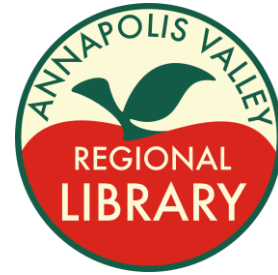


Report



To: Town of Wolfville
From: Ann-Marie Mathieu, CEO
Angela Reynolds, Community Engagement Coordinator
Date: March 1, 2017
Re: Wolfville Library Needs Assessment, 2017

INTRODUCTION:

On behalf of the Annapolis Valley Regional Library, we are pleased to provide Council with the *Wolfville Library Needs Assessment 2017*.

Public Libraries are key players in providing education for all stages of life, information literacy, and community development. The incredible proliferation of information coupled with the fact that the public library has become the main, and in many cases the only, free-access public center in our communities, has generated a public library rebirth - a renaissance. Moreover, in addition to this resurgence, the public library has assumed the role of "community development", becoming more of the center of the community than ever before. In order to grow and flourish in this new reality, public libraries are being forced to assess their facilities and building programs with these developments front of mind. In addition to the community development component, public libraries are also economic drivers - they affect and provide impetus for the local economy in many ways, directly and indirectly. Based on research, it was concluded that individuals whose primary reason to visit a community was to attend a library also tend to include shopping with their visits to the library. Public libraries are economic incubators, stimulating career and business opportunities, education and literacy improvement, local business opportunities, and directly contributing to the local economy. (Please refer to Appendix A for a list of how public libraries impact the community.)

This report incorporates the most current public library service standards, as they pertain to the physical building, and serves as a starting point in discussions on the future of the Wolfville Library.

TOWN OF WOLFFVILLE & LIBRARY PROFILE FOR SERVICE DELIVERY:

Town of Wolfville Population in 2016:	4,269
Acadia University:	3,698
Kings Subdivision D Population in 2016:	5,219

Estimated Design Population for Wolfville: 13,000

Points of consideration when estimating space needs:

1. Wolfville library serves not only the Town of Wolfville. The Acadia student population uses the public library. Nearby communities of Benjamin Bridge, Gaspereau, Grand Pre, Greenwich, Hortonville, Lower Canard, Lower Wolfville, Melanson, Starrs Point, White Rock, and The Ridge all use Wolfville as their branch library (mainly the area of Kings Subdivision D, population 5,219). Additionally, many people from the surrounding towns and villages of Port Williams, New Minas, and Kentville also regularly use the Wolfville Library;
2. Active borrowers for Wolfville branch: 4,190;
3. Age: 89% over the age of 15; large population of 20-24 year olds in Wolfville; 775 people ages 0-19;
4. Wolfville is the 2nd highest circulation branch in AVRL in 2016;
5. Wolfville has the highest program attendance in AVRL (362 programs with 4,256 attending in 2015-16) - more than 1,300 ahead of the next AVRL location;
6. Wolfville has the 2nd highest hours of public computer use in AVRL.
7. Wolfville's current library space is approximately 2,100 square feet on the lower level, with approximately 800 square feet in the Charlotte Coombs Haley Community Room (computer lab on the upper level) for a total of 2,900 square feet;
8. Deficiencies in the current library include:
 - a. No dedicated children's program/event space - staff are required to move shelving out of the way in order to conduct programming. This results in large sections of the collection being not available for use while programs are being conducted. As well, it presents a noise problem for other patrons using the library while programs are being conducted - we have witnessed patrons simply turning around and leaving the building due to the noise.
 - b. The upper level is inaccessible.
 - c. No dedicated teen area.
 - d. Lack of privacy for patrons using the public computers.
 - e. Shelves are overcrowded.
 - f. Lack of comfortable, private seating.

LIBRARY STANDARDS:

Guidelines or Standards are a critical component of any planning process, and libraries are no exception to the importance of this exercise. Standards provide an objective and industry-verified methodology for the implementation of authentic community needs. In Canada, public library legislation, and hence standards, are a provincial responsibility. In Nova Scotia, *the Standards for Nova Scotia Regional Public Library, Second Edition* (September 2001) provides a framework for defining the levels of service that Nova Scotians can expect from their regional libraries.

While acknowledging that the provincial standards are more than 15 years old, they still provide a useful starting point in designing the modern public library for 2017 and beyond. In addition to the provincial standards established in Nova Scotia, Ontario and British Columbia, A.C. Dahlgren's *Public Library Space Needs: A Planning Outline* (2009 edition) continues to serve as comprehensive, appropriate tool to determining library space requirements. Dahlgren's standards assess six factors, and it is our intent to provide detailed analysis on these areas. They are as follows:

1. Collection: Space and Size;
2. Reader Seating Space;
3. Staff Workspace Space;
4. Meeting Room(s) Space;
5. Special Use Space;
6. Non-Assignable Space.

Library space needs are based on what a library must house in order to serve its community adequately and appropriately.

Design Population:

The "things" that a library must house all have identifiable spatial requirements which are based on the library's projected service "design population" - which includes the Town of Wolfville residents, Students of Acadia University, and residents of the County of Kings who are included in the Wolfville Library catchment area. There are two key factors to consider when establishing the design population. First, it should include the residents of the community. Second, it should include the patrons beyond the boundaries of the Town of Wolfville - residents of the County of Kings - who are served by the Wolfville Library by virtue of the participation in the Annapolis Valley Regional Library system, and proximity to the Town of Wolfville. With both those factors taken in account, coupled with a reasonable forecast for growth over a twenty year period, we have determined that the design population is approximately 13,000. All analysis and conclusions use this figure as a base.

1. Collection Space:

Generally, there are four components commonly found in public library collections:

- 1.1 Print materials (50-60%)
- 1.2 Periodicals (5%)
- 1.3 Non print materials (CDs, DVDs, MP3s etc.) (20-40%)
- 1.4 Digital and Electronic Resources (Online information accessed or housed on public computer workstations) (20-40%)

(Please note that the percentage breakdown of any one of the above components will be determined by demographics, usage, demand, and public consultation.)

The generally accepted standard for the collection is 2.5 - 3.0 items per capita. (The Nova Scotia guidelines also indicate that 2.0 items per capita meets the minimum requirement – based on Wolfville’s high borrowing rate, we recommend the median of 2.5 items per capita.)

Digital and electronic resources constitute the final component in the Collections discussion. With the increased amount of digital information and resources taking an ever-increasing percentage of the collection development allocation, adequate computer access workstations must be factored into the floor plan. Smaller "physical" collections requiring less square footage are directly offset by additional "virtual" collections requiring computer access. The accepted standard for public computer workstations is one for every 2,000 population served dedicated to accessing library resources. Additionally, sufficient computer workstations to reduce wait times, or to access the Internet need to be added to the plan. Some standards suggest using the daily foot traffic to determine a suitable inventory of public access terminals - one workstation for every 10-20 visits.

2. Reader Seating Space:

Typically, reader seating includes seating at tables, study carrels, lounge chairs, sofas etc. - this is general, undesignated seating, and not computer workstation chairs, or meeting/program room seating. The common recommendation for library reader seating is five reader seats for every 1,000 population. More detailed guidelines in other planning manuals usually suggest a sliding scale, decreasing the number of seats provided per 1,000 population as the total population increases. The *Standards for Nova Scotia Regional Libraries* recommends 7-10 reader seats per 1,000 for populations under 10,000. In Wolfville's case, and using 7 reader seats per 1,000, this would translate into 65 reader seats.

3. Staff Work Space:

According to the *Standards for Nova Scotia Regional Public Libraries* "adequate office, work and storage space is needed to ensure that staff can work effectively. A typical staff workstation required between 125-150 square feet. The library standard used to determine the appropriate level of staffing is 1 staff member for every 2,000 population. Wolfville's current staffing complement consists of 7 Branch Staff plus 1 Computer Lab Staff for a total of 4.13 FTEs. (It's worth noting that there is 1 volunteer with varying hours in the Computer Lab) Given the Branch Schedule, the need for at least 5 staff workstations would result in a square footage requirement of between 625 sq. ft. to 750 sq. ft.

4. Meeting Room Space:

Many public libraries provide meeting rooms to accommodate library-sponsored programs and community meetings. There are four broad types of meeting room spaces commonly found in libraries, and their inclusion in the building program is dependent on the size of the proposed facility, budget, and availability of similar spaces within the community.

- 4.1 Lecture hall/theatre space;
- 4.2 Conference/Meeting room space;
- 4.3 Children's storytime/Multipurpose Space;
- 4.4 Computer lab/Maker space.

For the purposes of this review, we are not recommending that the library space have a lecture hall/theatre space, and as such will be focusing on items 4.2 through 4.4.

4.2 Conference/Meeting Room Space:

Depending on the demands of the community, and the availability of other resources within the community, a library may have one or more general conference/meeting room. Designed to accommodate a conference table and seating for 10-15 individuals, this space can provide opportunities for meetings and smaller scale programming opportunities.

4.3 Children's Storytime/Multipurpose Space:

Wolfville branch has the highest attendance for events in the AVRL. An average of 26 people regularly attend the weekly preschool story classes. On occasion, up to 50 people have been counted at Babies and Books. For a storytime room, 10 square feet per child is recommended, plus another 50 square feet at the front of the room for the presenter. If we assume that 50 people can be in attendance, a multipurpose room of 550 square feet would be ideal for the Wolfville branch.

4.4 Computer Lab/Meeting Room Space:

The Wolfville Library currently provides a computer lab/meeting room space which is extremely popular with the community. Unfortunately, the accessibility issues associated with this space preclude it from being available to all residents. With this in mind, we are recommending that any new library space will continue to offer this valuable service, and should be expanded to include the latest "maker space" technology.

There are currently 8 computer stations, with one Part-Time individual staffing the lab. Standards suggest allowing 50 square feet per station, plus another 80 square feet at the front for a trainer. This would translate to 450 square feet at minimum. If the computer lab is also to be used as a Maker Lab, at least another 300 square feet would be recommended for work spaces and tables.

5. Special Use Space:

Special use space must be allocated to account for other aspects of the building program not covered in other projections. For example, if the library has a strong genealogy component estimates for specialized equipment to support this service (readers, scanners, photocopiers etc.) will need to be factored. Many libraries are now also providing refreshment/food service. At a minimum, special use space will likely occupy approximately 12% of the gross square footage (minimum) to 17% of the gross square footage (generous). Dedicated space for "self-checkout" technology, and server rooms are also considered special use space in a library building program.

6. Non-Assignable Space

Non-assignable space is that portion of a building's floor space that cannot be applied or assigned directly to library service. Some representative types of non-assignable space are furnace rooms, janitor's closets, storage rooms, vestibules, corridors, stair wells, staff lunch rooms, and rest rooms. Such space is necessary to support the operation of library and the well being of the staff. Non-assignable space generally consists of 20-25% of the gross square footage finished building. The final allocation will be influenced by the efficiency of the design/layout, whether the project is purpose built or alterations to an existing building. Typically, a smaller building is more likely to have a larger proportionate non-assignable space allocation. As well, projects that involve the expansion and/or adaptation of an existing structure are also more likely to have a larger proportionate non-assignable space allocation. This is something that is critical to keep in mind when determining the final envelope of the building, as the amount of space for service delivery could be impacted by this single, and often overlooked, component.

CONCLUSION:

Attached to this report is a chart which provides the square footage requirements that have been identified for a potential new Wolfville Library. A range - minimum, median, and generous - has been provided for maximum flexibility of design considerations, and budgetary restrictions.

Wolfville Space Requirements	Minimum	Median	Generous
Design population = 13,000			
1. Collection:			
Number of items based on the per capita	26,000	32,500	39,000
Square footage required (approximate based on medium standard of 13 volumes per square foot for all materials)	2,000	2,500	3,000
2. Reader Seating:			
Number of separate seats	65	91	130
Square footage required (approximate based on average 30 square feet per seat)	1,950	2,730	3,900
3. Staff Work Space:			
Number of Wolfville Staff PT/FT = 8; 4.13 FTE	8 PT/FT Staff		
Square footage for Wolfville Staff based on Minimum = 125 Sq Ft; Median = 140 sq ft; Maximum = 150 sq ft Using 5 workstations	625	700	750
4. Program/Meeting Rooms			
Conference Room - Attendees	10	15	20
Square footage of conference/meeting room based on 10 people = min; 15 people = median; 20 people = maximum	300	450	600
Multipurpose/Storytime Room	30	50	55
Multipurpose Room 10 sq ft per attendee and 50 sq ft for the presenter - based on typical attendance of 25 and up at Wolfville Programs	350	550	600
Computer Lab/Maker Space	8	10	12
Square footage required for the Computer Lab/Maker Space based on current Computer Lab workstations	480	580	680
5. Special Use Space			
Percentage used to determine special use space requirements	12	15	17
Square footage assigned to special use space	726	1,209	1,711
6. Nonassignable Space			
Standards indicate the percentage breakdown	20	25	30
Square footage required	1,211	2,016	3,039
Staff Room/Break Room	5	5	5
Square footage based on five staff being scheduled during meals/breaks	350	550	600
Total Space Requirements	7,992	11,285	14,880

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Additional Information:

Notes provided by Janet Ness from the *Wolfville Public Library Space Focus Group* held Sunday, January 28, 2007.

APPENDIX A:

The Value of Public Libraries to the Community

1. *Public libraries support children and students* through our online homework-help resource, Tutor.com, research assistance, and materials. Early literacy is taught in story and art classes and play-based discovery. In partnership with formal education systems, libraries play a crucial role in ensuring that we have well educated students ready to face the 21st century.
2. *Public libraries support and promote reading and literacy.* Public libraries help develop an informed and literate population, essential to our economic growth. An illiterate and uninformed workforce cannot meet the needs of workplaces that depend on the knowledge and skills of their workers for success in the marketplace.
3. *Public libraries increase profits for nearby businesses* which in turn increases the economic success of the local community. Studies reveal that libraries directly increase retail sales at businesses in close proximity to the library. Libraries offer job search assistance, access to career information, resume writing workshops, and computer workstations for employment seekers - all economic benefits to the community.
4. *Public libraries support and promote information literacy.* Despite the digitization of a considerable amount of the world's information and knowledge, the majority of people are in need of assistance in navigating this source of information - libraries facilitate this.
5. *Public libraries support a democratic society.* One test of a democracy is whether it grants equal access to the tools that make knowledge and understanding possible. Libraries make democracy work by providing access to information so that citizens can make the decisions necessary to govern themselves - across the entire societal spectrum.
6. *Public libraries level the playing field* by making all its resources equally available to all members of the community, regardless of income, or position in society. Access to computers and the internet are but two examples.
7. *Public libraries break down barriers.* Libraries provide free family literacy classes for low-literate, illiterate, and non-English speaking people, often in cooperation with other organizations. We provide transformative experiences that teach citizenship; we develop multilingual and multicultural materials for our patrons. Libraries serve the homebound, elderly, institutionalized individuals, the homeless, and people with physical challenges. Libraries help all equally, and in doing so break down the social boundaries and barriers to learning.
8. *Public libraries are the primary site for government information* as all levels of government are increasingly making information available in electronic format only.
9. *Public libraries provide education for all stages of life.* The public library is a lifelong learning resource. It is essential in the present economy that people be informed. To continually upgrade their work and lifelong learning is a necessity, and a vital process to continuing employment and success.
10. *Public libraries constitute one of the last remaining free public spaces left in the modern community,* one that serves as the community development driver, and gathering place for its citizens.