



**In-person and Online Engagement
for “Spaces and Relationships,” Phase 2 of Inspire555**
the engagement process in support of the design of the Library
and Archives Canada and Ottawa Public Library Joint Facility

July 2019

This report captures the input generated from three in-person workshops held June 1 and 3, 2019, as well as an online exercise that ran from May 21 to June 5. All comments and feedback have been reviewed, analyzed and summarized to inform the Project Design Team.



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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 to serve as a national institution, a city-wide resource, and a community gathering space.

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, a nationally renowned archival research centre, 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 and the current building of LAC, 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 more than 30 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 accessible by roadway, light-rail and multi-use pathways for cyclists and pedestrians. The 216,000 square foot facility will feature shared spaces, along with spaces dedicated to OPL and LAC.

Public input is an essential part of the process, to ensure that the facility meets the unique needs and aspirations of residents, clients / customers, and visitors. The design team will work with partners and the public to deliver iconic architecture with flexible spaces for innovative programming and events, designed to encourage culture, knowledge and inspiration.

1.2 ENGAGEMENT OVERVIEW – INSPIRE555

Inspire555 is part of an ongoing engagement process 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 including the selection criteria for the joint facility's location, as well as its functional programming.

Inspire555 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 four phases:

- Phase 1 - Building Blocks: Winter 2019 (completed)
- **Phase 2 - Spaces and Relationships: Spring 2019 (current phase)**
- Phase 3 - Public Art and Landscaping: Summer 2019
- Phase 4 - Iconic Features: Fall 2019

A parallel but distinct stream of engagement is taking place with Indigenous Peoples. The two streams will connect at a knowledge sharing event in the fall. The facility's final design will be revealed in Winter 2020.

1.3 ENGAGEMENT OVERVIEW – PHASE 2, SPACES AND RELATIONSHIPS

This Summary Report provides an overview of the engagement activities initiated as part "Spaces and Relationships," the second phase in the Inspire555 Series, where participants were asked to provide input into the location of the major spaces and programs within the building and how they relate to each other.

The report provides a summary analysis of three in-person design workshops that were held on June 1 (morning and afternoon) and in the evening of June 3, as well as an online exercise that ran from May 21 to June 5.

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

2.1 APPROACH AND METHODOLOGY

Library and Archives Canada and Ottawa Public Library have committed to meaningfully 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 2 – Space and Relationships of the Inspire555 engagement process are as follows:

1. To properly FRAME the project;
2. To INFORM the public;
3. To CONSULT and request INPUT on the spaces and relationships within the facility.

For the in-person design workshops, the Project Design Team were looking to:

1. Report back on what was heard at Phase 1 of the Inspire555 engagement program;
2. Walk participants through the proposed functional program layout, referencing the OPL and LAC partnership, and important connections to landscape, views and outdoor spaces;
3. Engage participants in a discussion about the major spaces in the building and seek feedback on important considerations about the relationship of these spaces to access, adjacencies and views.

For the online exercise, participants were asked to complete a questionnaire pertaining to the LAC and OPL spaces, with a view to helping inspire a design that is flexible and adaptive to customer expectations for generations to come. Specifically, respondents were asked to:

1. Provide input related to their expectations for the facility;
2. Share their preferences for various services and amenities that could be offered.

Participants at both the workshops and in the online exercises could also submit general comments about the project.



DESIGN WORKSHOP FORMAT

Members of the public were invited to register for one of three design workshops to discuss the location of major program spaces within the building and what it means for the relationship between OPL and LAC.

Nearly 350 participants attended the three sessions, which were held on:

- *Workshops 1 and 2:* Saturday, June 1, 9:30 to 11:30 am and 1:00 to 3:00 pm, in Tabaret Hall at the University of Ottawa;
- *Workshop 3:* Monday, June 3, 6:30 to 8:30 pm, in the Pellan Room at Library and Archives Canada.

Workshop attendees were seated at tables with between 6 to 10 participants, including a designated facilitator from either the City of Ottawa, LAC or OPL. Each table had a large table-sized print-out of sketch floor layouts of the facility, as well as booklets with images of interior sketch views of selected interior spaces and the floor layouts.

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.

Lead architect Don Schmitt of Diamond Schmitt Architects then delivered a technical presentation on the OPL and LAC program relationships, with a review of the stacked program diagrams, sketch views of interior concepts, and precedent examples from other similar projects. Mr. Schmitt also reported back on the findings from Phase 1 and how public input inspired and shaped the design process leading up to Phase 2.

Following the presentation, facilitators led an exercise with the participants at their table, exploring the program relationships and layouts, and key characteristics of the major spaces shown in sketch views. The facilitated discussion was in two parts:

1. A review of the lower floors (comprising the first three floors and the underground levels and parking);
2. A review of the upper floors (comprising floors four to six).

For each part (lower and upper), facilitators asked participants: “What do you think about the program layout for each floor level, in relation to:

1. The relationship between OPL spaces and LAC spaces.
2. Connection and views to the exterior and outdoor spaces.
3. The location of major program spaces and their visibility from within the building.

Throughout the exercises, experts from the project design team roamed the room to listen and partake in the table discussions, and to answer questions.



ONLINE EXERCISE FORMAT

Canadians were invited to participate in an online questionnaire on the 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 2 of the design process.

From May 21 to June 5, over 3,700 individuals visited the Inspire555.ca site to learn more about the project and the opportunities to engage and inspire the architects in the design process. Of these, nearly 1,000 (921) responded to the online questionnaire, offering rich insight to inform the design team.

A key objective of the questionnaire at this stage of the design process was to get public direction into the major spaces in the facility, the kind of programming that should be offered, and how the joint facility could achieve its fullest potential as a civic and national institution.

The questionnaire had a total of 18 questions, and were divided into four parts:

1. An introductory question to help identify the degree to which respondents were OPL and LAC users;
2. Questions which looked at how to make the facility a destination place for residents and visitors to Canada's capital;
3. Questions which focused on the LAC spaces and services; and
4. Questions which considered OPL spaces and services.

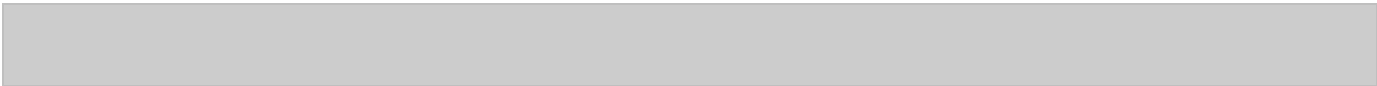
The questionnaire was designed to take approximately 10 to 15 minutes to complete. Respondents had to register through the City of Ottawa's engagement platform to complete the online exercise.

2.2 PROMOTION

Phase 2 of Inspire555 was initially launched in early April, with engagement activities scheduled for early May. The activities, however, needed to be postponed a few weeks due to the flooding emergency in Ottawa. Once rescheduled, promotional activities for the workshops and online engagement included:

- Web content on Inspire555.ca;
- Public service announcements to announce workshops and online engagement;
- Organic social media campaigns on LAC, City and OPL channels (Facebook, Instagram and Twitter) to promote workshop registration and online engagement;
- Digital displays in LAC, OPL and City facilities; and
- Emails to stakeholders and employees, as well as email communication to OPL cardholders.





The engagement workshops and online engagement generated significant social media buzz, including 385 instances of #Inspire555 on Twitter and Facebook from May 1 to June 25.



3.0 What We Heard

3.1 ANALYSIS

As part of its reporting mandate, PACE reviewed and analyzed all input received during Phase 2 – Spaces and Relationships, of the Inspire555 engagement process. 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 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 expressions should be interpreted as follows:

- “most participants” represents a very strong support or an impression of near unanimity for an idea.
- “many” indicates predominance or support by a large number of respondents,
- “several” indicates a frequent but not predominant theme.
- “some” represents a notable but minority view,
- “a few” represents an even smaller minority.

N.B. 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.

KEY OBSERVATIONS - GENERALLY

The following list captures the most frequently made comments throughout both the workshops and the online exercises. Although both engagement exercises had distinct objectives and asked different questions, there are a few themes that emerged that were common to both. These are as follows:

- Respondents clearly support the facility and they expect and desire a multitude of varied offerings. They see it as a hub of activity and a destination point, and they want it to include a mix of quiet and vibrant spaces.
- Participants indicated that they see the facility as a place they want to spend time in, rather than a transactional destination that they would access simply to borrow materials. The future users of the facility also very clearly wanted spaces that they could lounge in with ample and comfortable seating. Some indicated a need for more “nooks and crannies” to allow quiet and secluded study and reading spaces, while others wanted free or affordable spaces where small groups could meet socially and professionally.



- Noise was a general concern, whether as a result of the open Town Hall space, having the Children’s section near the Genealogy space, or having OPL users visit the more research-intensive LAC spaces.
- While there's a keen interest in the services and spaces associated with a modern library, there is a clear desire that the facility continue to focus on the traditional core library and archives offerings, such as access to print collections. The availability of printed books (“more books, not less”) was a prominent theme. The interest in technology and digital collections was there but far less prominent.
- There was a high degree of interest and support for exhibits and a curiosity for what LAC had to offer in this regard.
- Participants were keen on the notion of nature in and outside of the building (green walls, water features, etc.).
- Accessibility throughout the facility was a major concern, and many comments were made about the location of ramps and the need for more elevators and escalators. Some participants also stated the need for gender-neutral washrooms.
- There was a concern expressed by a few participants that the facility needed to be bird-friendly.
- There were a few comments that the facility’s design needed to reflect Indigenous culture and heritage. In terms of connection with the land, there were a few comments that the design needed to recognize that it was located on unceded Algonquin territory. There were also a few comments that there needed to be dedicated space for Indigenous programming (with suggestions of a meditation room with an Indigenous design).

KEY OBSERVATIONS – IN-PERSON DESIGN WORKSHOPS

This section looks at the input and feedback provided for each of the following three discussion topics that were explored at the Phase 2 workshops:

1. The relationship between OPL spaces and LAC spaces.
2. Connection and views to the exterior and outdoor spaces.
3. The location of major program spaces and their visibility from within the building.

For each topic, the main themes are organized under “General,” “Lower Floor,” and “Upper Floors.”

1) Relationship Between OPL, LAC and Shared Spaces:

Generally:



- It was generally felt the relationship between the spaces was fluid and well-integrated.
- Participants were supportive of the layout and the connectivity between the OPL and LAC spaces, and for the most part, they felt that it maintained a good balance in terms of integrating the partners yet keeping their respective programs separate and distinct (without seeming separated or isolated).
- There was a clear desire that OPL and LAC programs appear distinct, to improve one's ability to navigate the facility. Several suggestions were made that proper wayfinding and signage was required. As well, many thought the LAC and OPL spaces should be identified with distinct colours and visual cues.
- There was a lower level of concern about how visitors would go from an OPL to a LAC space, and how security and registration would be managed between the two. While some participants suggested the free flow of movement should be encouraged, others recognized that security measures at the LAC spaces would be needed to preserve sensitive materials.

Bottom Floors (comprising the first three floors and the underground levels and parking):

- Noise was a top concern, particularly in the Town Hall. Participants were split in terms of having quiet spaces versus vibrant spaces, although it was generally agreed that there could be a mix, and that quiet spaces could be carved out appropriately.
- A number of participants felt that the Town Hall space is too large and that it would be loud and intimidating. A few suggested that the size be reduced to give more space for programs and books. Others suggested that the space should include numerous nooks and crannies to create more quiet and intimate reading and study spaces.
- There was strong support for the Exhibition Gallery. Several noted that it would encourage visitors to explore the LAC spaces and instill a better understanding of its services and collections.

Upper Floors (comprising floors four to six):

- Participants generally liked the progression to the top floors; many stated that the layouts made sense and presented a logical flow. A few expressed concerns about the flow between LAC and OPL spaces, and how security and access would be controlled.
- A few participants noted that the quieter programs and spaces were located on the upper floors – that the facility went from noisy to quiet as one went up in floors. While this was deemed appropriate, it was also felt that there was a risk that visitors to the facility would not be drawn to the upper floors and that they would miss out on key spaces, programs and features. There were suggestions that good communications and signage was needed to attract visitors to the upper floors.
- There was very strong support for the rooftop terrace. A few added that there should be more rooftop terraces on the other floors.



- There were differing opinions when it came to interlinking bridges on the upper floors. Some felt that the two partners were not sufficiently connected as one went up the facility; i.e., that it was too far a distance to go all the way around from one partner space to the other (“like a racetrack”). These participants felt that a narrow bridge (east-west) would better serve to connect the spaces. Others felt that the separation was appropriate for these floors and that bridges or walkways would hinder the views from the Town Hall.
- Some noted that there needed to be more elevators and escalators. A few others felt that some staircases or elevators led to wrong spaces—for example, the staircase on the 3rd floor was located too far from the OPL spaces.

2) The Connection and Views to the Exterior and to Outdoor Spaces

Generally:

- It was generally felt that the connection and views as presented in the layouts and sketches were good. There was a general appreciation for the idea of glass walls and glazing so that you could see inside and out.
- Participants liked the views to the exterior and to the outdoor spaces. It was also felt there would be a lot of natural light.
- There were several comments that there should be living walls and water features—particularly but not limited to the Town Hall—to create a stronger connection with the outdoors and surrounding features.
- Accessibility was often raised in the context of connections.
- A number of concerns were raised about making the facility bird friendly.
- A few comments were made about having glass elevators to allow for views.

Bottom Floors (comprising the first three floors and the underground levels and parking):

- Participants strongly approved of the connections to the reading terraces, although several mentioned they needed to be designed to offer protection from the wind, rain and snow or else they would be underutilized.
- Many liked the notion that the multipurpose room could open to the outdoors. Some suggested that the stage could allow for different configurations, or be in a central 360-degree configuration, to allow performances for both indoor and outdoor audiences. Some also suggested that the outdoor theatre should be rotated 180 degrees to give the audience the best views to the north.
- A few participants suggested that the glass walls in some parts of the facility should be retractable to make a stronger connection with the outdoors (for example in the café or the multipurpose room). A small number of participants noted, however, that an outdoor connection in the auditorium was great in theory but complex in reality.



- A few mentioned that they wanted to have grand entrances that would entice passersby to come in and explore the facility. Some felt that the entrances were not welcoming enough; a few indicated that the entrances at the Pimisi and Albert sides were too small and narrow and would 'chock' the flow of visitors. A small number of participants believed that the South West entrance on Albert might be underutilized, as it was the least accessible (other than by bus riders) and that it did not seem to be connected to a program space.
- As heard at Phase 1, there were concerns about how the entrances would connect to the multi-use pathway and the Pimisi LRT station, and whether the pathway would be covered or underground to protect from inclement weather. In this regard, a few suggested that there should be lockers in the lower levels to store coats, boots and other belongings, and that there should be a dedicated zone for schools to facilitate visits to the facility.
- To encourage a strong connection with the outdoors, several participants suggested there needed good bicycle parking, both indoors and outdoors (covered).
- A few participants wondered if the facility could be used as a cut-through for pedestrians, during and after hours.
- A few participants suggested that there should be more trees on the South side of the facility to improve the views and connection to the outdoors. A small number also suggested that there be more setback from Albert Street to increase the safety and enjoyment of the outdoor spaces by visitors to the facility.

Upper Floors (comprising floors four to six):

- Participants expressed strong support for the views and the natural light on the upper levels. A few were concerned that future developments at LeBreton Flats might hinder the views and that OPL and LAC needed to develop a strategy to address this. A few participants noted that the OPL spaces offered the best views, which according to them, was appropriate.
- There was strong support for the Civic Reception Room, a second café and outdoor terrace on the 6th Floor. Several participants suggested the Civic Room would be an amazing place for events (as a rental space) given the views and connection with the outdoors. There were also suggestions for events that could "spill out" onto the rooftop terrace.
- Several participants expressed a concern that a visitor would have to cut through the café to access the rooftop terrace and that it would discourage people from enjoying it if they felt they needed to purchase something.
- Many suggested that the rooftop should have green features, such as a green roof or community gardens.
- Many participants commented that the terrace needed some sort of cover to protect from inclement weather and to make it a more useable space year-round, although attention needed to be given to not blocking the views.



- Participants liked the views that would be offered from both the LAC and OPL Reading Rooms. A small number of participants expressed concern that there might be too much sunlight in the LAC Reading Room and that this might be an issue for sensitive collections.
- It was suggested that technology could be used to enhance the views by projecting images and maps onto the windows showing how the landscape has changed over time.
- A few mentioned that the meeting rooms on the upper floors should be moved because they had prime views which should be made available to the broader public. There were a few requests for more reading spaces on the top floors.

3) The Location of Major Spaces and their Visibility from Within the Building

Generally:

- Although the location of spaces was deemed to be clear and visible, several participants suggested that good wayfinding, signage and orientation by staff would be required.

Bottom Floors (comprising the first three floors and the underground levels and parking):

- Participants liked the visibility of the spaces from the Town Hall. Some indicated it encouraged the exploration of the facility.
- Some participants noted that the busiest services were easily accessible and that the entrances were conveniently located. For example, there was solid support for the Express Library being located on the first floor. It was mentioned that there needed to be several convenient locations on the ground floor to check-out and return books/materials.
- Quite a few participants had comments about the Children's Discovery Space. Many said it should be on the ground floor to make it easier for families and caregivers with strollers, bags, etc. Having it on the ground floor also made it easier to do outdoor programming.
- There were a few suggestions that the Children's space should be very visible and have a "wow" factor. For example, suggestions were made to add slides, concealed doors, secret passageways, spiral staircases, etc.
- A number felt that it did not make sense to have the Genealogy space close to the Children's section. In this respect, some suggested that Genealogy would be a major draw and that it should be more public facing. Others felt it should be located with the Adult spaces.
- Several participants suggested that the Music Library be moved. For the most part, it was felt that it should be collocated with the Creative spaces, although there were a few suggestions that it be moved to the first floor or to the Teen's Centre.
- There were a few comments about the location of the café. A few felt it should give onto the Albert Street/South side of the facility to make it more attractive to passersby. Others believed it should take a more centralized location in the Town Hall, so that visitors could see it from everywhere. A few suggested it would be better to locate it next to the auditorium so that it could be open during after-hour events.



- There was solid support for the Preservation Lab being on the main floor, particularly once participants understood it served an educational function.
- A few participants indicated that the Community Service space was not prominent enough and that it should be located in a more easily accessible area such as on the ground floor.
- A small number of participants wondered whether the giftshop needed to occupy such a prime space, or even if it was necessary.
- In terms of visibility (and connection to the outdoor spaces), a few participants suggested that the locations of major spaces (words or maps) should be printed on the glass walls.

Upper Floors (comprising floors four to six):

- Participants generally agreed with the location of major spaces on the upper floors, and there was agreement that the open concept of the Town Hall made the major spaces visible.
- Suggestions were made to move certain spaces to other locations, the most notable being the Teen's Centre. There was a very clear desire to move this section next to the Creative Centre. It was felt that having the Teen section next to the Adult Non-Fiction was not the right fit, and that there could be incompatibilities with respect to noise and activity. That said, a few participants mentioned that teens needed both active and quiet study spaces. Some felt that the Adult Non-Fiction would be a better fit next to the Genealogy section.
- Some participants indicated that Living Ottawa should not be located on the top floor. It was felt that this would be a popular space and that it needed to be more prominent, such as on the ground floor. Others suggested it be located next to the Genealogy section. That said, a few noted that they liked its location on the 6th floor because of the views it offered researchers. In essence, it seems like participants wanted Living Ottawa located in a space that would maximize its potential as a key attraction.
- Regarding the Creative space, a few wondered whether this should be a shared space with LAC and whether LAC had any creative materials to enrich the service offering (such as films and photos). Some questioned how they would bring their own materials to the creative spaces (such as large boxes) and requested easy access to a freight elevator. Others were concerned that the products they created might be "messy" and they wanted to know how that would be managed in the facility.
- A few participants were not clear on the purpose and location of the Black Box Theatre. Some felt it was out of place on the 6th floor as it might impede the views. Others suggested it would be a draw and better located near the Creative spaces or on the ground floor, paired with the Exhibition Gallery.
- Participants were pleased with the location of Reading Rooms, although a few suggested that these spaces could be merged (or that a new shared reading space be created for newspapers and magazines).



- There were a few suggestions that the fourth and fifth floors should be swapped. I.e., that the Creative spaces should be moved down to the 4th floor, thereby freeing up the 5th floor for other spaces and programs that would benefit more from the better views.

KEY OBSERVATIONS – ONLINE QUESTIONNAIRE

The following is an analysis of the online questionnaire, which included both quantitative and qualitative questions. The questionnaire was in four parts and comprised 18 questions. The analysis follows the order of the questionnaire.

Note that participation in the online exercise was by interest, and the analysis is therefore not intended to be statistically representative of a randomly selected population.

Part 1 - Introduction

INTRODUCTORY QUESTION

Before we start, please tell us if you are a client of OPL or LAC (pick all that apply):

- > I am an OPL cardholder
- > I am not an OPL cardholder, but I use OPL services (e.g. branches, programs, website)
- > I am not an OPL cardholder, and I do not use any OPL services
- > I have a LAC researcher card
- > I don't have a LAC researcher card but I have attended a LAC event, tour, workshop or exhibition in the last 2 years
- > I have never visited a LAC facility

ANALYSIS

The vast majority of questionnaire respondents, 96%, were OPL cardholders (880 of 920 responses). One in ten respondents had a LAC researcher card (95 of 920, or 10%).



Before We Start

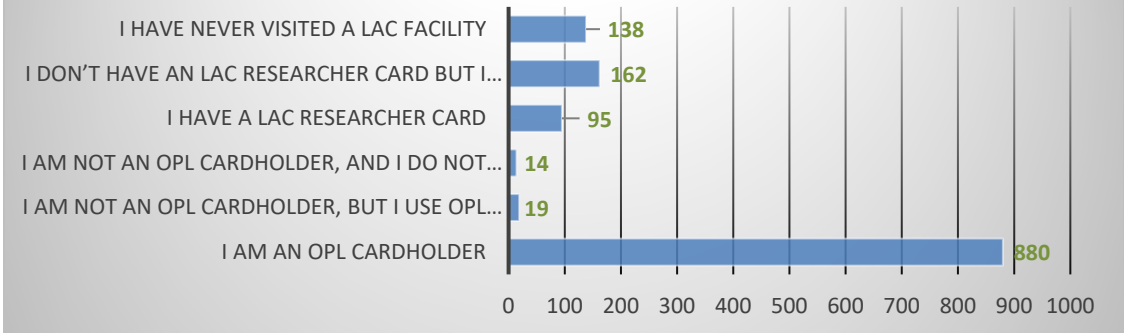


Figure 1: 920 responses



Part 2 – A National Attraction and Destination Point

QUESTION 1

The new facility will be an active community hub, with about 4,800 people moving in and out daily. Whether you're from Ottawa or another part of Canada, tell us what would encourage you the most to visit this new facility. Pick up to three (3) from the following list:

- > Unique partnership between OPL and LAC
- > Varied community services
- > Greater access to historic and archival materials
- > Exhibits of some of our richest national treasures
- > Familiar public library offerings (e.g. borrowing materials, access to technology, kids' activities, etc.)
- > New public library offerings (e.g. access to creation spaces, new technologies)
- > Lively public events and programs

ANALYSIS

When asked what would encourage individuals to visit the joint facility, respondents most often chose the following three of seven options (in order of popularity):

1. Almost two thirds chose "Having familiar public library offerings, such as borrowing materials and kids' activities" (569 of 913 responses, or 62%).
2. This was closely followed by over half of respondents choosing "Lively public events and programs" (539 responses, or 59%).
3. Just over half chose "New public library offerings." (472 responses, or 52%)

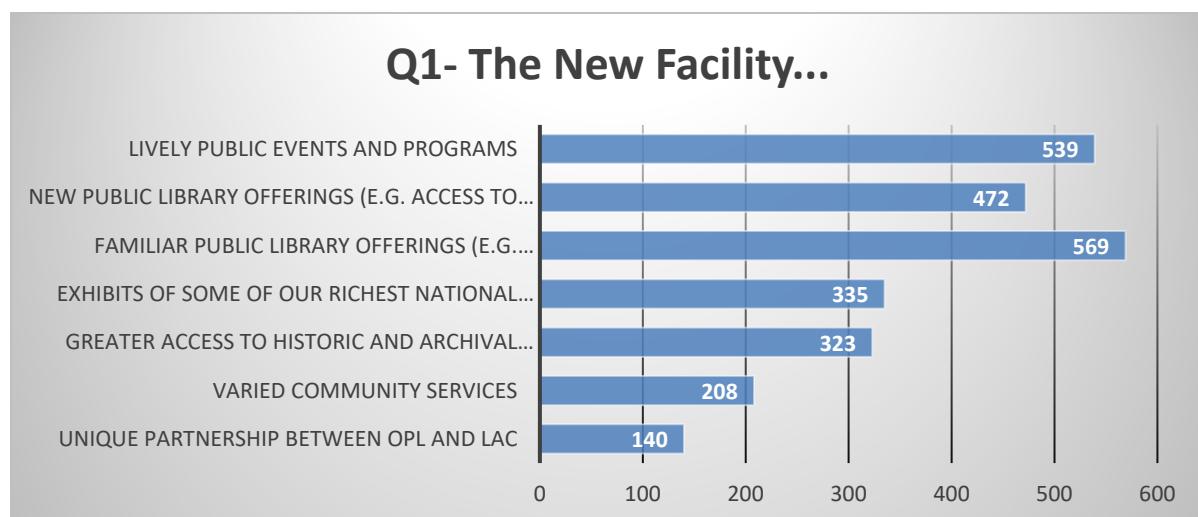


Figure 2: 913 responses



QUESTION 2

Aside from traditional library and archives services such as borrowing or consulting materials, what other purposes would draw you to the facility? Pick up to four (4) purposes from the following list:

- > A great public space to lounge in
- > Public workshops
- > A nice place to have a tea, coffee or other beverage and possibly a snack
- > Great outdoor space to enjoy the day and surrounding features
- > A public space to take in the great views
- > A vibrant place to socialize
- > A quiet space to read, research, study or reflect
- > Cultural performances
- > Exhibits
- > Walking and exploring the building
- > A space for children and teens
- > It's on route to other cultural and destination points that interest me

ANALYSIS

When asked to choose up to four reasons (from a list of 12) why someone would be drawn to the facility other than traditional library and archives services, respondents chose the following (in order of popularity):

1. More than half indicated they wanted "A quiet space to read, research, study or reflect" (489 of 917 responses, or 53%).
2. Half said they were interested in attending public workshops (436 responses, or 50%).
3. Four in ten stated that they would like "A nice place to have a tea, coffee or other beverage and possibly a snack" (351 responses, or 40%).
4. One third of respondents noted that "Exhibits" would draw them to the facility (341 responses or 37%).

Of all the options presented, the least popular reason to draw respondents to the facility was that it was "on route to other cultural and destination points" of interest. Only 5% chose this option (50 of 917 responses).

This seems to indicate that respondents consider the facility to be a destination point in and of itself, with a view to engaging in a wide range of activities.



Q 2- Aside From Traditional..

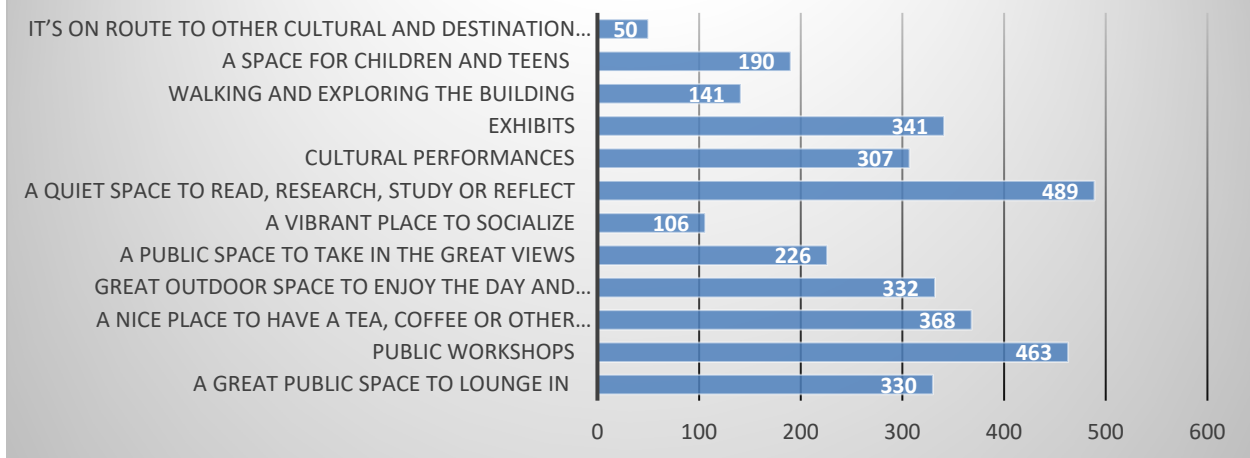


Figure 3: 917 responses

QUESTION 3

There will be a major public atrium called the "Town Hall" which will be the building's principal focal point and centre of activity. Pick three (3) things you would like to see in the Town Hall space that would make it welcoming and dynamic:

- > A café
- > Space for arts and performances
- > Immediate access to OPL
- > Immediate access to LAC
- > Access to exhibition space
- > Access to meeting spaces
- > Sitting areas
- > Animated screens or other digital displays
- > Areas for activities, programs and events
- > Public art

ANALYSIS

When asked to reflect on the Town Hall and what should be in that space to make it welcoming and dynamic, respondents picked the following three options from a list of 10 (in order of popularity):

1. More than half wanted a café (522 of 916 responses, or 57%).
2. Almost half indicated they wanted sitting areas (433 responses, or 47%).
3. One third stated that wanted "Areas for activities, programs and events" (343 responses, or 37%).



This seems to indicate that future clients / customers of the facility consider the Town Hall space as an area they would spend considerable time in, engaging in both active and passive activities as part of their visit to the facility.

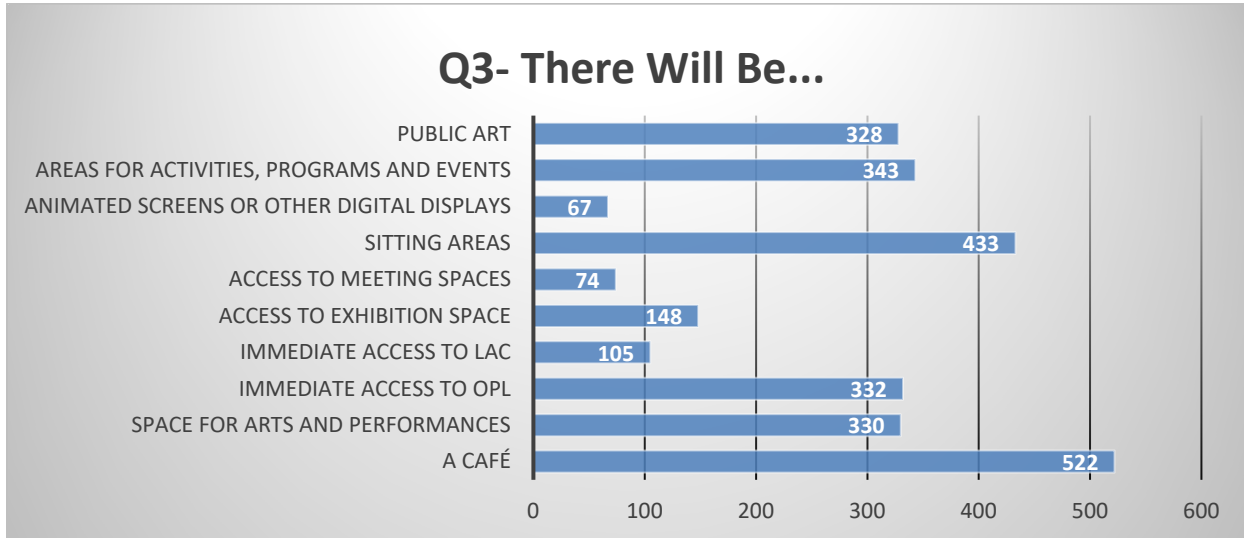


Figure 4: 916 responses

QUESTION 4

There will also be an auditorium. This large multipurpose space will be a major focus of community, social, educational, and cultural activity. It will include performance, program, event and meeting spaces. What kind of activities would you like occur in this space?

ANALYSIS

As might be expected for this open-ended question, respondents offered a wide range of ideas and opinions for the types of activities this space might offer, from theatre to concerts, movies, poetry and book readings, cultural performances, etc. The following captures the most frequently raised suggestions for activities, as well as some input into the nature of those activities:

- The most frequently suggested activity was that the auditorium should be used to host speakers on various topics such as current affairs. Several suggested that these events could be similar to a TED Talk. A few respondents suggested that a partnership could be formed with academia or think tanks to help ensure quality content.
- There were many suggestions that the space could be used for educational workshops and lectures. Respondents offered a wide range of topics, from gardening to genealogical research and others.
- Several respondents thought the auditorium activities should have a tie-in to OPL's and LAC's core functions, such as literary events and book and poetry readings. A few suggested



that the multipurpose room could be the new location of the Writers' Festival or similar activity.

- Several indicated that the space should be community-driven, with an emphasis on local events and local content (Ottawa artists, local history and heritage, community groups, etc.). Several also felt that both the auditorium's rental fee and the price of admission for events should be affordable for the entire community.
- There were also comments by some respondents that the space could be used to showcase Canadian achievements, history, art and culture, as well as great Canadian individuals that have made an impact at the national level.
- Several indicated that there should be programming for all ages, while others indicated that the programming should be reflective of the city's and Canada's multicultural and diverse populations.
- There were a number of comments stating that the auditorium space should be accessible for people with mobility issues.
- A few respondents suggested that the space should include indigenous programming.
- A few also suggested that the space could be used for physical activity, such as yoga and pilates.

QUOTES IN SUPPORT

"Lectures of cultural, environmental, social importance. Where the goal of the activities in this space is to educate and discover who we are as a community, and how we fit globally."

"Ideally this could be used for conferences, information sessions, hands on learning and engaging meeting space for schools to visit and educate children..."

"I hope there will be ample programming for marginalized members of the community – particularly low income and homeless."

"Cultural performances that show the diversity of Canada's population and explore the history and traditions through song and dance. For example, an aboriginal dance and story telling performance in traditional costuming."

"Hosting speakers on a wide range of subjects and topics that support continued growth and community involvement at a personal and a global level"



QUESTION 5

What is important to you about a café and restaurant? For each of the seven options below, please pick a ranking where "1" indicates your top priority, "2" your second priority, and so on. You can rank as many options as you like.

- > Quick snacks and beverages such as coffee/tea (limited menu options)
- > A high-end restaurant with full menu
- > An establishment that serves alcohol such as a wine bar
- > A cafeteria similar to what one might expect at a museum
- > Multiple food and beverage options throughout the facility
- > A designated area or areas where I can bring my own food
- > Environmental sustainability in operations and products (e.g. no plastic, biodegradable containers).

ANALYSIS

Respondents were asked to rank up to seven options for things they wanted in a café and restaurant space. Here is what they indicated, in order of priority:

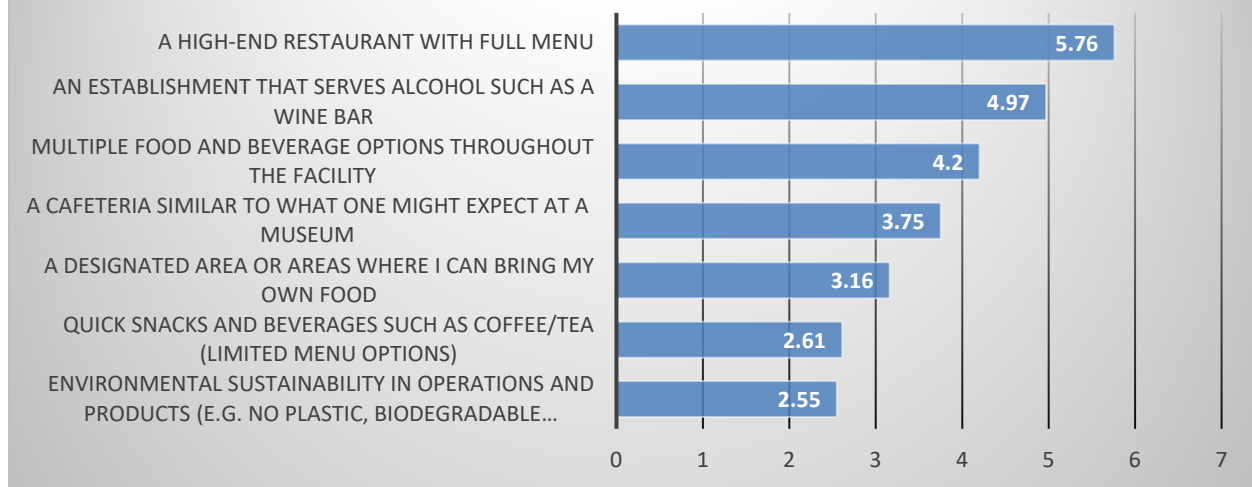
1. The top ranked option was "Environmental sustainability in operations and product" (such as no plastics and biodegradable containers).
2. The second highest ranked option was "Quick snacks and beverages such as coffee/tea (limited menu options)."
3. The third favourite options was "A designated area or areas where I can bring my own food."
4. The next favourite option was "A cafeteria similar to what one might expect at a museum."

The two least favourite options were "An establishment that serves alcohol such as a wine bar" and "A high-end restaurant with full menu."

The ranking of the various options indicates that respondents are looking for quick, convenient and practical solutions when it comes to a café and restaurant, rather than a full-service establishment. It also seems to indicate that respondents would not necessarily frequent the facility solely as a restaurant destination, but rather that they would like food and beverage services to be available while they are enjoying other services.



Q5-What Is Important...



Part 3 - A National Resource - LAC Spaces

QUESTION 6

Library and Archives Canada services in the joint facility will include:

- > An orientation space featuring a selection of treasures from LAC's collection;
- > A small preservation lab making conservation work visible to the public;
- > References services spaces, featuring reference materials and staff to assist clients in their research; and
- > Reading rooms in which to consult archival and published documents from LAC's collection.

Now tell us what you would like for the LAC spaces. Pick your top three (3) purposes for visiting the LAC spaces in the facility:

- > To visit an exhibition
- > To seek assistance and guidance on research I intend to do
- > To access on-site resources
- > To consult archival documents
- > To consult published heritage documents
- > A quiet place for me to study or work

ANALYSIS

Respondents were asked to pick their top three of seven purposes for visiting the LAC spaces. Here are their responses in order of priority:



1. When it comes to LAC spaces, a strong majority of respondents stated that the main reason to visit would be to attend an exhibition (648 of 912 responses, or 71%).
2. Just over half indicated that they would visit the LAC spaces to access on-site resources (413 responses, or 45%).
3. This was closely followed by almost half of respondents stating they would like to consult archival documents (413 responses, or 45%).

The option that was the least often selected was "to consult published heritage documents" (27% of responses).

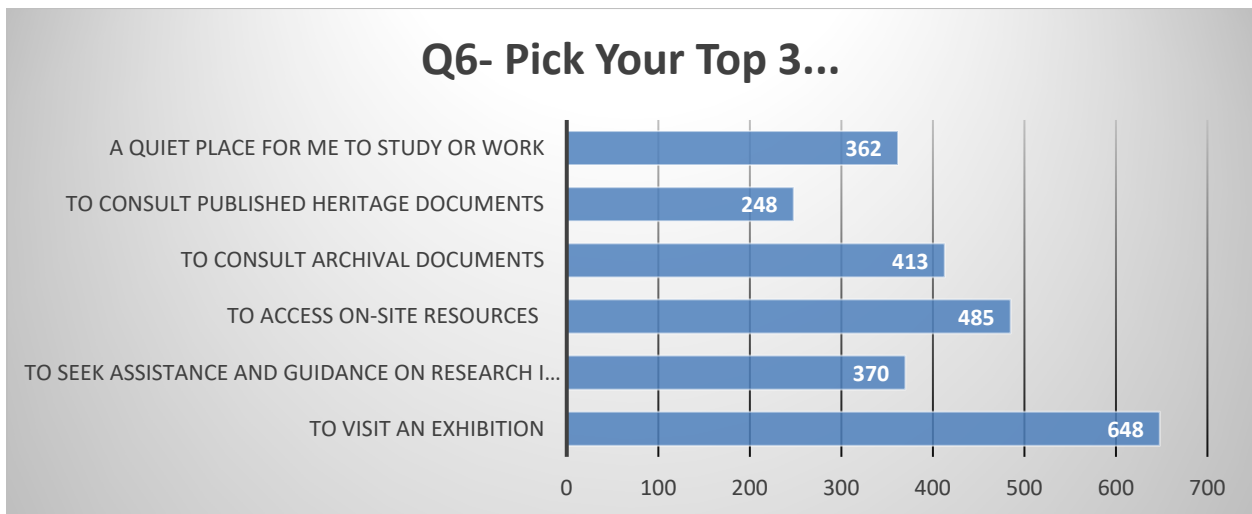


Figure 5: 912 responses

QUESTION 7

How important would it be for you to attend an initiation tour and workshop on some of LAC's services and holdings? For example, how to use historical documents to conduct genealogy research. Pick from a scale of 1 to 5, where "1" means "very useful" and "5" means "not very useful":

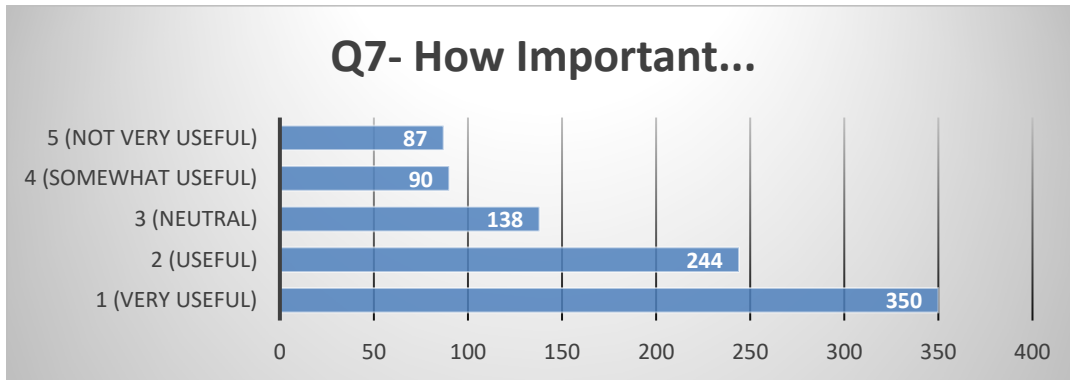
- 1 (very useful)
- 2 (useful)
- 3 (neutral)
- 4 (somewhat useful)
- 5 (not very useful)

ANALYSIS

When asked whether they would like to attend an initiation tour and workshop on some of LAC's services and holdings, two thirds of respondents indicated that they would consider it useful (39% of 909 responses indicated "very useful" while 27% indicated "useful," totaling



66%). There is a clear desire by respondents to learn more about LAC services and its collections.



QUESTION 8

What types of materials would entice you to come visit the facility? For each of the six options below, please pick a ranking where "1" indicates your top priority, "2" your second priority, and so on. You can rank as many options as you like.

- > Materials allowing me to do genealogy research (such as archival documents, census records, photos on my personal and family history)
- > Materials allowing me to do research on specific items
- > Published heritage documents (books, newspapers, etc.)
- > Music collection (sheet music, recordings)
- > Materials I can digitize myself in the Digitization Lab
- > Materials presented to me in the form of an exhibition

ANALYSIS

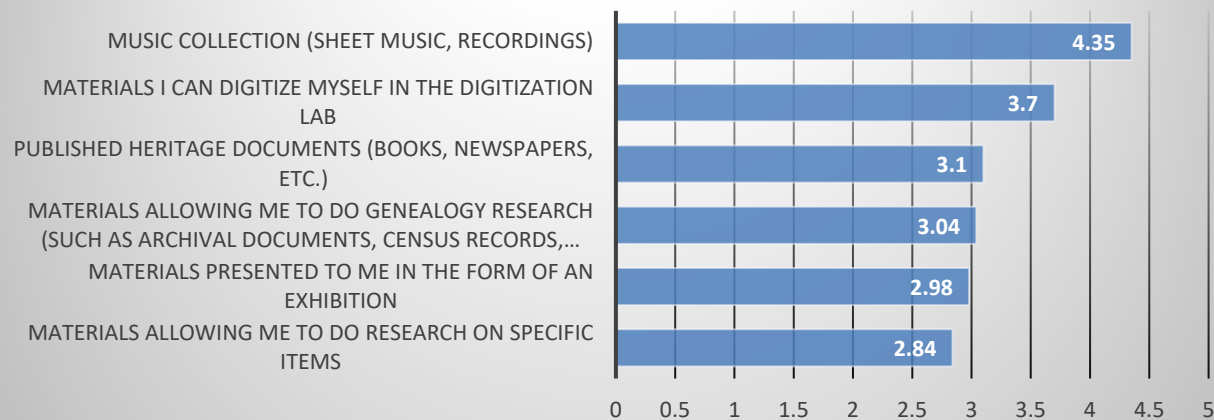
Respondents were asked to rank from six options the types of LAC materials that would entice them to come visit the facility. The following is their top three choices, in order of priority:

1. The majority chose "Materials allowing me to do research on specific items" as their top choice (average ranking of 2.84, where '1' indicates the top priority).
2. The second top ranked priority was "Materials presented to me in the form of an exhibition."
3. The third priority was to access "Materials allowing me to do genealogy research."

The least favourite of the six options was "Music collection."



Q8- What Types of...



QUESTION 9

What kind of displays, digital or active demonstrations would be engaging to see at the entrance space for LAC? Pick your top three (3):

- > Exhibitions featuring original, historical documents
- > Touch screens with orientation information
- > Information about LAC's most popular collections
- > Information about LAC's work including acquisition, preservation and access services
- > Digital kiosks featuring catalogues, databases and research guides
- > Expert reference and orientation staff who can answer basic/general questions
- > A glimpse into LAC's preservation and conservation laboratories
- > Historical photographs
- > Video projections

ANALYSIS

Respondents were asked to pick their top three choices for the kinds of displays they would consider the most engaging to see at the entrance space for LAC. The following shows their choices in order of preference:

1. The majority of respondents – about two thirds – indicated that their top choice for a display would be "Exhibitions featuring original, historical documents" (564 of 902 responses, or 63%).
2. A moderate number of respondents – over one third – indicated that they would appreciate having expert reference and orientation staff at the LAC entrance who can answer basic questions (380 responses, or 42%).



- This was closely followed by a desire to have historical photographs on display at the Lac entrance (40% of 902 responses).

The option that was least popular was having "Video projections" (12% of responses).

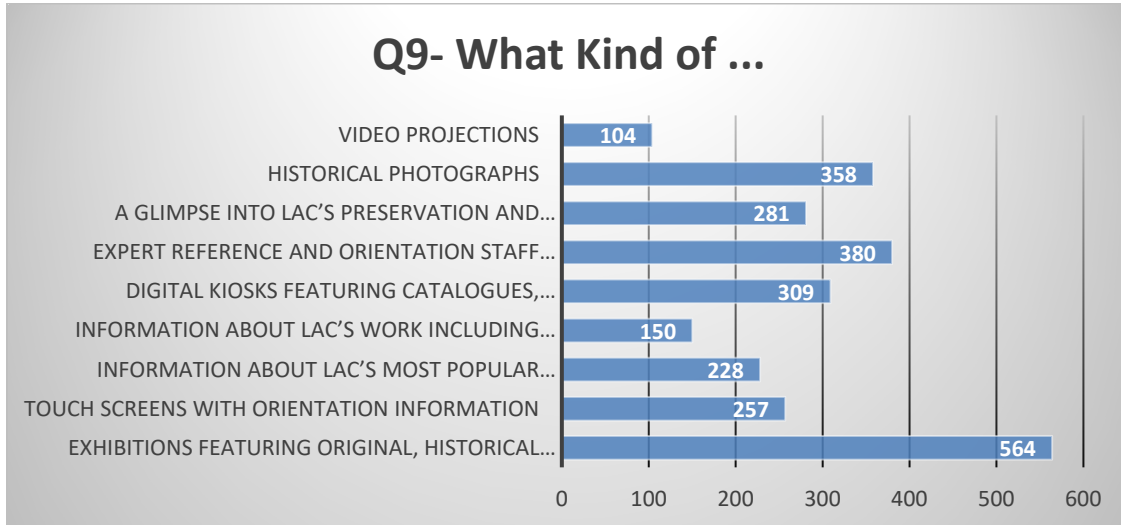


Figure 6: 902 responses

QUESTION 10

What do you see as the characteristics of an inspiring space dedicated to Canadian history and culture? What are your ideas for what would make this space reflect Canada, its identity, its heritage and history?

ANALYSIS

There were several thoughtful ideas offered in response to this open-ended question for how to make a space reflect Canada, its identity, its heritage and history. The majority of ideas pertained to art, exhibits, the use of sustainable Canadian construction materials (wood, stone) and an architectural design reflective of Canada's vast, natural landscape.

A very prominent theme throughout the comments was that the space needed to reflect Indigenous culture and history. This thread touched on all aspects of the facility, from the architectural design to the use of materials, art, exhibits, language, promotion of history; etc.

There were many suggestions as well that the space should portray Canada's past, present and future (which one respondent referred to as "Canada's history in evolution"), starting with Indigenous history, the arrival of the Europeans, and how the nation eventually became a multicultural "community of communities." While there was great emphasis on Indigenous history, many also wanted to see how immigrant and refugee populations came to establish themselves in Canada, and how changing demographics influenced culture and values. With



regards to history, a few commented that they expected an “honest” depiction of the Canadian story that included both the good and the bad.

Several respondents indicated that exhibits (both permanent and rotating) would be an impactful way to tell the Canadian story. Ideas for exhibits ranged from celebrating Indigenous art and culture, to an exposé of Canadian treasures (e.g., the Charter), and the showcasing of great Canadian accomplishments and individuals.

A number of respondents suggested that a Canadian-inspired space should be welcoming (like Canada), accessible and have lots of natural light and plants. There were also a few suggestions that the spaces in the facility should be large to reflect the vastness of the country and its big open landscapes.

QUOTES IN SUPPORT

“I would really like to see some of this space permanently dedicated to celebrating First Nations and Inuit history, and educating visitors in all aspects of First Nations and Inuit culture. A permanent space but perhaps with regularly changing exhibits, lectures, etc.”

“We Canadians pride ourselves on being warm, welcoming, and comfortable. I would love to see that reflected in the space.”

“...features and materials that are sustainable, but also sourced from all parts of Canada; design that evokes different parts of Canada as well as the full range of cultural diversity.”

“Focus on the notion that Canada is a community of communities.”

“[E]voke Canadian landscapes. A water feature would be lovely. A series of spaces evoking verticality (forests) and the horizon (prairies/the north) as well as areas that convey ruggedness...”

“[I’m] thinking about how this space might participate in the ongoing project of reconciliation.”

“A bringing together of peoples. First and foremost, founding peoples, but also immigrants from all over the world that have and continue to make Canada home and keep it open and hospitable to the next generation.”

“There would need to be a way of bringing nature indoors. Canada and Ottawa are defined by our beautiful environment.”

“Big spaces reflecting the vastness of the country, grounded by iconic representations of three oceans, big skies, sweeping plains, endless forests, our attachment to the land. Also a metaphor for freedom of thought, expansiveness, openness, inquiry.”

“It would be fascinating to see the growth and change of all the different cultures arriving in Canada. From the ancestors of the Inuit to the newest immigrants and refugees.”



QUESTION 11

What other comments about the Library and Archives Canada spaces do you have?

ANALYSIS

Responses to this open-ended question regarding the LAC spaces were generally positive. There was broad support for the LAC Reading Room, exhibits, and the showcasing of national treasures. There was a clear distinction, however, in the responses submitted by those familiar with LAC, its services and collections, and those that had little or no knowledge of LAC.

Regarding those respondents less familiar with LAC, while there were a few that mentioned they had little desire in learning more, a majority demonstrated a keen interest in exploring the LAC spaces and obtaining a better understanding of the services and collections. Many suggested that the spaces needed to be welcoming, with art, exhibits and messaging that would draw in and compel a visitor to explore the spaces, collections and national treasures. Some respondents indicated that they felt intimidated by LAC and that it would be helpful to have staff at the LAC entrance that could provide tours, orientation and possibly even workshops (for example, on how to conduct genealogical research).

For those that were familiar with LAC, many expressed that the facility, its spaces and design, needed to respect the institution's core function. Their focus was less on achieving an architecturally iconic facility and more on ensuring that they would have quiet areas to do research without distraction, in spaces that were clearly separated and distinct from the OPL and shared spaces. The focus was on the service and amenities that would be offered in the LAC spaces that would facilitate one spending lengthy periods of time conducting research. For example, respondents requested there be sufficient staff to assist with research queries; good working areas with comfortable seating and natural light; storage, lockers and coat racks; several meeting and study rooms; free wifi and numerous power outlets; longer hours; access to affordable food options; and, several self-digitization and microfiche machines.

It was suggested by some respondents that the spaces be divided in quiet zones for research and studies, and more vibrant, communal zones to connect with others and hold LAC-oriented events.

Similarly to other comments submitted throughout the questionnaire, several respondents stated that they wanted the LAC spaces to be fully accessible; several others indicated that there needed to be recognition of Indigenous Peoples through the facility design, art, exhibits and the showcasing of LAC's collections.



QUOTES IN SUPPORT

“Individuals make their living reviewing or come from great distances to access LAC materials, so an on-site café and/or lunch room is a must. Include small conference rooms.”

“LAC partnership will help to augment the impact of the Library to all Canadians and make it a destination place for visitors to Ottawa.”

“I have never been disappointed by an LAC exhibit. Having a space and adequate funding so that exhibits can be presented on a regular basis in a location that is comfortable and well lit would give the LAC its due.”

“I feel that there is some mystery around LAC. The more interactive elements and displays that engage people with the work of LAC, the better.”

“Anything that makes it easier to get access to archival resources would be great. Would also love educational opportunities to learn about the LAC's collection.”

Part 4 - A City-wide Resource - OPL Spaces

QUESTION 12

Modern libraries offer spaces for more than materials and shelves. They are vibrant community hubs offering places for both individual and interactive activities. In addition to being a local library branch, OPL will offer a number of services and programs expected of a modern public library for the entire system of branches in the City of Ottawa.

What would be your primary purpose for visiting the OPL spaces in the facility? Pick up to five (5) from the following list:

- > To borrow materials
- > To access public computers and the free Internet / WiFi
- > To use technology to create projects – 3D printers, film studios, etc.
- > To access services that will help advance my career or employment prospects
- > To receive help with digital resources (e.g. databases, e-books, etc)
- > A great place for children to enjoy
- > A great place for teens to enjoy
- > A quiet place for me to reflect, read, study or work
- > A vibrant place for me to reflect, read, study or work
- > A social gathering spot to connect with friends and acquaintances
- > To borrow musical instruments and/or access a recording studio for music and performing arts
- > To participate in exciting and interactive programming (e.g. author visits, cooking demonstrations, etc.)
- > For genealogy research



ANALYSIS

When asked to indicate the primary purposes for visiting the OPL spaces in the facility, respondents most often selected the following five of 13 reasons (in order of popularity):

1. The preferred option as indicated by a strong majority of respondents was "To borrow materials" (741 of 913 responses, or 81%).
2. Two thirds of respondents indicated that they would visit OPL spaces "To participate in exciting and interactive programming (e.g. author visits, cooking demonstrations, etc.)" (610 of 913 responses, or 67%).
3. The third most popular reason to visit an OPL space, as selected by just under half of respondents, was to access "A quiet place for me to reflect, read, study or work" (44% of responses).
4. The fourth most popular reason, according to about one third of respondents, would be "To use technology to create projects – 3D printers, film studios, etc." (35% of responses).
5. The fifth reason was "A vibrant place for me to reflect, read, study or work" (32%).

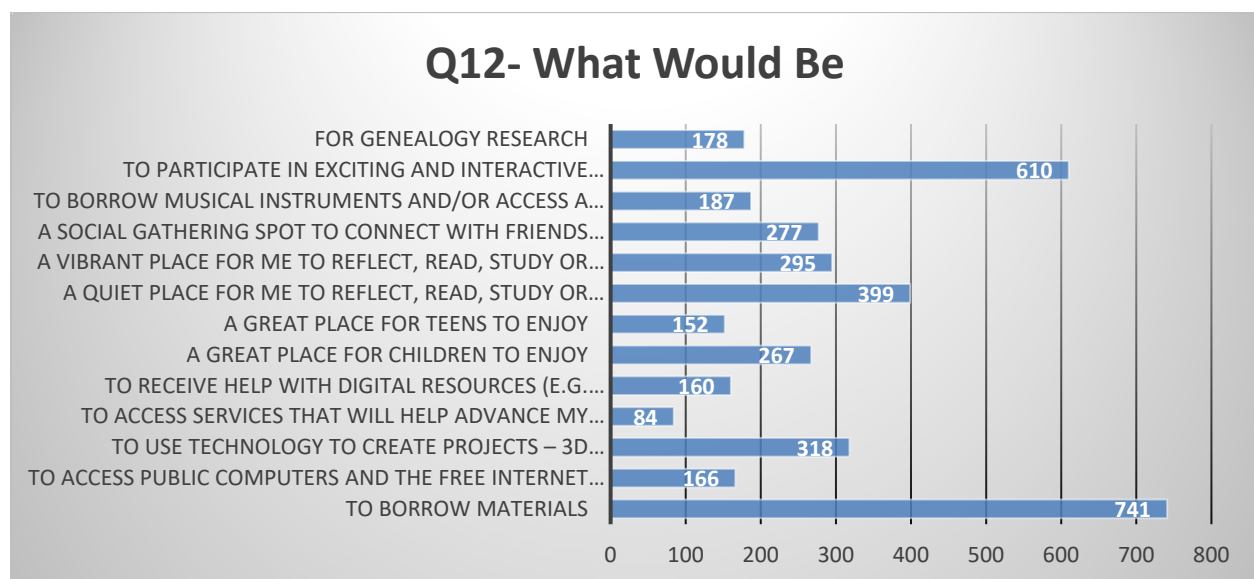


Figure 7: 913 responses

QUESTION 13

What about OPL's collections – what types of materials do you think should be included? Pick all that apply:

- > Fiction (hardcover)



- > Fiction (paperback)
- > Ebooks and digital audiobooks
- > DVDs
- > Nonfiction
- > Graphic novels
- > Magazines/newspapers, etc.

ANALYSIS

In terms of OPL's collections, there was a keen interest in nearly all of the offerings listed in the question – each of which were selected by more than two thirds or more of respondents. The top three selections were as follows, in order of preference:

1. The option that was selected most frequently was the nonfiction collection, by 94% of respondents (860 of 913 responses).
2. The next option that was most often selected was from the fiction collection, with 88% of respondents choosing paperbacks and 87% choosing hardcover books (808 and 791 responses, respectively).
3. "Ebooks and digital audiobooks" and "magazines and newspapers" also rated highly, with 85% and 84% of respondents respectively selecting these as materials they would like included in the OPL collections.

The option that was the least frequently selected were DVDs, by 68% of respondents (623 of 913).

While it is clear that future users of the facility see themselves accessing a wide array of materials from the library (both print and digital), a strong majority favour the traditional offerings of fiction and non-fiction collections, and that there is no preference for physical versus digital material (percentages were similar).

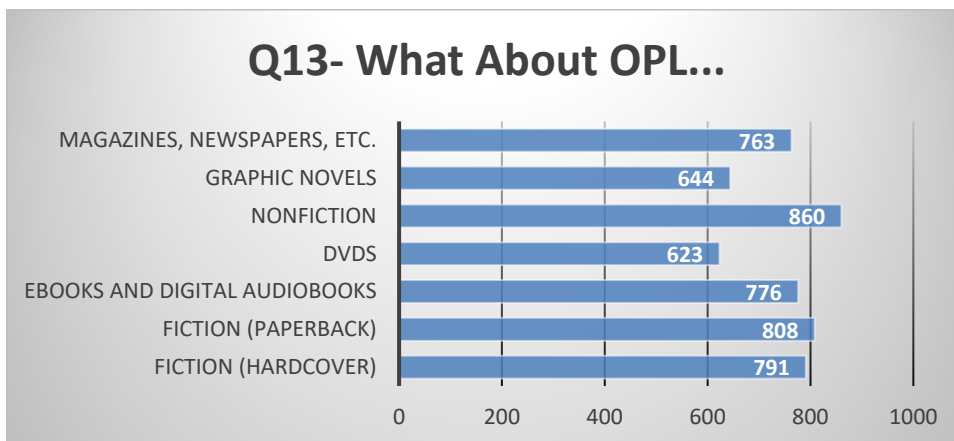


Figure 8: 913 responses



QUESTION 14

There will be spaces dedicated to creativity and hands-on learning – often called creation spaces or makerspaces. This will be a technology-focused environment for exploring and creating both conventional and digital products. What would entice you to come to use these spaces? Pick your top three (3):

- > Free workshop space
- > Access to tools I need to create that I don't have at home
- > New technologies like 3D printers and laser cutters
- > Seminars and workshops
- > Access to computer software and programs that I don't have at home
- > Networking with other creative people
- > Craft-related workshop spaces, with sewing machines and other craft-making equipment
- > A recording studio
- > A demonstration kitchen

ANALYSIS

Respondents were asked to identify what would entice them to use the creative spaces in the new facility. The following are their top three choices, from a list of nine options:

1. The option that was most frequently selected by two thirds of respondents was "Seminar and workshops" (582 of 881 responses, or 66%).
2. The option that was selected next by nearly half was "Access to tools I need to create that I don't have at home" (420 responses, or 48%).
3. The third most popular option, chosen by one third of respondents, was "New technologies like 3D printers and laser cutters." (330 responses, or 37%)

The two options that were the least favoured were "Networking with other creative people" and a "Recording studio," both of which were selected by 12% of respondents (110 and 107 of 881 responses, respectively).

The high degree of interest in seminars and workshops, well above the other options, seems to indicate that respondents have a curiosity for creative spaces and a desire to try them out provided they have guidance.



Q14- There Will Be..

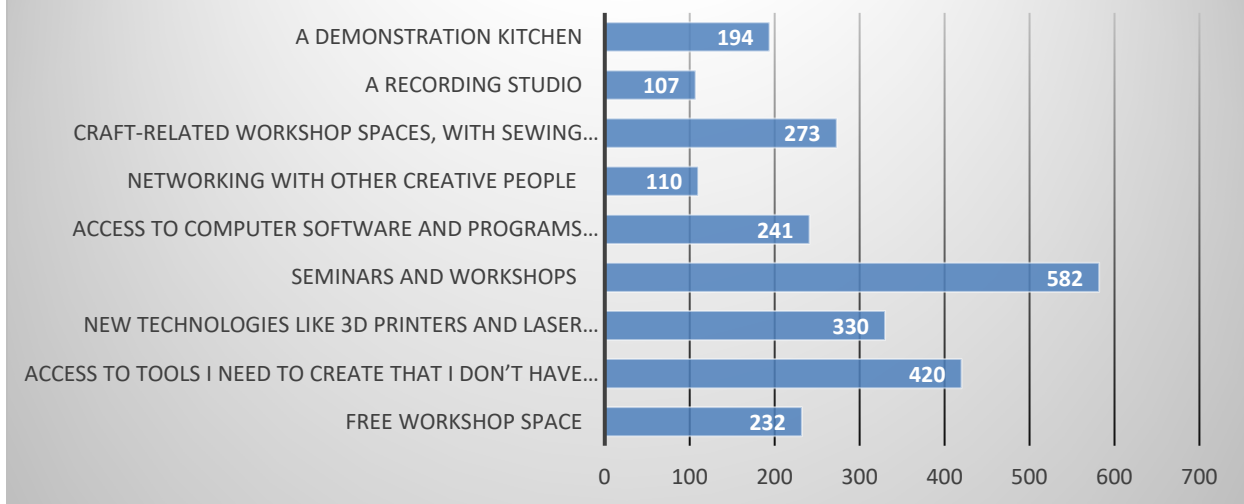


Figure 9: 881 responses

QUESTION 15

What do you think the trend will be in 5 and 10 years for creative spaces? What types of activities would you like to see in a creation space that are not listed in the question above?

ANALYSIS

Many interesting ideas were submitted in response to this open-ended question. Several respondents indicated that creative spaces will need to evolve and designed to be “future-proof” in order to keep up with emerging technologies, such as virtual and augmented reality, robotics and artificial intelligence. In this respect, many suggested that creation spaces would become community hubs where members of the public of all ages can be exposed to and learn how to use new technologies.

Several respondents, however, felt that there would be a trend away from new technology, and that the creative spaces of the future would focus on teaching users how to repair and reuse items, either through hand craftsmanship and/or with the use of 3D printers. A number of these comments were submitted in the context of the growing sharing-economy and the need to move away from consumerism towards more ecological and sustainable lifestyles.

Several respondents suggested that creative spaces will become vibrant community hubs with a focus on co-working (and in some cases remotely, via Skype or other services). A number of respondents suggested that creative spaces will increasingly focus on skills development, from teachings on how to use hand tools or increasing computer and technological literacy.



A few respondents expressed a desire for studio space for music, film and other digital pursuits. A smaller number of respondents indicated that they believed creatives spaces were a short-term trend and that these would no longer be used in five to ten years.

QUOTES IN SUPPORT

“A vibrant, community centred hive that boasts a hotel-like concept where members reserve specific spaces, items, time with on-site experts, participate in indoor clubs. A buzzing experiential place where visitors go to learn, chill, connect, grow.”

“Creative spaces will be used to introduce new technologies to kids and people of all ages, who normally wouldn't have a specific equipment or program at home (usually costly).”

“I think DIY style activities are going to be the big trend. Lots of people like learning how to make things themselves but do not necessarily have the resources to do so.”

“Classes on community gardening, fixing, repurposing and reusing of clothing, textiles, furniture, etc., will grow as we seek to conserve and save the environment.”

“I think trends will move towards repair of older equipment instead of making something new. It would be nice to see workshops focused on basic repairs to clothes, small appliances, etc.”

“A creation space that can also accommodate remote and virtual participants - through skype or videoconferencing, or telepresence robots, or holoportation (e.g. Microsoft Hololens).”

“I think the trend will be moving away from solo technology-focused activities, and towards human interactions, connections and networking.”

“With the pace of the modern world, knowing how to make things from "scratch" is diminishing but the creative spark is still present. I think the "Library Commons" is an excellent place to teach and learn whether it is knitting/sewing/cooking/laser printing.”



QUESTION 16

A trend in modern public libraries has been to have smaller print collections (i.e. books, magazines) to allow more space for general seating, meetings rooms, creative spaces, etc. If, through the design process, additional space can be gained, pick your top option for how you would like to see that space used:

- > More work and study spaces
- > More group meeting spaces
- > A larger creative space (e.g. makerspaces, etc.)
- > Performance space
- > Ample and comfortable seating
- > More access to computers (stationary)
- > Buck the trend and offer more space for print materials

ANALYSIS

When asked what should be offered by OPL if additional space could be found through the design process, the clear choice of respondents was to increase the space devoted to print materials. One third (316 of 888 responses, or 36%) of respondents selected this option, well ahead of the next preferred option, which was to provide ample and comfortable seating (22% of responses). Roughly one in ten (13%) selected "a larger creative space." The option that was selected the least often was "more access to computers," which obtained only 4% of responses (35 of 888 responses).

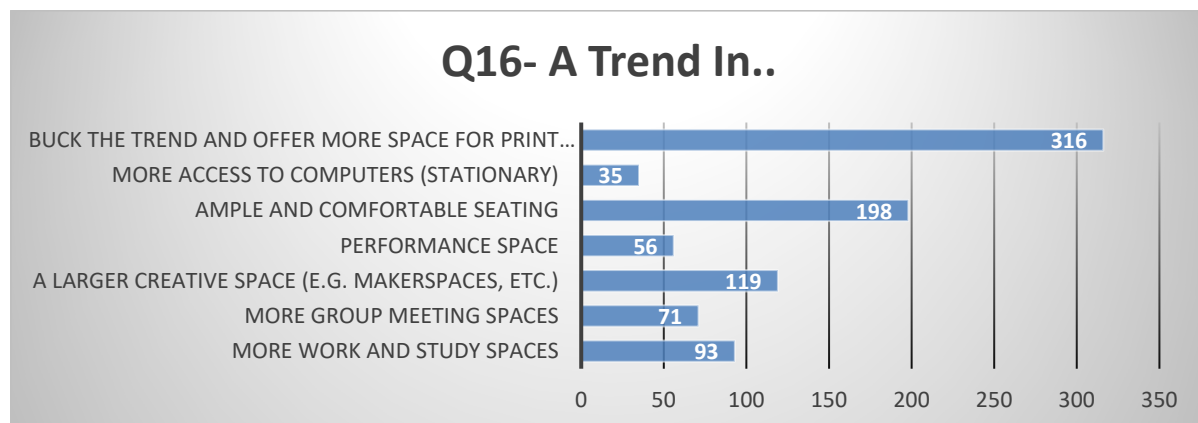


Figure 10: 888 responses



QUESTION 17

What other comments do you have about OPL Spaces?

ANALYSIS

This last question generated the most responses of all the open-ended questions. One of the most prominent themes that emerged was a debate between the need for OPL to stick to its core traditional functions and the desire for the facility to become a vibrant community hub with diverse and modern spaces and programs. Many respondents wanted OPL to remain a traditional library and for it to use any extra space to increase its collections (“it’s not a community centre”). Others were clearly excited by the prospect of a multi-function destination, with creative spaces, dynamic areas to socialize, interesting places to eat and drink (with an emphasis on local, healthy and affordable menu offerings), etc.

While these may seem like opposing views, many respondents commented that the spaces could be managed to accommodate all uses and be welcoming for all. There was very strong agreement that OPL needed to focus on physical books, with many respondents commenting that one of the most enjoyable aspects of a library was the ability to browse and discover books to read that they never would have come upon through a search engine.

Another frequent comment was that the library needed to provide numerous and diverse meeting rooms, and that these needed to be free or affordable for community groups. There was also a strong desire for nooks and crannies that would allow visitors to the facility to enjoy more serene moments for reading and studying.

The issue of noise came up frequently, with several respondents suggesting that the facility needed a mix of quiet and vibrant zones. While some thought the OPL spaces needed to be kid-friendly (children and teens), a few also commented that these spaces needed to be fully segregated from the quiet reading and study zones.

Accessible and age-friendly design were prominent themes, as was making the facility as welcoming as possible to all types of visitors. On this point, there were a few that suggested that OPL should offer social programs for the homeless and other marginalized populations.

A common thread was having green and natural features within the facility, such as living walls, water features and ample natural light. Other less prominent themes included the need for a sustainable building design, iconic architecture, and having Indigenous culture and heritage reflected in the facility and the spaces and programs. A few also commented that the building must be bird friendly. Other mentioned that the spaces should be designed to be flexible and adaptable to accommodate future requirements (“future proof design”).



QUOTES IN SUPPORT

“Please don't forget that the one main purpose of a library is to house books and other print materials for users to borrow. If it can accommodate public gathering spaces and cafes, that's fine, but those should be a secondary consideration.”

“The challenge will be finding a way to stay true to the public library ideal and creating something new and exciting that attracts all new and returning users.”

“Mix up vibrant, large open spaces with tiny nooks and unexpected spots for solitude and reflection.”

“A library has something that the digital world cannot compete with - books. Stake out that territory and be good at it. You'll lose a contest with the internet.”

“The experience of discovery in a library is precious - but it's even better when you can check out a book and immediately meander to a cafe in the same building to read! Having access to some particularly inspiring libraries in my life has left an indelible mark on me, and Ottawa absolutely needs to have a space like this that brings people together.”

“The outside landscaping/streetscaping is really important to draw people, that it becomes a destination. If people mingle outside, they will come inside. They will learn about events and attend them. They will rent spaces and borrow materials. I am really excited about this project.”

“No cultural space is more important than the public library. But a library is not a public forum, and it's not an agora. It needs to encourage reading, and reading entails introspection, looking into, looking at. Give us comfy chairs, but above all, give us things to read.”

“Hurray for libraries! Obviously there's tension between being a community centre and resource collector, but these are all important for society, as is having a physical space for non commercial pursuits (and access to information of all kinds).”

“This is going to be the central public library in our Nation's Capital. It needs to have exemplary architectural spaces. The building needs to draw people just from its architecture.”



4.0 Next Steps

The Inspire555 Series will continue throughout 2019 with two additional phases of engagement on a variety of topics, where the public can participate in helping to share various decisions and influence project outcomes.

Anticipated timelines:

- Phase 3 – Public Art and Landscaping: Summer 2019
- Phase 4 - Iconic Features: Fall 2019

A parallel but distinct stream of engagement is taking place with Indigenous Peoples. The facility's final design will be revealed in Winter 2020.

