



# *Our New Library*

## Airdrie Public Library

### FACILITY NEEDS ASSESSMENT STUDY

MARCH 2014





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## **EXECUTIVE SUMMARY**

### **Introduction**

Airdrie is a friendly, vibrant and growing community that will develop a new library facility to support the increasing needs among of residents. Over the past decade, the city has grown significantly in population and demand for library services has steadily increased. Between 2005 and 2012, Library cardholders increased 198%, circulation rose 320%, visitation grew 260% and program attendance soared 691%. The increasing pressures on the Airdrie Public Library have been recognized in the community and the City of Airdrie listed a new library within its 2014 capital plan for the design of a new facility. In preparation of this work, the Airdrie Public Library conducted a Facility Needs Assessment to identify appropriate spaces that will address community needs and expectations for resources, programs and services.

### **Engagement and Research**

Within the Assessment, Airdronians were engaged to examine and understand community needs and expectations for the Library. Various methods were used to foster a 'community discussion' about how the Airdrie Public Library can best serve Airdrie in the immediate future, but also for many years to come. Approximately 1,775 individual citizens (from Airdrie and surrounding area) provided input and feedback through surveys, focus groups and open houses in the community engagement process. The work also took into account demographic characteristics and trends of the community, as well as best practices within the public library industry. The combination of input and findings helped to identify priorities and establish opportunities for the Airdrie Public Library Board to consider in a future facility.

Key results from the engagement and research processes include:

- ***Airdrie's Population is Growing and Younger*** – Airdrie has experienced significant population growth over the past decade. Indeed, since 2005 (less than 10 years) the population has almost doubled in size. Further, population growth is expected to continue over the next decade or so. Based on the demographic composition of the community, it is expected that much of the population growth has been families with young children, which is an important characteristic since this group is typically a primary user of public libraries. Actually, the demographic profile of Airdrie Public Library users confirms that young families are an important segment being served by the Library. It is expected that further population growth over the next decade or so will be young families.

- ***Use of Library is Increasing*** – Airdronians are increasingly using the Airdrie Public Library. Data from the Airdrie Public Library since 2006 reveals significant growth in use among Airdronians in all indicators (circulation, visitation, circulation, interlibrary loans, program attendance, etc.). Further, use has grown to the extent that almost half of Airdrie households used the Library in the past year and their use tends to be, on average, at least once a month. With projected population growth in Airdrie over the next ten to fifteen years, it is expected that use of the Airdrie Public Library will continue to increase substantially.
- ***Airdronians Appreciate and Value the Services Provided by the Library*** – Airdrie residents give high ratings of satisfaction to the Airdrie Public Library and consider the value received for tax dollars to be good to excellent. They also consider the Library to be important to their households, as well as the community at large. Further, even Airdronians who have not invested in a membership consider the Airdrie Public Library to be an important public asset within the community.
- ***Airdronians Recognize Various Service Priorities for the Library, which Translate into Different Space Needs*** – Through the research that was conducted, different service priorities were established by Airdrie residents for the Airdrie Public Library. In particular, Airdrie residents perceive the Library to be a place for entertainment and recreation, enabling early childhood development opportunities, and facilitating the pursuit of personal interests and self-development. They also give priority to the Library providing access to information, activities and events to help residents get involved in the community, supporting arts and cultural activities and events, assisting students to address educational and research needs, providing opportunities for children and youth to connect with each other and fostering access to and support for up-to date technologies. These kinds of priorities can be accommodated through a diverse set of facility spaces, such as:
  - ***Spaces for collections and materials*** – Areas for printed books and magazines, CD's, DVD's, and audiobooks that address the needs of all users of the Library with possible specific areas for children and youth.
  - ***Spaces for reading, studying and relaxing*** – Areas for desks, kiosks, small quiet rooms, and comfortable spaces with sofas, comfy chairs, fireplaces, etc.
  - ***Spaces for programs, events and activities*** – Rooms or spaces that accommodate programs and creative opportunities for children, youth, and adults, but also support group assembly and community use.
  - ***Spaces for technology*** – Areas that will accommodate various types of computing technologies such as computer stations, library research tools, printing capabilities and pre-school computers; but also presentation technologies, video conferencing, virtual visualization environments, and advanced computing labs.
  - ***Spaces for social interaction and meeting*** – Areas or rooms where people can meet, gather, study, collaborate or simply relax.



- **Current Needs of the Community Require a Larger Library Facility –**  
When comparing the physical size of the Airdrie Public Library to other public libraries based on population size, the existing facility is less than a third of what might be expected. Basic extrapolation of averages would suggest a library facility in Airdrie should be approximately 3,015 m<sup>2</sup> (32,450 ft<sup>2</sup>), while it is currently 974 m<sup>2</sup> (10,484 ft<sup>2</sup>).

Through the community engagement process, the Airdrie Public Library was viewed as having a nurturing and substantive influence in the development of the community. Whether enabling children to pursue discovery and expand creativity, or linking youth with each other and ideas not yet considered, or energizing adults with entertaining stories and exploring new opportunities, Airdronians expect the Library to play an important role in fostering and supporting literacy, learning and connections within Airdrie. In the future, residents will look upon the APL as *“an accessible centre of information that enhances quality of life”* by being progressive and responsive and providing leading edge programs, services and resources. Indeed, the vision of the APL is to be a *“landmark community destination of choice”* for *“a community that is committed to literacy and lifelong learning.”*<sup>1</sup>

## **Space Concepts for a New Library Facility in Airdrie**

Space concepts have been identified for the new library facility. Most areas of the new library facility will be used for collections, resources and services that are accessible and used by the general public. However, other areas will be used primarily by staff and service personnel. The following information highlights the primary space concepts proposed for the new library facility.

### **Public Areas**

**Customer Service Area** – An active area with counter or desk where Library users can access assistance with circulation and membership issues.

**Children’s Area** – An area that accommodates collections and activities association with children. It should be acoustically separated from other areas of the Library and provide an engaging playful environment, possibly themed.

**Youth Area (Tween and Teen)** – A youth oriented area that accommodates collections and small group programs, and enables social interaction and independent/group study. It should possible be acoustically separated from other parts of the Library.

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<sup>1</sup> Note: Excerpts from the Airdrie Pubic Library Mission and Vision.

**Children's/Youth Program Rooms** – Spaces that are used and oriented for children's and youth programs, but are available for community use or adult library programs.

**General (Adult) Collections** – Spaces that accommodate the balance of collections that is not included in children's/youth areas.

**Social/Relaxation Spaces** – An area that would accommodate individuals and small groups to relax, read and socialize.

**Study/Reading Spaces** – Throughout the collections areas, quiet individual and group study spaces should be developed.

**Information Service Pods** – Information service pods (e.g. two) would be developed in the Library, which would be staffed so Library users can obtain assistance. Staffing of these pods also contribute to safety and security within the Library.

**Technology Access Space (Adaptive stations)** – An area that accommodates publically accessible electronic and technology services. There would be a shared public printer (fax, scan, copy) located within this area.

**Collaborative Spaces** – Separate rooms that are acoustically separate from the rest of the Library and allow for group study, interaction, project work, instruction (e.g. music lessons), etc. These spaces should have features that support group interaction and collaboration (e.g. white board, laptop plug-ins, internet access) and would be used for examine proctoring, tutoring, group work, etc.

### **Community Use Areas**

- *Multipurpose Room* - A multi-faceted, multi-functional room that supports various types of programs and events, as well as community gatherings and meetings. This room should also be designed to accommodate library collection.
- *Foyer* - The main entrance to the Library that accommodates Library user movement. It should also be used for events, gathering and other mixed used purposes.
- *Retail and Services Areas* - This area would accommodate commercial and retail space such as a coffee shop/kiosk, refreshment area, gift shop and sundries.

### **Library Work Areas**

- *Interlibrary Loan Area* – Delivery and processing for Regional Automation Consortium (TRAC) and other resource sharing partnerships and would be accommodated in this area. It must be located close to the Public Area, in particular Circulation.
- *Acquisitions Area* – An area that accommodates technical services staff equipped with full workstations and Radio Frequency



Identification pads; could be in same large room with interlibrary loan area, but needs to be separated to provide less active area than is used for TRAC.

### ***Staff and Volunteer Work Spaces***

- *Processing and Volunteer Areas*
- *Kitchen*

### ***Administrative Spaces and Offices***

These will be typical office environments used primarily by staff and Library volunteers.

### ***Critical Facility Components Area***

Within the new library facility, there will be spaces and areas that will be necessary to support the general functional aspects of the library such as washrooms, custodial space, data room, electrical and mechanical room, parking, outside spaces, etc.

### ***Special Consideration Areas***

Special consideration should be given to various opportunities such as an interactive preschool literacy room and art displayed or exhibited throughout the library.

- *Interactive Preschool Literacy Room* - A place for caregivers and children to engage in literacy activities.
- *Art Displayed or Exhibited throughout Library* - Art should be included in all spaces throughout the library, including community rooms.

Subsequent architectural planning will further define the space concepts proposed above and specify more details of the functional program for the facility.

It is expected that one main library branch in central (downtown) Airdrie would effectively and efficiently address the needs of the community. The library systems examined in other communities for the Facility Needs Assessment typically had one main branch (rather than a multi-branch system) until the population reaches 80,000 to 100,000. Beyond this level of population, branch libraries located in suburban areas are usually considered for development. Airdrie has not yet reached this population size and the data seem to confer that one main branch would adequately serve the community.

## **Proposed Development Options**

In a workshop conducted with Airdrie Public Library Board Members, the findings of the research were examined and the following options were proposed. Essentially, it is expected that a main library of approximately 4,645 metres<sup>2</sup> (50,000 feet<sup>2</sup>) could serve community needs for many years to come (e.g. beyond 2028 when estimated population would be 71,084) with additional expansion of services within Airdrie occurring at branch library locations after the community reaches 80,000 to 100,000 population.

Taking into account current needs for a new library facility in Airdrie, as well as future needs, the following proposal was adopted for consideration.

If a new library facility is built to be completed in 2016:

### **Option 1:**

- Plan for approximately 4,645 m<sup>2</sup> (50,000 ft<sup>2</sup>) and consider a branch library in 10-14 years (2026 to 2030). In the first five to ten years, the Airdrie Public Library would use about 3,715 m<sup>2</sup> (40,000 ft<sup>2</sup>), while the remaining 930 m<sup>2</sup> (10,000 ft<sup>2</sup>) could be used for other purposes (e.g. leased to another organization or used for other purposes). After five to ten years, the space should be made available to the Library for further expansion of service.

### **Option 2:**

- Plan now for approximately 3,715 m<sup>2</sup> (40,000 ft<sup>2</sup>) and expect to expand the building in four to six years (2020 to 2022).

In either case, parking is expected to be a major issue for a new facility. The number of parking spots will be significant and location must take into consideration the necessity for parking.

The mission and vision of the Airdrie Public Library is that it will provide *“progressive, responsive, leading edge programs, services and resources”* and be *“a landmark community destination of choice”* that *“enhances quality of life”* and supports *“literacy, lifelong learning, leisure and cultural connections within the community.”* The new library facility and space concepts proposed through the Facility Needs Assessment should position the Airdrie Public Library to effectively pursue and address these strategic directions and contribute to the future vibrancy, culture and development of Airdrie.



## 1.0 INTRODUCTION

The Airdrie Public Library (APL) has a long history of serving the Airdrie community through *“inclusive services, programs, collections and spaces that support literacy, lifelong learning, leisure and cultural connections.”* Over the course of its history, the APL has thrived by adapting to changing times with a focus on efficient and effective serves. In the future, residents can look upon the APL as *“an accessible centre of information that enhances quality of life”* of Airdronians by being progressive and responsive and providing leading edge programs, services and resources. Indeed, the vision of the APL is to be a *“landmark community destination of choice”* for *“a community that is committed to literacy and lifelong learning.”*<sup>2</sup>

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Growth in demand for APL services between 2005 and 2012:

- Circulation - 320%
- Cardholders - 198%
- Attendance – 260%
- Program Attendance – 691%

Source: Airdrie Public Library

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Since moving into its current facility in December 2005, the APL has experienced enormous growth. Much of the growth has been associated with the increases in population (from 27,069 in 2005 to 49,560 in 2013, or 83%); however, increased demands for services among Airdronians has also contributed to expanding pressures on the APL. For instance, circulation between 2005 and 2012 has increased by 320% and program attendance has soared by 691%.

In recognition of the pressing challenges being experienced at the APL, the City of Airdrie listed a new library in its 2014 capital plan, which will provide for an architectural design and artist’s rendering of a new APL facility. In preparation, the APL engaged HarGroup Management Consultants Inc. to conduct a facility needs assessment to identify appropriate spaces that will address community needs and expectations for services, programs and resources. This report presents the findings of the facility needs assessment.

### 1.1 Background to the Study

Airdronians have access to over 3 million items and a wide variety of reliable trusted e-resources, downloadable books and music and the support of professionals in the library and technology fields through the APL. Most of these items are available to and accessed by community residents within its current location in



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<sup>2</sup> Note: Excerpts from the Airdrie Public Library Mission and Vision.

*"... the new library needs to be at least triple the current size ... I love being in a library for hours on end, getting lost - so I would love to see a good quiet space to read and write there. Comfortable. QUIET ... I've run into our library being way too loud for me to concentrate ..."*

Comment about APL provided by participant in public consultation process

downtown Airdrie, as well as through the Marigold Library System. The current library facility is approximately 974 metres<sup>2</sup> (or 10,494 ft<sup>2</sup>) and, based on comments that are offered to APL staff by library users, the facility is not large enough to effectively serve the community and it is noisy throughout the facility, which makes it difficult for some users to engage in activities typically undertaken in libraries such as reading and studying. These deficiencies have been recognized by City Council and, as such, the need for a new library facility has been identified for the

community.

To prepare for the development of a new library facility, the APL Board commissioned HarGroup Management Consultants Inc. to conduct a Facility Needs Assessment Study, which would engage the Airdrie public to examine needs and expectations, but also be based on best practices within the public library industry. The combination of input and findings would help guide priorities and establish opportunities for the APL Board to consider in a future facility. It was expected that some of these opportunities would fit within established expectations of a public library, while others may be innovative and help to set the APL as a community resource that Airdronians will be attracted to and be proud of.



The overall objective of the Facility Needs Assessment Study was to provide a foundation document for facility planning and construction of a building that will serve the rapidly growing community of Airdrie, both in the short and long term. To support the development of the new library facility, it was the intent of the Facility Needs Assessment that sets of criteria would be developed to help facilitate decision making regarding appropriate spaces for the library (both inside and outside) and a possible location for the facility.

## 1.2 Study Approach and Methods

To conduct the Facility Needs Assessment Study, various research and community engagement processes were undertaken including desk research, interviews with key stakeholders, a comparative facilities review and consultations with stakeholder groups and the general public. A summary of the methods involved to conduct the Study is presented below:

- **Project Clarification** – The consultants met with APL New Library Project Team representatives to review and confirm terms of reference for the work plan that would be employed for the Facility Needs Assessment to facilitate consistency in interpretation of objectives, tasks, responsibilities and deliverables.
- **Desk Research** - Desk research was conducted to identify demographic characteristics of the community and examine planning initiatives for the APL and within Airdrie as a community. Industry, societal and local trends and issues were also identified through this research, as were operational and financial benchmark data about library services within Alberta and throughout Canada. A bibliography is presented in Appendix A.
- **APL Board of Directors, Staff, Advocates, and Marigold Library System** – Meetings were held with representatives of the APL Board members, staff, Advocates, and the Marigold Library System to gain input about the new APL facility.
- **Community Leader Consultations** - Interviews were conducted with representatives of the community including City Council Members, government agencies, and other organizations within Airdrie. The purpose of these interviews was to gather preliminary information and concepts that could be explored within engagement processes conducted with Airdronians. A list of community leaders and the discussion guide are presented in Appendix C.
- **Online Public Consultation** - Through the SAPL website, residents of Airdrie and surrounding areas were provided opportunities to provide input into strategic and conceptual issues associated with the new library facility. In total, there were 617 participants who provided their perspectives through the online public consultation process. A copy of the public consultation form is presented in Appendix D.
- **Telephone Surveys with Residents** - A telephone survey was conducted with 400 randomly selected Airdrie resident households. A copy of the instrument used and specifications for the survey are presented in Appendix D.
- **Members Survey** – An online survey was conducted with members of the APL. The instrument was similar to that used in the general public survey. A total of 476 APL members participated in the survey. The findings of the survey are presented in Appendix G.
- **Focus Group Research** - Focus groups were conducted with Airdronians following the general public telephone survey. Findings from these groups enriched the information gathered in the telephone survey about various issues. These focus groups also enabled Airdrie youth an opportunity to provide their voice in the engagement and consultation process. Focus group composition and the interview questions used in the focus groups are presented in Appendix E and D.
- **Interviews Conducted with Other Public Libraries** –Interviews were conducted with 13 library systems in Canada. The interviewees were selected based on representative comparable community settings (e.g. population and recently developed a new public library) to Airdrie. The



information gathered from these interviews provides greater understanding of opportunities available to the APL. Representatives of the public libraries interviewed and the discussion guide are presented in Appendix C.

- **Development Workshop** – A workshop was conducted with Board members to identify key strategies and priorities for the new library facility.
- **Open House** – An open house was organized at the APL to allow Airdronians opportunities to provide input and feedback to the strategies and priorities that have been established for the new library facility. Approximately 200 Airdronians participated in the open house.

### **1.3 Acknowledgements**

Many individuals contributed to the development of this Facility Needs Assessment Study. Community leaders, City Council Members, APL Board Members, the APL Advocacy Group, and APL staff invested time and effort to ensure that the findings of this Study effectively address the needs and expectations of Airdronians. As well, an estimated 1,775 individual citizens (from Airdrie and in surrounding areas) also provided input and feedback through surveys, focus groups and open houses throughout the community engagement process. Appreciation is extended to all citizens who showed commitment to their community through their participation. The contributions of all individuals who participated in the process are greatly appreciated.

Special thanks goes out to the APL New Library Project Team, which helped guide the study process and assisted in many aspects of the public engagement process. Individuals who served on the Project Team included Janine Jevne, Heather Finlayson, Carey Anne Lees, Kelly Kirkpatrick, and Lynne McKishnie.

### **1.4 Report Organization**

Various themes evolved through the work that was conducted in the study and this report is organized to reflect these themes. The initial section presents profiles of the Airdrie community and APL members and other Airdrie residents. Subsequent components of the report provide an assessment of community perceptions of the APL and expectations for service priorities, interior space concepts, exterior and location considerations, and anticipated operational needs for the new library facility. The final section summarizes conclusions drawn from the information presented in the previous sections.

In tables and figures within this report, data from various surveys conducted in the study are presented. It should be kept in mind that the totals presented in these tables and figures may not add to 100% due to rounding of frequencies.

## 2.0 SERVING THE AIRDRIE COMMUNITY

The City of Airdrie is a vibrant, caring community rich in big city amenities while having a small town atmosphere.<sup>3</sup> Located within a 10 to 15 minute drive north of Calgary, on the Calgary-Edmonton Corridor, Airdrie is one of the fastest growing communities in Canada with 7.5% average annual growth in the last five years. With the majority of residents in the 25 to 44 age category, the youthfulness of Airdrie's population is reflected in its strong community spirit and progressive approach to community growth and development.<sup>4</sup>

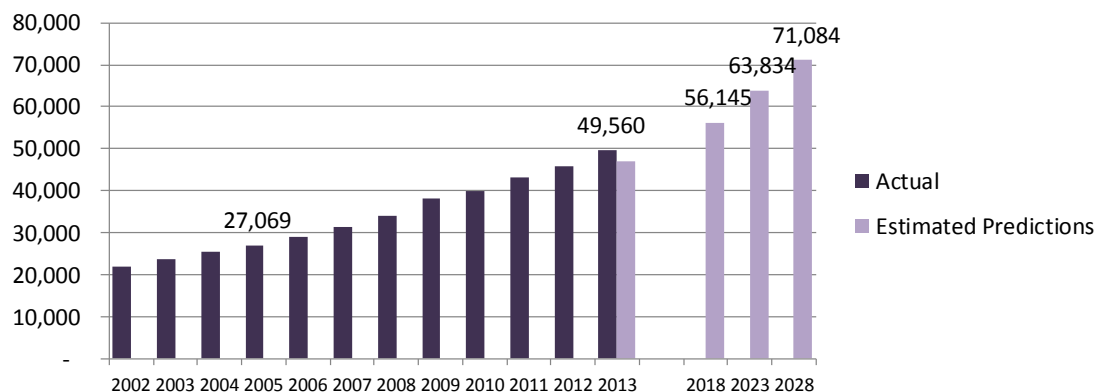
Characteristics of Airdrie and its residents provide context for assessing community needs and expectations for the Airdrie Public Library. Within this section, a profile of Airdrie's population and growth is presented along with data that reveal patterns of use of the Library among residents.



### 2.1 Community Characteristics and Growth

Airdrie has experienced rapid population growth over the last decade, which is expected to continue over the next two decades. Indeed, since 2003, Airdrie's population doubled from 23,680 to 49,560 residents and, by 2028, it is estimated to grow in excess of 70,000 residents (Figure 2.1).

**Figure 2.1: Airdrie Population Growth with Predictions to 2028**



Source: 2012 Civic Census, City of Airdrie

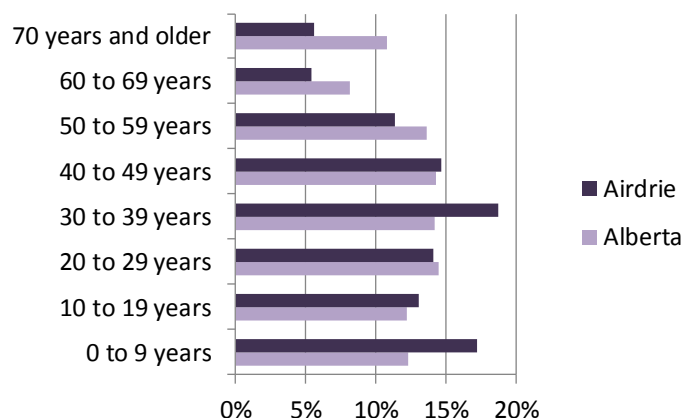
<sup>3</sup><http://www.airdrie.ca/index.cfm?serviceID=418>

<sup>4</sup>Source: Airdrie Now! Business Investment Profile

Airdrie's population is distributed among various age groups (Figure 2.2). Still, these data indicate that Airdrie has a relatively young population (as compared to Alberta overall), with its most prominent segments being young children aged 0 to 9 years and adults 30 to 39 years.



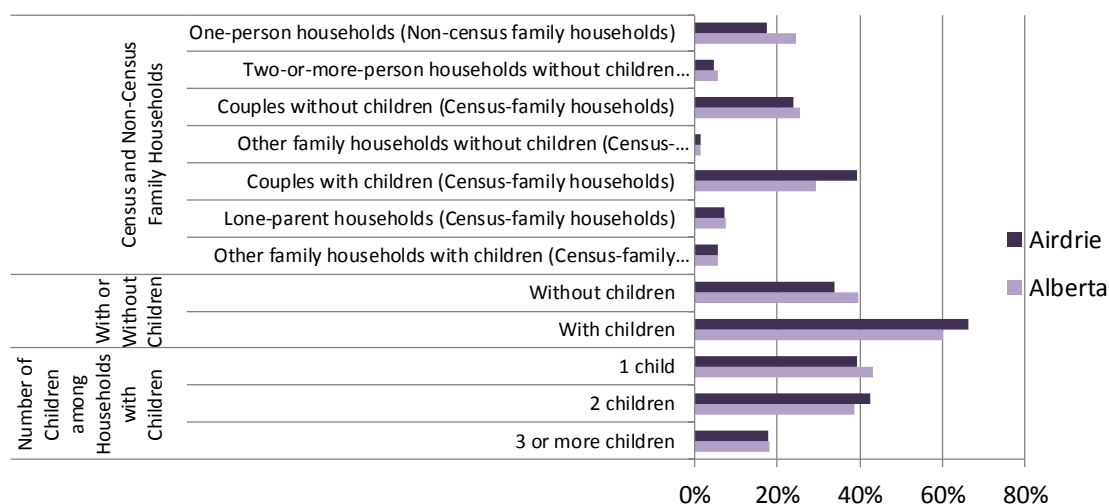
**Figure 2.2: Age Distribution of Airdronians**



Source: 2011 Federal Census, Statistics Canada

Further, as shown in Figure 2.3, families with children (couples, lone-parent and other family) represent the majority of households in Airdrie. These demographic characteristics suggest that while Airdrie has a varied need for library services, notable interests exist for families with young children (0 to 9 years), students, and younger adults (49 years and under).

**Figure 2.3: Household Composition of Airdronians**



Source: 2011 Federal Census, Statistics Canada

Currently, residential development is primarily occurring in north and south Airdrie (Figure 2.5 on the following page); however, in 2012, the City of Airdrie annexed land surrounding the community that will provide land base to accommodate at least 50 years of projected population, and civic, employment and industrial development (see different shades of blue surrounding Airdrie in map).<sup>5</sup> Future population growth is expected to occur primarily in areas located in the north, west and south of the city on lands that have been annexed by The City of Airdrie.

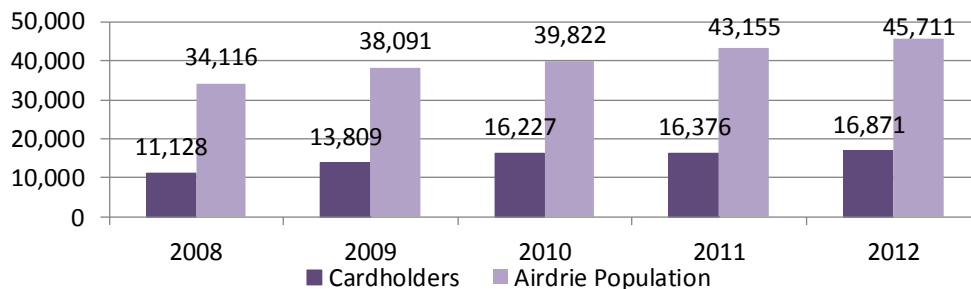
Additional demographic characteristics of the population provide further understanding of the Airdrie population:

- **Affluence of Residents** – Airdrie households have higher than average median family incomes. In 2006, the median household income for Airdrie was \$83,271 as compared to \$79,084 for the Calgary Metropolitan area, \$77,658 for Calgary, and \$73,823 for Alberta overall.<sup>6</sup>
- **Commuting Workers** – Much of Airdrie’s working population commutes to work (44%), primarily to Calgary (39%)<sup>7</sup> However, as more employment opportunities become available in Airdrie, an increasing number of residents are taking advantage of working close to home. It is worth noting that the number of businesses in Airdrie has increased in recent years, rising approximately 11% between 2010 and 2012 based on Airdrie Business Licenses – 2,564 to 2,841.

## **2.2 APL Members and Other Residents**

Based on cardholder statistics at the Airdrie Public Library, just over a third of Airdronians hold a membership (Figure 2.4). Memberships have increased over the past five years. In 2011, libraries part of The Regional Automation Consortium, which APL is a part of, began deleting cardholders who had been expired for more than two years. APL has deleted from 2,200 to 2,400 cardholders each year since then. In 2012, 2,661 new members were registered.

**Figure 2.4: APL Membership among Airdronians**



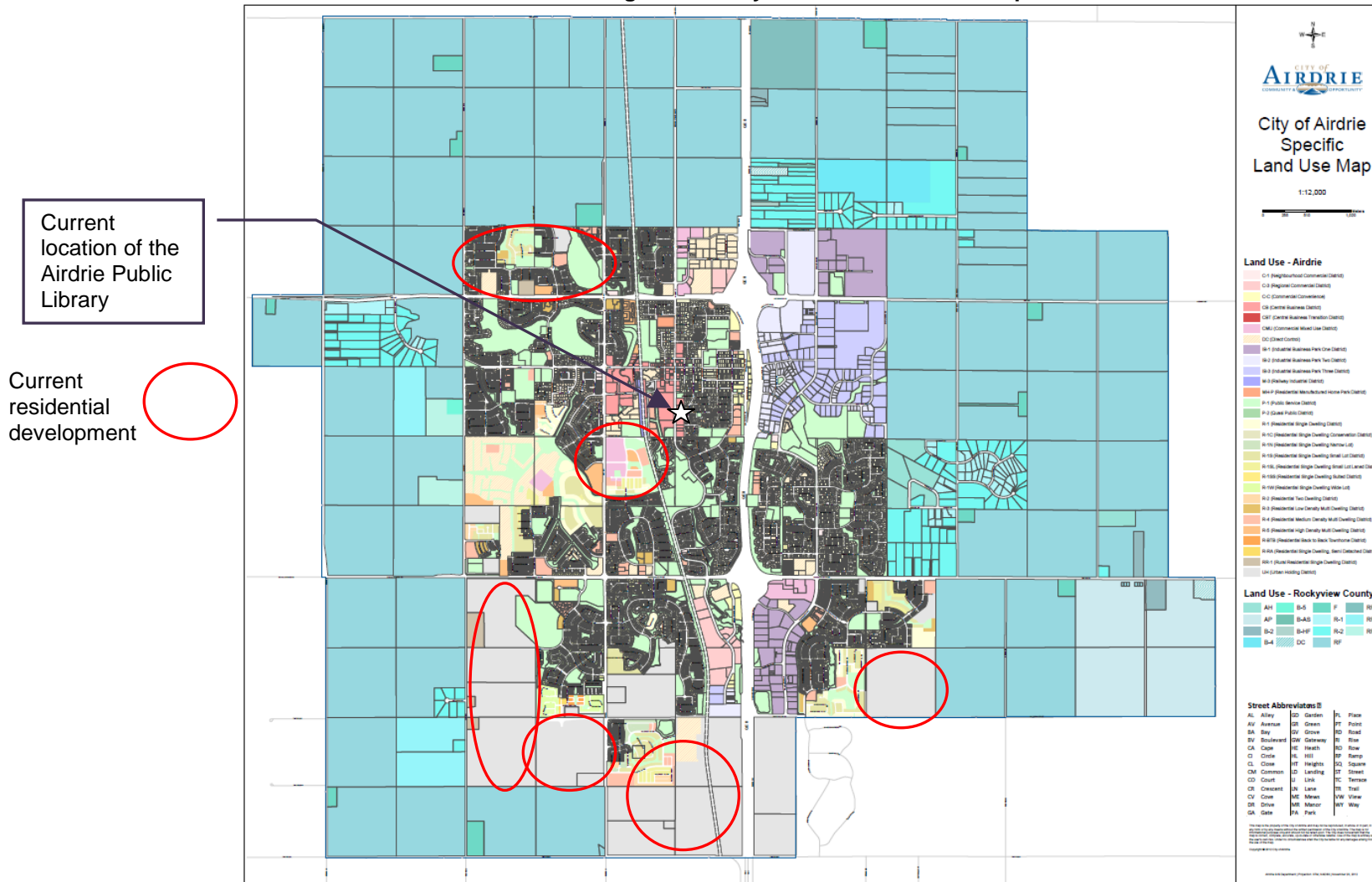
Sources: Airdrie Public Library and City of Airdrie

<sup>5</sup> Source: City of Airdrie, Strategy for Future Growth, City of Airdrie, February 2013

<sup>6</sup>Source: Statistics Canada 2006 Community Profile

<sup>7</sup>Source: City of Airdrie Civic Census, 2011

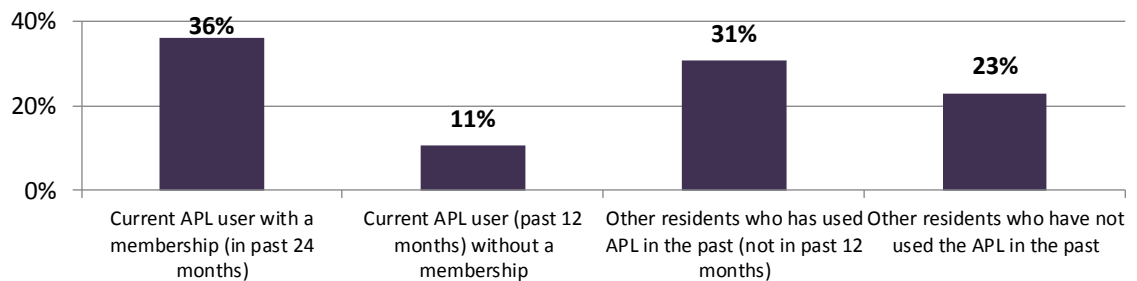
**Figure 2.5: City of Airdrie Land Use Map**



Source: City of Airdrie

Figure 2.6 identifies use of APL among Airdronian households. For instance, approximately one-third of households have at least one member who is a current APL user with a membership (in past 24 months). As well, just over one in ten have at least one member who is an APL user but no APL memberships. Further, one in three have at least one member who has used APL in the past (more than 12 months ago), and the remaining households have never used APL.

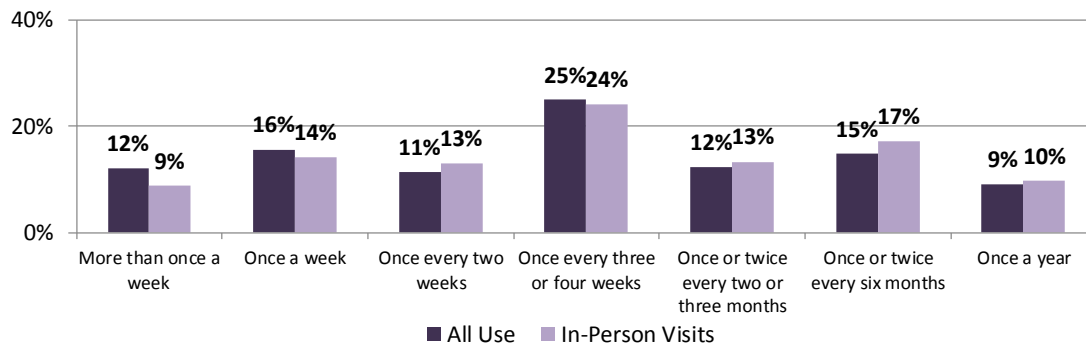
**Figure 2.6: Use of APL among Airdronian Households<sup>8</sup>**  
(n=398)



Source: Community Telephone Survey and Membership Information Provided by APL

Frequency of APL use varied among respondent households; however, as Figure 2.7 shows, approximately one in four households used APL once every three or four weeks, both via in-person visits, as well as all types of use (including access via website, telephone and in-person).

**Figure 2.7: Frequency of APL Use**  
(n=181)



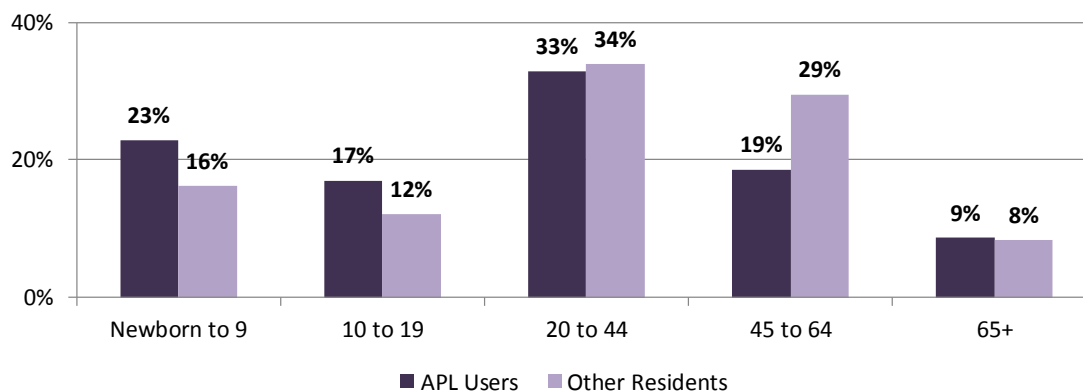
Source: Community Telephone Survey

<sup>8</sup> Note: These proportions involve data about memberships provided by APL (based on 24 month period) applied to the telephone survey results.



The majority of APL users tend to fall between the ages of 20 to 44 years, and newborn to 9 years, which may be influence, in part, by the composition of the community (e.g. young families).

**Figure 2.8: Household Composition of APL Users and Other Residents**  
(n=400)



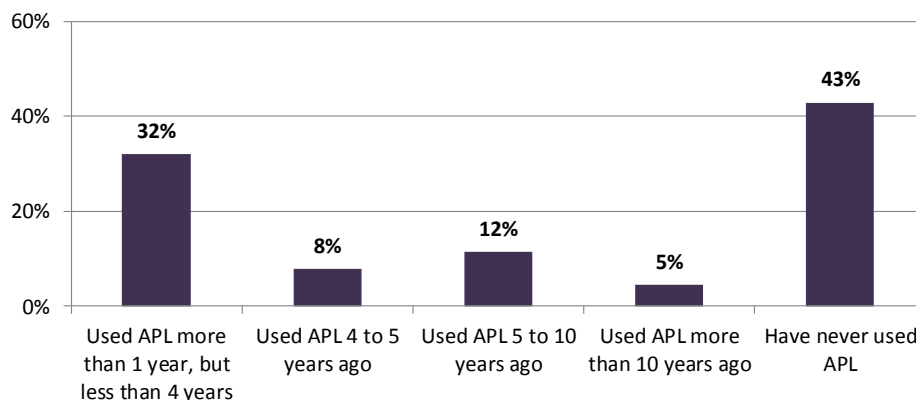
Source: Community Telephone Survey

Other Residents offered an assortment of reasons for not using APL (in the past 12 months). Table 2.1 on the next page shows reveals the reasons that were stated by respondents. Nonetheless, the greatest proportion of responses related to members of their household using other resources, including using the computer/Internet more for research needs, preferring to buy books/CDs/DVDs/audiobooks, and using other libraries. Other common responses relate to apathy towards the library or reading in general and having other priorities and interests.

<b>Table 2.1: Reasons for Not Using the APL among Other Residents in Past 12 Months</b>			
<b>Reasons</b>	<b>% of Responses (n=208)</b>	<b>Detailed Reasons</b>	<b>% of Responses (n=208)</b>
Use other resources	31	Using the computer/Internet more for research/needs	16
		Prefer to buy books/CDs/DVDs/audiobooks	10
		Use other libraries (school/work/CPL/etc.)	4
Apathy toward libraries/reading	24	Not interested in what the library offers	13
		Do not read (some members of household do not read)	7
		Haven't thought of using the library	4
Other priorities/interests	22	Too busy/involved in other activities	15
		Work/school commitments	5
		Family commitments	1
Associate libraries with specific age groups (e.g. children/youth of a certain age)	7	No children/children grown up	3
		Too old (age)	1
		Members of household too young	1
		Not going to school or taking courses	1
Different needs than what Library offers	2	Library doesn't have what I want	2
Can't afford to use	2	Fees too expensive/cannot afford	2
Recently moved to Airdrie	1	Just moved to Airdrie	1
Uninformed about library	1	Not sure what is available/lack of awareness	1
Inconvenient hours of operation	1	Inconvenient hours of operation	1
Accessibility issues	1	Lack of transportation	0
		Library is too far away	0
		Lack of parking spaces available	0
Other	2	Feel uncomfortable in libraries	1
		One person borrows items for other household members	0
		Have library fines that need to be paid	0
		Food allergy concerns	0
Don't know/Refused	6	Don't know/refused	6
<b>Total</b>	<b>100</b>	<b>Total</b>	<b>100</b>
Note: Multiple responses allowed (304) Source: Community Telephone Survey			

Interestingly, among households that have not used APL in the past 12 months, about one in three stated they have at least one member who has used APL in the past three years (Figure 2.9). It should be noted that some of these data are reflected in Figure 2.6.

**Figure 2.9: Past Library Use among ‘Other Resident’ Households**  
(n=218)



Source: Community Telephone Survey

## 2.3 Library Characteristics and Trends

Public libraries provide access to various collections, resources and services that promote literacy and improve citizens' overall quality of life.<sup>9</sup> Use of public libraries continues to increase, even while changes affect the types and methods by which public libraries serve communities. The APL, in particular, has experienced significant growth in demand over recent years for all its collections, resources and services.

### 2.3.1 APL Facility, Collections, Resources, and Services

The APL provides its facility, collections, resources and service to Airdronians, but also residents residing in the areas surrounding Airdrie. Currently, all collections and services owned or organized by the APL are offered through its existing facility in downtown Airdrie (111, 304 Main Street).

APL members can also access additional resources through partnerships that have been established with the Marigold Library System and The Alberta Library. For instance, members can access various e-resources such as eBooks, audiobooks, music

**Figure 2.10: APL Location**



<sup>9</sup> Source: Pew Research Centre, How Americans Value Public Libraries in their Communities, December 2013.

and online databases, journals, newspapers and magazines available through the Marigold Library System. They also have access to collections available at over 290 member libraries through The Alberta Library.<sup>10</sup>

### Facility

The APL serves the community through a single library facility, which is located in the central area of the community. The facility is approximately 974 metres<sup>2</sup> (13,494 ft<sup>2</sup>) in size and provides space for all non-electronic collections, resources, and services that are available to community residents. It opened to the public in January 2006. Prior to opening,



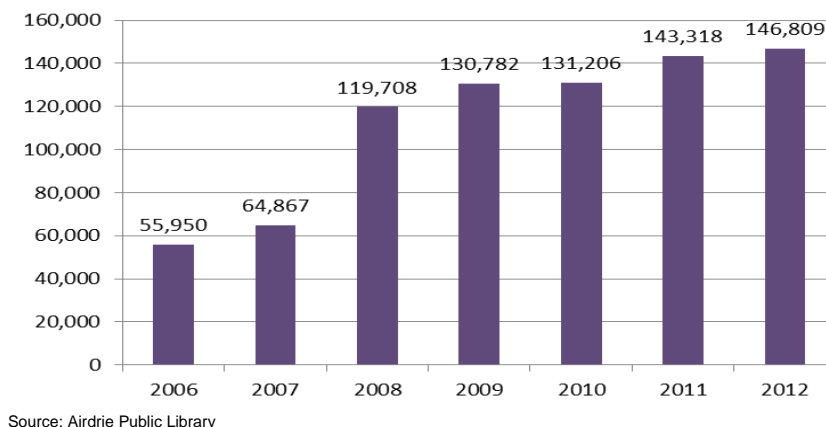
*"I do not believe it is a sufficient size for the population of Airdrie. The room used for kids programs is quite small. The 'sitting/relaxing' area is simply not big enough."*

Member Online Survey Participant

the APL had commissioned a Facility Needs Assessment<sup>11</sup> that suggested the size of the current facility would not adequately meet the requirements of the community at that time (with a population of 27,069).<sup>12</sup> Nonetheless, the APL has operated in the facility for the past seven years and the population has grown substantially since that time (49,050 in 2013).<sup>13</sup>

Annual attendance at the existing APL facility in its first year of operations (2006) was approximately 55,950. In 2012, annual attendance was 146,809, which is an increase of 160%. Figure 2.11 shows that annual attendance has steadily increased since the first full year of operations of the APL at the current facility in 2006.

Figure 2.11: APL Annual Attendance



<sup>10</sup> The Alberta Library was established in 1997 to assist libraries in Alberta work together to take enable access to more than 30 million resources.

<sup>11</sup> Source: Your Citizens Speak, A Community Needs Assessment for the Airdrie Public Library, July 2005.

<sup>12</sup> Source: City of Airdrie, Census Results 2012.

<sup>13</sup> Source: <http://www.airdrie.ca/index.cfm?serviceID=245>

## In-house Collections

Within the current APL facility, Airdronians have access to various types of collections (see below) that are available for loan or use within the library. In 2012, there were over 78,000 items available within the APL for Airdronians to access (approximately 1.8 per capita – 2012 population), which represents an increase since the APL was located in its current facility (Figure 2.12).

- Books
- Audiobooks
- Magazines
- CDs/DVDs
- Videos

### Size of Collections

*"... an established book collection should be 1.5 to 2.5 books per capita."*

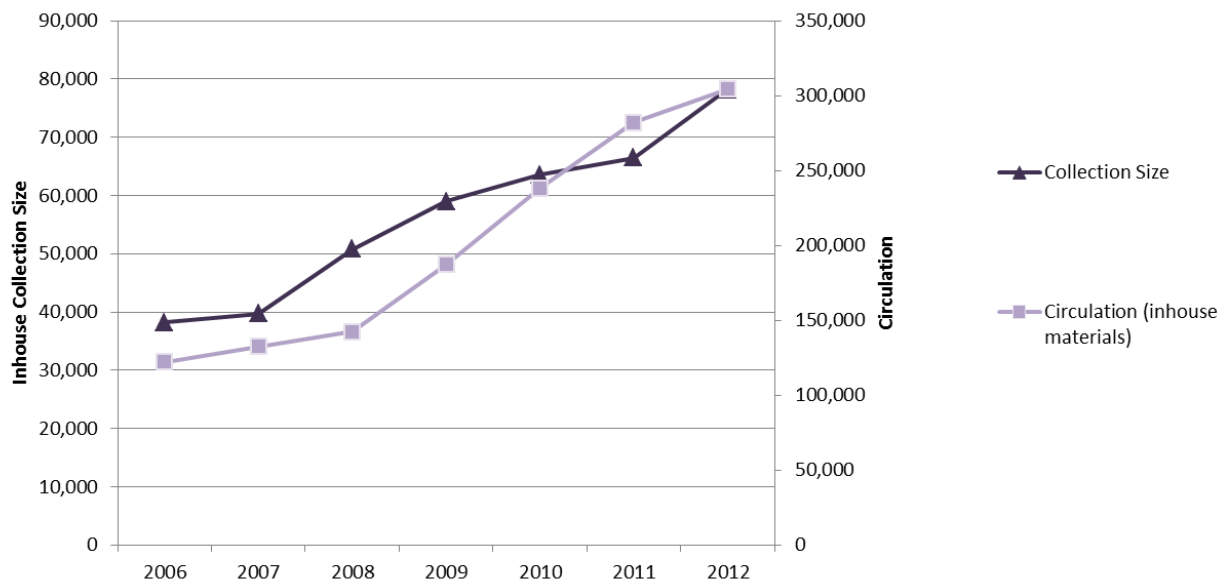
*"The periodical collection should be ... 0.003 to 0.005 per capita for 10,000 or more (population)."*

*"The non-print collection ... general rule of thumb is 0.25 to 0.50 per capita."*

Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, 2010.

Demand for collections at the APL among residents has steadily increased since the current facility opened in 2006. For instance, circulation at the APL increased by 210% (or 35% on an annual basis) between 2006 and 2012. Interestingly, circulation of in-house materials has increased at a rate similar to the growth of the APL collection size.

**Figure 2.12: APL Collection Size and Annual Circulation of Inhouse Materials**



Source: Airdrie Public Library  
Note: Does not include circulation of electronic resources (e.g. eBooks).

Due to the lack of space within the existing facility, the APL has focussed on a high circulating collection management plan and aggressive deselection. The collection is not necessarily large for the size of the community, but is current.



### Online Resources

Airdronians who are members of the APL

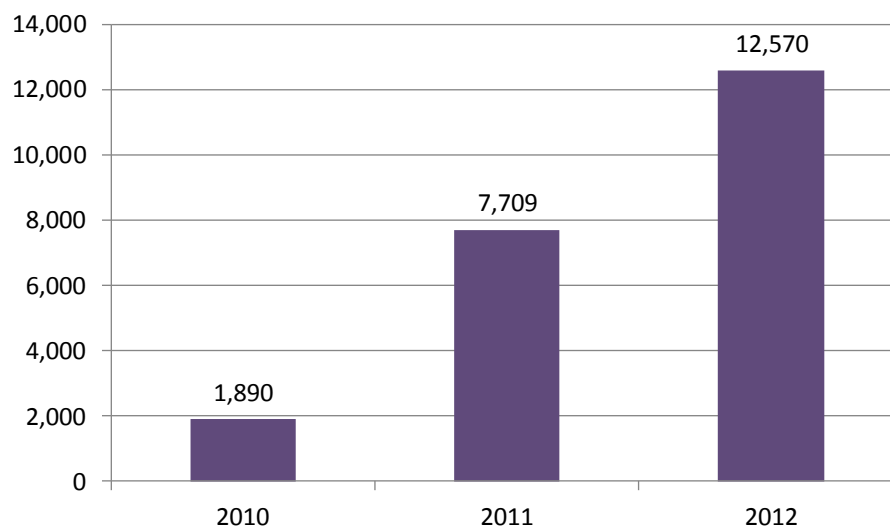
*"It's not just about the books anymore."*

Public Engagement Participant

can access a multiplicity of resources through the Marigold Library System. Members can access these services through computers located at the APL or on their own personal computers, and apps that can be downloaded to personal mobile devices.

Use among APL members has steadily increased for e-resources, as can be observed by the data presented in Figure 2.13. Indeed, downloaded eBooks and audiobooks through the APL has increased 565% since 2010, as presented in Figure 2.13.

**Figure 2.13: APL Member Downloads of eBooks and Audiobooks**



Source: Airdrie Public Library

Note: These data do not include use of digital journals, magazines, newswires, reference materials, music, etc. that are also available through the Marigold Library System e-Resources.



Examples of the e-Resources that are available through the Marigold Library System include:

- Overdrive – a digital lending service for downloadable eBooks and audiobooks;
- Freeding – a digital lending service for over 12,000 downloadable eBooks;
- Mango – Language Learning Software – an online language learning program that teaches practical conversation and cultural awareness of the world's most popular languages;
- Zinio – a digital leading service that enables magazines to be downloaded to computers or electronic devices;
- Freegal Music – A downloadable music service available through the APL, which offers members access to 3 million songs that originate in over 60 companies.
- Business and Career – access to full text articles of scholarly journals, U.S. and Canadian business journals, newspapers and newswires;
- Newspapers, Magazines and Journal Articles – access to various journal databases, newspapers from across Canada, reference material, editorials, photographs, leading Canadian magazines, etc.;
- Teachers and Educators – digital resources, literature, research, and references for teachers and educators;
- Health and Wellness – digital resources and collections related to health and wellness information and topics;
- Literature – digital resources about literature including essays and literacy critics, book reviews, and advisory tools; and
- Science – digital databases and reference material that cover various science-oriented content and topics.

The APL joined the Marigold Library System in 2007. This partnership allows APL members to access materials, which would not otherwise be available, due to cost-sharing among all libraries that are part of the Marigold Library System. In addition to the e-Resources presented above, Marigold Library System provides an online accessible library catalogue that can be used by members on the APL website.

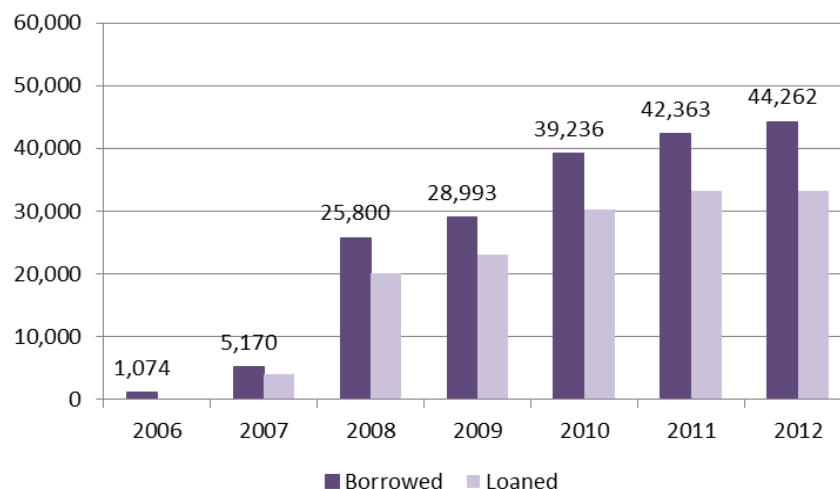
It is recognized that the demand for credible and reliable online resources will continue into the future and public libraries can play an important role in enabling citizens to gain access to these resources. The Marigold Library System is continuously identifying new opportunities to provide its member libraries access to new resources. For example, recent additions to the services available to member libraries include the Zinio (January 2014) and Mango (November 2013) services listed above.

The Marigold Library System is also a partner in The Regional Automation Consortium (TRAC), which enables APL members to search a combined catalogue of over 170 libraries throughout Alberta with holdings of nearly 3 million books, DVDs, and other materials. Members can access and borrow these collections and materials by picking them up at the APL. Although this sharing service allows APL members greater access to larger volumes of



collections and materials, there are staff, space and resources needed within the facility to process requests for APL members, but also users of other libraries that are accessing collections and materials from the APL. Figure 2.14 shows the growth of interlibrary loans among APL members since 2006. The sharp increase in 2008 is indicative when the APL joined the Marigold library System.

**Figure 2.14: APL Member InterLibrary Loans**  
(Borrowed from and loaned to other Alberta libraries)



Source: Airdrie Public Library  
Note: APL joined the Marigold Library System in mid-2007.

With recent experiences in downloadable eBooks (see Figure 2.13), it is expected that demands for e-Resources will continue to grow in the future. Another e-Resources service that is expected to be introduced through the Marigold Library System, and thus available to APL users, is access to community profiles. These profiles will be developed in individual communities and will provide information and statistical data about organization, groups and clubs in Airdrie and throughout Alberta.

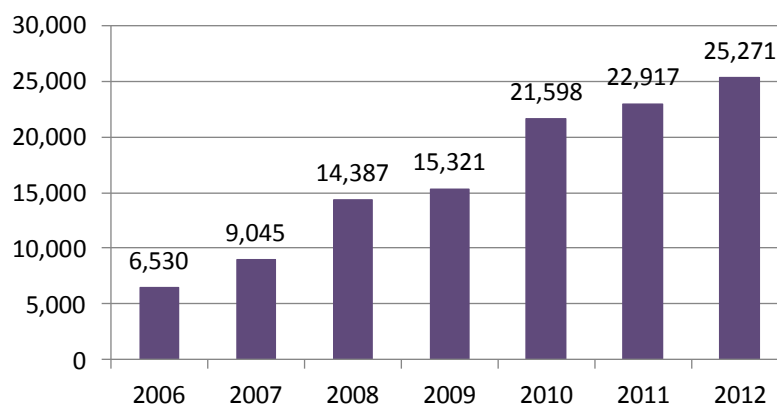
## Programs

A variety of registered and drop-in programs are currently offered by APL for children, youth, adults, seniors, and families. Library members typically have free access to these programs.

Programs have increasingly become popular services that Airdrie and area residents engage in at the APL. Data presented in Figure 2.15 reveals the recent popularity of programs with attendance having increased 287% between 2006 and 2012 (or 48% per year).



**Figure 2.15: APL Program Attendance**



Source: Airdrie Public Library

Examples of programs provided by the APL are presented below. The preschool literacy programs are the most popular among attendees. These programs are held during the day (e.g. 9:30 am to 2:30 pm). Conversely, teen and adult programs typically occur in the late afternoon and evening.

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*Examples of pre-school programs include:*

- BabyTime – caregivers and babies use board books and songs that underline the importance of singing, talking reading and bonding.
  - ToddlerTime – caregivers and children engage in action-oriented songs, plays, props and short stories.
  - StoryTime – an interactive story-focussed program using picture books and flannel board stories, props, puppets, actions and instruments.
- Preschool Literacy Programs – A wide selection of preschool literacy programs are offered at the APL, some of which are provided in partnership with the Community Links - Parent Link Centre. The preschool literacy programs:
    - Develop and enhance early literacy skills by exposing children to language through songs, rhymes, stories and books;
    - Provide a shared literacy experience for children and their caregivers;
    - Provide an opportunity for children and caregivers to socialize and bond with each other;
    - Encourage children and their caregivers to use and borrow library materials; and
    - Have fun
  - Kids Programs – Various programs are organized for children to attend including education sessions and resources to address health and mental health issues (in conjunction with Community Education Services), French and Spanish

language story time and learning, access and training from professional artists, crafts and artwork related to stories and seasonal tales, family movies, and hanging out at the library for fun activities, crafts, games and books.

- Teen Programs – Drop-in programs involving gaming, fashion, art made from books, and a young writers award (the Martyn Godfrey Young Writers Award).
- Adult Programs – Adults have access to computer and technology programs and tutoring, health and wellness programs, English language learning, and presentations by some of Canada's most engaging authors. There are also various clubs and groups that welcome Airdronians such as the Morning Book Club, Writers Club, Adult Chess Club, Knitters Club, and Adult Scrabble Club to name a few.
- Special Events - Throughout the year, special events are organized at the APL associated with literacy, seasonal holidays, arts and culture, health and wellness (e.g. flu shots), book adoption and sales, and various other activities.



"Would like to use some of the programs provided but they always seem to fill up too quickly."

Member Online Survey Participant

Increased demand for programs is an ongoing issue, but the availability of space within the existing facility does not allow for additional programs to be offered at the APL.

## Services

Additional services are available to Airdrie and area residents at the APL, such as:

- **Technology Access** – Public access to various computer technologies is available at the APL. Currently, there are 15 unfiltered (for users who are 13 years or older or minors with an Internet Access Card) and 5 filtered computers (available for users who are under 13 years) that have Internet access (for unfiltered computers, it represents 2 stations plus 1 for every 3,923 population (see best practices to right). Printing is also available for a fee. Photocopying, faxing and scanning are also available at the APL. APL member can borrow eReader devices (for 3 week loans) that are pre-loaded with eBooks.
- **Information Services** – Citizens can gain information or get assistance with technology by phoning, e-mailing, booking an appointment, or using social media (e.g. Facebook and Twitter).
- **Room Rentals** - Two rooms are available to non-profit organizations for a fee. Supplies and electronic devices (e.g. DVD player, digital projector, TV/laptop connection, etc.) are also available.
- **Early Literacy Station** - A self-contained computer station supports early literacy and encourages independent learning among children who can practise literacy and numeracy skills with more than 50 educational software programs covering seven curricular areas. The station is designed for children aged two to 10 and is available in both English and French.
- **Alternative-Format Resources** - APL offers access to Canada's largest collection of alternative-format books and online resources for people who have difficulty reading print due to visual, physical or learning disabilities (through the CNIB Partners Program and Marigold Library System).
- **Community Resources** – A large selection of brochures, pamphlets and newsletters is available to the public at the APL reflecting the diverse nature of the Airdrie and area community. A community bulletin board is available to advertise public events and information. In addition, local history books are available as well as histories of many of the surrounding communities.
- **Exam Proctoring** – APL provides proctoring services to students registered in licensed educational institutions for a fee.
- **Video Conferencing** – Through networks available from the Marigold Library System, video conferencing can be used at the APL.

### Technology Provision

#### Essential

"Minimum 2 public access computers, +1 computer per 3,000 population."

#### Exemplary

"Minimum 2 public access computers, +1 computer per 2,000 population."

Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, 2010.

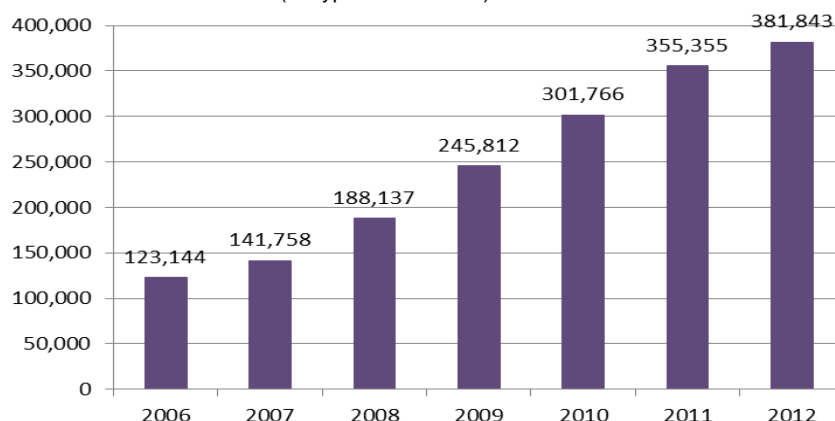


These kinds of services will continue to be important at a new library facility and may be expanded to better serve the community. Many of these services are limited due to lack of space at the current facility.

### **Circulation**

Information presented below shows circulation of in-house resources, as well as materials from other library systems (e.g. obtained through TRAC) and eBooks. Circulation involving all types of materials has steadily increased for the APL, as demonstrated by the data presented in Figure 2.16. Indeed, since 2006, circulation has increased 210% (or 35% annually).

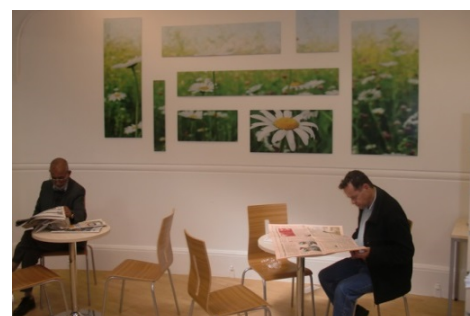
**Figure 2.16: APL Circulation**  
(All types of materials)



Source: Airdrie Public Library

### **Art Presented within the Library**

Artists can submit their work for exhibition within the APL for periods of time. Artists can be individuals or groups from Airdrie and district and must follow specific guidelines for exhibiting their art at the library.



Northamptonshire Central Library – Northampton, England

### **2.3.2 Library Use Indicators**

Use of public libraries continues to progressively increase; at least throughout Alberta and, in particular, in Airdrie.

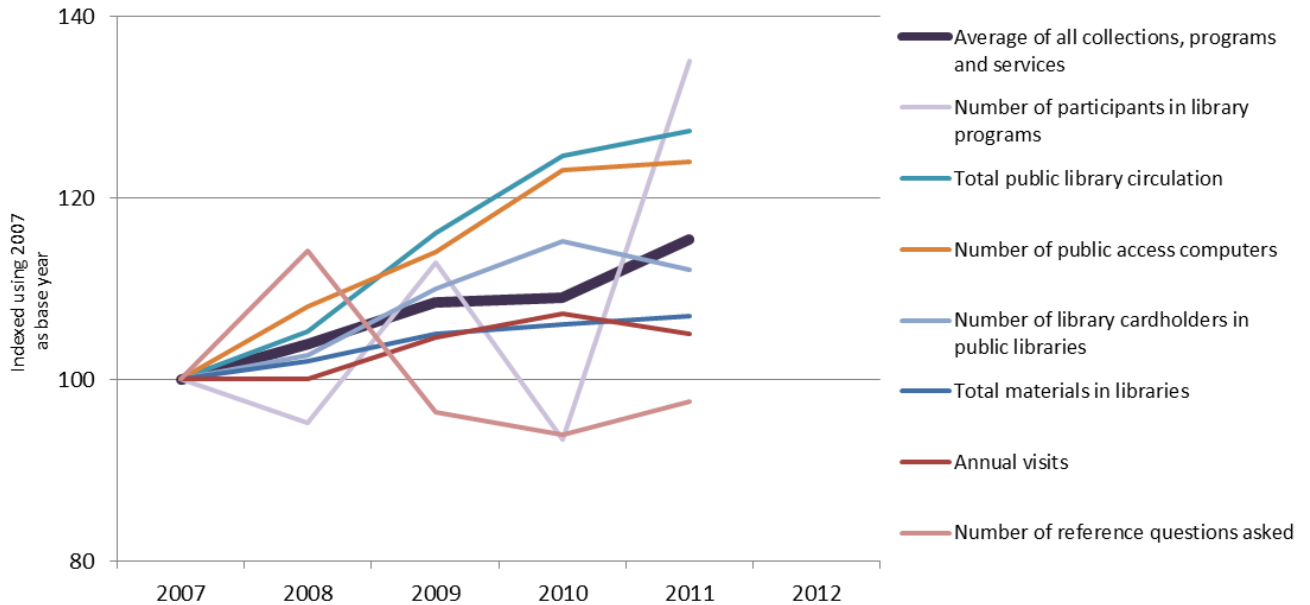
When considering indicators of use of various collections, programs and services at Alberta public libraries, there has been a pattern of growth occurring between 2007 and 2011.<sup>14</sup> From year to year, there may be variances in use among various collections, programs and services; however, based on the data

<sup>14</sup> Note: Data from 2012 was not available during the time of this study.



presented in Figure 2.17, the overall trend reflects an increasing use among Alberta public libraries.

**Figure 2.17: Use of Library Collections, Programs and Services  
at Alberta Public Libraries**

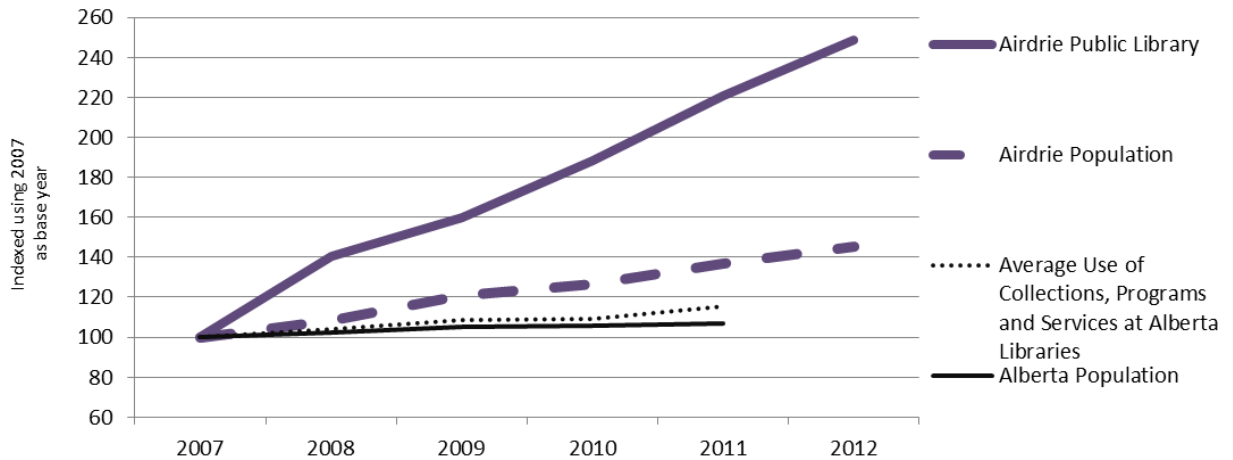


Note: Index – 2007 is base year at 100.

Source: Public Library Services Branch, Government of Alberta.

Further analysis reveals that the pattern of growth observed for use of Alberta public library collections, programs and services is higher, on average, than population increases in the province (Figure 2.18). These data portray the increasing popularity of public libraries in Alberta. However, when considering similar statistics for the APL, and comparing these to the growth of the Airdrie population, it becomes apparent that Airdronians (and residents of surrounding areas) are increasingly using collections, programs and services. Indeed, use of APL, based on these statistics, reveals a 248% increase of in use of collections, programs and services between 2007 and 2012 (or 50% increase per year).

**Figure 2.18: Use of Library Collections, Programs and Services  
at Alberta Public Libraries**



Note: Index – 2007 is base year at 100.

Sources: Airdrie Public Library, City of Airdrie, Public Library Services Branch, Government of Alberta and Alberta Treasury Board and Finance, Economy and Statistics.

### 2.3.3 Comparisons with Peer Libraries

Representatives of libraries from throughout Canada were contacted to gain insights into issues about new library development and how libraries are organized and developed to serve the needs and expectations of community residents. The libraries chosen as peer libraries have either similar population to Airdrie (or what is expected in the next two decades) or have developed new library facilities.

Based on the information presented in Table 2.2, it becomes apparent that the APL has fewer collections compared to other library systems. For instance, APL has approximately 78,000, while Grande Prairie Public Library has 148,000 with a comparable population and Medicine Hat has 196,000 with a population that is about 50% larger than Airdrie. Further, Lethbridge Public Library and Red Deer Public Libraries have more collections than APL compared to their population sizes.

*"It is simply that is not as well-resourced as it should be. It is small for a city of fifty thousand. It does a good job with what they have. They should have a better selection than what they have."*

Community Telephone Survey Participant

It is also apparent from the data presented in Table 2.2 that APL has fewer staff and less financial resources (especially since the APL pays rent, while other library systems typically do not) available for operations. Even so, it should be recognized that the library size of the APL facility is considerably smaller than that of other library systems. As such, it would be expected that a larger sized library facility developed for APL would involve higher operating costs and additional collections.

**Table 2.2: Data From Comparison Library Systems Throughout Canada**

(Note: Data presented in this table are representative of recent information available through the library systems, e.g. 2011 to 2013 etc.)

Location	Population (Rounded)	Members	Collection	Circulation	Library size	Staffing	Annual budget	Comments
Airdrie Public Library	50,000	16,871	78,000	381,843	Locations: 1 974 m <sup>2</sup> 10,494 ft <sup>2</sup>	Total # employees: 5 full time and 44 part time FTE staff: 21.5 Total # volunteers 257	\$1.7 million (pays rent) ~\$32 per person overall ~\$22 for Municipal 65% Municipal 15% Province 11% Other government 9% Earned/donations	
Grande Prairie Public Library	55,000	12,321	147,746	512,595	Locations: 1 Current: 3,437 m <sup>2</sup> 36,995 ft <sup>2</sup> Developing: 307 m <sup>2</sup> 3,300 ft <sup>2</sup> Total: 3,744 m <sup>2</sup> 40,295 ft <sup>2</sup>	Total # employees: 44 FTE staff: 30.36 Total # volunteers: 175	\$2.2 million (no rent paid) ~\$40 per person overall ~\$26 for Municipal 65% Municipal 15% County 12% Province 8% Earned/donations 1% Fundraising	<ul style="list-style-type: none"> <li>2009 opening of library with art gallery and expansion expected to be completed in Spring 2014</li> <li>Building is two stories</li> <li>Programmable space ~ 2/3 of programmable space and staff areas 1/3 of space</li> </ul>
Strathcona County Library	65,500 – Sherwood Park 92,500 - County	14,531	219,245	1,323,661	Locations: 1 5,945 m <sup>2</sup> 64,000 ft <sup>2</sup>	Total # employees: 111 FTE staff: 70.0 Total # volunteers: 261	\$9 million (see note) ~\$73 per person overall (not including debenture costs) ~\$59 for Municipal (not including debenture costs) 81% Municipal 8% Provincial 11% Earned/donations	<ul style="list-style-type: none"> <li>Budget includes costs associated with interest and principal for \$25 million debenture to cover capital costs of library space (represents about \$2.3 million of overall budget)</li> </ul>
Medicine Hat Public Library	73,000	10,389	196,390	519,238	Locations: 1 2,790 m <sup>2</sup> 30,031 ft <sup>2</sup>	Total # employees: 50 FTE staff: 28.91 Total # volunteers: 162	\$2.5 million (no rent paid) ~ \$34 per person overall ~\$26 for Municipal 78% Municipal 13% Provincial 4% Other provincial/federal grants 5% Earned/donations	<ul style="list-style-type: none"> <li>Renovated in 2008</li> <li>Programmable space ~ 2/3 of programmable space and staff areas 1/3 of space</li> </ul>
North Vancouver District Library	80,000	51, 131	300,000	1.6 million	Locations: 3 Main Branch Size: 3,700 m <sup>2</sup> 39,826 ft <sup>2</sup>	Total staff: 110 FT: 29 PT 81 Total employees FTE, 65.13 Professional librarians, FTE: 18.96 Other staff, FTE 39.00 Total volunteers: 13	\$5.9 million (no rent paid) ~ \$73 per person overall ~\$67 for Municipal 91% Municipal 4% Provincial 5% Earned/donations	<ul style="list-style-type: none"> <li>Two floors – 2<sup>nd</sup> floor is quiet 'no noise' zone</li> </ul>

**Table 2.2: Data From Comparison Library Systems Throughout Canada**

(Note: Data presented in this table are representative of recent information available through the library systems, e.g. 2011 to 2013 etc.)

Location	Population (Rounded)	Members	Collection	Circulation	Library size	Staffing	Annual budget	Comments
Milton Public Library	84,000	47,643	185,000	1,013,457	Locations: 2 3,840 m <sup>2</sup> 41,300 ft <sup>2</sup>	Part time staff: 59 Full time staff: 15 FTE staff: 37.64	\$3.8 million (no rent paid) ~\$47 per person overall ~\$42 for Municipal 94% Municipal 4% Provincial 2% Earned/donations	<ul style="list-style-type: none"> <li>Approximately 75% programmable space and 25% is staff areas and other</li> <li>Staff 60 to 70 – 15 full-time and 59 part-time</li> </ul>
Lethbridge Public Library	90,000	20,936	445,041	1.4 million	Locations: 2 6,456 m <sup>2</sup> 69,492 ft <sup>2</sup>	Total # employees: 109 FTE staff: 64.78 Total # volunteers: 500	\$5 million (no rent paid) ~\$56 per person overall ~\$47 for Municipal 84% Municipal 7% Provincial 5% Earned/donations	<ul style="list-style-type: none"> <li>Renovated in 2008</li> <li>New library branch in 2010</li> </ul>
Red Deer Public Library	97,000	40,000	193,862	840,000	Locations: 2 4,050 m <sup>2</sup> 43,594 ft <sup>2</sup> Additional space in 2014 400 m <sup>2</sup> 4,300 ft <sup>2</sup>	Total # employees: 70 FTE staff: 45.55 Total # volunteers: 190	\$3 million (no rent paid) ~ \$31 per person overall ~\$22 for Municipal 70% Municipal 15% Provincial 15% Earned/donations	<ul style="list-style-type: none"> <li>Expanding to 3 branches with the third being opened in 2014</li> <li>New branch will be opened as part of new school for an additional</li> <li>Current second branch is part of community centre, includes recreation centre and school and was recently renovated in 2010</li> <li>Staff – 70 (21 full time and 49 part time)</li> </ul>
Waterloo Public Library	100,000	61,959	400,000	2,020,580	Locations: 3 5,388 m <sup>2</sup> 58,000 ft <sup>2</sup>	Part time staff: 75 Full time staff: 37 FTE staff: 53.38 Total # volunteers: 184	\$5.2 million (no rent paid) ~ \$49 per person overall ~\$45 for Municipal 91% Municipal 6% Provincial 3% Earned/donations	<ul style="list-style-type: none"> <li>New branch of 1,950 m<sup>2</sup> recently built, other branch is 280 m<sup>2</sup> and 3,158 m<sup>2</sup> for main branch</li> </ul>
Thunder Bay Public Library	110,000	40,000	304,080	834,823	Locations: 4 5,837 m <sup>2</sup> 62,829 ft <sup>2</sup>	Total employees, FTE:56.49 Professional librarians: 9 Library technicians: 17 Other staff: 30.49 Volunteers: 0	\$6.2 million (no rent on 3 and lease 1 location) ~ \$56 per person overall ~\$51 for Municipal 91% Municipal 4% Provincial 6% Earned/donations	<ul style="list-style-type: none"> <li>New library branch in 2011</li> </ul>

**Table 2.2: Data From Comparison Library Systems Throughout Canada**

(Note: Data presented in this table are representative of recent information available through the library systems, e.g. 2011 to 2013 etc.)

Location	Population (Rounded)	Members	Collection	Circulation	Library size	Staffing	Annual budget	Comments
Barrie Public Library	140,000	70,000	130,000	1,547,094	Locations: 2 5,202 m <sup>2</sup> 55,994 ft <sup>2</sup>	Total# staff: 75 (11 librarians, 64 non-librarian staff) FTE staff: 27.06 Total # volunteers: 237	\$7.4 million (includes approximately \$400,000 rent) ~ \$53 per person overall ~\$47 for Municipal 88% Municipal 4% Provincial 6% Earned/donations 2% Other	<ul style="list-style-type: none"> <li>An additional location was opened in 2012</li> <li>Staff – total staff 75, 11 librarians and 64 non-librarian staff</li> <li>With new building, annual operational costs increased by a third</li> </ul>
Burnaby Public Library	229,464	139,000	703,690	5,317,009	Locations: 4 9,570 m <sup>2</sup> 103,010 ft <sup>2</sup> New branch library opened in 2009/10 with 1,580 m <sup>2</sup>	Total staff: 249 FT: 69 PT 180 Total employees FTE 134.93 Professional librarians, FTE: 33.43 Other staff, FTE: 101.50 Total # volunteers: 0	\$11.7 million ~ \$51 per person overall ~\$43 for Municipal 85% Municipal 4% Provincial 3% Earned/donations 8% Other	
Hamilton Public Library	530,000	170,000	1 million +	6,900,000	Locations: 23 New branch library will be 1,400 m <sup>2</sup> to 1,700 m <sup>2</sup>	Total employees, FTE: 298.94 Professional librarians, FTE: 46 Library technician, FTEs: 51.43 Other staff, FTE: 201.51 Volunteers, FTE: 631.11	\$30 million ~ \$58 per person overall ~\$53 for Municipal 92% Municipal 3% Provincial 5% Earned/donations	

Other suggestions offered by representatives of comparative library systems for consideration in planning new library facilities include:

- **Build adaptable spaces** – Technologies have been changing and evolving over the past few decades and libraries have had to adapt to these changes. For example, several decades ago, libraries adopted computer stations within facilities, but also have had to accommodate wireless Internet, printing systems, security systems, mobile devices, etc. It was suggested by many representatives that spaces within the library need to be flexible and convertible to facilitate changes that may evolve in the future.

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*"A library should be a place for learning and growing and new technologies should be available to be part of that growth and learning."*

Member Online Survey Participant

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- **Pursue technological opportunities** – Many public libraries have typically been early adopters of technology and library systems and users have benefited from the availability of these technologies. For instance, APL has incorporated mobile devices throughout the library to better serve users. Examples from other libraries include wireless Internet connections, movable stacks, and other innovative initiatives enable libraries to serve users better.

- **Consider a retail approach to layout and design** – Several representatives suggested that libraries should adopt retail approaches to layout and presentation. Warehousing collections, crowded spaces, and few distinctions between quiet and social spaces are traditional approaches that can portray an unwelcoming and uncomfortable environment for many users. In contrast, open spaces, comfortable seating, retail type collection displays, cafés, and other initiatives can provide an inviting and enticing environment that encourages many non-users to consider using libraries.



Blackburn Central Library – Blackburn, Lancashire, England

- **Locate in proximity to other community services** – Some representatives suggested that library branches should be located in proximity to other community services or centres. It was suggested that more users are likely to be attracted to community buildings that have more than one service provided; possibly enabling families to come and use a variety of services at one location.

- **Ensure adequate space is available for administration, shipping and handling and storage** - Some of the library representatives that had recently opened new facilities expressed regret about the lack of space that had been developed for administration, collections processing, handling deliveries and supportive spaces. These representatives suggested that the sizes of these spaces should not be compromised because it will affect how the library operates and the overall motivation of library staff.





- **Ensure appropriate sight lines and signage throughout the facility** – Several representatives stated that having appropriate sight lines throughout the facility is important; especially as it relates to supervision and safety and security. As well, representatives suggested that signage should be developed throughout the facility to ensure library users can self-direct themselves through the library to locate what they want on their own.
- **Expect increased demand from the community when opening a new facility** – Some representatives indicated that demand increased significantly for library services when new locations are opened. In some cases, the increased demand was unanticipated and there was a lack of resources (e.g. collections, staff, etc.) to adequately serve the increased demand. As such, these representatives suggested that the increased demand should be anticipated and adequate resources should be planned for the opening.
- **Incorporate public or community spaces in the library facility** – Library representatives stated that new library facilities are becoming more known for public and community spaces. Increasingly, programs are being offered within libraries and community groups are renting space to provide their programs. As well, having public or community spaces within the library enables revenue generation opportunities.
- **Use technology in library operations** – A few representatives indicated that technology has been introduced in new facilities to assist operations. In particular, use of radio frequency identification technology, automated sorters and self-service check out systems were mentioned as technology being used. These technologies accrue financial benefits to the library in reducing staff costs, but also reduce labour intensive and repetitive tasks that have traditionally been done by librarians.
- **Use of book mobiles** – Another service advocated by some librarians was the use of book mobiles. Essentially, library users get access to the library services from vehicles that transport collections to residential areas that may not have easy access to a facility.



Helsinki City Library: Library 10 – Helsinki, Finland

In discussions with library representatives, various service models were discussed; however, two main concepts prevailed and were advocated by representatives including one main branch and multi-branch systems. It should be noted that a one main branch system would likely also involve other branches within a community, especially in urban communities with large populations. The difference between the two systems is that within a main branch system, one branch would have collections and services that may not be available in other branches, while a multi-branch system distributes the collections and services



throughout all the branches. Factors considered important for the two systems are presented below.

- **Main Branch vs. Multiple Location System** - It was suggested that library systems adopting a comprehensive approach to providing collections, services and resources that serve various needs within a community benefit from a one main branch system or, at least, from having a larger more extensive main branch. Typically, transportation accessibility (e.g. effective roadway systems, extensive public transit, pathway systems, etc.) is a critical factor needed to support this type of service model.
- **Multi-Branch System** - Considered to be more convenient to the community, particularly for young families and seniors, the multi-branch system addresses specific needs of various neighbourhoods or areas of a community or enables social cohesion among residents. Other factors that may contribute to having a multi-branch system include physical barriers within the community (e.g. major roadways, rivers and other topography isolating areas of the community) and layout of the community (e.g. rectangular shaped, etc.), which may inhibit mobility for residents within a community.

**Central Library**

Advantages:

- Easy to find
- Accessible from anywhere in community
- Accessible by transportation (e.g. main roads/transit/etc.)
- Staffing/budgetary
- Draws people to downtown area

Disadvantages:

- Parking
- Fewer people going downtown – challenge is to stay relevant
- Need to plan how will keep interest in building

**Multiple Branches**

Advantages:

- Easier access for those living near branch
- Branches tailor to individual needs of areas

Disadvantages:

- Additional costs
- Transferring items to different locations
- Sometimes need additional space (e.g. duplicate collections, staff areas at two locations, etc.)

A number of representatives acknowledged that the one main branch system is less expensive to operate. However, many representatives indicated that it is difficult to effectively serve residents' needs and expectations with one main branch in communities that have populations of over 80,000. Within many communities of this size, distance and accessibility become significant barriers for residents who reside farthest from the main branch location.

Data presented in Table 2.2 suggests that main libraries range in size from 2,790 m<sup>2</sup> (30,031 ft<sup>2</sup>) to 5,945 m<sup>2</sup> (64,000 ft<sup>2</sup>) - based on the facilities that were

identified in the comparative facility review.<sup>15</sup> The average size of main libraries is 3,982 m<sup>2</sup> (42,857 ft<sup>2</sup>).

Further data are available from library systems throughout Alberta. Table 2.3 shows population data and facility size for these library systems. These data show that communities such as Grande Prairie and Lethbridge (which have recently expanded facilities) have main library locations of 3,744 m<sup>2</sup> (40,295 ft<sup>2</sup>) to 4,457 m<sup>2</sup> (47,975 ft<sup>2</sup>). Both St. Albert and Medicine Hat express concerns about the sizes of their facilities and felt they were having difficulty effectively serving the community and, in the case of St. Albert, are planning expansion. Even so, the average metre<sup>2</sup> (feet<sup>2</sup>) per population for the systems presented in Table 2.3 is 0.06 (0.65). Extrapolation of these data to the population of Airdrie (49,950), the comparative estimated size of the library would be approximately 3,015 m<sup>2</sup> (32,450 ft<sup>2</sup>). It is expected that a facility of this size would address need for the current population, but would not reflect need for the rapidly growing population of Airdrie.

### **2.3.4 Trends in Library Services**

Over the last decade, library systems and services have been affected or influenced by various issues and trends, particularly across Canada, but also North America as well. Some of these issues include addressing growth, influences of shifting economic factors, demographic shifts, etc. Still, one of the more significant influences on library services has been changes in how libraries serve communities. Another major issue involves continuing changes with information technologies and increasing adoption of computing and electronic and digital tools among the public, as well as within libraries. These kinds of issues need to be considered within the scope of the new library facility for Airdrie.

The following summaries highlight important trends that should be considered in the development of the new library facility in Airdrie.

- **A Place to Learn** - Since the explosion in e-reader sales, people who want to learn how to use this new technology come to the library. As well, the popularity of discussion groups and lecture series creates a great model for lifelong learning, especially for the baby boomer generation. Further, libraries provide assistance to people who are new to the country. Citizenship classes, English as second language classes, and life-skills programs are all popular


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<sup>15</sup> Note: This range does not include Thunderbay Public Library, because it does not have a main branch library, and Hamilton, due to the size of the population.

- **Gathering Places** - As communication and digital technologies become even more pervasive, libraries will be required to provide content that can be used on whatever is the “device du jour.” That means there will be fewer print books on shelves and greater digital content available online. Libraries will be more valued as gathering places for civic, educational, and social engagement. Libraries are used by the homeless who are seeking shelter from the elements; students work on homework or team projects; and community groups rely on the library for meeting spaces.
- **Contributing Community Space** - Increasingly, spaces within libraries are changing. Traditionally, libraries have provided quiet spaces for individual activities such as reading, researching and studying. This approach acknowledges that quiet spaces are comfortable and inviting for many individuals who want to study and learn. However, this concept of space within libraries is being reconsidered. There are still areas within libraries allocated for contemplative purposes; however, increasingly, libraries are integrating social and community spaces that enable people meet and gather, exchange ideas or simply relax in a non-intimidating public environment. These kinds of spaces can promote group study and collaboration, but also allow individuals and people to meet, interact and associate. In many cases, areas within libraries are becoming focal points and are situated within or in proximity to specialty spaces such as cafés, lounges, or vending machines.
- **Providing Public Access to Technologies** - Over the past two decades, many urban libraries have developed and expanded public access to technologies. Further, library users have embraced these services and, for the most part, there is an expectation among many users that libraries should provide these technologies for public use. Generally, libraries have had to manage resources to accommodate these expectations and have done so with varying success. Increased public access requires greater need for funding, maintenance and management, skilled staff, and buildings or space, which usually impede on the capability of libraries to provide more traditional services. At a minimum, urban libraries provide public access to computers with Internet access, library research tools, and computer software programs and printing capabilities. As well, many libraries are enabling wireless Internet access for public use. Currently, the APL offers these types of technologies for public use. However, a growing number of libraries are exploring other technologies for public access such as presentation practice rooms equipped with projection systems, distance learning classrooms with videoconferencing, lockers with built-in outlets to charge personal devices, virtual visualization environments, electronic communication rooms that enable users to collaborate with other institutions through electronic flip charts, and advanced computing labs.

**Table 2.3: Facility Statistics From Comparison Library Systems in Alberta**  
Comparative measures are taken from the statistics provided by Public Libraries Branch (PLSB), Municipal Affairs.  
Population taken from 2013 Official Population List, Municipal Affairs

	<b>Airdrie</b>	<b>Fort Saskatchewan</b>	<b>Okotoks</b>	<b>Leduc</b>	<b>Spruce Grove</b>	<b>Grand Prairie<sup>8</sup></b>	<b>St. Albert</b>	<b>Medicine Hat</b>	<b>Lethbridge</b>	<b>Strathcona County</b>
<b>Census Date</b>	Apr-13	Apr-13	May-13	Apr-13	Apr-13	May-11	May-12	Jun-12	Apr-13	Apr-13
<b>Population</b>	49,950	21,795	26,319	27,241	27,875	55,032	60,994	61,180	90,417	65,465 – Sherwood Park 92,403 - County
<b>Facility Size Sq. Meters</b>	974	1,626 <sup>1</sup>	1,350	1,080 <sup>2</sup>	1,672 <sup>3</sup>	3437 + 307 Total: 3,744 <sup>4</sup>	2,323 <sup>5</sup>	2,790	6,456 <sup>6</sup>	5,946 <sup>7</sup>
<b>Facility Size Sq. Feet</b>	10,484	17,502	14,531	11,625	17,998	36,995 +3300 <sup>8</sup> TOTAL: 40,295	25,004	30,031	69,492	64,002
<div> <div> <p>1 Ft Saskatchewan moved into their expanded and renovated facility at the end of 2013.</p> <p>From their website: “In June 2010, the voters supported building the Library Expansion Project, which will include a 6,400 sq. ft. increase in library space. On July 13, 2010, City Council passed a debenture borrowing bylaw to fund the project”.</p> </div> <div> <p>2 Leduc: according to their Director, should be 19,000-24,000sq ft for the size of the population.</p> <p>3 Spruce Grove: number includes an art gallery room about the size of our program room.</p> <p>4 SEE <a href="http://www.gppl.ab.ca/index.php?page=history">http://www.gppl.ab.ca/index.php?page=history</a> Expansion expected to open in Spring 2014.</p> <p>5 St. Albert Public Library is very crowded. They have been looking to expand, either through a branch or a larger main library for the past few years. They will be expanding in the near future. SEE <a href="http://www.sapl.ab.ca/page/new-library">http://www.sapl.ab.ca/page/new-library</a></p> </div> <div> <p>6 New branch opened in 2010: Also has a book mobile</p> <p>7 New Libraries in 2011. Also has new book mobile with computers and wireless hook ups.</p> <p>8 Expansion project in 2013, will provide an additional 3300 sq. ft. space for programming, office, storage.</p> </div> </div>										

- **Supporting Students** - Other crucial areas that will define the public library are its role in supporting the information needs of K-12 students and its position to lead community efforts for early childhood literacy. Public libraries can help meet the information needs of K-12 students. The library can provide materials and tutoring on test-taking techniques and other academic competencies required of youngsters who are entering the world of standardized tests. Early childhood development and early literacy are recognized as major elements in the success of students, schools, and, ultimately, the community.
- **Librarian of the Future** - In the next decade, librarians will spend less time dealing with the physical aspects of content – labeling, shelving or checking out items – and more time acting as consultant to the general public. They will need to be able to comb through vast amounts of data to find just the right information. Understanding the patron and linking that understanding to relevant content will be the art of librarianship. And all of this will take place inside the library, outside the library, or virtually. It is imperative that the public library remain relevant to the people it serves.
- **Hosting Community Discourse** - Public libraries are local, neutral and respected for providing information that represents different viewpoints. It is the perfect arena to engage the community in civic discourse on important community issues. Community leaders will turn to the library as a venue for discussion and feedback on issues that affect the public. Libraries are a trusted source for information and meaningful community participant.
- **Fostering Access to Digital Resources and Services** - During the past decade, most urban libraries have developed websites to inform users of available resources and services and, in some cases, offer digital resources such as online catalogue access, electronic databases and journal access, electronic audiobooks and e-books. Many library users have accessed these types of resources, particularly online catalogues and digital resources, such as those that have been highlighted in Section 2.3.1. Some libraries have developed initiatives to serve as e-government access points or provide access to community information similar to the community profiles that have been introduced through the partnership with the Marigold Library System. The public trust that has long been associated with libraries may result in some users considering public libraries as a key location for accessing e-government services and information about communities. It has been suggested among representatives of other library systems that users will eventually turn to libraries for help with e-government activities such as finding and completing government forms. It has also been suggested that libraries may facilitate more pressing government activities through digital resources and services such as communicating emergency responses for the public. Some of these developments are highly speculative. However, with increasingly tech-savvy readers demanding instantaneous access to content in various formats, the publishing process is changing. More recently, some titles have been first published in digital form and then, if at all, in physical form. Some prognosticators suggest that it will take some



time, possibly a decade, before wide application of digital-first/exclusive publications become the norm. Nonetheless, libraries will likely need to facilitate this form of publishing within its collections.

- **Increased Use of Technology in Assisting Library Operations** – Suites of technology services are increasingly contributing to the delivery of services within public libraries. These technologies help to facilitate efficiencies in operations and business processes within libraries. Some of the more common technology that is being introduced within libraries include:

- **Radio Frequency Identification Technology (RFID)** - This technology is becoming widely used across libraries world-wide, as well as other sectors of the economy, to increase efficiencies of operations. RFID is a generic term that is used to describe a system that transmits information about an object wirelessly using radio waves. RFID enables multiple books, which have RFID tags, to be checked out at one time by a customer through scanners. One of the most significant efficiencies attributed to RFID affects circulation operations. Information can be read from RFID tags much faster than other systems and processes.

- **Automated Sorters** – Circulation material that is returned to the library goes through a series of steps before being put back on the shelf or being placed on hold for a customer to collect.

When material is returned, it needs to be sorted. Manually, the sorting process is labour intensive and can take a number of steps and considerable time to complete. Automated sorters are more commonly being introduced in public libraries to reduce the time requirements of sorting, as well as reduce staffing needs. An automated check-in and sorting system allows customers to return their



Champaign Public Library – Champaign, IL

library materials through an automated material drop located at the library facility. An automated sorter system checks in the material and sorts it via a conveyor system, which separates materials by destination both within and outside of the library. Benefits to the library user include reducing or no wait lines to return materials, faster access to holds and returning materials to selves. Benefits to staff include reduced materials handling and increased branch efficiencies.

- **Self-Service Check Out Systems** – Using technology such as RFID, customers can use computerized self-service stations to enable easy and



efficient borrowing of materials. By offering self-service check out systems, there is reduction of routine tasks associated with check outs and allows library staff to spend more time with library users and providing increased levels of customer service.

APL implemented RFID conversion and self-service check out systems in 2010. Additional self-service units and a high capacity automated sorter are being considered in the development plans suggested for the new library facility in Airdrie.



### 3.0 APL RELATIONSHIP WITH THE COMMUNITY

The APL is a highly regarded institution within Airdrie. Airdronians express high levels of satisfaction with the APL and consider it to be an important asset within the community. Based on the results of the community engagement that will be presented in this section, Airdronians acknowledge and compliment library staff, resources and services and what the APL offers to the community, especially considering the size of the current facility.

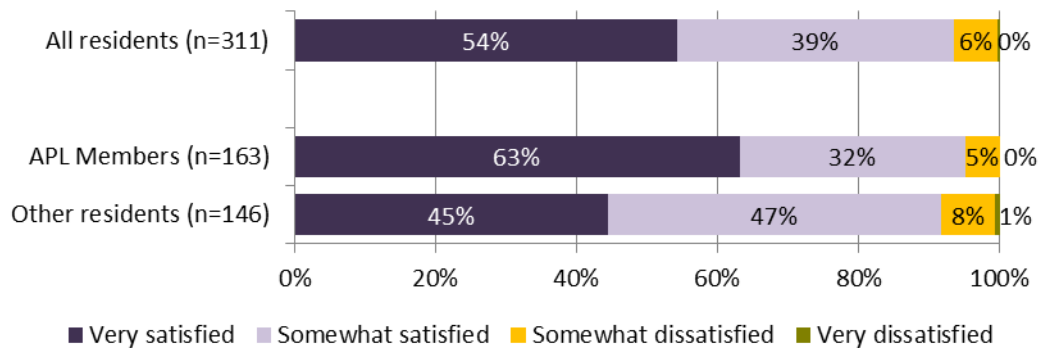
*"The staff is friendly and very helpful. Anything we needed they would help us find or if they didn't have it, they would put us on a list."*

Community Telephone Survey Participant

#### 3.1 Community Satisfaction with the APL

The high regard of Airdronians for the APL was prevalent throughout the community engagement process conducted for this study. Of particular note is the satisfaction ratings provided by survey respondents to the Community Telephone Survey. Figure 3.1 shows that the vast majority of survey respondents indicated that they were satisfied (very and somewhat) with the APL.<sup>16</sup> Indeed, both APL members and other residents expressed high levels of satisfaction with the APL. As such, even though some Airdrie residents may not use the APL on a regular basis, they are still satisfied with what the APL provides to the community.

Figure 3.1: Overall Satisfaction with APL



Source: Community Survey

<sup>16</sup> Note: A portion of respondents to the survey (89) stated that they could not answer the question.

There are various reasons for why Airdronians are satisfied with the APL such as the friendly and accommodating staff at the library, the selection of collections that are available, the excellent programming that is offered at the library, and how the library has been organized (Table 3.1). As well, some residents acknowledge the importance that the APL has within the community. Even so, there are areas of concern among Airdrie residents; mainly in terms of the available collections that can be accessed and the facility being too crowded or small in size.

<b>Table 3.1: Reasons for Providing Satisfaction/Dissatisfaction Ratings</b>				
<b>Reasons for Ratings</b>	<b>% of Responses</b>			
	<b>Very Satisfied (n=159)</b>	<b>Somewhat Satisfied (n=120)</b>	<b>Somewhat Dissatisfied (n=19)</b>	<b>Very Dissatisfied (n=1)</b>
Friendly, helpful staff	28	7	5	-
Wide selection of books/resources	20	9	-	-
Good programming for children/adults	13	6	-	-
Limited/outdated selection of books/resources	0	17	32	-
Library is an important place for the community	8	6	-	-
Well organized; easy to find what you need	8	3	-	-
Facility is too small/crowded	1	10	16	-
Ability to order what you need/inter-library loans	5	2	-	-
Good word of mouth	2	5	-	-
Unfamiliar/don't use library much	1	7	6	-
Convenient location	4	2	-	-
Generally satisfied	3	2	-	-
Based on personal experience with library	2	2	-	-
Fees too expensive/memberships should be free	-	2	16	-
Facility/technology needs to be updated	-	4	-	-
Inconvenient location	-	3	6	-
Lack of parking	0	2	-	-
Need more programs	-	1	10	-
Dissatisfied with customer service	-	2	5	-
Communicate effectively with members/community	1	-	-	-
Good website/online service	1	-	-	-
Kid friendly atmosphere	1	-	-	-
Lack of quiet reading space	-	1	-	-
Not too busy/crowded	1	-	-	-
Cost effective; affordable	1	-	-	-
Poor communication with members	-	1	-	-
Problem with ordering process	-	1	-	-
Poorly organized	-	-	5	-
Prefer Internet for information/research	-	-	-	100
Other	0	-	-	-
Don't know	1	5	-	-
Total	100	100	100	100
Source: Community Telephone Survey				

It is worth noting that the size of the APL facility was often commented on in the community engagement process. The concerns tended to reflect two main issues for the library. First, comments focussed around the amount of noise that exists within the current facility. And, second, the lack of space available to do things in the library, whether to read, study, use computer equipment, etc., or to attend programs that could be offered at the library (as can be seen in Table 3.1 by the proportion of somewhat dissatisfied respondents who felt more programs should be offered at the APL).



Nonetheless, given the size of the facility and what is available to Airdrie residents, the vast majority of residents are satisfied with the APL.

### 3.2 *Community Perceptions of the APL*

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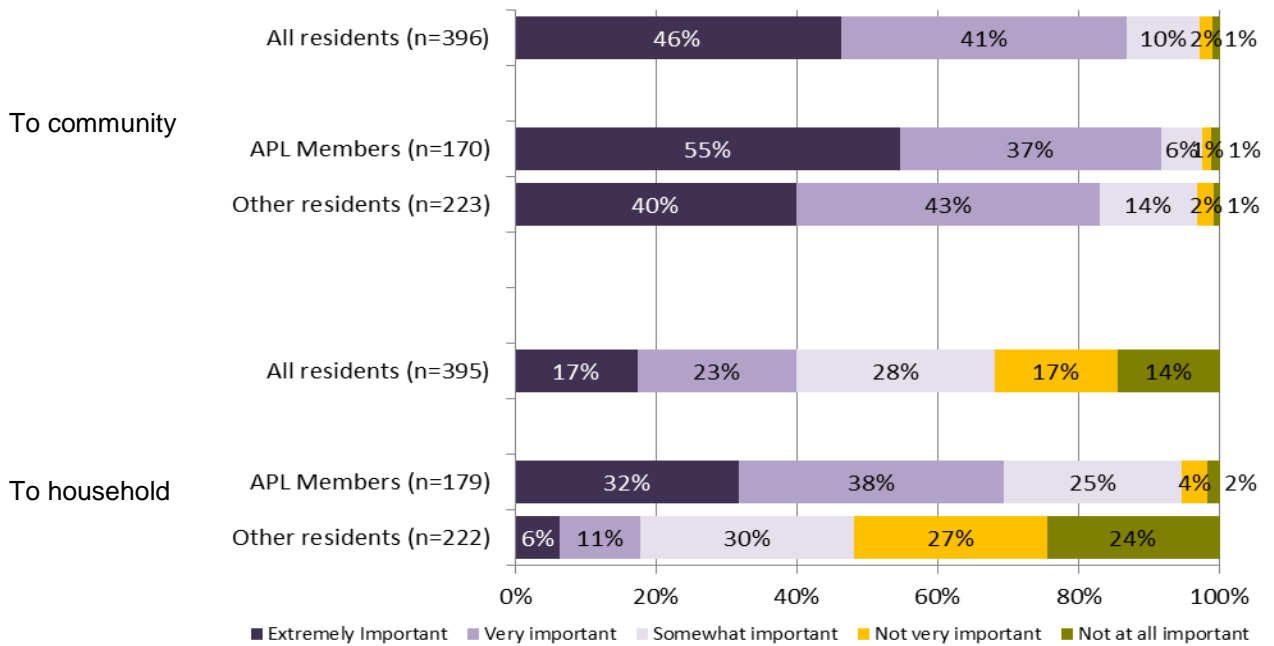
*"I think it is very important. It is a service to the public. Although I don't use it, I know other people who use it."*

Community Telephone Survey Participant

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The significance of the APL to the community, as well as Airdronians, is apparent from the community survey conducted for this study. Figure 3.2 shows that the vast majority of survey respondents consider APL to be extremely, very or somewhat important to the community. Similarly, most Airdronians consider APL to be important to their households. As might be expected, APL members are more likely than other Airdrie residents to recognize the importance of the library. However, other residents are almost as likely as APL members to acknowledge the importance of the APL to the community and many (almost half) consider the APL to be important to their households.

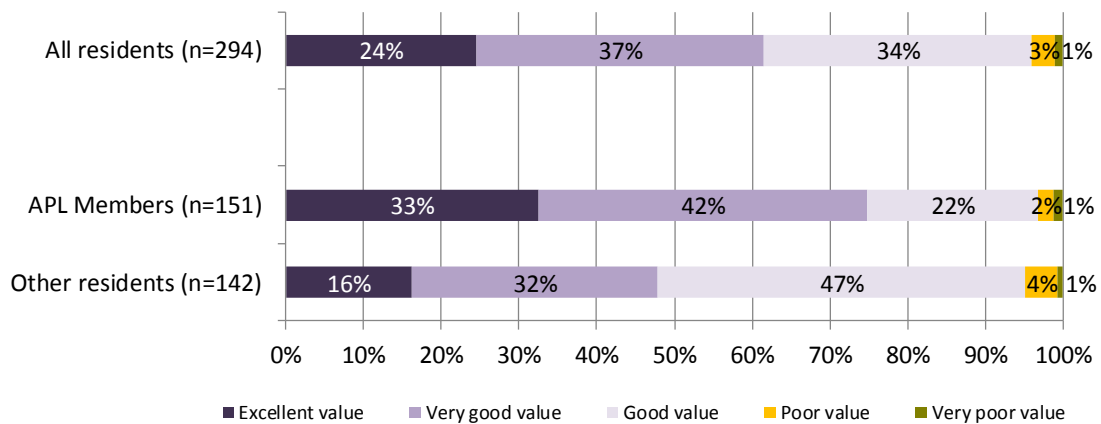
**Figure 3.2: Importance of APL**



Source: Community Telephone Survey

Further recognition of the APL and its relationship to the community is presented in Figure 3.3. These data show that the vast majority of Airdronians<sup>17</sup> consider the tax dollars invested in the APL to be excellent, very good or good value. The extent to which APL members rate the value received is higher than that of other residents; however, both these groups highly rate the value received for tax dollars invested.

**Figure 3.3: Value Residents Receive for Tax Dollars Invested in Library**



Source: Community Telephone Survey

<sup>17</sup> Note: A portion of respondents to the survey (106) stated that they could not answer the question.

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*"I just think it is important to have a library in the city. It is an important resource to have for children and adults."*

Community Telephone Survey Participant

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Overall, the information presented in this section emphasizes the significance of the APL to the community. Many Airdronians use the APL for gaining access to materials and resources, and attending programs. However, all Airdrie residents appear to recognize the value of the APL to the community for many different reasons, including promoting literacy, enabling lifelong learning and improving overall quality of life in the community.

## 4.0 SERVICE PRIORITIES AND PROFILE

Since 2008, the APL Board has developed Plans of Service, which establish priorities and goals for the Library over a specified period of time. The most recent Plan of Service was developed for 2011 – 2014. The Plan of Service uses a

*“Libraries need to provide access to tools, information and expertise we need, but don't already have at home, in order to stay relevant.”*

Public Engagement Participant

Mission, Vision and Values as a foundation to developing priorities and goals. In conducting the Facility Needs Assessment, service priorities were examined with Airdronians. While the findings of this research will support the development of the next Plan of Service (2015 – 2018), they provide a better understanding of community needs and expectations for services and, ultimately, how a new library facility can support the long term direction for the APL.

### 4.1 Mission, Vision, and Values

The mission of the APL is:

**Mission** - *Airdrie Public Library is an accessible centre of information that enhances quality of life and provides opportunities through its inclusive services, programs, collections and spaces that support literacy, lifelong learning, leisure and cultural connections within the community.*

The long term vision and values of the APL include:

#### **Vision**

- *A landmark community destination of choice.*
- *Progressive, responsive, leading edge programs, services and resources*
- *Organizational excellence*
- *A community that is committed to literacy and lifelong learning*

#### **Values**

- *Literacy and Learning*
- *Intellectual Freedom*
- *Accessibility and*
- *Inclusiveness*
- *Adaptability*
- *Service Excellence*

Key aspects of these strategic directions should be incorporated into the new library facility. For instance, the mission specifies that APL will enhance quality of life and provide opportunities that support literacy, lifelong learning, leisure and cultural connections within the community. In some respects, these principles denote the need for collection and materials, but also for providing programs and spaces for Airdronians and the community as a whole.

The vision emphasizes that the APL will be “a *landmark community destination of choice*” for Airdronians. Interestingly, through the community engagement process, some Airdrie residents conferred with the concept established by this vision in suggesting that the new library facility should have significance for and within the community.

## **4.2 Current Plan of Service - 2011 – 2014 Priorities and Goals**

A Plan of Service summarizes what the library will do for the community over the period of time that the Plan exists. While public libraries provide various collections, programs and services to the communities that are served, the Plan of Service identifies those that will be emphasized during the specified period. The following Priorities and Goals were established for the period of 2011 – 2014 for the APL. In some respects, these priorities emphasize providing opportunities for caregivers and their children/youth to develop and maintain literacy, communication and social skills; ensuring that all community members have access to and support for up-to-date technology; residents can resolve issues or answer questions that require gaining and understanding information; and having a safe and welcoming public place to read, meet and interact with others or hold meetings for community groups and issues.

### **Priorities and Goals**

- **Priority 1 – Create and Support Opportunities to Develop and Maintain Early and Childhood Literacy**

**Vision Statement:** A literate community supported by collaborative partnerships, where everyone is able to contribute and succeed.

**Service Response Description:** Children from birth to age five will have programs and services designed to ensure they will enter school ready to learn. Children aged five to 12 will have programs and services designed to ensure they will maintain their reading skills.

**Goal 1:** Preschool children will develop early literacy skills.

**Goal 2:** Parents and caregivers will have the skills and resources they need to support early literacy.

**Goal 3:** Children from birth to age 12 will develop awareness and enjoyment of the library and its resources.

- **Priority 2 – Connect to the Online World: Public Internet Access**

**Vision Statement:** A technologically skilled community that is comfortable and effective in using the online world to support its needs.

**Service Response Description:** Community members will have high-speed access to the digital world with no unnecessary restrictions of fees to ensure that everyone is able to take advantage of the ever-growing resources and services available through the Internet.



**Goal 1:** All community members will feel comfortable and supported in connecting to the online world.

**Goal 2:** All members of the community will have effective, efficient and equitable access to the online world without unnecessary restrictions or fees.

- **Priority 3 – Understand How to Find, Evaluate and Use Information: Information Fluency**

**Vision Statement:** A knowledgeable community whose decisions are based on accurate information and effective evaluative skills.

**Service Response Description:** Community members will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate and effectively use information to meet their needs.

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*“Smarts doesn't come from just reading books anymore. Now it takes mastery of the tools for data search, analysis and presentation. Making those tools available to people who don't normally have access to them extends what libraries are and makes them relevant again.”*

Public Engagement Participant

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**Goal 1:** Adults and seniors will enjoy opportunities to develop the skills needed to use technology effectively to access information.

**Goal 2:** Adults and teens will receive services and support to develop their information-gathering and evaluation skills.

- **Priority 4 – Visit a Comfortable Place: Physical and Virtual Spaces**

**Vision Statement:** Destination of choice – an accessible, welcoming, intergenerational gathering place where community members are able to meet and connect.

**Service Response Description:** Community members will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible spaces that will support social networking.

**Goal 1:** All community members will have opportunities for cultural and social integration in both physical and virtual spaces.

**Goal 2:** Community members of all ages will feel welcome to gather, learn and interact informally in an inviting and neutral environment.

## **4.2 Community Expectations for Service Priorities**

Through the community engagement process, Airdronians were asked to provide input into future priorities for the APL. Residents who participated in the process were asked to select, from a prescribed list (see Table 4.1), five service priorities that they felt are most important to them or members of their family. It was recognized in the process that libraries must focus on a limited number of priorities to effectively serve community needs. As well, service priorities could involve spaces, programs, collections and partnerships.

This process identified three core priorities that Airdronians considered to be important for the APL. First, the majority of participants indicated that the APL

should be a place to access entertainment and recreation. Library users should be able to access books, CDs, DVDs, clubs and programs, special events or activities that might simulate imagination and curiosity or simply address pleasurable or leisure interests through reading, viewing and listening experiences. Second, most participants believed that the APL should provide caregivers and their preschoolers opportunities for developing early literacy, communications and social skills. These opportunities may involve preschool programs and seminars, collections of board books, picture books, and CDs, early literacy computers and a play centre. Finally, most participants felt that the APL should provide resources, programs and services that assist individuals in making informed decisions and engage in independent learning. To support this priority, the APL might provide print and online resources, support community clubs, and organize programs and seminars on personal interests and self-development such as health and wellness, finance, etc.

<b>Table 4.1: Community Expectations for Service Priorities<sup>18</sup></b>		
<b>Service Priorities</b>		<b>% of Respondents (n=617)</b>
<b>Higher Priority</b>	Stimulate imagination and curiosity The library is a place for entertainment and recreation.	73
	Engage in early childhood development opportunities The library provides caregivers and their preschoolers in developing early literacy, communication, and social skills.	58
	Pursue personal interests and self-development The library assists individuals in making informed decisions and engaging in independent learning on a wide variety of topics.	55
<b>Medium Priority</b>	Get involved in the community The library provides access to community information, activities and events which help community members connect with one another.	49
	Develop arts and cultural awareness The library supports arts and cultural activities and events.	47
	Engage in formal education pursuits The library assists students of all ages in meeting their education and research needs.	44
	Connect with other school-aged children and teens The library provides opportunities for children and teens to connect with one another, explore new technologies, and express themselves creatively.	42
	Connect to the online world The library offers all community members access to and support for up-to-date technology.	43
<b>Lower Priority</b>	Explore career choices The library supports teens and adults in identifying post-secondary education and career opportunities that best suit their individual strengths and interests.	28
	Engage in digital creation The library provides opportunities for exploring and creating digital projects through the use of audio-visual equipment and software.	18
	Develop successful businesses and organizations The library supports the development and maintenance of strong and viable businesses and organizations.	11
Multiple response; number of responses		(2892)

A second set of priorities were also identified in the engagement process. For instance, participants indicated that the APL should provide access to community information, activities and events that help community members connect to one another (e.g. community resource centre; speaker series; public meetings;

<sup>18</sup> These service priorities were developed by APL staff using a set of service priority options that have been offered in *Strategic Planning for Results*, Public Library Association, Sandra Nelson, 2008.

election forums), support arts and culture activities and events (e.g. art exhibits and programs; author series; performance space), assist students to meet their education and research needs (e.g. print and online educational resources; study spaces; tutoring services; exam proctoring), facilitate opportunities for children and teens to connect with one another, explore new technologies and express themselves creatively (e.g. dedicated teen area and programs; media lab; gaming centre; arts & crafts room), and offer access to and support for up-to-date technology (e.g. Macs and PCs with high-speed internet; low-cost printing, faxing, and scanning services; Wi-Fi; computer courses; e-readers).

A third set of priorities emerged through the process that included supporting residents in identifying post-secondary education and career opportunities (e.g. job centre; online career resources; assistance with résumé, cover letters, and online application forms), providing opportunities for exploring and creating digital projects through the use of audio-visual equipment and software (e.g. technology resource centre; digital cameras; audio-visual editing software; media lab; courses and tutoring), and fostering the development and maintenance of strong and viable businesses and organizations (e.g. print and online resources; video conferencing centre for training and meetings; communication and presentation equipment).



*"Sometimes you need tools you don't have at home. Including access to resources for making things, from pottery to wood shop to electronics design, to fixing appliances would make the library a valuable resource for people wanting to learn practical skills. Combine that with seminars on how to fix your bike, glaze pottery, play the violin, or paint with watercolours and you have a community supported learning institution with live experts. You can't get that sort of personalized instruction or community building online."*

Public Engagement Participant

These priorities begin to highlight key spaces within the new library facility that will be needed to be developed, particularly the high and medium sets that have been identified. Some examples that arise from these priorities are highlighted below. These descriptions represent the basic space concepts that will be needed in the new library facility. In some regards, these kinds of spaces might be expected within a public library, especially areas for collections, resources and materials and reading, studying and relaxing. However, the priorities also demonstrate the need for distinctions of spaces within the new library facility. In subsequent sections of this report, these kinds of spaces will be further defined.

- **Spaces for collections and materials** - To effectively address some of the high and medium services priorities identified, it is likely that specified areas will be needed to provide for collections, resources and materials

that will address the needs of children, youth and adults. The composition of these collections and materials

- ***Spaces for reading, studying and relaxing*** – Areas that allow library users to read, study, relax or generally reflect. It is expected that these areas may be specifically designed for study such as desks, kiosks or small quiet rooms, but also areas that present a comfortable environment with sofas, comfy chairs, fireplaces, etc.
- ***Spaces for programs, events and activities*** – Spaces that will facilitate active and engaging programs for children, youth, and adults, but also support group assembly and community use such as clubs or community organizations being able to hold programs, meetings, and events. It may also involve creative spaces
- ***Spaces for technology*** – Areas that will accommodate various types of computing technologies. At a minimum, space will be needed for computer stations that have Internet access, library research tools, and computer software programs and printing capabilities. However, it also means enabling wireless Internet access for public use of various types of mobile devices that are brought into the library by users. It may also involve various presentation technologies, video conferencing, virtual visualization environments, and advanced computing labs. As well, special computers designed for preschool children should be considered to foster various kinds of literacy and communications.
- ***Spaces for social interaction and meeting*** - Spaces that enable people to meet and gather, exchange ideas or simply relax in a non-intimidating public environment. Spaces will also be needed for group study and collaboration. In many cases, these kinds of areas are becoming the focal points of libraries and are situated within or in proximity to specialty spaces such as cafés, lounges, or vending machines.

It is recognized that the above space concepts represent those areas that would be publicly accessible to library users and additional spaces would be needed in the new library facility to support the kinds of ideas highlighted above. For example, spaces will also be needed for circulation, work areas, and critical facility components (all of which will be examined in further detail later in this report).

### ***4.3 Collections, Programs and Services Used at the APL***

Further understanding about service priorities can be derived from analysis about use of APL collections, programs and services. Data gathered in the online survey among members for this study show use of various collections, programs and services available at the APL (Figure 4.1).

On the surface, these data reveal that APL members use various types of collections, programs and services; however, collections and materials are

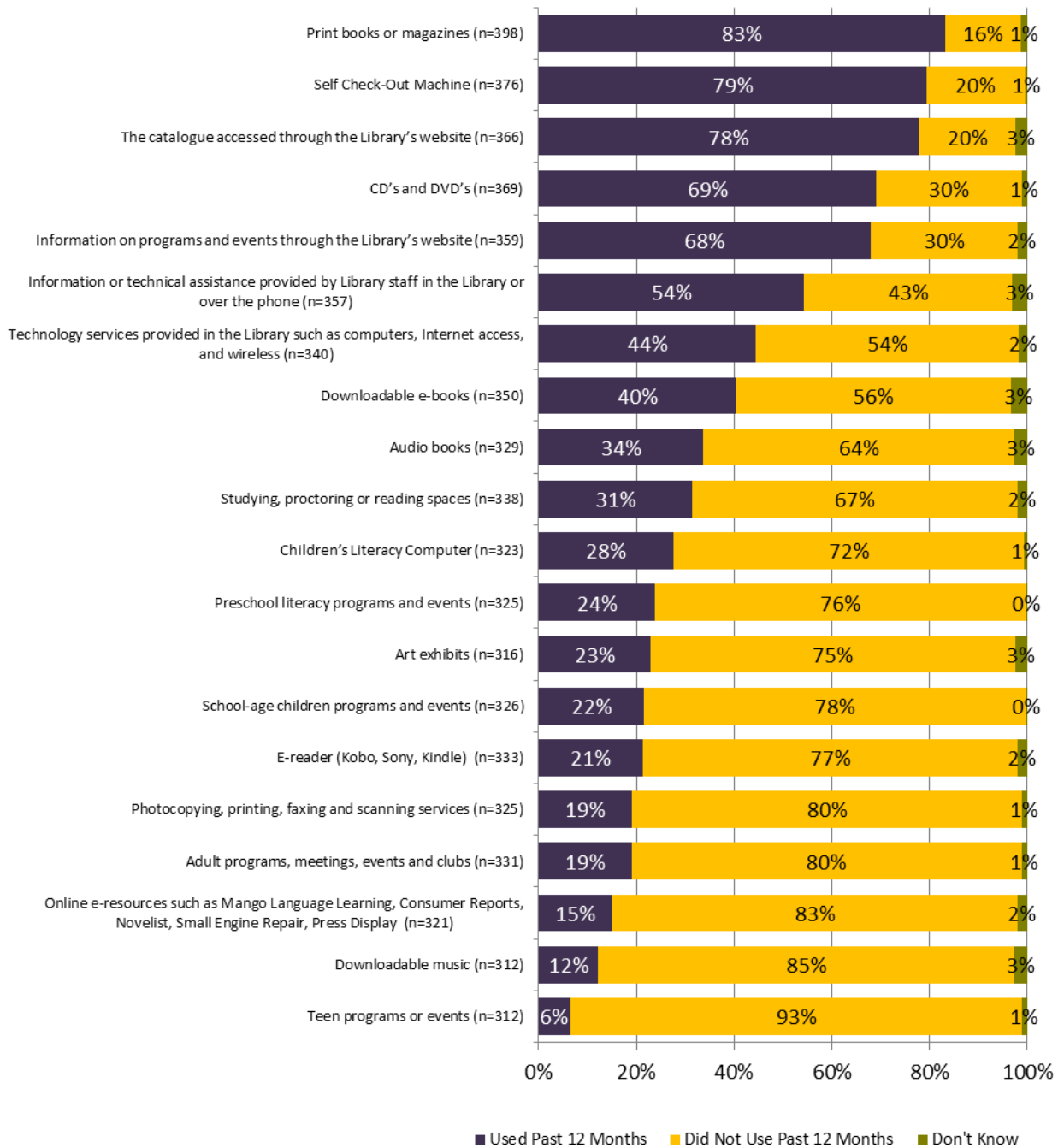
popular among members, such as print books, magazines, CD's, DVD's, and downloadable e-books, audio books and music. Indeed, the majority of members who participated in the Community Telephone Survey indicated use of these collections and materials, particularly print books or magazines and CD's and DVD's. These findings may reflect why the first three priorities identified above were ranked highest (e.g. 'stimulate imagination and curiosity,' 'engage in early childhood development opportunities' and 'pursue personal interests and self-development'). While these priorities can be addressed through provision of different offerings, collections and materials can comprise a major aspect of these service priorities.

Other services are also commonly used. Self checkout machines and the APL website are used by a significant majority of Library members, signifying the adaptability and adoption of members to using these kinds of technologies. Information or technical assistance provided by Library staff reveals the value members assign to this service.

The high use of technology services provided in the Library such as computers, Internet access and wireless (e.g. about four out of ten members) may reveal why the service priority 'connect to the online world' was identified in the medium priority group in the section above, but also the importance of having spaces in the Library facility to accommodate these services.

Other services or spaces were also commonly used by members such as studying, proctoring and reading spaces, programs and events, and electronic resources. While these findings may not be specifically attributable to the service priorities, they help to further understand the types of space concepts that should be developed in the new library.

**Figure 4.1: Library Collections, Programs and Services Used by APL Members**  
(Use in Past 12 Months)



## 4.4 Other Opportunities for the APL

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*“... bigger location. More to offer as programs and activities.”*

Community Telephone Survey Participant

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In the Community Telephone Survey, respondents were asked if anything could be done to encourage members of their household to use APL more (data presented in Appendix F). While some respondents indicated that nothing could be done to increase

APL use, others indicated more programs, wider selection of books/reference materials, more copies of popular books, more children’s programs, more CD’s/DVD’s/audiobooks, and more seating areas or tables for studying. These kinds of responses may simply reflect Airdronians’ perceptions that more space is needed within the existing Library facility, since there is limited space and capacity to offer more of these. Actually, some respondents specifically stated that more space is needed.

Nonetheless, survey respondents were also asked about specific services that might encourage use of the APL. Figure 4.2 shows that many Airdronians would be encouraged to use

the APL if various collections, programs and services, and more of these if they currently exist at the Library, were available. Actually, both APL users and other residents acknowledged that these kinds of opportunities would be appealing to them if available at the APL. Interestingly, more collections and materials, such as CD’s, DVD’s, e-books, audiobooks, and popular books to checkout, download or borrow, were not necessarily the top items identified as encouraging more use of the APL. Rather, other opportunities such as being an information hub for community programs, activities and events, more programs and special events that are fun and entertaining and more access to current technologies were typically higher in terms of encouraging use. These kinds of items correspond with some of the high and medium service priorities identified earlier in this section of the report. There are also other items that support these service priorities such as more resources and programs that help individuals with personal and self-development interests, access to arts and cultural programs and events, more opportunities for children and teens to connect with one another, explore new technologies and express themselves creatively, and more resources and programs that support preschool literacy, communication and social skills.

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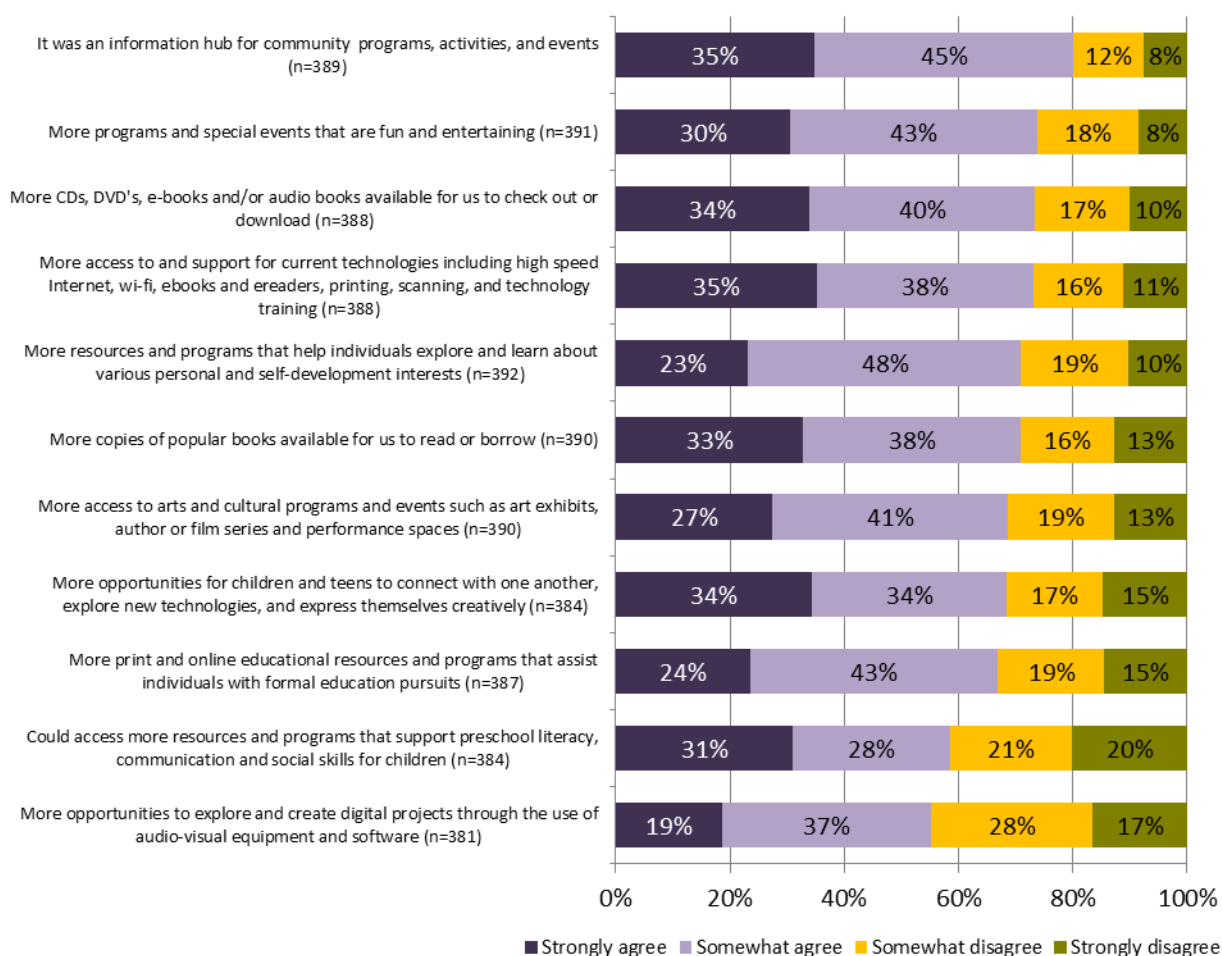
*“Bigger and brighter facility. More classes in a better room set up.”*

Member Online Survey Participant

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**Figure 4.2: Library Services that Might Encourage Additional Use**



*"More inviting space; some areas seem crowded."*

Member Online Survey Participant

In general, the responses of Airdronians to the various items presented in Figure 4.2 represent many of the high and medium service priorities identified earlier in this section of the report.

Further, the findings endorse the different kinds of space concepts that have been identified above such as spaces for collections and materials, programs, events and activities, technology and social interaction and meetings.

## 5.0 LOCATION CONSIDERATIONS

This section of the report examines location considerations for a new APL facility, including factors and criteria that might be used to identify locations in Airdrie and having one main branch within Airdrie compared to multiple branches distributed throughout the city given the population size of the community.

### 5.1 Location Criteria

*“Central place. Everyone can go there. People know where it is...”*

*“It’s centrally located, transit can get there easily. If the city is not large enough to support multiple branches, then the library should be centrally located.”*

Focus Group Participants

Various criteria were examined in the public engagement process for potential locations of the new library facility. Participants of the online public engagement process were asked to respond to criteria that they thought should be considered when identifying a location. These criteria primarily examined factors such as centralization, accessibility and proximity. Table 5.3 shows that accessibility and centralization seemed to be more important issues to engagement participants than proximity. For example, being located near a public transit bus stop, on a pathway system and adjacent to a main road were rated much higher than factors about proximity to other services or community amenities. Being centrally located within Airdrie was also rated much higher than proximity factors. On the whole, these data suggest that being able to easily get to the Library was more important to Airdronians than being situated near other services and amenities.

Table 5.1: Location Criteria	
Criteria	% of Respondents (n=617)
Located near a public transit bus stop	74
Centrally located within Airdrie (e.g. downtown area)	69
Located on a pathway system (e.g. pedestrian and cycling friendly access)	67
Located adjacent to a main road within Airdrie	51
Located adjacent to parks and open spaces	41
Situated near a social service facility (e.g. community resource centre)	25
Situated in or near a recreation facility	28
Located adjacent to shopping centres or malls	21
Situated near a heritage facility (e.g. museum/interpretive centre)	15
Situated within residential neighbourhoods	10
Situated on the same location as a school	8
Situated near a health facility (e.g. medical centre)	4
Other	11
Multiple response; number of responses	(2549)
Respondents could select up to five responses.	

## 5.2 Current Visitation to the APL

One of the reasons accessibility may be more important than proximity to other services and amenities is the tendency for Library users to visit the APL as a destination rather than as part of a trip involving various activities. The data presented in Table 5.2 suggests that Library users typically visit the APL on trips that are specifically undertaken to use its services rather than being part of a trip that includes other errands, eating out, etc.

Table 5.2: Type of Activities when Visiting Airdrie Public Library		
Activities	% of Respondents	
	Visited in Past Year (n=196)	Visited Prior to Past Year (n=115)
Trip that has a specific purpose of using library services	65	85
Trip that includes other errands, eating out, etc.	20	10
Both	15	2
Don't know	0	4
Total	100	100
Source: Community Telephone Survey		

*"Be able to do things after; shopping or doing something else."*

Focus Group Participant

Even so, respondents to the Community Telephone Survey who stated their visit to the library was usually part of a trip that included other activities indicated that they go shopping, for the most part, or visit city offices or buildings and, to a lesser extent, go to restaurants or coffee shops (Table 5.3). Interestingly, the

City of Airdrie's offices are in proximity to the existing APL facility, which may suggest that proximity to other services has some relevance. As well, quite a large proportion of respondents indicated that they visited a park on their trips to the APL. This finding is consistent with comments offered by participants of focus groups conducted for this study in that they were fond of reading books when visiting parks.

Table 5.3: Other Destinations on Trips to APL	
Other Destinations	% of Respondents (n=74)
Gone shopping	86
Visited a city office or building	71
Went to restaurant or coffee shop	52
Gone to a park	43
Gone to professional service providers such as dentists, doctors, accountants, lawyers, etc.	37
Gone to a recreation facility	25
Gone to a museum or heritage facility	4
Source: Community Telephone Survey	

### 5.3 Location Preferences

Respondents to the Community Telephone Survey were asked to identify preferences of location for a new library facility in Airdrie. As shown in Table 5.4, the most commonly cited location among those examined in the survey was one main library facility located in downtown Airdrie, near various types of retail, professional and city services. This finding is consistent with results presented earlier in this Section about a central location being an important criterion for the new library facility. Another popular option included the facility being located adjacent to or within a municipal park.

<b>Table 5.4: Preferred Location among Specified Options</b>	
<b>Location</b>	<b>% of Respondents (n=388)</b>
One main library facility located in downtown Airdrie, near various types of retail, professional and city services	52
One main facility located adjacent to or within a municipal park	26
Several library branches located in different areas of Airdrie that serve specific needs of residents living in each area	16
One main library facility located near the outskirts of Airdrie but adjacent to a shopping centre	6
Total Respondents could select one response	100
Source: Community Telephone Survey	

Further, comments provided by focus group participants suggest that a centrally located, downtown location is most preferred due to citizens' familiarity with the downtown area, the convenience of being able to run errands on the same trip, and ease of access for Airdronians living in all areas of the City.

Following the concept of a central location being accessible to all Airdronians, detailed analysis was conducted to determine where current Library users reside within the community. Using data obtained from library members through the telephone survey and the online survey of this study, community of residence among member households was examined and is presented in Figure 5.1. These data reveal that, for the most part, the distribution of APL members residing among Airdrie communities reflects that of the proportions of dwellings that exist in communities. In other words, proximity to the existing APL facility does not seem to affect Library use. Indeed, in most communities where the percentage of APL member households is either greater or less than the percentage of dwellings, the difference is within one or two percentage points.

*"Everybody knows where downtown is... people wouldn't have an issue."*

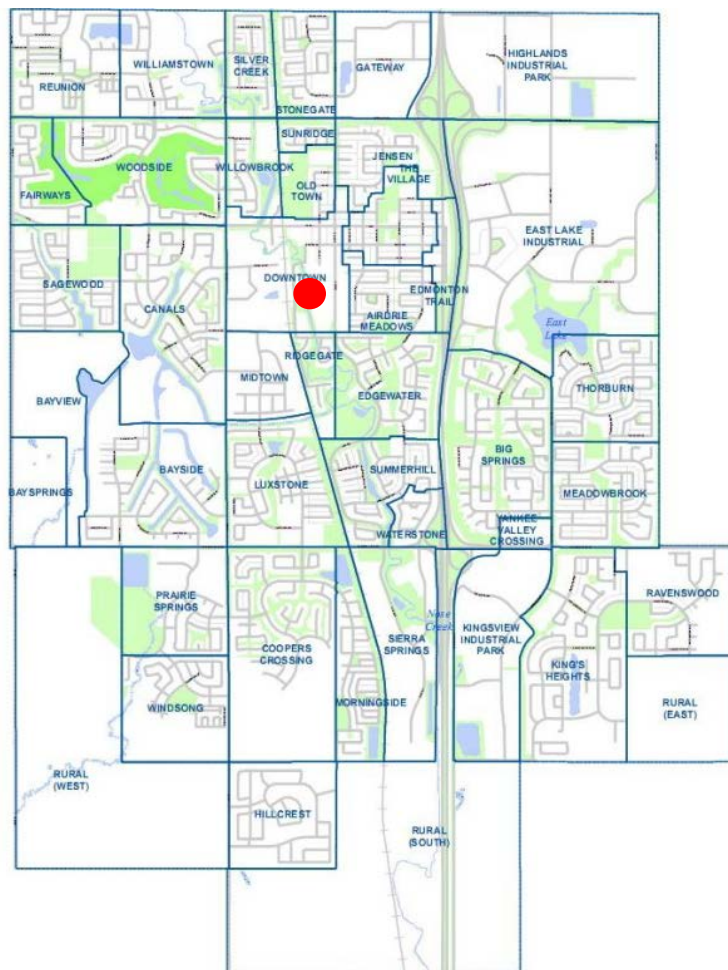
*"It is convenient. All things are downtown."*

*"Should be close to the centre... all buses will run downtown."*

Focus Group Participants

**Figure 5.1: Library Member and Population Distribution by Community**

● Current location of APL



Community	A. % of Total Dwellings	B. % of APL Members	A-B %	Average # of Residents / Home
Reunion	3	3	0	2.91
Williamstown	2	1	1	2.02
Silver Creek	2	1	1	2.71
Stonegate	3	3	0	2.80
Fairways	2	2	0	3.00
Woodside	5	5	0	2.69
Willowbrook	2	4	2	2.40
Sunridge	1	1	0	3.07
Old Town	1	1	0	2.37
Jensen	2	4	2	2.55
The Village	2	1	1	1.95
Sagewood	6	7	1	2.81
Canals	5	6	1	2.86
Downtown	6	2	4	1.54
Airdrie Meadows	3	3	0	2.45
Bayview/ Baysprings/Bay side	3	4	1	2.73
Luxstone	7	7	0	2.76
Ridgegate	1	1	0	2.77
Edgewater	4	5	1	2.80
Summerhill	3	3	0	2.65
Waterstone	1	2	1	2.91
Big Springs	7	4	3	2.47
Thorburn	4	5	1	3.22
Yankee Valley Crossing	<1	1	<1	2.04
Meadowbrook	5	5	0	2.93
Prairie Springs	2	2	0	2.70
Windsong	3	5	2	2.62
Coopers Crossing	4	6	2	3.19
Morningside	3	3	0	3.25
Kings Heights	6	4	2	2.66
Ravenswood	1	1	0	2.29
Hillcrest	<1	<1	0	2.11
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>-</b>	<b>2.66</b>

Source: City of Airdrie Civic Census 2012

Note: The list is organized to portray the communities in the map starting in the top left corner and going across and then moving to the next level starting on the left side. Not all communities have residents residing (e.g. Gateways) and, thus, may not be presented in the list.

Legend:

	% of APL Members is <i>greater</i> than % of Total Dwellings
	% of APL Members is <i>equal</i> to % of Total Dwellings
	% of APL Members is <i>less</i> than % of Total Dwellings
	Average # of residents per home is <i>higher</i> than Total Average
	Average # of residents per home is <i>lower</i> than Total Average

During the public engagement process, questions were posed by community residents (e.g. focus group participants) about use of the APL among Airdronians living on the east side of the community. Concerns were raised about distance from the Library for east side residents and the potential barrier of Highway #2, which divides the west side of the community from the east, being detrimental to the use of the APL. However, the data presented in Figure 5.1 suggests that residents living on the east side of Airdrie are just as likely to use the APL as other residents. For instance, residents of Ravenswood, which is possibly the furthest community from the existing APL facility, has 1% of the dwellings, but also 1% of all Library members. Another example is King's Heights which has

4% of dwellings in the community; however, in this case, residents represent 6% of Library members. Other examples include Meadowbrook (same proportion of dwellings and Library users), Thorburn (slightly less Library users) and Big Springs (more Library users).

Conversely, other factors may contribute to Library use. For example, detailed analysis involving community of residence among Library members and number of residents in dwellings was conducted (shown in Figure 5.1). An assumption was used in this analysis that communities with higher numbers of residents per dwelling are more likely to have children or youth living in households. Based on the results, there is evidence to suggest that communities with fewer children or youth (e.g. communities with lower than average number of individuals living in dwellings) are less likely to use the APL. Examples of communities where this finding was apparent include Williamstown, The Village, Big Springs and Downtown.

The above analyzes suggest that, given the current population size of Airdrie, location of residence does not necessarily have a significant or detrimental impact on Library use. Indeed, the APL draws members from throughout Airdrie regardless of proximity, quadrant, east/west of highway, etc. Earlier, it was reported that communities that adopt a main branch approach for their library systems typically expand to multiple branches after populations has reached 80,000 to 100,000. Airdrie has not yet reached this size and the data seem to confer that one main branch can still adequately serve the community.

## **5.4 General Land Use Considerations**

Based on discussions with City of Airdrie representatives, residential areas currently being developed in the community are primarily located in southwest Airdrie; however recently annexed areas from Rocky View Country will likely result in future development occurring in north, west and northeast Airdrie (Figure 5.2). Some of the current southwest development is commercial/retail and future development in the northeast Airdrie may also be commercial/industrial.

The downtown area is important to the development of Airdrie. Indeed, downtown development is one of the main elements of Airdrie's City Development Policy. As outlined in the Airdrie City Plan (Consultation Draft – June 2013), it is important for the downtown area to serve as a significant business, cultural and civic centre in the municipality and

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**Downtown Development:** It is the intent of this plan to ensure that the Downtown area serves as a significant business, cultural and civic centre in the municipality and retains a viable retail district capable of meeting the needs of residents. The policies of this plan are designed to promote civic, community, cultural, employment and residential uses in the Downtown as well as a high quality of streetscape design and built form.

**Community Facilities:** The City recognizes the importance of community facilities such as police and fire services, schools, recreational facilities and cultural venues as land uses which contribute to a high quality of life. The policies of the Plan are designed to facilitate an appropriate balance between accessibility and land use compatibility. The City shall consider the availability and capacity of community infrastructure in its growth management and development approval processes.

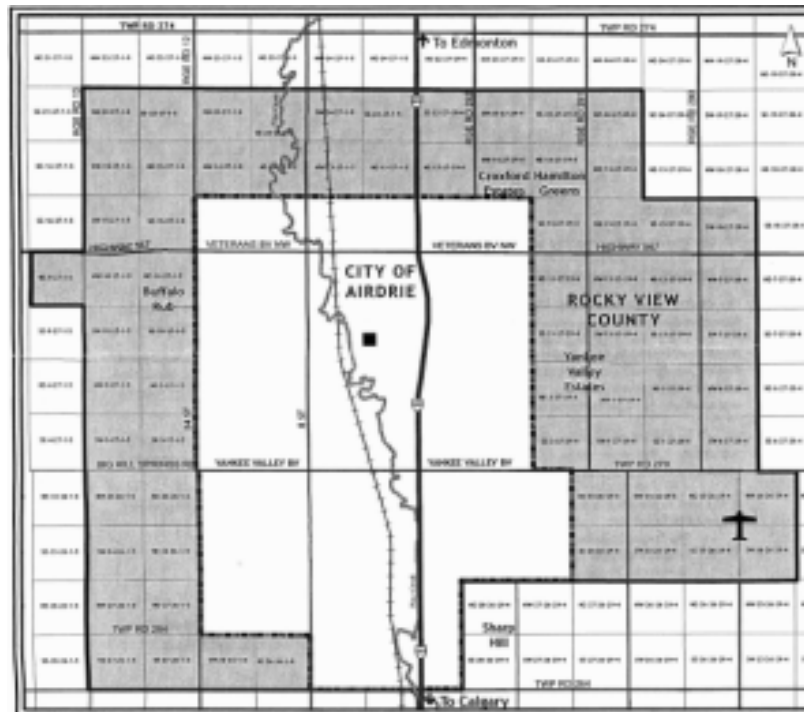
Source: Airdrie City Plan – Consultation Draft – June 2013

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retain a viable retail district capable of meeting the needs of residents. Further, the City recognizes the importance of community facilities, such as libraries, as land uses which contribute to a high quality of life. As such, it may be inferred that a centrally located main library would draw citizens to the downtown area, thus contributing to the economic growth and vitality of downtown Airdrie.

**Figure 5.2: Map of Airdrie Showing Existing and Recently Annexed Area Boundaries**



Source: City of Airdrie

*"It really helps bring vibrancy downtown and brings people together in the community."*

Community Telephone Survey Participant

With the findings presented in this Section of the report about Airdronians preferring one main location, the importance of accessibility, and anticipated future residential development in Airdrie, it is expected that a location that is centrally situated within the community would be advantageous over other areas of the city. As well, one main location is preferential to developing more than one location in the community, at least until Airdrie reaches a population of between 80,000 and 100,000.



## 6.0 SPACE CONCEPTS AND CONSIDERATIONS

Throughout the preceding sections of this report, characteristics of the community and preferences among residents for the APL and a new Library facility have been presented. Some of the key findings that have been identified are highlighted below. On the whole, however, Airdronians have high expectations for their Library and what it should offer in a new library facility.

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*"I think we would stay longer if we could sit in comfortable chairs."*

Community Telephone Survey Participant

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Airdrie is perceived by residents to be a friendly, vibrant and growing community with a bright future and they foresee the Library as having a nurturing and substantive influence in its development. Whether enabling children to pursue discovery and expand creativity, or linking youth with each other and ideas not yet considered, or energizing adults with entertaining stories and exploring new opportunities, Airdronians expect the APL to play an important role in fostering and supporting literacy, learning and connections within Airdrie.

- **Airdrie's Population is Growing and Younger** – Airdrie has experienced significant population growth over the past decade. Indeed, since 2005 (less than 10 years) the population has almost doubled in size. Further, population growth is expected to continue over the next decade or so. Based on the demographic composition of the community, it is also expected that much of the population growth has been families with young children, which is an important characteristic since this group is typically a primary user of public libraries. Actually, the demographic profile of APL users confirms that young families are an important segment being served by the Library.
- **Use of APL is Increasing** – The research presented in this report has revealed significant growth in APL use among Airdronians. In all of the indicators (annual attendance, circulation, interlibrary loans, program attendance, etc.) examined in this study, APL has experienced growth. Further, use has grown to the extent that almost half of Airdrie households used the APL in the past year and their use tends to be at least once a month. With projected population growth in Airdrie over the next ten to fifteen years, it is expected that use of the APL will continue to increase

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*"The resources and staff are excellent but the space is somewhat crowded"*

Member Online Survey Participant

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- **APL is Much Smaller than Comparable Library Facilities** – When comparing the physical size of the APL to other libraries based on population size, the existing APL facility is less than a third of what might be expected. Basic extrapolation of averages would suggest a library facility in Airdrie should be approximately 3,015 m<sup>2</sup> (32,450 ft<sup>2</sup>), while it is currently 974 m<sup>2</sup> (10,484 ft<sup>2</sup>).
- **Airdronians Appreciate and Value the Services Provided by the APL** – Airdrie residents give high ratings of satisfaction to the APL and consider the value received for tax dollars to be excellent, very good or good. They also consider the APL to be important to their households, as well as the community at large. Further, even Airdronians who have not invested in a

membership consider the APL to be important to the community and, for some, to members of their households.

- **Airdronians Recognize Various Service Priorities for the APL, which Translate into Different Space Needs** – Through the research conducted for this study, different service priorities have been established by Airdrie residents for the APL. In particular, Airdrie residents perceive the Library to be a place for entertainment and recreation, enabling early childhood development opportunities, and facilitating the pursuit of personal interests and self-development. They also give priority to the APL providing access to information, activities and events to help residents get involved in the community, supporting arts and cultural activities and events, assisting students to address educational and research needs, providing opportunities for children and youth to connect with each other and fostering access to and support for up-to date technologies. These kinds of priorities can be accommodated through a diverse set of facility spaces, including:

- **Spaces for collections and materials** – Areas for printed books and magazines, CD's, DVD's, and audiobooks that address the needs of all users of the APL with possible specific areas for children and youth.

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*"More quiet studying/reading areas. More room for the many programs the library offers. More space to increase the collection for the growth of the city."*

Member Online Survey Participant

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- **Spaces for reading, studying and relaxing** – Areas for desks, kiosks, small quiet rooms, and comfortable spaces with sofas, comfy chairs, fireplaces, etc.
- **Spaces for programs, events and activities** – Rooms or spaces that accommodate programs and creative opportunities for children, youth, and adults, but also support group assembly and community use.

- **Spaces for technology** – Areas that will accommodate various types of computing technologies such as computer stations, library research tools, printing capabilities and pre-school computers; but also presentation technologies, video conferencing, virtual visualization environments, and advanced computing labs.

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*"They have a lot of great programs but they are hard to get into because of the amount of people that want to attend."*

Member Online Survey Participant

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- **Spaces for social interaction and meeting** – Areas or rooms where people can meet, gather, study, collaborate or simply relax.

Within this section, key space concepts are identified and developed to address the expectations of Airdronians for the new library facility.

In addition to the space concepts that will be identified below, several suggestions surfaced in the research from publications that were reviewed, comparative library representatives interviewed or Airdronians who participated in the engagement process.

- **Ensure Flexibility in Spaces, Equipment and Features** – Design and development of the new facility should support ongoing changes to the delivery of services and be responsive to changes in population and community expectations. Infrastructure should cover a range of possible functions to support efficiency and effectiveness including ongoing changes in accommodating and presenting collections and materials and increasing opportunities for public space.
- **Anticipate Expandability of Facility** – The design of the facility should anticipate future expandability of the facility. There may be need in the future to expand the building, either for the Library or other purposes.

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*"Lively doesn't mean it should be stressful...make the acoustics right."*

Focus Group Participant

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- **Manage Acoustics within the Facility** – Both active and engaging and quiet and peaceful areas should exist in the new library facility. These areas should be acoustically separated where possible to ensure enjoyment by various library users.
- **Consider Revenue Opportunities** – Some spaces more than others will provide opportunities for generated earned income from rentals, leases or other types of initiatives. This was an important feature to consider based on feedback from the general population and should be given high priority in the development of the facility.

## 6.1 Space Concepts

The following information presents space concepts or functional components that have been identified for the new library facility. Most areas within the new library facility are expected to be accessible by the public. There are, however, other areas that are expected to be non-accessible to users and being used primarily by library staff and service personnel.

Subsequent architectural planning will further define the space concepts proposed below and specify more details of the functional program for the facility.

General estimates have been developed for sizes of the expected areas in the new library facility.

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### Interior Requirements

*"There should be adequate provision for:*

- *Current and future connections for electrical, data and telephone (including the SuperNet)*
- *Controlled temperatures and humidity for the benefit of patrons and staff as well as the protection of library property*
- *Adequate lighting in all areas*

*In addition, the library requires;*

- *A well-designed interior with sufficient signage to allow self-directed use of the library*
- *Adequate restroom facilities*
- *Separate area for staff workspace(s) and breaks."*

Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, 2010.

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### 6.1.1 Public Areas

These areas represent spaces that would be considered publicly accessible. Within the spaces, collections and materials would be accommodated, as well as customer service, reading, study and contemplative, active and engaging, and social areas.

In the public engagement process, the community was asked to provide input into three key public areas: reading, study and contemplative spaces; active and engaging spaces; and social spaces. Based on the findings, all three of these spaces would be considered important within the new library facility. However, taken as a whole, reading, study or contemplative spaces was considered more of a priority, followed by active and engaging spaces and, then, social spaces (Table 6.1).

#### Layout Considerations

*"As a public space:*

- *The library is comfortable, safe, efficient and inviting for patrons to take advantage of library services*
- *The library has adequate access to electrical and cable outlets to support current technology*
- *The library has adequate programming space to fulfill its stated mission and goals ."*

Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, 2010.

**Table 6.1 General Space Concepts**

Spaces	Average (\$) Distribution		
	All Respondents (n=609)	Members (n=468)	Other Residents (n=113)
Reading, study, or contemplative spaces (e.g. study tables; reading areas; quiet corners; etc.)	39	37	42
Active and engaging spaces (e.g. program areas; media labs; collaborative work spaces; children's literacy play area; etc.)	35	36	31
Social spaces (e.g. meeting and presentation areas; teen area; café space; etc.)	27	27	26
Total	100	100	100

Note: Respondents were asked to distribute \$100 to the above three types of spaces  
Source: Online Engagement Survey

*"Make programs more accessible. There are some great children's programs but the availability is so limited."*

Member Online Survey Participant

In focus groups conducted for this study, participants confirmed the findings that are observed above. When shown pictures of areas that might represent these kinds of space concepts, participants typically concurred that different types of reading, study or contemplative spaces were appropriate for the new library facility; especially among Library members. Although most

participants agreed that active and engaging spaces were appropriate within the new library facility, there was typically discussion about how these spaces might be organized in the new facility. Much of the discussion was about noise and how it might affect areas designated for reading, study and contemplation. In some respects, these discussions may have been influenced by the lack of space in the current facility and concerns about the level of noise that exists. Nonetheless, the content of these discussions may reflect why reading, study

*"Want kids to feel welcome but want other patrons to be able to have quiet space."*

Focus Group Participant

or contemplative spaces were ranked higher than active and engaging and social spaces.

Further examination of these space concepts helps to clarify Airdronians' expectations and perceptions. Table 6.2 shows findings from questions asked in the Community Telephone Survey.

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*"Too small. Overcrowded and loud in the summer when reading programs are going on. Could have a better kids area I believe"*

Member Online Survey Participant

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- **Reading, Studying and Contemplative Spaces** – It appears from the findings that 'comfortable spaces' are more important to residents than other types of spaces such as study or private areas (e.g. small rooms for study and tutoring). In some respects, these results are consistent with the findings and issues associated with adopting a 'retail approach to layout and design' that was presented earlier in this report.

- **Active and Engaging Spaces** – Multi-purpose rooms and public access to technology represent the main areas considered priority within these spaces. Based on discussion in focus groups about creative spaces, Airdronians are more likely to consider multi-purpose rooms as being necessary within the Library (that could accommodate creative opportunities) than having spaces specifically designated as 'creative labs.'

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*"We prefer a more relaxed setting that feels a little bit more like home and a little less like school."*

Member Online Survey Participant

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- **Social Spaces** – A refreshment area (coffee or refreshment shop) was more popular than other social spaces examined in the survey. As well, a play area where parents and caregivers and small groups could get together was also identified as being favoured. Again, discussions within the focus groups confirmed these findings, particularly among other residents who were not members of the Library.

**Table 6.2: Detailed Options to Space Concepts**

Space Concepts	% of Respondents (n=400)	
	Most Preferred Space	Second Preferred Space
Reading, Studying and Contemplative (relaxing) Spaces		
Areas with comfortable furniture and features such a fireplace and armchairs	53	20
Quiet nooks that provide private spaces	17	32
Small meeting rooms that could be booked for study and tutoring	15	25
Designated quiet areas with tables and chairs	14	23
Total (n=370)	100	100
Active and Engaging Spaces		
Multipurpose rooms that can be used by business and community organizations	31	25
An area where individuals and groups can access computers, the Internet, and other technologies	28	28
An area for groups to engage in hands on, creative, or gaming activities	21	21
Rooms that support library programs, meetings, and events	19	23
Total (n=341)	100	100
Social Spaces		
A coffee or refreshment shop	39	28
A play area where parents and caregivers can socialize while the children interact	26	24
An area where small groups can get together to visit, work on projects, attend clubs, etc.	21	21
An exhibit area for art, school projects, or information about different issues	15	18
Total (n=360)	100	100
Note: Respondents could select two (most and second preferred) items from each set of space concepts.		
Source: Community Telephone Survey		

The following summaries present areas have been identified for the new library facility in Airdrie. It is worth noting that some of these areas received high endorsement from focus group participants who were shown pictures of what might comprise these areas (see Appendix C). In particular, focus group respondents were highly receptive to children's areas, youth areas, children/youth program rooms, technology access spaces, collaborative spaces and community use areas. Some of these spaces, such as the program rooms, collaborative spaces and community use areas, were also highly desirable for a variety of reasons including being revenue opportunities for the Library.

### **Customer Service Area**

Library users can access assistance from Library staff with circulation and membership issues through this area. This will be an active area due to the volume of Library users moving in the space. There should be a counter or desk to effectively serve Library users, which should also be in proximity to self-



checkout kiosks (in case Library users need assistance or have questions). The space behind the counter or desk should be able to accommodate several staff.

Estimated size of space(s) needed: 75 - 150 m<sup>2</sup> (800 - 1,600 ft<sup>2</sup>)

- **Customer Service Counter or Desk** - Circulation and Membership – Ensure there is room to move from behind the counter or desk to the public area, easily and quickly (i.e. access from two or more sides).
  - Counter or desk should have two levels to allow a concealed cash drawer in the higher level and a lower area for customers to sit for memberships.
  - Counter or desk should be secure/protect/conceal till/debit equipment to allow circulation staff to leave the station.
  - No check-in or book drop should be required at the counter or desk, as this will likely be associated with TRAC.
  - Adequate space should be available in counter or desk for promotional material.
  - Counter or desk should have drawers for headsets, garbage tags, etc.
  - Several computer stations should be at the counter or desk that have swivel monitors that are permanently open to shared calendar and website.
  - Release station for printing should be near the adult area information service pods.
  - Need a space (not necessarily a room) for the disc cleaner (noise), schedules, problem books or damaged books, which should be effectively positioned to move to TRAC.
  - Consider a few open cubby holes in for placing damaged items or problems: to push through to TRAC.
- A large and varied display area should be in the space to engage users with collections and events/program opportunities.
- Location for large TV monitor to promote Library services.
- Possibly, large monitor that is always open to Library website front and centre



Whistler Public Library - Whistler, BC



San José Public Library – San José, CA



- Space is needed for babies and toddlers to be safe and confined while caregiver is filling out a membership or asking questions. An example might be a seat at edge of counter or nearby permanent playpen. Small area for a chair.
- 3 - 5 self-check-outs near customer service counter or desk so that staff are able to guide public over to self-check outs and assist them.
- Public access near self-checkouts should be in the area for holds shelving and pickups – in area facilitates security.
- Room for DVD holds: if holds shelving and pickups are visible and close, this won't be necessary.

### Children's Area

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*"I have small children, and sometimes it would be nice if they can (be) busy with other things, so I can concentrate on other things."*

Community Telephone Survey Participant

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An area that accommodates collections and activities associated with children. Should be acoustically separated from other areas (e.g. study/work/reading areas) of the library and provide an engaging playful environment, possibly themed. Desire for something that will not look dated in a short time span.

Estimated size of space(s) needed: 370 – 465 m<sup>2</sup> (4,000 - 5,000 ft<sup>2</sup>)

- Should be acoustically separated, but not necessarily walled off.
- Should have interactive aspects available for children.
- Literacy computers should be in the area along with child size tables, chairs.
- Open area for small story gatherings via staff or 'caregivers and kids reading' or social area for caregivers.
- In the engagement process, caregivers/parents expressed a desire to have opportunities to socialize before and after children's' attendance at programs (could also use a refreshment area/kiosk, but should be children/family friendly).
- Areas for children's collection that use lower shelving (e.g. 42 inches). Allow for face out display.

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*"... if they can keep the shelving low, it really opens up the space. Feels less claustrophobic."*

Focus Group Participant

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## Youth Area (Tween and Teen)

*"Gaming and creative stuff encourages interaction between kids of all ages."*

Community Telephone Survey Participant

*"If they find it attractive and comfortable, they don't want mom and dad around them, they will stick around and start reading."*

Focus Group Participant

An attractive youth oriented area that accommodates collections and small group programs, and enables social interaction and independent/group study. It should possibly be acoustically separated from the other parts of the Library.

Estimated size of space(s) needed: 45 – 75 m<sup>2</sup> (500 – 800 ft<sup>2</sup>)

- Possibly use of distinct enclosures (e.g. sound proof glass).
- Possibly develop a music station available within the area.
- TV(s) and/or DVDs for school projects and recreation;

Promote youth topics through PowerPoint infomercials; school projects- videos and presentation creation.

- It is worth noting that participants of the engagement process concurred with booth concept shown to them in focus groups (see Appendix D), which provides small group areas.
- Might involve individual (or paired) gaming stations, but not a separated gaming area.
- Computers and stations should be available in the area specifically for youth.
- Collections of Young Adult and Junior should be beside or part of the area.
- Do not mix junior collection with young children's collection.
- NOTE: Should consider demographics of community. In five to ten years the large children's cohort will move into the pre-teen/teen years.

*"It would encourage more tweens and teens to use the library as a safe place to hang out."*

Member Online Survey Participant

## Children's/ Youth Program Rooms

Spaces that are typically used and oriented for children's and youth programs, but are available for community use or adult library programs.

Estimated size of space(s) needed: 75 – 115 m<sup>2</sup> (800 – 1,200 ft<sup>2</sup>)

- Due to the demand for preschool literacy programs either two rooms or a large dividable room is needed.
- Two rooms or a dividable large room would also support Summer Reading Program and Summer Preschool Literacy programs.
- Divider must be sound proof and rooms must be large enough to hold 30 adults/children participants.

### Factors to Calculate Facility Size

*"Programming space*

- *0.9 sq. meters (10 sq. ft.) per child."*

Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, 2010.



Evanston Public Library - Evanston, IL

- A low stepped area would provide a great venue for children's author visits and would double for a presentation area for the community (evenings).
- Should not have the appearance of being child-like as youth prefer a more modern/neutral spaces.
  - Two rooms would provide the option for more targeted children's design and decoration.

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*"I have small children and it's nice to have more places to meet up with other parents and have things for the kids to do."*

Member Online Survey Participant

*"Kids still need to learn to read, and for this, books still trump screen time. Storytime circles, singing songs, learning sign language and socializing with other kids are important features to include in a library."*

Public Engagement Participant

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- Must include adjoining storage areas:
- Walk in room with 3 sides dedicated to shelving or cubbies.
- Supplies for art, preschool, youth programs.
- Tables/Chairs: possible pull out of flat trolley from wall for storage (e.g. one side of storage room) to save space and not adversely impact staff over having them in the storage room.
- Small sink needed for various programs.

## General (Adult) Collections

Spaces that accommodate the balance of collection that is not included in children's/youth areas.

Estimated size of space(s) needed: 930 - 1,025 m<sup>2</sup> (10,000-11,000 ft<sup>2</sup>)

- Encompasses many formats: hard and soft cover books, DVD's, CD's, magazines, newspapers, kits, etc.
- Lots of display spaces throughout- essential for moving collection.
- End of display rows should accommodate use of technology (e.g. tablets or for use as TRACpac stations) such as having electrical outlets, cables, etc.
- If this area is located on an additional floor (rather than a one floor library) self-checkout machine (s) should be available.

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### Factors to Calculate Facility Size

*"Collection space"*

- 111 volumes per sq. metre."

Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, 2010.

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## Social/Relaxation Spaces

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*"It would be great to have a larger area, or multiple areas where you can get comfortable and just read. Instead of going to the library to pick up your books and walk out, it would be great to be able to spend some time there as well."*

Member Online Survey Participant

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An area that would accommodate individuals and small groups to relax, read and socialize.

Estimated size of space(s) needed: 115 – 150 m<sup>2</sup> (1,200 – 1,600 ft<sup>2</sup>)

- Features might include comfortable chairs, sofas, seating areas.
- Throughout the library, spaces should be developed that allow for one to four individuals to relax, read and socialize on comfortable chairs, sofas, etc.

- These areas should not be close to the quiet study areas as there may be talking among users of the spaces.

### Study/Reading Spaces

*"There needs to be a balance of comfortable areas and study areas. I want to use the comfortable chairs, but end up using the tables where I can spread out my stuff. Although I use the tables more, I like having a choice."*

*"I like being able to study comfortably without being distracted by other patrons."*

Member Online Survey Participants

Throughout the collections areas, quiet individual and group study spaces should be developed.

Estimated size of space(s) needed: 370 – 465 m<sup>2</sup> (4,000 - 5,000 ft<sup>2</sup>)

- Spaces should allow for quiet study and research.
- Should include group tables and individual seating.
- Electrical outlets should be available for users to use computing devices.

### Information Service Pods

Instead of a reference desk and in response to the very high regard in this study for highly trained staff, information service pods (e.g. two) would be developed in the Library. Staffing of these pods also contribute to safety and security within the Library.

Estimated size of space(s) needed: 25 – 45 m<sup>2</sup> (300 – 500 ft<sup>2</sup>)

- Pods design:
  - Mobile desk (tall over wide) with computer, printer, phone
  - iPad, other technology for demos
  - Lockable drawers
- Possible locations:
  - Adult area between fiction and non-fiction. Close to Technology Access space.
  - Between youth and children's areas.



Appaloosa Public Library – Scottsdale, AZ

### Technology Access Space (Adaptive stations)

An area that accommodates publically accessible electronic and technology services. There would be a shared public printer (fax, scan, copy) within this area.

Estimated size of space(s) needed: 370 - 465 m<sup>2</sup> (4,000 – 5,000 ft<sup>2</sup>)

- Computers: desktop and spaces for laptops

#### Factors to Calculate Facility Size

*"Public- access computer work space"*

- 2.3 sq. meters (25 sq. ft.) per workstation."

Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, 2010.

- Provide for option of working together (pairs), so spaces between each computer to allow for this.
- E-Resource monitor to promote this service.
- E-book download console (e.g. Overdrive)
- Adaptive computer pod with two monitors, special hardware/software (e.g. Merlin).  
Daisy Readers and collection of discs.  
Ensure there is some privacy available for this area
- Mac pod should be available.

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*"Technology is vitally important and libraries are an important resource to help people learn about technology, especially for people who do not have access to technology in their own homes."*

Member Online Survey Participant

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## Collaborative Spaces

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*"I would really like to see a few small areas for quiet tutoring. Sometimes our children need some assistance with a tutor and I think that the library is the perfect place to select books, do guided research and other aspects of learning. Currently there is no place, except the big name tutoring facilities for our children to get help."*

Public Engagement Participant

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Separate rooms that are acoustically separate and allow for group study, interaction, project work, instruction (e.g. music lessons), etc. These spaces should have features that support group interaction and collaboration (e.g. white board, laptop plug-ins, internet access) and would be used for examine proctoring, tutoring, group work, etc.

Estimated size of space(s) needed: 115 – 150 m<sup>2</sup> (1,200 – 1,600 ft<sup>2</sup>)

- Two to five smaller rooms
- Possibility of having a larger room with dividers to create two smaller to provide flexibility
  - Proctoring services will be located in this area.
- Video Conference/presentation room: mid-sized room
  - Should have smart board.
  - Printer, TV to connect to laptop for presentations.
  - Flexible furniture.
  - Should be developed to be attractive to businesses.

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*"Group discussion and clubs would have a place to get together. They need to have a little space for themselves."*

*"We don't have enough places to go in Airdrie to meet and work on projects."*

Community Telephone Survey Participants

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## Community Use Areas

### Multipurpose Room

*"Folding walls are a good way to create flexibility."*

*"Should be functional for many things"*

*"I like the idea of being able to move things away. You could have chairs that would be moved to create open space, like bean bags."*

Focus Group Participant

A multi-faceted, multi-functional room that supports various types of programs and events, as well as community gatherings and meetings. This room should also be designed to accommodate library collection. Examples of uses include:

- Adult programming and clubs
- Forums
- Youth or children's events
- Maker space
- Science project display area
- Art/writer's workshops
- Author visits
- Speakers

Estimated size of space(s) needed: 165 – 185 m<sup>2</sup> (1,800 – 2,000 ft<sup>2</sup>)

- Should be located adjacent to foyer so that the two community areas could be used separately or together.
- Storage room with door entering room for movable chairs/tables and some open cubbies for program/event supplies.
- Outside entrance and inside locking doors, so that room could be rented off hours.
- Large TV screen for presentations.
- Speaker system.
- Small bathroom.
- All furniture can be pushed back to provide a wide open area.

- Soft furniture on casters
- Should be able to accommodate newspaper, magazine collections stored with movable units
- Should be able to accommodate Coffee Table Book collection

*"Community meeting, education, and presentation spaces. If you're going to have a community space, encourage community groups to take advantage of meeting and presentation spaces, either ad-hoc or scheduled events."*

Public Engagement Participant

- Flooring should be laminate or tile; not rug.
- Small lockable kitchen area with entrance to the room.
  - Kiosk opening.
  - Stove, dishwasher, fridge, counter space, cupboards.
- Community rentals
- Youth- art
- Adults- cooking



## Foyer

*"Needs to be able to host events and festivals."*

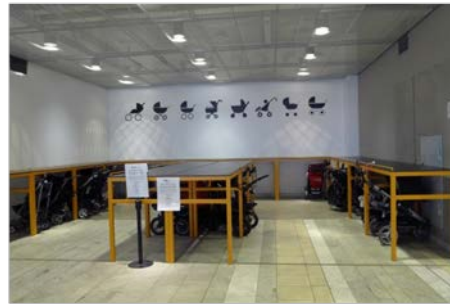
Public Engagement Participant

The main entrance to the Library that accommodates user movement and retail, gathering and display opportunities. This area would be separate from the library, but adjacent to it, allowing after hours use for the community. Library can be closed and locked, but the foyer area still available for rent. It could be used for events, gathering and other mixed used purposes

involving up to 150 people.

Estimated size of space(s) needed: 35 – 45 m<sup>2</sup> (400 – 500 ft<sup>2</sup>)

- Double sets of doors to prevent draft into the Library.
- Preference for two sets of doors on either side of foyer, each being wide enough to allow lots of kids and strollers to enter.
- Preference for entrance doors not to be large sliding doors.
- Inside double automated doors to enter and exit library foyer.
- Require handicap buttons.
- Preference for outside to be an attractive feature that balances the glass of the foyer.
- Foyer glass: triple-paned energy efficient.
- Should hold book drop, stroller parking, comfy seating (people waiting for rides), Adirondack chairs, movable donated book sale units.
  - Preference to have stroller parking in foyer (dirt issue), yet close to the children's area. There should be a stroller lock feature.
- Could also accommodate display units for sculpture, school projects.
- Should have staff entrance with combination lock, punch in code or key swipe.
- Possibly a two sided fireplace that pokes into the library on one side and into the foyer on the other to offer two spaces for informal gathering. Inside could be an impromptu program area (situated away from the entrance / exit inside library doors to provide more quiet).



Stockholm Public Library - Stockholm, Sweden

*"Public meeting and collaboration spaces, places to screen and discuss film, or video lectures and a place to quietly drink a cup of coffee with a good hardcover, newspaper, iPad, or friend."*

Public Engagement Participant

## Retail and Services Area

*"Being able to buy a coffee and enjoy talking to others would encourage people to use the library more."*

*"I just think reading and coffee go together so people would stay longer."*

Community Telephone Survey Participant

This area would accommodate commercial and retail space such as a coffee shop/kiosk, refreshment area, gift shop and sundries. It is worth noting that there was considerable interest expressed by participants of the public engagement process in this type of area being developed in the Library.

Estimated size of space(s) needed: 105 – 150 m<sup>2</sup> (1,200 – 1,500 ft<sup>2</sup>)

- The space would likely have internal access to the library, but also a separate entrance for non-users of the library to access the space.
- This area could be a part of the foyer.



- Inside library doors would lock at closing and the foyer/retail and service area could remain open.
- Considered a gathering place for community events.
- Possibility of seating for patrons.
- Might also include an art leasing / gift shop room.
  - Art for sale (jewelry, pottery, art )
  - Catalogues for viewing pieces up for lease



Princeton Public Library - Princeton, NJ

### **6.1.2 Library Work Areas**

These areas include offices and support space for administration and Library operations. Ergonomics and technology innovations to be considered to promote health, safety and efficiency. Examples:

- Flooring in Circulation and TRAC work areas: rubberized flooring to reduce stress and back injury
- Self-checkout stations
- Book Bin Sorter

### **Interlibrary Loan Space**

#### **Interlibrary Loan Area**

The Regional Automation Consortium (TRAC) must be located close to the Public Area, in particular Circulation, so that reserve items are easy to place on carts to be shelved in the Public Area and put on hold shelf.

Estimated size of space(s) needed: 95 – 140 m<sup>2</sup> (1,000 – 1,500 ft<sup>2</sup>)

- Glass between the Circulation and Interlibrary loan area would allow staff to communicate back and forth when help needed out front.
- A few open cubby holes should be accessible for both Circulation and Interlibrary loan area for placing damaged items or problems.
- One two computers should be in the Interlibrary loan area.
- Work space should be large and open.
  - Work counters are needed (counters along walls, an island, etc.).
  - Room for carts with easy access to loading zone.
  - Some system (hydraulic) that provides a rectangle for the courier bags. Moves upward to be unpacked.
  - Box storage bins.
  - Accessible location for printers.
- Delivery loading zone accessible to the interlibrary loan work area.
  - Should consider protection from wind - loading building with four walls and garage door opening.
  - Serves courier, large deliveries (e.g. Marigold van and, eventually, APL van).
- Book Bin Sorter
  - Accessible to the interlibrary loan area and from an exterior book drop, very close to an interior book drop (which would be in the foyer not at Circulation).
  - Could be located near windows for public viewing.
  - All deliveries: TRAC books go through the staff induction unit.

- Bin designated for HOLDS, is moved over to TRAC and processed.
- Opposite end to loading area and away from bin sorter (windows) houses a staff/ small delivery (mail) door. This door should have a wind break, 2 or 3 sided structure to break the wind and snow.
  - Small desk or counter near the door which handles small deliveries.
  - Shelving for catalogues, office supplies, paper storage within this desk area.

### **Acquisitions Area**

This could be in the same large room with Interlibrary loan area, but there needs to be a separation (half wall or dividers) to provide a more quiet area for the Technical Services staff over the active TRAC staff.

- Information Staff: selection.
- Acquisitions: records, ordering, receiving, processing.
- VDX (Virtual Document eXchange) – a software product for interlibrary loan and document request management.
- Space for 10 computers.
- Donations: in volunteer area.
- Storage for all materials involved in processing (shared with volunteer/processing area).
- Lots of room for carts of books. Open space to handle carts. Focus on using carts, not shelving for unpacking collection.

### **Staff and Volunteer Work Spaces**

Estimated size of space(s) needed: 95 – 140 m<sup>2</sup> (1,000 – 1,500 ft<sup>2</sup>)

#### **Processing and Volunteer Area**

- Poster board, sandwich board, whiteboard storage.
- Paper supplies (larger area).
- Storage for all the processing materials from tape, to RFID tags to mylar, to cases, seasonal materials and decorations.
- Counter space for processing and preparing weeded books for sale.
- Lower counter for sitting at. Above: cubes for storage.
- Room for book sale books: storage until pick up.
- Storage area for the Advocates.
- Room for carts underneath counter.
- Office equipment on counter: punch, stapler, folding machine, etc.
- Coat hooks. Place to lock up purses (small lockers) for volunteers.

#### **Kitchen**

- Stove, dishwasher, large fridge, microwave, sink, long counter or island and counter.
- Table and chairs.
- Two Staff washrooms.
- Lockers, coat hooks, boot area.
- Open cubbies for individual staff.
- Cupboards for dishes, drawers, cutlery, etc.
- Display area for staff /community information and professional development information.

- Comfy chairs/couch and end tables.
- Staff entrance with combination door lock.

### **Administrative Spaces and Offices**

These will be typical office environments used primarily by staff and Library volunteers. If necessary, the following administrative spaces and offices could be located on a second floor of the Library.

Estimated size of space(s) needed: 185 - 235 m<sup>2</sup> (2,000 – 2,500 ft<sup>2</sup>)

- Director: big enough to accommodate small meetings (8).
- Mid-Size Meeting Room (12).
  - Wall TV, computer, movable table & chairs for group meetings.
  - Serves as an additional office when overflow needed (e.g. time of Summer Reading Program).
  - Possible wall cubicles for communications items: brochures, fund development packages, posters, etc. some paper supplies.
  - Possible: Accessed from the other side by a double door to a quad office 1. This would allow for a larger meeting area.
- Quad Office 1 (with room for one more position, such as our current art coordinator or possible outreach librarian)
  - Fund development Coordinator.
  - Communications Coordinator.
  - Website Social Media Coordinator.
  - Access to printers needed.
- Document Retention and Paper Storage Room.
- Double Office 1:
  - Office & Facility Coordinator (purchasing, proctoring, room rentals, maintenance/repair, scheduling).
  - Volunteer Coordinator (PT).
    - Room for interviewing and evaluating volunteers.
- Double Office 2:
  - Acct. Technician (PT).
    - Built in counter along one wall for adding machine, money counting.
    - Safe in this office for till money (or alternate locked area).
    - Have a slot and lockable opening to drop till money at end of night and for acct. to place float each day.
  - Administrative Assistant/ HR Coordinator: not currently a position.
    - Locked HR files, payroll files.

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#### **Factors to Calculate Facility Size**

*"Staff space:*

- *13.9 sq. meters (30 square feet) per patron space at 5 patron spaces per 1,000 population."*

Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, 2010.

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The following spaces would need to be located near public areas (e.g. on a main floor).

- Quad Office 3: near the public area.
  - Adult Services Manager.
  - Customer Service Manager.
  - Children's Service Manager.
  - Public Service Coordinator.
    - Double Office.

- Public Services Manager.
- Information Technology Office: need space for repair, storage of computers, etc.
- Information Technology (IT) Area:
  - Counter space for computer builds. May not need a desk space.
  - Storage for IT items: needed by all staff (mice, projector, presenter laptop, cords, etc.)
  - Locked storage for laptops, more expensive items.
  - Tool storage on wall.
  - No carpet static.
  - Lots of electrical outlets.

### **6.1.3 Critical Facility Component Areas**

Within the new library facility, there will be spaces and areas that will be necessary to support the general functional aspects of the library such as washrooms, custodial space, data room, electrical and mechanical room, etc.

Estimated size of space(s) needed: 45 – 65 m<sup>2</sup> (500 – 700 ft<sup>2</sup>)

#### **Public Washrooms**

- Family washroom (small room) with sink, small child's toilet, regular toilet, two sinks, regular and child height (side by side).
- Men's and Women's bathrooms: enough stalls to serve our large gate count.
- All three bathrooms have baby changing units.
- Consider key for family washroom.

#### **Custodial**

- Larger than current to store paper products, garbage bags etc.
- Utility sink.
- Storage for supplies and equipment.

#### **Data Room**

- Proper ventilation including fan.
- Away from an exterior door and the possibility of flooding.

#### **Electricity**

- Electrical outlets located throughout the building, including floor outlets.
- Electrical outlets at the end of the stacks (e.g. tablets or other devices that can display information or support services).

#### **Mechanical Room**

- Space to support necessary heating, ventilation and air conditioning systems (HVAC).
- Preference for access to the HVAC room through a separate access to the library (service representatives can access and work on HVAC systems without entering main library spaces).

### Signage

- Various signs located throughout the facility to inform and guide users and staff.
- Large outside signage to inform Airdronians of APL location and promotion of services, programs, special events, etc. Outdoor signs should be visible at night.

### Parking

- Sufficient parking to accommodate library users and staff.
- There should be safe access to the library for children (visible to other vehicles), possibly parking locations for users with young children.
- Sufficient handicapped parking.

### Outside Spaces

- Green areas.
- Seating areas.
- Outdoor program area.
- Wind protected area for barbeques.
  - Perhaps an outdoor brick barbeque arrangement.
  - Lockable area for security of outdoor furniture and equipment.
- Gardens: community or just drought resistant plants.
- Garbage cans and ash cans.
- Possibly other outdoor spaces:
  - Active areas such as an outdoor play area or life size checker or chess set.
  - An area that could accommodate a farmer's market, Canada Day event, etc.

## 6.2 Special Consideration Areas

Special consideration should be given to various opportunities for the new facility such as interactive preschool literacy room and art displayed or exhibited throughout the library. These kinds of opportunities were explored with Airdronians through the public engagement processes and, in both cases, response was very positive. Other public libraries have these kinds of opportunities, which provide enjoyable learning activities and pleasant aesthetics to patrons.

Estimated size of space(s) needed: 230 - 280 m<sup>2</sup> (2,500 – 3,000 ft<sup>2</sup>)

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*"One of the reasons I don't take my kids to the library is that it's a quiet place and my kids are noisy. So with the play area, I would feel it was a place where they were allowed to be more interactive."*

Community Telephone Survey Participant

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#### **Interactive Preschool Literacy Room**

- Interactive preschool literacy room, a place for caregivers and children to engage in literacy activities. Flexible space, basically empty with child sized furniture. Not a drop off or playground. Caregivers and children interact.

- Possibly partner with Community Links, EC Map Coalition, local daycares, etc.
- Separate entrance, but attached to end of library.
- Flexible space that could be changed when the demographics and needs of the community change.
- To fulfill this opportunity, a sponsor would need to be accessed to fund capital development.
- Example of interactive preschool literacy room at [http://www.bcplstoryville.org/storyville\\_visit.html](http://www.bcplstoryville.org/storyville_visit.html)

### Art Displayed or Exhibited throughout Library

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*"It gives an opportunity for Airdrie residents to exhibit their art, and may inspire kids to be creative themselves."*

Community Telephone Survey Participant

*"The library should be our go to place for connecting with our community... Also a space for local artists to share their passion is always exciting."*

Member Online Survey Participant

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- Through the engagement process, the public was clear on the benefits of
- displaying or exhibiting art throughout the library. Art should be included in all spaces throughout the library, including community rooms.
- The APL has existing guidelines for exhibiting art work. Artists must comply with these guidelines to display their work.
- Consideration should be given to the security of art being displayed throughout the library (e.g. currently, art is located high on the walls to allow for ease of viewing, but restricting access (e.g. touching by patrons).

## 6.3 Estimated Space Sizes

Within each of the space concepts presented above, general estimates have been developed for required area sizes. These estimates have been summarized in Table 5.1. Essentially, these data provide general estimates and relative sizes expected for the concept spaces that have been identified through this Facility Needs Assessment. These estimates suggest a building of approximately 3,580 m<sup>2</sup> to 4,520 m<sup>2</sup> (38,535 ft<sup>2</sup> to 48,655 ft<sup>2</sup>) would adequately address the needs and expectations of the community for the space concepts that were examined in the research. These estimates do not include the Special Consideration Areas that were identified above. With these areas included, the estimates increase to approximately 3,675 m<sup>2</sup> to 4,660 m<sup>2</sup> (39,560 ft<sup>2</sup> to 50,160 ft<sup>2</sup>).

<b>Table 5.1: Estimated Space Size Requirements for New Library Facility</b>			
<b>General Areas</b>	<b>Space Concepts</b>	<b>Estimated Range m<sup>2</sup></b>	
		<b>Low</b>	<b>High</b>
Public Area	Customer Service Counter or Desk	75	150
	Children's Area	370	465
	Youth Area	45	75
	Children's/Youth Program Rooms	75	115
	General Adult Collections	930	1,025
	Social/Relaxation Spaces	115	150
	Study/Reading Spaces	370	465
	Information Service Pods	25	45
	Technology Access Space	370	465
	Collaborative Spaces	115	150
	Community Use Areas	165	185
	Foyer	400	500
	Retail and Services Area	105	150
	Sub-total	3,160	3,940
Library Work Areas	Interlibrary loan area	95	140
	Staff and Volunteer Work Spaces	95	140
	Administrative Spaces and Offices	185	235
	Sub-total	375	515
Critical Facility Components		45	65
	Sub-total	45	65
Total (Before Special Consideration Areas)		3,580	4,520
		(Feet <sup>2</sup> )	(38,535) (48,655)
Special Consideration Areas		95	140
	Sub-total	95	140
Total (After Special Consideration Areas)		3,675	4,660
		(Feet <sup>2</sup> )	(39,560) (50,160)

Earlier in this report, information was presented from comparative libraries in Alberta, as well as across Canada. When considering these data, and extrapolating the findings about library facility sizes in Alberta to populations, it has been suggested in this report that current needs for Airdrie would be approximately 3,015 m<sup>2</sup> (32,450 ft<sup>2</sup>). However, there are several issues associated with this estimate. First, several of the library systems that were involved in the averages indicated that their communities needed, and were investigating, increasing the building sizes to more effectively address demand for services. Actually, a more reasonable estimate of current need for the Airdrie community is likely to be 3,200 m<sup>2</sup> to 3,300 m<sup>2</sup> (34,445 ft<sup>2</sup> to 35,520 ft<sup>2</sup>), when compensating for those communities where Library representatives perceived facility sizes to be too small and taking into account data from facilities examined



from across Canada. And, second, the estimate does not take into account the rapid growth that is expected to occur in Airdrie over the next 10 to 15 years. If population growth were to be considered, such as 71,084 that is expected for Airdrie by 2028, the estimate of facility size would be approximately 4,300 m<sup>2</sup> to 4,600 m<sup>2</sup> (46,290 ft<sup>2</sup> to 49,515 ft<sup>2</sup>) using the compensated information from the comparative facility review. As such, the estimates presented in Table 2.1 for proposed space concepts identified in this report seem reasonable when taking these issues into consideration.

Another approach to could be used in evaluating application of facility size for the APL is to consider a community that is similar in population size. Grande Prairie has a population that is approximately 10% higher than Airdrie (55,032 compared to 49,950). In 2009, a new library facility was constructed for this community that was 3,437 m<sup>2</sup> (36,995 ft<sup>2</sup>).<sup>19</sup> However, it soon became apparent to Library staff that the size of the facility should been larger. As such, in the Spring of 2014, additional space will be added to bring the total size of the facility to 3,437 m<sup>2</sup> (40,295 ft<sup>2</sup>), which is consistent with the lower estimate for the new library facility proposed for Airdrie. The new space will involve a multi-purpose area that will support additional programming that the library will provide to the community. Increased demand for programming led to the development of this additional multi-purpose space, which was lacking in the original construction of the facility in 2009. It is worth noting that Grande Prairie, like Airdrie, has experienced population growth over the past decade and is comprised of a significant portion of young families due to in-migration.<sup>20</sup>

As well, data presented earlier in this report suggests that library systems tend to rely on main library branches to serve communities until they reach populations of approximately 80,000 to 100,000 residents. After these levels, additional branch libraries are typically developed to further address the needs of residents.

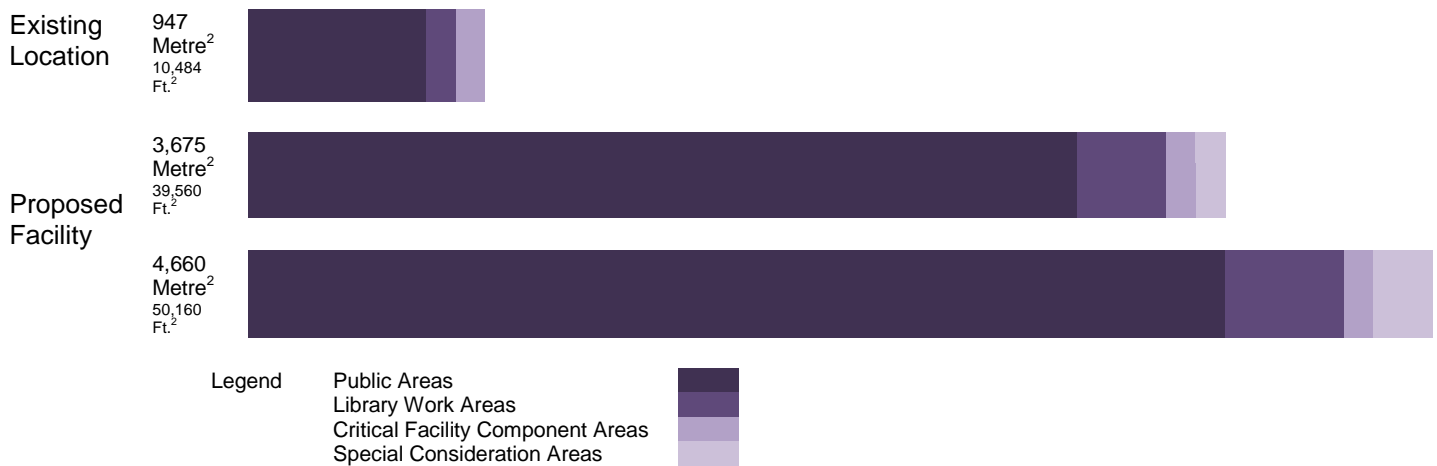
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<sup>19</sup> Note: the Grande Prairie Public Library facility was constructed as part of the Montrose Cultural Centre, which included the Prairie Art Gallery and a coffee shop.

<sup>20</sup> Based on the Municipal Census, Grande Prairie increased in population from 35,000 in 2001 to 55,032 in 2011 <http://www.cityofgp.com/index.aspx?page=1081>.

The following figure illustrates the relative sizes of the existing facility to that of the space concepts proposed above. In some respects, these data show that the majority of new space is expected to be organized for public use rather than library work areas or critical facility components.

**Figure 6.1: Illustration of Impact of Additional Space at New Library Facility**  
(General Estimates)



## 6.4 Considerations Proposed for New Library Facility

In a workshop conducted with APL Board Members, the findings of the research were examined and the following choices were proposed. Essentially, it is expected that a main library of approximately 4,645 metres<sup>2</sup> (50,000 feet<sup>2</sup>) could serve community needs for many years to come (e.g. beyond 2028 when estimated population would be 71,084) with additional expansion of services within Airdrie occurring at branch library locations after the community reaches 80,000 to 100,000 population.

Taking into account current needs for a new library facility in Airdrie, as well as future needs, the following proposal was adopted for consideration.

If a new library facility is built to be completed in 2016:

Option 1:

- Plan for approximately 4,645 m<sup>2</sup> (50,000 ft<sup>2</sup>) and consider a branch library in 10-14 years (2026 to 2030). In the first five to ten years, the APL would use 3,715 m<sup>2</sup> (40,000 ft<sup>2</sup>), while the remaining 930 m<sup>2</sup> (10,000 ft<sup>2</sup>) could be used for other purposes (e.g. leased to another organization or used for other purposes). After five to ten years, the space should be made available to the APL for further expansion of service.

Option 2:

- Plan now for approximately 3,715 m<sup>2</sup> (40,000 ft<sup>2</sup>) and expect to expand the building in four to six years (2020 to 2022).

In either case, parking would be a major issue for a new facility. The number of parking spots will be significant and location must take into consideration the necessity for parking.

Preliminary discussions with City of Airdrie representatives suggest that land availability may require a multi-storied facility to be considered. Through the research conducted for this study, focus group participants indicated that this would be an appropriate approach to consider for a main library location. Indeed, there may be advantages of having a multi-storied facility such as sound management, and separation of administrative areas, etc. Nonetheless, a multi-storied building should consider future expansion in planning.

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**Layout Considerations**

*"Libraries less than 19,000 feet squared (1,765 meters squared) should ideally be located on a single level. The most efficient space is open and square or rectangular rather than being irregular in shape."*

Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, 2010.

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## 6.5 Building Exterior

The building exterior was examined through various engagement processes (e.g. online consultation form, telephone and online members' survey, and focus groups) for this study. Through these investigations, general themes surfaced as to what might be expected for the outside of the building. Overall, many of the research participants indicated that they would want the building to be of significance to the community and, in some regards, represent the character of the Airdrie community (see Figure 5.2 for summary of discussion from focus groups). The following information highlights analysis of the research.

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**Exterior Requirements**

*"The exterior of the library requires:*

- *Hours of operation prominently posted outside the library*
- *A well-lit exterior with signage visible from the street*
- *Sufficient, well-lit parking located near or adjacent to the facility*
- *A convenient, safe book return location during the hours the library is closed."*

Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, 2010.

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**Building of significance to the community** – The new library facility should represent or demonstrate the community's commitment and support to literacy and lifelong learning.

- **Street presence** - The new facility should be visible from the street in which it is situated, but also have features that make it attractive and catch the attention of those who may be passing by.

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*"Lots natural light, utilize some kind of renewable energy, have a green roof."*

Community Telephone Survey Participant

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- **Green building** – Efforts should be taken to ensure the building and its operations are environmentally sustainable.

Figure 6.2: Key Findings of Focus Group Discussion about Exterior of Building

A



B



C



Reasons for Selecting Top Ranked Design Choices

A

- Use of natural materials. Looks like an Alberta building/fits with the architecture. Rustic.
- Comforting/feels like home
- Modern – Eye catching
- Has lots of Natural Lighting

B

- Use of brick fits with the architecture
- Looks like a Library. Classic/Traditional/Conservative.
- Landmark building

C

- Has lots of Natural Lighting
- Attractive/Inviting/Open – See what is going on inside
- Modern – Wow factor and wide appeal

A is Whistler Public Library, Whistler, BC; B is Old Strathcona Branch Library, Edmonton Public Library, Edmonton, AB; and C is Town Library, Maranello, Italy.

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*Good lighting ... the current library doesn't have it. You can get more usage density in well-lit areas vs. the warehouse lighting which can put you to sleep.*

Public Engagement Participant

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- **Natural light** – Where ever possible, the advantages of using natural light should be taken advantage of on the exterior and interior of the building.
- **Unique: a special building** – Several participants in the research indicated that they would prefer to have a special building that demonstrates the unique characteristics of Airdrie.

To gain an understanding of the unique aspects of Airdrie, participants in the engagement process were asked to identify characteristics that portray the community. The following aspects were suggested by participants to describe Airdrie.

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*"I think it should show the heritage of Airdrie was as well as focusing on what will come in the future."*

Community Telephone Survey Participant

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- **Prairie/Agriculture** – It was suggested that the new library facility might portray the location and history of Airdrie, being a prairie community, and the agricultural roots of the community.
- **Picturesque/scenic** – Participants acknowledged the attractive scenery available to the community with the mountains and foothills to the west of the city and prairie to the east.

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*"Keep the natural prairie landscape, farming history and rail history as part of the exterior and interior themes."*

Member Online Survey Participant

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- **Open skies** – Participants also recognized the wide open skies that are not inhibited by physical barriers (e.g. tall buildings, physical topography, etc.)
- **Nose Creek** – Several participants highlighted the Nose Creek, which runs through the community and is an important aspect of the park system within the community.
- **Friendly/welcoming** – Airdrie and its residents were perceived to be a friendly and welcoming community. Several participants in the research described moving to the community and being welcomed by friendly neighbors and members of the community.

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*"Living in the city and having a small town feel. You know all your neighbours and can have gatherings."*

*"The people smile, has a small community feel, they greet others."*

Community Telephone Survey Participant

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Ideally, these kinds of characteristics would be incorporated in the exterior of the building and, possibly, the interior of the building.

## 7.0 OPERATIONAL CONSIDERATIONS

With a new library facility developed for Airdrie, it is expected that operations will also be affected. In anticipation of these changes, various issues have been examined, primarily related to the organization, human resources and financial aspects of the APL.

Earlier in this report, a profile of collections, programs and services at the APL was provided (Section 2.3.1). With the development of the new library facility, it is expected that some of these will expand or result in further development, which is expected to increase use of the APL among Airdronians. In some respects, the recent growth in demand for all types of collections, programs and services at the APL may be indicative that use will increase when a new library facility is developed in the community. Further, research conducted for this study has revealed that other public libraries that have expanded facilities typically experience growth in use,<sup>21</sup> including when the APL moved into its current location.

It is anticipated that the following collections, services and programs will be affected with the development of a new library facility in Airdrie:

- Expansion of in-house collections and materials
- Further development and delivery of e-Resources available through the Marigold Library System
- Expansion of existing and development of new programs
- Further development of Library staff to provide technology support and assistance
- Increased rentals of rooms and spaces to community groups, businesses and other organizations and for proctoring of exams and video conferencing
- Increased use of publicly accessible technology (including printing, photocopying, faxing, scanning, etc.)
- Increased attendance at the APL generally, as well as events that are held at the Library

These anticipated changes will likely affect how the APL is organized, Library staff employed, and revenues and expenses administered.

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<sup>21</sup> Australasian Public Libraries and Information Service, Build It and They Will Come: Chatswood Library on the Concourse, NSW, February 2012.

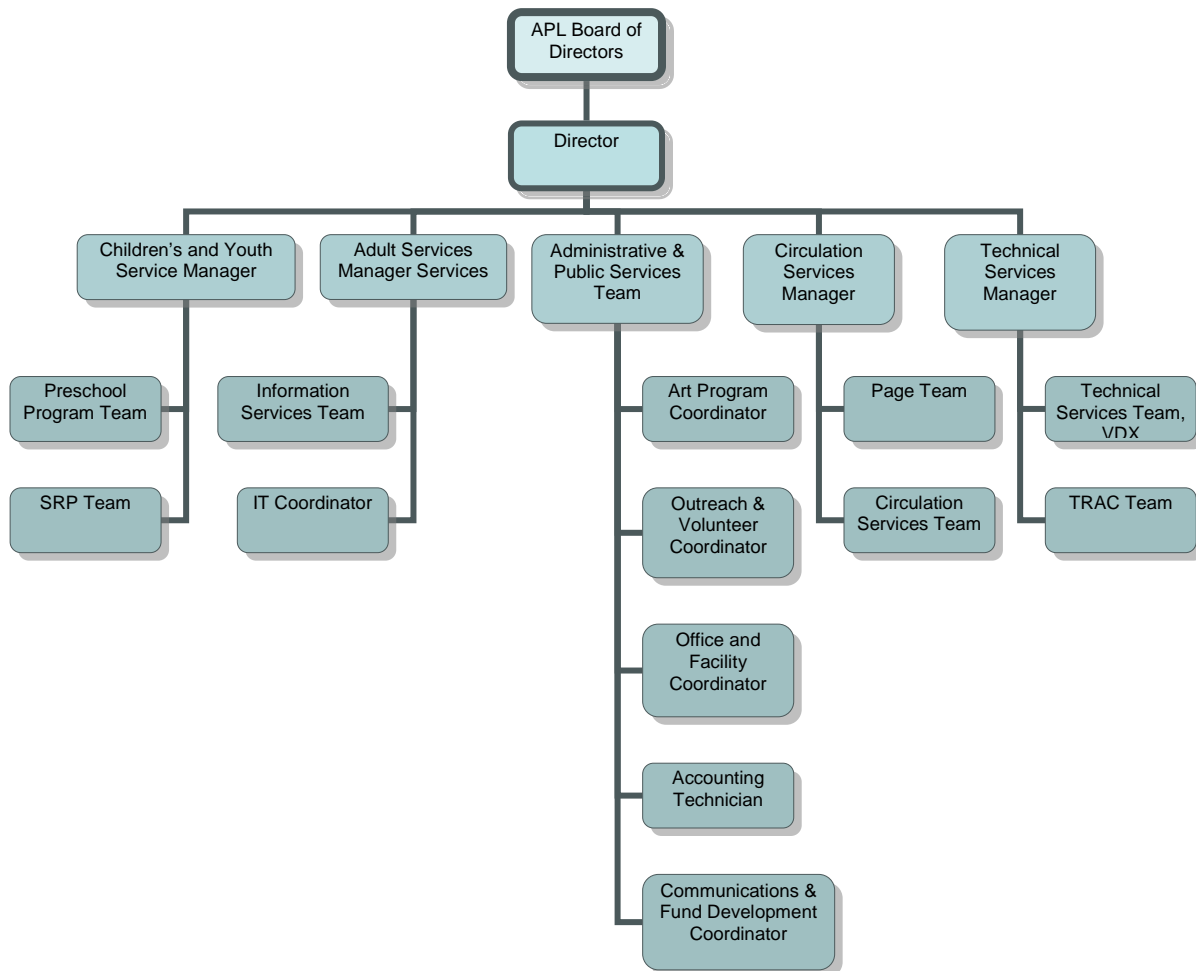
## 7.1 Existing Operations

The organizational structure, human resources and financial resources currently employed at the APL is presented below. These aspects of the APL establish a framework to consider changes proposed for the new library facility.

### 7.1.1 Library Organization

The existing structure of the APL organization is illustrated in Figure 7.1. The library is organized into two primary areas including Public Services and Corporate Services. All of these groups report to the Library Director, which reports to the APL Board of Directors.

Figure 7.1: Existing Organizational Structure





Public Services involve those aspects of the Library that organize and administer services that are provided directly to users. The existing structure is arranged by Children's and Youth Services, Adult Services and Customer Services.

Corporate Services provides supportive functions to ensure that the Public Services are effectively sourced and developed to fulfill obligations to Library users. Currently, the primary components of Corporate Services include Communications, Fund Development and Volunteer Coordinators, Facility and Financial Services.

## 7.1.2 Human Resources

Within the above organizational structure, there are approximately 21.5 full time equivalent staff employed (based on 2012 data) at the APL (Table 7.1). In addition, approximately 1.3<sup>22</sup> full time equivalent staff (2,407 hours based on 2013 data) is provided through volunteers who serve on the Board of Directors or Advocates and provide assistance with Library operations, fund raising, and programs.

<b>Table 7.1: APL Human Resource Statistics</b>									
<b>Human Resource Aspect</b>		<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Volunteer Hours	Board meetings and preparation	267	417	367	575	559	382	295	474
	Library operation, fund raising, programs, Advocates	477	729	1168	1358	2181	1831	2985	1933
FTE Staff (based on 1,820 hours a year/ 35 hours week)		8.7	14.1	14.7	17.4	19.0	20.3	21.2	21.6
Hours of Service (open to public)		3,172	2,997	3,039	3,080	3,316	3,170	3,201	3,194
Source: Airdrie Public Library									

## 7.1.3 Financial Considerations

Table 7.2 reveals financial implications of operations over the past five years. Over this time, revenues and expenses at the APL have generally increased (Table 7.2). However, through this time, patterns have developed that may assist in understanding what may occur at a new library facility. The following observations have been derived from analysis of APL revenues and expenses.

- **Revenues** – Although dollar amounts for revenues increased between 2008 and 2012, approximately nine in ten dollars were sourced from Grants (e.g. City of Airdrie, Alberta Library, County of Rocky View, Marigold Library Services and other), while one in ten dollars are obtained from other sources (e.g. memberships, user fees, donations, etc.).

<sup>22</sup> Based on 1,820 hours a year.

- **Salaries and benefits** – Since 2008, salaries and benefits have accounted for almost 50% to 60% of total revenues. In the past two years (2011 and 2012), these expenses have been more consistent with 60% rather than 50%.
- **Rent** – The APL pays rent and common costs for accommodation of its current location. Since 2008, these costs have been around \$180,000 to \$190,000 each year.
- **Marigold service fees** – Dollar amounts for these expenses have been rising since 2008, but represent approximately 11% to 14% of all revenues that have been obtained.
- **Amortization** – An amount that is attributed to purchases of computer equipment, furniture and fixtures, and leasehold improvements. Over the period of time examined, about 5% of expenses were attributed to amortization of capital assets.
- **Building, maintenance and utilities** – Since 2008, these costs have remained fairly consistent at around \$50,000. In some regards, this might be expected as the size of the current facility has not changed over that time. However, the pattern also implies that prices and expenses for these items have not increased substantially over that the time period.
- **Books, periodicals, cataloging, and audio visual** – These expenses have varied over the period observed, but have ranged from 2% to 5% of all revenues obtained each year. Over the past two years, actual expenses have been lower than those experienced in the previous three years, due to budget restrictions.
- **Other expenses** – Represents a variety of annual expenses including office supplies, couriers and postage, management fees, advertising and promotion, professional fees, training, travel, professional fees, insurance, bank charges, etc. These expenses have represented approximately 3% to 7% of annual revenues obtained by the APL.

**Table 7.2: Revenues and Expenses from APL Operations**

	<u>2008</u>		<u>2009</u>		<u>2010</u>		<u>2011</u>		<u>2012</u>	
<b>Revenues</b>	<b>\$</b>	<b>%</b>	<b>\$</b>	<b>%</b>	<b>\$</b>	<b>%</b>	<b>\$</b>	<b>%</b>	<b>\$</b>	<b>%</b>
Grants	\$ 950,168	89	\$ 1,279,335	93	\$ 1,449,932	92	\$ 1,448,667	91	\$ 1,584,326	91
Other	118,384	11	94,045	7	128,223	8	139,195	9	148,668	9
Total	<u>\$ 1,068,552</u>	100	<u>\$ 1,373,380</u>	100	<u>\$ 1,578,155</u>	100	<u>\$ 1,587,862</u>	100	<u>\$ 1,732,994</u>	100
<b>Expenses</b>										
Salaries and benefits	\$ 559,019	52	\$ 783,128	57	\$ 864,637	55	\$ 983,284	62	\$ 1,064,425	61
Rent	181,783	17	178,289	13	189,112	12	178,067	11	184,978	11
Marigold services fee	145,270	14	153,522	11	171,410	11	179,199	11	234,455	14
Amortization	52,050	5	61,838	5	77,448	5	93,163	6	91,667	5
Building, maintenance, and utilities	50,632	5	52,597	4	51,630	3	51,281	3	49,477	3
Books, periodicals, cataloging and audio visual	48,627	5	62,304	5	84,800	5	35,717	2	46,838	3
Other	77,502	7	61,748	4	95,816	6	105,688	7	59,408	3
Total	<u>\$ 1,114,883</u>	104	<u>\$ 1,353,426</u>	99	<u>\$ 1,534,853</u>	97	<u>\$ 1,626,399</u>	102	<u>\$ 1,731,248</u>	100
Excess (deficiency)	<u>\$ (46,331)</u>	(4)	<u>\$ 19,954</u>	1	<u>\$ 43,302</u>	3	<u>\$ (38,537)</u>	(2)	<u>\$ 1,746</u>	0

To further understand the financial implications associated with revenues and expenses, data has been sourced from Alberta Library Services for 2011. From

these data, several observations are drawn (Note: the library systems listed represent communities of larger populations in Alberta rather than all libraries in the province):

- **Larger Facility Sizes** – When considering the facility sizes in the list, all other communities have larger facilities (in terms of size) than Airdrie, including communities of lower population.
- **Higher Local Appropriation per Population** – Airdrie has a lower local appropriation per population than most of the other communities that are listed. Indeed, among all the communities noted in the list, only Spruce Grove has a lower local appropriation per population.
- **Higher Total Revenues per Population** – Among all of the communities presented in the list, Airdrie operates with the lowest total revenue per population amount.
- **Higher Expenses per Population** – Most of the communities listed have higher expenses per population. Actually, Fort Saskatchewan and Spruce Grove are the only two communities that have lower expenses per population amounts.

<b>Table 7.3: Library Statistics</b> <b>(Alberta Library Services, 2011 – 50,000 to 99,999 population)</b>								
	<b>Population</b>	<b>Facilities metre<sup>2</sup></b>	<b>Local Appropriation</b>	<b>Local Appropriation/ Population</b>	<b>Total Revenues</b>	<b>Revenues/ Population</b>	<b>Total Expenses</b>	<b>Expenses/ Population</b>
<b>Airdrie</b>	<b>43,155</b>	<b>974</b>	<b>\$ 935,062</b>	<b>\$ 21.67</b>	<b>\$ 1,437,114</b>	<b>\$ 33.30</b>	<b>\$ 1,397,612</b>	<b>\$ 32.39</b>
Grande Prairie	50,227	3,437	\$ 1,401,208	\$ 27.90	\$ 2,235,508	\$ 44.51	\$ 2,196,865	\$ 43.74
St. Albert	60,138	2,323	\$ 2,940,700	\$ 48.90	\$ 3,696,731	\$ 61.47	\$ 2,988,321	\$ 49.69
Medicine Hat	61,097	2,790	\$ 1,937,724	\$ 31.72	\$ 2,470,268	\$ 40.43	\$ 2,138,200	\$ 35.00
Lethbridge	87,882	6,465	\$ 4,478,185	\$ 50.96	\$ 5,281,553	\$ 60.10	\$ 4,942,148	\$ 56.24
Strathcona County	87,998	5,946	\$ 7,168,000	\$ 81.46	\$ 8,441,969	\$ 95.93	\$ 6,390,600	\$ 72.62
Red Deer	91,877	4,050	\$ 2,886,959	\$ 31.42	\$ 3,850,432	\$ 41.91	\$ 3,844,598	\$ 41.85

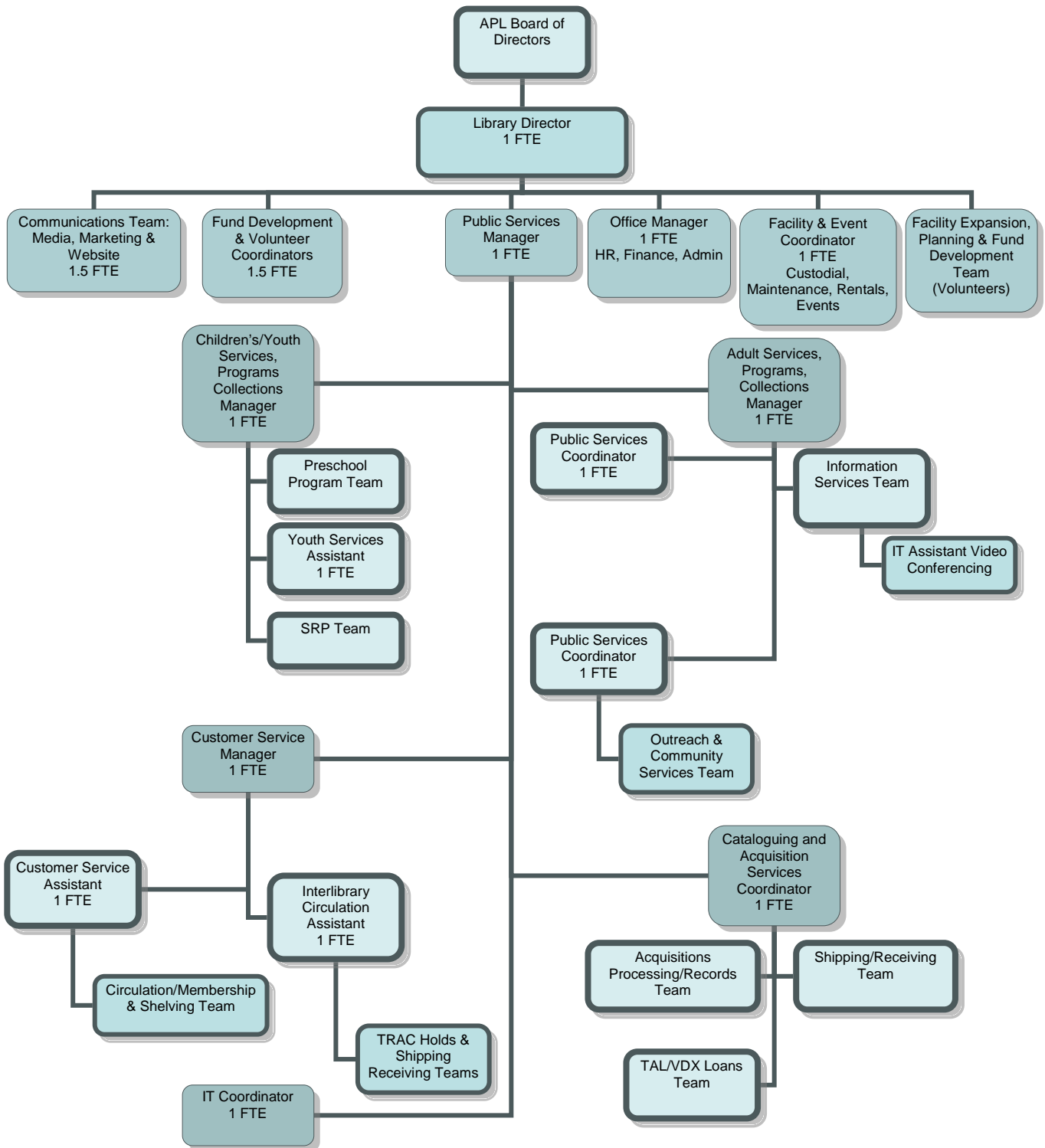
## **7.2 Anticipated Operational Needs for New Library Facility**

The following operational needs for the new library facility in Airdrie are developed and estimated. Several key assumptions have been applied to these proposals. First, the size of the new library facility is assumed to be 3,715 m<sup>2</sup> (40,000 ft<sup>2</sup>). This general estimate has been used because a location for the new library facility has not been identified and the specifications of the property will have implications to the overall design (e.g. available land area for a building, access to utilities and services, access to roadways, one or more levels, orientation of building to parking or other features, etc.). Second, it is assumed that the facility will have at least two levels as opposed to one (e.g. affecting staffing levels, etc.). And, finally, the amounts estimated in financial budgets for the operations of the new library facility are presented in 2012 dollars (to allow for comparison purposes rather than forecasting an opening date of the facility, inflation rates, etc.).

### **7.2.1 Library Organization**

The overall organization structure of the APL is expected to be similar to that of the existing structure with Public Services and Corporate Services groups. Differences are primarily expected in the functional components of these groups. In the Public Services group, it is expected that additional staff will be needed to support the increased usage in all areas: programs, circulation, services and spaces. In terms of the Corporate Services group, it is expected that a part time human resource position will be needed to help manage additional staff and additional finance hours to support a more complex budget. A facility expansion fund development team will continue to work on capital funding. Increased fund Development and Website Social Media hours will be necessary to assist with generating new funds to support the operations of the new library facility and promote Library services to the general public. A designated facility and event coordinator will manage facility operation, maintenance, rentals and events.

**Figure 7.2: Proposed Organizational Structure**



## **7.2.2 Human Resources**

The number of full time equivalent staff proposed for the facility is 32.0. This level would represent an increase of approximately 10.0 full time equivalent staff compared to 2012 operating levels. It is also consistent with staff levels at other Alberta public libraries that have populations of similar sizes such as the Grande Prairie Public Library.

A further comparison comes from standards and best practices among public libraries in Alberta. Using 2012 population (43,155), the estimated range of staffing levels for Airdrie would be approximately 21.6 to 30.2 full time equivalents (Table 7.4); however, the 2013 population for Airdrie was higher (49,950) and, as such, it is reasonable to assume that staffing levels would need to be higher (e.g. 25.0 to 35.0 based on 2013 population).

<b>Table 7.4: Standards and Best Practices for Public Libraries in Alberta</b>		
<b>Community Population</b>	<b>Essential</b>	<b>Exemplary</b>
20,0001 to 100,000	<ul style="list-style-type: none"> <li>• 0.5 FTE/1,000 population</li> <li>• 1/10,000 MLS or MLIS*</li> <li>• IT staff on site</li> <li>• Library manager has 3 years library experience</li> </ul>	<ul style="list-style-type: none"> <li>• 0.7 FTE/1,000 population</li> <li>• 1+/10,000 MLS or MLIS*</li> <li>• IT staff on site</li> <li>• Library manager has 5 years library experience</li> </ul>
Source: Standards & Best Practices for Public Libraries in Alberta, Alberta Municipal Affairs, Public Library Services Branch, 2010.		
* MLS – Master of Library Science; MLIS – Master of Library and Information Science		

It is expected that approximately two-thirds of the new staff would be assigned to the Public Services group and one-third to the Corporate Services group.

## **7.2.3 Financial Considerations**

Sets of assumptions have been used to assist in the development of estimated financial performance for the new library facility. Many of these assumptions are drawn from the research conducted with comparable libraries that were interviewed for this study, but also data from the Alberta Municipal Affairs, Public Library Services Branch in terms of financial operational data.

The following assumptions are presented for the estimated financial performance of the new library facility in Airdrie for the first year of operation.

### **Key Assumptions:**

- Library membership is estimated to increase from 37% to 40% of population.



- Rentals of rooms and spaces have been conservatively estimated to be approximately \$28,000.
- Full time employment equivalent would increase to approximately 32.0 positions (similar to Grande Prairie Public Library, which had 32.0 positions when moved into new building).
- Marigold Library System fees are consistent with 2012 rates (although increases would be expected with growth in population).
- Building, maintenance, and utility expenses have been extrapolated from existing expenses based on a facility being 3,715 m<sup>2</sup> (40,000 ft<sup>2</sup>). Additional general maintenance agreements for new technology will add to this amount.
- Expenses for books, periodicals, cataloging and audio visual and other categories are estimated to be consistent with averages experienced at the APL between 2008 and 2012.

Table 7.5 presents estimated financial performance for the new library facility for the first year of operation. Also presented is comparison data based on actual operations of the APL for 2012.

Key differences between the 2012 performance and the estimates for the first year of operations include:

- Higher revenue amounts overall, but comparable proportions for Grants and Other types of revenues based on historical data.
- Higher expenses for Salaries and Benefits, but comparable proportion between the 2012 performance (and previous years) and estimate.
- Higher expenses and proportion for Building, Maintenance and Utilities mainly due to the increased size of the new library facility.
- Higher expenses for Books, Periodicals, Cataloguing and Audio Visuals due to the expected increase in volume of collections and materials, but a comparable proportion to previous years.
- Higher expenses for other expenses, but a comparable proportion to previous years.

**Table 7.5: Estimated Revenues and Expenses for APL Operations in the 1<sup>st</sup> Year of Operations**  
(based on 2012 \$)

	<b>2012</b>			<b>1<sup>st</sup> Year of Operations</b>	
			<b>%</b>		
<b>Revenues</b>	<b>\$</b>	<b>All</b>	<b>Comparable*</b>	<b>\$</b>	<b>%</b>
Grants	\$ 1,584,326	91	91	\$ 2,075,962	89
Other	148,668	9	9	257,001	11
<b>Total</b>	<b>\$ 1,732,994</b>	<b>100</b>	<b>\$ 1,454,603</b>	<b>\$ 2,332,963</b>	<b>100</b>
<b>Expenses</b>					
Salaries and benefits	\$ 1,064,425	61	73	\$ 1,584,260	68
Rent	184,978	11		0	0
Marigold services fee	234,455	14	16	234,455	10
Amortization	91,667	5		0	0
Building, maintenance, and utilities	49,477	3	3	288,713	12
Books, periodicals, cataloging and audio visual	46,838	3	3	102,701	4
Other	59,408	3	4	122,831	5
<b>Total</b>	<b>\$ 1,731,248</b>	<b>100</b>	<b>100</b>	<b>\$ 2,332,963</b>	<b>100</b>
Excess (deficiency)	\$ 1,746	0		\$ 0	0

\*The comparable data have been calculated to reflect no rent being paid for the new library facility and compensating for amortization costs.

It is worth noting that the estimated revenue and expenses totals presented in the above table are consistent with those researched for the actual performance in 2011 for the Grande Prairie Public Library (\$ 2,235,508 for revenues and \$ 2,196,865 for expenses), which serves a community similar in population size to Airdrie. Additional revenue will be realized through room rentals.

Based on the information presented above, an estimate has been developed for local appropriations. Table 7.6 shows that an estimated \$37.32 would be the local appropriation by population required for the first year of operations. This amount is consistent with the average observed for 2011 based on data presented in Table 7.3 (\$45.39, which represents communities with populations of 50,000 to 99,999).

<b>Table 7.6: Estimated Local Appropriations by Population</b>		
<b>Components</b>	<b>2011</b>	<b>1<sup>st</sup> Year of Operations (Estimated)</b>
Total Grants	\$ 1,303,919	\$ 2,075,961
Provincial Library Operating Grant	\$ 215,039	\$ 215,039
Other government income	\$ 153,818	\$ 153,818
Local appropriations	\$ 935,062	\$ 1,706,104
Local appropriations by population	\$21.67*	\$37.62
* Includes amount provided to APL for common costs. The estimates presented for 1 <sup>st</sup> Year of Operation do not have an amount for common costs.		

In planning for the new library facility, the APL is adding to a collection reserve fund using its Marigold collection budget, a fund of approximately \$100,000 that can be used to purchase an opening day collection ensuring that there are enough materials for the new library facility. This amount has not been addressed in the information presented above as it is considered a capital expense.

## **8.0 CONCLUDING REMARKS**

Airdrie is a vibrant and rapidly growing community. An important component of every dynamic and progressive community is its public library. Indeed, based on the research conducted for this Facility Needs Assessment, Airdronians acknowledge the importance and value of the APL to their households and to the community as a whole. There is also recognition that the size of the APL facility is not sufficient to address the needs of residents. Constant growth in demand of APL services since the existing facility was opened in 2006 has put pressure on many aspects of the Library. As such, the City of Airdrie, in conjunction with the APL, prompted planning initiatives to develop a new library facility for the community.

The community population is comprised of various demographic characteristics; however, Airdrie has a relatively young population. This distinction is an important aspect to consider for the new library facility as families with children and youth typically comprise a prominent segment of public library users. Actually, the research conducted for this assessment shows that many users of the APL are families with children and youth. A new library facility needs to develop spaces, collections and materials, and programs to effectively address the interests and expectations of this demographic group.

Other community needs were also identified in this assessment as it relates to spaces needed in a new library facility. In particular, programs have become increasingly popular at the APL for children and youth, but also other age groups and communities of interest. This is not unique to the APL as other public libraries have experienced similar trends. In fact, some libraries in Alberta that recently developed new facilities without adequate program space have begun initiatives to build more spaces for these services. It is also becoming more common for libraries to offer these and other spaces for public or community access to generate revenue income. As well, providing public access to computer technologies has been an important service identified. Since being introduced at the APL, use of publicly accessible computer technologies has steadily increased. The APL has also facilitated access for Airdronians to new technologies such as mobile devices to further support literacy and lifelong learning opportunities. Further, offering spaces for reading, studying and relaxing, social interaction and meeting, group study and project work, and collections and materials need to be considered in the development of a new library facility in Airdrie.

It is also essential to plan effective work and administrative areas for Library staff and volunteers. Library representatives who were interviewed for this

assessment cautioned about compromising the sizes of these kinds of spaces because it can affect how the library operates and the overall motivation of staff and volunteers. It is also important to incorporate technologies, such as self-checkout systems and automated book sorters, in the library facility. As well, there are spaces and areas that will be necessary to support the general functional aspects of the library such as washrooms, custodial space, data room, electrical and mechanics, etc.

Through the community engagement process, and analysis of data gathered in the facility needs assessment, it has been estimated that a facility sized at 3,200 m<sup>2</sup> to 3,300 m<sup>2</sup> (34,445 ft<sup>2</sup> to 35,520 ft<sup>2</sup>) would address the current needs of the community. However, a facility that is 3,715 m<sup>2</sup> to 4,545 m<sup>2</sup> (40,000 ft<sup>2</sup> to 50,000 ft<sup>2</sup>) would take into account the needs of the growing population of the community. Indeed, a facility of this size would likely address community need for many years to come. Typically, communities have one main branch that serves residents until the population reaches 80,000 to 100,000. After that, communities typically expand by developing other branches throughout the community.

The mission and vision of the APL is that the Library will provide *“progressive, responsive, leading edge programs, services and resources”* and be *“a landmark community destination of choice”* that *“enhances quality of life”* and supports *“literacy, lifelong learning, leisure and cultural connections within the community.”* The new library facility and space concepts proposed in the Facility Needs Assessment should position the APL to effectively pursue and address these strategic directions and contribute to the future vibrancy, culture and development of Airdrie.

## ***APPENDICES***

## APPENDIX A – DEFINITION OF TERMS

**CATALOGUES** – Access to library collections is provided through on-line catalogues. Library patrons use computer terminals referred to as on-line public access catalogues to search for a desired title, author or subject. These catalogues also are used to reserve materials, check patron records and search the catalogues of remote libraries.

**COLLECTION** – Refers to the reference, circulating, and stored materials that are housed and managed by the Library.

**COLLECTION SERVICES** – Refers to the acquisition, cataloguing, processing and sometimes binding and repair of library materials.

**CONVENIENT ACCESS** – Physical access between components through the use of extended horizontal and/or vertical general circulation.

**DIRECT ACCESS** – Physical access between components through the use of a minimal amount of horizontal and/or vertical general or internal circulation.

**FTE (FULL TIME EQUIVALENT) STAFF** – A term equivalent to the number of hours allocated divided by a 35 hour work week (e.g., based on 1,820 hours years/ 35 hours week).

**LIBRARY MATERIALS** – All items or informational material stored in a library, whether print or non-print. This includes books, newspapers and magazines, maps, microforms, tapes, abstracts, videos, cassettes, CDs, etc.

**MAIN LIBRARY** – A facility whose programs are intended to serve all residents in the library's service area. It generally accommodates the largest and most comprehensive collections, provides the greatest number and variety of patron stations, including public meeting spaces, and has the longest hours of operation. It also generally accommodates the administrative and support functions, such as technical services.

**PUBLIC LIBRARIES** - Municipal libraries as defined in the Libraries Act.

**REGIONAL LIBRARY SYSTEM** – A generic term for the seven library systems in Alberta.



## **APPENDIX B - BIBLIOGRAPHY**

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Vancouver Public Library, Research and Trends Overview December 2011

## **APPENDIX C – Stakeholder Interviews/ Presentations**

### **Community Leader Interview Participants**

- Mayor Peter Brown
- Alderman Glenda Alexander
- Alderman Kelly Hegg
- Alderman Fred Burley
- Alderman Murray Buchanan
- Alderman Allan Hunter
- Tereë Hokanson, Community Development Coordinator, Alberta Health Services and Highland Primary Care Network
- Sara Chamberlain, Economic Development Officer, City of Airdrie
- Barb Gross, Family Resource Services Manager, Community Links
- Colleen Brownell, School Librarian, Rocky View Schools: Ecole Edwards
- Lorna Hunt, Director, Chamber of Commerce
- Don Thomas, School Trustee, Rocky View Schools
- John Wheatley, Director, Rocky View Schools
- Michelle Toombs, CEO, Marigold Library System
- Ralph Levinson, Alberta Health Services Health Advisory Council
- Lorie McRitchie, Director, Food Bank
- Kacie Dougherty, Manager of Youth Services, Boys and Girls Club of Airdrie
- Linda Bruce, Director, Creative Airdrie
- Brenda Moon, President, Agricultural Society
- Paul Schulz, City Manager, City of Airdrie
- Michelle Lock, Director of Community Services, City of Airdrie
- Chris Reason, Property and Project Manager, City of Airdrie
- Ann Wood, Land Administrator, City of Airdrie

### **Comparative Facility Interview Participants**

- Maureen Currey, Library Director, Grande Prairie Public Library
- Shelley Ross, Chief Librarian, Medicine Hat Public Library
- Tony Vanden Heuvel, CEO, Lethbridge Public Library
- Christina Wilson, CEO, Red Deer Public Library
- Sharon Siga, Director, Strathcona County Library
- Leslie Fitch, CEO, Milton Public Library
- John Pateman, Chief Librarian, Thunder Bay Public Library
- Al Davis, Director, Barrie Public Library
- Paul Takala, CEO, Hamilton Public Library
- Edel Toner-Regala, Chief Librarian, Burnaby Public Library
- Helen Kaiser, Branch Manager, North Vancouver District Library
- Paul Lane, Director, Strategic Services, Calgary Public Library
- Gloria Van Eeks-Meijer, Deputy CEO, Waterloo Public Library

## ***APPENDIX D – Instruments***

## **Project Notes**

Project: Airdrie Public Library Facility Needs Assessment  
Online Consultation Form

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**A facility needs assessment for a new public library in Airdrie is currently underway. A major part of this assessment involves determining what a new library can do for the community. There are many services a public library could provide.**

## **Library Service Priorities**

We want to know how the **Airdrie Public Library (APL)** can best serve you and your family, and need your help in identifying library service priorities.

- **Library service priorities are what the library does for or offers to the public in an effort to meet community needs.**
- **Each priority involves spaces, programs, collections, and partnerships.**
- **To be effective, libraries must focus on a limited number of priorities.**

Please select (☒) the top **FIVE** service priorities from the list below that are the most important to you or members of your family.

- |  |   |
|--|---|
| <p><input type="checkbox"/> <b>Get involved in the community</b> The library provides access to community information, activities, and events which help community members connect with one another (e.g. community resource centre; speaker series; public meetings; election forums).</p>  | <p><input type="checkbox"/> <b>Engage in formal education pursuits</b> The library assists students of all ages in meeting their education and research needs (e.g. print and online educational resources; study spaces; tutoring services; exam proctoring).</p>  |
| <p><input type="checkbox"/> <b>Pursue personal interests and self-development</b> The library assists individuals in making informed decisions and engaging in independent learning on a wide variety of topics (e.g. print and online resources; clubs and programs; seminars on health and wellness, finance, etc.).</p>   | <p><input type="checkbox"/> <b>Stimulate imagination and curiosity</b> The library is a place for entertainment and recreation (e.g. books, CDs, and DVDs; clubs and programs; special event spaces).</p>   |
| <p><input type="checkbox"/> <b>Engage in early childhood development opportunities</b> The library provides support to caregivers and their preschoolers in developing early literacy, communication, and social skills. (e.g. multiple rooms for preschool programs and seminars; large collections of board books, picture books, and CDs; early literacy computers; play centre).</p> | <p><input type="checkbox"/> <b>Develop successful businesses and organizations</b> The library supports the development and maintenance of strong and viable businesses and organizations (e.g. print and online business resources; video conferencing centre for training sessions and meetings; presentation equipment).</p> |
| <p><input type="checkbox"/> <b>Connect to the online world</b> The library offers all community members access to and support for up-to-date technology (e.g. Macs and PCs with high-speed internet; low-cost printing, faxing, and scanning services; wi-fi; computer courses; e-readers).</p>  | <p><input type="checkbox"/> <b>Engage in digital creation</b> The library provides opportunities for exploring and creating digital projects through the use of audio-visual equipment and software (e.g. technology resource centre; digital cameras; audio-visual editing software; media lab; courses and tutoring).</p>     |

- |   |  |
|---|--|
| <p><input type="checkbox"/> <b>Develop arts and cultural awareness</b> The library supports arts and cultural activities and events (e.g. art exhibits and programs; author series; performance spaces).</p> <p><input type="checkbox"/> <b>Explore career options</b> The library supports teens and adults in identifying post-secondary education and career opportunities that best suit their individual strengths and interests (e.g. job centre; online career resources; assistance with résumés, cover letters, and online application forms).</p> | <p><input type="checkbox"/> <b>Connect with other school-aged children and teens</b> The library provides opportunities for children and teens to connect with one another, explore new technologies, and express themselves creatively (e.g. dedicated teen area and programs; media lab; gaming centre; arts &amp; crafts room).</p> |
|---|--|

Please provide any additional comments or suggestions you might have about **APL** service priorities.

### **Spaces**

Within libraries, there are different kinds of spaces. Some spaces allow for reading or study, while others accommodate participation in lively activities, or enable people to relax and socialize.

We would like to know which kinds of spaces would be important to you in a new **Airdrie Public Library (APL)** facility. If you had \$100 to invest in spaces, how would you spend your money? Please allocate \$100 to the following types of spaces that might be part of a new library facility.

- \_\_\_\_\_ Reading, study, or contemplative spaces (e.g. study tables; reading areas; quiet corners; etc.)
- \_\_\_\_\_ Active and engaging spaces (e.g. program areas; media labs; collaborative work spaces; children's literacy play area; etc.)
- \_\_\_\_\_ Social spaces (e.g. meeting and presentation areas; teen area; café space; etc.)

**\$100 Total**

Please provide any additional comments or suggestions you might have for spaces at **APL**.



**Connections**

Libraries often partner or collaborate with other organizations in their communities to ensure that community members can address or explore particular needs and interests. The following list shows different types of organizations that the **Airdrie Public Library (APL)** might work with in order to better serve its citizens.

Please select (☒) the top **THREE** types of organizations that you think would be the most appropriate for APL to partner or collaborate with to serve community needs and interests.

- ☐ Arts and culture organizations (e.g. visual; performing; festivals; etc.)
- ☐ Heritage organizations (e.g. museums/interpretive centres; etc.)
- ☐ Businesses (e.g. professional services; retail; commercial; etc.)
- ☐ Educational organizations (e.g. schools; post-secondary institutions; literacy groups; etc.)
- ☐ Government agencies (e.g. municipal; provincial; federal; etc.)
- ☐ Recreation organizations (e.g. children's organizations; sport organizations; seniors' organizations; etc.)
- ☐ Social service and health organizations (e.g. food banks; family and community support organizations; preventative health services; etc.)
- ☐ Other (please specify)

Please provide any additional comments or suggestions you might have about organizations that could partner or collaborate with **APL**.

### **Location**

A location for the new **Airdrie Public Library (APL)** has not been established. However, we want your input on how a location might be identified.

The following list presents criteria that might be used to identify a location for a new library facility. Please select (☑) the top **FIVE** criteria that you think are important to consider for the new location.

The library should be:

- ☐ Located near a public transit bus stop
- ☐ Located on a pathway system (e.g. pedestrian and cycling friendly access)
- ☐ Situated on the same location as a school
- ☐ Located adjacent to shopping centres or malls
- ☐ Situated within residential neighbourhoods
- ☐ Centrally located within Airdrie (e.g. downtown area)
- ☐ Located adjacent to a main road within Airdrie
- ☐ Located adjacent to parks and open spaces
- ☐ Situated in or near a recreation facility
- ☐ Situated near a heritage facility (e.g. museum/interpretive centre)
- ☐ Situated near a health facility (e.g. medical centre)
- ☐ Situated near a social service facility (e.g. community resource centre)
- ☐ Other (please specify)

Please provide any additional comments or suggestions you might have about the location of a new **APL**.

### **The Facility**

Library facilities are often designed in a way that demonstrate or express the character of a community, its heritage, its culture, and/or its vision of the future.

Please provide any comments or suggestions about your vision of a new **Airdrie Public Library** building.

Library facilities are more than just the building itself. How do you envision the outside spaces around the library?

**Tell us about yourself**

The following questions help us to understand how different segments of Airdronians might view the issues that have been examined in this survey. All information gathered will remain **strictly confidential**.

Are you an **Airdrie Public Library** member?

- ☐ Yes
- ☐ No
- ☐ Don't know

Have you used the **Airdrie Public Library** in the past 12 months?

- ☐ Yes
- ☐ No
- ☐ Don't know

Which of the following represents your age?

- ☐ Under 19 years of age
- ☐ 19 to 24 years of age
- ☐ 25 to 34 years of age
- ☐ 35 to 44 years of age
- ☐ 45 to 54 years of age
- ☐ 55 to 64 years of age
- ☐ 65 to 74 years of age
- ☐ 75 years of age or older

Which of the following best represents your household?

- ☐ Couple with children living at home
- ☐ Couple without children living at home
- ☐ Single parent
- ☐ Living alone
- ☐ Living with adult room mates
- ☐ Living with extended family
- ☐ Other

What is your gender?

- ☐ Female
- ☐ Male

Thank you for your assistance with the development of the new Airdrie Public Library. The ideas and comments you have expressed are greatly appreciated.

## **Project Notes**

Project: Airdrie Public Library Facility Needs Assessment  
Community Leader Discussion Guide

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## **Introduction**

- Thank you for the opportunity to speak with you. The Airdrie Public Library is planning for the future and working through ideas on how it might best address the needs of Airdrie through a new library facility. One component of the work is to engage leaders within the community by asking questions that will help us understand what the library means to Airdrie and how the library facility can address community needs.

## **Discussion Guide**

### Overall Expectations for the Library

- If you were to use one word to characterize what a library should do for the community of Airdrie, what would that word be? Why did you pick that word?
- In your opinion, how does a community (or its residents) benefit from having a library?
- What are your expectations for the kinds of services a public library should provide to Airdrie?
- In your opinion, what ways, if any, could the Airdrie Public Library better serve the community?

(Probe, if necessary)

- The library provides access to community information, activities, and events which help community members connect with one another (e.g. community resource centre; speaker series; public meetings; election forums).
- The library assists students of all ages in meeting their education and research needs (e.g. print and online educational resources; study spaces; tutoring services; exam proctoring).
- The library assists individuals in making informed decisions and engaging in independent learning on a wide variety of topics (e.g. print and online resources; clubs and programs; seminars on health and wellness, finance, etc.).
- The library is a place for entertainment and recreation (e.g. popular books, CDs, and DVDs; clubs and programs; special event spaces).
- The library provides support to caregivers and their preschoolers in developing early literacy, communication, and social skills. (e.g. multiple rooms for preschool programs and seminars; large collections of board books, picture books, and CDs; early literacy computers; play centre).
- The library supports the development and maintenance of strong and viable businesses and organizations (e.g. print and online business resources; video conferencing centre for training sessions and meetings; presentation equipment).
- The library offers all community members access to and support for up-to-date technology (e.g. Macs and PCs with high-speed internet; low-cost printing, faxing, and scanning services; wi-fi; computer courses; e-readers).
- The library provides opportunities for exploring and creating digital projects through the use of audio-visual equipment and software (e.g. technology resource centre; digital cameras; audio-visual editing software; media lab; courses and tutoring).
- The library supports arts and cultural activities and events (e.g. art exhibits and programs; author series; performance spaces).
- The library provides opportunities for children and teens to connect with one another, explore new technologies, and express themselves creatively (e.g. dedicated teen area and programs; media lab; gaming centre; arts & crafts room).
- The library supports teens and adults in identifying post-secondary education and career opportunities that best suit their individual strengths and interests (e.g. job centre; online career resources; assistance with résumés, cover letters, and online application forms).
- (IF APPROPRIATE, e.g. social service, arts organizations, etc.) How could a new library facility in Airdrie better serve your constituents/customers?

**Research Notes  
APL Facility Needs Assessment  
Staff Discussion Guide**

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Introduction	2 minutes
<ul style="list-style-type: none"><li>• Gaining input from the community <u>and staff</u></li><li>• Everyone has an opportunity to speak</li><li>• Not agree with everyone's opinion, respect</li></ul>	
Word Association	3 minutes
<ul style="list-style-type: none"><li>• One word you would use to describe what you would like the new Airdrie Public Library facility to be</li></ul>	
Exercise Service Priorities	10 minutes
<ul style="list-style-type: none"><li>• Why selected Service Priorities</li></ul>	
Exercise – Spaces	5 minutes
<ul style="list-style-type: none"><li>• Tell me about your thoughts</li></ul>	
Library Users	5 minutes
<ul style="list-style-type: none"><li>• Tell me about what you think is needed at a new library in Airdrie that would ensure that it serves the needs of residents<ul style="list-style-type: none"><li>○ Inside spaces</li><li>○ Outside spaces</li></ul></li></ul>	
Staff	10 minutes
<ul style="list-style-type: none"><li>• Tell me about what you need as staff person at a new Airdrie Public Library facility<ul style="list-style-type: none"><li>○ What do you think is needed for staff to effectively do their job</li><li>○ What resources will be needed</li></ul></li></ul>	
Form vs. Function	5 minutes
<ul style="list-style-type: none"><li>• Many new libraries being built today are designed to be welcoming, friendly, pleasant places to go to. They can be exciting, inspiring and can make a statement about the community itself. It also needs to be functional and provide services to library users. What are your thoughts about these two aspects of a new Airdrie Public Library facility?</li></ul>	

## Project Notes

Project: Airdrie Public Library – Facility Needs Assessment Study

RE: General Public Survey - Questionnaire

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### NOTES TO THE READER:

- Comments to survey sponsors by consultants are **presented in blue**.
  - Instructions to interviewers are presented as **words in red** and are not read to respondents
  - For Computer Aided Telephone Interviewing software programming, instructions are presented as **words in green** and are not provided to the interviewers or respondents
- 

## Introduction

Hello, my name is \_\_\_\_\_ and I am calling on behalf of the Airdrie Public Library from HarGroup Research. We are conducting an important survey about library services in Airdrie. We want to speak with all Airdrie residents, whether they use the library or not, to gain community opinions about the library. May I please speak to the female or male head of the household?

### REINTRODUCE SURVEY IF NECESSARY

I am not selling anything and the information is strictly for survey analysis purposes. Your answers will remain strictly confidential.

Today I will be asking you questions about library services in Airdrie. If you have some time (approximately 15 mins.), I would like to interview you for this very important survey.

**IF YES -> CONTINUE**

**IF NO -> ASK:**

Could I call back \_\_\_\_\_?

**IF YES -> ASK FOR NAME OF PERSON AND RECORD TIME ON CALL SHEET**

**IF NO -> THANK AND DISCONTINUE; MARK AS "REFUSED" ON CALL SHEET**

**S1.** Do you live within the boundaries of the city of Airdrie?

**IF YES, CONTINUE**

**IF NO, TERMINATE WITH THANK YOU.**

**S2.** Do you or does a member of your household work for the Airdrie Public Library?

**IF YES, TERMINATE WITH THANK YOU.**

**IF NO, CONTINUE.**

**S3.** In which community within Airdrie do you reside?

- |                         |                    |                    |                        |
|-------------------------|--------------------|--------------------|------------------------|
| 1. Airdrie Meadows      | 14. Highland Park  | 25. Ravenswood     | 38. (The) Village      |
| 2. Bayside              | Industrial         | 26. Reunion        | 39. Waterstone         |
| 3. Baysprings           | 15. Hillcrest      | 27. Ridgeway       | 40. Williamstown       |
| 4. Bayview              | 16. Jensen         | 28. Rural (East)   | 41. Willowbrook        |
| 5. Big Springs          | 17. King's Heights | 29. Rural (South)  | 42. Windsong           |
| 6. Canals               | 18. Kingsview      | 30. Rural (West)   | 43. Woodside           |
| 7. Coopers Crossing     | Industrial Park    | 31. Sagewood       | 44. Yankee Valley      |
| 8. Downtown             | 19. Luxtone        | 32. Sierra Springs | Crossing               |
| 9. East Lake Industrial | 20. Meadowbrook    | 33. Silver Creek   | 45. Other(specify)____ |
| 10. Edgewater           | 21. Midtown        | 34. Stonegate      | 46. Don't know         |

- |                    |                     |                |
|--------------------|---------------------|----------------|
| 11. Edmonton Trail | 22. Morningside     | 35. Summerhill |
| 12. Fairways       | 23. Old Town        | 36. Sunridge   |
| 13. Gateway        | 24. Prairie Springs | 37. Thorburn   |

**(IF 1 to 45, GO TO S5)**

**S4. (IF S3>44, ASK)** To help us determine the community in which you reside, may I have your postal code?

-----

**S5.** Are you or is anyone in your household a member of the Airdrie Public Library?

1. Yes
2. No
3. Unsure/Don't know

## Questionnaire

Before we begin, I want to clarify a term that will be used throughout this interview. When I say "members of your household" I am referring to **(EMPHASIZE)** you and other members of your household such as a spouse or partner, children, brothers, sisters, or other family and acquaintances **(EMPHASIZE)** who live with you full time.

### Library Use/Non-Use

Q1.a. Which of the following best describes members of your household's use of Airdrie Public Library services in the past 12 months including visiting in-person, calling by telephone or accessing the library's website? **(READ, SELECT ONE RESPONSE)**  
**(IF RESPONDENT ASKS IF USING TRAC – The Regional Automation Consortium – SHOULD BE INCLUDED IN THIS QUESTION, SAY 'YES')**

1. More than once a week
2. Once a week
3. Once every two weeks
4. Once every three or four weeks
5. Once or twice every two or three months
6. Once or twice every six months
7. Once a year
8. **(DO NOT READ, BUT CLARIFY)** Unsure/Don't know – But used at least once
9. **(DO NOT READ, BUT CLARIFY)** Unsure/Don't know if used or not

**(IF Q1.a >8 SKIP TO Q2ii)**

Q1.b. Which of the following best describes visits in-person to the Airdrie Public library and members of your household in the past 12 months? **(READ, SELECT ONE RESPONSE)**

1. More than once a week
2. Once a week
3. Once every two weeks
4. Once every three or four weeks
5. Once or twice every two or three months
6. Once or twice every six months
7. Once a year



8. **(DO NOT READ, BUT CLARIFY)** Unsure/Don't know – But visited at least once  
9. **(DO NOT READ, BUT CLARIFY)** Unsure/Don't know if visited or not  
10. Have not visited the library in-person in past 12 months

**(SKIP CHECK: IF Q1.b >8 SKIP TO Q2i; IF Q1.b = 9 SKIP TO Q2.ii; IF Q1.b =10 SKIP TO 2.iii)**

- D1. The next questions are being asked to help us understand library use within your household. First, how many members of your household, including yourself, are in the following age groups:

**WRITE IN # OF HOUSEHOLD MEMBERS, INCLUDING 0 IF NONE & TYPE 98 IF REFUSED**

**NOTE: THESE AGE GROUPS REFLECT CENSUS CATEGORIES**

- a. 0 to 9: \_\_\_\_\_  
b. 10 to 19: \_\_\_\_\_  
c. 20 to 44: \_\_\_\_\_  
d. 45 to 64: \_\_\_\_\_  
e. 65 +: \_\_\_\_\_

- D2 **(SKIP IF D1 a through g ARE 0 OR 98)** And, how many of the **(SHOW the results a through e of D1)** members who are in the **(SHOW age group)** have used the Airdrie Public Library by visiting in-person, calling by telephone or accessing the library's website at least once in the past year?

- a. 0 to 9: **(SHOW D1a)** \_\_\_\_\_  
b. 10 to 19: **(SHOW D1b)** \_\_\_\_\_  
c. 20 to 44: **(SHOW D1c)** \_\_\_\_\_  
d. 44 to 64: **(SHOW D1d)** \_\_\_\_\_  
e. 65 +: **(SHOW D1e)** \_\_\_\_\_

- Q2. i. **(IF SUM OF D2 < D1, ASK)** For what reasons, if any, have some members of your household not used the Airdrie Public Library in the past 12 months? Anything else?  
ii. **(IF Q1.a = 9)** I realize that you are not sure if members of your household have used the Airdrie Public Library in the past 12 months, but, just in case, why do you think some members of your household have not used it? Anything else?  
iii. **(IF Q1.a = 10)** For what reasons, if any, have members of your household not used the Airdrie Public Library in the past 12 months? Anything else?

**[DO NOT READ, SELECT ALL THAT APPLY]**

**Personal Interest/Situation**

1. Not interested in what the library offers (some members not interested)  
2. No children/children grown up  
3. Do not read (some members of household enjoy readings more than others)  
4. Haven't thought of using the library  
5. Not going to school or taking courses at this time  
6. Use the library for the children

**Time Constraints/Other priorities**

7. Too busy/involved in other activities  
8. Work/school commitments  
9. Family commitments

**Use other resources/opportunities**

10. Prefer to buy

**Facility/Program Accessibility**

18. Not sure what is available/lack of awareness  
19. Library is too far away  
20. Inconvenient hours of operation  
21. Have library fines that need to be paid  
22. Feel uncomfortable in libraries  
23. Library doesn't have what I want

**Collective Borrowing**

24. One person borrows items for other household members

**Other**

25. Other (specify) \_\_\_\_\_  
26. Don't know/refused

books/CDs/DVDs/audiobooks

11. Using the computer/Internet more for information research/recreation/general interest

12. Use other libraries (school/work/Calgary Public Library/Marigold Library System/etc.)

**Personal Capacity/Social Isolation**

13. Fees too expensive/cannot afford

14. Too old (age)

15. Members of household too young

16. Poor health/person with disability

17. Lack of transportation

Q3.a **(IF 1a > 8 or 1b >8)** Have members of your household ever visited the Airdrie Public Library in-person?

1. Yes

2. No -> **Go to Q6a**

3. **(DO NOT READ)** Unsure/Don't know -> **Go to Q6a**

Q3.b How long ago have members of your household visited the Airdrie Public Library in-person? **(READ, SELECT ONE RESPONSE)**

1. More than 1 year, but less than 4 years

2. 4 or 5 years ago

3. 5 to 10 years ago

4. More than 10 years ago

5. **(DO NOT READ)** Unsure/Don't know

**(IF Q3.a = 1 GO TO Q4ii)**

Q 4.i When members of your household have visited the Airdrie Public Library in-person in the past 12 months, has it **(EMPHASIZE)** usually been ...

Q 4.ii When members of your household visited the Airdrie Public Library in-person, was it **(EMPHASIZE)** usually ...  
**(READ, SELECT ONE RESPONSE)**

1. As part of a trip that includes other errands, eating out or to going to other facilities (pause)

Or

2. A trip that has the specific purpose of using services at the library. -> **Go to Q6a**

3. **(DO NOT READ)** Both

4. **(DO NOT READ)** Unsure/Don't know -> **Go to Q6a**

- Q5. Which of the following have members of your household undertaken on trips when you visited the Airdrie Public Library? **(READ) (ROTATE)**

	Yes	No	Don't know <b>(DO NOT READ)</b>
Gone shopping	1	2	3
Gone to professional service providers such as dentists, doctors, accountants, lawyers, etc.	1	2	3
Visited a city office or building	1	2	3
Gone to a park	1	2	3
Gone to a recreation facility	1	2	3
Gone to a museum or heritage facility	1	2	3
Went to a restaurant or coffee shop	1	2	3

Anything else? \_\_\_\_\_

### General Perceptions of the Airdrie Public Library

- Q6.a. Now thinking of how important overall the Airdrie Public Library is to your household, would you say it is ... **(READ)**

1. Extremely important
2. Very important
3. Somewhat important
4. Not very important
5. Not at all important
6. Unsure/Don't know **[DO NOT READ]**

- Q6.b. And, how important overall is the Airdrie Public Library to the community as a whole, would you say it is ... **(READ)**

1. Extremely important
2. Very important
3. Somewhat important
4. Not very important
5. Not at all important
6. **[DO NOT READ]** Unsure/Don't know

- Q6.c. Generally, would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the Airdrie Public Library?

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. **[DO NOT READ]** Unsure/Don't know

- Q6.d. For what reasons, if any, did you give a rating of **(SHOW RATING IN Q6c)** for the Airdrie Public Library?

\_\_\_\_\_

Q6.e How would you rate the value that Airdrie residents receive for the tax dollars invested in Airdrie Public Library services? Would you say ... **(READ)**

1. Excellent value
2. Very good value
3. Good value
4. Poor value
5. Very poor value
6. Unsure/Don't know **[DO NOT READ]**

### Future Use of the Library

Q7. What, if anything, could be done that would encourage members of your household to use the Airdrie Public Library **(IF USED LIBRARY AT LEAST ONCE, SHOW more often)? (DO NOT READ. CHECK ALL THAT APPLY.)** Anything else?

1. Located closer to where we live
2. More space in the library in general
3. More seating areas or tables for studying
4. More computers available
5. Better parking
6. More copies of popular books
7. More programs (specify)\_\_\_\_\_
8. More CDs/DVDs/audiobooks
9. More electronic resources for ipods, smartphones, tablets for reading books
10. Access information through the Libraries website that are not available through general Internet searches (specify)\_\_\_\_\_
11. Open later weekends
12. Open later on weeknights
13. Lower membership fees
14. Lower fines
15. Nothing
16. Other (specify)\_\_\_\_\_

### New Library Facilities

The Airdrie Public Library is planning a new library facility to better serve Airdrie residents. Today, current libraries are being designed to accommodate different types of resources and programs, but also to provide public spaces for residents to use and enjoy. The next set of questions will ask about options that may be considered for the new library facility.

Q8. I am going to read you a series of statements about the Airdrie Public Library and potential use by members of your household. Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with these statements.  
**(READ) (ROTATE)**

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/ Unsure <b>(DO NOT READ)</b>
i) We would use the library more often if there were more copies of popular books available for us to read or borrow	1	2	3	4	5
ii) We would use the library more often if there were more CDs, DVD's, e-books and/or audio books available for us to check out or download	1	2	3	4	5
iii) We would use the library more often if there were more programs and special events that are fun and entertaining.					
iv) We would use the library more if we could access more resources and	1	2	3	4	5

programs that support preschool literacy, communication and social skills for children					
v) We would use the library more often if there were more resources and programs that help individuals explore and learn about various personal and self-development interests	1	2	3	4	5
vi) We would use the library more often if there were more print and online educational resources and programs that assist individuals with formal education pursuits	1	2	3	4	5
vii) We would use the library more often if there were more opportunities for children and teens to connect with one another, explore new technologies, and express themselves creatively.	1	2	3	4	5
viii) We would use the library more often if there was more access to arts and cultural programs and events such as art exhibits, author or film series and performance spaces	1	2	3	4	5
ix) We would use the library more often if it was an information hub for community programs, activities, and events	1	2	3	4	5
x) We would use the library more often if there was more access to and support for current technologies including high speed Internet, wi-fi, ebooks and ereaders, printing, scanning, and technology training.	1	2	3	4	5
xi) We would use the library more often if there were more opportunities to explore and create digital projects through the use of audio-visual equipment and software	1	2	3	4	5

Q9.a Today, libraries have spaces that are available for a number of reasons.

- spaces that allow for reading or study, relaxation
- spaces that enable people to connect and socialize
- spaces that accommodate participation in lively activities

You will have the opportunity to choose preferences from each of three different kinds of spaces:

First we're going to talk about spaces allow for reading, studying or relaxing. Of this type of space, I would like you to indicate which of these you think members of your household would most prefer to have available at a new library facility? **(READ)**

**(ROTATE OPTIONS)**

And, which would be the second most preferred ...

- \_\_\_ Areas with comfortable furniture and features such a fireplace, and armchairs
- \_\_\_ Designated quiet areas with tables and chairs
- \_\_\_ Quiet nooks that provide private spaces
- \_\_\_ Small meeting rooms that could be booked for study and tutoring

Q9.b For what reasons, if any, did you pick **(MOST PREFERRED RESPONSE TO Q9.a)** over the other options?

---

Q10.a The next set of spaces would enable people to connect and socialize. Of this type of space, I would like you to indicate which of these you think members of your household would most prefer to have available at a new library facility? **(READ)**  
**(ROTATE OPTIONS)**

And, which would be the second most preferred ...

- ☐ A coffee or refreshment shop
- ☐ An exhibit area for art, school projects, or information about different issues
- ☐ A play area where parents and caregivers can socialize while the children interact
- ☐ An area where small groups can get together to visit, work on projects, attend clubs, etc.

Q10.b For what reasons, if any, did you pick **(MOST PREFERRED RESPONSE TO Q10.a)** over the other options?

Q11.a The next set of spaces would accommodate participation in lively activities. Of this type of space, I would like you to indicate which of these you think members of your household would most prefer to have available at a new library facility? **(READ)**  
**(ROTATE OPTIONS)**

And, which would be the second most preferred ...

- ☐ Rooms that support library programs, meetings, and events
- ☐ Multipurpose rooms that can be used by business and community organizations
- ☐ An area for groups to engage in hands on, creative, or gaming activities
- ☐ An area where individuals and groups can access computers, the Internet, and other technologies

Q11.b For what reasons, if any, did you pick **(MOST PREFERRED RESPONSE TO Q11.a)** over the other options?

Q12. Please state if you strongly agree, somewhat agree, somewhat disagree or strongly disagree that the following should be included in a new library facility for Airdrie. **(READ)**  
**(ROTATE)**

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/ Unsure <b>(DO NOT READ)</b>
i) A room that has video conferencing capabilities that can be used by residents, community organizations and businesses	1	2	3	4	5
ii) Computers specifically developed for pre-school children to use	1	2	3	4	5
iii) Computers specifically developed for people with visual, physical or learning challenges	1	2	3	4	5
iv) An area where individuals or groups of people can use and interact with electronic gaming devices	1	2	3	4	5
v) Highly trained staff who can provide technology support and assistance	1	2	3	4	5
vi) A themed play area that enables pre-school children and parents/ caregivers to actively engage in hands-on-learning, socializing, and literacy activities	1	2	3	4	5

Q13.a I am going to read to you four options that might be considered for the location of a new library facility in Airdrie. Please tell me which of these options you would prefer. **(READ)**  
**(ROTATE FIRST THREE OPTIONS)**

- \_\_\_ One main library facility located adjacent to or within a municipal park
- \_\_\_ One main library facility located in downtown Airdrie, near various types of retail, professional and city services
- \_\_\_ One main library facility located near the outskirts of Airdrie, but adjacent to a shopping centre, or
- \_\_\_ Several library branches located in different areas of Airdrie **(if respondent asks: each of which would be smaller in size compared to one main library facility)** that serve specific needs of residents living in each area.

Q13.b For what reasons, if any, do you prefer that option?

---

**(If respondent indicates they chose an option because it is 'Centrally Located') → Ask**  
And what, specifically, is preferable about having a library that is centrally located?

Q14.a What, in your opinion, is unique about living in Airdrie? **(DO NOT READ, SELECT ALL THAT APPLY)** Anything else?

- \_\_\_ Small town feel
- \_\_\_ Peaceful and quiet
- \_\_\_ You can know your neighbours
- \_\_\_ Rapid growth
- \_\_\_ Young families
- \_\_\_ A safe place
- \_\_\_ Proximity to Calgary
- \_\_\_ Affordable place to live
- \_\_\_ Other (specify) \_\_\_\_\_

Q14.b What ideas do you have of how a new Airdrie Public Library building or outside spaces around the library might portray your perceptions of the uniqueness of Airdrie?

\_\_\_\_\_

And, I just have a couple of questions about yourself:

Q15.a Over the past 12 months, approximately how many books **(including audio and e-books)** of:

- i. Fiction have you read or listened to \_\_\_\_\_
- ii. And, how about non-fiction or listened to \_\_\_\_\_

**(If respondent asks)**

Fiction refers to written stories about people and events that are not real.  
And  
Nonfiction is writing that is about facts or real events.

Q15.b **(ASK IF YES TO Q1a < 9)**

How many of the \_\_\_ fiction books **(including audio and e-books)** did you borrow from the Airdrie Public Library? \_\_\_\_\_

How many of the \_\_\_ non-fiction books **(including audio and e-books)** did you borrow from the Airdrie Public Library? \_\_\_\_\_



## DEMOGRAPHICS

The last few questions are being asked so that we can group your answers with those of others who have participated in the survey. All answers will be kept strictly confidential.

- D3. (IF D1 ASKED, D4) How many members of your household, including yourself, are in the following age groups:

**WRITE IN # OF HOUSEHOLD MEMBERS & TYPE 98 IF REFUSED**

- a. 0 to 9: \_\_\_\_\_
- b. 10 to 19: \_\_\_\_\_
- c. 20 to 44: \_\_\_\_\_
- d. 45 to 64: \_\_\_\_\_
- e. 65 +: \_\_\_\_\_

- D4. Which of the following most closely describes your household? **(READ)**

- 1. Couple with children living at home
- 2. Couple without children living at home
- 3. Single Parent household
- 4. Living alone
- 5. Living with roommate(s)
- 6. Living with extended family
- 7. **(DO NOT READ)** Other
- 8. **(DO NOT READ)** Refused

Over the next month, we may be conducting research through discussion groups with Airdrie citizens about the new library. If we were to recontact you in the next month, would you be interested in participating in discussion groups about the library and how it might best serve Airdrie residents? Honorariums would be given to participants for their time and participation.

- 1. **Yes** → May I get your first name and confirm your phone number please? \_\_\_\_\_
- 2. **No** → May I have your first name in case my supervisor wants to confirm this interview: \_\_\_\_\_

Thank you for your time and for participating in the survey today. Have a good evening (afternoon).

- D5. Record gender:
- 1. Male
  - 2. Female

Telephone Number: (###) ###-####

Interviewer #:

**Project Notes**

Project: Airdrie Public Library – Facility Needs Assessment Study  
Members Survey - Questionnaire

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**NOTES TO THE READER:**

- Instructions to interviewers are presented as **words in red** and are not read to respondents
  - For Computer Aided Web Interviewing software programming, instructions are presented as **words in green** and are not provided to the interviewers or respondents
- 

## Introduction Page

Dear Member of the Airdrie Public Library,

The Airdrie Public Library is planning a new facility to address the increasing needs of Airdrie residents and we need your assistance.

You have been sent this invitation to participate in an online survey. You may have already participated in a survey through the Airdrie Public Library's website. However, this survey is different and we ask that you take the time to give us your opinions.

It should take approximately 15 minutes to complete all of the questions that are in the questionnaire. If, for whatever reason, you are not able to complete the questionnaire all at once, you can close your browser and go back at a convenient time. When you start the questionnaire again, you can use the Survey Access link that was provided to you in the invitation e-mail, which will take you to the position in the questionnaire from which you stopped.

The survey is being conducted by HarGroup Management Consultants Inc., an independent consulting firm that has been engaged by the Airdrie Public Library to help plan for the new library facility.

To proceed to the questionnaire, please select the 'Next' button below.

Should you have questions about the survey, you can contact us at 403-261-7999 or [APL@hargroup.ca](mailto:APL@hargroup.ca)

Thank you for taking the time to assist the Airdrie Public Library with this important survey

**S1.i** In the past few weeks, did you or someone in your household participate in a telephone survey about the Airdrie Public Library?

1. Yes
2. No (**GO TO S2**)

**S1.ii** The questions asked in the telephone survey are the same as those asked in this online survey. As such, your household has already participated in the survey.

Thank you for your interest in the new Airdrie Public Library.

**S2.** Do you live within the boundaries of the city of Airdrie?

1. Yes
2. No

**S3.** In which community within Airdrie do you reside?

- |                         |                     |                    |                         |
|-------------------------|---------------------|--------------------|-------------------------|
| 1. Airdrie Meadows      | 14. Highland Park   | 25. Ravenswood     | 38. (The) Village       |
| 2. Bayside              | Industrial          | 26. Reunion        | 39. Waterstone          |
| 3. Baysprings           | 15. Hillcrest       | 27. Ridgeway       | 40. Williamstown        |
| 4. Bayview              | 16. Jensen          | 28. Rural (East)   | 41. Willowbrook         |
| 5. Big Springs          | 17. King's Heights  | 29. Rural (South)  | 42. Windsong            |
| 6. Canals               | 18. Kingsview       | 30. Rural (West)   | 43. Woodside            |
| 7. Coopers Crossing     | Industrial Park     | 31. Sagewood       | 44. Yankee Valley       |
| 8. Downtown             | 19. Luxtone         | 32. Sierra Springs | Crossing                |
| 9. East Lake Industrial | 20. Meadowbrook     | 33. Silver Creek   | 45. Other(specify)_____ |
| 10. Edgewater           | 21. Midtown         | 34. Stonegate      | 46. Don't know          |
| 11. Edmontan Trail      | 22. Morningside     | 35. Summerhill     |                         |
| 12. Fairways            | 23. Old Town        | 36. Sunridge       |                         |
| 13. Gateway             | 24. Prairie Springs | 37. Thorburn       |                         |

**(IF 1 to 45, GO TO S4)**

**S4. (IF S3>44, ASK)** To help us determine the community in which you reside, could you please provide your postal code?

-----

**S5.** Are you or is anyone in your household currently a member of the Airdrie Public Library?

1. Yes
2. No

To clarify, when the term "**members of your household**" is used in this survey, it is referring to you and other members of your household such as a spouse or partner, children, brothers, sisters, or other family and acquaintances who live with you full time.

### **Library Use/Non-Use**

Q1.a. Which of the following best describes members of your household's use of Airdrie Public Library services in the past 12 months including visiting in-person, calling by telephone or accessing the library's website (including use of TRAC)? **(SELECT ONE RESPONSE)**

1. More than once a week
2. Once a week
3. Once every two weeks
4. Once every three or four weeks
5. Once or twice every two or three months
6. Once or twice every six months
7. Once a year
8. Unsure/Don't know – But used at least once
9. Unsure/Don't know if used or not
10. Have not used the library in-person in past 12 months

**(IF Q1.a >8 SKIP TO Q2ii)**

Q1.b Which of the following best describes visits in-person to the Airdrie Public library and members of your household in the past 12 months? **(SELECT ONE RESPONSE)**

1. More than once a week
2. Once a week
3. Once every two weeks
4. Once every three or four weeks
5. Once or twice every two or three months
6. Once or twice every six months
7. Once a year
8. Unsure/Don't know – But visited at least once
9. Unsure/Don't know if visited or not
10. Have not visited the library in-person in past 12 months

**(SKIP CHECK: IF Q1.b >8 SKIP TO Q2i; IF Q1.b = 9 SKIP TO Q2.ii; IF Q1.b =10 SKIP TO 2.iii)**

D1. The next questions are being asked to help us understand library use within your household. First, how many members of your household, including yourself, are in the following age groups:

**WRITE IN # OF HOUSEHOLD MEMBERS, INCLUDING 0 IF NONE**

**NOTE: THESE AGE GROUPS REFLECT CENSUS CATEGORIES**

- a. 0 to 9: \_\_\_\_\_
- b. 10 to 19: \_\_\_\_\_
- c. 20 to 44: \_\_\_\_\_
- d. 45 to 64: \_\_\_\_\_
- e. 65 +: \_\_\_\_\_

D2 **(SKIP IF D1 a through g ARE 0 OR blank)** And, how many of the **(SHOW the results a through e of D1)** members who are in the **(SHOW age group)** have used the Airdrie Public Library by visiting in-person, calling by telephone or accessing the library's website at least once in the past year?

- a. 0 to 9: **(SHOW D1a)** \_\_\_\_\_
- b. 10 to 19: **(SHOW D1b)** \_\_\_\_\_
- c. 20 to 44: **(SHOW D1c)** \_\_\_\_\_
- d. 44 to 64: **(SHOW D1d)** \_\_\_\_\_
- e. 65 +: **(SHOW D1e)** \_\_\_\_\_

- Q2.
- i. **(IF SUM OF D2 < D1, ASK)** For what reasons, if any, have some members of your household not used the Airdrie Public Library in the past 12 months? **Please provide as much detail as possible.**
  - ii. **(IF Q1.a = 9)** We realize that you are not sure if members of your household have used the Airdrie Public Library in the past 12 months, but, just in case, why do you think some members of your household have not used it? **Please provide as much detail as possible.**
  - iii. **(IF Q1.a = 10)** For what reasons, if any, have members of your household not used the Airdrie Public Library in the past 12 months? **Please provide as much detail as possible.**

---

**This is an open ended question for the Members Survey, but will be coded using the following:**  
**Personal Interest/Situation**

1. Not interested in what the library offers (some members not interested)
2. No children/children grown up
3. Do not read (some members of household enjoy readings more than others)
4. Haven't thought of using the library

5. Not going to school or taking courses at this time
6. Use the library for the children  
**Time Constraints/Other priorities**
7. Too busy/involved in other activities
8. Work/school commitments
9. Family commitments  
**Use other resources/opportunities**
10. Prefer to buy books/CDs/DVDs/audiobooks
11. Using the computer/Internet more for information research/recreation/general interest
12. Use other libraries (school/work/Calgary Public Library/Marigold Library System/etc.)  
**Personal Capacity/Social Isolation**
13. Fees too expensive/cannot afford
14. Too old (age)
15. Members of household too young
16. Poor health/person with disability
17. Lack of transportation  
**Facility/Program Accessibility**
18. Not sure what is available/lack of awareness
19. Library is too far away
20. Inconvenient hours of operation
21. Have library fines that need to be paid
22. Feel uncomfortable in libraries
23. Library doesn't have what I want  
**Collective Borrowing**
24. One person borrows items for other household members  
**Other**
25. Other (specify) \_\_\_\_\_
26. Don't know/refused

**NOTE: Question 3 from telephone survey is not included in the Members Survey**

Q 4. When members of your household visited the Airdrie Public Library in-person, has it **(EMPHASIZE)** usually been ...

1. As part of a trip that includes other errands, eating out or to going to other facilities (pause)  
Or
2. A trip that has the specific purpose of using services at the library. -> **Go to Q6a**
3. Both
4. Unsure/Don't know -> **Go to Q6a**

Q5. Which of the following have members of your household undertaken on trips when you visited the Airdrie Public Library? **(ROTATE)**

	Yes	No	Don't know
Gone shopping	1	2	3
Gone to professional service providers such as dentists, doctors, accountants, lawyers, etc.	1	2	3
Visited a city office or building	1	2	3
Gone to a park	1	2	3
Gone to a recreation facility	1	2	3
Gone to a museum or heritage facility	1	2	3
Went to a restaurant or coffee shop	1	2	3

Anything else? \_\_\_\_\_

### General Perceptions of the Airdrie Public Library

Q6.a. Now thinking of how important overall the Airdrie Public Library is to your household, would you say it is ...

1. Extremely important
2. Very important
3. Somewhat important
4. Not very important
5. Not at all important
6. Unsure/Don't know

Q6.b And, how important overall is the Airdrie Public Library to the community as a whole, would you say it is ...

1. Extremely important
2. Very important
3. Somewhat important
4. Not very important
5. Not at all important
6. Unsure/Don't know

Q6.c Generally, would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the Airdrie Public Library?

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Unsure/Don't know

Q6.d For what reasons, if any, did you give a rating of **(SHOW RATING IN Q6c)** for the Airdrie Public Library?

---

Q6.e How would you rate the value that Airdrie residents receive for the tax dollars invested in Airdrie Public Library services? Would you say ...

1. Excellent value
2. Very good value
3. Good value
4. Poor value
5. Very poor value
6. Unsure/Don't know

### Future Use of the Library

Q7. What, if anything, could be done that would encourage members of your household to use the Airdrie Public Library more often? **Provide as much detail as possible.**

---

**This is an open ended question for the Members Survey, but will be coded using the following:**

1. Located closer to where we live
2. More space in the library in general
3. More seating areas or tables for studying
4. More computers available
5. Better parking
6. More popular/best seller books
7. More programs (specify)\_\_\_\_\_
8. More CDs/DVDs/audiobooks
9. More electronic resources for ipods, smartphones, tablets for reading books
10. Access information through the Libraries website that are not available through general Internet searches (specify)\_\_\_\_\_
11. Open later weekends
12. Open later on weeknights
13. Lower membership fees
14. Lower fines
15. Nothing
16. Other (specify)\_\_\_\_\_

### **New Library Facilities**

The Airdrie Public Library is planning a new library facility to better serve Airdrie residents. Today, current libraries are being designed to accommodate different types of resources and programs that residents use, but also provide public spaces for residents to use and enjoy. The next set of questions will ask about options that may be considered for the new library facility.

- Q8. The following set of statements is about the Airdrie Public Library and potential use by members of your household. Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with these statements. **(ROTATE)**

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/ Unsure
i) We would use the Library more often if there were more popular books available for us to read or borrow	1	2	3	4	5
ii) We would use the Library more often if there were more CDs, DVD's or e-books or audio books available for us to check out or download	1	2	3	4	5
iii) We would use the Library more if we could access more resources and programs that support early literacy, communication and social skills for children	1	2	3	4	5
iv) We would use the library more often if there were more resources and programs that help individuals explore and learn about various personal and self-development interests	1	2	3	4	5
v) We would use the library more if there were more print and online educational resources, as well as programs, that assist individuals with formal education pursuits	1	2	3	4	5
vi) We would use the Library more often if there were more opportunities for children and youth connecting with one another and expressing themselves creatively by attending programs, using technologies or having areas where they can get together	1	2	3	4	5
vii) We would use the Library more often if there was more access to arts and cultural, programs and events such as art exhibits, author or film presentations and performance spaces	1	2	3	4	5
viii) We would use the Library more often if we could access more community-related information, programs and events	1	2	3	4	5
ix) We would use the Library more often if there were more access to up-to-date computers high speed Internet access and computer courses	1	2	3	4	5



- Q9.a Today, libraries typically have areas that are available for reading, studying, using electronic devices or general relaxation and reflection. Please consider how members of your household might use a new library facility in Airdrie. The following represent different kinds of areas or spaces that might be included in the new library. Of these, please indicate which of these you think members of your household would most and second most prefer to have available at a new library facility? **(ROTATE OPTIONS)**

\_\_\_ Areas with comfortable or cozy furniture and features such as sofa chairs, fireplace, pillows for sitting, etc.

\_\_\_ Designated quiet areas with tables and chairs that individuals and groups of people can use

\_\_\_ Kiosks that provide individuals with quiet and private spaces

- Q9.b For what reasons, if any, did you pick **(MOST PREFERRED RESPONSE TO Q9.a)** over the other options?

- 
- Q10.a Today, also typically have areas that enable users to meet and talk with other people, see exhibits or presentations, or gather as groups to do things together. Again, listed below are different kinds of areas or spaces that might be included in the new library. Of these, please indicate which of these you think members of your household would most and second prefer to have available at a new library facility? **(ROTATE OPTIONS)**

\_\_\_ A coffee or refreshment shop

\_\_\_ An art gallery space

\_\_\_ An area that has a play structures for kids and parents can meet and talk

\_\_\_ An area where youth can get together to chat, do homework, work on a project, etc.

- Q10.b For what reasons, if any, did you pick **(MOST PREFERRED RESPONSE TO Q10.a)** over the other options?

- 
- Q11.a In addition, today's libraries typically have areas that allow residents to be active and engaged in various activities and programs. Once again, listed below are different kinds of areas or spaces that might be included in the new library. Of these, please indicate which of these you think members of your household would most and second prefer to have available at a new library facility? **(ROTATE OPTIONS)**

\_\_\_ Multi-purpose rooms that support various types of activities and programs of the library and other community organizations

\_\_\_ Meeting rooms that can be used by individuals, business and organizations

\_\_\_ An arts and craft area for individuals or groups to engage in creative activities

\_\_\_ An area where individuals and groups can access computers, the Internet, and other technologies

- Q11.b For what reasons, if any, did you pick **(MOST PREFERRED RESPONSE TO Q11.a)** over the other options?

**Q12.** Please state if you strongly agree, somewhat agree, somewhat disagree or strongly disagree that the following should be included in a new library facility for Airdrie.

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/ Unsure
i) Spaces that can be used by community organizations to provide activities and programs for Airdrie residents	1	2	3	4	5
ii) A room that has video conferencing capabilities that can be used by residents, community organizations and businesses	1	2	3	4	5
iii) Computers specifically developed for pre-school children to use	1	2	3	4	5
iv) Computers specifically developed for people with visual or other types of physical or learning challenges	1	2	3	4	5
v) An area where individuals or groups of people can use and interact with electronic gaming devices	1	2	3	4	5
vi) Highly trained staff who can provide technical support and assistance to residents who have questions about using computers, other electronic devices, software and social media	1	2	3	4	5
v) A themed play area that enables pre-school children actively engage in reading stories and other hands-on-learning	1	2	3	4	5

**Q13.a** The following are four options that might be considered for the location of a new library facility in Airdrie. Please indicate which of these options you would prefer. **(ROTATE FIRST THREE OPTIONS)**

- ☐ One main library facility located adjacent to or within a municipal park
- ☐ One main library facility located in downtown Airdrie, near various types of retail, professional and city services
- ☐ One main library facility located near the outskirts of Airdrie, but adjacent to a shopping centre, or
- ☐ Several library branches located in different areas of Airdrie (each of which would be smaller in size compared to one main library facility) that serve specific needs of residents living in each area.

**Q13.b** For what reasons, if any, do you prefer that option?

---

**Q14.a** For what reasons, if any, did you pick **(MOST PREFERRED RESPONSE TO Q9.a)** as the most important option?

---

**Q14.b** And, what reasons, if any, did you pick **(SECOND PREFERRED RESPONSE TO Q9.a)** as one of the most important options?

---

**Q14.c** Generally, to what extent do you support or oppose the Airdrie Public Library expanding its facilities to address existing and future demand for services. Do you ...

- 1. Strongly support
- 2. Somewhat support
- 3. Somewhat oppose
- 4. Strongly oppose
- 5. Unsure/Don't know

Q14.d To what extent do you support or oppose the Airdrie Public Library expanding its facilities if it resulted in an increase in property taxes.

1. Strongly support
2. Somewhat support
3. Somewhat oppose
4. Strongly oppose
5. Unsure/Don't know

Q15.a What, in your opinion, is unique about living in Airdrie? **Provide as much detail as possible.**

---

**This is an open ended question for the Members Survey, but will be coded using the following:**

- ☐ Small town feel
- ☐ Peaceful and quiet
- ☐ You can know your neighbours
- ☐ Rapid growth
- ☐ Young families
- ☐ A safe place
- ☐ Proximity to Calgary
- ☐ Affordable place to live
- ☐ Other (specify) \_\_\_\_\_

Q15.b What ideas do you have of how a new Airdrie Public Library building or outside spaces around the library might portray your perceptions of the uniqueness of Airdrie?

---

And, I just have a couple of questions about yourself:

Q16.a Over the past 12 months, approximately how many books (including audio and e-books) of:

- i. Fiction have you read or listened to \_\_\_\_\_
- ii. And, how about non-fiction or listened to \_\_\_\_\_

Q16.b **(ASK IF YES TO Q1a < 9)**

How many of the \_\_\_\_\_ fiction books (including audio and e-books) did you borrow from the Airdrie Public Library? \_\_\_\_\_

How many of the \_\_\_\_\_ non-fiction books (including audio and e-books) did you borrow from the Airdrie Public Library? \_\_\_\_\_

## DEMOGRAPHICS

The last few questions are being asked so that we can group your answers with those of others who have participated in the survey. All answers will be kept strictly confidential.

**Question D3 from the Telephone Survey has been deleted from the Members Survey.**

D4. Which of the following most closely describes your household?

1. Couple with children living at home
2. Couple without children living at home
3. Single Parent household
4. Living alone
5. Living with roommate(s)
6. Living with extended family
7. Other (specify)\_\_\_\_\_

D5. Are you:

3. Male
4. Female

Over the next month, we may be conducting research through discussion groups with Airdrie citizens about the new library. If you are interested in participating in discussion groups about the library and how it might best serve Airdrie residents, please provide us with your first name, telephone number and e-mail address. Honorariums would be given to participants for their time and participation.

Name:\_\_\_\_\_

Phone Number:\_\_\_\_\_

E-Mail Address:\_\_\_\_\_

Thank you for your time and for participating in the survey today.

**Project Notes**

Project: Airdrie Public Library Facility Needs Assessment  
Discussion Guide –Focus Groups

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**Introduction**

**3 Minutes**

- Welcome everyone
- Introduction of Moderator/Note Taker
  - Moderator ask questions and facilitate the discussion, ensure everyone has opportunity to participate
  - Note Taker ensures that the ideas and opinions presented are noted.
- Statement of proceedings

*Today, we are going to discuss opportunities for the Airdrie Public Library. Over the next couple of years, the Airdrie Public Library will be developing a new library facility. To help with this development, the Airdrie community is being consulted about what should be included in the new library facility. In tonight's discussion, we will examine various opportunities that might be considered for the new facility.*

*Some of you may use resources, programs, and services at the Airdrie Public Library, while others may not. Either way, we want to know what you think should be included in a new library facility so that the Airdrie Public Library can best serve the community.*

*Most of you would have participated in a survey, and some of you may have had someone else within your household participate in the survey. Some of the questions we ask tonight will help us to better understand some of the findings of the survey.*

Before we begin, I would like to outline how tonight will proceed:

- Overview format of group session – approximately 1 hours
- Record the session by audio tape - help with report preparation
- All information will be held strictly confidential
- Statement of rules
  - Everyone has opportunity to provide opinions – if you put up your hand or nod, I will give you an opportunity to speak
  - We will respect all opinions expressed. We may not agree with what someone is saying, but we can respect their opinions.

**B. Uniquely Airdrie**

**5 min**

- To begin, we want you to introduce yourselves, let's go around the room and give me your first name only. As well, I want you to give me one word that you think describes Airdrie as a place to live.
- You have provided some words that you think describe Airdrie. I want you to keep these words in mind while thinking about a new library facility for Airdrie such as the building, the spaces inside and outside the building, and what is offered to the community by the Airdrie Public Library. How might a new library facility be developed so that it is distinctive or representative of Airdrie?

**C. Presence within the Community**

**15 min**

- I am going to show you some results from the telephone survey that was conducted. We asked about possible locations for a new library facility and these are the findings.

One main library located in downtown Airdrie, near various types of retail, professional and City services	52%
One main facility located adjacent to or within a municipal park	26%
Several library branches located in different areas of Airdrie that serve specific needs of residents living in each area	16%
One main library facility located near the outskirts of Airdrie but adjacent to a shopping centre	6%

- Why do you think the one main library located in downtown Airdrie was chosen as being most appropriate for Airdrie compared to the other options?
- What do you think of the option of being adjacent to or within a municipal park? Is there a park located in Airdrie that you think would make sense to have a library facility adjacent to or within?
- We are going to do an exercise now. On this sheet of paper (see next page), you will see pictures of actual public libraries. I want you to look at these and pick one that you think has characteristics of what you would like to have developed in Airdrie and one that has characteristics of what you would not like to have in Airdrie. Circle the building you would like to have in Airdrie and cross out the one you would not want to have.
  - Which of the pictures did you pick and, more importantly, why did you pick those pictures?

**D. Programs**

**10 min**

- Many public libraries offer programs and events to users. Some of you may be aware of programs or events that take place at the Airdrie Public Library and some of you may not. What kinds of programs or events would you expect the Airdrie Public Library to offer?
  - Here is a list of potential programs or events that might be offered at a new Airdrie Public Library facility.
    - Which of these would you consider to be appropriate for the Airdrie Public Library to offer? Or, another way of thinking about this is which of these would you expect to be offered by a public library? (Why is that?)
    - Which of these would you consider to be not appropriate for the Airdrie Public Library to offer? Or, which of these would you not expect to be offered by a public library? (Why is that?)
- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Computer courses</li><li>• Clubs or community organizations using spaces</li><li>• Buskers (e.g. presenting a juggling act)</li><li>• Lego competitions</li><li>• English language learning courses</li><li>• Art exhibits</li><li>• Financial planning courses</li><li>• Political debates</li><li>• Wine tasting courses</li></ul> | <ul style="list-style-type: none"><li>• Physical fitness classes</li><li>• Book/Author readings</li><li>• Panelists discussing community issues</li><li>• Music recitals</li><li>• Farmers market</li><li>• Pre-school literacy programs</li><li>• Creative writing courses</li><li>• First aid training courses</li><li>• Genealogy courses</li><li>• Science fairs</li></ul> |
|--|--|



**AIRDRIE PUBLIC LIBRARY  
FACILITY NEEDS ASSESSMENT STUDY**

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**E. Acceptability of Spaces within the Facility**

**15 min**

- Now, I would like to get your thoughts about spaces that might be within or outside of a new library facility. What do you think of areas within a new library that would offer users the following;

- (Asked of Group with Families) Let's begin with a children's area:

(point out television to view movies, children's computers, hands-on learning area in background)



(Other hands-on learning experiences)



(another children's area)



(another children's area)



(another children's area)



- (Asked of Group with Families) Here are some teen oriented areas:

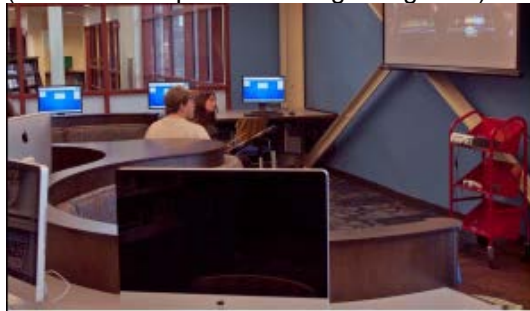
(a teen area)



(another teen area)



(make sure to point out the gaming area)



(teens using a table top computer screen for learning)





(Creative areas)



- Let's take a look at some public, reading and relaxation areas:

(secluded comfortable area)



(larger comfortable areas)



(comfortable seating areas throughout the library)



(Individual working areas)



(enclosed study/work spaces)



(collaborative/shared areas)



(gathering areas)





(supporting art/creative)





(What do you think of this kind of art space available in the library? Do you think this kind of gallery would be appropriate, or art being presented throughout the library?)



- In the survey, we heard about the need to have refreshments available for library users. There are several ways that refreshments might be provided such as vending machines, coffee shop, a juice oriented shop, a café, or restaurant. What do you think makes sense to have in a new library facility in Airdrie?
- As well, in the survey, we learned that a video conferencing would be acceptable within a library, but there was not as much support for electronic game room or a maker or digital project area (similar to what was shown earlier). Any thoughts as to why there was support for one of these, but not for the others?

**F. Levels and Outside of the Building**

**5 min**

- A new library facility in Airdrie might be built with one or more than one level. Any thoughts about whether a library is one or more levels?
- And, how about outside the library? Any thoughts about what you would want to have available surrounding the library?

**Closing**

**1 Minutes**

Thank everyone for time and ideas. Great help in understanding the issues that are facing the Airdrie Public Library. The Airdrie Public Library wants to thank you as well. As you leave, you will be given an honorarium from the Library.

## **APPENDIX E – Respondents’ Profiles**

### **Surveys**

<b>2013 Airdrie Public Library Facility Needs Assessment - Respondent Profile</b>			
<b>Characteristics</b>	<b>Descriptions</b>	<b>% of Survey Respondents</b>	
		<b>Telephone Survey</b>	<b>Members Online Survey</b>
Gender	Male	30	17
	Female	70	83
	Total	100	100
Type of Household	Couple with children living at home	52	55
	Couple without children living at home	31	28
	Single Parent household	5	4
	Living alone	9	7
	Living with roommate(s)	1	2
	Living with extended family	3	4
	Other	1	0
	Total	100	100
Library Membership	Member	43	94
	Non-Member	57	6
	Total	100	100
Number of Household Members per Age Group	Mean Average (Users):		
	0 to 9 years	0.8	0.7
	10 to 19 years	0.6	0.4
	20 to 44 years	1.1	1.0
	45 to 64 years	0.6	0.8
	65+ years	0.3	0
	Mean Average (Non-users):		
	0 to 9 years	0.5	n/a
	10 to 19 years	0.4	n/a
	20 to 44 years	1.0	n/a
	45 to 64 years	0.9	n/a
	65+ years	0.3	n/a
Number of Library Users per Age Group	Mean Average:		
	0 to 9 years	0.7	0.8
	10 to 19 years	0.5	0.4
	20 to 44 years	0.7	0.9
	45 to 64 years	0.5	0.6
	65+ years	0.2	0.2
Area of Residence	Luxstone	7	8
	Big Springs	7	4
	Sagewood	6	6
	Canals	6	6
	Thorburn	5	6
	King's Heights	5	4
	Meadowbrook	5	5
	Woodside	5	5
	Coopers Crossing	5	6
	Edgewater	4	3
	Morningside	4	2
	Stonegate	4	4
	Downtown	3	<1
	Summerhill	3	3
	Bayside	3	2
	Reunion	3	2
	Windsong	3	5
	Airdrie Meadows	3	3
	Fairways	3	2
	Willowbrook	2	2
	Jensen	2	3
	Silver Creek	2	3
	Prairie Springs	2	2
	Baysprings	1	n/a
	(The) Village	1	1

2013 Airdrie Public Library Facility Needs Assessment - Respondent Profile			
Characteristics	Descriptions	% of Survey Respondents	
		Telephone Survey	Members Online Survey
	Waterstone	1	2
	Old Town	1	2
	Ravenswood	1	1
	Ridgegate	1	1
	Sunridge	1	1
	Williamstown	1	1
	Yankee Valley Crossing	1	<1
	Sierra Springs	<1	n/a
	Hillcrest	n/a	1
	Rural (East)	n/a	1
	Rural (West)	n/a	<1
	Edmonton Trail	n/a	<1
	Gateway	n/a	<1
	Other	n/a	3
	Don't know	n/a	1
	Total	100	100

**Focus Group Composition:**

## ***APPENDIX F – Additional Information***

How long ago have members of your household visited the Airdrie Public Library in-person?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
More than 1 year, but less than 4 years	70	17.5	57.2	57.2
4 or 5 years ago	17	4.4	14.2	71.4
5 to 10 years ago	25	6.3	20.5	91.9
More than 10 years ago	10	2.5	8.1	100.0
Total	122	30.6	100.0	

Unprompted Suggestions for Increasing APL Use		
Suggestions	% of Responses	
	Library Users (n=174)	Other Residents (n=223)
Nothing	45	60
More space in the library in general	8	1
More programs (in general)	5	2
More electronic resources for ipods/smartphone/tablets	3	3
Better parking	4	3
Lower membership fees	2	4
Wider selection of books/reference materials	4	1
Located closer to where we live	2	3
More copies of popular books	4	1
More children's programs	4	0
Open later on weeknights	3	1
Better online service for downloading e-books	1	2
Open later weekends	3	-
More advertising/promotion to increase awareness of services	-	2
More CDs/DVDs/audiobooks	1	1
Organize book clubs	-	1
More seating areas or tables for studying	1	0
Lower fines	0	1
Keep collection current/update materials	1	-
More special events	1	0
Inter-library program with Calgary	-	1
More staffing	1	-
Access information via website not available through general searches	1	-
Other	2	1
Don't know	5	8
Total	100	100
Source: Community Telephone Survey		

## ***APPENDIX G – Results of Members’ Online Survey***

In this report, information is presented that is sourced from the Community Telephone Survey. The following information is presented from the Online Members’ Survey.

**Q1.a.** Which of the following best describes members of your household's use of Airdrie Public Library services in the past 12 months including visiting in-person, calling by telephone or accessing the library's website?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Once every three or four weeks	101	21.2	21.2	21.2
Once a week	90	18.9	18.9	40.1
Once every two weeks	79	16.6	16.6	56.7
Once or twice every two or three months	74	15.5	15.5	72.3
More than once a week	61	12.8	12.8	85.1
Once or twice every six months	46	9.7	9.7	94.7
Once a year	14	2.9	2.9	97.7
Unsure/Don't know - But used at least once	10	2.1	2.1	99.8
Unsure/Don't know if used or not	1	.2	.2	100.0
Total	476	100.0	100.0	

**Q1.b** Which of the following best describes visits in-person to the Airdrie Public library and members of your household in the past 12 months?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Once every three or four weeks	117	24.6	24.7	24.7
Once every two weeks	78	16.4	16.5	41.2
Once a week	77	16.2	16.3	57.5
Once or twice every two or three months	77	16.2	16.3	73.8
Once or twice every six months	54	11.3	11.4	85.2
More than once a week	25	5.3	5.3	90.5
Once a year	23	4.8	4.9	95.3
Unsure/Don't know - But visited at least once	12	2.5	2.5	97.9
Have not visited the library in-person in past 12 months	9	1.9	1.9	99.8
Unsure/Don't know if visited or not	1	.2	.2	100.0
Total	473	99.4	100.0	
Missing System	3	.6		
Total	476	100.0		

- Q2.** i. For what reasons, if any, have some members of your household not used the Airdrie Public Library in the past 12 months? Anything else?
- ii. For what reasons, if any, have members of your household not used the Airdrie Public Library in the past 12 months? Anything else?
- iii. I realize that you are not sure if members of your household have used the Airdrie Public Library in the past 12 months, but, just in case, why do you think some members of your household have not used it? Anything else?

		Q2. Reasons for not using the Airdrie Public Library in past 12 months						Total	
		Some household members have not used APL in past 12 months		No household members have used APL in past 12 months		Unsure if household members have used APL in past 12 months		Cases	Col Response %
		Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
Q2	Not interested in what the library offers	25	15.2%	2	100.0%	1	16.7%	28	16.3%
	Do not read	26	15.9%					26	15.1%
	Too busy/involved in other activities	23	14.0%					23	13.4%
	Prefer to buy books/CDs/DVDs/audiobooks	20	12.2%					20	11.6%
	Using computer/Internet for info/research/recreation etc	14	8.5%					14	8.1%
	One person borrows items for other household members	14	8.5%					14	8.1%
	Not a member/don't have a library card	9	5.5%			2	33.3%	11	6.4%
	Use other libraries (school/work/CPL/Marigold etc.)	10	6.1%					10	5.8%
	Members of household too young	9	5.5%					9	5.2%
	Library doesn't have what I want	8	4.9%			1	16.7%	9	5.2%
	Work/school commitments	7	4.3%					7	4.1%
	Library is too far away	6	3.7%			1	16.7%	7	4.1%
	Don't know/refused	4	2.4%					4	2.3%
	Inconvenient hours	3	1.8%					3	1.7%
	Use the library for the children	2	1.2%					2	1.2%
	Family commitments	2	1.2%					2	1.2%
	Fees too expensive/cannot afford					2	33.3%	2	1.2%
	Poor health/person with disability	2	1.2%					2	1.2%
	Not sure what is available/lack of awareness	1	.6%					1	.6%
	Have library fines that need to be paid	1	.6%					1	.6%
	Just moved to Airdrie	1	.6%					1	.6%
Total		164	114.0%	2	100.0%	6	116.7%	172	114.0%

- Q3.a (If Unsure/Don't know if used the library)** Have members of your household ever visited the Airdrie Public Library in-person?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	11	2.3	100.0	100.0
Missing System	465	97.7		
Total	476	100.0		

**Q3.b (If Unsure/Don't know if used the library)** How long ago have members of your household visited the Airdrie Public Library in-person?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than 1 year, but less than 4 years	9	1.9	90.0	90.0
	4 or 5 years ago	1	.2	10.0	100.0
	Total	10	2.1	100.0	
Missing	Unsure/Don't know	1	.2		
	System	465	97.7		
	Total	466	97.9		
Total		476	100.0		

- Q 4.** i. When members of your household have visited the Airdrie Public Library in-person in the past 12 months, has it usually been ...  
ii. When members of your household have visited the Airdrie Public Library in-person was it usually...

		Q4. When members of your household visited the Airdrie Public Library was it usually a...				Total	
		Visited APL within past 12 months		Visited APL more than 12 months ago		Count	Col %
		Count	Col %	Count	Col %		
Q4	Both	265	58.4%	3	27.3%	268	57.6%
	A trip that has the specific purpose of using services at th	123	27.1%	5	45.5%	128	27.5%
	As part of a trip that includes other errands, eating out or	62	13.7%	2	18.2%	64	13.8%
	Unsure/Don't know	4	.9%	1	9.1%	5	1.1%
Total		454	100.0%	11	100.0%	465	100.0%

**Q5i.** Which of the following have members of your household undertaken on trips when you visited the Airdrie Public Library?

	Yes		No		Total	
	Count	%	Count	%	Count	%
Gone shopping	302	96.5%	11	3.5%	313	100.0%
Went to a restaurant or coffee shop	188	69.1%	84	30.9%	272	100.0%
Gone to professional service providers such as dentists, doctors, accountants, lawyers, etc.	147	56.5%	113	43.5%	260	100.0%
Gone to a park	122	48.8%	128	51.2%	250	100.0%
Gone to a recreation facility	106	43.4%	138	56.6%	244	100.0%
Visited a city office or building	88	35.8%	158	64.2%	246	100.0%
Gone to a museum or heritage facility	8	3.5%	221	96.5%	229	100.0%



**Q5ii.** Anything else?

	Cases	Col Response %
Visit on way to or from school/work	12	25.5%
Gone to a bank	10	21.3%
Driving children to or from extracurricular activities	9	19.1%
Gone shopping	5	10.6%
Gone for a walk/bike ride	4	8.5%
Gone to a recreation facility	3	6.4%
Church	3	6.4%
Special events	3	6.4%
Other	3	6.4%
Gone to professional service providers	2	4.3%
Gone to the movies	2	4.3%
Visited a city office or building	1	2.1%
Visited family and friends	1	2.1%
Total	47	123.4%

**Q6.a.** Now thinking of how important overall the Airdrie Public Library is to your household, would you say it is ...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Extremely important	158	33.2	34.5	34.5
Very important	175	36.8	38.2	72.7
Somewhat important	105	22.1	22.9	95.6
Not very important	16	3.4	3.5	99.1
Not at all important	4	.8	.9	100.0
Total	458	96.2	100.0	
Missing System	18	3.8		
Total	476	100.0		

**Q6.b** And, how important overall is the Airdrie Public Library to the community as a whole, would you say it is ...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Extremely important	305	64.1	66.7	66.7
Very important	134	28.2	29.3	96.1
Somewhat important	16	3.4	3.5	99.6
Not very important	2	.4	.4	100.0
Total	457	96.0	100.0	
Missing Unsure/Don't know	2	.4		
System	17	3.6		
Total	19	4.0		
Total	476	100.0		

**Q6.c** Generally, would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the Airdrie Public Library?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	255	53.6	55.7	55.7
	Somewhat satisfied	167	35.1	36.5	92.1
	Somewhat dissatisfied	34	7.1	7.4	99.6
	Very dissatisfied	2	.4	.4	100.0
	Total	458	96.2	100.0	
Missing	Unsure/Don't know	2	.4		
	System	16	3.4		
	Total	18	3.8		
Total		476	100.0		

**Q6.d** For what reasons, if any, did you give a rating of (rating in Q6c) for the Airdrie Public Library?

		Q6c - Generally, would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the Airdrie Public Library?								Total	
		Very satisfied		Somewhat satisfied		Somewhat dissatisfied		Very dissatisfied		Cases	Col Response %
		Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
Q6D	Friendly, helpful staff	117	60.6%	7	5.4%					124	34.9%
	Wide selection of books/resources	65	33.7%	3	2.3%					68	19.2%
	Limited/outdated selection of books/resources	3	1.6%	50	38.8%	13	41.9%			66	18.6%
	Facility is too small/crowded	3	1.6%	41	31.8%	13	41.9%			57	16.1%
	Ability to order what you need/inter-library loans	45	23.3%	7	5.4%					52	14.6%
	Good programming for children/adults	28	14.5%	4	3.1%	2	6.5%			34	9.6%
	Lack of parking	2	1.0%	22	17.1%	2	6.5%			26	7.3%
	Well organized; easy to find what you need	20	10.4%							20	5.6%
	Generally satisfied	14	7.3%	4	3.1%					18	5.1%
	Good website/online service	18	9.3%							18	5.1%
	Welcoming, comfortable space; nice facility	18	9.3%							18	5.1%
	Needs to be more inviting/cozy/comfortable			10	7.8%	6	19.4%			16	4.5%
	Need more programs			9	7.0%	4	12.9%	1	50.0%	14	3.9%
	Lack of quiet reading space			6	4.7%	6	19.4%			12	3.4%
	Problem with ordering process; too slow			7	5.4%	4	12.9%			11	3.1%
	Too dark; needs better lighting			6	4.7%	5	16.1%			11	3.1%
	Kid friendly atmosphere	9	4.7%	1	.8%					10	2.8%
	Library is an important place for the community	8	4.1%	1	.8%					9	2.5%
	Convenient location	8	4.1%	1	.8%					9	2.5%
	Poorly organized			4	3.1%	2	6.5%			6	1.7%
	Inconvenient hours of operation			6	4.7%					6	1.7%
	Unfamiliar/don't use library much			5	3.9%					5	1.4%
	Facility/technology needs to be updated					4	12.9%			4	1.1%
	Cost effective; affordable	4	2.1%							4	1.1%
	Fees too expensive/memberships should be free			1	.8%	1	3.2%	1	50.0%	3	.8%
	Inconvenient location			2	1.6%	1	3.2%			3	.8%
	Dissatisfied with customer service			1	.8%	2	6.5%			3	.8%
	Ability to borrow saves money	3	1.6%							3	.8%
	Don't know			2	1.6%					2	.6%
	Self-serve check-outs; no waiting	2	1.0%							2	.6%
	Need help to use library's new technologies			2	1.6%					2	.6%
	Based on personal experience with library	1	.5%							1	.3%
	Communicate effectively with members/community	1	.5%							1	.3%
	Coffee/tea area					1	3.2%			1	.3%
	Convenient hours of operation	1	.5%							1	.3%
	Other			1	.8%					1	.3%
	Used books for sale/retail section	1	.5%							1	.3%
	Problem with online registration of programs					1	3.2%			1	.3%
Total		193	192.2%	129	157.4%	31	216.1%	2	100.0%	355	181.1%

**Q6.e** How would you rate the value that Airdrie residents receive for the tax dollars invested in Airdrie Public Library services? Would you say ...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent value	139	29.2	34.8	34.8
	Very good value	169	35.5	42.3	77.0
	Good value	72	15.1	18.0	95.0
	Poor value	18	3.8	4.5	99.5
	Very poor value	2	.4	.5	100.0
	Total	400	84.0	100.0	
Missing	Unsure/Don't know	58	12.2		
	System	18	3.8		
	Total	76	16.0		
Total		476	100.0		

**Q7.** What, if anything, could be done that would encourage members of your household to use the Airdrie Public Library **(if used library at least once, show MORE OFTEN)?**  
Anything else?

		Cases	Col Response %
Q7	Nothing	64	23.3%
	Better parking	34	12.4%
	Wider/updated selection of books/resources	34	12.4%
	More space in library in general	28	10.2%
	Don't know	17	6.2%
	More electronic resources for ipods, smartphones, tablets	16	5.8%
	More seating areas or tables for studying	15	5.5%
	Better communication/promotion of library's services	12	4.4%
	More welcoming, comfortable space	12	4.4%
	More children/teen programs	12	4.4%
	More adult/senior programs seminars, book clubs etc.	10	3.6%
	Larger children/teen sections	10	3.6%
	Located closer to where I live	9	3.3%
	New/updated facility	9	3.3%
	More CDs/DVDs/audiobooks	8	2.9%
	More meeting/program rooms	8	2.9%
	Better coffee/tea area	8	2.9%
	Brighter; improve lighting	8	2.9%
	More convenient program times	7	2.5%
	More programs (in general)	6	2.2%
	Lower memberships fees; should be free	6	2.2%
	Open later on weeknights	5	1.8%
	More computers available	4	1.5%
	More copies of popular books	3	1.1%
	Improve accessibility for wheelchairs, strollers etc.	3	1.1%
	Increased capacity for programs	3	1.1%
	Better organized; well-marked shelving	3	1.1%
	More special events, eg. book signings, themed events etc	2	.7%
	Easier use of e-books	2	.7%
	Closer to amenities, eg. shopping, community programs etc.	2	.7%
	More drop-in programs	2	.7%
	Longer loan periods	2	.7%
	Performance venue for music, theatre, etc.	2	.7%
	Open later weekends/on Sundays	1	.4%
	Accessible by transit	1	.4%
	Improved street signage	1	.4%
Total		275	134.2%

- Q8.** I am going to read you a series of statements about the Airdrie Public Library and potential use by members of your household. Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with these statements.

	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Q8i. We would use the library more often if there were more copies of popular books available for us to read or borrow.	180	44.8%	162	40.3%	42	10.4%	18	4.5%	402	100.0%
Q8ii. We would use the library more often if there were more CDs, DVDs, e-books and/or audiobooks available for us to check out or download.	164	41.9%	166	42.5%	42	10.7%	19	4.9%	391	100.0%
Q8iii. We would use the library more often if there were more programs and special events that are fun and entertaining.	125	32.5%	168	43.6%	64	16.6%	28	7.3%	385	100.0%
Q8iv. We would use the library more if we could access more resources and programs that support preschool literacy, communication and social skills for children.	90	26.2%	101	29.4%	62	18.1%	90	26.2%	343	100.0%
Q8v. We would use the library more if there were more resources and programs that help individuals explore and learn about various personal and self-development needs.	84	23.4%	177	49.3%	66	18.4%	32	8.9%	359	100.0%
Q8vi. We would use the library more if there were more print and online educational resources and programs that assist individuals with formal education pursuits.	77	22.3%	145	42.0%	75	21.7%	48	13.9%	345	100.0%
Q8vii. We would use the library more often if there were more opportunities for children and teens to connect with one another, explore new technologies, and express themselves creatively.	100	28.8%	134	38.6%	50	14.4%	63	18.2%	347	100.0%
Q8viii. We would use the library more often if there was more access to arts and cultural programs and events such as art exhibits, author or film series and performance spaces.	82	22.2%	167	45.3%	79	21.4%	41	11.1%	369	100.0%
Q8ix. We would use the library more often if it was an information hub for community programs, activities and events.	133	35.1%	177	46.7%	49	12.9%	20	5.3%	379	100.0%
Q8x. We would use the library more often if there was more access to and support for current technologies, including high speed Internet, wi-fi, e-books and e-readers, printing, scanning, and technology training.	102	27.8%	151	41.1%	76	20.7%	38	10.4%	367	100.0%
Q8xi. We would use the library more often if there were more opportunities to explore and create digital projects through use of audio-visual equipment and software.	44	13.6%	119	36.7%	97	29.9%	64	19.8%	324	100.0%

- Q9.a** i. First we're going to talk about spaces allow for reading, studying or relaxing. Of this type of space, I would like you to indicate which of these you think members of your household would most prefer to have available at a new library facility?  
ii. And which would be the second most preferred?

	Areas with comfortable furniture and features, eg. fireplace, armchairs		Designated quiet areas with tables and chairs		Quiet nooks that provide private spaces		Small meeting rooms that could be booked for study/tutoring		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Q9ai. Most preferred space - Reading, Studying, Relaxing	225	50.8%	80	18.1%	92	20.8%	46	10.4%	443	100.0%
Q9aii. Second most preferred space - Reading, Studying, Relaxing	102	23.0%	109	24.6%	152	34.3%	80	18.1%	443	100.0%

**Q9.b** For what reasons, if any, did you pick **(most preferred response to Q9.a)** over the other options?

		Q9ai: Most Preferred Space - Reading, Studying, Relaxing								Total	
		Areas with comfortable furniture and features, eg. fireplace, armchairs		Designated quiet areas with tables and chairs		Quiet nooks that provide private spaces		Small meeting rooms that could be booked for study/tutoring		Cases	Col Response %
		Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
Q9B	It is a quiet space; few distractions	10	6.5%	21	41.2%	41	58.6%	4	11.4%	76	24.6%
	Warm, inviting, cozy atmosphere	43	28.1%			4	5.7%			47	15.2%
	Enjoy reading/browsing in comfort	37	24.2%	3	5.9%					40	12.9%
	More opportunity to relax; less formal space	33	21.6%	2	3.9%	2	2.9%			37	12.0%
	Better environment for studying/research/reading	5	3.3%	12	23.5%	11	15.7%	4	11.4%	32	10.4%
	More comfortable seating	28	18.3%	1	2.0%					29	9.4%
	Would encourage people to stay longer/visit more often	21	13.7%	1	2.0%	2	2.9%			24	7.8%
	It is private	2	1.3%			13	18.6%	1	2.9%	16	5.2%
	Family/kid friendly	13	8.5%	1	2.0%					14	4.5%
	Appealing in general	7	4.6%	2	3.9%	4	5.7%			13	4.2%
	More suitable for group work/tutoring							11	31.4%	11	3.6%
	Provides place for community groups/organizations to meet							11	31.4%	11	3.6%
	Other	5	3.3%	4	7.8%	1	1.4%			10	3.2%
	Good for socializing	9	5.9%							9	2.9%
	Provides enough space to spread out materials/work			8	15.7%	1	1.4%			9	2.9%
	Don't know	1	.7%			5	7.1%	2	5.7%	8	2.6%
	Can be used for multiple purposes	1	.7%	5	9.8%	1	1.4%	1	2.9%	8	2.6%
	Shortage of meeting rooms in Airdrie							7	20.0%	7	2.3%
	Have seen that feature in other libraries	2	1.3%	2	3.9%					4	1.3%
	Important to have balance of comfortable areas & study areas	1	.7%							1	.3%
	Space for programming							1	2.9%	1	.3%
Total		153	142.5%	51	121.6%	70	121.4%	35	120.0%	309	131.7%

**Q10.a** i. The next set of spaces would enable people to connect and socialize. Of this type of space, I would like you to indicate which of these you think members of your household would most prefer to have available at a new library facility?  
ii. And which would be the second most preferred?

	A coffee or refreshment shop		An exhibit area for art, school projects, information about different issues		A play area where parents and caregivers can socialize while children interact		An area where small groups can get together to visit, work on projects, attend clubs etc.		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
q10ai - Most Preferred Space - Connecting and Socializing	166	37.6%	45	10.2%	112	25.3%	119	26.9%	442	100%
q10aii - Second Most Preferred Space - Connecting and Socializing	128	29.0%	102	23.1%	70	15.8%	142	32.1%	442	100%

**Q10.b** For what reasons, if any, did you pick **(most preferred response to Q10.a)** over the other options?

	q10ai - Most Preferred Space - Connecting and Socializing								Total	
	A coffee or refreshment shop		An exhibit area for art, school projects or information about different issues		A play area where parents and caregivers can socialize while children interact		An area where small groups can get together to visit, work on projects, attend clubs etc.		Cases	Col Response %
	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
Q10B Kid friendly; safe place for children to play together					54	71.1%			54	18.9%
Enjoy reading and drinking coffee; go together	43	40.6%							43	15.0%
Would increase traffic/encourage people to stay longer	28	26.4%	1	3.2%	2	2.6%	1	1.4%	32	11.2%
Suitable for group work/tutoring			2	6.5%			23	31.5%	25	8.7%
Lack of this type of space in Airdrie			1	3.2%	8	10.5%	16	21.9%	25	8.7%
Provides a more relaxed/comfortable/inviting space	21	19.8%							21	7.3%
Provides meeting place for community groups/orgs/clubs							21	28.8%	21	7.3%
Nice to have coffee/refreshments available	20	18.9%							20	7.0%
Great place to meet/socialize	12	11.3%			1	1.3%	6	8.2%	19	6.6%
Community hub/info source; brings residents together			9	29.0%	3	3.9%	5	6.8%	17	5.9%
Opportunity to meet and interact with other parents					15	19.7%			15	5.2%
Option makes most sense for library	1	.9%	4	12.9%	2	2.6%	5	6.8%	12	4.2%
Provides exposure to art/local artists/culture			8	25.8%					8	2.8%
More appealing in general	3	2.8%			1	1.3%	1	1.4%	5	1.7%
Allow you to meet/interact without disturbing others	1	.9%					4	5.5%	5	1.7%
Don't know	2	1.9%	1	3.2%	1	1.3%	1	1.4%	5	1.7%
Opportunity for learning			2	6.5%	2	2.6%	1	1.4%	5	1.7%
Opportunity to generate revenue	4	3.8%							4	1.4%
Place to display art/work/school projects			3	9.7%					3	1.0%
Artwork would be aesthetically pleasing			3	9.7%					3	1.0%
Library should focus on spaces for studying/reading/research			1	3.2%					1	.3%
More versatility in use of space							1	1.4%	1	.3%
<b>Total</b>	<b>106</b>	<b>127.4%</b>	<b>31</b>	<b>112.9%</b>	<b>76</b>	<b>117.1%</b>	<b>73</b>	<b>116.4%</b>	<b>286</b>	<b>120.3%</b>

**Q11.a** i. The next set of spaces would accommodate participation in lively activities. Of this type of space, I would like you to indicate which of these you think members of your household would most prefer to have available at a new library facility?

ii. And which would be the second most preferred?

	Rooms that support library programs, meetings and events		Multipurpose rooms that can be used by business and community organizations		An area for groups to engage in hands on, creative and gaming activities		An area where individuals and groups can access computers, the Internet and other technologies		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Q11ai. - Most Preferred Space - Participation in Lively Activities	130	29.5%	96	21.8%	100	22.7%	115	26.1%	441	100%
Q11aii. - Second Most Preferred Space - Participation in Lively Activities	124	28.1%	111	25.2%	108	24.5%	98	22.2%	441	100%

**Q11.b** For what reasons, if any, did you pick **(most preferred response to Q11.a)** over the other options?

	Q11ai - Most Preferred Space - Participation in Lively Activities								Total	
	Rooms that support library programs, meetings and events		Multipurpose rooms that can be used by business and community organizations		An area for groups to engage in hands on, creative and gaming activities		An area where individuals and groups can access computers, the Internet and other technologies		Cases	Col Response %
	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
Q11B Important to provide access to technology/Internet	1	1.5%	2	3.8%			41	63.1%	44	18.4%
Need more affordable meeting space in Airdrie	4	5.9%	29	54.7%					33	13.8%
Opportunity to expand programming	16	23.5%							16	6.7%
Don't know	4	5.9%	2	3.8%	4	7.5%	6	9.2%	16	6.7%
Something I/my children would enjoy/find interesting	3	4.4%	1	1.9%	9	17.0%	2	3.1%	15	6.3%
Opportunity to interact/socialize with others	1	1.5%			10	18.9%	2	3.1%	13	5.4%
Allow groups to meet/interact without disturbing others	7	10.3%	2	3.8%	3	5.7%	1	1.5%	13	5.4%
Good for children/teenagers/families	2	2.9%			9	17.0%			11	4.6%
Current meeting space is too small/crowded	9	13.2%	1	1.9%	1	1.9%			11	4.6%
Hands on learning/activities					10	18.9%			10	4.2%
Like the idea in general; makes sense	2	2.9%	3	5.7%	1	1.9%	4	6.2%	10	4.2%
Needed to assist students with homework/research							10	15.4%	10	4.2%
Would benefit/appeal to more people	3	4.4%	3	5.7%	1	1.9%	2	3.1%	9	3.8%
Encourage people to visit/use library more often	2	2.9%	2	3.8%	5	9.4%			9	3.8%
Opportunity for library to generate profit/promote itself	2	2.9%	5	9.4%	1	1.9%			8	3.3%
Important to have designated, separate space for programs	7	10.3%	1	1.9%					8	3.3%
Keep patrons updated/educated on current technologies							8	12.3%	8	3.3%
Flexibility to accommodate different groups			6	11.3%	1	1.9%			7	2.9%
This type of space is currently not available					6	11.3%	1	1.5%	7	2.9%
Other items less appropriate for library	6	8.8%							6	2.5%
Provide space for community group/organization meetings	3	4.4%	3	5.7%					6	2.5%
Help bring the community together/get them involved	1	1.5%	1	1.9%	3	5.7%			5	2.1%
Option I'm most likely to use	2	2.9%	1	1.9%			1	1.5%	4	1.7%
Important for library to provide programs for community	4	5.9%							4	1.7%
Provide safe place for children to meet/engage in activities					3	5.7%			3	1.3%
Access to private space	1	1.5%							1	.4%
Provides a neutral space for meetings			1	1.9%					1	.4%
<b>Total</b>	<b>68</b>	<b>117.6%</b>	<b>53</b>	<b>118.9%</b>	<b>53</b>	<b>126.4%</b>	<b>65</b>	<b>120.0%</b>	<b>239</b>	<b>120.5%</b>

**Q12.** Please state if you strongly agree, somewhat agree, somewhat disagree or strongly disagree that the following should be included in a new library facility for Airdrie.

	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Q12i A room that has video conferencing capabilities that can be used by residents, community organizations and businesses	116	30.2%	210	54.7%	40	10.4%	18	4.7%	384	100.0%
Q12ii Computers specifically developed for pre-school children to use	135	34.4%	169	43.0%	58	14.8%	31	7.9%	393	100.0%
Q12iii Computers specifically developed for people with visual, physical or learning challenges	193	48.0%	197	49.0%	9	2.2%	3	.7%	402	100.0%
Q12iv An area where individuals or groups of people can use and interact with electronic gaming devices	45	11.7%	112	29.1%	98	25.5%	130	33.8%	385	100.0%
Q12v Highly trained staff who can provide technology support and assistance	240	57.0%	161	38.2%	16	3.8%	4	1.0%	421	100.0%
Q12vi A themed play area that enables pre-school children and parents/ caregivers to actively engage in hands-on-learning, socializing and literacy activities	211	52.6%	154	38.4%	24	6.0%	12	3.0%	401	100.0%



**Q13.a** I am going to read to you four options that might be considered for the location of a new library facility in Airdrie. Please tell me which of these options you would prefer.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	One main library facility located in downtown Airdrie, near various types of retail, professional and city services	229	48.1	52.4	52.4
	One main library facility located adjacent to or within a municipal park	105	22.1	24.0	76.4
	Several library branches located in different areas of Airdrie that serve specific needs of residents living in each area	53	11.1	12.1	88.6
	One main library facility located near the outskirts of Airdrie but adjacent to a shopping centre	50	10.5	11.4	100.0
	Total	437	91.8	100.0	
Missing	System	39	8.2		
Total		476	100.0		

**Q13.b** For what reasons, if any, do you prefer that option?

		Q13a - The following four options might be considered for the location of a new library facility in Airdrie. Please tell me which of these options you would prefer.								Total	
		One main library facility located adjacent to or within a municipal park		One main library facility located in downtown Airdrie, near various types of retail, professional and city services		One main library facility located near the outskirts of Airdrie but adjacent to a shopping centre		Several library branches located in different areas of Airdrie that serve the specific needs of residents living in each area		Cases	Col Response %
		Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
Q13B	Central location is easily accessible to everyone	7	11.7%	51	40.2%	5	13.2%	7	19.4%	70	26.8%
	More parking would be available	10	16.7%	12	9.4%	18	47.4%	6	16.7%	46	17.6%
	Close to amenities; could also run errands	6	10.0%	26	20.5%	9	23.7%	1	2.8%	42	16.1%
	Prefer having everything I need/more resources at one branch	15	25.0%	20	15.7%	4	10.5%	1	2.8%	40	15.3%
	One location is enough to support Airdrie's population	5	8.3%	15	11.8%	4	10.5%	3	8.3%	27	10.3%
	Family/kid friendly; children can play outside	12	20.0%	8	6.3%	1	2.6%	1	2.8%	22	8.4%
	One location more viable/cost effective	3	5.0%	15	11.8%	2	5.3%	2	5.6%	22	8.4%
	Ability to walk/bike to facility	5	8.3%	7	5.5%	4	10.5%	6	16.7%	22	8.4%
	Close to where I live; less travel time required	2	3.3%	7	5.5%	2	5.3%	8	22.2%	19	7.3%
	Accessible by transit	4	6.7%	9	7.1%	3	7.9%			16	6.1%
	Helps improve vitality of downtown area	2	3.3%	8	6.3%	1	2.6%	2	5.6%	13	5.0%
	Quieter, more relaxed environment	8	13.3%	1	.8%			3	8.3%	12	4.6%
	More space available to accommodate library expansion	2	3.3%	3	2.4%	6	15.8%			11	4.2%
	Library is community hub - should be centrally located			10	7.9%					10	3.8%
	Familiar location/area for library	1	1.7%	7	5.5%	1	2.6%			9	3.4%
	Would enjoy using the park as well	4	6.7%	3	2.4%			1	2.8%	8	3.1%
	Could better address needs of community/reach more people			5	3.9%			3	8.3%	8	3.1%
	More foot traffic; would encourage use	3	5.0%	3	2.4%	1	2.6%	1	2.8%	8	3.1%
	Easier access for residents from both sides of highway	1	1.7%	1	.8%	1	2.6%	4	11.1%	7	2.7%
	Could offer outdoor programs, activities, events	5	8.3%	1	.8%			1	2.8%	7	2.7%
	Would prefer facility close to recreation/community centre			3	2.4%	1	2.6%	1	2.8%	5	1.9%
	Beautiful setting; chance to enjoy nature	2	3.3%	2	1.6%					4	1.5%
	Prefer location outside downtown; less traffic	2	3.3%			2	5.3%			4	1.5%
	Airdrie's population requires/can support multiple locations	1	1.7%					3	8.3%	4	1.5%
	Other			2	1.6%	1	2.6%			3	1.1%
	Most convenient option					1	2.6%	1	2.8%	2	.8%
	Like idea; makes sense							1	2.8%	1	.4%
Total		60	166.7%	127	172.4%	38	176.3%	36	155.6%	261	169.3%

**Q14.a** What, in your opinion, is unique about living in Airdrie? Anything else?

	Cases	Col Response %
Q14A Small town feel	147	49.7%
Availability of amenities and essential services	87	29.4%
Friendly, caring, know your neighbours	49	16.6%
Proximity to Calgary	35	11.8%
Strong sense of community	31	10.5%
Less traffic; ease of getting around	30	10.1%
Rapid growth	25	8.4%
Young families	25	8.4%
Everything I need is nearby	16	5.4%
Nothing	14	4.7%
Other	13	4.4%
Community layout and greenspace; parks and pathways	11	3.7%
Peaceful and quiet	9	3.0%
Genesis Centre; recreational opportunities available	9	3.0%
Arts and culture; special events and activities	8	2.7%
Don't know	7	2.4%
A safe place	5	1.7%
Separated by highway	5	1.7%
Agricultural, rural atmosphere	5	1.7%
Close to my family	3	1.0%
Beautiful scenery	3	1.0%
Affordable place to live	2	.7%
The Library	1	.3%
Highest elevation in Alberta	1	.3%
Total	296	182.8%

**Q14.b** What ideas do you have of how a new Airdrie Public Library building or outside spaces around the library might portray your perceptions of the uniqueness of Airdrie?

	Cases	Col Response %
Q14B Nice outdoor space	78	36.6%
Don't know	30	14.1%
Incorporates/displays local artwork	23	10.8%
Family/kid friendly	19	8.9%
Warm, inviting design/decor	15	7.0%
Prairie/agricultural/heritage theme	14	6.6%
Ample parking; well designed/safe lot	14	6.6%
Simple, functional design; minimize costs	13	6.1%
Spacious, room to grow, can accommodate different users	13	6.1%
Relaxed, comfortable atmosphere/seating	12	5.6%
Community oriented; friendly	12	5.6%
Areas for meeting/interacting/socializing	11	5.2%
Nothing	10	4.7%
Outdoor play area/playground	10	4.7%
Easily accessible building; close to transit	10	4.7%
Aesthetically pleasing; unique design	9	4.2%
Lots of natural light/windows	8	3.8%
Small town feel	6	2.8%
Open concept/spaces	5	2.3%
Close to amenities/recreation facility	5	2.3%
Multi-use building	5	2.3%
Coffee shop	4	1.9%
Modern architecture	3	1.4%
Green building; environmentally conscious design & materials	3	1.4%
Indoor play area; play structure, sound proof room	3	1.4%
Building meets accessibility requirements	3	1.4%
Fits with surrounding architecture/landscape	2	.9%
Quiet spaces for reading/studying	2	.9%
Shows diversity; reflects different cultures	1	.5%
Total	213	161.0%

**Q15.a** Over the past 12 months, approximately how many books (including audio and e-books) of:

i. Fiction have you read or listened to?

N	Valid	403
	Missing	73
Mean		38.69
Median		20.00
Std. Deviation		66.806
Minimum		0
Maximum		600

ii. Non-fiction have you read or listened to?

N	Valid	388
	Missing	88
Mean		13.96
Median		5.00
Std. Deviation		25.750
Minimum		0
Maximum		200

**Q15.bi** How many of the fiction books (including audio and e-books) did you borrow from the Airdrie Public Library? (Note: Respondents that had not used the Airdrie Public Library in the past 12 months were not asked this question)

N	Valid	365
	Missing	111
Mean		28.35
Median		10.00
Std. Deviation		52.485
Minimum		0
Maximum		598

**Q15.bii** How many of the non-fiction books (including audio and e-books) did you borrow from the Airdrie Public Library? (Note: Respondents that had not used the Airdrie Public Library in the past 12 months were not asked this question)

N	Valid	326
	Missing	150
Mean		10.43
Median		4.00
Std. Deviation		22.159
Minimum		0
Maximum		200

Note: Review of findings from Q15ai, Q15aii, Q15bi and Q15bii reveals that the data the ranges of responses is fairly broad (e.g. responses of 100 to 600 books in a 12 month period were provided). As such, the median values shown in the above tables are more likely to be representative of the population than the mean values.







