



***Halton Hills Public Library  
Facility/Site Study***

**Planning Context Report  
(Draft)**

*Submitted by:*  
**dmA Planning and Management Services**  
February 2005





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## MEMORANDUM

**TO:** Board Members, Halton Hills Public Library  
**FROM:** Jim Morgenstern, Principal, dma Planning & Management Services  
**c.** Barb Adderley, dma  
**DATE:** February 23, 2005

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Please find attached the Planning Context Report for the Halton Hills Public Library Facility Site Study. This Report provides background information for this study and includes no analysis. It describes the community context, reviews library trends, introduces a generic facility model and provides an overview of Halton Hills Library system and an audit of the existing Georgetown Branch.

Please review this Report for completeness, to identify factual errors and omissions, and in preparation for our upcoming workshop. Thank you.

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## 1.0 Introduction

This document describes the planning context for the Halton Hills Library Facility/Site Study and summarizes the Phase One research activities used in the subsequent analysis of library service delivery models. The demographic profile for the Town has been compiled using 1996 and 2001 Statistics Canada Census data, supplemented by statistics and information provided by the study team and as available on the Town and Region's websites. Library trends and best practices have been compiled by the consultant. An overview of the Halton Hills Library is presented, with specific reference to recent Library planning initiatives. A Generic Library Service Delivery Model is introduced for discussion purposes, and a facility audit of the Georgetown Branch is presented. The report is organized as follows:

- ◆ Population and Socio-Demographic Analysis
- ◆ Trends and Best Practices Affecting Library Service Delivery
- ◆ Overview of Halton Hills Library
- ◆ Library Service Delivery Models
- ◆ Georgetown Branch Facility Audit

Appendices to this report include a list of references and a list of key informants interviewed during the study process.

## 2.0 Population and Socio-demographic Analysis

### 2.1 Population Characteristics

The Town of Halton Hills has been experiencing rapid growth over the past decade, and projections prepared by Halton Region suggest continued growth over the next 20 year period. During the 1991 to 2001 period, the Town of Halton Hills grew by 30.9%, representing the largest population increase among Halton Region municipalities. Between 1996 and 2001, the population of the Town of Halton Hills increased by 13.7 percent, from 42,390 persons to 48,184. To put this growth in perspective, the population of the Province increased by 6.1 percent over the same period.

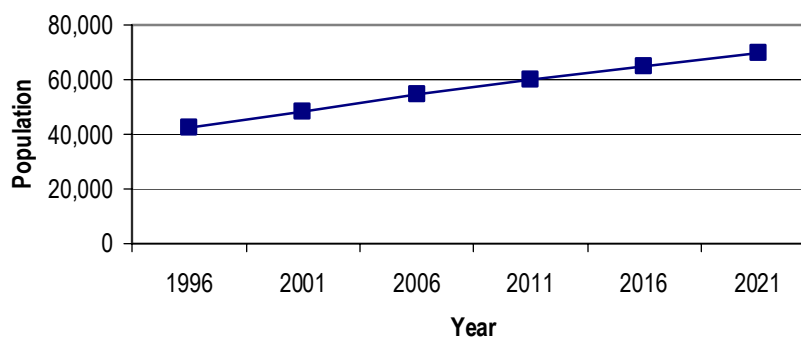
Halton Hills' estimated population in 2003 was 51,300. The Region is projecting an increase of approximately 1,000 new residents every year for the next 20 years, for a total population increase of 21,816 persons for the period from 2001 to 2021. The 2021 estimate represents a 45% increase over the 2001 total. Growth projections are shown in Table 2.1 and Figure 2.1.

**Table 2.1: Town of Halton Hills  
 Historic and Projected Population Growth**

Year	1996	2001	2006	2011	2016	2021
<b>Total Population</b>	42,390	48,184	54,800	60,000	65,000	70,000

Source: 1996 and 2001 figures from Statistics Canada; projections based on Best Planning Estimates, 1997-2021, Halton Region, May 2000.

**Figure 2.1: Historic and Projected Population Growth**



## 2.2 Age Distribution

The age structure of the Halton Hills population is shown below (Table 2.2), based on Statistics Canada Census data. Between 1996 and 2001, the age cohorts experiencing the largest relative increase in population were the age 75 years and over cohort, the 55 to 64 cohort, the 5 to 14 cohort, and the 15 to 19 cohort. The age profiles for Halton Hills in 2001 were similar to the Province as a whole, with slightly higher percentages in the 0 to 4, 5 to 14 and 25 to 54 cohorts and slightly lower percentages in the 20 to 24, 65 to 74 and 75 and over cohorts. The Halton Hills Library will have to respond to the needs of both the Town's rapidly growing segment of children and youth as well as its aging population.

Age	Halton Hills				Ontario
	1996	2001	2001 (%)	% Change (1996-2001)	Ontario 2001(%)
Age 0-4	3,250	3,375	7.00%	3.85%	5.90%
Age 5-14	6,255	7,615	15.80%	21.74%	13.70%
Age 15-19	2,450	3,100	6.43%	26.53%	6.70%
Age 20-24	2,600	2,375	4.93%	-8.65%	6.30%
Age 25-54	20,385	22,845	47.41%	12.07%	45.20%
Age 55-64	3,500	4,405	9.14%	25.86%	9.30%
Age 65-74	2,500	2,685	5.57%	7.40%	7.20%
Age 75 and over	1,360	1,785	3.70%	31.25%	5.70%
<b>Total</b>	<b>42,390</b>	<b>48,185</b>	<b>100%</b>		<b>100%</b>

Source: Statistics Canada, 1996 & 2001

## 2.3 Location of Future Growth

The Town of Halton Hills is becoming more urban, with over 81% of residents living in urban areas according to the 2001 Census. Future growth will be concentrated in the urban areas, particularly in Georgetown. The greatest increase in population is expected to occur in Georgetown South, where there are the largest parcels of land scheduled for residential development. Overall, Georgetown is expected to grow by 55% from 2001 to 2021 (Table 2.4). Acton, the second largest urban center in the Town, has a limited capacity for water/sewage treatment, therefore it will see relatively little development beyond an ultimate population of 10,000 (representing a 35% increase from 2001 to 2021). Rural/hamlet areas are expected to grow by about 25% from 2001 to 2021. The distribution of the rural population is unlikely to change much over this time period due to development restrictions along the Niagara Escarpment.

**Table 2.3: Urban vs. Rural Population, 2001**

Urban Population	% Of Total	Rural Population	% Of Total
39,277	81.5	8,907	18.5

Source: Population Counts for Census Subdivisions by Urban and Rural, 2001 Census

**Table 2.4: Distribution of Population Growth, 2001 - 2021**

Local Area	Population 2001	Projected Population 2021	% Growth
Georgetown	29,892	46,325	55%
Acton	8,036	10,855	35%
Rural/Hamlet Areas	10,256	12,820	25%
<b>Total</b>	<b>48,184</b>	<b>70,000</b>	<b>45%</b>

Source: Town of Halton Hills, 2002 Municipal Housing Statement Update, June 2002; Town of Halton Hills, Growth Management discussion Paper, August 2002; Strategic Planning Workbook, The Randolph Group, 2004

Table 2.5 summarizes the development status of residential units in the Halton Hills area. If all the noted developments receive final approval and proceed with their proposed building programs, the resulting population increase of approximately 18,600 persons may be experienced over a 15 to 20 year planning horizon<sup>1</sup>.

It should be noted that there is uncertainty surrounding these forecasts, in part due to changing Provincial policies concerning growth in the GTA. For the purposes of this study we will use the projections in Table 2.4. These may underestimate long-term growth, however, and as such it would be prudent to allow for potential facility expansion in the Library's future plans.

<sup>1</sup> Given a total of 6,887 planned dwelling units, the projected population increase was estimated based on Statistics Canada's average household size by type of dwelling unit figures for Ontario.

**Table 2.5: Halton Hills Residential Land Supply, 2001 (expressed in Units)**

Development Status Category	Residential Units by Density Category			
	Low Density	Medium Density	High Density	Total
<b>Registered Plans</b>	<b>480</b>	<b>0</b>	<b>0</b>	<b>480</b>
Georgetown	387	0	0	387
Acton	25	0	0	25
Rural/Hamlet	68	0	0	68
<b>Draft Plan of Subdivision/Site Plan Approvals</b>	<b>856</b>	<b>222</b>	<b>281</b>	<b>1,359</b>
Georgetown	16	134	210	520
Acton	599	88	71	758
Rural/Hamlet	81	0	0	81
<b>Pending Applications</b>	<b>2,788</b>	<b>493</b>	<b>682</b>	<b>3,963</b>
Georgetown	2,357	489	682	3,551
Acton	191	4	0	195
Rural/Hamlet	240	0	0	240
<b>Intensification/Infill</b>	<b>467</b>	<b>335</b>	<b>283</b>	<b>1,085</b>
Georgetown	344	311	283	938
Acton	97	24	0	121
Rural/Hamlet	24	0	0	24
<b>Total</b>	<b>4,591</b>	<b>1,050</b>	<b>1,246</b>	<b>6,887</b>
	<b>67%</b>	<b>15%</b>	<b>18%</b>	

Sources: Town of Halton Hills, Development Status List, January 2002; Town of Halton Hills Housing Intensification Opportunities Report, March 1999 (revised March, 2002); Town of Halton Hills Building Permit Data, January 2002

## 2.4 Education and Income

Research<sup>2</sup> has shown a positive correlation between educational attainment, higher income, and library utilization. Statistics Canada Census data for 2001 in Table 2.6 compares Halton Hills to the Province on these two indicators.

In 2001, 8.3 percent of the population aged 15 years and older in Halton Hills attended school full-time compared to 11.6 percent for the Province overall. The percentage of residents in the Town with a university certificate, diploma, or degree was over 5% lower in the younger age categories when compared to the Province as a whole. In every age category, residents were more likely to have a college certificate or diploma than a university certificate, diploma or degree – in contrast to education levels for the Province overall. Over time, education levels among Halton Hills residents have been gradually rising, as demonstrated by the rise in post-secondary educational attainment from a

<sup>2</sup> Koontz, Christine. (1997). Library Facility Siting and Location Handbook. Westport, CT: Greenwood Press, p. 96.

decade earlier. This change may affect reader interests and preferences and will likely continue to place higher service demands on the Town's libraries.

<b>Table 2.6: Selected Education Level Indicators</b>		
	<b>Halton Hills 2001 (%)</b>	<b>Ontario 2001 (%)</b>
% of the population 15 years and over attending school full-time	8.3	11.6
% of the population aged 20-34 with:		
a college certificate or diploma	24.1	19.5
a university certificate, diploma, or degree	20.6	25.7
% of the population aged 35 to 44 with:		
a college certificate or diploma	25.1	21.2
a university certificate, diploma, or degree	19.8	24.3
% of the population aged 45 to 64 with:		
a college certificate or diploma	20.3	16.6
a university certificate, diploma, or degree	18.8	21.5

Source: Statistics Canada, 2001

Income data from Statistics Canada for 2001 shows that Halton Hills had a higher total income for all persons 15 years of age and over, a higher median family income, and higher median household income than for the Province as a whole (Table 2.7). These indicators suggest higher than average demand for library services.

<b>Table 2.7: Selected Income Characteristics</b>		
	<b>Halton Hills 2001</b>	<b>Ontario 2001</b>
Median total income of persons 15 years of age and over	\$31,573	\$24,816
Median family income	\$80,223	\$61,024
Median household income	\$74,921	\$53,626

Source: Statistics Canada, 2001

Recognizing that rising incomes are not a reality for some segments of the population, the Region of Halton's Urban Poverty Project Report (2000) notes the following poverty rates: (Table 2.8)

**Table 2.8: Poverty Rates (%) -1996**

Area	All individuals	Economic Families	Couples	Lone Parents with children
				< 18 years
Halton Hills	6.1	4.7	4.6	25.2
Ontario	17.7	14.4	13.2	53.5

Source: quoted in Town of Halton Hills, Municipal Housing Statement Update, 2002

The Public Library can play an important role for those who cannot afford to purchase computers and books, and meeting these needs will continue to be a priority.

## 2.5 Language, Immigration and Culture

Based on a total population of 47,980 persons in 2001, 84.3 % of Halton Hills residents were Canadian-born compared to the Provincial figure of 72.3 percent. Table 2.9 below shows Halton Hills as being less ethnically diverse than the Province as a whole, with a lesser proportion of its population in 2001 being foreign born and a significantly lower percentage belonging to a visible minority. The English-speaking population predominates over any other language, with 88.2% of its population in 2001 citing English as the first language learned and understood. Table 2.10 shows the breakdown of the visible minority population in Halton Hills. The population's ethnic diversity is important to note as it may dictate the types of resources a library should carry. However, it is a less important factor in determining a future facility model.

**Table 2.9: Selected Language, Immigration, and Culture Characteristics**

Characteristic	Halton Hills (2001) %	Ontario (2001) %
<b>First Language Learned and Still Understood</b>		
English	88.2	70.6
French only	2.2	4.3
Both English and French	0.1	0.3
Other	9.6	24.8
<b>Immigration &amp; Ethnicity</b>		
Canadian-born population	84.3	72.3
Foreign-born population	15.4	26.8
Visible Minority Population	3.4	19.0

Source: Statistics Canada, 2001

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**Table 2.10: Visible Minority Population**

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	<b>% of Total Population 2001</b>
South Asian	0.81
Chinese	0.64
Black	0.57
Korean	0.24
Latin American	0.21
Japanese	0.20
West Asian	0.18
Filipino	0.17
Southeast Asian	0.10
Arab	0.07

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Source: Statistics Canada, 2001

Although projections are not available at this time, it can be anticipated that the population of Halton Hills will become increasingly ethnically diverse as the proportion of immigrants in the Greater Toronto Area continues to grow. Increasing ethnic diversity will have implications for future library services in Halton Hills, as resources, policies and programs will need to be in place to support newcomers' access and use of services.

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## **2.6 Household and Family Composition**

In 2001, the percentage of households containing a couple with children was higher in Halton Hills than the Province, as was the proportion of married or common-law families. The percentage of one-person households in the Town was lower than for the Province as a whole. A selection of relevant household indicators has been provided in Table 2.11 below. Increasing population, increasing absolute numbers of families with children, and rising household incomes will likely result in growing demand for library services.

**Table 2.11: Selected Household and Family Characteristics**

	1996	2001	2001 (%)	2001 (%)
	Halton Hills	Halton Hills	Halton Hills	Ontario
<b>Total – all private households</b>	14,325	16,380		
Households containing a couple (married or common-law) with children		7,035	42.9%	32.6%
Households containing a couple (married or common-law) without children		4,900	29.9%	27.9%
One-person households		2,515	15.4%	23.5%
Other household types		1,935	11.8%	15.9%
Median household income – all households		\$74,921		\$53,626
<b>Total – number of families</b>	11,990	13,825		
Number of married or common-law families	10,750	12,455	90.1%	84.8%
Median family income – couple families	\$74,418	\$84,192		\$66,476
Number of lone-parent families	1,240	1,365	9.9%	15.2%
Median family income – lone-parent families	\$14,325	\$46,312		\$33,724

Source: Statistics Canada, 1996, 2001

## 2.7 Employment and Industry

In 2001, the Town of Halton Hills had a higher participation rate, a higher employment rate and a lower unemployment rate than for the Province as a whole. According to the 2001 Census, 25.4 percent (7,000 persons) of the experienced labour force was employed in the manufacturing and construction sector compared to the Provincial average of 21.9 percent. 2001 Census participation counts for the Town's other sectors are shown in Table 2.12.

<b>Table 2.12: Selected Labour Force Indicators</b>		
	<b>Halton Hills 2001</b>	<b>Ontario 2001</b>
<b>Labour Force Indicators</b>		
Participation rate	74.9%	67.3%
Employment rate	72.6%	63.2%
Unemployment rate	3.1%	6.1%
<b>Total – experienced labour force</b>	<b>27,575</b>	<b>5,992,765</b>
Agricultural and resource based-industries	945	119,020
Manufacturing and construction	7,000	1,316,580
Wholesale and retail trade	5,015	950,730
Finance and real estate	1,480	401,445
Health and education	3,285	902,990
Business services	5,715	1,145,910
Other services	4,135	1,084,090

Source: Statistics Canada, 2001

Overall, the Town of Halton Hills has a diverse and stable employment base and ranks above the provincial average in terms of wage and salary rates, average household income, and cost of living.<sup>3</sup>

<sup>3</sup> Region of Halton website, Economic Activity Quick Facts and Population Quick Facts.

## 3.0 Trends and Best Practices Affecting Library Service Delivery

The following charts review a number of key trends and best practices affecting library service delivery in Ontario. The trends and their possible implication for library facilities are briefly noted. We have focused on facility implications because they are most relevant to this study. The discussion does not deal with the implications of trends for programs, the role of the library, and management and financing. This review of trend material is intended to provide information on general directions that may affect the Facility/Site Study.

We assembled library trends from a variety of scholarly and professional sources. These trends pertain to Ontario, unless otherwise indicated. The Ontario Public Library Strategic Plan Survey Report, prepared by Market Probe Canada and The Ontario Public Library Strategic Directions Document, prepared by PricewaterhouseCoopers, were relevant to this study. Both of these background documents were prepared for The Ontario Public Library Strategic Directions Council to guide the development of the Strategic Plan for Ontario Public Libraries. The PricewaterhouseCoopers report presented research findings on social and economic trends affecting libraries. The Market Probe Canada document reports on a survey of Ontario residents in 2000 that investigated use and perceptions of the public library in Ontario. It is the only comprehensive survey of public opinion concerning the library in Ontario in recent years and the findings, summarized in the Market Probe Report, are instructive. Its findings are identified in the following chart with the nomenclature (MP). Other sources of information on trends and best practices are identified, where applicable, in footnotes.

Trends and best practices affecting library service delivery have been divided into the following sub-headings outlined in Table 3.1:

- A. Population: Growth and an Aging More Educated Community
- B. Shift in Employment with Growth in Small Business, Service Sector, Health and Social Services, and Self-Employment
- C. Increased Access to Electronic Information / Use of the Internet
- D. Increased Pressure on Library Services Due to Restructuring of Education Delivery
- E. A Growing Number of Competitors for Recreational Reading Materials and Other Information
- F. The Library as a Place and Focal Point in the Community
- G. The Library as a Civic Institution
- H. The Library Designed for a New Generation of Users
- I. Library Automation
- J. Facility Design for Cost Effective Operation, New Technologies and Customer Service

**Table 3.1: Trends and Best Practices Affecting Library Service Delivery**

**POSSIBLE IMPLICATIONS FOR THE FACILITY/SITE STUDY**

Trends	Implications
<b>A. Population: Growth and an Aging, More Educated Community</b>	
<ul style="list-style-type: none"> <li>◆ The bulk of the population is aging;</li> <li>◆ Steady rise in secondary and post-secondary education levels;</li> <li>◆ Halton Hills expecting growth of 45% over the 20 year period from 2001-2021;</li> <li>◆ Ethnic diversity is increasing as the proportion of immigrants in the GTA's population continues to grow. Recent immigrants are also more likely to be highly educated.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Population growth will create demand for expanded library facilities and services; Halton Hills is already undersupplied and this growth will place increasing pressure on available facilities. A more educated population also suggests Halton Hills will experience greater demands than comparable communities;</li> <li>◆ Retired, older library users more likely to require traditional services (i.e., borrowing print material); the Library will be required to maintain traditional services at the same time as expansion of new services;</li> <li>◆ Resources and programs must be in place to support newcomer's access to library services;</li> <li>◆ To better accommodate an aging population, improved access, lighting, workspaces and other design features will be required.</li> </ul>
<b>B. Shift in Employment With Growth in Small Business, Service Sector, Health and Social Services, and Self-Employment</b>	
<ul style="list-style-type: none"> <li>◆ Greater diversity in types of employment as jobs shift to new sectors of the economy;</li> <li>◆ Significant increase in reliance on self-employment and investment income making the population more mobile;</li> <li>◆ In 2001, 7.8% of Halton Hills population worked from home offices. This trend is expected to continue;</li> <li>◆ In 1997, 28% of Canadian adults participated in adult education and training activities. Heaviest involvement amongst those aged 17-34;</li> </ul>	<ul style="list-style-type: none"> <li>◆ Increasing emphasis on information services and work spaces for small businesses; expanded role for library in an information economy based on small business / home business</li> <li>◆ Increased interest in career counselling and job retraining; Possible role for library (in partnership with others) in supporting search for employment, job retraining. This may require more and better space in library branches for training, adult education and community programs;</li> <li>◆ Expanded partnership opportunities / opportunities to provide government services or provide government information / referrals. This will increase demand for library space.</li> </ul>

Trends	Implications
<b>C. Increased Access to Electronic Information / Use of the Internet</b>	
<ul style="list-style-type: none"> <li>◆ 55% of Canadian households had at least one member who regularly used the Internet from home in 2003, a 7% gain since 2001 and a 26% gain from 1999. Use increases with income, community size and education<sup>4</sup>;</li> <li>◆ 60% of Ontario residents have at-home Internet access; and 10% only have access at the library (MP)<sup>5</sup>;</li> <li>◆ 32% report less library use with Internet access and most (48%) didn't feel the library could help them use the Internet more effectively (MP);</li> <li>◆ There is evidence to suggest that Halton Hills residents have higher levels of at-home Internet and computer access than for the population of Ontario as a whole;</li> <li>◆ Provincial library agencies and associations are exploring opportunities for consortia purchasing and promoting the Ontario Digital Library;</li> <li>◆ Public libraries are increasingly providing digital or virtual reference services on-line – in some cases 24/7.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Increasing demands for access to electronic information should be anticipated; ability of library to meet the needs of their customers depends on appropriate access to technology and computer workstations;</li> <li>◆ The library can play a role as a trainer for users of Internet / electronic information. Training facilities are required for this purpose.</li> </ul>
<b>D. Increased Pressure on Library Services Due to Restructuring of Education Delivery</b>	
<ul style="list-style-type: none"> <li>◆ Cutbacks in education funding may limit resources available for in-school library staff and materials;</li> <li>◆ Increasing number of students who are enrolling in on-line distance education courses and programs;</li> <li>◆ Increasing number of children who are home schooled;</li> <li>◆ Increasing number of school board - library board partnerships.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Increasing demand for public library services to offset declines in education sector;</li> <li>◆ Potential for joint capital and operating projects with boards of education and post-secondary academic institutions; partnerships both for facilities and exchange of service with boards of education, colleges and universities will be more attractive.</li> </ul>

<sup>4</sup> Statistics Canada, 2004. Internet Use in Canada.

<sup>5</sup> Note: MP refers to the Ontario Public Strategic Plan Survey conducted by Market Probe Canada

Trends	Implications
<p><b>E. A Growing Number of Competitors for Recreational Reading Materials and Other Information</b></p> <ul style="list-style-type: none"> <li>◆ Growth in super bookstores and virtual bookstores (Chapters.ca and amazon.ca);</li> <li>◆ Emergence of ebooks, projected to represent 10% of total publishing market by 2005 (recent developments suggest this projection may be optimistic);</li> <li>◆ Close to 80% of residents visited a bookstore in 1999; heavy bookstore use is positively related to library and Internet use (MP);</li> <li>◆ One quarter of Ontario residents use bookstores more often than in the past and visiting for “reading / leisure / social time” accounts for 21% of reasons for increased use (MP);</li> <li>◆ A number of government agencies are establishing resource centres in library facilities.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Libraries increasingly asked to provide “bookstore” amenities such as comfortable seating, coffee, attractive environments;</li> <li>◆ Libraries are emulating the marketing techniques used by bookstores. They do so through the use of features such as “recommended by staff” services, video and CD rental collections and popular reading collections that cater to the interests of a particular reading community;</li> <li>◆ Libraries increasingly providing space for other government information such as business development or tourism information. Information frequently provided in conjunction with other agencies (e.g., municipal economic development department).</li> </ul>
<p><b>F. The Library as a Place and Focal Point in the Community</b></p> <ul style="list-style-type: none"> <li>◆ 70% feel library will continue to be a focal point for the community; a safe and welcoming place (MP);</li> <li>◆ Libraries are being used more as they position themselves as welcoming and enjoyable physical destinations;</li> <li>◆ Libraries that are welcoming and have a strong connection to the local community are often connected to or part of a much large public space<sup>6</sup>;</li> <li>◆ Libraries that are actively engaged in the community provide better service, are more relevant and more likely to be supported by community residents;</li> <li>◆ Libraries are frequently providing a wide range of government services and acting as municipal service centres.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Increasing pressure to provide higher quality facilities and amenities to create a more welcoming library or a library that is seen as a significant civic structure;</li> <li>◆ New facility design and enhanced user services required;</li> <li>◆ In addition to separate children’s sections, many libraries are creating specialized areas for other users, particularly those that are difficult to attract to the library (e.g., youth).</li> </ul>

<sup>6</sup> Author Unknown. April, 2003. How to Become a Great Public Space. American Libraries, pp. 72-76.

Trends	Implications
<p><b>G. The Library as a Civic Institution</b></p> <ul style="list-style-type: none"> <li>◆ Recently built public library buildings in Canada tend to be prestigious public buildings;</li> <li>◆ Libraries increasingly incorporate art and cultural spaces and presentation space to promote learning, debate and the exchange of ideas in the community;</li> <li>◆ The imposing but somewhat isolated civic structures of the past are giving way to community buildings that invite residents to enter and explore the library;</li> <li>◆ The library can play an important civic role by contributing to discussion and informed debate on important community issues.</li> </ul>	<p><b>Facilities, Programs and Services</b></p> <ul style="list-style-type: none"> <li>◆ Library can be used as a forum for community learning and expression;</li> <li>◆ Expanded and specialized facility requirements to serve as cultural, art or heritage centres;</li> <li>◆ Libraries invite participation through attractive landscaping, the use of glass and natural light, the use of public art, and the use of building materials that are familiar and unique to the community (unlike the one size fits all Carnegie libraries).</li> </ul>
<p><b>H. The Library Designed for a New Generation of Users</b></p> <ul style="list-style-type: none"> <li>◆ Reading and study spaces designed to offer a range of choices for reading and study that meet the continually changing needs of the populations served;</li> <li>◆ Nature, natural light, and landscapes considered in both the siting of library buildings and the exterior landscaping;</li> <li>◆ The age of the highly individualized, use-specific space is giving way, for reasons of efficiency and economics, to multi-use spaces;</li> <li>◆ Outdoor Patios/Reading Gardens are provided to allow patrons to read materials outside during warmer seasons.</li> </ul>	<ul style="list-style-type: none"> <li>◆ New facility requirements needed to attract/retain users.</li> </ul>

Trends	Implications
<p><b>I. Library Automation</b></p> <ul style="list-style-type: none"> <li>◆ Self-service systems and on-line user access to library accounts are becoming the standard;</li> <li>◆ Growing demand for increased functionality and more advanced technology for using electronic content;</li> <li>◆ As the “virtualization of libraries”<sup>7</sup> continues and systems become further automated, there will be a need to ensure that staff have the skill sets and abilities to meet the new needs.<sup>8</sup></li> </ul>	<ul style="list-style-type: none"> <li>◆ Potentially faster and more user-friendly systems permit staff to perform customer service functions; design facilitates self-service and independent use of the library;</li> <li>◆ Facilitates seamless use of electronic material;</li> <li>◆ Self-checkout, web-site renewals, remote access to catalogues and drive-up book drops.</li> </ul>
<p><b>J. Facility Design for Cost Effective Operation, New Technologies and Customer Service</b></p> <ul style="list-style-type: none"> <li>◆ Overall space requirements will increase in the future due to technology and customer service needs;</li> <li>◆ Designing to minimize staff and operational costs, while at the same time contributing to higher levels of customer service, is a strongly stated objective for new library design;</li> <li>◆ Multipurpose design can contribute to community use and satisfaction and enhance revenues when library rooms/space can function as an art gallery, recital/performance hall, or an upscale rental space<sup>9</sup>.</li> </ul>	<ul style="list-style-type: none"> <li>◆ A technology (computer) workstation requires 40-50 sq. ft. compared to the 25-30 required for a reading station; larger areas for working in the library are required;</li> <li>◆ Need for social gathering space, program areas and amenities such as food service areas, all suggest larger libraries<sup>10</sup>;</li> <li>◆ Signage, interior design and decoration and placement of services conducive to “self-guiding” principles;</li> <li>◆ Adaptable space and furniture and fixtures that accommodate new technologies are extremely important;</li> <li>◆ Libraries are increasingly designed to be “self-guiding”;</li> <li>◆ Single floor libraries and modular units are preferred;</li> <li>◆ Interior design should be tied to technology, including communications wiring for telephone and data, and wiring for laptops in seating areas<sup>11</sup>;</li> </ul>

<sup>7</sup> Stratigos, Anthea & Roger Strouse. January/February 2003. Library of the Future. Online, pp. 74-78.

<sup>8</sup> Seeman, C. 2002. Invisible fences; a shocking theory for re-examining work flow. Computers in Libraries. 22(7), pp. 24-27, 28-30.

<sup>9</sup> Harrington, Drew. December 2001. Six Trends in Library Design. Library Journal Buyer’s Guide, pp. 12-14.

<sup>10</sup> Boone, Morell. 2002. Library Design – the architect’s view. A discussion with Tom Findley. Library Hi-Tech 20(3), pp. 388-292.

<sup>11</sup> Flynn, Larry. June 2001. Open Arms, Open Books: Embracing Its Community, a Library Invites all to Grow. Building Design and Construction, pp. 40-41.

Trends	Implications
<b>J. Facility Design for Cost Effective Operation, New Technologies and Customer Service, Cont.</b>	<ul style="list-style-type: none"><li>◆ Lifestyle and culturally sensitive design features are increasingly adopted to attract non-users. Spaces distinguished by colour and layout, the presence of comfortable teen-friendly furniture, and adjacent to a young adult collection can make teens feel welcome and as though they also belong in the library. The intent is to make the library a comfortable and attractive place;</li><li>◆ Staff that “walks the floor” to respond to customer inquiries, creative marketing, greatly extended hours, and improved off-site access is common to the emerging customer service orientation;</li><li>◆ Web-site advertisement, on-line links to book-stores such as Chapters with commissions earned on sales; and, customized research services marketed to the general public, business or municipal partners are among the initiatives being implemented to raise revenue;</li><li>◆ Most new libraries will provide comfortable social space, seating areas, natural light and amenities such as food services, gas fireplaces, etc. In addition to requiring space, these areas must be designed to complement other functional areas of the library and for supervision and security.</li></ul>

## 4.0 Overview of Halton Hills Library Facilities and Services

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### 4.1 The Halton Hills Public Library System

The Halton Hills Public Library has branch libraries in Georgetown and Acton. The branches serve not only the residents of these urban centres but also those of the surrounding areas, including the villages and hamlets of Glen Williams, Norval, and Stewarttown and the rural population. The Halton Hills Public Library is “recognized as a key player in the community, offering the range of programs and services expected of a superior medium-sized library system”<sup>12</sup>. Library services are extended free of charge to anyone who lives, works, owns a business, or is educated in Halton Hills. Library services are also available through the Halton Hills Public Library website.<sup>13</sup>

The Acton Branch is a stand-alone, two-storey facility of 3,704 sq.ft. built in 1967. Despite growing concern regarding insufficient space and lack of accessibility for the disabled, the Acton Branch has not been expanded or upgraded since its initial construction.

The Georgetown Branch was established in 1931 in downtown Georgetown, in an historic building that was formerly the Congregational Church. In 1981 the Georgetown Branch was expanded, and the John Elliot Theatre added to create the Cultural Centre. When the Library moved into the expanded space, the church space became an Art Gallery and meeting space administered by the Town. The Georgetown Branch now occupies 12,100 sq.ft. Even as library staff welcomed the move to the expanded space, they acknowledged that the library was under-built for the projected population<sup>14</sup>.

As will be discussed further in this report, the Halton Hills Public Library’s ability to serve its growing population is currently constrained by the lack of space in existing facilities. The table below illustrates the discrepancy between the amount of space the Library provides and the frequently adopted guideline of 0.6 sq.ft./capita. In the absence of new facility development or facility expansion, this discrepancy will continue to increase as the population grows.

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<sup>12</sup> RFP for a Site/Facility Study, Halton Hills Public Library, 2004.

<sup>13</sup> [www.library.hhpl.on.ca](http://www.library.hhpl.on.ca)

<sup>14</sup> Community Analysis Facts Sheet, Halton Hills Public Library, no date.

<b>Year</b>	<b>Population* (Actual or Projected)</b>	<b>Library Space Requirements** (sq.ft.)</b>	<b>Library Space Deficit*** (sq.ft.)</b>
1996	42,390	25,434	9,630
2001	48,184	28,910	13,106
2006	54,800	32,888	17,076
2011	60,000	36,000	20,196
2016	65,000	39,000	23,196
2021	70,000	42,000	26,196

\* Source: Statistics Canada 1996 and 2001 Census, Halton Region. Projection in Table 2.4.

\*\*Based on provincial guideline of 0.6 sq.ft./capita. This should be considered the minimum requirement for library space.

\*\*\*Current library space=15,804 sq.ft., (Acton 3,704 sq.ft + Georgetown 12,100 sq.ft.)

Based on the estimated 2003 population of 51,300, the current shortfall of library space for the system is 14,976 sq.ft.

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## 4.2 Library Comparisons

Table 4.2 below compares the Halton Hills Public Library with other libraries on key indicators of comparison selected from the 2002 Canadian Public Library Statistics, published by the Ministry of Culture. For the purpose of this analysis, the data for libraries serving populations from 31,001 to 50,000 and 51,000 to 100,000 are shown separately. Data for county libraries have been removed from this analysis due to the lack of similarity with the Halton Hills Public Library System. While these comparisons may be useful for discussion purposes, the results should be interpreted with caution given the potential for variations in library systems and location-specific population and socio-demographic conditions. The information in Table 4.2 is provided for illustration rather than analysis. As relevant, these data will be used in the analysis in subsequent phases of the study.

**Table 4.2: Comparison of Halton Hills Public Library to Other Libraries**

Indicator	Average for Libraries serving 30,001 - 50,000	Average for Libraries serving 50,001-100,000	Average of the Averages*	Halton Hills Public Library
Number of Service Points	2	4	3	2
Total Weekly Hours of Operation	91.27	121.08	106.18	100.00
Weekly Service Hours per 10,000 Population	23.51	15.98	19.75	22.36
Public Access Computer Workstations	27	41	34	20
Number of Public Computer Workstations with Internet Access	15	23	19	10
Number of Public Internet Access Workstations per 10,000 population	4	4	4	2
Titles Held per Capita	2.81	1.97	2.39	1.19
Circulation per Capita	7.53	9.22	8.38	6.63
Annual Circulation	284,259	727,274	505,767	296,434
Annual Program Attendance	6,298	11,669	8,984	10,099
Total Operating Expenditures	1,276,102	2,573,507	1,924,805	1,662,798
Total Operating Revenues	1,253,425	2,568,101	1,910,763	1,654,205
Professional Librarians (FTEs)	3.38	6.92	5.15	4.00

Source: Ontario Public Library Statistics, Ministry of Culture, 2002. Halton Hills 2002 population reported at 44,725

Note: For the calculation of averages, County libraries have been removed from the analysis due to their lack of similarity to the Halton Hills Library.

\*This is a simple calculation provided for illustrative purposes only, and the resulting figure does not represent the average of all Libraries serving populations between 30,001 and 100,000.

When compared to the average on selected indicators for Libraries serving populations between 30,001 and 50,000, the Halton Hills Public Library reports fewer weekly service hours per capita, fewer public access computer workstations, fewer workstations with Internet access, fewer titles held per capita, and lower circulation per capita. The Halton Hills Library performs better than the average for this group of libraries on the number of professional librarians and annual program attendance. In terms of financial performance, the Halton Hills Library reports higher operating expenditures and revenues than the average for this group of libraries.

The Halton Hills Public Library was also compared to other libraries serving populations from 50,001 to 100,000, to determine how the Library would compare in the future if space and service delivery remains the status quo and the population grows. Not surprising given the lower overall population, the Library performs below the average on all indicators for this comparison.

When compared to the combined average for libraries serving both population groups, with the exception of weekly hours of service per 10,000 population and annual program attendance, the Halton Hills Public Library performs below the average on all indicators.

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## 4.3 Library Planning

### 4.3.1 The Halton Hills Public Library Strategic Plan

The Halton Hills Public Library began a strategic planning process in late 2003. The Draft Strategic Plan<sup>15</sup> was developed with input from patrons, staff, community leaders, representatives of the Town of Halton Hills, and interested groups and citizens. The Plan includes a Vision statement, a Mission statement, Values, Objectives, Strategies, and an approach to Monitoring and Implementation. Excerpts from this Plan are reprinted below and will be used to guide the assessment of facility options in subsequent stages of the study:

#### **Vision:**

Ten or more years from now our vision is that the Halton Hills Public Library will be renowned for:

- Being attuned to and responsive to the Halton Hills Community
- Being a strong partner
- Promoting a love of reading
- Connecting the people of Halton Hills to the world of information
- Being a vital and vibrant “hub” in the community
- Providing easy and equitable access
- Preserving the heritage of Halton Hills

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<sup>15</sup> Halton Hills Public Library Strategic Plan (Draft Final), Halton Hills Public Library, June 2004.

### **Mission:**

**To inspire and inform the citizens of Halton Hills by providing convenient and equitable access to high quality library services.**

### **Values:**

- Stellar service
- Responsiveness and relevancy
- Intellectual freedom
- Lifelong Learning
- Accessibility
- Innovation
- Building Community
- Partnership
- Strong Town Relations
- Staff Development

### **Strategic Objectives:**

- **Increasing access:** Increase accessibility to the Library's collections and services through targeted improvements to our facilities, and hours of service
- **Enhancing collections and services:** Enhance the quality, scope and convenience of the Library's collections and services
- **Increasing our connectedness to the community:** Increase the Library's profile and contribution to the community through enhanced partnerships, programming and marketing efforts.
- **Ensuring our sustainability and accountability:** Ensure the Library's sustainability and accountability, through targeted revenue diversification efforts and enhanced reporting to our supporters.

### 4.3.2 Principles for Library Facility Development

As part of this study process, senior Library Staff developed Principles to guide future facility development and provide the foundation for the recommendations of this study. These Principles will have implications for how alternative service delivery models are developed and evaluated, how facilities are sited, and how the model is implemented. The Principles build on the values and directions outlined in the Draft Strategic Plan, however they are focused primarily on facility responses to improving library service delivery. These Principles are presented below:

#### 1. Fiscal Accountability

- ensures sound business planning practice
- relates to cost effective design and efficient operation

#### 2. Partnerships

- promotes an “open for partnership” culture in the administration
- explores and embraces partnership opportunities involving all sectors, i.e. business, education, culture/recreation, health and social services

#### 3. Accessibility

- convenient, accessible location
- welcoming, barrier-free facility

#### 4. Visibility

- highly visible, prominent location
- located on main arterial road

#### 5. Inclusivity

- provides opportunities for citizens to participate in decision making

#### 6. Market Sensitivity

- aware of and responsive to values and lifestyles of the dominant demographic groups

#### 7. Flexibility

- provides flexible spaces that can be changed as needs change

#### 8. Ability to Connect to Past, Present, and Future

- preserves a place for local history and protects the “community memory” of important events, initiatives, institutions and people
- responsive to changing technologies

#### 9. Civic Pride

- a focal point in the community
- a landmark or prominent civic structure of which citizens can be proud

#### 10. Environmental Stewardship/Sustainability

- incorporates the most energy efficient design and operating practices
- incorporates environmentally sustainable building practices and environmental considerations in siting

## 5.0 Library Service Delivery Models

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### 5.1 Introduction

Provincial and State Library Associations provide guidelines for key indicators of library service delivery, but there is no accepted model for library service delivery showing preferred levels of service for different types of libraries. Because of variations in geography, demographics, and other region specific considerations, many municipalities adopt their own model for library service delivery, while others operate without the overall framework for service delivery that a model may provide.

This section presents a Generic Library Service Delivery Model, based on guidelines compiled from various Provincial and State libraries across North America. This Generic Model is presented for discussion purposes. We have not assumed that all levels need to be represented in any particular library system. Municipalities across Ontario with similar populations to Halton Hills, demographic profiles and settlement patterns have in fact adopted very different ways of distributing their library services among library facilities. For example, some have applied a highly centralized approach with one Central Library dominating service provision, while others may include no central library and instead provide library services throughout a number of Community or District-level facilities. For the purposes of this study, therefore, we accept that library service provision can occur from any combination of facilities from any level in the Generic Model. However, while each library system will determine which combination of facility types works best, the Model does describe a preferred type of library. The characteristics noted – size, collection, circulation, hours of operation and reading, working and program space – are mutually dependent. Consequently, these characteristics, when taken together, describe “preferred” central, district, community and neighbourhood libraries.

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### 5.2 A Generic Service Delivery Model

The Generic Library Service Delivery Model describes the preferable characteristics of library facilities at each level in the Model. In the development of this Model, we have referenced standards adopted by Ontario, other Provincial, and State Library Associations.

#### 5.2.1 Population Served, Size, Collection and Circulation

We are not aware of guidelines that propose a minimum population (catchment area) to be served by libraries of various sizes and types. However, a number of facility and service standards are population dependent and can be used to describe preferred population service targets.

The population served is consistent with the collection and circulation targets, as indicated in Table 5.2. These features together describe a well functioning library. More importantly, they describe a library that has sufficient space and an adequate collection to play the role of the preferred library in the Service Delivery Model.

Regarding minimum collection targets, guidelines suggest between 8,000 to 10,000 volumes is appropriate for small libraries (Ontario Public Library (OPL); Wisconsin Association of Public Libraries; State of Iowa Library). A per capita standard for material collection is preferable to a minimum standard for libraries that serve urban areas. Many State Library authorities suggest 2-3 items per capita (Standards for Oregon Public Libraries, 2000; South Carolina Public Library Standards, 1998; Alabama Public Library Standards, 2003; Ontario Ministry of Citizenship and Culture, 1986).

While less often identified, guidelines for circulation would suggest that at minimum the collection turnover should be one to two times per year (Georgia Public Library Standards, 2000; State Library of Iowa, 1997).

### Preferable Space, Collection and Circulation Guidelines

While the fit is not perfect, and the guidelines are not always consistent, an appropriate relationship between these variables would appear to be realized with the following standards:

**Table 5.2: Preferable Space, Collection and Circulation Standards**

	Population Served	Size (gross sq. ft.) <sup>16</sup>	Collection	Circulation
Central Library	100-150,000	60-80,000	250-300,000	450-550,000
District Library	25-35,000	15-20,000	75-100,000	200-250,000
Community Library	15-20,000	8-10,000	50-55,000	100-150,000
Neighbourhood Library	4 - 5,000	3-4,000	28-33,000	50-60,000

### 5.2.2 Maximum Travel Time to Urban Libraries

There is a fair degree of consensus that the maximum time residents in urban areas should have to travel to an urban library is 15 minutes (Wisconsin Public Library Standards, 2003; Connecticut State Library, 2002; Oregon Public Libraries, 2000). This is consistent with guidelines published by England’s Department of Culture, Media and Sport that recommend that at minimum, 72% of the population should live within 2 miles of a library facility. Central and District Libraries in urban areas should also be accessible by public transit.

### 5.2.3 Operating Hours

A goal for all types of libraries is extended hours of operation. Seven day a week service is ideal and is increasingly required to conform to today’s lifestyles. Depending on the size of the library’s catchment area, guidelines suggest at least a 40-hour week over five days (including 6 hours during the weeknight and 4 hours on a weekend). As the population served increases, the recommended weekly hours of operation should increase (Wisconsin Public Library,

<sup>16</sup> Based on Ontario Public Library Guideline of 0.6 sq. ft./capita; sq. ft. for Central library is calculated at 100,000 population.

2003; Idaho State Library, 2003; New Hampshire State Library, 1998, England’s Department of Culture, Media and Sport). The Central Library should generally be open 65-70 hours per week in communities exceeding 100,000 in population (Texas Library Association, 2002; South Dakota Library Association, 2000; Library of Michigan, 2003). Community libraries would generally provide service to key users, including students, for most days of the week and some evenings. Neighbourhood libraries would have restricted hours of operation due to smaller populations served.

Table 5.3 indicates the preferred minimum weekly hours of operation for each level in the hierarchy:

**Table 5.3: Preferable Weekly Hours of Operation Standards**

	Minimum Weekly Hours of Operation
Central Library	70
District Library	60
Community Library	45
Neighbourhood Library	30

#### 5.2.4 Program and Training Space

Few state or provincial library associations adopt guidelines for dedicated features such as meeting space, reader workstations, etc. These are important features particularly as libraries play an expanded role in training and increasingly act as focal points for community involvement and interaction. Program/training space can be expressed as the minimum person capacity based on reasonable expectations for program or meeting attendance at libraries serving different functions and populations. Where possible, off-hour access to meetings rooms and restroom facilities should be provided. For the purposes of this assessment, the figures in Table 5.4 are proposed as minimum requirements:

**Table 5.4: Program and Training Space Standards**

Central Library:	areas to accommodate up to 200 people, capable of being sub-divided for smaller groups (2,000 – 2,500 sq. ft.)
District Library:	an area to accommodate 75 people (750-1,000 sq. ft.)
Community Library:	an area for up to 30 people (300 - 350 sq. ft)
Neighbourhood Library:	an area for up to 20 people (200-250 sq. ft)

### 5.2.5 Computer/Internet Workstations

Some library jurisdictions have adopted guidelines for Internet and computer access in the last 3-4 years. These were clearly evolving guidelines and were not based on extended experience with library Internet use, which might indicate demand or appropriate service levels. In some cases, such as the State of Maine, libraries simply indicated that Internet access had to be available without attempting to adopt a formula or guideline that would show the number of workstations to be provided.

Reports prepared in Canada and England in 2000, indicated requirements for 0.5 and 0.6 computer access stations per 1,000 population. Adopting the population served guidelines discussed above, the population-based standards would yield the requirements identified in Table 5.5. These guidelines don't distinguish between the Central Library function and other libraries. Consequently, on a per capita basis, they likely overstate the requirements for computer workstations at the Central Library, notwithstanding its research and reference function. We have arbitrarily lowered the requirement for the Central Library.

**Table 5.5: Computer/Internet Workstation Standards (Based on Population)**

	Population Served	0.6/1,000 Pop.	0.5/1,000 Pop.
Central Library	100,000	60	50
District Library	25-35,000	21	17.5
Community Library	15-20,000	12	10
Neighbourhood Library	4- 5,000	3	2.5

### 5.2.6 Reading Areas and Work Stations

Modern libraries have ample and comfortable reading and working space, in addition to Internet access stations as discussed above. However, we have found few planning guidelines for these features. Wisconsin Public Libraries (1998) and the OPL (2003) suggest a library should provide five reader seats for every 1,000 people in its service area, which appears to be a generous guideline, assuming that 2-3 of the five spaces are likely now used for Internet access.

We have assumed 2 workstations per 1,000 population, in addition to those committed to internet/computer access. For the purposes of this assessment, a reading area or a work station is defined as a "seat" available for library users, whether located in a study carrel, at a table, or in a comfortable reading area/lounge. As with computer workstations, we expect this overestimates needs at the Central Library and we have arbitrarily reduced the requirements.

## 5.2.7 Summary – The Generic Model Compared to Halton Hills Branches

Table 5.6 presents the key indicators of service for each level in the Generic Model and compares these to the Georgetown and Acton Branch Libraries.

**Table 5.6: Generic Service Delivery Model Compared to Georgetown and Acton**

Key Characteristics	Central Library	District Library	Community Library	Neighbourhood Library	Georgetown Branch	Acton Branch
Population Served	100-150,000	25-35,000	15-20,000	4-5,000	36,729*	11,455**
Size (gross sq. ft.)	60-80,000	15-20,000	8-10,000	3-4,000	12,100	3,704
Operating Hours (per week)	70	60	45	30	50.38	48
Collection (items)	225 – 300,000	75-100,000	50-55,000	28-33,000	68,604	29,688
Circulation (annual)	450 – 550,000	200-250,000	100-150,000	50-60,000	256,110	66,057
Program/Meeting Space (sq. ft.)	2-2,500	750-1,000	300-350	200-250	665***	240
Internet Workstations	50	24	14	4	6	2
Reading Areas/ Workstations	175	70	40	20	45	16

\*Population served for Georgetown= 29,892 + 6,837 (2001 population for Georgetown +  $\frac{2}{3}$  2001 rural population)

\*\*Population served for Acton = 8,036 + 3,419 (2001 population for Acton +  $\frac{1}{3}$  2001 rural population)

\*\*\*Shared meeting room and CAYS program room.

The Georgetown Branch is comparable to the generic model's District Library in terms of population served and annual circulation. However, the Georgetown Branch is considerably smaller, is open fewer hours, has fewer items in its collection, and is deficient in terms of program/meeting space, Internet workstations, and other workstations and reading areas when compared to the model's District Library.

The Acton Branch is comparable to the generic model's Neighbourhood Library in terms of its overall size, the number of items in its collection, and the amount of program/meeting space provided. In contrast to the model's Neighbourhood Library, the Acton Branch serves a larger population, is open more hours per week, and has higher annual circulation. In terms of deficiencies, the Acton Branch offers fewer Internet workstations, reading areas and other workstations than the model Neighbourhood Library.

## 6.0 Georgetown Branch Facility Audit

Phase Two of our work program included a functional audit of the Georgetown Branch to identify the space and service deficiencies. The facility audit is presented in two sections. Section 6.1 presents the deficiencies of the Georgetown Branch as documented through discussions with Senior Municipal Staff and Library Board members. In section 6.2, we compare the existing Georgetown Branch to a preferred District Library as per our Generic Model.

Appendix B provides a list of key informants we interviewed during this study process.

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### 6.1 Comments from Staff and Board Members

Library staff and Board members were asked to comment on the space and service deficiencies of the Georgetown Branch. Comments are listed below under three headings which correspond to the questions asked of staff and the Board.

**Major Service Limitations Associated with the Georgetown Branch.** These are limitations associated with the facility that restrict service to users:

- Lack of space for collections
- Lack of quiet room/study space
- High noise levels
- Inefficient layout and cramped interior, not “self-directed”
- Parking deficiencies
- Lack of internet access computer terminals, computer work stations, and work areas in general
- Limited space for children’s programming and activities, no sound containment
- Lack of natural light and generally low light levels
- Two-level structure presents barriers for the physically challenged, families with strollers, and anyone with mobility challenges
- Public space/ circulation desk/washrooms not designed for physically challenged
- Lack of public meeting/training space
- Inaccessible, poorly designed bookdrop
- Lack of social space
- No stroller parking area
- Shelving inaccessible (too low/too high)
- Circulation and reference areas separate staff and public compromising customer service functions

**Limitations to Adequately Fulfilling Staff Functions:** These limitations affect the working conditions of staff and contribute to a less productive and less satisfying work experience.

- Lack of private office space
- Two-storey structure requires higher staffing levels
- Overall lack of storage, technical service and workspace areas
- Poor air flow/air quality, lack of air circulation and storage for copier area
- Inefficient layout restricts staff sightlines and results in security issues
- Outdated furniture
- Lack of staff room with kitchen facilities
- Inappropriately designed loading/delivery space
- Lack of storage for program supplies throughout library, but particularly in children's area

**Opportunities/Considerations for a New or Improved Facility:** With a new facility, the library could provide the following:

- A community "hub"
- A more family friendly environment
- Sufficient parking
- Bigger collections (greater depth and breadth)
- More space to market collections, services and programs
- More computer work stations
- An improved children's program area with greater capacity and flexibility
- An appropriate teen space
- New archives/local history room with environmental controls
- Display areas for local artisans and the library's own art collection
- Opportunities for training in use of internet and on-line databases
- Greater visibility
- More welcoming, attractive facility, with more natural light and comfortable furnishings
- Improved exterior landscaping, outdoor courtyard
- More comfortable areas for reading and working
- Food services and other amenities
- More program areas/ meeting room space for the public, the Board and staff
- More/improved storage and work space for staff
- More computers for staff use
- Dedicated space for volunteers
- Improved shipping/receiving area
- Co-location partnerships resulting in space sharing opportunities

## 6.2 Comparison of Georgetown Branch to a Preferred District Library

The Georgetown Branch currently serves a combined urban and rural population of approximately 36,729<sup>17</sup> residents, resulting in a library space requirement of approximately 22,000 gross sq.ft. (applying the frequently adopted guideline of 0.6 sq.ft./capita). As outlined in our Generic Model, a library of this size would be considered a District Library, and would incorporate the appropriate spaces and functions associated with this level of library.

It is important to note that the library space requirement of approximately 22,000 gross sq.ft. represents the space needed to serve the current population of Georgetown and the surrounding rural area, not the projected population to 2021. The comparison below illustrates the discrepancy between what is required to meet the current population's library needs and what is currently provided at this Branch. The projected population<sup>18</sup> (to 2021) would require approximately 33,000 sq.ft. of library space.

Table 6.1 below compares the existing Georgetown Branch to a space program for a preferred District Library, as per our Generic Model. The space program is indicative of allocations in District Libraries but variations among libraries of this type can be anticipated.

<b>Service Areas</b>	<b>Georgetown Branch Net Sq. Ft.</b>	<b>Preferred District Library Net Sq.Ft.</b>
<b>A Main Entry</b>		
▪ Lobby / Reception	1,265*	
▪ Display Space	26	
▪ Circulation Desk	518	
<b>Subtotal</b>	<b>1,809</b>	<b>1,000</b>
<b>B Adult / Youth Services – Collection</b>		
▪ Books	2,760	
▪ Video / DVD / CD	169	
▪ Journals / Periodicals	58	
<b>Subtotal</b>	<b>2,987</b>	<b>4,000</b>
<b>C Adult / Youth Services – Other</b>		
▪ Seating / Working Areas	699	Study Areas/Seating/Working: 1,700
▪ Youth Lounge	156	Youth Lounge: 400
▪ Computer Work Stations	267	Training/Computer Work Stations: 700
▪ Staff Support / Work Station	169	Staff Support Workstation: 200
<b>Subtotal</b>	<b>1,291</b>	<b>3,000</b>

<sup>17</sup> 2001 population of Georgetown (29,892) + (6,837), representing 2/3 2001 rural population.

<sup>18</sup> 2021 projected population of Georgetown (46,325) + (8,547), representing 2/3 2021 rural population projection.

**Table 6.1: Georgetown Branch compared to Preferred District Library**

Service Areas	Georgetown Branch Net Sq. Ft.	Preferred District Library Net Sq.Ft.
<b>D Children's Services – Collection</b>		
▪ Books / Display Areas	833	
▪ Video / DVD / CD	121	
<b>Subtotal</b>	<b>954</b>	<b>2,500</b>
<b>E Children's Services – Other</b>		
▪ Children's Program Area	289	Seating/Play Area: 500
▪ Seating / Working Areas	77	Children's Program Area: 300
▪ Computer Work Stations	26	Computer Work Stations: 100
▪ Staff Support / Work Station	91	Staff Support/Work Station: 100
<b>Subtotal</b>	<b>483</b>	<b>1,000</b>
<b>F Other Public Library Space</b>		
▪ Local History & Government Documents	288	Local History/Government Docs.: 300
▪ Meeting Room /Program Areas	376*	Meeting/Program Room: 700
▪ Food Service	N/A	Food Services: 200
<b>Subtotal</b>	<b>664</b>	<b>1,200</b>
<b>G Administration / Staff Areas</b>		
▪ Director's Office	135	Staff Offices: 1,000
▪ Other Staff Office	595	Technical Services/Workroom: 1,500
▪ Work Room / Technical Services	1,295	Shipping/Receiving/Storage: 700
▪ Mail Room / Delivery	Included above	Staff Lounge/Kitchen: 400
▪ Staff Lounge	396.5	
<b>Subtotal</b>	<b>2,421.5</b>	<b>3,600</b>
<b>H Building Services / Support Areas</b>		
▪ Public Washrooms	292.5*	Public Washroom: 300
▪ Mechanical / Electrical / Maintenance	48**	Mechanical/Electrical/Maintenance: 500
▪ General Storage	1,290*	Other Storage: 700
▪ Archives Room	144	
<b>Subtotal</b>	<b>1,774.5</b>	<b>1,500</b>
<b>Total – All Areas Net</b>	<b>12,384</b>	<b>17,800</b>
		<b>≈ 21,360 Gross sq.ft.</b>

\*This space is shared with the Cultural Centre

\*\*The major mechanical and service areas are shared and are not included.

The comparison above shows the discrepancies between a preferred District Library and the existing Georgetown Branch, particularly as they relate to space for collections, program and working areas, and administrative and staff areas. The Georgetown Branch's children's area is particularly lacking in this comparison. This comparison is presented for discussion purposes and as background to subsequent phases of this study. This table, however, clearly reinforces the comments in Section 6.1 by demonstrating the significant space restrictions of the existing Georgetown Branch – both for users and staff – that contribute to service restrictions and less than acceptable working conditions.

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## Appendix B: Key Informant Interview Contacts

- Rick Bonnette, Mayor, Town of Halton Hills
- Bob Austin, Chief Administrative Officer, Town of Halton Hills
- Ed de Sousa, Director of Finance and Treasurer, Town of Halton Hills
- Terry Alyman, Director, Recreation and Parks, Town of Halton Hills
- Joy Thompson, Manager of Recreation Services, Town of Halton Hills
- Paul Stover, Manager of Facilities, Town of Halton Hills
- Warren Harris, Manager of Parks and Cemeteries, Town of Halton Hills
- Bruce MacLean, Director of Planning, Town of Halton Hills
- John Lindhardt, Manager of Planning Policy, Town of Halton Hills
- Eileen Ellis, Library Assistant- Circulation, Halton Hills Public Library
- Sherrie Van Dyk, Library Assistant- Technical Services, Halton Hills Public Library
- Paul Rostrup, Halton Hills Public Library Board
- Jay Jackson, Chair, Halton Hills Public Library Board
- Frank Loreto, Vice-Chair, Halton Hills Public Library Board
- Bryan Lewis, Mayor's Designate-Alternate, Halton Hills Public Library Board
- Bob Inglis, Mayor's Designate, Halton Hills Public Library Board
- Jane Fogal, Councillor, Georgetown
- Mike O'Leary, Councillor, Acton
- Mark Rowe, Archivist, Esquesing Historical Society
- Dr. Beverley Moore, Teacher-Librarian, Halton District Board of Education
- Joan Barham, Executive Director, Halton Hills Community Support and Information
- Norm Elliott, President, Friends of the Library, Halton Hills Public Library (scheduled, no show)
- Dympna Dewar, Executive Director, Literacy North Halton