



WINDSOR
PUBLIC
LIBRARY

WE'RE ALL EARS

Main Library Community Survey 2017 | Anne MacKay for studio g+G inc.

SPECIAL THANKS

Jason Grossi of studio g+G inc. and Kitty Pope of the Windsor Public Library for their wisdom around building projects and the nuances of libraries.

WPL's Board of Directors and Seniors Staff for their guidance on key community members and groups to contact.

Christine Rideout-Arkell for her indispensable partnership on this project, and in community meetings and interviews as a reliable listener.

Tracey McManus and Christine Rideout-Arkell for coordinating community meetings, with Anne Rutherford also supporting Board gatherings.

Christine Rideout-Arkell, Nancy Peel and Tracey McManus as essential notetakers for community and staff town hall meetings.

EXECUTIVE SUMMARY

Process:

Comments were gathered from:

- On-line surveys – over 290 people
- Paper surveys – over 150 people
- In-person interviews and town hall meetings - over 170 people

In total, over 610 Windsorites were consulted.

Key Messages

Participants responded to the community consultations by referencing five key messages. In priority order, they include:

1. Flexible Spaces – moving from the stereotypical library experience as a solitary one to appreciating the North American practice of adopting libraries as a space for community gatherings, small group and individual activities, with the accompanying flexible complementary services, such as lighting and acoustics.
2. Building as Living Invitation – considering the outside of the building as an essential element in the perception of the library, along with the surrounding landscape space, to spark curiosity about the library, a sense of welcome and participation.
3. Light – the most often mentioned sense in what makes a building welcoming and engaging. Regardless of the area of the building, respondents named light and lighting as crucial building blocks.
4. Safety – again mirroring trends across North America, libraries are finding themselves dealing with the full range of human experiences, including community members living with addictions and the accompanying behaviours. Respondents were thoughtful about being open to all while also ensuring the safety of all.
5. Library's essential role in the Social Contract – comments addressed the role of libraries as the great equalizer, as a community tool in nurturing access to information for all. Many gave additional attention to confirming a location that accommodated those populations with the least ability to travel.

PROCESS:

Community feedback was obtained using three methods;

1. Online survey, shared internally and with community groups (over 290* responses)
2. Paper survey, available through WPL branches (over 150* responses)
3. Individual and group interviews, both users and non-users (over 170 – including a town hall meeting and a full staff meeting)

*In a couple of cases, respondents shared comments about their local branches, not the Main Library.

INTERPRETING THE DATA - Numbers versus Importance

The vast majority of questions included in these surveys and interviews were open ended. This approach had a three-fold impact upon the survey report:

1. It allowed respondents to share the full scope of their perspective of the library
2. It is not so straightforward as a multiple choice questionnaire to summarize
3. It allowed respondents to bring forward areas of importance that might have been missed otherwise.

In some cases, it is the vehemence of one comment that marks its relevance, rather than the number of times it is mentioned.

COURTSHIP OF A COMMUNITY

In reviewing feedback from community members, it is obvious that they share deep longing for the community to understand the library's potential to have a positive impact on the lives, and the life, of Windsor. What emerged was the idea of a courtship of the community moving from:

Awareness to Curiosity to Exploration to Ownership.



As such, the concept of the new building became a **Living Invitation.**

VISION was a common theme in community feedback, both figuratively and literally. We will begin from the big picture and work in towards the individual.

VISION for visitors and those outside of Windsor involved:

- Those concerned with the national image of Windsor, expressed interest in creating a building that could signal the city's strength, innovation and economic resurgence (most often mentioned by local political leaders)
- Those at political and strategic levels also spoke of the social contract in making library resources available to the entire community
- Community members were articulate in their vision of the future – they saw strong leadership from library management to City Council in championing the library

VISION for the local community included:

Outside:

- The sense of 'Living Invitation' that the site, the landscaping and building's exterior are being asked to create. It's the idea that the people on the outside of the building know about the magic of what happens inside the library and want to share that with others by drawing them in. It is a magnetic quality.
- The building to be a beacon, a stand-out building, wherever its location
- To be able to identify it easily
- Easily reachable – signage, car and bike parking, curb cuts for buses and drop offs, and on a bus route
- Safety – good lighting, clean pathways
- All entrances being well-kept, well-lit and attractive
- A dynamic landscape around the building that implied the same inside
- Gardens, art and seating outside
- Ability to host activities outside
- Potential for outside reading/activity courtyard

Inside:

- The duality that libraries are now being asked to support. People mentioned both the space to engage the community, have events while at the same time offering the refuge of peace and quiet for solitary or private group work.
- Most often mentioned – bright, big, open space (light came up regularly)
- A mix of materials – organic feeling, plants, water
- Sense of a vista – ability to get an idea of the areas within the larger space
- Flexible space – open areas for activities, spaces for teaching, tutoring, studying, solitary work or reading
- 'Walk-by-ability' – the capacity to wander past activities and join in (author readings, music, cultural activities)

- Elite infrastructure services – Acoustics and lighting to support areas for group gatherings, quieter places for individual work, soft music in one area, privacy for classes and flexibility to shift between uses; lighting that can serve based on the event needs, offering similar lighting regardless of above- or below-ground spaces; up-to-date technical support
- Specific concerns for ongoing partners – such as the Ontario Early Years site which may prefer safe washrooms for children only accessible through their space

VISION for Individuals included:

- Light – for reading, for a sense of space
- Space – to browse (one of the top activities), to read, to talk, to work, to learn, to gather, to be surprised
- Safety – outside the building (parking lot, entrance, for bikes) and inside (washrooms, sitting areas)
- Power – one consumer mentioned many more charging stations so that people may spread out (adding to a sense of safety)

THE FIVE SENSES OF THE BUILDING

Sight - This sense was mentioned by the majority of people:

- Bright and lots of light were most often requested, and consistent between floors
- To see into the building from the outside, the action inside to be a magnetic aspect, almost a magical sense
- To enter the building and have a sense of a bright, internal vista – both horizontal and vertical
- Parents spoke about being able to see their children from another area

Sound – This sense may reflect the rapidly changing nature of libraries:

- To keep some quiet spaces
- To have central space for community gatherings open to anyone, with sound being contained from other areas
- Spaces for private conversations – tutoring, study groups, classes
- Ability to have music playing in some areas

Taste – Again reflecting the interest from the library in formalizing its ‘community gathering space’ reputation:

- Many requested the return of an on-site cafe (Halifax’s model was often cited – that community brought in an outside business)
- Some groups or gatherings may need access to space to prepare, consume and dispose of food (First Nations group clarified that food is always a part of their gatherings)
- Ability for the library to host its own events, perhaps after hours

Touch:

- “Organic” was also a word often mentioned, a feeling of natural elements of wood, plants, water within the bright space
- Landscaping outside the building that also encouraged interaction – plant materials, art installations and places to sit
- People often spoke of cleanliness as a desire for the library, as people use the space for sleeping, bathing, drug use – the ability to ensure clean spaces for all (note: staff were adamant about having safe, clean washrooms for everyone)
- Comfortable furniture was a request (and easily cleanable)

Smell:

- The gardens on the way into the building
- Fresh air
- One person mentioned “the smell of learning”
- A number of people mentioned the scent of those who had not been able to bathe – as something that pushes people apart, are there elements that can reduce that complaint, while still welcoming all individuals?

STAFF

The positive presence of staff in the public areas was mentioned regularly by all groups in identifying what made them feel welcome:

- Active welcoming was stated as extremely important – eye contact and greeting
- Ability to locate Help desks easily in the internal vista
- Ability for the desks to move easily with the changing use of space
- Design of desks to enhance privacy (many now are open from behind, so screens are on display), as defined by staff
- It seemed from the interviews that people with less sense of ownership or rights to the spaces spoke more emphatically about how important welcoming staff

were (First Nations members, Newcomers, literacy students, people of modest incomes)

SUMMARY OF KEY SURVEY QUESTIONS

1. What do you like/love about the Windsor Public Library?

Of note: In the interviews, respondents who were living in more marginalised situations (such as newcomers, literacy students ESL students), tended to be more likely to mention the importance of direct contact with the staff members.

"You take books and bring 'em back for new ones. I can't believe people have forgotten this."

"I love its layout and most of all, its space. As it is now, the radiating light penetrates through the windows illuminating the once dingy and dreary corners."

"It's very close to home, friendly helpful staff – lots of space, horizontal and vertical – diversity of services, diversity of clientele of all ages and backgrounds."

Accessibility of the Site, Building and Collection – 32%

- Convenient location – Many reported the site being part of the urban centre, relevant for people living in the core
- Transportation – Parking located nearby was cited often, especially in a downtown location, and being on a bus route for those without cars
- Accessible building and collection – The space is easy to move into and through, convenient hours - the various parts of the collection were available and simple to reach, including inter-branch transfers and on-line resources
- Place for people without shelter – Respondents acknowledged the importance of a place for people who may have no other place, the democratic space
- Clean and safe, including for children – People identified the library as a place of welcome for everyone

Physical Space/ The Building – 27%

- Space/size – Room to move, ample space for displays and activities
- Comfortable – Light (particularly on the second floor) , space to work, study, read and tutor, living room area
- Welcoming – Space feels inviting for people
- Building itself/architecture – The modern design, open space, a unique building, drive through
- Art – both the pieces belonging to the library and the shows by local artists, the Sumo wrestler, that art has such a prominent role

Collection 16%

- Range of formats – Printed books, on-line, e-resources, large print, CD's, DVD's
- Range of audiences – Multicultural community,
- Special offerings – Graphic novels, curated section, children, teens
- Archives - Genealogy and local history
- Breadth – People were pleased with the huge range of materials they could access

Staff -9%

- Welcoming – Staff were active in speaking to and smiling at people
- Knowledgeable and professional– Staff were reliable in being able to connect people with information they sought, and they knew how to navigate systems
- Helpful– Willing to assist whenever requested
- Friendly – Always approachable, including with children
- Respectful – People mentioned being helped without judgement

Programming and events – 8%

- On-going - Kids activities, classes
- Many one-time events – Readings, lectures
- Activities for all – That there is something for everyone, the schedule is a busy one, sometimes surprised at all that is going on
- SEED library – Praise particularly for a city site
- Partners - Such as Ontario Early Years and Library Settlement Partnership

Community Hub 3%

- Diversity of people – An appreciation that the library welcomes people of all walks of life regardless of age, wealth, cultural background and sexual orientation
- Meeting place for the community – A natural place to mingle with others, whether in a solitary activity, connecting with one other or gathering for an event or activity
- Community information centre – A place welcoming of curiosity, goal to connect people to answers

Tech Capacity - 3%

- WIFI – Essential for people who do not have home connections, offers another place to work or study
- Computers – A huge service utilized by so many people, in various formats
- On-line resources – Researching, downloadable resources, Hoopla

- Self-publishing

It's Free - 1%

- The very fact that it's available at no cost – A number of people used the “it's free” wording exactly
- No restrictions on amount to borrow – A huge wealth of opportunities to access
- An equalizer for the community – True equal service for all

2. What do you wish the community knew about the Windsor Public Library?

Of note: two comments that were important:

- It's here and it's free – this comment spoke again to the need for this space to be an **Active Invitation**.
- It's "more than just books" – approximately 30 people mentioned this point, many using these exact words. They may be responding to a sense that non-users may remember the library of their childhood and not appreciate how current the resources are.

"The unique services that are completely different from what is understood as a traditional library."

"Who wants to live in a stupid community?"

"That it is a community and it negates the current trend to isolation and relentless self-involvement."

"It's free... it's amazing ... it's ours."

The Collection – 29%

- Breadth - The range of the collection, both in subject and in medium drew the most notes, print books, eBooks, movies, music, homes school resources, and books, newspapers and magazines from around the world in multiple languages.
- Formats - People were enthused the ability to access printed, on-line and downloadable resources
- Archives – Access to the community's history was considered highly valuable

Programming and Events – 21%

- Children's activities – People mentioned how valuable the programs were to their families and the regularity of accessing them
- Classes - Respondents noted programming for adults, seniors, youth and families. Newcomers, ESL and literacy were emphatic about the programs importance
- Events - Movie night, readings and talks, in addition to being surprised about what was available

Accessibility of the building and its collection – 12%

- Free – Again, the great point was that the library services are available without cost
- Accessibility – Location, long hours, the building is accessible and the location is on a bus route.
- The collection – People could find what they sought, alone or with the help of staff

Vibe – 9%

- Welcoming atmosphere – Light, actively friendly staff, wealth of offerings
- Feels peaceful, calm and comfortable – Spaces for people to browse, relax and study, an acceptance that everyone deserves entry

Demonstration of Windsor Community Values – 9%

- Respect for people of all circumstances - How important the library is to people living in modest circumstances, including newcomers
- Social contract – In sharing community power, all people must have access to tools of learning
- Coming together - That it's a needed gathering and connecting place for everyone

Building – 6%

- Design – It's an iconic modern building, a rarity
- Space - Room to study, read and work; there are community meeting spaces, it's spacious and that there are spaces to lounge and hangout as a community
- Light – An essential element in people's positive experience, the more the better

3. Is there anything missing or awkward in the current main library?

This was a terrific question suggested by Jason Grossi, the architect on the project, and really captured the nuances of what patrons noticed.

Of note – There were two small points that may have great impact for the building:

- Ease of Movement – people who spoke about their frustration in being unable to navigate the building intuitively were highlighting the idea **I Matter**.
- Community Connections/ Media – this point speaks to the idea of the building itself being an **Active Invitation**. The building, its surroundings, its signage and the visible activity can all contribute to the community curiosity to find out more.

“More window space, natural light.”

“Dangerous after sunset, I’ll never go then, and unclean around the building.”

“Signage out front - if I am driving, I often miss the building.”

“Small meeting rooms for a few people.”

No Change needed – 22%

Space Set-Up - 22%

- Cafe - People missed the coffee shop and its ability to host coffee and discussed, large and small
- Underused areas - The open area on the first floor feels cavernous, “almost a ghost town”
- Specific activity spaces - More ability to use the library as an individual – quiet spaces to read, study, work, more comfortable chairs and tables, room for groups to meet, host public lectures and events, the TV’s are either loved or hated
- Resources – Ample outlets, more chairs, tables and chairs
- Accommodating needs - More organized space, support and connections for the homeless community
- Shelving - That acknowledges the users - too low in some areas (language) and too high in others (children's)

Collection – 10%

- Depth - In this area, respondents were articulate about wishing for more fullness of the collection – they mentioned classics such as Dostoyevsky,

Hemingway and Hitchens and full selections from series. More for children and tweens.

- International – Both more language resources were requested and works from other countries in English.
- Arrangements - Regarding media, the suggestion was made to displays new movies and music as new books are showcased.
- Current copy policy – This move for periodicals seems to have caught people's attention

Building Interior – 10%

- Light - More window space and natural light; back of escalators not well lit; fluorescent light is terrible for working; from comments it seems that the light gets weaker from the second floor to the first and to the basement
- Power - More visible electrical outlets, in walls and tables
- Acoustics - 'outside' voices really travel, can hear voices from kid's area, need better sound system for when authors speak (and confine that sound to appropriate area); tiles are loud; Soundproof glass for 2nd floor rooms; silence is awkward
- Colour – more current wall colour, paint colours on 2nd floor - currently looks Stalinesque; dreary-looking; updated decor; more local art
- Space - Updated basement rooms, they feel packed and dingy for people in classes
- Temperature - Too cold in the summer
- Smell - Very musty aroma to the building, poor ventilation? , always smells of urine and/or alcohol - it's missing regular carpet cleaning and odor control, building is not as clean as it could be, more plants
- Restrooms - need an upgrade, too small for larger wheelchairs, an additional washroom would be great

Building Exterior – 9%

- Entrance - More well-defined entrances; well lit (see the architect's original plans); Wheelchair ramps
- Parking - More secure parking for bikes (city has unused bike lockers) or inside since there is so much room; more, free parking and short-term for picking up holds; more accessible parking
- Landscaping - More outdoor benches, trees, landscaping
- Outdoor visual presence - statue, sign that is not flush to the building, vertical banners, needs to be visible from both directions; community garden; Outdoor space to read
- Cleanliness - Needs upgrade and clean-up, cigarette butts; garbage cans at back entrance (to be removed?)
- Accessibility - curb cut for buses; Accessing drop box after hours is awkward, could try at ground level
- Extras - Solar panels on roof, pond for humidity

Ease of Movement – 8%

- Intuitive - Need an easy-to-navigate map of the collection (or for events) – the vast majority of comments focussed on this area
- Clarity – layout seems random; Put auto collection near archives
- Communication - Need community bulletin board at back entrance

Technology – 5%

- Quantity - More computers, including to access the collection in more private areas, near back entrance is awkward; more stand-up terminals on 2nd floor; more computers for family history research
- Easier access to digital information and printability
- More time for individuals on microfilm reader
- Variety - More tech stuff for kids - photography, video, podcasting, 3D lab (like St. Thomas Library); Kids need tablets, not computers
- On-line - Very little resources on-line
- Electronic books that give pronunciation when reader touches word
- Hackforge programs

Programming and Building Usage – 5%

- Community programs - More programs for adults, reading groups, creative writing - like the nights at Riverside of films, speakers; More celebrations/ displays of Windsor's heritage
- On-going programs - More programs/activities for kids, story time would be great, programs for teens
- Partners - More accessible, cost-friendly space for community groups, such as Canterbury College
- Addressing community vulnerabilities - More support for people with mental illness (maybe social workers); for homeless community; for at-risk kids
- Accessibility - Longer hours, seven days a week

Safety – 4%

- Balance of Safety and Welcome - People on drugs, using washrooms for drug use. Happy to have homeless, don't want addicts; there's crime and it doesn't feel safe; lack of security guards; no washrooms in kids area; people using the handicapped washrooms to bathe and speaking rudely to patron who asked for them to hurry; fire drills
- Outside - Parking lot, moms and kids walking past needles; back entrance; after dark
- Young love - Surprise corners with kids "not reading"

Archives – 2%

- Accessibility - Have the archives and reading room collection in one place; Reading room on lower level to have more regular hours (have to make appointment now); local history room open on Sunday; make local history room bigger; more archival staff and more digital access

Staff -2%

- Numbers of staff – respondents sought more staff
- Social service needs – an awareness regarding the need for social work skills to support the homeless and people with mental health issues

Location – 1%

- Personal preferences – a few wanted locations further north into downtown

Community Connections/ Media – 1%

This area spoke to respondents' wish to grow the library's awareness within the community. The question may be how to use the building design itself, and its surroundings, to add to community curiosity.

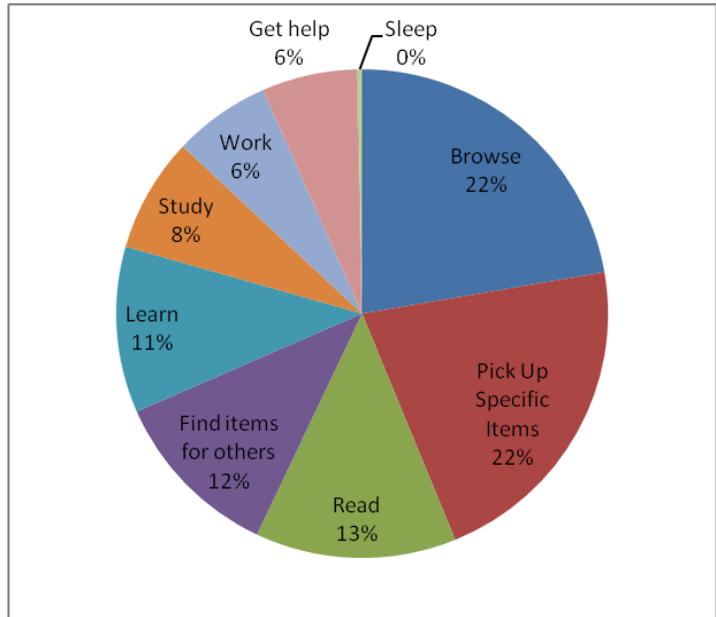
- Outreach - More outreach about adult programming, more social media; connect with more partnerships, particularly homeless agencies, family support department of the city, other city departments

4. What do you do in the library?

Of note:

- Browsing may not have been the first activity expected in the library. It may connect back to question 3, regarding the wish to navigate the space easily as the patron chooses – **I Matter**.

Activity	# of Responses	%
Browse	209	22%
Pick up specific Items	202	22%
Read	124	13%
Find items for others	107	11%
Learn	103	11%
Study	71	8%
Work	60	6%
Get help	59	6%
Sleep	3	0%
Total	938	100%



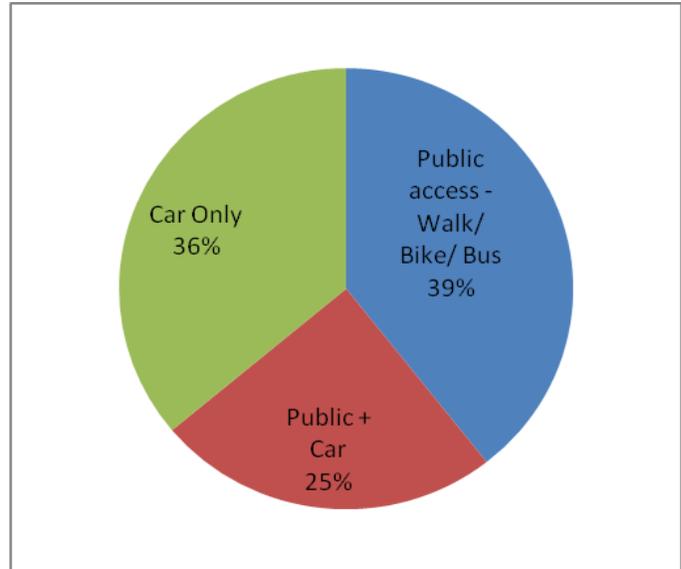
5. How do you get to the library?

Of note:

- Over a third of patrons use only public transportation (walk, bike, bus) and over a third use only cars – this may have impact for parking considerations.

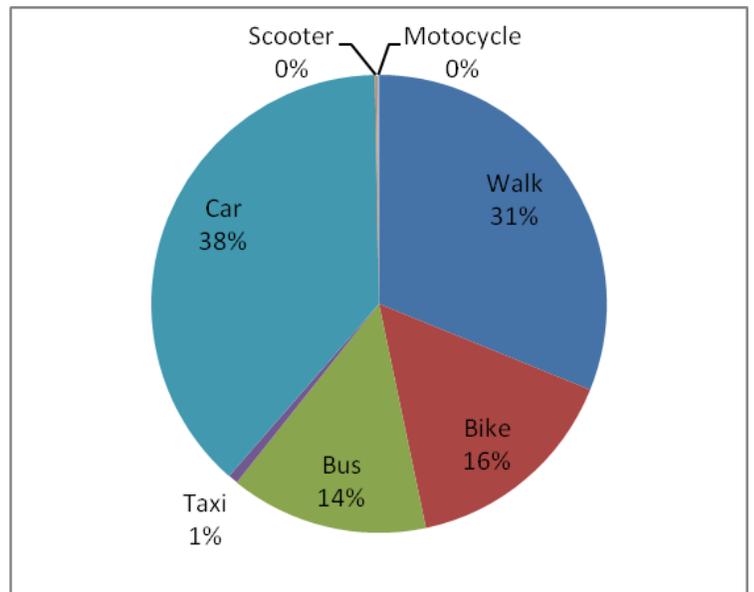
Travellers by Option

Options Used	# of People	%
Public access - Walk/ Bike/ bus	122	34%
Public + Car	95	26%
Car only	142	40%
Total	359	100%



Frequency of Comments

	Total	%
Car	273	38%
Walk	222	31%
Bike	111	16%
Bus	100	14%
Taxi	5	1%
Scooter	1	0%
Motorcycle	1	0%
Total	713	100%



6. What makes the outside of a building welcoming?

Of note:

- This was a question asked mainly in the Town Hall meeting as it became clear that drawing people into this particular building was a key step in getting people involved with the Windsor Public Library. Participants were very articulate about what draws people into a space and acts as an **Active Invitation**.

"Like the Louvre, everything builds to that entrance ... that awakening, art feel before you enter."

"Landscaping that looks great all year."

"We can see activity on the inside."

Building itself – 27%

- General Design - Glass to reflect the 21 millennium; modern; sleek; some risk to the design; well lit; living roof; friendly looking; distinctive feature to be identifiable; wheelchair ramp
- Vision Into and Out of the Building - Many windows; outside of building reflects excitement on inside; be able to see into the building; big, bright doorway(s)
- If remaining in current site - Cosmetic refresh if staying; use original architect's thoughtful lighting plan

Landscaping-26%

- Active growing space around building- Green space around the building; don't want the view to be a bare parking lot; landscaping that complements, rather than obscures the building; learning garden; community garden; water feature; year-round appeal; balconies overflowing with greenery; it could be a green oasis downtown; courtyard; trees
- Cohesiveness - Design that alludes to the nature of the building
- Safety - Clear bright path to front doors; safe, bright path to parking lot; no alley way entrances

Visibility-20%

- Signage - Big sign, not flush to the building; digital; drive-by knowledge
- Distinctive – Colourful; clear that it's a library; window displays; exterior lighting
- Dynamic presence - People coming and going

Outdoor Draws/ Activities-13%

- Connecting options - Gathering space; safe outside too; seating, benches
- Public Art – Statue; sculptures; mural; wrought iron art; something of substance
- Organized activities - Events outside; site for children to learn about nature
- Passive activities - Living chess board; maze; labyrinth

Parking-10%

- Accessibility - Ample for regular local patrons and people from farther; free; safe and secure; secure bike parking area
- Inspiring – Clear; landscaped; living roof-

Awareness-6%

- Virtual presence - Social media; advertising
- Physical presence - Downtown Business bulletins; outdoor banners; city signage at major intersections

Accessible-3%

- Public transit - On a bus route; curb cut for buses and drop offs

7. What makes the inside of a building welcoming?

Of note:

- As with early question, "light" seemed to be a re-occurring theme
- Comments seemed to indicate that "I can tell that I matter" and "I can find my way" were important to people as they were so specific

"Natural light"

"Ability to read, study - individually or in a group (including culturally specific), a private, accessible room for meetings"

"Good signage – directions plus what is happening today, this week"

"A café"

"Space for events and classrooms"

There is space for everything and everyone – 34%

- Room for different demographics - Interactive space for teens + kids Area: to be loud; a kid/adult friendly area; children's interactive area - foot piano
- Comfort and refreshment – Cafe; refreshments; tables with lamps; taffy (a five year old)
- Relaxing - Comfy furniture; tables to sit alone or with others; social areas to relax and work; fireplace
- Consistently usable - Fully finished, bright basement
- Individual space - Closed study areas; Tables with plugs so people can spread out; space to read, learn and study; private areas
- Community space - Public space; space for start-ups and non-profits; gathering and performing spaces; meeting and gathering areas; Connect
- Collection - More books; changing displays; sales of discards; SEED library; displays; online resources; tool library
- Artwork - Rotating displays; statues; local artwork
- Space - Flexible walls and furniture; being able to see between floors; encourages wandering; varied ceiling heights
- History- Archives; access to the history room
- Tech Capacity – Computers; technology; service; the technology of the building itself; Wi-Fi

My senses are engaged – 24%

- Excitement - It sparks all the senses; there is an element of surprise

- Sight - Interactive vista - we can see into other areas; great light - skylights, windows, suncatchers, like the light on the 2nd floor (of current building)
- Sounds – Laughter; music ... quiet for reading and tutoring
- Colour - pleasant, fresh, stained glass, Pink (from a 5 year old girl - she likes bright)
- Smell - Clean building - fresh air; Good temperature and airflow
- Living elements – plants; atrium; living wall; organic; wood
- Touch - It feels safe; fountain (for drinking or atmosphere?)
- Taste – the cafe and space to eat and drink

The staff members are welcoming – 22%

- Staff are actively welcoming - Greet us; acknowledge that we exist (First Nations community); smiles; eye contact
- Nice staff - Non-judgemental; polite; the way people talk to you
- Accessible - Find-able; available

I can tell that I matter – 9%

- Vibe – Civil; welcoming; inclusive; relaxing; entrance; open; inviting; double doors; greeters, not guards
- Feedback - Able to share my opinion; informed design; - there was genuine consultation and we see ourselves in the building (First Nations Community)
- I can see myself - Reflection of oneself; First Nations community; presence of 'us'

Things are happening: - 6%

- The building is alive - "People energy"; exploring play; learning; classes and programs are scheduled and spontaneous; movies; community centre activities

I can find my way – 4%

While this point seems to fit within "I can tell that I matter" – respondents were so specific about this that it earned a separate point.

- Easy directions - Good signage - can self guide; sign/ brochures - to show upcoming events; information desk is staffed, and there is one at each entrance

I like the building – 2%

- The architecture - Great building - honour the architect's plan (lighting, entrance, etc); good location

8. What will make you proud of this new library?

Of note:

- The element of “Leaders as Champions” was very articulate in how this project moves forward and in how WPL management and city council continue to champion the library
- How the building will matter in the revitalization of the downtown core

“It’s an access point, an attraction for dignitaries, a meeting place for international neutral talks.”

“Library should be kind of a puzzle someone should not be able to explore in a single visit.”

“The ability to have my own opinions voiced and heard, the act of free thinking is emphasized.”

“If you can feel “this place is mine”, that “this is a place for me” – that’s perfect.”

The Building 33%

- Ample space - open
- Bright - can see between floors; skylight; sunlight; great lighting
- Fresh - smells good
- ALL areas are welcoming - bright; colour; decor in the basement
- Comfortable furniture - relaxing space; home atmosphere
- Environmental design - Climate control; LEED certified; wind/solar; green roof
- Modern building/ innovative - Wow effect; design of renown; welcoming entrances; top of the line amenities ; iconic (like Halifax); visionary; inspirational; beautiful, cutting edge; part of our rebirth; impact; reflects where we're going, not just where we've been; element of surprise; colour
- Functional spaces - Art display space (in basement too), professionally designed displays; cafe; theatre space; space for groups, including food prep area, performance, speakers, movies; children's area; study space
- Flexibility - A/V capacity; flexible design to allow for continuous innovation
- Accessible to all - Washrooms - Accessible (size + door button); a gender neutral restroom, family washrooms; elevators sized beyond code; drive-through pick-up
- Greenery Inside

This Building Matters 16%

- Vibe - Welcoming; clean; I Matter (suggestion box); accessible; signs in various language; respected

- Hub for residents and groups to interact - Vast capacity to discover; a gathering space; place to discover (people, resources, activities); intellectual, conversational and informational hub; food for the mind
- Part of the Downtown Core - it demonstrates commitment to the core; an element in a vibrant urban community
- More local partnership - no charge for agencies using meeting space; sharing space; connection with post-secondary institutions; co-location with other agencies

The Resources Available 14%

- Deeper Collection - Online services; more old books; DVD's; more new books; access to anything; digital collection (shared globally); scholarly reference book; multilingual, especially French, Italian, Arabic
- Archives - Effective space; native history; local history; digitized records; accessible on-line
- Technology - Resources are current; more computers; computer for kids; larger computer centre

It's a Place for Everyone 7%

- Level playing field for all - study paces; computer training; reading programs for kids; social worker; drug-free space; care packages available; easy to navigate information boards
- Safe - Security; top of the line surveillance and monitored; good communication tools; security guard; respectful; women feel safe; clearly marked exits

The Inviting Outdoor Space 7%

- Landscaping - actively inviting; welcoming entrances; safe, well-lit; benches; garden; statues; art; community garden; teaching garden
- Parking - Secure bike parking; more free parking, build a deck over it
- Signage - Informative, easy to see – on foot, on bike, by car or bus, easy to find, welcoming

The Cool Programs and Events 7%

- Public Events - Movies about Canada; activities; courses; community events; more public use of space
- Library Programs - More kids story time; more holds; programs for kids and parents; programs for Newcomers; learning for all; for kids; youth; seniors

Our Leaders are our Champions 7%

- City Councillors/ Board of Directors/ Senior Staff are visibly supportive - part of a fully connected downtown; champion visionary design; commitment to the "public" in WPL; constantly innovating; visionary; amply supported; lobbying for funding; transparent communication with community
- More local profile/awareness of programs - magnet for living/ working/investing downtown; ,more people
- National, world-class profile - as a destination; tourist attraction

I'm already proud 3%

Perfect Location 3%

- It's accessible - by public transit, walking/biking
- Downtown – Convenient; partner with Gallery; Chrysler building

Local presence - 2%

- Local impact - Sourcing local furniture; recognise local history

The Wonderful Staff 2%

- Important presence - consider a social worker; friendlier; available; kind; informed; welcoming

9. Should this building be a Beacon or Blend In?

Beacon was mentioned in the vast majority of cases:

- All but 2 staff wanted “beacon” – regardless of where the site was
- In interviews, people spoke about wanting the building to be prominent and recognizable, wherever it might be or whatever the design