation in the colouration. Several also said it was a pliable wood that would allow for softer edges and curves.
- Pros: Many liked its grain and texture.
- Pros: Some participants mentioned that it was a good way to represent Western Canada in the national capital region.
- Cons: A number of participants did not like cedar as an option because it was not a local wood, and that it would not be environmentally-friendly to use at the facility. A few were also concerned that Cedar may not age very well and could take on a greyish color.

### Ash:

- Pros: Many participants indicated that they liked ash as an option, that it had nice lines and a nice grain. Many like it because it was a local wood, and that it would be a good story if the facility could be built of ash that had to be cut down because of the emerald ash borer issue in Ottawa.
- Pros: Participants that liked ash noted that it was a hard, durable wood, and that its colour variation provided good contrast for the design.
- Cons: Those that were less keen on ash felt that it was too bland, and that it would need some type of “pop” for it to be nice in the design. Some also had issues with its coloration, and that it would be hard to match with it.

### Metal - Specific Comments:

#### Overall:

- Many participants thought that metal would serve as good accents for the facility.
- There was a sentiment, however, that metal should be used very moderately, as it could easily overwhelm the facility’s look and feel.
- A few participants felt that metal might ‘cheapen’ the design of the facility.



## 3.0 WHAT WE HEARD

- Others suggested that local metals be used, and a few recommended the architects also consider using copper.

### Standard Bronze:

- Pros: This was the preferred medal of participants. Those that liked it enjoyed its dark and warm colour. It was felt it offered the best contrast with stone, and in particular limestone. It was felt it would make for good accents on the exterior of the facility.
- Cons: Some participants worried that this metal might be too dark. There were mixed reviews as to whether dark tones would give a warm feel to the building, or whether a lighter metal would be preferable.

### Light Bronze:

- Pros and Cons: There were mixed opinions about this metal. Some participants believed it to be classic, and that it was not too heavy, nor too dark. They liked it because it was warmer and more colourful than the standard bronze, and reminiscent of other buildings in Ottawa such as Parliament. Others found this metal to be too bland.

### Aluminum:

- Pros: The participants that liked aluminum believed that it was the one that offered the most flexibility, in that it could easily be curved and bended – a feature they wanted to see in the design.
- Pros: A number also suggested that aluminum could come in different colours and that this might be interesting for the building. It was also noted that aluminum was reflective, and that the shimmering light would speak to the River theme.
- Cons: There was a sense that aluminum was too commercial and industrial, and that it might give off an “IKEA vibe.”
- Cons: Some participants were of the opinion that aluminum would not age well, and that the building’s design would soon be outdated. Others thought it was too cold and too harsh. Aluminum was deemed the least attractive of the three metal options.

### INSIDE PALETTES

---

***“In looking at the three options, please identify your preferred option and explain why.”***

#### Top Line Observations:

- A general sense was that participants were slightly underwhelmed by the options presented. A few noted that they did not see any of the inspiration themes reflected in the palettes, and that the colours that were selected were either too bland, too striking or not organic enough. A number of participants said they would like to see more blue tones in the palette options, as blue was reminiscent of water and in keeping with the River inspiration.
- A number also indicated that they wanted to see inspirations from the seasonal changes in Ottawa, for example, more vibrant greens, burnt oranges and striking reds.



## 3.0 WHAT WE HEARD

- Some participants suggested a combination of the different options, for example, using the wood tones from Option 2 with the vibrancy and creativeness of Option 3.

### Option 1 – Tranquil Palette

#### Overall:

- Option 1 was generally liked, but not loved. While some participants found the tones to be calming and elegant, others felt there was not enough contrast, and that the inside of the facility needed to be more exciting.

#### Pros:

- Many participants felt the Tranquil Palette conveyed a sense of calm, and that the colour choices were light, soothing, elegant, and “safe.” They saw the wood as calming and the colours not too distracting, giving a sense of openness. Some suggested it would be good for the reading rooms.
- Some participants noted that this Option could serve as a good base, and that it could be uplifted with wood accents, more vibrant furniture, trees and plants, a green wall, lighting, etc. A few commented it was the perfect backdrop for public art and exhibits.
- Those that liked this option felt that it offered the most longevity, that it was the most flexible, and that it was the palette that would stand the test of time. It was seen to be the best to complement the natural light in the facility, and that it was respectful of the dignity of the facility.

#### Cons:

- A number of participants believed that Option 1 was too bland. They felt that it was too muted, safe, and even boring. It was felt that this Option needed more grounding with darker colors. Some participants noted that they liked it at first, and then changed their mind as they had time to reflect on it. They felt it too cold and uninviting, especially for kids or for a space for hanging out. A few mentioned it did not represent the different age groups of the users of the facility.
- Some participants noted that Option 1 would be best used for quiet spaces, not vibrant ones. Others believed it to be too institutional, and that it reminded them of “that hushed library feeling.” There were a number of references to shopping malls, hospitals and airports.
- With respect to furniture, it was felt that the light colours of the furniture would require too much maintenance and would not be durable.
- Others mentioned that Option 1 blended in too much and that it would be hard to navigate the facility (the muted colours were not good for wayfinding).





## 3.0 WHAT WE HEARD

### Option 2 – Warm Palette

#### Overall:

- Option 2 was generally liked, especially the warmth of the wood tones. Participants also liked the use of vibrant colors for the furniture and the back wall, but many complained about the choice of colours used in this Option.
- Participants wanted a colour “pop,” but definitely not in the pink and orange tones used in the renderings, which many believed to be too “70s” or dated.

#### Pros:

- Participants that liked this Option believed it gave a nice warm feeling, especially in the winter. The horizontal wooden slats were well liked, and many participants indicated that the darker wood was nice and warm, and they believed it contrasted well with the white stairwells and ceilings.
- Participants that liked this palette said that it evoked fall colors; that it was a good compromise between Options 1 and 3, being neither too bland nor too vibrant. A few participants commented that they would rather see glass etchings and wood accents, rather than coloured glass.
- The use of the dark wood here offered a good contrast. They like the openness of the space, and they liked the wood slats on the ceiling in the railings.
- Some participants noted that this colour palette would be good for the children’s space. Others suggested that different colours could be used to help with wayfinding.

#### Cons:

- A prominent response to this palette was that it was too retro, too “70s,” too young and trendy, and that it would not stand the test of time. There was a strong dislike in the choice of the bright pinks and oranges.
- Other participants indicated that the coloured glass and the wood at the top of the facility created a “closed in” feeling.
- There was a dislike for the furniture, that it was reminiscent of a McDonald’s or school kindergarten room.
- Some commented that the stairwells were too white. Some believed that the stairwells could be painted in different colors, based on their location, to help visitors navigate the building. For example, the stairwell near the kids’ section could have bright and youthful colours.

### Option 3 – Vibrant Palette

#### Overall:

- Option 3 was generally well liked by participants but there was a feeling that it did not quite “hit the mark.” There were many mixed opinions about the graphic representation of trees. It was felt that of the three options, this one evoked the nature theme the most but that it could be more subtle, or use projections or another art form to evoke nature.



## 3.0 WHAT WE HEARD

- Some participants noted that this Option “brought the outside in,” but a number commented that they did not like the tone of green or how nature and trees were graphically represented. A number suggested that they would rather have a living wall instead, or maybe other features that could be used such as an accent wall.

### Pros:

- Participants that liked this option, liked its neutral tones. Some believed it to be energetic, dynamic, and inviting.
- Some participants saw this as the most artistic of the options; that it was a modern take on nature, and the most creative. They enjoyed the nature theme and the earth tones and felt that it would work well with a living green wall.
- Some participants liked the etching of the trees. Other liked the pop of colour from the furniture.

### Cons:

- A number of participants did not like the coloured glass, and they suggested the use of a feature wall instead. They thought the colour and etchings were too busy, inflexible, overwhelming, and that these would not stand the test of time. Others believed the shade of green itself was too obvious and looked like it represented fake nature. It was believed the colours would be outdated.
- A few suggested this option could be improved if some of the colours were more muted. A number of participants indicated that it needed more blue tones, or that they did not like the particular shade of green used in the rendering. A few participants disliked the orange and the yellow colors.
- Some participants believed the graphics to be too busy and that it might clash with public art and the exhibits.
- Some felt that the Vibrant palette might be best for the kids’ section but that it would not be well suited for the other spaces.

### Other Comments

- A few participants believed that the metal elevators were too harsh and industrial-looking. Some suggested that the elevators could be softened with the use of wood slats.
- A few participants did not like the use of cement in the pillars and would rather see stone used instead or creative wrapping.
- Some believed that the stairwells, as shown, blocked the views.
- Some participants suggested that colour, dynamism and vibrancy could be achieved by using projections, public art and exhibits. One participant suggested that venetian blinds could have different images on them that changed depending on the direction of the slats.



## 3.0 WHAT WE HEARD

### INCLUSION

---

***“What are other ways we can make this facility inclusive and welcoming for everyone? Think outside the box.”***

#### Top Line Observations

- Participants clearly believe that the facility needs to be welcoming for all, with signs, friendly staff, information in multiple languages, good wayfinding and signage, digital screens and apps to help people find their way.
- Participants were very open to the notion of inclusivity and accommodation for all visitors to the facility. The only proposals that participants reacted strongly to were the all-gender washrooms and the glass elevators. With respect to the former, there was ample support for all-gender washrooms, but there was a strong desire for gender-specific washrooms as well. With respect to the latter, some participants felt that all-glass elevators might be challenging for people with vertigo.
- Participants also were of the opinion that inclusion means providing a space that meets the needs of all: this could include the ability to bring your own food; storage for coats and strollers; and ample and secure parking for bikes, strollers, scooters, etc.; lots of power outlets and places throughout to charge devices; free computers and wifi; community meeting rooms; and more.
- Participants saw the space as one that can be enjoyed equally, with ramps, courtesy wheelchairs, strollers and scooters, noise attenuation, prayer and meditation rooms, a family room, sensory rooms, and so on. There were several comments relating to the height of railings, tables, furniture, water fountains, elevator buttons, shelving, and so on, to accommodate different body types, heights and needs, such as people in wheelchairs, seniors, children, etc. A few participants also recommended that round edges should be designed for things like railings and furniture to make it safer for people.

#### Specific Observations:

##### Washrooms:

- Participants often expressed a desire for the washrooms to be large enough to accommodate wheelchairs, strollers and caretakers; some participants also suggested hooks and shelves for coats and gloves.
- Several participants indicated that all washrooms should have change tables, regardless of gender.
- Generally, there was support for having all-gender washrooms at the facility, although a large number of participants indicated that there should also be gender-specific washrooms as not everybody would feel safe or comfortable using mixed washrooms (for example, for religious, privacy or safety reasons).
- Some participants suggested that washrooms should not have doors at their entrances; this was also generalized to the facility itself, in that doors should be installed only where



## 3.0 WHAT WE HEARD

necessary to make it easier for people with limited mobility. A few also suggested that if doors were required, they should be light and easy to maneuver.

- There was a suggestion that some toilets and sinks should be built at lower heights to better accommodate children, people in wheelchairs, *persons with short stature*, etc.

### Mobility:

- Some participants suggested that ramps be provided throughout the facility, so that people with limited mobility were not forced to take elevators. The ramps needed to be wide enough for strollers, wheelchairs, walkers, etc. One participant referenced the spiral ramp located at via rail.
- There were also requests for secure parking spaces for bikes, scooters and walkers, and that the facility should offer courtesy strollers and other mobility devices to accommodate visitors from out of town and others.
- Some participants suggested that there be limited or no carpeting, as this might be challenging for people in wheelchairs. Others noted that non-slip floors were a requirement.
- A few participants suggested that the Para Transpo pick-up and drop-off areas be covered.
- A number of participants indicated that the pathway between the facility and the Pimisi LRT station should be covered.

### Elevators:

- With respect to elevators, a number of participants indicated that the button panel should be at a height that accommodates multiple people, including kids, seniors, people in wheelchairs and people of short stature.
- Some participants indicated the elevators should be large enough to accommodate strollers, wheelchairs, and walkers.
- There was concern expressed by a few participants that glass elevators might be problematic for people with vertigo, and it was suggested that some of the glass could be opaque.

### Visually and Hearing Impaired:

- There were several suggestions made that tactile wayfinding should be offered in the facility for members of the public that are visually impaired. Some participants suggested that the colour choices in the facility should offer some contrast and there should not be too much white. Others suggested that there should be staff and floor guides that could assist members of the public on how to get around the facility.
- It was suggested that there could be earpieces to provide wayfinding and navigation information for people that are hearing impaired and visually impaired, and that OPL and LAC should consider developing an app to help people navigate their way through the facility.



## 3.0 WHAT WE HEARD

### Dedicated Spaces:

- There were several suggestions that the facility needed to offer dedicated family spaces, nursing lounges, and a kids' play area. Many participants suggested that there should be stroller parking, coat checks and adequate storage for families.
- There was general support for prayer rooms and meditation rooms.
- A few participants suggested that there should be a wellness room that provides a calm environment (a reference was made to the wellness room at Carleton University). There was also a mention of designing a giant "poof room," such as those found in special needs schools.

### Indigenous Peoples:

- Throughout this phase of engagement, there were several comments relating to Indigenous peoples. With respect to inclusion, some participants suggested that there needed to be programming and dedicated spaces for Indigenous Peoples. A few also mentioned that there could be welcoming signage in Algonquin or possibly other Indigenous languages.

### New Canadians:

- A number of participants indicated that the facility should be welcoming to all cultures and new Canadians. This could be done by offering signage, wayfinding, digital screens and information in multiple languages. A few participants suggested that there could be a projection of the word "welcome" in many languages. Others indicated that a reception desk should offer information in multiple languages.

### Homeless:

- They were some participants who believed the being inclusive meant making welcoming spaces for homeless people and offering social services at the facility. This ranged from having social workers and public health officers providing community services on site. Other suggestions include having ample free computers and some resources available to help train members of the public to use them.
- Some participants suggested that there be a community garden, a food cupboard, a kitchen, laundry facilities, and showers to assist members of the public that were homeless. A few participants also suggested sleep pods, and others noted that the facility should offer services after hours or be open 24 hours for homeless people.

### Students and Youth:

- It was suggested by some participants that the facility could be open for longer hours during exam periods to allow students the opportunity to study late or early in the day.
- Some participants suggested that the facility should have study zones with smart whiteboards.

### Sensory Sensitivities:

- Some participants suggested that fluorescent lights and scented soaps might be a problem for people with sensory sensitivities. There was also concerns about the acoustics in the



## 3.0 WHAT WE HEARD

facility and the noise levels from the more vibrant spaces. A few participants noted there should be sound attenuation strategies, such as soothing nature sounds.

### Other Accommodations:

- There were several requests for phone chargers, power bars, electrical outlets, as well as free wi-fi. There were also numerous requests for lockers, coat checks, and storage. Others requested water fountains.
- There were several requests for community meeting rooms and private working spaces and cubicles.
- Some participants requested a cafeteria-style space where they could bring their own food, while a few others noted that the cafés should offer a variety of foods for people with different dietary needs. A few noted that this should be a place where one does not feel compelled to purchase anything.
- Some suggested sit/stand desks. There were some suggestions for accessible stacks.
- Another suggestion was to have special lights to help with seasonal affective disorder (SAD).
- Others requested secure bike parking and one participant suggested e-charging stations for ebikes and scooters. A few suggested a tools library, while others suggested an exercise area such as a walking track.
- Other less frequent suggestions included a large community billboard, a fireplace, a dog water fountain, music listening spaces, a “welcoming robot” such as the one at Elizabeth Bruyère. One person suggested that there could be a drop-off area for books at Pimisi station.



## 4.0 NEXT STEPS

### 4.0 Next Steps

Phase 4 of the Inspire555 series completes our 2019 public engagement. Additional Indigenous engagement and the reveal of the architectural design of the joint facility is next.

Stay Tuned! There is more engagement to come. In the future we plan to consult on programming, collections and ways in which the public will use the building.

For ongoing project updates, please visit the [inspire555.ca](https://inspire555.ca) project website.

