

GEORGETOWN BRANCH/CULTURAL CENTRE BUILDING PROGRAM

1. General Introduction:

1.1 *Project Facts and Figures*

- The Halton Hills Public Library Board received Council funding approval for the Georgetown Branch Renovation/Expansion Project in September, 2008 in the amount of \$11.6 M. Cultural Centre alterations were also approved in the amount of \$1.9M, so that renewal of both spaces can be done concurrently.
- Alterations to the Cultural Centre will allow for a larger lobby space, expanded community meeting room, new washrooms, theatre balcony and new entry vestibule for the gallery. The theatre balcony will increase the seating capacity of the theatre from 267 to approximately 330.
- The existing Georgetown Branch will be extensively renovated and expanded to approximately 29,400 plus roughly half of the shared space of 10,000 square feet, for a total of 34,400 square feet. The total building will be 51,000 square feet. The facility will expand onto the property adjacent to the Library on Market Street, following the de-commissioning of the existing house.
- Council also approved increased staffing which will allow the Library to open Mondays, and to properly serve the added public space of approximately 22,400 square feet.
- The expansion will mean significantly more space for collections, children's programming, Internet stations, reading and quiet study areas, as well as larger and more functional areas shared with the Cultural Centre
- De-commissioning of the 50 Market St. property is expected to begin in the early spring of 2011, with construction beginning in the late spring of 2011. The opening of the renewed Georgetown Branch is scheduled for the fall of 2012.
- The designers and builders will aim for LEED certification at the Silver level, which means that we will have a very 'green' building.
- Council approved the use of Holy Cross Church located at 224 Maple Avenue as a temporary site for the Georgetown Branch during the construction phase, which is estimated to be 15-18 months.
- Council approved a feasibility study to investigate a capital campaign for the Library and Cultural Centre. The feasibility study has been delayed until further notice.

1.2 Other Frequently Asked Questions About the Project

a) Why do we need to renovate/expand the current Georgetown Branch?

The *Facility/Site Study* done in October 2005, revealed many deficiencies in the existing Georgetown Branch. The most critical is the severe shortage of space. According to Ontario Public Library guidelines, the branch should be close to 22,000 square feet by 2005, or almost twice the current size. With the anticipated population growth, we will need 33,000 square feet of library space for the Georgetown area by 2021. This new space will allow us to house more material, offer a reasonable amount of quiet reading and study space, better meet the demand for Internet stations, and offer adequate space for our programs.

In addition to the space deficiency, the expansion will address ongoing problems with noise and issues such as poor wiring and ventilation.

We know that patrons are also supportive of this expansion. In several recent surveys, patrons have confirmed that they simply want more of what we are currently offering, e.g., bigger collections. At this time, we cannot add any more material; our shelves are jam-packed! We can only add to our collections if we have a larger facility.

b) Is the Halton Hills Public Library busy enough to warrant a new, larger facility?

Statistics from the last six years indicate that library use has increased dramatically in all areas including borrowing, questions asked and programs attended. Since 2001, circulation is up 50%, reference service is up 46%, children's program attendance is up 86% and in-house Internet usage is up 50%. Some of this increase is attributed to growth, but the year-on-year increase in circulation and other activities is considerably greater than the annual population increases. This suggests to us that new residents are discovering the many benefits of library service, and longer term residents are using and enjoying the library more.

We also know that the current Georgetown Branch cannot meet all of the community's needs. Not only is the space limited, users do not have enough room to work and read, and many larger programs cannot be accommodated. Experience in other communities demonstrates that when new libraries are provided, use increases significantly. We are confident this will be the case in Georgetown.

c) Have planning studies been done to justify the expansion of the Georgetown Branch Library?

This is not a new project. Detailed planning studies were prepared in 2005/2006 to determine the amount of library space required and the location. However, the need for additional library space in Georgetown was first identified in the early 1990s and confirmed by a planning study in 1996. The project has been in the Town's capital budget forecast since 1992, where an expansion of the Georgetown Branch was scheduled to begin in 1997.

d) This project only deals with Georgetown, what is planned for the rest of the library system?

The 2005 Planning Study indicated a need for 33,000 sq. ft. of library space in Georgetown and 42,000 sq. ft. for all of Halton Hills. While the expansion of the Georgetown branch will be the Library's first project, planning for an expanded and improved Acton branch is continuing.

e) Why is the existing branch being expanded? What areas will be affected in this expansion/renovation?

Previous planning studies in Halton Hills have always indicated a strong desire to maintain the Georgetown Branch at its existing location; however, this was difficult because there was not enough land to expand. In 2006, property immediately to the south of the Georgetown Branch became available and the Town purchased it for the expansion. The existing branch and space shared with the Cultural Centre will be extensively renovated and integrated with the new addition. Shared spaces with the Cultural Centre include the entrance, the lobby, the public washrooms and the loading dock area.

f) What features will you be looking to add/change?

The major changes for the Georgetown Branch Library include:

- increasing the amount of space in the lobby and entrance area and making the entrance more visible from the street
- creating a layout that is more accessible for wheelchair users and people with strollers
- having much more space for all collections while avoiding the use of very low or very high shelves
- incorporating environmentally friendly technology at every opportunity
- maximizing the natural light
- decreasing sound travel to quiet areas
- offering more seating and study area choices, including conversation spaces
- provide a larger, more sound proof children's programming area

- making it convenient for busy people to use the library (e.g., self-checkout and check-in, convenient drop box, etc.) Note: wireless (wifi) was introduced in 2007
- improving space for storing/displaying special materials (local history resources; art collections)
- providing more Internet stations
- having a floor plan/signage that makes it easy to find what you need
- installing good lighting throughout
- ensuring that the ‘look’ of both the outside and inside complement and integrate well with the historic features of the church and the surrounding area

The major changes for the Cultural Centre include:

- The gallery space will be made more effective by the creation of a vestibule area which will also have the ancillary benefit of showcasing more of the original stained glass windows of the old church
- The expanded lobby will allow for larger washrooms to reduce waiting times during intermission, a dedicated bar service area that may increase concessions sales over time, more space for patrons who are waiting for shows to begin or at intermission, and more lobby seating areas for cultural centre and library patrons
- The expansion will improve the functionality of the theatre by:
 - Increasing the seating with a balcony addition
 - increasing the amount of backstage space for dressing rooms and changing areas
 - increasing the amount of usable space on stage
 - preventing sound transfer from the library to the theatre, and vice versa
 - creating direct links from the stage to the lobby
 - increasing the amount of backstage storage space

g) What are the timelines?

The following represent the key milestones in the project:

November 2008- October 2009	Design Development Phase/Final Design Approval
October 2010-February 2011	Construction Documents/Tendering Phase
March 2011-August 2012	Construction Phase
September 2012	Opening

Note: The Georgetown Library will be occupying a temporary site during the construction phase.

h) How can we be spending this money at a time when the economy may not be healthy?

With these difficult and trying economic times, it is certainly understandable that people are anxious. That said, it is precisely during downturns in our economy when strong public libraries are needed the most. It is the public library that people go to when they can no longer afford to buy books, subscribe to magazines and newspapers, rent their DVDs or connect to Internet service.

It is from the public library that people borrow (rather than buy) the latest bestseller, music CD or DVD. It is to the public library that parents bring their children for free, literacy-building programs. And it is the public library that people use to do a job search when they find themselves out of work or underemployed. Past downturns in the economy have proven that public libraries are used very heavily at such times and we certainly expect this to be true for the Halton Hills Public Library. We do think that a well-stocked and appropriately-sized public library will in fact be a tremendous asset to people who otherwise may not be able to afford many of the amenities that they have enjoyed in the past.

In times when discretionary income is not available, citizens seek out lower-cost alternatives for their leisure activities, such as community theatres. Performing arts groups -from the children's choir to the little theatre youth company- offer low-cost activities that educate and entertain, while providing important life skills. These groups need a place to perform their concerts and recitals, and the theatre and art gallery fulfill this need. The theatre offers entertainment to the local community at costs that are significantly lower than similar acts performed in nearby major centres. The art gallery also offers inexpensive showcase opportunities for local artists to display and possibly even sell their work. At the same time, the public is able to view the art for free.

i) Where can I continue to get information on this project, and how can I submit my comments?

The Director's Blog on the home page of the Library web site will keep the public informed of developments: www.library.hhpl.on.ca. The blog format makes it easy to for citizens to post comments and share their ideas with others. People are also welcome to submit their thoughts and ideas through the comment form available in both branches.

Comments specific to the Cultural Centre can be directed to theatre staff, or can be posted to the Town of Halton Hills website at www.haltonhills.ca.

1.3 Project Governance

The project is overseen by the Halton Hills Public Library Board, and the Town of Halton Hills, specifically the Recreation and Parks Department which is responsible for managing the Cultural Centre (Theatre and Gallery).

The Library Board has delegated the day-to-day monitoring and management of the project to the Georgetown Branch Planning Committee (GBPC). The Committee has voting members and non-voting members.

The voting membership includes:

- Three representatives from the Halton Hills Public Library Board (Jay Jackson- Board Chair; Sheila Taylor- Member-at-large and GBPC Chair; Sandy French- Member-at-large)
- Three representatives from the Library (Jane Diamanti- Director; Walter Lewis- Manager of Library Systems and Technical Services; Geoff Cannon- Manager of Library Public Services)
- Two representatives from the Recreation and Parks Department (Paul Stover- Manager of Facilities; Jamie Smith- Theatre Supervisor)
- One member of Council appointed by the Mayor (Councillor Moya Johnson)

The non-voting members consist of:

- The Project Manager (Mahendra Shah, The MMM Group)
- The Architects and the Architects' consultants (John Knox and Stephen Blood, Chamberlain Architect Services Limited)
- The Interior Designers (Ella Mamiche and Nihan Basak, ZAS Interiors Inc.)

The GBPC meets once a month. The most current Terms of Reference for the GBPC can be found in Appendix A.

The GBPC has a design sub-committee called the "Form Meets Function Committee" or FMFC. The FMFC consists mostly of staff representatives from the various service areas, as well as the Architects, the Project Manager, and when appropriate, the Interior Designers. The purpose of the FMFC is to assist the Project Manager, Architects and Interior Designers with the design process based on their knowledge of how the public and staff use specific spaces. The FMFC will provide input on the interior design concept, on the floor plans, on all decorative features, and on the technology.

The Chair of the FMFC (Jane Diamanti) reports to the GBPC. The FMFC meets once a month. The Terms of Reference for the FMFC can be found in Appendix B.

The Project Manager operates in the best interest of the clients, which are the Halton Hills Public Library Board and the Town of Halton Hills. The Project Manager is expected to ensure that the project is on time and on budget.

The Library Board is ultimately responsible for the effective management of the Library part of the project and spaces shared with the Cultural Centre. The Chair of the GBPC reports on the status of the project at the Library Board meetings. The Project Manager will also assist with reporting duties as required.

The Town of Halton Hills is responsible for the effective management of the Cultural Centre part of the project and spaces shared with the Library. The Project Manager will also assist with reporting duties as required.

The public will be consulted at key points in the design process. Together with those responsible for the project, we will ensure that the renewed Georgetown Branch and Cultural Centre is functional, accessible, attractive, and complementary to the historic features of the church.

1.4 *Project Vision: Library*

The vision for the renovated/expanded Georgetown Branch begins with the customer. Everything that we have done and will continue to do in a larger, better appointed branch will be directed by the needs of our customers. We are committed to monitoring these needs over time, and to adjusting as needs change. We will ensure that the new Georgetown Branch is flexible enough to accommodate changes in our social, economic, and technical environments.

The renovated/expanded Georgetown Branch will serve as a successful and inspiring model of sustainability through the design and operation of the building, and through the delivery of service. We will be a teaching tool for members of the community seeking greener alternatives.

The new Georgetown Branch will support a diversity of needs. In our goal to be inclusive, the building and the services within will be fully accessible, and will appeal to people of all ages, abilities and interests. The Library will be known for its ease of use, convenience and comfort, as well as the professional and attentive service; it will consistently exceed customer expectations.

The Library will offer a range of service options from self-help technology to staff-assisted service. The expanded collection will include traditional and state-of-the art resources. The Library will be viewed as an effective information gateway, where Library staff are the “ultimate search engines”. Special attention will be given to the following objectives:

- To develop strong literacy skills and foster a love of reading in children
- To provide a safe and engaging place for youth to learn and interact
- To recognize the needs of an aging population
- To support local small business operators through relevant and current information
- To supply popular materials in a timely manner and in a variety of formats
- To preserve and provide access to precious local history resources
- To showcase the best of new technology without compromising user-friendliness

The Library will be a recognized destination, a “third place” outside of home, work or school, where people can freely gather to relax, meet others, and exchange ideas. The increasing numbers of people using the Library will contribute to the vitality of the downtown area.

Through careful stewardship by the Board and staff, the Library will demonstrate fiscal responsibility and provide good value for the taxpayer’s dollar. The Library will continue to partner with complementary service providers such as the Recreation and Parks Department to maximize the funds available, and to capitalize on opportunities for collaboration on community development projects.

The renovated/expanded Georgetown Branch will celebrate the importance of arts and culture to Halton Hills residents and will be a source of civic pride for many years to come.

1.5 *Project Vision- Cultural Centre*

“To engage and entertain the community of Halton Hills by presenting diverse arts programs and providing venues to local artists.”

We will:

- **Enhance the cultural growth** of Halton Hills by presenting diverse works of exceptional art
- **Engage young people in the arts** by presenting age-appropriate performances and supporting artistic development programs
- **Encourage the growth and development of local artists** by providing quality venues for them to display or perform their work

1.6 *Project Schedule (to be finalized)*

1.7 *Concept Plans/Floor Plans (to be finalized)*

1.8 *Interior Design Principles and Concept:*

- Updating the look and functionality of the existing facility
- Retaining the neighbourhood scale and massing
- Achieving greater integration between Library and Cultural Centre
- Ensuring universal accessibility
- Using a natural, neutral colour scheme, accented by rich and vivid colours found in nature
- Increasing opportunities for natural light
- Facilitating the circulation and movement of users
- Providing gathering areas for social interaction
- Creating visual and acoustic linkages to spaces
- Introducing modern, easy-to-understand wayfinding language
- Incorporating new technology to enhance services and operations
- Emphasizing sustainability

Renovations to the Library and Cultural Centre will bring the facility up to current standards expected by the public for such facilities, as well as addressing the current building code and facility maintenance standards.

The proposed interior alterations to the Library and Cultural Centre include a general refurbishment of fittings and finishes as well as a major re-organization of internal spaces to improve adjacencies, provide for increased space needs, and improve crush space and public circulation throughout.

The critical issue of linking the Library and the Cultural Centre is achieved with the proposed new entrance and a circulation spine which links both functions and provides a clearly defined interior connector for public access to both facilities.

The overall interior design concept is one that reflects the colours and shapes of nature. The palette is neutral with tones of warm grays and beiges strategically selected and placed to provide an appropriate background for artifacts, signage, announcements and colorful crowds of patrons. The use of porcelain tile for the floor for the shared lobby area is the ideal solution for high traffic and intensive usage of public space. A subtle floor pattern with shades of gray and varying textures enhances and defines directions and supports the intuitive wayfinding. The finishes within the shared spaces are durable, safe and easy to maintain.

In keeping with the natural theme, strategic use will be made of materials such as stone and wood throughout the building. Since Halton Hills has a long history with the aggregate industry, stone will play a heightened role. The interconnecting stair linking the upper lobby/theatre foyer with the concession lobby in the lower level will feature a stone wall. Stone may serve as an eye-catching art piece in the main lobby. Stone walls will also be showcased along the outside of the Gallery and Local History room and within the Local History room, if possible.

It is envisioned that informal seating and study areas will take place along the exterior windows in areas taking advantage of daylight and exterior views. Comfortable lounge seating will meet the needs of users of varying ages and abilities. The fabric selections are inline with the overall concept of neutrals and earth tones, but will stand up to high use and will be easy to clean.

1.9 General Architectural Considerations

The Primacy of Customer Service

As noted in the vision for the renewed Georgetown Branch, the need to provide stellar customer service in the branch will trump other considerations. As such, we will ensure that high traffic areas are a free of impediments as possible so that people can make their way through with ease. People should be able to navigate through clear, strategically positioned and highly visible signage, and by virtue of an intuitive layout. We will locate service desks in areas where people would typically need assistance. To increase convenience, we will integrate services wherever it is desirable and feasible to do so. We will group services in accordance with complementary activities; for example, areas that generate noise will be co-located. We will give priority to space for shelving to meet the stated need of bigger and better collections, while also bearing in mind that some collections may be electronically delivered in future. We will ensure that the library has a warm and welcoming ambiance and that furnishings are tested and selected for their intended function. Finally, the we will increase the opportunities for display and utilize unique eye-catching display accessories to showcase materials. Display furniture that is moveable will be preferred.

LEED

We will endeavour to achieve a Silver rating in the LEED system (Leadership in Energy and Environmental Design”. The building will be constructed to optimize:

- Energy efficiency
- Water efficiency
- Renewable materials
- Indoor environment quality
- Innovative design

Accessibility

The design of the building must reflect the principle of universal accessibility and meet the Ontario and municipal design standards. The plans will be reviewed by the Town’s Accessibility Advisory Committee and other experts in this field to ensure compliance. The goal is to create space that can be used by all members of the public and staff including those with physical, visual and auditory disabilities. Special consideration should be given to:

- Washrooms
- Light switches
- Seating
- Aisle width
- Service desks
- Computer workstations
- Shelving
- Floor surfaces

- Doors
- Emergency exits
- Signage

The building must give the impression of being open and welcoming to all; the ‘world outside’ must be able to see into the building and have a sense of the range of activities taking place. Hours of access should meet the needs of residents, and open hours should be monitored for any changes in those needs.

Acoustics

Eliminating sound transfer to the Library from other parts of the facility is critically important. Special attention should be given to level of noise generated by the lobby area and the mechanical systems. Within the Library, consideration should be given to sources of intrusive noise (e.g., teen area; meeting/group study rooms, service desks, photocopiers, printers), areas requiring acoustic separation and dampening materials, and layouts that will avoid user traffic passing through quiet areas.

Ergonomics

The design and choice of furnishings must reflect research findings and good ergonomic practices. There should be attention paid to the fact that many stations are used by more than one staff member or members of the public, and as such, should be flexible to meet diverse needs. The design layout must reduce repetitive movement and opportunities for repetitive strain injuries.

Flexibility of Space

The space should remain as flexible as possible so as to accommodate future reorganization, resulting from changes in technology, collections, services and use patterns. As such, consideration should be given to movable, sound-containing partitions in meeting rooms, mobile lighting, mobile and modular furnishings, and limited fixed walls within the interior. Electrical outlets and telecommunications wiring must be ample and easily accessible from all areas of the building including meeting/study rooms. Weight bearing columns should be minimized wherever possible so as to increase sight lines, allow for better traffic flow, and maximize the ability to arrange furnishings.

Flooring

Flooring must be of a high grade, appropriate for public buildings, easy to maintain and non-slip. Flooring must also reduce noise, and where appropriate, enhance building acoustics. Anti-static flooring should be considered for computer areas. Flooring around the Circulation desk area and in the Circulation workroom check-in area should have anti-fatigue mats. In keeping with LEED, carpeting should be non-allergic and meet other environmental standards. Variations in flooring materials and and/or colours can be

used to support wayfinding but differences in grade should be minimized to avoid tripping.

Furnishings/Fitments

Colours should be selected to reflect the established interior design concept, and to highlight the function of the area. Drab colour palettes should be avoided, but a neutral background is acceptable providing there are complementary accents to brighten the area and bring attention to specific features. All furnishings must be appropriate for the different ages and users, ergonomically correct, attractive and inviting, made from sturdy, soil resistant fabric, cleanable, and easily moved (especially stackable chairs). The layout of furniture should be respectful of personal space, and the inclination of users to be close to natural light.

Wall surfaces should be appropriate for the function of the area. It should be non-reflective, and easily maintained. Bumper rails should be considered in areas where book trucks or other equipment may rub against walls. Wall coverings with special sound-absorbing properties are desirable for offices, workrooms, meeting/study/program rooms and in areas where sound may cause a problem (e.g., teen area).

Lighting

Lighting is critically important for user and staff comfort, to define spaces, to highlight signage, and for the general ambiance of the building. Lighting design must provide the appropriate foot candle levels for different activities; there should be no 'dead' spots. In some areas, task lights may prove more effective. In terms of overhead lighting, there should be an even distribution of light from the top to the bottom shelf in each book stack. In areas lit by natural light in the daytime, provision must be made for adequate light after dark. Where appropriate, lighting should be turned on/off through sensors and should incorporate other energy efficiencies. In general, the style of lighting should harmonize with the interior design scheme. All lighting should be reliable, vandal-resistant and easy to maintain.

Glare or heat can be minimized by tinting the windows, or through use of interior window coverings. Materials with glossy surfaces should be avoided.

Security Systems

Both the exterior and interior of the building must take into consideration the safety and security of users and staff. There should be provisions for security cameras and recording, a public address system to all parts of the building, and the ability to isolate areas in the building when making announcements. The security system should be zoned separately for the library, and there should be specific areas of the library where the system can be activated. Key fob entry is preferred for all non-public doors.

2.0 Library Services:

2.1 *Description of Services*

The Georgetown Branch Library delivers services designed to appeal to people of all ages, interests and abilities. In addition to print material such as books, government documents, magazines and newspapers, the Library stocks a significant number of non-print items including DVDs, audiobooks, music CDs, CD-ROMs and video games. The Library also boasts an extensive local history collection consisting of books, articles, photographs, maps and microform. Other services offered include adult and children's programs, Internet access, wireless for laptop users, as well as study and reading space.

The 'virtual' Library –accessed through www.hhpl.on.ca - provides free access to over 30 different databases, plus links to other reputable websites, all organized by subject.

The expanded Library will offer more extensive collections, Internet stations, quiet and group study rooms, better space for children's and adult programming, a larger space for teens, a new space for seniors, more space for reading/socializing, and sufficient space for staff. The emphasis will be on growing the collection and providing more space for people to gather comfortably.

2.2 *Partnerships:*

Key partners include:

- the Cultural Centre
- the Friends of the Library
- Literacy North Halton
- The Centre for Skills Development
- the Esquesing Historical Society
- the Ontario Genealogical Society- Halton-Peel Branch
- Arts, Culture and Heritage Roundtable
- the Georgetown Horticultural Society
- other Town of Halton Hills Departments

3.0 Cultural Centre Services:

3.1 *Description of Services*

The Cultural Centre offers arts and cultural services to the citizens of Halton Hills. The John Elliott Theatre is a functioning live theatre that is home to many performing arts groups. The theatre is also host to the Town of Halton Hills summer arts camps and other Town events.

The Art Gallery is a multi-function space that is used by local residents for weddings and gatherings, by businesses and community groups for public meetings and workshops, and by patrons of the arts to view the many art exhibits installed through the year. The grand piano in the Gallery allows the room to be used by local music teachers for recitals and concerts.

The new community room will allow for more functions that are normally not possible due to noise and traffic limitations created by theatre functions. This room will be usable for workshops and meetings and will also be more effective for multimedia presentations for small groups.

3.2 *Partnerships*

Key partners include:

- the Halton Hills Public Library
- Georgetown Little Theatre
- Georgetown Globe Productions
- Arts Culture and Heritage Roundtable
- other Town of Halton Hills Departments.

4.0 Service Areas:

4.1 *Public Entrance/Lobby:*

The Library and Cultural Centre will be accessed from a single public entrance located on Church Street. While there is free street and municipal parking nearby, parking is at a premium during theatre performances and children's programs. Input received to date indicates the desirability of a 5 minute parking spot on Market Street near to the external book drop. People frequently park on Church St. in order to return materials, which further congests an already busy street. Short term parking on Market Street will reduce this problem.

The entrance to the facility will be at street level (the current ramp will be removed). Pending budget confirmation, the entrance will have a glass enclosed atrium which will create a dramatic and highly visible street presence. The atrium area will provide an excellent opportunity to showcase art, to add greenery, and to provide additional information via LED screens (e.g., building directory, etc.). It may be advisable to position a volunteer 'docent' in this area to guide newcomers. The atrium area will have short-term seating for people waiting and space for gathering prior to the opening of the building or theatre performances. The space may be a challenge to regulate in terms of temperature and therefore two sets of doors are recommended. All doors need to be automatic, i.e., hands-free. A defibrillator will also be located in this space.

There will be clear signage on the outside of the building complementary to but distinct from the stone-like façade. The wording on the signage will give 'equal billing' to both

the Cultural Centre and the Library. There will also be a lit marquee located near the street to advertise upcoming events and services for both the Library and Cultural Centre.

The public entrance will lead to a set of stairs and an elevator for those with mobility challenges, or for parents with strollers. Both the stairs and the elevator can go either up to the main lobby level or down to lower lobby level. Once on the upper floor, the public will enter the lobby area. The lobby is another gathering space to accommodate Theatre and Gallery users, and is a space that Library users will cross en route to the Library entrance. The lobby will also have non-intrusive, short-term seating, as well as strategically placed artwork. This may also be the best location for a donor recognition area.

To facilitate the flow of people in this area, we will be exploring the idea of removing the box office and introducing an integrated Box office/Reception desk near to the Circulation area of the Library. This integrated desk would issue tickets for Theatre and Library events, register patrons, and offer orientation to the facility. The top of the desk should be at wheelchair height and there will be at least two chairs for our guests. This desk would have two work stations, plus a telephone, a place to collect cash, a ticket printer, and a regular printer and, if not included in the stations, a place for credit card/debit machines as well as recycling and garbage containers. In general, one staff member would sit at this desk, but during high volume periods, there may be two staff. The desk needs to have the option of being open to the public when the Library is closed.

Near to this desk should be a display of material related to Library and Cultural Centre services. This area should be able to accommodate storage for materials and supplies.

The Gallery, Theatre, and Library will all be accessible from the lobby. Washrooms will be located just within the Library, in the lower level of the library, and in the lower level of the lobby. Theatre users will be encouraged to use the washroom on the lower lobby level, near to the cloak room and the concession space. The men's public washroom should be 30% smaller than the washroom for women. A public telephone will be available in the lobby.

4.2 *Circulation Services Area (Upper Floor):*

The area for circulating materials, paying for fine/fees, etc., is located immediately to the right upon entering the Library. Behind the Circulation desk is the Circulation workroom, which is a non-public space. The Circulation desk should be highly visible to all who enter and also obvious to those looking for circulation services. Signage should be prominent with non-technical wording used. The Circulation desk will have two stations and space for a third station. A modular desk is preferred, although units should appear as one piece. The stations would include the necessary computer equipment (e.g., RFID check-out machinery, security case decouplers, etc.) as well as a telephone and possibly a mobile phone. Near to the Circulation desk will be a self-serve

area with two self-checkout machines. The desk and self-check areas should accommodate persons using wheelchairs. Sight lines should be excellent from this desk as staff need to be able to see into most areas on the upper floor. The average number of staff at the Circulation desk would be 2, with the highest number being 3.

The Circulation desk will have sufficient space for storage and hidden space nearby for the parking of book trucks. Other specifics for the Circulation desk include space for a lockable cash drawer or cash register, credit card/debit machinery, a printer, a recycling and garbage containers, and, for the length of the Circulation desk area, anti-fatigue mats. Lighting over the Circulation desk and self-check area should be very good. The flooring in this area would need to withstand high traffic yet be aesthetically pleasing and sound dampening. In general, every effort should be made to reduce the amount of sound that travels from this area as it does tend to be the noisiest area in the library.

Displayed in this area will be holders advertising events and brochures related to Circulation services. These should not crowd the desk space. A suggestion box could also be located in this area.

Security gates would be located near to the Circulation desk. The gates should be non-intrusive, sturdy, and fit into the established décor.

The Friends of the Library may require a small space for a kiosk in which to sell gently used discarded and donated material. The size and location of this space has yet to be confirmed. The preference is to place this kiosk within the Library proper, near to the Circulation desk, and in a visible but not high-profile location

4.3 Circulation Services Area- Staff Workroom and Circulation Supervisors' Offices (Upper Floor)

As mentioned, the Circulation workroom will be located behind the Circulation desk. The workroom is a non-public area where Circulation staff perform functions such as check-in, management of items, and other administrative duties. This workroom will also be the location for the Library-on-Wheels service. Library-on-Wheels delivers customized packages of material to people who are unable to visit the library due to illness, advanced age, etc. Staff prepare the packages and volunteers deliver them to the patrons. The Library-on-Wheels service will include a collection of talking books restricted to persons with disabilities, as well as specialized equipment such as CNIB Daisy discs and Daisy Disc players.

The book drop will be located within the Circulation workroom and will be placed so as to handle both exterior and interior drops. All checkins will occur in the backroom area. There should be an investigation of automated check-in for both the exterior and interior drops. The book drop needs to be in a fire-proof room and the slot should be tamper-proof. Staff should be able to see into the book drop room from the workroom. Depending on affordability, the book drop may include a self checkin machine. The staff entrance to the book drop should be double-wide. Consideration should be given

to automatic doors or doors that can be easily propped open. The book drop should allow for four bins, as well as the storage of two book trucks. The book drop room should have strong lighting and soft flooring to contain noise. Signage for the book drop both within and without the Library should be prominent.

The Circulation Supervisors will also have separate offices within the Circulation workroom. Each office will have the usual office elements, including a small table and chairs for group discussion, allowing up to 3 people.

The average number of staff at any given time within the workroom will be 4, but there may be up to 7 staff within the area. The Circulation workroom could have some windows to enable a view of the Circulation desk, but it is desirable to have most of this space invisible to the public. Within the Circulation workroom staff would like to have 4 workstations (desks with hutches, drawers, office chairs, etc.) which will accommodate two Circulation Assistants, one Library-on-Wheels staff member, and one generic desk for Library Aides and Library Pages. In addition, staff would like two stand-up check-in stations, with a hutch above and anti-fatigue mats on the floor where check-in stations are located.

In addition, 1 single sided bay of 84” high will be needed for Circulation purposes and 8 single-sided shelving bays, 84” high will be needed for Library on Wheels materials. This area will also need a filing cabinet, a small photocopier, recycling and garbage containers.

The Circulation workroom needs to have strong lighting at the check-in area. Blinds for the windows would reduce the glare. Windows should open. This area can also generate noise, so noise containment features need to be considered. Walls should be available for posting material, hanging a white board, etc. This area should also include some decorative features (e.g., artwork) and a mail-sorting space.

As mentioned, Circulation Supervisors’ offices will be located in this area. Offices need to allow for private conversations and therefore require doors, walls, and ceilings. Each office should include a desk with lockable and filing drawers; a hutch and fabric board for posting; an office chair; two guest chairs; task lighting; and adjustable overhead lighting. The offices themselves should be lockable. See the relevant area description form for more details about these offices.

Office areas should be carpeted. Workroom areas should have resilient flooring, as book trucks will be moved constantly in and out. Flooring should decrease noise.

Once beyond the Circulation area visitors will encounter public washrooms and a collection of new and bestselling titles. Further down will be the self-serve reserves area.

4.4 *New and Bestselling Area (Upper Floor)*

Sometimes known as the “power wall”, this area will include new materials in all formats, as well as materials known or anticipated to be bestsellers. The bestselling titles will be in the “Rapid Reads” collection which are items that have a shorter loan period to encourage a faster turn-around time. This area will be located to the left upon entry into the Library, behind the Box Office/Reception desk.

The area will feature face-front display with eye-catching signage. Display units need to hold items of various sizes securely so that they do not topple. Items should not be any higher than items on the top shelves of the shelving. Spot lighting to feature this collection would be in order. Interesting collection-related posters might be considered as decorative items. There needs to be lots of space in this area to allow browsers, including those with mobility challenges, easy access. This area should be in a highly visible location, but not in a main traffic corridor. Public access catalogues should be located nearby.

This area should not impede the sight lines from the Circulation desk. Circulation staff will want to see into the self-serve reserves area.

4.5 Self-Help Reserves (Upper Floor)

Materials that patrons have reserved in advance will be available for pick-up in the self-help reserve area. The shelving should be able to expand to grow with the popularity of this service, and should also allow for varying formats. The self-help reserves area needs to be near to the Circulation desk but should be out of a high traffic area. Staff should be able to observe patrons in this area from the Circulation desk.

4.6 Children’s and Youth Services (CAYS) Area (Upper Floor)

The CAYS area is located beyond the Circulation desk and the new/bestseller areas. It occupies most of the public space on the upper floor. There needs to be eye-catching signage since CAYS will be making a radical move from its previous location. Housed in this area are print, audio-visual, and other media collections for children and youth. (Note: the Teen collection will be on the lower floor)

The collections are as follows:

Print

- Board books
- Picture books
- Easy readers
- Junior fiction hardcover
- Junior fiction paperback
- Non fiction (includes some DVDs)
- Parenting (fiction, non fiction, magazines includes some DVDs)
- French (fiction and non fiction)
- Magazines
- Comics

- Graphic Novels

Audio-visual

- DVDs
- CDs
- Book and CD kits
- Books on CD
- CD-ROMS and Video Games

Other

- New books
- Kits (Boredom Busters and Travel Kits are in knapsacks, Theme Boxes are in boxes)
- Internet and other workstations

The space will be used mainly by the public to access collections. There will be one public service desk located strategically to maximize sight lines for both patrons and staff. It is anticipated in the area around the desk, we will need 4 kid-sized public access computers, plus 4 kid-sized Internet stations, and 4 early literacy stations.

Ideally, the staff member at the service desk should be able to monitor all areas in the department, especially the entrance. There should be no 'blind spots'. As such, shelving should be kept low. There should also be sufficient space between shelves to allow for wheelchair access.

The public area should include a table/seating area for pre-school children (ages 1-5 years) and their parents. Seating for up to 10 would suffice. For school-aged children (ages 6-12 years), a set of study tables with chairs would be needed. Seating for 10 preferred. Comfortable seating for quiet reading for parents and children is required.

The area should be well-lit and maximize the use of natural light. There should be a proper balance of lighting during dull days and on evenings. Consideration should be given to semi-opaque blinds to reduce the glare and heat load.

With lots of muddy little feet running around, whatever is on the floor should be ultra-durable and easy to maintain. Creative carpeting in fanciful patterns may serve as pathways and also demarcate departments/areas. Carpet tiles that can be replaced when heavily soiled or damaged may be the best solution. Alternatively, a variety of flooring can be considered depending on the expected traffic, e.g., linoleum for pathways. Flooring that looks cold should be avoided. Flooring should also serve as a noise barrier.

Signage should be kid-friendly and in a readable font. Icons could be used instead of or in addition to text. The decorative scheme should be bolder, brighter, and more whimsical than other area of the Library. This scheme should be complementary to the overall design of the Library but should clearly define this area for children. The area should feature specialized decorative pieces, e.g., puppets, soft sculptures, a castle, etc.

There should be lots of opportunity for accessible display, especially face-front and other kinds of interactivity. In addition, there should be a bulletin board for displaying children's artwork. An LED screen and bulletin could advertise upcoming children's events. There should also be a pamphlet display area.

It is critical for this room to flow well, in particular, that there be a logical progression of collections for differing ages and that like materials are adjacent (e.g. hardcover and paperback fiction). The optimal arrangement is to have a dedicated area for the different age groups. For infants, this may take the form of an enclosed area with board books, parenting materials, soft furniture and developmental toys. Shelving should suit the age group. For pre-schoolers and emergent readers the area could include picture book and easy reader collections on low shelves with fun furniture and décor all located close to a parent/child seating area. An enclosed unit for rotating displays would also be useful here. For school-aged children, the fiction and non-fiction materials should be close to the study and quiet reading areas.

Other considerations include the need for a nearby children's/family washroom, a place for children to stow outerwear (in or near to the program room), and a quiet area for nursing.

4.7 *Children's and Youth Services- Program Room (Upper Floor)*

This is a multi-purpose room used for a variety of children's programs such as story times, performances, movies, arts and crafts, etc. It is located towards the back of the CAYS area and is completely enclosed for noise containment. With so many children coming and going, it is important to have the public door strategically located. Ideally the public door should be opposite the performance area. There should be a staff-only door that connects the program room and the Children's and Youth Services workroom.

The program room should be wide open and unimpeded by any columns. It will not have access to natural light, but should have a glass wall so that monitoring can occur both inside and outside the room. The window should have a blind to eliminate light during movie programs, and include a built-in projector and screen, plus a sound system suitable for movies. A phone would also be useful. There should be a number of storage options within the room. Storage would be used for flexible, lightweight seating, and lightweight, foldable tables to be brought out when needed. Also needed are lots of attractive, lockable storage cabinets for story time materials, craft supplies, DVDs, etc. A sink would be extremely useful for craft preparation and clean up. The ability to effectively divide the room in two, while also keeping the sound from traveling between the two 'rooms', should be explored.

Lighting should be on a dimmer. Consider spotlights for events involving a performer. Flooring should be durable and easy to clean. Laminate could be a possibility, complemented by a story time rug that could be rolled up when not in use. The acoustics within the room should be excellent so that performers can be heard without a microphone. Changeable signage outside the room could indicate the schedule of programming for that week or day.

In terms of décor, the room needs to inspire creativity, and should have a fun, welcoming feel. A poster clip rail might be a good way to display children's art.

4.8 *Children's and Youth Services- Public Service Desk (Upper Floor):*

As stated above, there will be one public service desk located strategically to maximize sight lines for both patrons and staff. The desk should not be imposing but should allow for enough space to spread out materials. The desk should include one workstation and a telephone. It should be high enough for young children to see over, perhaps with varying heights. The desk should also be wheelchair accessible. In order to help the younger patrons more effectively, it is also beneficial to have the public access catalogues very close to the desk, as they are now. It would be even better if staff could see the catalogue screens from where they sit. There should be no large storage around the desk.

4.9 *Children's and Youth Services- Staff Workroom and CAYS Advocate Office (Upper Floor):*

This is the area where Children's and Youth Services staff conduct their behind-the-scenes work such as program preparation, collection development, publicity and planning. This room also includes discrete, enclosed office space for the CAYS Advocate.

Within the CAYS workroom are workstations for 4 staff plus room for one additional station. All workstations should have the same office set-up as others. Several telephones are recommended for the workroom space, one for each full-time staff, and a shared phone for the part-time staff. Space permitting, the workroom should also contain a large work table. There needs to be plenty of storage in this room for office supplies, program materials, some professional reference books, as well as a filing cabinet. There should be a mail sorting space in this area.

All the usual office elements would be required for the CAYS Advocate. The office should have a small table and chairs for group discussion (to allow for up to 4 people). The office should also be as sound-proof as possible.

The positioning of the CAYS Workroom should allow for maximum natural light. However, overhead and task lights will be needed as well. Flooring can be durable carpet. In an open office area, sound dampening materials would be appreciated. Décor should reflect the same treatment as other office areas, although a greater amount of creativity could be accommodated here.

4.10 *Children’s and Youth Services- “Discovery Area” (Upper Floor):*

If space permits, a “Discovery Area” would be a dramatic addition to the CAYS department. It would be a distinct area filled with fun, interesting, and interactive equipment that would appeal to children and assist them in developing gross motor, fine motor, analytical, and problem solving skills. The target age for this area will be from preschool to mid elementary school (i.e. ages 2 – 8). The exact name of this area could be determined by the nature of the collections, décor, etc.

4.11 *The Adult Services Area (Lower Floor):*

The Adult Services area occupies the public area of the lower floor, but includes the Teen Services area. It is accessed by the elevator or the central stairway between Circulation Services and Children’s and Youth Services. It includes the following collections:

Print

- Adult non-fiction
- Adult fiction
- Large print
- Local History
- Magazines
- Newspapers
- Government Documents
- Quick Reference

Audio-Visual

- DVDs
- CDs
- Books on CD
- CD-ROMs and Video Games

Other

- Internet stations—subscription databases
- Viewing/listening stations

The space will be used by the public to access collections, use the Internet stations, and to access the viewing/listening stations. The space will also be used by the public for quiet reading, study, group work, and as a place for social gatherings. Due to the mixed uses in the area, an effective transition between the quiet areas and those conducive for socializing is needed.

There needs to be two public desks: one for Information Services and one for Readers' Advisory. The public desks should be located so as to result in the best possible coverage of the area, which is irregular in shape. They should be near to those areas requiring more assistance, e.g., public catalogues/Internet stations, public copier stations, self-help checkout stations, government documents, small business collection, etc. The desks should be wheelchair accessible, invite approach, and be at a height suitable for face-to-face interaction. On or near the desk should be our service brochures. The desks should also have storage space for supplies, forms, manuals, etc.

There should be a high degree of face-front display throughout the lower floor, e.g., separate display units, shelf-end display, shelf-top display, etc.. Displays that can be booked by community groups should also be considered. LED and/or community bulletin boards need to be incorporated into this space. To maximize sightlines and allow for natural light to enter, bays of shelving should have breaks. While the non-fiction shelving will be the existing 72" high units, the fiction shelving can be lower. Use of the bottom shelves avoided if possible.

Internet workstations should be grouped in such a way that they can be easily monitored by staff, and so that staff can access them easily when providing assistance. A pod-like arrangement might be appropriate. Large tables are needed for group study areas. Smaller tables/carrels can serve for quiet study. Comfortable chairs in clusters near to the windows are needed for quiet readers. Individual study/small group study rooms should have glass walls and doors that can close but not lock. Small group study rooms should have one table with 4 chairs. Individual study rooms can have a study carrel arrangement. All seating should have easily accessible electrical outlets for laptops. The quiet study room should be designed so that it can also function as a meeting space for smaller programs and should therefore have comfortable, storable furnishings.

One of the group study rooms in the former CAYS area will be split into two smaller meeting rooms for use by The Centre for Skills Development and Training and the Halton Business Development Centre and Literacy North Halton. Each room should have space for 2-3 people (maximum 4) to sit comfortably. The space outside these rooms should have display slat walls, and room for 3 workstations. Low shelving for the business and government collection should also be near this area. When not in use by these partners, the rooms can be booked by staff, community groups, or for group study. Each room needs lockable storage space for 3-4 community groups. These rooms should be lockable so that they can be closed prior to use. A space for signage to advertise the specific partners' services should be near these rooms.

In the southwest corner will be the periodicals collection and a large amount of comfortable seating. Lower periodicals shelving should be considered.

This area needs as much natural light as possible. A combination of comfortable seating and study spaces should be near the windows. Blinds need to be considered to minimize glare and heat load. Monitors need to be positioned in such a way that they are not affected by glare.

Carpeting needs to be durable but attractive. Different but complementary carpeting patterns can be used to delineate areas, e.g., periodicals area, teens' area, seniors' area, local history, etc. In general, the space should have a natural and cozy feel, with natural materials such as greenery, wood, and stone as accents. There should also be space for the Library's extensive collection of artwork.

The area should have sufficient garbage and recycling receptacles.

4.12 *Relaxation Area (Lower Floor):*

Apart from the reading clusters throughout the fiction and non-fiction collections, there should be a space for low-key, self-directed use such as relaxation, quiet conversation, laptop use, book club gatherings, etc. This space will be located near the adult fiction collection and the Seniors' Area. In addition to more chairs and side tables, this area could contain a two-sided fire place. This area would be another excellent space for artwork display. The window on the east side could be used to showcase a stained glass piece. This area should feel like a casually elegant living room. Information about upcoming events could also be located in this area.

There should be a beverage centre located in this area. The beverage centre would include a coffee machine (a fundraiser for the Friends of the Library) and vending machines with healthy snacks. An enclosed room to contain the noise and aroma may be desirable.

At the back of this space on the north side would be the individual and small group study rooms, which can be booked in advance. This would also be the space where a viewing/listening room can be located. An alternative to creating an entire room would be to use mobile listening/viewing units. People could bring the units, which would include headphones, to their seats.

Although this is the library area with the least amount of staff monitoring, the Readers' Advisory desk should be close enough to be able to see into it or roam through it. To some extent, the public will also serve as monitors of the area.

4.13 *Seniors' Area (Lower Floor):*

The Seniors' Area will be located beside the relaxation area and reasonably close to the elevator and the Readers' Advisory desk. The large print collection and books on CD collection should be nearby. The seniors' area should include a conversation space as well as a table for reading newspapers, magazines, etc. Periodicals of interest to seniors should be located in this space. A display unit with new books on seniors' topics should be prominently positioned in this area, as well as a bulletin board advertising events that would appeal to this group.

4.14 *Entertainment Audio-visual Area (Lower Floor):*

The entertainment a/v collection will be located near to the Seniors' Area and adult fiction collection. It will include music on CD, books on CD and fiction DVDs. Shelving for this collection should be distinct, and, ideally, face-front. It should encourage browsing. There should be lots of opportunities for display in this area, including a separate display unit.

4.15 *Advisory Desk (Lower Floor):*

The Advisory desk should be strategically located to ensure the best possible coverage of the area, which is an irregular shape. It should be near those areas requiring more assistance e.g. public catalogues, senior's area, and self checkout kiosk. The desk should have a chair and counter space to allow customers to sit-down and complete forms or discuss recommendations. Staff should also be able to share a computer screen with the patron as some advisory resources are online. It can also serve as space for customers in wheelchairs. The desk should invite approach and be at a height suitable for face-to-face interaction (whether low or two-height). It should be highly visible and easy to find when entering the lower level. On or near the desk should be our service brochures. The desk should also have storage space for supplies, forms, manuals, keys, small quick reference section (5 books), etc. A space to accommodate advisory tools and to post the most recent best sellers lists and book reviews would be needed (fiction and non-fiction).

4.16 *Teen Area (Lower Floor)*

This area is located in the centre of the Adult Services Area, along the window. It will be enclosed in some way to contain noise, yet visible to passersby (a half wall, partial glass walls, etc.). Up to 12 teens should be able to occupy this space which will offer a variety of services geared to people aged 12-18 years. These services include print collections (books and magazines), music CDs, books on CD, video games, Internet/public catalogue stations, a viewing/listening station, lounge furniture, and an informal group study area.

There needs to be lots of display space for the Library and for teens to publicize their events, etc. Furniture and décor needs to be attractive to teens, but durable, washable, and vandal-proof. It also should be highly flexible. There needs to be plenty of outlets for laptop users. This space should have great street appeal to draw teens in. It is crucial that this place be perceived to be uniquely theirs without looking too childish, too grown-up or striving too hard to be cool.

4.17 *Local History/Archives Area (Lower Floor)*

This area is located in the lower floor of the Church/Gallery. It will be dedicated to those wishing to access/use the local history resources including books, microform, maps, and archival material. This area should be quiet, comfortable, provide well-lit areas, and should include two microfilm reader/printer machines and at least one Internet station with an associated printer.

The décor should have a strong historical ambiance. Parts of the stone wall, if finished, could be exposed, without creating a dungeon feeling. It is suggested that the floor be carpeted to keep the area suitable for quiet research. Shelving units should be glass fronted and lockable, thus allowing the materials to be secured yet visible. The microfilm/fiche collection will require storage cabinets. Map drawers are also required. Large tables and accompanying chairs would be needed, plus a cluster of comfortable lounge chairs. Quiet carrels may also be appropriate for this area. Tables/carrels may need dedicated task lighting. However, lighting near the microfilm reader/printers should be dim. These machines should be located away from the windows to avoid glare. Microfilm reader/printer machines should have a small table nearby to hold material. Extra outlets are needed for laptop users.

Interesting display fixtures/furnishings and spotlighting should be added. Display cases should have non-reflective glass. Any lights used need to be considered in terms of their heat and the possible damage to artifacts. Display cases should be able to handle artifacts as well as traditional library resources. A place to showcase and memorialize the Homecoming event is also needed. In general, the décor and furnishings of this space can be quite enhanced given the \$80,000+ donation from the Homecoming Committee. Artwork could include a rotating set of enlarged photos taken from the Halton Images collection. The Tremaine Map should be hung in a prominent location. The refurbished roll top desk purchased from 50 Market Street should be located in this area, perhaps as part of a vignette. A fire place could be added provided it doesn't present a hazard in this area, which is largely unmonitored except for a security camera and staff who are roving the area to offer reference assistance.

A computer workstation should be available in this area to accommodate summer students who would likely bring a laptop to the area.

The Archives/Storage area would include collections of rare/fragile photographs, newspapers, and books, most of which are stored in oversized boxes. There are also some materials in a filing cabinet, plus maps, and the Library's art collection. This area should have proper compact shelving to accommodate the historical material. Maps will require specialized cabinets. The filing cabinet will need to be retained. The climate needs to be controlled (e.g., temperature, humidity, etc.) to ensure the longevity of the materials which should not be subjected to sunlight. Ideally, the climate control should affect both the Archives/Storage area and the Local History area. A small work area needs to be set aside within the Archives/Storage area. Good lighting is required in this area when it is in use, otherwise lights should not be left on, perhaps through the use of an automatic on/off switch. To reach the higher shelves, a ladder should be included in this area. A phone should also be located here.

This area needs to have a lockable, fire-proof door and there needs to be a specialized system for fire control within the Archives/Storage area.

4.18 *Information Services- Public Desk:*

The Information Services desk should be strategically located to ensure the best possible coverage of the area, which is an irregular shape. It should be near those areas requiring more assistance e.g. public catalogues/Internet workstations, public photocopier, small business collection, government documents, and the self checkout kiosk. The desk should have a chair and counter space to allow customers to sit-down and complete forms. It can also serve as space for customers in wheelchairs. The desk should invite approach and be at a height suitable for face-to-face interaction (whether low or two-height). It should be highly visible and easy to find when entering the lower level. On or near the desk should be our service brochures. The desk should also have storage space for supplies, forms, manuals, keys, binders, etc. A small quick reference section of shelving should be located close by.

4.19 *Information Services- Staff Workroom and Information Services Librarian's Office (Lower Floor):*

The Information Services Workroom and Information Services Librarian's Office would be located near the Information Services public desk, on the north-west side of the building. The workroom functions as a behind-the-scenes space for Information Services staff who are managing interlibrary loans, indexing newspapers, preparing displays, or researching and performing other computer work that requires concentration. This room should have a common worktable for interlibrary loan processing. There should be a mail sorting space in this area, which must be larger than usual in order to accommodate interlibrary loans. Other collections will be stored in this area, including newspapers awaiting indexing/microfilming, binders, office supplies, and a small collection of resource books. This workroom should have one glass wall, with blinds to allow for some sight lines. This area needs to accommodate printers, scanners, and a place for two book carts. The flooring should be durable, with lighting appropriate for office work. Every

effort should be made to optimize the natural light. The area should have sound dampening capability in order to reduce the amount of noise emanating from the machinery. Storage should be well-designed so that the area looks neat and tidy.

All the usual office elements would be required for the Information Services Librarian's office. The office should include a small table and chairs for group discussion (to allow for up to 4 people) within the office. It should also be as sound-proof as possible.

4.20 *Courier Station (Lower Floor):*

The Courier station should be located in a non-public space, as near to the loading dock as possible, the exact location is of which is not confirmed. This Courier station is the area where incoming materials from several different couriers can be deposited without requiring the couriers to travel through the Library. This station should also have a place to store Library-on-Wheels pick-ups and returns. As such, this area can also serve as a communication point for Library-on-Wheels volunteers. Space permitting, this area should house a workstation plus book carts so that checkout can occur before materials are transported to the various areas.

In terms of space usage, this would need to be worked out carefully in view of the kinds of furnishings available, and the anticipated loads. The area should also have some storage for interlibrary loan supplies. This space should be separate from Technical Services.

4.21 *Technical Services (TS) Area (Mid Floor):*

This area should be located near to the loading dock, in a non-public space. The main activities in this area include the receiving, short-term storage, and processing of all library materials for both branches. The processing is both manual and intellectual, involving the use of supplies and computers. To be most efficient, TS requires ample storage (shelves, drawers, cupboards, a counter, etc.), desks, computers, voice and data lines.

TS staff receive weekly boxes of materials such as books, CDs, DVDs, and magazines from suppliers. In 2008, a typical shipment of materials from the library's main wholesaler included 5-10 boxes per week. It is expected that with the new building, shipments will increase to about 10 or more boxes per week. Sometimes there is a backlog of materials, meaning storage is vital.

Each title must be given a bibliographic record in the library catalogue (requires database access) and whatever processing is needed to make it ready for the public to use (labels, covers, stickers, taping, MACtacking, etc.)

All of the Library's collections are handled in this area. Each bulleted item from the two functions listed below requires their own discrete location within the Technical Services area:

For Cataloguing:

- Children's items, both print and audiovisual (AV) for Georgetown
- Children's items, both print and audiovisual (AV) for Acton
- Adult print for Georgetown, including fiction, nonfiction, magazines, hard covers, and mass market paperbacks
- Adult print for Acton, including fiction, nonfiction, magazines, hard covers, and mass market paperbacks
- Adult audiovisual items, including DVDs, DVD-ROMs, Video Games, CDs, CD-ROMs, etc. for both branches

For Processing:

- Children's items, both print and audiovisual (AV) for Georgetown – Print and AV are shelved separately
- Children's items, both print and audiovisual (AV) for Acton – Print and AV are shelved separately
- Adult print, fiction and nonfiction, for Georgetown – Hard covers, mass market paperbacks, and magazines each have own shelves
- Adult print, fiction and nonfiction, for Acton – Hard covers, mass market paperbacks, and magazines each have own shelves
- Adult audiovisual items, including DVDs, DVD-ROMs, Video Games, CDs, CD-ROMs, etc. for both branches

Also needed is shelving space for handling repairs, discards, donations, bindery items, leased titles, items on hold, and the professional resource collection. Storage is also needed for personal items, and supplies used by Technical services staff such as cases, processing, and mending supplies.

The shelving should be 12" deep and accessible from both sides, with the shelving units at right angles to the wall. Compact shelving or industrial shelving would not be suitable. There should be enough space between shelving units to access the lowest shelves easily. There needs to be a drop zone just inside the door for staff to leave items requiring the attention of Technical Services staff.

The workroom should have space for 5 staff. In addition, there should be a private office space for the Technical Services Supervisor. All the usual office elements would be required for the Technical Services Supervisor's office. The office should include a small table and chairs for group discussion (to allow for up to 4 people) within the office. It should also be as sound-proof as possible.

Both overhead and task lighting would be needed, as well as natural light. The flooring could be carpet, but in high traffic areas, or areas where glue is used, linoleum should be considered. An entirely bare floor is not desirable.

To facilitate the movement of materials, it would be preferable to have one automatic door leading to the shipping corridor and the courier station.

Since this area is relatively isolated, not in the public view, and houses a lot of material and computers, special attention should be given to security.

Note: A lot of detail has been supplied on this area. Architects and interior designers should consult the area description form.

4.22 *Staff Room (Mid Floor):*

This area will be located near the Technical Services area and the loading dock, which could also act as a staff entrance. It is primarily a lounge and eating area for staff, as well as a place for staff to safely stow personal items. It should include all the accoutrements of a kitchen, including the necessary large and small appliances such as a dishwasher, stove top, refrigerator (large), toaster oven, kettle, coffee maker, water cooler, etc. It should also be a place to store hospitality equipment, although some of equipment will be housed in the Board room.

Every effort should be made to make this a comfortable and peaceful refuge for staff. There should be a table and chairs suitable for a lunch room, plus lounge seating, coffee and side tables, foot stools, a computer station, a telephone, staff lockers, etc. Gentle lighting is preferred, but task lighting such as standing lamps would be ideal for those wishing to read. There should be carpet in the lounge area and washable flooring in the kitchen area. The area should also have a large bulletin board for posters, flyers, and other such items.

Adjacent to the staff room, with a separate entrance, will be a staff washroom, lockers and storage. Consideration should be given to a small washer/dryer to clean soft toys from the Children's area, and clothes for the staff room.

4.23 *Administration Area (Third Floor):*

On the new third floor of the Library will be found all functions related to the administration of the Library. This will house a reception area, as well as the office for two Library Managers, the Theatre Supervisor, the Library Director, the Executive Assistant (within Reception), the Business Officer, and the yet to be filled Marketing/Communications Officer. See the area description form for details about office areas. Beyond offices, this area will also include the Board room and kitchenette, a photocopy area, a storage area, a small washroom, and a coat closet. This area will also hold a professional collection, and, possibly, a collaborative space.

The Reception desk should have sight lines to the stairs and the elevator. The Reception desk will also function as a work area for the Executive Assistant and therefore the design should allow for some privacy (e.g. her computer monitor should face a wall). The Reception area should include furnishings for up to four guests, a small table, and coat rack. There should be a power connection for laptop users as well as a water cooler. A guest computer should also be considered. This is another area to showcase the Library's art collection.

The Board room should have the requisite a/v equipment as noted in the area description form. The furnishings in this area should be modular and of good quality. Chairs should be very comfortable. There should be corkboard along one side for posting materials. This area should be well lit and the lights for the room be dimmable. If natural light is not possible, consideration should be given to a sky light.

In terms of décor, this is an area that could be more adventurous. Furnishings need to be visually appealing and convey the kind of progressive and professional image that we would like.

In terms of security, this area should be properly protected, being the only space on the third floor. Security cameras and security mirrors are recommended. The Board Room should only be used when a staff member is present.

4.24 *The Shared Areas*

Public Areas

The public components of the shared areas of the Cultural Centre and Library include the lobby, reception desk/box office, community room and washrooms. These areas need to be fully accessible to all patrons who may be using the Centre and Library. They also need to be well-lit to enable easy way finding, ensure safety, and allow patrons to read theatre brochures and tickets. Wayfinding signage that identifies the multiple components of the Centre and the Library will be necessary. The main lobby of the Centre is also a community information centre for public events, Town notices, and other governmental services. Space for display will need to be allocated to this purpose.

Most of these areas will fall within the service of the wireless Internet provided by the Library, but it is preferred that the patrons interested in using this service do so within the Library. Power drops will be needed for maintenance equipment and temporary displays throughout the public spaces. There will be a need for a public telephone in the public area for patrons who do not have access to cell phones.

All public areas within the shared components of the facility need to be as clear of obstructions as possible to allow for patrons to congregate in the space while also allowing for patrons to navigate through these areas to reach their destinations. All areas will require CCTV security, particularly the lower lobby and the washroom areas. It will be necessary to be able to isolate and restrict access to the lower lobby and washroom

during times when staff are not monitoring these areas. Seating for these areas should be as low-profile as possible, while also taking into account the many patrons with mobility issues. Short-term seating should be available for patrons, particularly elderly and mobility-impaired patrons. During periods of high-volume ticket sales, (such as the hour before show times, and the first day of each dance recital sales) there will be a need to designate queuing areas that will enable patrons of the theatre to receive service without blocking access for Library patrons. Line-ups may be reduced through greater promotion and use of the online ticket service.

Preferably there should be a clear sight line from the entrance of the building to the entrance of the library. The layout of the public spaces should be as open as possible to prevent a patron being overlooked when staff are closing the building.

The lower lobby will serve as overflow lobby space and bar access during theatre events, and will also be the principal lobby for the community room when that room is in use for events. Being at the lower level, special care will need to be taken to ensure that the area is bright and cheerful when open to the public. Food and beverages will be served and consumed here, so maintenance and cleaning will need to be considered in the design. As with the upper lobby, space should be as open as possible, particularly allowing for clear sightlines and pathways from the coat check to the stairs.

Non-Public Areas

The service areas that support the functions of the building include storage areas, garbage storage, shipping and receiving, and mechanical and electrical rooms and the systems room. While the design of these areas can be utilitarian, care will need to be taken to ensure that these working areas are brightly lit for the safety of the staff working there. Floors need to be non-slip and easy to clean. Storage in the building is at a premium, so space management is also key to ensuring that these spaces are utilized to their maximum potential.

The shared loading area will be used for both Library and Cultural Centre business-related shipping and receiving. This area will be used daily throughout the year, so attention should be given to reducing the impact on the environmental systems of the building. This area is also the location of the Maintenance Coordinator's office. The office should be treated similarly to other staff offices within the facility. It may also be necessary to make an extra effort to ensure that the temperature in this office does not become uncomfortable due to the impact of the loading door being used.

The systems room will house computer and various other telecommunications equipment, and presumably the security system. The room needs to be divided into an outer and inner area, with a security door between them that is restricted to certain staff. The inner room should be able to accommodate at least two server racks: one for computer equipment, and the second for telecommunications equipment and the security system. It is assumed that the fibre cabling for the phone system and the computer network will terminate here.

The inner systems room needs to have a fire suppression system suitable for electronics, appropriate power access, grounded electricity and sufficient cooling to offset the heat generated by the equipment.

The outer room will house the Systems Technician with the necessary office furnishings, and 14-18" deep metal shelves for equipment. The outer room should have appropriate lighting for the only interior office in the building (a glass wall to the outside corridor to maximize any natural light), and a tight fitting door to the inner room that will contain the noise level of the servers. Consideration should also be given to proper cooling/ventilation of the outer room.

4.25 The Art Gallery

The Art Gallery serves several functions within the Centre: it can be used for overflow lobby space during theatre events, Library and Theatre patrons often peruse the art exhibits during their visits, and it is also used for meetings, receptions, and small concerts. As a decommissioned church, the room is well-suited to be used for secular wedding ceremonies.

Art displays are changed on a monthly basis, so the display system needs to be very versatile. The Gallery displays tend to be made up of paintings and other flat artworks that can be mounted on the walls, with smaller three dimensional pieces that can be displayed in closed glass cases. Large freestanding three-dimensional pieces are sometimes displayed, but not often.

This room offers several lighting challenges. The use of the room for meetings requires ambient lighting that allows patrons to take notes or read provided materials. The art on the walls need specific lighting to enhance the displays. When concerts and recitals are taking place, the performer needs to be highlighted. The large stained glass windows allow natural light into the room, but not enough for any of these uses without assistance.

During meetings and concerts, the room sometimes needs sound amplification, and during open hours the room has ambient music playing through the sound system.

Protection of the art on the walls is an important need for this room. Food and beverages are permitted within the room, and the room is open to the public with no direct supervision. CCTV and motion detectors will be needed for this area, and the art display system should take this into account. There needs to be a clear sight line from the circulation/reception area to the entrance of the gallery.

The floor in this room needs to be durable and easy to clean, as the layout of the room will be changed several times per week, and as food and beverages are permitted in this area. Separation of sound between this area and the quiet study area below needs also to be taken into account.

4.24 *The John Elliott Theatre*

The Theatre is a very popular function of the Cultural Centre. For much of the year, there are performing arts events taking place every weekend. Clients of the Theatre present concerts and plays on an ongoing basis. Performances usually take place when the Library is closed, although there are overlap times as well. During the summer months, the Theatre hosts theatre camps for children and young teens.

Theatre events represent very high concentrations of people using the building at one time. Most patrons arrive between 15 and 30 minutes of the start time of the show, and need to be seated in their specific seat by show time to prevent disruption of the performance. In that time, they usually have to pick up or purchase tickets, and leave their coats at the coat check. Latecomers need to be accommodated as well. During a standard fifteen-minute intermission, many people leave the auditorium use the washrooms, purchase a beverage at the concessions, or possibly step outside for fresh air or a cigarette.

The Theatre seating area (or house) requires a range of lighting options. During performances, the room should be dark except for safety lights on the stair risers and the theatrical lighting directed at the stage. During maintenance times, rehearsals, and camps, the house needs to be brightly lit. The stage needs to have bright work lights that are separate from the theatrical lights for those times as well.

Sound and light isolation are very important for this room. Ambient light and sounds should not permeate into the theatre, to prevent distraction of the audience during shows. The required acoustics vary based on the activity within the room. Live musical concerts work best with acoustic treatments that render spoken word performances virtually inaudible. The variation of necessary acoustic treatments in theatres is often achieved using curtains around the auditorium to mask the walls to deaden sound reflection when needed.

Direct access between the stage and other theatre support areas is very useful for staff and performers. For the benefit of the audience, this access works best when it allows staff to move unobserved between areas. Systems that would allow the existing catwalk from the booth to the stage to be used would be very useful. Communications from the stage to the booth are a necessity, as are communications from the booth to the theatre office and manager's office. This can be accomplished using telephone lines, but would be better served by including these areas into the theatre internal communication system.