

Squamish Public Library Future Needs Assessment

January 2020

Acknowledgements

The authors would like to thank The Library Board, Hilary Bloom, library staff, library patrons, and all those that have participated in discussions and surveys, from the Squamish and SLRD communities and beyond, for their contributions, support and participation in this study.

We humbly acknowledge that we work on the traditional territory of the Squamish Nation, Skwxwú7mesh Úxwumixw

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Executive Summary

“Public libraries are keystone public institutions for any thriving community, and as such can be leaders in making cities better places to work, play, and live”

- Michael Dudley (2012) *Public Libraries and Resilient Cities*, ALA Editions.

The Squamish Public Library is in an exciting stage as Squamish and the surrounding region grows and changes. Our current 23-year-old facility opened at a time when our community had a population of 14,000 residents. Over its lifespan, library activity levels (number of visitors, circulation of materials, program attendance, use of computers and Wi-Fi) have steadily increased as our service area population has grown to 22,000 people, and the facility has served as a wonderful community access point, gathering space, learning space, and showcase for arts, culture and heritage.

As the District of Squamish’s (DoS) Official Community Plan points to a steeply projected population increase over the next 20-30 years, now is the time to mobilize on the planning and execution of an expanded library service model and facility. In order to keep pace with the needs of our vibrant community and contribute to its success as a thriving, desirable place to live and visit, there is a level of urgency to this project that surpasses the physical condition of our current facility. As Squamish’s vital community hub, it is “the last best place where you can accommodate all members of community across cultures, across socioeconomic boundaries, across the generations” (i). The library is the heart of the community. This call to action is an exciting opportunity to develop a true town centre, where citizens can gather and strengthen their community bonds (ii).

Identifying this urgency, the board of the Squamish Public Library embarked on a multi-step process just over two years ago. The execution of a large-scale community input survey in the fall of 2017 propelled the board to create a new strategic plan for the library in 2018. Among its various goals, the plan prioritized the undertaking of a future needs study in 2019. The objective of this study was to identify the programming and service delivery needs for our community in the short-, mid- and long-term, which will then inform the space requirements (Appendix). So while we can generally agree that the building is beginning to feel a bit crowded, we did not wish to advocate for a bigger space without first consulting with our community to inform the type of programming and service delivery that will need to take place. Before launching our community consultation, we commissioned an in-depth report to analyze future library trends and best practices, which helped to focus the scope of our community consultation (iii).

We are appreciative of the community support, enthusiasm and love of the Squamish Public Library, which came through in the high participation rate in our survey and focus groups. We heard that the community values the library and its services, but that people wish to see further opportunities and support in the technology realm (e.g. a makerspace), more hands-on programming (e.g. arts and crafts for all ages), more opportunities to celebrate and learn about our diverse cultural populations, including the Squamish Nation, more division of space in the facility (e.g. quiet space, small meeting spaces, teen space). In addition, we heard a clear preference for a library located downtown, and an interest in a shared facility with other community amenities, in particular those in the Arts, Culture and Heritage sector.

The results of our in-depth process point to several exciting recommendations, some of which can be implemented without delay and others which need to begin now in order to see them come to fruition in the longer-term. Short-term recommendations which will commence immediately in 2020 include improvements to our current programming and space: add to our current lending collection (more cultural passes and other non-traditional materials), rearrange interior layout to provide room for new and exciting technology programs and services such as a makerspace, and update public computing services to include mobile printing, new hardware and additional software. Longer-term initiatives include creating small meeting spaces in our current facility, researching the feasibility of mobile outreach, and continuing to foster our strong and positive relationships in various sectors in Squamish (e.g. Arts, Culture and Heritage) to explore possible synergies for future collaboration or collocation.

As this Future Needs Study is but one step in determining the library's path forward, further research must be undertaken to develop a more detailed summary of mid and long-term space needs, ultimately resulting in the design and creation of a new, larger facility for our community. Included in the Appendix of this report is a "Future Space Needs Summary," with established future requirements for geographic location and size, programming, technology, co-location/partnership opportunities, and types of interior spaces. The library will require a new downtown facility, a minimum of 25,000 square feet in size, with functionality to provide a variety of new programming, including technology programming, and a variety of spaces to accommodate meetings of various sizes, dedicated programming spaces, and quiet spaces separated from social spaces.

As we move forward with this process, it is crucial to maintain a mindset of adaptability and flexibility. It is not possible to predict exactly what role our library will serve in our community in 20-30 years, but it is possible to expand and create new library services, programming and space in a way that can adapt to our vibrant, growing community. We are committed to seeking out opportunities and working with the District of Squamish to achieve this exciting objective for everyone.

Hilary Bloom, Director of Library Services, Squamish Public Library
January 2020

PART 1

Introduction

"The publicness of the public library is an increasingly rare commodity. It becomes harder all the time to think of places that welcome everyone and don't charge any money for that warm embrace."

—Susan Orlean, *The Library Book*

In anticipation of continued growth and with the role of libraries in communities changing, the Squamish Library Board of Trustees commissioned this Future Needs Study to proactively plan for the expected increase in demand for library programming and services in order to meet the evolving needs of our diverse population for the next 30 years.

The Board, staff and the consultant worked as a team aiming to reach as many community members as possible by engaging the general public in conversations, creating a survey, advertising the survey at community events and the library, and inviting over 30 stakeholder groups to participate; however, it should not be assumed that the survey equally captured all library patrons. In addition, sampling bias and bias in responses and questions are also possible. This document is meant as a guide that brings together research, feedback, and observations about the library with the goal of preparing for the future needs of the Squamish Public Library.

SUMMARY

The Squamish Public Library (SPL) first opened in 1956. It has been in its current facility, next to Municipal Hall, since October 1997. The library serves a large geographical catchment in and around the Squamish area, stretching from Pinecrest to the North to Furry Creek to the South. It encompasses the District Municipality of Squamish, the Squamish-Lillooet Regional District Electoral Area D, as well as Squamish Nation reserve lands. The SPL is located on the traditional territory of the Squamish Nation, Skwxwú7mesh Úxwumixw.

The SPL is a vital and appreciated space within the community. In addition to the more traditional role of visiting the library to borrow reading materials, the SPL serves a broad group of patrons including parents coming with their children for programs, new immigrant families using the computers, climbers and visitors using the Wi-Fi, freelancers using the library as a workspace or office, and students using the library as a quiet study space. It is also important to note that within the District of Squamish, the library is the only free, low barrier (secular) facility where people can come and go as they please during the day and evening, seven days a week.

The SPL is a true community hub and aims to be inclusive for the people it serves and the resources and knowledge it transfers. These mandates are reflected in its Vision and Mission statements (iv):

The vision statement set out by the library states: *"SPL is the leading provider of literacy resources that enrich, engage, enlighten and inform our diverse population".*

The mission statement set out by the library states: *"To welcome, inspire and connect our community to new worlds of learning, literacy and creativity".*

ROLE OF THE LIBRARY (IN GENERAL AND IN SQUAMISH)

Libraries serve two fundamental roles within their communities: serving as a community hub and acting as a knowledge facilitator. The specific way these roles present themselves may change over time and may be different depending the location of the library; however, these key mandates will continue to stay the same. (iii).

- Serving as a Community Hub: Libraries are a public space, free from barriers (financial, educational, class or culture), where people can freely come and go as they please
- Acting as Knowledge Facilitators: Without cost to the library patron, libraries provide access to information, facilitated by skilled library staff, and offer programs that respond to current needs. In addition, they offer access to tools such as computers or other technologies

Libraries are a reflection of their community and city fabric. In Squamish, in addition to the traditional role the library has of lending books and providing knowledge resources, the SPL partners with numerous local organizations to offer community programming. It supports the arts community by providing space for the Foyer Gallery, which has rotating exhibitions showcasing local talent. The library space lends itself to community groups who frequently book its sole meeting room. It also serves as the unofficial historical archives; managing a digital local history collection of hundreds of historical photographs, newspapers, and audio recordings.

HOW THE LIBRARY IS FUNDED

The SPL is a municipal facility, the building is owned and maintained by the District of Squamish, and it is located on one of the few parcels of land in the downtown core that the District owns outright.

The library receives operational funding from the municipality annually. This budget includes the salaries for personnel and for maintenance. In addition, upon request and by application, the library may receive additional funding for specialized maintenance or capital projects. For example, the library may choose to apply for funding towards technology upgrades or small renovations that would allow the library to better serve the community, or for the capital project of a new facility.

When the SPL builds a new facility, this would likely be managed and funded through the municipality, although it is possible that other funding streams could be investigated as additional

contributing sources. It is important to note that the municipality has numerous buildings in its portfolio, including two fire halls, the recreation centre, municipal hall, the works yard, and the dog pound, and that it needs to balance funding for capital projects between all of its facilities. In 2018, the District undertook a review of its real estate assets, and this study divided the District's facilities into three categories:

- Critical: required to operate and govern the community, provides safety and essential services
- Core: crucial to the community that the District must deliver, or find others to deliver on its behalf
- Support: wanted and needed in the community, but not directly in the District's mandate

In this study, the library was categorized as 'Core'.

Subsequently, the condition of the municipal facilities was reviewed in 2019, and it appears that a number of the 'Critical' facilities, as well as a number of the 'Core' facilities are beyond the end of their lifespan, are too small for the current growth, or unsafe to operate. During this review it was noted that the SPL building is in fair shape, is meeting current life safety and accessibility requirements, but that it is was nearing its capacity. Over the next decade, the District will be making investments into new facilities; however, the District will be prioritizing upgrading the critical facilities and buildings that are unsafe.

HOW THE LIBRARY FITS INTO THE DISTRICT OF SQUAMISH COMMUNITY PLAN

The District of Squamish Official Community Plan published in December 2017 (v), outlined performance indicators relating to the Squamish Public Library. The plan states the description and rationale of the library: *"as a hub for community learning, increased access and services available at the Squamish Public Library can strengthen information sharing, community connections, and cultivate a learning culture within Squamish to advance lifelong learning and universal literacy"* (v, P. 250).

28	Lifelong Learning + Literacy	Squamish Public Library Visits (In person, per year)	As a hub for community learning, increased access and services available at the Squamish Public Library can strengthen information sharing, community connections, and cultivate a learning culture within Squamish to advance lifelong learning and universal literacy.	Squamish Public Library	2016: 148,786 library visits (26% increase over 2014)	By 2019: increase library activity by 15% over 2014 (including memberships, circulation, visits and program attendance)
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One of the action items is:

"(28.4 a. b. page 141) Assist the Squamish Public Library to develop and evaluate options for expanding accessible library services and programs to underserved populations. Capitalize on outreach and information sharing opportunities with the Library to better connect and promote community engagement as part of municipal/civic initiatives."

A GROWING POPULATION MEANS A NEED FOR LIBRARY GROWTH

The District of Squamish is one of the fastest growing communities in British Columbia. When the library opened its doors in 1997, the combined population of the District and the electoral area was 14,588 (vi). The has since grown to 20,569 in 2016 (vi) and is currently estimated to be around 22,000 (2019), with approximately 1000 residents making up the population of the Electoral area (4.7% of total population served by the library). The District Municipality of Squamish estimates that its population may grow to anywhere between 25,600 to 34,000 by 2036. (v. page 22). This population growth has and will continue to impact how the Squamish Library can continue to serve the needs of the community.

PROCESS

It should be noted that this future need study is part of a larger, 2-year process, that the SPL embarked on in the fall of 2017 with a large public survey, followed by the development of a new strategic plan. Unpacking the current situation and future needs of the library was done using a number of different approaches. The process can be divided into the following areas:

1. Squamish Public Library Strategic Plan: In 2017, the SPL embarked on a strategic planning process, which resulted in the *District of Squamish Strategic Plan 2019-2023*, *Squamish Public Library Strategic Plan 2019-2023* (iv). Part of this planning work was a presentation by Scott Hargrove, CEO of the Fraser Valley Regional Library, prepared for the Squamish Library in 2018
2. Current Literature: examining research, primarily focusing on the research document, *Study of Applicable Future Public Library Trends and Best Practices* by Marie Palmer (iii), written for the Squamish Library specifically
3. District of Squamish: the two main documents at a District level, that were consulted, and refer to the role of the library in the community, are the new District of Squamish Official Community Plan (v), and the District of Squamish Real Estate and Facilities Masterplan (vii), both completed in 2019
4. Library Staff and Board Workshops: 4 workshops took place with library staff and board members. The workshops were divided into the following categories: Patrons, Technology, Partnerships and Co-location, and Functional and Physical Space. These workshops shaped the areas of focus and determined which key stakeholders should be engaged for further discussions. A list of over 30 potential stakeholder groups was created. In addition, the workshops were instrumental in shaping the online survey goals and questions. The overall purpose of these workshops was to create dialogue and generate discussions surrounding the future of the library with a select group of people that have been intensively involved with the library over the past decades
5. BC Library Director Feedback: Library Directors within the Province of British Columbia were asked to fill out a questionnaire or interviewed on the phone about their space, concerns, and changing needs of the library and its role within their communities. 13 libraries participated

6. Public Engagement and Outreach:
 - a. Community engagement took place at the Squamish Farmers Market, Squamish Pride, and the Brackendale Fall Fair. These informal discussions allowed the public to learn about the process taking place, contribute feedback about the library, and complete the online survey
 - b. An online survey was created and distributed through social media, community engagement, and signage at the library. A total of 345 people completed the survey between September 7, 2019 and October 16, 2019
 - c. Two focus group interviews with the public (who signed up following the survey) and stakeholders (who were invited based on workshop feedback) were held. These discussions furthered the knowledge about current library experiences, and ideas about meeting future library needs
7. Observational Data: observational data was collected through site visits and an examination of the existing architectural plans

A Community-Centered Study



“A library in the middle of a community is a cross between an emergency exit, a life-raft and a festival. They are cathedrals of the mind; hospitals of the soul; theme parks of the imagination. On a cold rainy island, they are the only sheltered public spaces where you are not a consumer, but a citizen instead.”

– Caitlin Moran, *Libraries: The Cathedrals of the Soul* (essay)

The primary goal of the Squamish Public Library first and foremost is to serve the community. As stated in the vision and mission statements, one of its main goals is to provide a safe and welcoming environment to all visitors.

In an effort to best understand the current and future needs of the Squamish Public Library, a community and patron-focused approach was taken. Before investigating how the library should evolve in the future, it was therefore important to identify and understand the community and people it serves. While undertaking the study, the library and consultant team made the best possible effort to reach out and receive input from as many community members as possible and from as wide a range of backgrounds.

While doing this research and exploration, we asked ourselves the following questions:

- What is the role of the library in the community?
- Who are the current patrons? Are we meeting their needs?
- Who are the future visitors? Can we meet their needs?
- What are the barriers to using the library?

CURRENT SITUATION

In 2018, the library saw over 151,000 visitors (source: SPL). The library does not currently track individual visitor profiles, however, there are a wide variety of patrons including seniors, new immigrants, parents with their children, people who seek shelter from the weather, and individuals or groups who use the library for work or studying. In addition, mainly during the summer months, it attracts tourists and temporary residents.

It should be noted that the SPL is located on the traditional territory of the Squamish Nation, Skwxwú7mesh Úxwumixw., and that one of the key strategies of the 2019-2023 SPL Strategic Plan outlines: “Create a connection between the Indigenous and non-Indigenous communities of Squamish, supporting the work started on the reconciliation process.”(iv p.15). This work has been ongoing.

The SPL also serves community interests that currently do not have their own spaces and use the library for display or storage purposes. For example, the Foyer Gallery in the library is one of the only venues in Squamish for local artists to display their work, part of the Squamish archives is stored at the library, and many community groups rent the large meeting room for meetings and functions.

In addition to current patrons, the changing role of libraries in society will lead to new types of visitors. The *Study of Applicable Future Public Library Trends and Best Practices*, by Marie Palmer (iii) noted three new types of visitors that libraries can expect: Digital Natives, Knowledge Creators, and Entrepreneurial Learners.

- Digital Natives: Born after the introduction of personal computers, they have always had the internet, they are heavy users of social networking
- Knowledge Creators: create and share content in person and digitally
- Entrepreneurial Learners: self-directed, lifelong learners who seek knowledge to further personal and business success

Of these three new types of patrons identified, the SPL currently sees a large number of Entrepreneurial Learners who visit the library to work or look for resources for their own businesses. When it comes to providing services for the Digital Natives and Knowledge Creators however, there is room for improvement in the form of faster Wi-Fi, wireless printing, and a makerspace.

WORKSHOPS, FOCUS GROUPS

The first workshop with staff and the Board focused on the questions of who the current patrons are, and if we are meeting their needs. In addition, the goal was to consider future library patrons and what changes would need to be made for the library to be able to meet their needs.

Community groups that the workshop participants felt were underserved included:

- **Teens**: There is currently no designated teen space. Teens may not feel comfortable amongst adults and parents might be worried allowing their teen to access the library alone
- **Patrons with technology needs**: The printer and scanning system was noted as an area that needed improvement. In addition, there is a need for consistently faster Wi-Fi. Advanced technology needs like maker labs or production spaces are currently not available

- Patrons wanting to meet or collaborate with others: People that want to meet at the library for work or school, for group projects, tutoring, or general meetings do not currently have (acoustically separated) adequate space
- Indigenous patrons: Providing a closer partnership with the Squamish Nation and other cultural groups with resources could create a stronger path where they feel represented and could educate the community about the Indigenous history of Squamish
- The library as a safe space: Library staff at the SPL are sometimes faced with issues that are beyond their expertise such as issues involving homelessness, domestic violence, or other issues. The library may be a successful place for social workers to meet those in need as the library is low barrier and does not have the stigma, clinical atmosphere, or formality that seeking a social worker may otherwise encompass

Solutions that were identified that could improve access to the underserved patrons include:

- A teen lounge
- Furniture solutions to create more meeting spaces
- Technology improvements such as improved Wi-Fi, more computer stations, and expanded software options
- Partnerships with Indigenous and other cultural groups
- Weekly social worker drop-in times, and a private space to meet

The focus groups were open to any member of the public that had indicated their interest through the survey, and the SPL sent out over 30 invitations to local community groups to invite representatives to join the conversation. A large number of topics were discussed during the two focus group meetings.

With regards to patrons, the following comments were made:

- The importance of keeping teens interested in coming to the library, which can be done through: Teen spaces, programs, services, collocating with place where teens are
- Make room for the Knowledge Creators: Creating spaces where users can generate content: The library should support other ways of knowing, not just “literary resources”; this can be done by creating spaces for creation/performative spaces
- Outreach workers: the library is a good place to allow patrons to visit with outreach workers in a non-stigmatized environment. This could be facilitated by having one or two small private meeting rooms for outreach work at set times

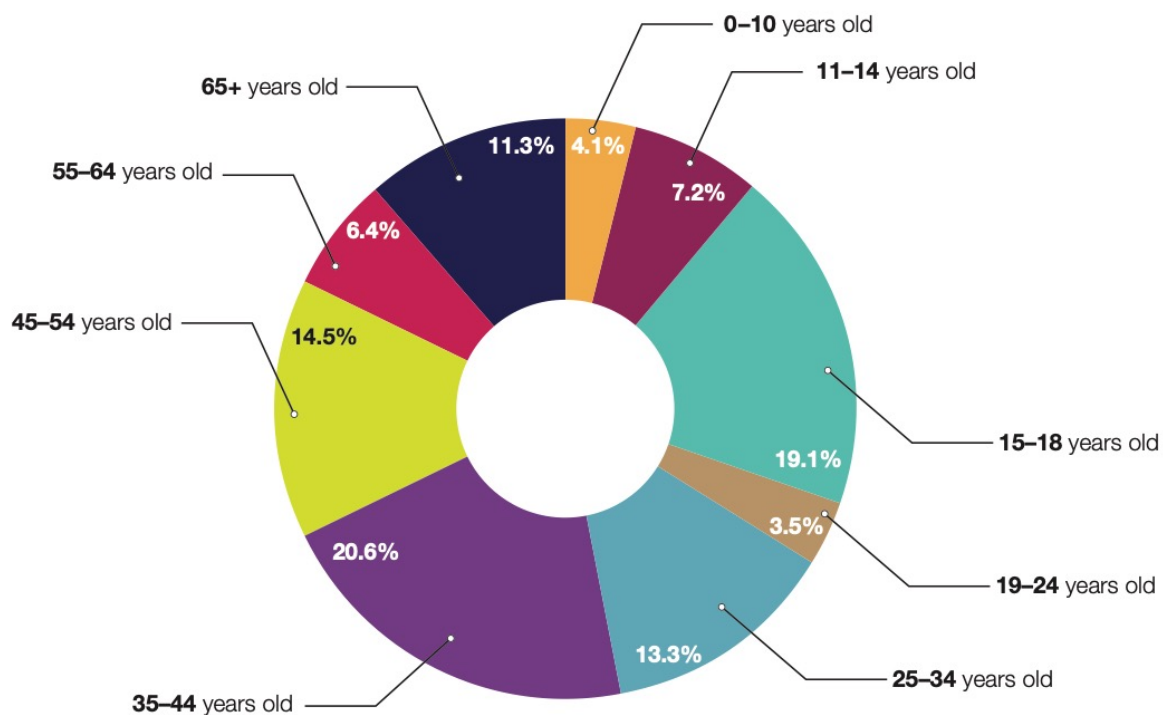
SURVEY

The survey set out to understand who the patrons are, how they are getting to the library, what their primary reason for visiting is, and what they feel are the reasons they are not visiting the library.

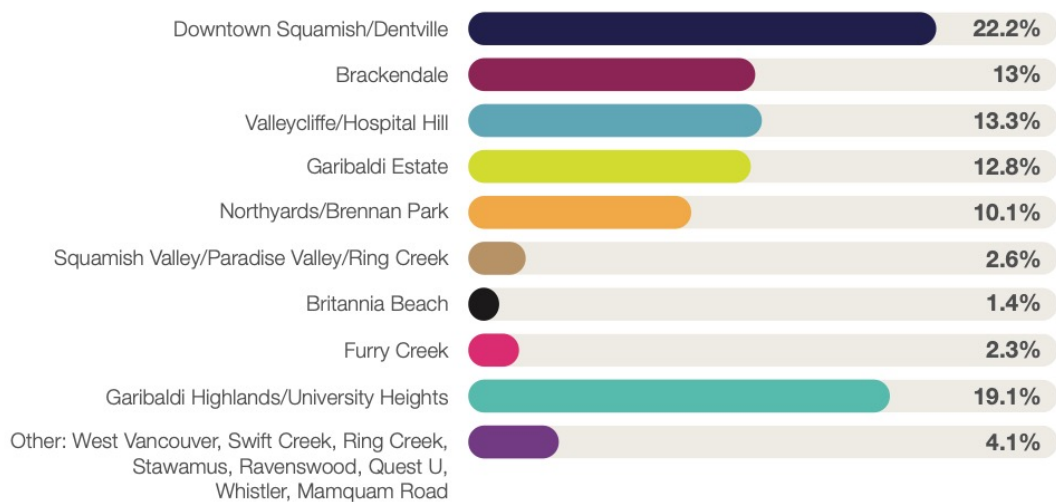
The survey managed to capture a wide cross section of the population both in age and location. Notable outcomes of the survey relating to patrons include:

- Nearly 70% of survey respondents visited the library every month, with 32% of those individuals visiting every week
- 83% primarily visited the library to borrow materials. The top reasons respondents stated for not visiting the library were: location and distance, inadequate public transit, lack of parking, and inconvenient operating times
- 54% of participants arrived at the library by car
- Over 80% primarily visited the library to borrow books. Secondary responses included using the Wi-Fi, attending lectures and workshops, or attending with children

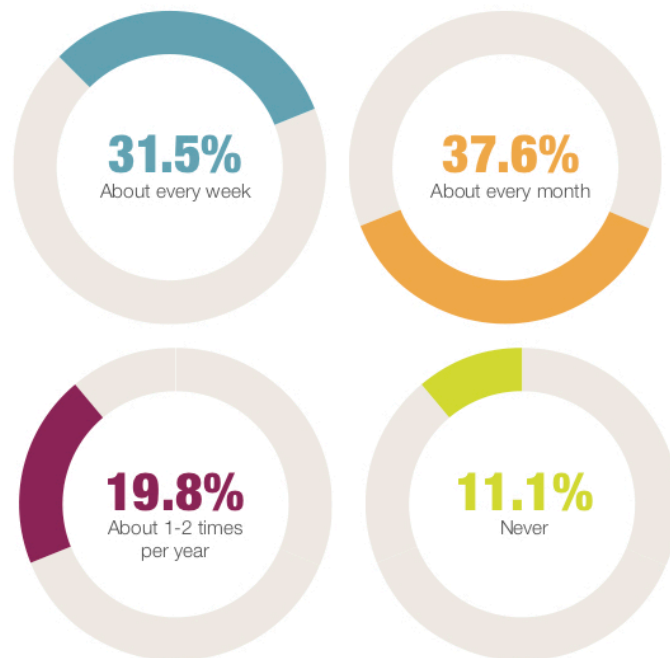
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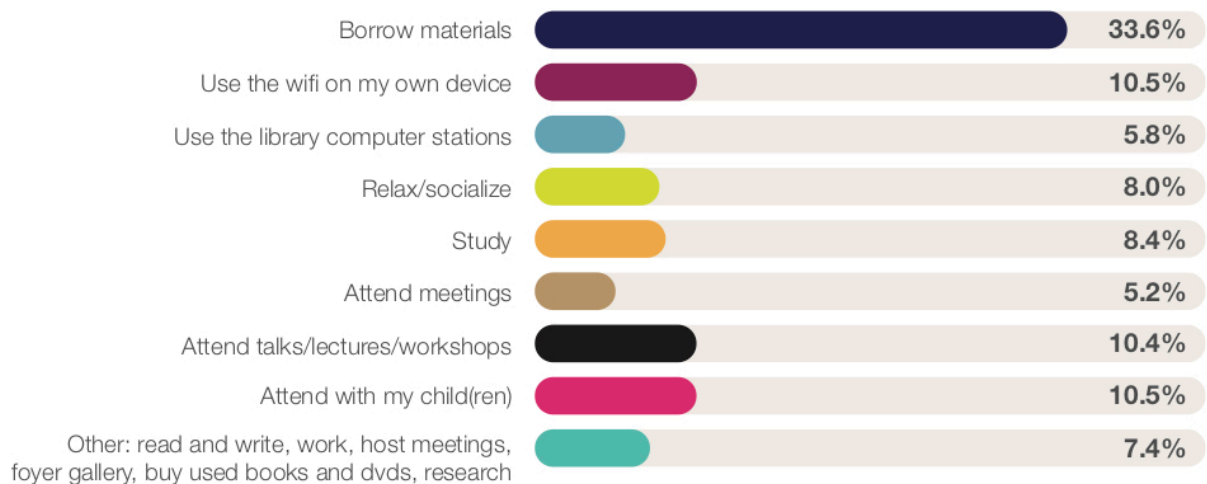
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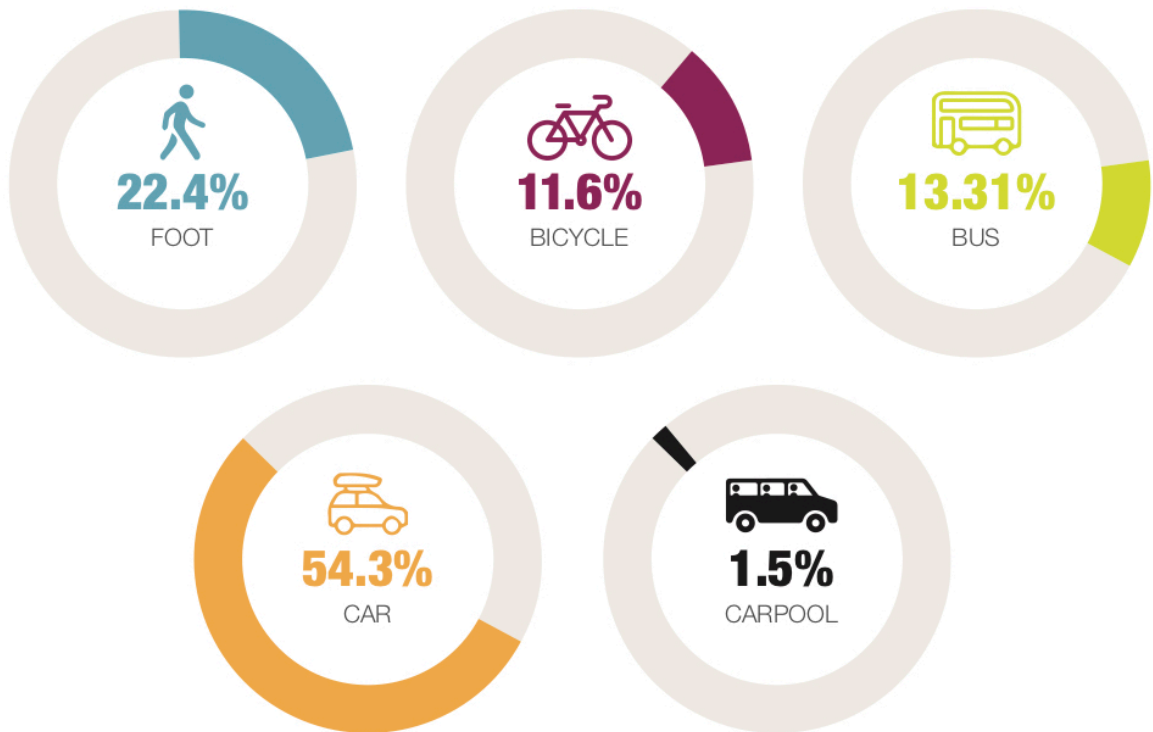
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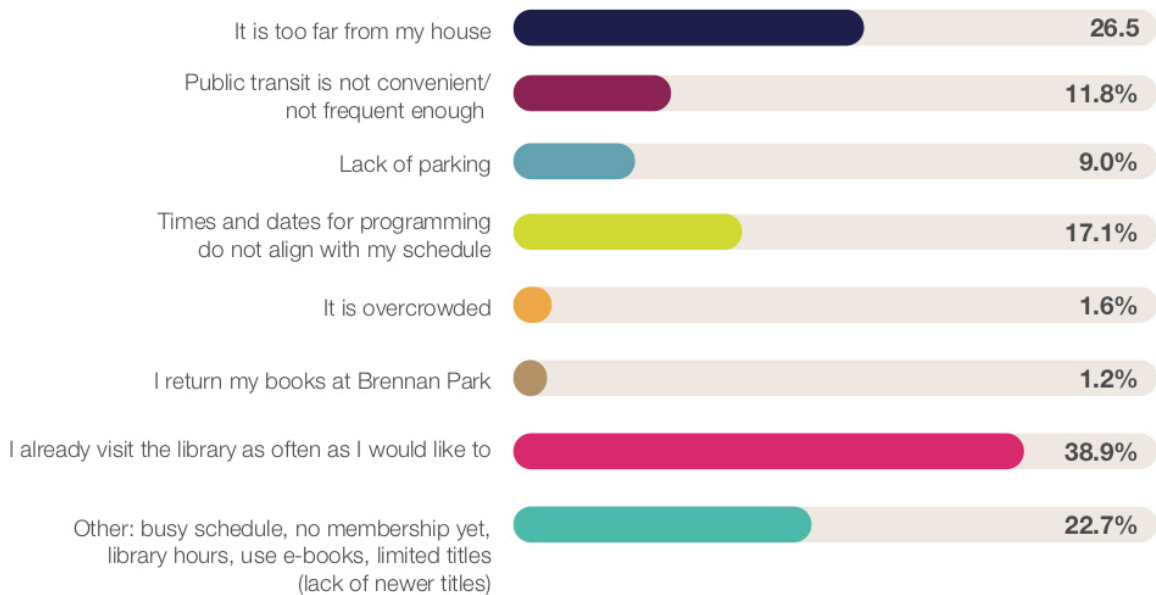
When I come to the library, I primarily:



I most often travel to the library by:



I don't visit the library as often as I would like to because:



Any other comments on the current state of the library:



PART 2

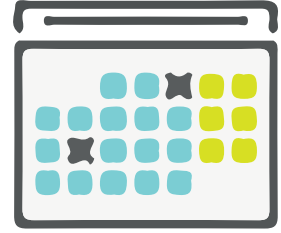
Exploration

In addition to population growth, all libraries are experiencing societal shifts such as the digitization of books, the growing interest in content creation, and the addition of new types of library patrons (iii). These shifts call for new programming, will play a role in determining which new technologies will be needed, how the library can best serve their communities, and which partnerships are the best fit moving forward. Last but not least, all these changes will require us to rethink how space is being used.

This Future Needs Study aimed to better understand these changes in an effort to determine how the library can best serve the community by centering the exploration around four themes: Programming, Technology, Partnerships and Space.

These themes speak largely to the growing and changing community that the SPL will serve. In addition, these themes may overlap and impact each other.

A Programming



“The accessible physical space of the library is not the only factor that makes it work well as social infrastructure. The institution’s extensive programming, organized by a professional staff that upholds a principled commitment to openness and inclusivity, fosters social cohesion among clients who might otherwise keep to themselves.”

— Eric Klinenberg, *Palaces for the People: How Social Infrastructure Can Help Fight Inequality, Polarization, and the Decline of Civic Life*

KEY QUESTIONS AND CONSIDERATIONS:

- What programming is currently available at the Squamish Library?
- What types of new programming would be useful for current and future patron?
- How can programming create a more inclusive environment?

CURRENT SITUATION

The library offers a number of programs, some of which are run by library staff and some that are made possible through partnerships with other community agencies and local experts. Programming includes story time for babies, toddlers, preschoolers and families, Reading Buddies where grade 2-4 children are paired with a teen to practice reading and for the teen to gain leadership skills, summer reading club programming, the monthly Quest University Lecture Series, movie nights, arts and crafts workshops, author visits, writing workshops, health talks, job fairs, gardening workshops, technology help, LGBTQ+ programs, and programs about Squamish Nation culture.

The library hosts these programs in their only meeting space, and, if large crowds are anticipated, it has occasionally rented out the Eagle Eye Theatre at Howe Sound Secondary School.

Beyond in-library events, library staff regularly provide outreach programming to local schools, daycares, seniors centres, farmers markets and special events.

The library also includes in its programming the loaning of items other than books, which include:

- Digital resources (eBooks and eAudiobooks)
- DVDs and CDs
- Board games, jigsaw puzzles and video games
- Cultural family passes to the Squamish Lil'wat Cultural centre and the Britannia Mine Museum
- Radon detection kits, literacy kits, science and nature kits (e.g. estuary and bat kits), and a seed lending library

Upcoming programming for 2020 and beyond includes robotics workshops for tweens and teens, "Life Hacks" workshops for young adults on topics such as budgeting, community conversations evenings to provide a discussion space to come together to speak and learn about issues of importance to our community members.

RESEARCH

SPL Strategic Plan 2019-2023 (iv)

As part of the SPL Strategic Plan in 2018, the presentation by the Fraser Valley Regional Library prepared for the SPL identified the following points with regards to programming within libraries of the future:

- There will be a larger focus on the customer experience;
- There will be an increase in programming;
- Libraries as a place to support STEAM education (Science, Technology, Engineering, the Arts and Mathematics); and
- The role of libraries in providing community technology training.

The Squamish Public Library Strategic Plan outlines "Deliver Outstanding Service" as a goal. It defines a key descriptor of success in this area as "all programming provided by the Library is guided by goals and performance indicators, is relevant, and meets the needs of the community that the Library serves". In addition, a key strategy in this area is to "assess and evaluate how programs and services are delivered for continuous improvement". (iv).

Study of Applicable Future Public Library Trends and Best Practices, by Marie Palmer (iii)

The research outlines that the changing needs of library patrons will result in programs changing and adapting to accommodate. This includes mainly programming and workshops to learn how to work with new technology such as 3D printers, digitization equipment, and recording equipment.

Several new areas of programming are identified in the research document:

Programming for Creation Spaces:

Marie Palmer identifies in her research that as libraries move away from Collections to Creation Libraries, they require both the spaces as well as the programming to allow for such creation, such

as makerspaces. It is often not enough to create the space and provide the tools, but in addition to provide drop in sessions and workshops to learn how to use these new technologies and tools.

Pop Up Events:

Pop up events are becoming more mainstream in retail and events planning, and content creators will require (one-time) spaces to host such events. Libraries can provide the space for such one-time events and programs.

General Technology Assistance:

More and more devices will be introduced that are connected through the Internet. This will increase the number of technical questions libraries receive regarding such devices and privacy issues.

Programming to Bridge the Digital Divide:

Simply providing technologies does not effectively bridge the Digital Divide and the library, as an educational organization with clear mandates to foster literacy of all kinds, including digital literacy, must also offer education around these tools. Libraries will need to take new approaches to teaching that will meet the needs of new users such as Digital Natives while continuing to balance the needs of those who are uncomfortable with technology. Additionally, in a future where robots and artificial intelligence are likely to displace workers, the library will see an influx of people seeking to upgrade their digital skills.

Teaching Digital Understanding and Information Literacy:

Not only will libraries continue to help their citizens to develop digital skills, their usefulness in teaching “digital understanding” is needed more than ever in a world saturated with “fake news” and threats to online security. As such, specific educational initiatives are needed:

- Information literacy
- Privacy protection
- Copyright and intellectual property rights
- Information Literacy

Focus Groups

Focus group participants emphasized that programming plays a big role in the library acting as a community hub especially programming for patrons who seek social and community connections such as new parents, seniors and new immigrants.

Programming ideas included:

- Dial a story where people could call in to hear stories
- Providing Adobe Creative Suite software on computers
- Coding camp for kids with a technology hub within the library
- Private space for outreach workers
- Music space for kids and adults
- Tutoring programs for teens staffed by retired volunteers

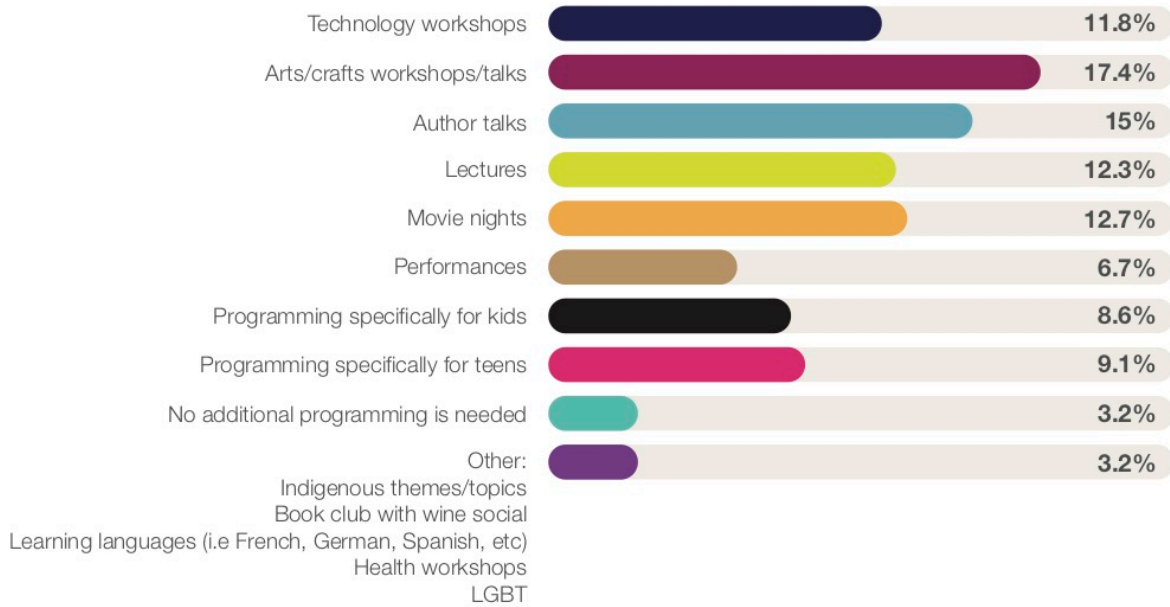
SURVEY

The survey aimed to identify programming needs of library patrons by investigating what programs would be of interest, reasons for not attending current library programs, and tools or resources they wished the library would loan out

Noteworthy answers in terms of programming included:

- 44% of respondents selected arts/crafts workshops/talks as something they would like to see offered. In addition, 37% responded they would like author talks to be available. Approximately 30% responded that they would like to see programming such as technology workshops, lectures, and movie nights. Programs for teens and programs for kids both had approximately 22% each
- 8.2% of survey participants selected “no additional programming is needed”
- The main reasons selected for why programming was not attended more often was due to time that the current programs are held or their frequency
- When asked about loanable tools the library should offer, 51% indicated they would like to have a “library of things” (such as instruments, power tools, kitchen supplies etc.) available and 48% responded that they would like to have more cultural passes (such as Britannia Mine Museum, and Squamish Lil’wat Cultural Centre passes)

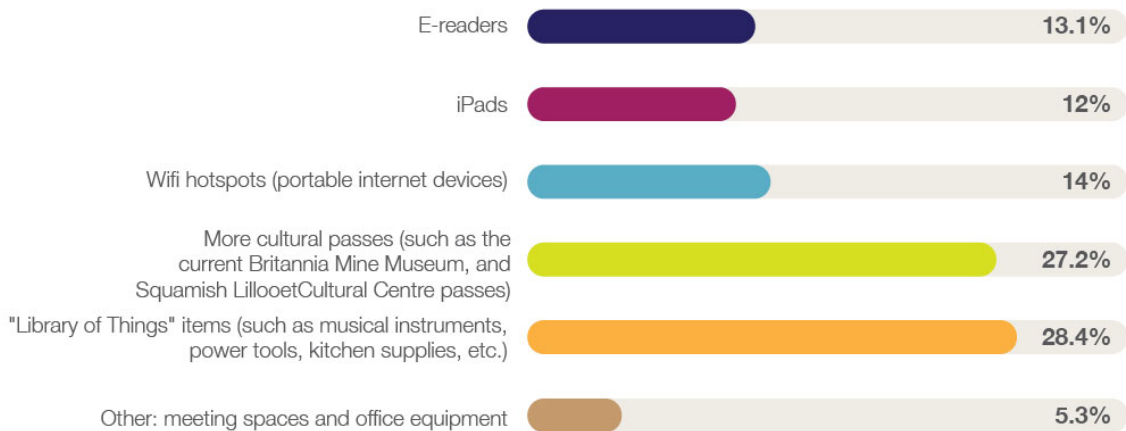
In terms of library programs, I would like to see more (choose all that apply):



I would attend library programs more often if:



Apart from materials currently available for loan (books and eBooks, magazines, DVDs, board games, etc.), I would like it if the library loaned (choose all that apply):



Any other comments on programming:



SUMMARY

The programming offered by the SPL is a popular and highly valued part of the services the SPL delivers to the community. Programming ranges from weekly or daily programs such as story time, to one-time events including lectures and workshops, which occur over a dozen times a month.

Although survey respondents indicated that they would like to see an expansion of the programming, attendance of the current programs is not always high. In response to this disconnect, the SPL should consider a wider advertising of events and organizing events at different times, and examine whether this increases attendance for existing events, before considering expanding the number of events offered. If attendance does not increase, it is possible that the events currently offered by the library are not meeting the needs of the patrons and further programming ideas should be investigated. The hiring of a staff person trained in communications and marketing in 2020 is anticipated to address some of these identified challenges.

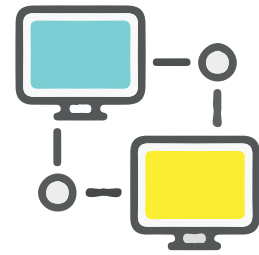
In addition to expanding its existing offering of programming, new technologies will require new programming. With the implementation of each new technology tool, the SPL should consider the related programming. For example: when implementing a makerspace, the space should be opened to the public in conjunction with a clear plan for offering training and workshops on the tools offered in the new makerspace.

In addition to lectures and workshops, the survey indicated a high interest in expanding the 'Library of Things', which already exists with the SPL loaning out items such as: games, cultural passes, radon kits, and with the seed library.

The provision of library programming is tied directly to the capacity of library staff, which is why it is essential that programming decisions be made based on both community interest/need as well as the library's capacity to support the proposed program, and ongoing assessment must be built into the process to decide which programs should be added, removed, modified or maintained.

Community agencies can work together to accomplish common goals, which is often how the library expands its offerings without expanding its staffing. A gardening workshop presented by a member of the Squamish Climate Action Network (CAN) benefits both organizations: the library is able to offer a high quality program of high interest to the community and Squamish CAN is able to fulfill its mandate of community education to a broad audience. In this way, the library and its staff can serve as a conduit to link our community with information, without requiring that library staff become the experts in each programming topic.

B Technology



We need the library's safe, public space so that our communities can come together to exchange ideas and consider opposing points of view. We need libraries to provide equal access to technology and to help patrons who need to use it equitably. And we need librarians to tend to that safe space, manage the technology access, and teach the skills needed to evaluate and interpret information.

- Lori Bowen Ayre (2016) *The Impact of Information Technology on Public Libraries*, *Public Library Quarterly*, 35:4, 355-361.

KEY QUESTIONS AND CONSIDERATIONS:

- What technology is currently available at the Squamish Library?
- What types of technology would be useful for current and future patrons?
- How can technology create a more inclusive environment?
- What tools could the Squamish Library use to connect virtually with patrons?
- How can libraries keep up with ever changing technology in an affordable way?

CURRENT SITUATION

The library has 9 fixed computer stations with internet access and basic programs, Wi-Fi throughout the facility, and a librarian who is there for questions relating to technology. There are currently no designated technology workshops, there is no wireless printing, and computers do not have specialty software programs (such as Adobe Suite).

RESEARCH

SPL Strategic Plan 2019-2023 (iv)

The Squamish Public Library Strategic Plan provides descriptions of success within the library and identified key strategies and priority initiatives for the library.

There are a number of initiatives that relate to technology including:

- The library is a community hub for access to reliable resources
- The library is at the technological forefront of programming and service delivery
- The library is the go-to place to learn about and access new technologies to support learning and knowledge
- Hire a technology librarian (This initiative was completed Fall 2019)
- Form an IT subcommittee
- Improve technology infrastructure and expand digital resources

As part of the strategic planning process, Scott Hargrove, CEO of the Fraser Valley Regional Library System, made the following points in his presentation to the working group (viii), with regards to technology:

- Libraries will be providers of community technology training
- Libraries will be the educators of digital literacy, such as software education, for applications such as Lynda.com, 3D printing, 3D modeling, photography, animation, video, music/audio, web and immersive experiences in augmented and virtual reality

Study of Applicable Future Public Library Trends and Best Practices, by Marie Palmer (iii)

Palmer identified three themes that relate directly to libraries in regard to technology:

- Bridging the digital divide: libraries offer free and equitable access to technology. This includes: Hosting new technologies inside the library, loaning technologies for use at home. Educating existing users, and new users such as digital natives, workshops and classes focused on specific technologies
- Data collection and governance: This focuses on the role of the library as memory institution and includes assisting in determining how data should be collected as concepts around Smart City grow
- Connecting with patrons virtually: through websites and email, online chats, social media, and specialized apps, and by allowing patrons to access library resources digitally

Libraries can provide the opportunity for patrons to access technology and learn new skills. Formally this was achieved by offering desktops, now they also offer Wi-Fi, loanable ipads and hotspots, and this is constantly evolving. They have a role in providing education, not solely

technology. In addition, libraries can assist in educating about information literacy by helping patrons decipher between accurate sources and “fake news”.

Workshops

The workshop participants were asked what they feel are the short-term needs of the Squamish Public Library with regards to technology. In addition, it was discussed how “future-proof” these ideas are, meaning how will they last over time and how can they be adapted in the future. Four key questions were discussed:

- How the library could bridge the digital divide
- How the library could be the best resource of the latest technology
- How patrons could be connected virtually
- What the spatial needs would be for technology changes within the library

The two items that were most mentioned that could and should be improved on the short term were better Wi-Fi and wireless printing. In the short to mid-term, participants mentioned a computer lab, with mobile or fixed computers, with access to more specialized software.

Focus groups

A broad range of topics was discussed at the focus group meetings, including the role technology currently plays at the library, and how this role would change in the future.

Items that were mentioned during the meetings were:

- Even though technology plays a growing role in libraries, technology will never replace face-to-face interactions, and will never replace books
- The use of technology and reading aren’t mutually exclusive
- Although there should be space for new and expanded technology, the library should feel more like a ‘people space’ than a ‘technology space’

Library Directors survey

A number of Library Directors that participated in the survey stated that they have added or see a need to add a tech lab or makerspace:

- New Westminster Public Library: recently underwent a 5.5 million dollar renovation and added a technology lab
- Kimberly Library: currently creating a mobile technology lab
- North Vancouver City Library: currently in the process of adding a technology learning space

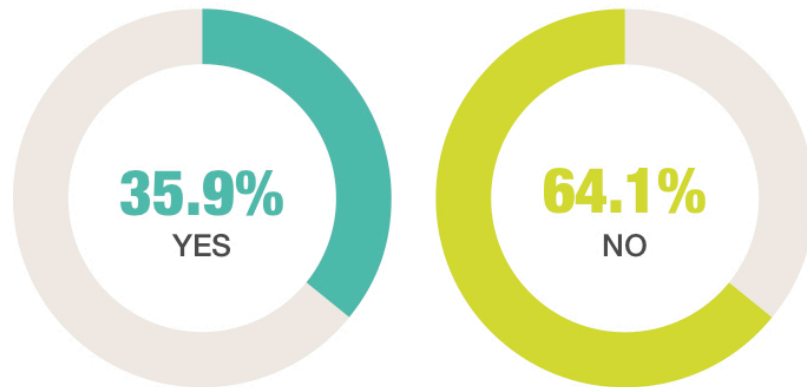
SURVEY

The survey set out to understand which kinds of technology patrons are currently using in the library, which technology improvements they would like to see, and which technology tools they would be interested in borrowing from the library.

Results of the survey regarding technology included:

- 26% of respondents primarily visited the library to use Wi-Fi and 14% visited to use the computer. Should these categories be combined, it would be the top reason, after borrowing books, that patrons visited the library
- The top four selections for technology improvements were faster Wi-Fi, wireless printing, a makerspace and technology workshops. This is in line with the expectations Palmer had about the future of library patrons having their own devices, seeking knowledge and wanting access to tools to create
- 30% of respondents wanted the library to offer more technology workshops
- About 75% of survey respondents indicated that they would be interested in borrowing E-readers, iPads, or Wi-Fi hotspots

I visit the library website/social media to stay up to date on news and programming.



When thinking about technology improvements, I would like to see (select top two):



Any other comments on technology:



SUMMARY

It is widely accepted that the changing role of libraries in the community has an impact on how libraries approach the use of technology:

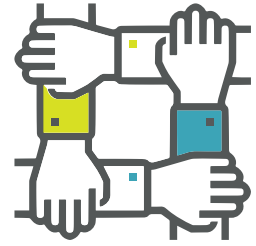
- The library is a Community Hub with access to reliable resources and advocating for Digital Literacy
- The library's role as a Memory Institution
- The library as a place for community technology training and to bridge the digital divide

The SPL currently offers access to technology; however, there is room for improvement in order for the library to achieve all three roles listed above.

Technology related items were one of the most sought-after improvements noted by workshop and focus group participants as well as survey respondents. Improvements that were noted focus on the offering of additional spaces, programming and services, rather than the expansion of what is currently offered.

Technology has some unique challenges as it will continue to see rapid change over time. Furthering this challenge is the fact that future technology advances remain unpredictable. The SPL will have to balance keeping up with technology, with budget and future adaptability considerations. Implementing the latest trends may not always be the best investment for the future needs of the library.

C Partnerships



"Today, as cities and suburbs reinvent themselves, and as cynics claim that government has nothing good to contribute to that process, it's important that institutions like libraries get the recognition they deserve. After all, the root of the word "library," liber; means both "book" and "free." Libraries stand for and exemplify something that needs defending: the public institutions that -- even in an age of atomization and inequality -- serve as bedrocks of civil society. Libraries are the kinds of places where ordinary people with different backgrounds, passions, and interests can take part in a living democratic culture. They are the kinds of places where the public, private, and philanthropic sectors can work together to reach for something higher than the bottom line."

– Eric Klinenberg, *Palaces for the People: How Social Infrastructure Can Help Fight Inequality, Polarization, and the Decline of Civic Life*

KEY QUESTIONS AND CONSIDERATIONS

- What are the current partnerships and collaborations at the library?
- How can collaboration with partners help reach more community members?
- What organizations could the library co-locate with in a future development?

When we talk about Partnerships and Collaboration, there are two main themes that were discussed:

- Partnerships where library spaces are used by various community groups
- Potential future partnerships with groups with which a new library could be co-located in a new facility

CURRENT SITUATION

The library is currently housed in a stand-alone building (not co-located), and it partners with a large number of local community groups including Pride Squamish, Quest University Canada, Squamish Climate Action Network, Vancouver Coastal Health, and Work BC to offer community programming. Typically, these partnerships involve these groups making use of the library space and resources, in particular the large meeting room, to offer free public programs to the

community. Decisions around potential partnerships are made based on alignment with the type of offerings that the library has identified are of interest and relevance to our community. In partnering, the objective is to work together to mutually extend the reach of the library and the partner organization to all areas of the community, and to help the library achieve its strategic priority of “Engage and Welcome Everyone” through strategic and collaborate partnerships.

Squamish Municipality lacks an official art gallery, a district museum or archives, and large group meeting spaces. As a result, the library has been taking on these roles over the years.

RESEARCH

SPL Strategic Plan 2019-2023 (iv)

In the *Squamish Public Library Strategic Plan 2019-2023*, a number of goals and strategies touched on the importance of partnerships and collaborations with community groups, in relation to local organizations, new programming relevant to new or underserved patron groups, and strengthening the relationship with the local Indigenous and cultural groups:

One goal set out in the Plan is to “Engage and Welcome Everyone”. The plan identifies strategies to achieve this goal, including: “Strengthening relationships and developing meaningful partnerships with, for example, the following organizations:

- Local agencies to reach out to vulnerable people
- The multicultural community
- Schools to support student education and explore sharing of programs and spaces
- Volunteer organizations” (iv P.15)

In addition, another strategy emphasizes the types of groups partnerships should aim to reach: “Collaborating with partners to develop and deliver new programming relevant to:

- Older adults to maintain support for quality of life
- Youth in the exchange of ideas and building foundations for success
- New Canadians to facilitate integration in the community” (iv P.15)

Last but not least, the SPL Strategic Plan also outlines: “Create a connection between the Indigenous and non-Indigenous communities of Squamish, supporting the work started on the reconciliation process.” (iv P.15). This work has been ongoing.

Study of Applicable Future Public Library Trends and Best Practices, by Marie Palmer (iii)

This study identified that collaboration, more so than technical knowledge, is one of the most critical skills to move into the future. Examples of collaboration that were identified in the study as becoming more important in the future for libraries, are:

- Community Champions: Libraries should identify community champions who can leverage philanthropic action to support the library and engage with the community to share the importance of the library
- Volunteers: The future will see the need for skilled volunteers or pair skilled volunteers with users (teens teaching others about technology, volunteers translating promotional materials into different languages, local programmers and create apps as a learning experience). Effective volunteer management and coordination of higher skilled and specialized volunteers will require more effort by staff
- Indigenous Collaborations: Initiatives to connect to Indigenous populations and creating educational opportunities (take home kits with Indigenous stories, programming to learn about Indigenous culture and history, local Indigenous artists)
- Health Partnerships: Libraries have a non-clinical environment which can be more comfortable for delivering health care (flu shots etc.). In recent years libraries have been faced with being at the front lines of the opioid epidemic. Some libraries offer training for staff to deal with issues surrounding substance abuse such as Naloxone or support services. In addition, the library can play a role in other health services for the community such as loaning health kits (blood pressure) or health education kits (healthy eating, healthy dental care), access to social workers to assist in social and employment services and other resources to create a safe and inclusive environment
- Arts Collaborations: Walls can act as gallery spaces and further the feeling of a creative hub. Providing a Creative Residency Program (artist in residence or writer in residence) can allow artists to share their skills in workshops

District of Squamish: Real Estate and Facilities Masterplan (REFMP) (vii)

The REFMP refers to the role of the SPL in partnerships when discussing the Historical Archives. The report notes that archival material is currently stored and/or on display in ten different locations/with ten different groups, one of which is the SPL. (vii. P. 50)

The DoS is currently undertaking an Arts, Cultural, and Heritage strategy that may provide additional insights into future space required for the effective storage and display of historical information in the community.

Part of this strategy is the investigation of a future building for the arts community, which could include artist's makerspace, gallery space and a performing arts centre. Investigations are in very early stages, and the SPL is involved in the discussions.

District of Squamish Community Plan (v)

The District of Squamish Community Plan set out objectives and policies they would like to work towards, that directly impact the library, including:

- Enhance and celebrate valued arts and culture elements and resources within Downtown Squamish: Maintain a range of amenities and venues to support arts, cultural expression, entertainment, education, and community life (e.g. art galleries, public library, theatres, museums, and performing arts facilities)
- Squamish Public Library plays an important role in fostering a healthy and creative community, through its mission to “connect our community to the world of learning, discovery and creativity”
- (28.3. a. b.) Objectives: Promote and support access to the Squamish Public Library as a hub for community learning. / Support the Squamish Public Library’s efforts to support life-long learning (page 152)

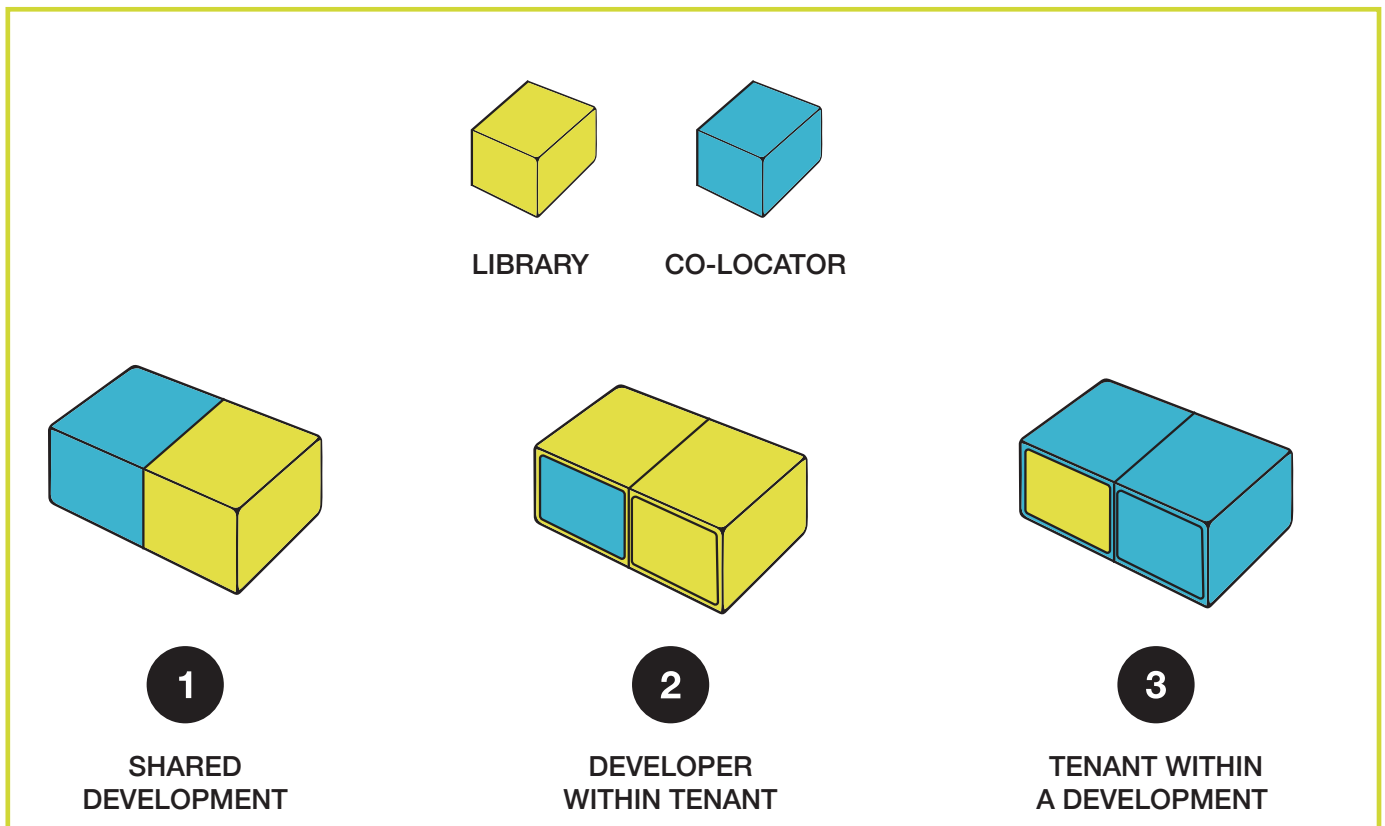
Workshops

When it comes to partnerships, the Squamish Library is proactive and inclusive. The SPL is continuously fostering existing partnerships and building new connections to engage and connect with patrons and groups that may otherwise be difficult to reach. During the workshop, a list was created with current and new groups the library is/could partner with. This list was used to invite representatives to the focus group meetings.

The topic of co-location was extensively discussed in the workshop. Co-location means the library would share a space with another organization or facility. Workshop participants listed a variety of organizations within the local community that they felt would be a beneficial co-location for the library such as city hall, recreation centre, museum, and art gallery.

For the purpose of imagining the future needs of the library specifically, three models of partner co-location were discussed:

- shared development where the library and a co-locator would construct the building at the same time
- a co-locator as a tenant within the library building
- the library as a tenant within a co-locators’ building



It should be noted that with any co-location partnerships, it is important that all groups that are involved are aligned in their planning and funding, as the success of the facility will depend on all players to be on the same page, at the same time.

Focus Groups

A discussion point in the focus group surrounded collaboration and co-location and what that would mean for the library and the community at large. It was noted that it is important not to duplicate resources, but rather to share them and expand people's knowledge of which resources are available round town and how they can be accessed. (example: a new youth centre on Buckley Avenue is being planned for, or the Man's Shed's availability of woodworking tools and equipment). When sharing spaces, having multi-use, flexible spaces is important.

Most agreed that partnerships and collaborations would allow the library to expand their services offered and allow them to reach a broader audience. In addition, having services such as counseling or support groups at the library would allow for these potentially stigmatized activities to occur in a more neutral space.

Another topic that came up multiple times was the potential collaboration and co-location of the library with the archives/historical society to allow for a proper home for the Squamish archives, currently stored in approximately ten different locations, and for storytelling about the Squamish first people and settlers.

Ideas about co-locators included:

- Archives
- A Seniors home
- A daycare
- Historic society where elders could share stories
- Arts centre

Libraries that are co-located and were mentioned at the focus groups and workshops were:

- Township of Langley (Part of Fraser Valley regional Library, FVRL): In February 2006 the Township of Langley moved its Municipal Hall from the "core area" of the Township to the growing Willoughby area. The facility also includes a new library, fitness room (which incorporates a special type of hardwood floor room) and a new community policing station. The library has outgrown its site and there are plans to build a newer and larger facility
- Fort Langley (Part of FVRL): In 2019 a new \$3M Fort Langley Museum Heritage Centre was announced, a 36,000 square-foot cultural facility. The centre will house the Langley Centennial Museum and a new Indigenous museum developed with the Kwantlen First Nation. The complex will also house a community archives, a 166-seat theatre, a printmaking studio and four multi-purpose programming spaces, as well as a new 1500-square-foot library. These plans were developed following recommendations from the Township's Arts and Cultural Services Plan and a Heritage Strategy
- Parksville Regional Library: the library is co-located within Parksville Civic and Technology Centre which houses City Hall, School District offices, and University facilities. The library received a makeover in 2019 which included upgraded public computer stations and a new circulation desk
- Port Moody Library: This library was built around 1996 and is co-located with City Hall, a theatre, and is located next to the recreation centre. The library is in dire need of expansion, which cannot be accommodated in its current location. Planning for a new location has provided challenging and is ongoing
- Powell River Public Library: This library is technically not co-located, however it is an interior renovation of a commercial space in a retail area. It has a café inside and includes several small meeting rooms and modular spaces for use by the public
- Halifax Public Library: This inspiring new public space opened in 2014. It is sited in the centre of Halifax, and includes a 300-seat performance space, two cafés, gaming stations, music studios, dedicated space for adult literacy classes, a First Nations reading circle, and boardrooms for local entrepreneurs
- Whitehorse Public Library: This new facility opened in 2011-2012 and is shared with the Kwanlin Dun Cultural centre, and the two share programming and other resources

Library Directors Survey

Of the Library Directors that participated in the questionnaire, two libraries were identified as being co-located. This co-location takes place in different forms:

- Kimberly Library: The library is co-located with the local museum. They felt that they have outgrown their space and do not have enough room to expand programming. For example, they are in need of a makerspace but there is no space to house it. There are discussions about relocating the museum to accommodate the needs of the library
- Kaslo and District Public Library: The facility is 1900 sq. ft. located on the ground floor of the City Hall building. They have outgrown their space and expansion is not possible in the current location. Future planning is ongoing: a one year study for co-location with other community partners did not go through due to rising construction costs and the inability to align the partners in the process
- Other libraries were in close proximity to other facilities like a recreation centre or a shopping and services complex

SURVEY

The survey set out to gauge the public's interest in partnerships and co-location, with an emphasis on co-location. Respondents were asked to rate their preference of what a library co-location could look like and were asked which facility they could envision the library co-locating with.

Notable outcomes of the survey relating to partnerships include:

- The option for “the main library as it is and an additional branch elsewhere in Squamish” was ranked number one, however the option for “a bigger space in downtown Squamish” had very similar results
- Survey participants were asked to rank which facilities they felt would be useful for the library to co-locate with. The option for the library to collocate with the GLAM sector (gallery, archives, museum, and/or cultural centre) had the top ranking

**If the library expanded beyond its current location, I could envision
(rate in order of preference):**

- 1** The main library as it is and an additional branch elsewhere in Squamish
- 2** A bigger space in downtown Squamish
- 3** A bigger space elsewhere in Squamish

**If the library were to be co-located in a facility with other services, I could envision
(rate in order of preference):**

- 1** A building containing library, archives, museum, gallery, cultural centre
- 2** A building containing library/recreation facilities
- 3** A building containing library/municipal hall

Any other comments on the location of the library:

Absolutely must be downtown with a variety of other functions.

I moved downtown because I can walk to a library amongst other things. Please don't leave downtown.

Very well placed for public transportation services and quiet (park) reading spots.

Would love to use it as a spot to hang out while waiting for kids activities (swimming, etc).

Having a site located where young people tend to congregate for activities, can only be beneficial in promoting its use.

Downtown is good, in the heart of the community. Mobile satellites occasionally would be great in neighbourhoods (rotating?)

What's wrong with where it is? The library is never full, there is parking and bus service to the library, it doesn't have to be all things to all people. I think the library needs to improve its collection. I often go to other North Shore libraries to get newer material (books) that do not seem to come to Squamish as soon as elsewhere.

Please keep the library downtown.

Excellent location.

Somewhat far to get to for seniors from Garibaldi Highlands.

SUMMARY

Partnerships within the Library

The current partnerships are seen as one of the strong points of the SPL, and one of the key factors of the success of the SPL as the Community Hub as it is today. Local community groups would like to expand their partnerships with the library as a way to reach and serve our entire community. Space permitting, this would mainly require more bookable large and small meeting spaces.

A challenge for the library is that these partnerships require space and staffing resources. The SPL has been wearing many unofficial hats over the years. When considering the future needs, especially as the population grows and the pressure on the existing library space and staff grows with it, the library is constantly balancing its own needs with those of other community groups, and decision-making around partnerships needs to be undertaken through a lens of identifying those opportunities that are mutually beneficial to both parties.

Potential future co-location with partners

A future co-location of the library with other amenities is seen as favourable by many, as resources and spaces can potentially be shared. In addition, a building with more functions will inherently draw more patrons. The majority of survey respondents and focus group participants favour a co-location with an arts, archive, and gallery component ('GLAM'). Potential challenges associated with this partnership would include:

- Funding: a larger new facility will require a greater capital investment and therefore may encounter more challenges to get built. However, there may be additional opportunities for funding streams through a co-location partner
- Prioritization: With the balancing and prioritization of municipal needs by council as outlined in the Real Estate and Facilities Masterplan (vii), the library is listed as a higher priority category of service compared to arts or archive facilities which are seen as less of a priority. Co-location with partners that are viewed as a lower priority could slow down the approval process

It should also be noted that, when interviewing other library directors around BC that are either co-located or have attempted to co-locate, the following challenges were encountered:

- Plans did not move forward as budgets/funding from partners was not aligned, or partnerships were not the right match
- Where co-location has taken place, there is an added demand from multiple users for any space expansion, and expansion is often not possible

Potential co-location partners

This study did not go into conversations with potential partners about co-location, however several groups were mentioned during the course of the research, including:

- Sea to Sky School District #48: it should be noted that the school district has a distinct funding model for any capital projects through the Ministry of Education. It has been challenging for the school district to receive funding for their schools, for example Howe Sound Secondary has been waiting for almost ten years now for approval for a seismic upgrade (and potential expansion). Even though the school district owns the land that the board offices reside on, if they would relocate and sell the property, the gains would revert back to the Ministry of Education and cannot be used for capital projects within the district
- Brennan Park Recreation Centre
- Municipal Hall
- Arts, History and Archive collaborations: As the community currently lacks a dedicated space for archives, a museum, or an art gallery, some of these functions have found a home at the SPL. In particular, the Foyer Gallery is a reason in itself why people visit the library, is much loved, and contributes to the feel of the SPL as a community hub. There are many synergies to be found between the SPL as a keeper of the knowledge, and the archives. It should not, however, be automatically assumed that the library will continue to take on these roles. A larger discussion and working group, investigating the opportunities for a future GLAM partnership would be a useful first step towards a larger discussion regarding the creation of Arts, Culture & Heritage services in Squamish. The District is currently undertaking an Arts, Culture and Heritage strategy, and findings should be taken into account when considering SPL partnerships. (vii, P.46)

Further investigations and conversations with potential co-location partners should start immediately.

D Space



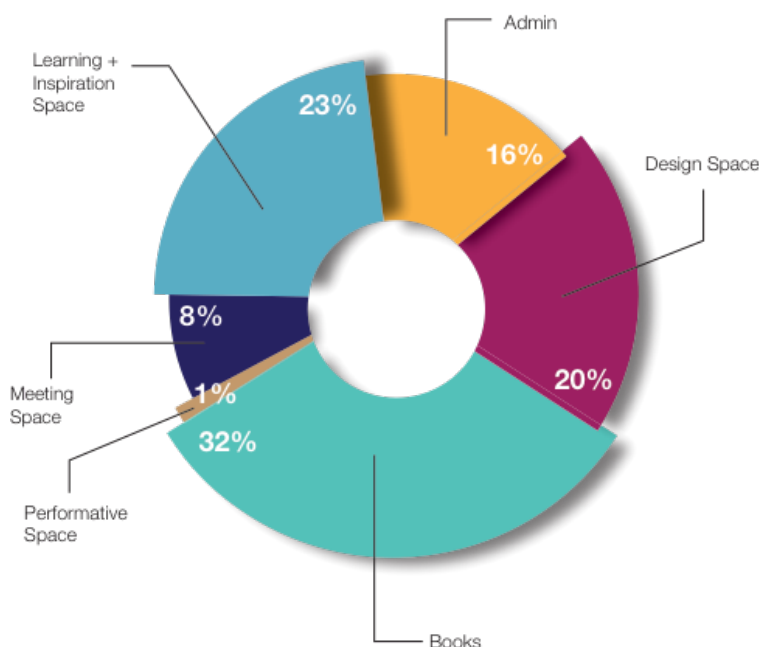
KEY QUESTIONS AND CONSIDERATIONS

- How can the spaces of the Squamish Library be re-imagined to be more functional?
- What spaces are most used in the library? What spaces are least used?
- What type of spaces do current and future patrons need?
- How can the Squamish Library be more accessible and inclusive?

CURRENT SITUATION

The SPL is approximately 12,000 net square feet in size. In 1997 it served 14,000 people. However, this number is expected to reach 25,600 to 44,000 people by 2036. With this expected population increase, the library may require additional space and resources to properly serve the community. In addition, in 2018, the library saw 151,000 visitors and lent over 257,000 items. (Source: SPL)

Currently about 30% of the space is used for books and there is no dedicated creation or makerspace. A proportionally large amount of the space (about 16%) is used for staff and administration purposes.



RESEARCH

Study of Applicable Future Public Library Trends and Best Practices, by Marie Palmer (iii)

Libraries are moving away from having physical books available to digitizing materials. This digitization process means less space is required for books and more space is available for people. Patrons often arrive to the library with their own personal devices such as cellphones and laptops and look for places to work and study.

Palmer's research identified that the size of public libraries is typically based on an area of 0.5-1.0 square foot/ capita. (ix) It states:

"When the current 12,000 square foot building for the Squamish Public Library opened in 1997, it served a population of approximately 14,000 people, resulting in a healthy 0.86 square feet per capita."

The 2016 census (vi), however, shows that the SPL was serving over 20,500 capita in 2016, and the municipality and surrounding areas have not stopped growing since.

As the needs of libraries change, this will inherently affect the library spaces. For example, content is being digitized therefore less space is needed for physical books, leaving more space available for people. These new spaces could be used to serve the new needs of patrons such as maker spaces. However, digitization has challenges with the legal framework and patrons may feel overall that they prefer access to physical copies of books. In addition, even though there are less books, libraries still need more space as people are increasingly looking for spaces to work, study, or meet and spaces to use their laptops and personal devices.

The changing functional space needs show an increase need for the following space typologies:

- Collaborative Workspace: There is a new focus on collaboration rather than individual study spaces. For example, coffee shops or paid collaborative workspaces have grown in popularity for working or meeting. However, libraries offer free, low barrier facilities with no obligation to purchase anything and have no time constraints
- Quiet, Individual Work/Study Space: Housing is increasingly expensive so people often live in smaller spaces or have multiple roommates, so they may seek a quiet place to focus. It can be difficult to acoustically separate spaces, so libraries look to using pods or strategic spatial relationships to mitigate noise.
- Social Space: Libraries are being seen as places to create connections. Although socializing may occur in many areas of the library, creating designated social spaces places importance on creating connections between people and groups. Library environment should be seen as a 'living room' and these spaces may be in close proximity to a coffee kiosk
- Large Multipurpose Space: host events, workshops, educational programs

- Creation Design: libraries have shifted from “collection to creations”, need to provide the technology (computers, audiovisual, 3D printers, sewing machines, art supplies) and staff or experts available for guidance

District of Squamish: Real Estate and Facilities Masterplan (vii)

The District of Squamish completed a Facilities Masterplan earlier in 2019. In this plan, all municipal facilities were divided into three categories: ‘Critical’, ‘Core’, and ‘Support’. The library was deemed to be a ‘Core’ facility, as it delivers an important community function; however, it is not related to community safety. Most municipal facilities are at the end of their lifespan and will need to be replaced. In the report, the DoS listed the Firehalls, Public Works, Municipal Hall and a new Transit Maintenance Facility as facilities that would be prioritized before a new library. (vii, page 2, executive summary).

The report identifies the need for a new 20,000-25,000 sqft facility, with an anticipated cost of \$16.5-20.2M. (vii, page 42).

The report references the Future Needs Study and is awaiting its outcomes for implementation into the Real Estate and facilities Master Plan.

Workshops

The workshop on space touched on several themes:

- Current and future division of functional space use in the library
- Mid/Long term options for a new space; and
- Satellites

Current and future division of functional space use

Participants in the workshop were asked what works and what is not working in the current library with respect to spatial requirements.

The top four things that were mentioned do not work were:

- Little to no acoustic privacy between spaces
- The absence of any type of a creation space
- Not enough meeting spaces of various sizes
- The high ceiling, open space with concrete floor is hard to modify

Areas that do work and are very popular:

- The large meeting room
- The fireplace lounge and new high-top seating along the windows
- Kids area (is very popular, but also poses challenges as it is not acoustically separated)

The current space use of the SPL was analyzed and presented in a floor diagram and pie chart. This chart shows that approximately 30% of current floorspace is taken up by books, 23% by learning and social space, 8% by meeting space, and 16% by admin. It shows a lack of creation space.

When asked how the group would modify this division, there was a general agreement that although the percentage of space allocated to books could decrease, it should still remain at 20%. Space gained by this move should be allocated to creation space and new programming.

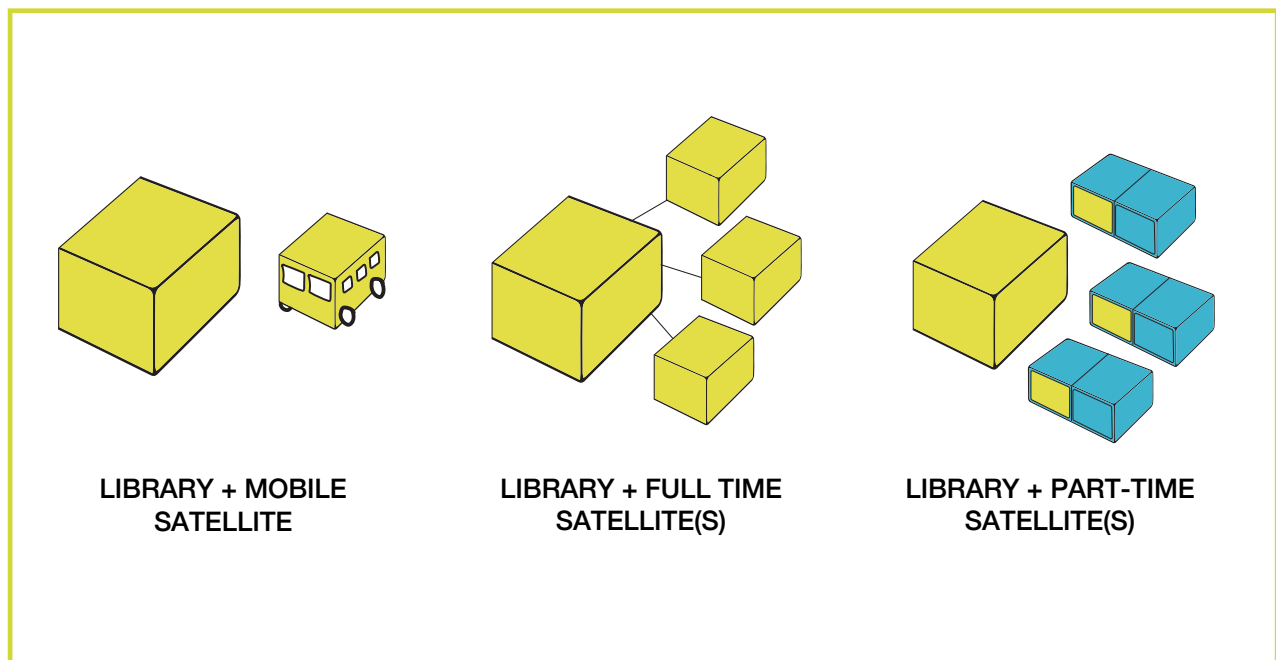
Mid/Long term options for a new space

As the library will outgrow its current facility in the near future, mid to long term options for new space were discussed. Options can be divided into four categories:

- A new standalone building
- Leased space
- A partnership with other facility/facilities (in a new or leased building)
- Main building with satellites

Satellites

Satellites are ways to expand space or cover a larger geographic area. Satellites can take the form of a permanent building, a mobile facility, or even a vending machine. Permanent satellite branches can often be found in large urban areas, such as Vancouver, whereas the Thompson Nicola Regional Library has recently implemented a mobile unit with scheduled stops for book pickup and drop offs, and that also delivers programming, such as story time in the park.



Pros and cons of new space options

The pros and cons of all these options were brainstormed, with some notable outcomes and comments listed below. It should be noted that the group did not have a strong preference for one model over the other. All options were therefore formulated into questions for the public survey.

	PROS	CONS	QUESTIONS + COMMENTS
NEW STANDALONE BUILDING	You can get the exact building you want	Big capital investment	What is the climate in the community for such an investment?
LEASED SPACE	Small capital investment, ongoing yearly investment in lease	You are a tenant Finding a suitable location with enough space in the downtown core could be a challenge	
PARTNERSHIP	Sharing of spaces possible Building a combined building can be more fiscally responsible	Very large capital investment All partners have to be aligned on timeline and funding	
MAIN BUILDING WITH SATELLITES	Could remain in existing building, relatively small investment for satellite	Risk of devaluating services and spreading yourself thin Challenging to determine where satellite would be located	Typically, libraries will not consider satellites until the population is over 40,000 A satellite could also be a mobile satellite

Focus Groups

Ideas such as maker spaces, recording and digitization stations, mobile spaces, small meeting or study rooms, supporting other ways of knowing, user-generated content, creation spaces, mobility and access, and community spaces were identified as important topics within the group.

Other suggestions included:

- A book mobile that could park in the school playground
- Volunteer drivers to take books to non-mobile patrons
- Using Virtual Reality (VR) to connect library spaces
- Spaces and opportunities for user-generated content and other ways of knowing and learning
- A coffee shop within the library

There were a number of participants at the focus group meetings from Electoral Area D, including from Furry Creek, Britannia Beach, Squamish Valley and Ring Creek. All of these participants pointed to the library as a destination they would access while running other errands in town, but that due to personal circumstances (for example being a mom with small children or being a household with one car), it was not always easy to get to the library.

Library Directors Survey

A number of Library Directors that participated in the survey stated that they have added or see a need to add a tech lab or makerspace.

- New Westminster Public Library: recently underwent a renovation and added a teen space as well as study and meeting spaces
- Rossland Library: recently reconfigured their space in the staff and children's areas as well as adding a meeting room. The space allocated to the staff area was decreased but they described that the layout is more functional and useful following the renovation
- North Vancouver City Library and North Vancouver District Public Library discussed the addition of a "community living room space"
- North Vancouver City Library is in discussions about adding a mobile satellite library for a neighboring community

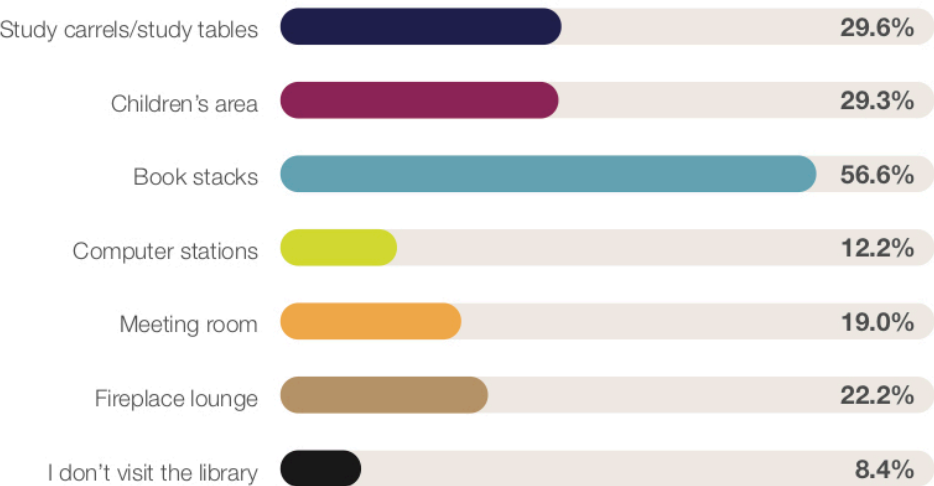
SURVEY

The survey asked questions regarding functional and physical space in terms of what spaces within the library patrons visit, what spaces they feel would be a beneficial addition to the library, what services a mobile satellite would offer, if respondents were aware of the current book drop-off location in Brennan Park, and if they felt they would use the library more if there were other book drop-off or pick-up locations.

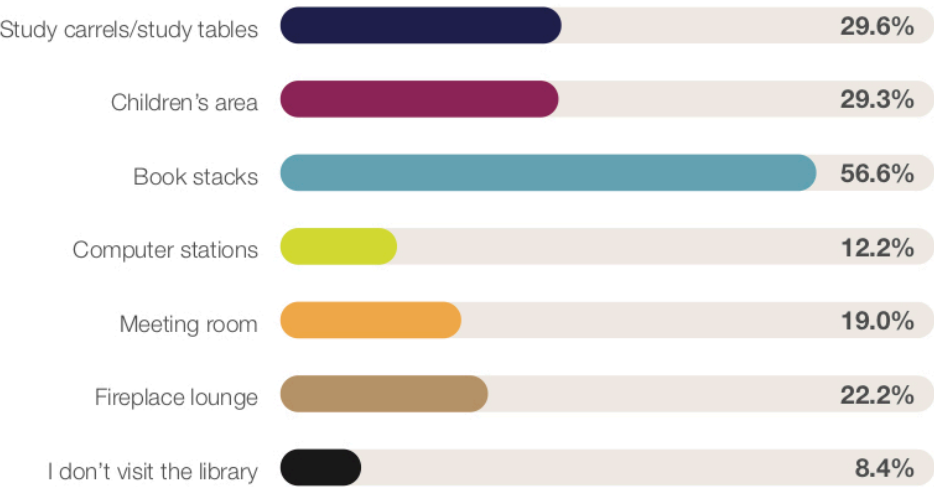
Some key survey findings regarding functional and physical space included:

- More than half of respondents said they could most often be found in the book stacks, while 30% said at the study carrels or study tables, 29% in the children's area, and 22% in the fireplace lounge
- When asked to rank potential new spaces in the library, "space to create (maker lab, arts and crafts space, digital recording studio)" was ranked first followed by quiet study/teleconference rooms, teen area, and small group meeting rooms
- In regard to mobile units, 53% indicated that it should offer material loans and returns, 28% selected programming or technology assistance, and 34% said they would not use a mobile library
- 65% of respondents were unaware of the drop-off location at Brennan Park
- If more drop-off or pick-up locations be added, 33% of respondents said they would not use the library more often, while 26% said they would use it more often, and the remaining respondents were not sure if drop-off or pick-up locations would increase their library use.
- If the library expanded beyond its current size, an equal percentage of respondents were in favour of keeping the main library and adding satellite(s) or building a new facility downtown.

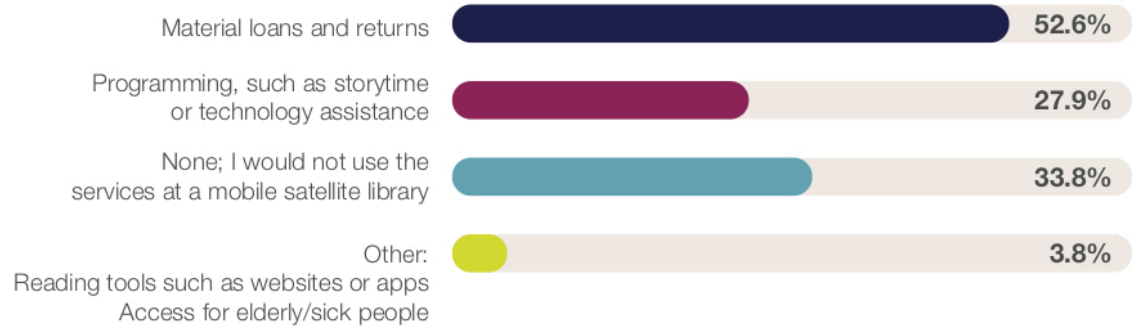
When I go to the library, I can most often be found in the following space(s):



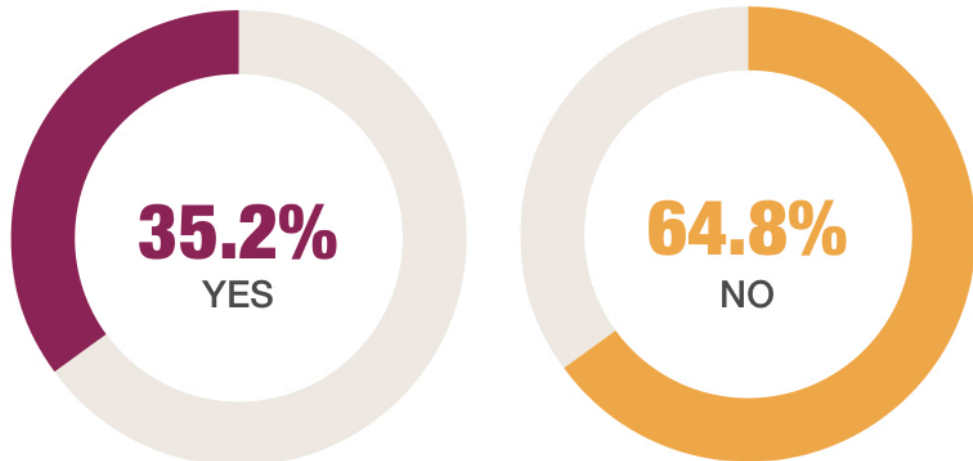
Spaces I would like to see at the library:



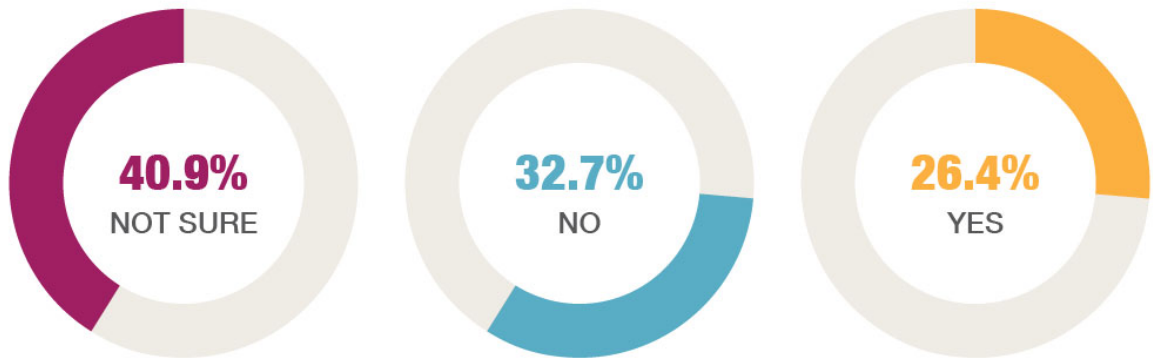
If the library were to have a mobile satellite (i.e. a bus or van), I would like it to provide the following service(s):



I am aware of the book drop location at Brennan Park.



I would use the library more often if there were more book drop and/or hold pick-up locations around the community.



Any other comments on physical space:



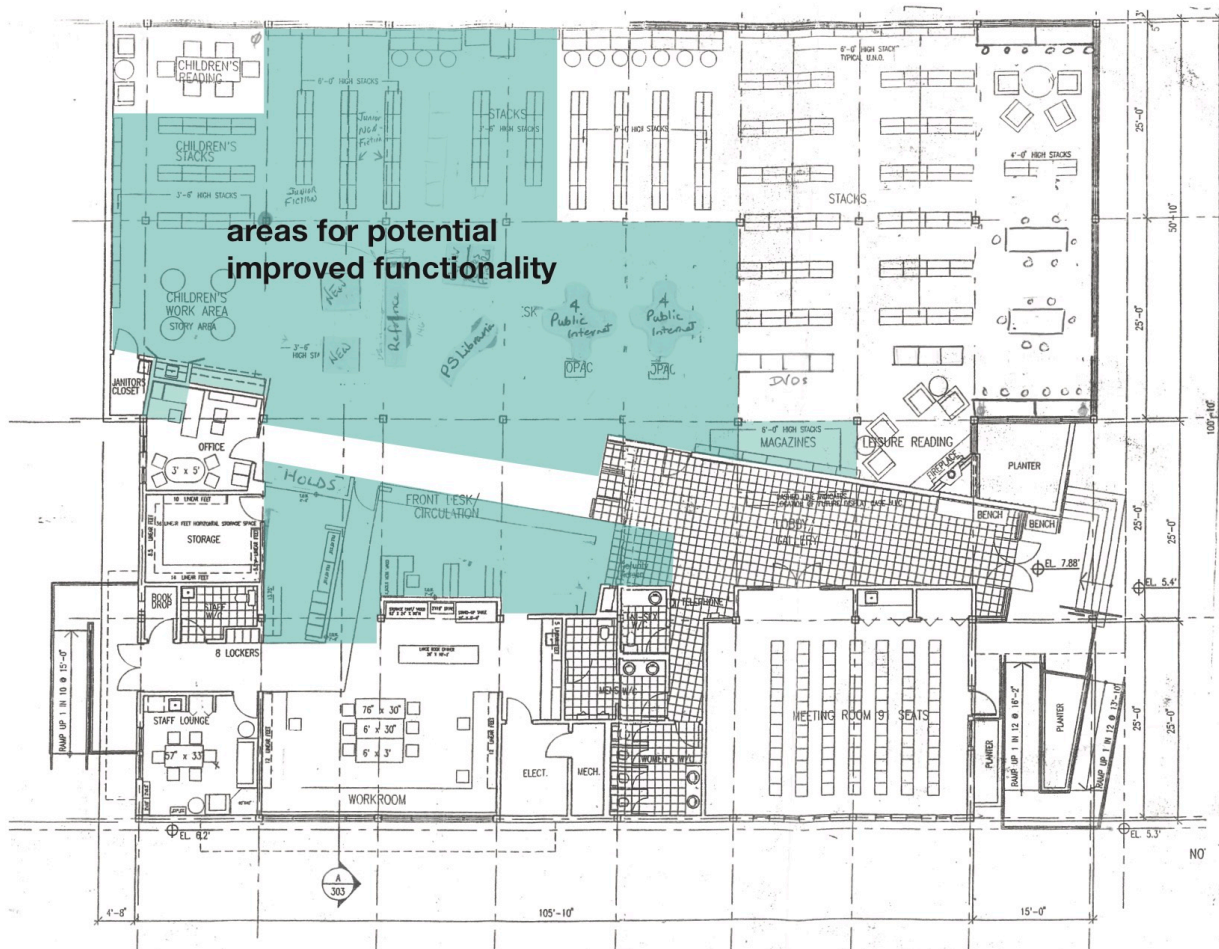
SUMMARY

Immediate Space Needs

In the short term, increased functionality and some of the additional spatial needs can possibly be met through a considered reconfiguration of the existing space of 12,00 square feet, until the population served reaches 24,000.

Although the SPL's floor area is getting close to the minimum generally acceptable threshold of 0.5sqft/capita, there are a number of areas within the space that can be improved functionally.

The consultant and library team reviewed the existing space use, and came up with the following graphic, representing areas that could benefit from re-planning:



Areas identified in current facility, that could be improved functionally

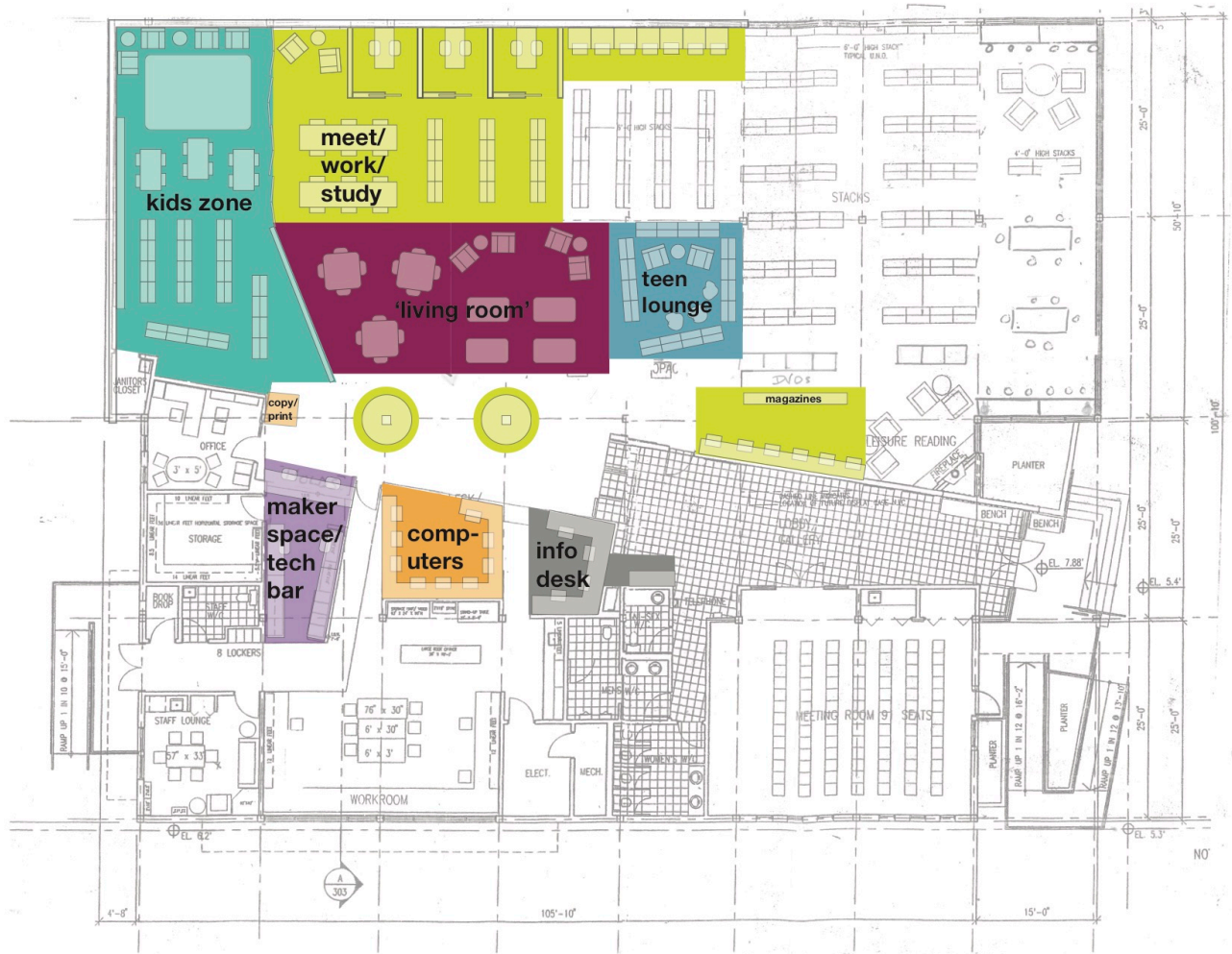
Re-planning these areas will allow for the inclusion of several spaces that currently do not exist within the SPL, but that the public engagement process has shown the public to have a big interest in. The top three spaces:

1. Creation/maker space
2. Space for teens
3. Small meeting/working rooms

Items to note from the conceptual plan:

- Based on the review of current use, the extremely long and imposing checkout counter has lost most of its purpose, with the introduction of self-serve holds pick up and self-checkout. The area in and around the counter can be reimagined as a new technology hub, with a creation space and public computer stations, as well as a smaller help desk/welcome station for one or two library staff
- The centre of the space can be programmed as a new social heart of the library, with additional soft seating and room for individual and group work and reading
- A teen space can be carved out and made semi-private with the use of high book stacks, and some soft furniture
- Two to three small private meeting rooms can be located along the back wall, blocking the direct line of sight and sounds from the children's area to the study carrels. To keep this intervention economical, the offices could have 8'-9' high walls around, but no ceiling, so no modifications would be required to the sprinkler or HVAC systems
- The children's area can be made more acoustically contained through the use of low-level, moveable acoustical screens, that (partially) block sound at the level it is being created
- With the exception of the small meeting rooms, all elements would be delivered through furniture solutions, and can be taken out of the space, should the library move to a different location
- Another advantage of implementing these new spaces immediately is that the SPL will be able to gauge interest in these spaces and gain further insights into their requirements, which will assist with designing the most functional future space

The conceptual plan for the library could look as follows:



Conceptual plan of proposed functional improvements, including: small meeting spaces, teen lounge and maker space.

Mid to Long term Space Needs

In the mid to long term, in order to keep up with predicted future growth of Squamish, the SPL will need to expand its physical space. When the population served reaches over 24,000, the current physical space of the library will be below the 0.5sqft/capita threshold.

Based on the anticipated 0.5-1.0 sqft/capita, community growth and required size could be seen as follows, with various scales of size between the minimum and maximum thresholds:

SIZE OF LIBRARY, BASED ON COMMUNITY SIZE AND SPACE ALLOCATION PER CAPITA				
COMMUNITY SIZE	0.5 sqft/capita (minimum required)	0.65 sqft/capita	0.85 sqft/capita	1.0 sqft/capita (maximum required)
20,500 (2016 CENSUS)	10,250 sqft	13,325 sqft	17,425 sqft	20,500 sqft
22,000 (2019 ESTIMATE)	11,000 sqft	14,300 sqft	18,700 sqft	22,000 sqft
24,000	12,000 sqft	15,600 sqft	20,400 sqft	24,000 sqft
30,000	15,000 sqft	19,500 sqft	25,500 sqft	30,000 sqft
35,000	17,500 sqft	22,750 sqft	29,750 sqft	35,000 sqft
40,000	20,000 sqft	26,000 sqft	34,000 sqft	40,000 sqft

As current buildings get constructed to meet stringent guidelines and with an intended lifespan of 50+ years, it is important to construct a new facility to a size that can meet current as well as future needs. It should also be noted that even if planning would commence immediately, it typically takes 3-5 years to design and construct a new municipal facility. It is expected that the Squamish community will see continued growth over the next few decades.

Based on these parameters, a new facility of 23,000-25,000 sqft would be the optimal size: at the time of opening, this would meet the higher end of the standard of approximately 1.0 sqft/capita, after which the community will be able to grow into the facility until it reaches the minimum standard of 0.5 sqft/capita.

Based on discussions in the workshops and focus groups, as well as the survey results, participants felt that this growth would ideally be located in one new building or new leased space and located in or near the downtown core.

To increase accessibility and reach for community members living outside of the downtown core, the addition of a satellite location has been investigated. However, there is concern that a satellite will take away from the resources of the main library and will diminish the community environment that the SPL currently successfully exhibits. It would also be difficult to determine whether the satellite would be most beneficial in North or South regions of Squamish, and adding a satellite at both ends would not be feasible. The addition of a mobile unit could be considered; however, similar to a satellite, there are financial and staffing implications attached to this decision.

Co-Location

Co-location with an arts/museum/archive component appears to be the most favoured co-location option. It should be noted that whichever co-location partner would be found, that actual sharing of spaces may be limited: the SPL has very extensive hours of operation, and its spaces are in use most of the time. It would be challenging to share for example smaller meeting rooms with city hall, or a makerspace with a school, as both user groups would want access to these spaces at the same times during the day. Added advantages for co-location should be sought in:

- Additional opportunities for funding
- Sharing of large size (50-100 people) meeting spaces that would otherwise not be economically viable, foyer, elevators and washrooms
- The potential that a larger facility may attract high-value third party tenants such as a coffee shop

However, the added value of a co-location will need to be carefully weighed against the additional costs and complexities that could result seeing such a building of increased size realized. This is especially pertinent if co-location partners have no concrete funding or capital project income stream.

E Staff



“The most important asset of any library goes home at night – the library staff”

– Timothy Healy, *former president of the New York Public Library 1989-1992*

In addition to 11 regular full and part-time staff positions including librarians, library assistants and an office administrator, the library also has a team of 12 auxiliary staff members who cover the duties of shelving and additional desk coverage (for a total of 13.3 FTE). There is a small number of weekly volunteers as well as the Friends of the Library, which is a separate volunteer group that takes on fundraising activities and assists at special events.

The changing needs of the library and its patrons require a diverse skillset of staff. This is especially applicable to technology. As technology changes, patrons look to the library and its staff to transfer knowledge and to assist in operating any new technologies that the library offers. This year the library added a librarian that specializes in technology. This addition to the team will allow the SPL to help strengthen its role as a community provider of access to technology and to implement some of the key technology outcomes of this study.

In addition to technology provision, support and instruction, the role of libraries has expanded far beyond the traditional expectations of decades past, and the Squamish Public Library is no exception. The library serves as the community’s living room, providing a free, dry, welcoming space for a wide diversity of community members and visitors, each with their own unique expectations and needs. Library staff assist people with all manner of information requests, connecting people with agencies to assist with social issues such as poverty, housing, mental health and legal assistance, invigilating exams, running numerous weekly programs for various age groups, and maintaining a current collection of lending materials.

As Squamish grows at a rapid pace, it is anticipated that the number of library staff members will need to grow as well, but not at the same steep rate. Rather, library staff will need to evolve their skill sets to meet the changing needs of patrons, including technology expertise. Automation will take on some of repetitive tasks, enabling staff members to help with tasks requiring human decision making and connection.

RESEARCH

Squamish Strategic Plan 2019-2023 (iv)

A goal set out by the *Squamish Strategic Plan 2019-2023* was “Build a Strong Team and Healthy Workplace”. A key strategy included “ensure the Library staff team has the diversity of skills, support and training required to achieve the descriptions of success, with a focus on fostering staff wellness and work/life balance” (iv, P. 19)

In addition, priority initiatives were described. Two that were specifically related to staffing are:

- Explore and implement initiatives that measure staff satisfaction with the opportunities provided to enhance their skills and the level of support provided to enable a healthy work/life balance
- Review organizational structure and future staffing needs (iv, P. 19)

Study of Applicable Future Public Library Trends and Best Practices, by Marie Palmer (iii)

The change in library services and patrons will shift the staff requirements necessary from fewer lower-paying positions focused on traditional library services, to more high-skilled jobs focusing on technology, education, and collaboration.

New skills that staff is expecting to acquire to meet future changes are:

- Collaborative and Innovative Skills: Being proactive and reaching out to communities. In addition, skilled local community members may volunteer in their area of expertise (for example: designer may help with graphics)
- Project Management and Leadership Skills: The execution of new programs and projects will require project management skills that include planning, teamwork, resource allocation, and success measurement
- Digital Skills: Technology will become a core competency for library staff. Librarians will have to become digital media mentors. Collaboration with community experts will be key to adapt to new technology needs
- Reference Skills: Although the reference desk may be becoming obsolete with the quickness of the internet, reference librarians can now assist patrons with how to assess the quality of information, how to separate fact from fiction, and how to stay safe online and protect privacy online

PART 3

Action

During the workshops, staff and board members explored four themes: Programming, Technology, Partnerships and Collaboration, and Functional and Physical Space. Each of these categories overlap with each other and impact the way services would be delivered. For example, should the library create a makerspace, the library would need to fulfill all four of these themes: the physical space to accommodate the lab, the technology to best serve the needs of the users, programs to educate users on the technology and capabilities of the technology. In addition, partnering with a community group who has knowledge and interest in maker spaces could further the success of the initiative and be an opportunity to explore shared facility scenarios.

Action items with recommendations that encompass the four themes all fall into one of two categories:

- Improve and expand the services and functionality of the existing facility
- Work towards a new facility

For each category, a timeline can be established that sets out steps towards a final goal.

As the population served by the SPL grows, and it is expected to reach the critical threshold of 24,000 soon, action on the majority of items should start right away: while some action items may be able to be implemented within a short timeframe, others will require further planning, however for these items planning should start immediately.

IMPROVE AND EXPAND EXISTING SERVICES AND FUNCTIONALITY:

Immediate Action Items

- a. Improve what's there:
 - i. Plan for an economical way to increase the acoustical separation for the children's area through the use of moveable acoustical panels, at the height of the source of the noise
 - ii. Improve Wi-Fi speed and implement wireless printing
 - iii. Increase the available bike parking, and include space for oversized bikes (with strollers)
 - iv. Increase the availability and promotion of the cultural passes
 - v. Investigate ways to promote the current programming to the wider public, outside of the library audience
 - vi. Investigate which items would be successful additions to the "library of things" items on loan. Some tools or items may be accessible through collaborating with a community group that already owns them or is willing to donate them. For example, instruments, power tools, kitchen supplies etc. In addition, increasing awareness of items already available (cultural passes, radon kits, seed library, etc.)
 - vii. Investigate the opportunities to increase workshops and talks on the topic of arts and crafts. Patrons with expertise in this area may volunteer their assistance. Implement new opportunities
- b. Expand Technology
 - i. Welcome future technology: Plan for and create a higher end computer area and digitization area (2 spaces) that can grow into a makerspace
- c. Create Connections:
 - i. Create an easily accessible database and resources for bookable spaces within Squamish with facilities that are not readily able to be accommodated within the library. For example, where to find coworking spaces, bookable rooms, meeting rooms, performance spaces etc. This can be as simple as a list with a short description of the type of space available with contact information
 - ii. Investigate the (financial) feasibility of a mobile satellite
- d. Create space:
 - i. Welcome teens: orient existing bookshelves to corner off a teen lounge area and add soft furniture

IMPROVE AND EXPAND EXISTING SERVICES AND FUNCTIONALITY (CONTINUED):

Longer Term Action Items

- a. Improve what's there:
 - i. Implement acoustics for children's area
 - ii. Implement expanded 'library of things'

- b. Expand Technology:
 - i. Expand on the makerspace with added technology
 - ii. Reconfigure and move the existing computer stations into a more functional layout, including printing, that will allow for expansion of this area, and will allow for potential teaching of small group courses
 - iii. Implement workshops on use of new technologies

- c. Create Connections:
 - i. Create one to two small private, bookable meeting spaces, either in the form of fully enclosed rooms or semi enclosed spaces with a high level of speech privacy (for quiet study or private meetings).
 - ii. Decide on satellite branch

- d. Create Space:
 - i. Implement a new social heart area for the library with soft seating and workspaces

WORK TOWARDS A NEW FACILITY:

Planning

Immediate Action Items

- a. Create a new building working group made up of staff and board members
- b. Start detailed conversations to investigate the feasibility of co-location/partnerships with applicable community groups
- c. Designate one to two library people to the conversations/working group related to the Heritage, Arts and Culture strategy by the DoS
- d. Develop a detailed program, including a summary of all spaces, relationship diagrams, and room data sheets

Pre-Design

Action Items

- a. Move towards a decision on the form of new facility (co-location or not, lease, or new facility), in consultation with the DoS
- b. Work with the DoS on a location, timeline and budget
- c. DoS and SPL to confirm/approve location, budget and schedule

Design Development

Action Items

- a. Define all stakeholders and form a Design and Building Committee
- b. Start the selection process to find an architect
- c. Start the Schematic Design process
- d. If schedule and budget are aligned, move to Design Development and Public Consultation
- e. If schedule and budget are aligned, move to Construction Documentation

Tender and Construction

Action Items

- a. If schedule and budget are aligned, move to Tender
- b. Construction (depending on size and type of facility, this can take 1-2 years)

IMPROVE AND EXPAND EXISTING SERVICES AND FUNCTIONALITY

IMPROVE WHAT IS THERE

Plan for acoustical separation for the children's area
 Improve Wi-Fi speed and implement wireless printing
 Increase the available bike parking
 Increase the availability of cultural passes
 Investigate ways to promote the current programming
 Investigate successful additions to the "library of things" and increase awareness of existing items
 Investigate the opportunities to increase arts & crafts workshops

Implement acoustical improvements for children's area
 Implement expanded "library of things"

EXPAND TECHNOLOGY

Research and explore future technologies

Expand on makerspace with technology
 Reconfigure existing computer stations
 Implement workshops on new technologies

CREATE CONNECTIONS

Create database and resources for bookable spaces within Squamish

Create 1 to 2 private bookable meeting spaces
 Decide on satellite

CREATE SPACE

Create teen lounge

Implement social area with soft seating and workspaces

WORK TOWARDS A NEW FACILITY

PLANNING

Create new building working group
 Investigate feasibility of co-location/partnerships with community groups
 Designate 1-2 library people to working group related to the Arts, Culture & Heritage Strategy by District of Squamish (DoS)
 Develop detailed program including summary of spaces, relationship diagrams, room data sheets

PRE-DESIGN

Decide on the form of new facility. Consult with the DoS
 Work with the DoS on location, timeline, and budget
 DoS and SPL to confirm/approve location, budget, and schedule

DESIGN DEVELOPMENT

Decide all stakeholders and form a Design and Building Committee
 Start the selection process to find an architect
 Start the Schematic Design process
 Move to Design Development and Public Consultation if schedule and budget are aligned
 Move to Construction Documentation if schedule and budget are aligned

TENDER + CONSTRUCTION

Move to Tender if schedule and budget are aligned
 Construction (depending on size and type of facility, this can take 1-2 years)

NEW FACILITY

Things to keep in mind/ challenges/ other considerations:

1. **Remain relevant and timeless:** The main challenge with responding to technology needs is predicting future needs as technology is always changing and evolving and these changes are unpredictable. In addition, technology advances, at the onset at least, can pose a financial access barrier for smaller libraries
2. **Stay adaptable:** With the changing needs of the library, flexible and adaptable spaces are essential to be able to adopt to unexpected changes of the future. Spaces that are designed in a highly specific way for one particular use are not desirable
3. **Choose movable equipment:** Should the library move locations, having movable (not fixed) equipment and furniture will allow for materials to be salvaged
4. **Be realistic:** Unfortunately due to spatial, financial, and real world constraints, the library cannot be everything to everyone. The library should be selective in which initiatives it tries to introduce, with the goal to align with the vision and mission statements

Some final comments from the survey

A new library should be seen as focus for a new town centre.

We love the library.

The library is nice and well kept. The staff are friendly and helpful. But, the library is way too noisy. The family area needs to be closed off or located somewhere else. It's a huge distraction.

Keep up the excellent, creative and engaging work.

I do love the Inter-Library Loan service and Peta is wonderfully helpful. I do wish there was a better and wider selection of e-books available.

More audio books on app for us commuters. More titles on business, marketing, skill based learning, and personal development, as many of us in the corridor are self-employed!

Libraries have played and should continue to play a pivotal role in the community and in order to maintain that role, I believe Squamish (and other libraries) need to look for more ways to engage youth that reflect their needs and interests in a digital age.

Get up to date books (newer and popular books that come out), and extend hours.

A bigger, architect designed building would be great.

The library is in a great location - would be nice to have space for youth to sit in bean bag chairs & work tables for collaborative work / projects.

Have a coffee shop inside so people can enjoy newspapers, magazines etc.

The library is an important community service - I want to continue supporting it in any way I can, and appreciate the programs and services it already offers.

Good job, nice library with a limited budget. Very important public space on a rainy day in Squamish.

More copies of popular children's books.

We love the library! I come with my kids ages 2 and 5 regularly (3-4 times per month, more frequently in the winter) and it's a lovely space where we always feel welcomed, with endless books and resources available.

As the population grow in Squamish the current facility became too small. Need a bigger space for quiet spaces, kid spaces, social area and small group meeting area. As for the materials, I'd love to see more comic books that popular among pre-teen/teen. My son loves to read comic books and it only way to encourage him to read. Also, I'd love to see "This month pick up" or "Monthly recommendation" for grade school readers with a brief explanation of the books.

Squamish really needs a 2000+ person capacity conference centre.

I would love there to be another community center with a library near Brackendale.

My foreign students request tech workshops frequently, I think this service would be useful.

I am so grateful for the library, resources, and children's programs. Thank you!

More info on social media/website re: programs, hours of operation etc.

Sustainability Statement

“A truly sustainable library is one that is open enough hours to meet the needs of the community it serves, has adequate and well-maintained facilities, and is taking advantage of the right mix of technology as well as staff. Additionally, it has adequate funding to achieve its goals and well-trained staff who are supported by the organization and the community. Due to proper needs assessment, community engagement, and outcomes measure, the library management and staff are confident that they are helping their community meet its collective goals. A sustainable library is also one that helps to sustain and even replenish the environment, not take away from it or harm it.”

- Gary Shaffer (2018) *Creating the Sustainable Public Library: The Triple Bottom Line Approach*, Libraries Unlimited

We are in a Climate Emergency. On July 3rd, 2019, the District of Squamish declared a Climate Emergency, joining other municipalities and the federal government in calling for action on climate change. The motion by council includes the following:

- It calls on the District to support moving away from fossil fuels
- It asks to prioritize the transition for people most vulnerable to the effects of climate change and who are most in need of assistance in converting to renewable energy
- It instructs staff to create a greenhouse gas emissions reduction plan that would set interim community-wide targets in line with limiting global warming to the 1.5-C threshold outlined by the United Nation's Intergovernmental Panel on Climate Change. These would be reductions of 45 per cent by 2030; 65 per cent by 2040 and 100 per cent by 2050

When thinking about modifying or creating new facilities for the SPL, this will have a major impact on how the design and construction of facilities is approached. In addition to allowing for extra funds for construction to meet these targets, attention will need to be paid to items such as site selection, building orientation, window-to-wall ratio, heating and cooling systems, and renewable sources of energy.

APPENDIX

“Bad libraries only build collections. Good libraries build services (and a collection is only one of many). Great libraries build communities.”

– R. David Lankes, *Expect More: Demanding Better Libraries For Today's Complex World*

- Future Space Needs Summary
- Sources
- Action timeline graphic (large scale)

Future Space Needs – Summary

WHAT and WHEN

The SPL is a building that is in a fair condition and meets all life safety and accessibility requirements. The limiting factor with the current library building will not be its facility condition, as is the case with other municipal facilities in Squamish, but rather the ability to continue to serve a growing population within its walls. The current design and siting of the building makes expansion to the side or up virtually impossible (there is no space on the site, and the foundations are not sized to allow for an extra floor).

Utilizing BC Public Libraries Statistics 2002-Present, the Library is already 15% behind other communities of similar size in terms of space per capita, and this gap will widen as Squamish grows disproportionately.

A country-wide acceptable space standard for libraries is to allow for 0.5-1.0 sqft/capita of the population served. With 12,600 sqft and serving a current population of close to 22,000 (Squamish District Municipality, including SLRD Electoral Area D), the SPL is at 0.57 sqft/capita. This means that the SPL sits at the very minimum of the spectrum and will drop below the 0.5 sqft/capita threshold as soon as a population of 25,200 is reached. Functional improvements to the existing space will be able to alleviate pressure in the immediate future, but when the population served grows much beyond the 25,000- 26,000 people, the building will no longer be able to keep up with demand and systems and building components will most likely deteriorate faster with added use.

The size of any new building will depend on multiple factors; however, the building should be sized to meet space demands for its lifespan of 50 years (or the length of the lease) or have built-in expansion opportunities.

This would for example mean the following:

- Size the new facility at 1.0 sqft/capita for the community size at the time of opening: this will allow the community to grow into the space, with space allocation slowly going down to 0.5sqft/capita, as the community grows to up to twice its size; or
- Size the facility to meet growth demand for 10-15 years beyond its expected opening date, if the building or location has the potential for future expansion

Based on these parameters, a new facility of 23,000-25,000 sqft would be the optimal size: at the time of opening, this would meet the higher end of the standard of approximately 1.0 sqft/capita, after which the community will be able to grow into the facility until it reaches the minimum standard of 0.5 sqft/capita.

Size as follows:

SIZE OF LIBRARY, BASED ON COMMUNITY SIZE AND SPACE ALLOCATION PER CAPITA					
COMMUNITY SIZE	0.5 sqft/capita (minimum required)	0.65 sqft/capita	0.75 sqft/capita	0.85 sqft/capita	1.0 sqft/capita (maximum required)
20,500 (2016 CENSUS)	10,250	13,325	15,375	17,425	20,500
22,000 (2019 ESTIMATE)	11,000	14,300	16,500	18,700	22,000
24,000	12,000	15,600	18,000	20,400	24,000
30,000	15,000	19,500	22,500	25,500	30,000
35,000	17,500	22,750	26,250	29,750	35,000
40,000	20,000	26,000	30,000	34,000	40,000
45,000	22,500	29,250	33,750	38,250	45,000
50,000	25,000	32,500	37,500	42,500	50,000

LOCATION

- Located in the downtown core of Squamish
- Ample bike parking, and easy access to public transportation
- Public face to the street
- Universally accessible for all

PROGRAMMING

- Minimum of 20% of floorspace should be reserved for books
- Spaces for socializing and working
- Meeting rooms of various sizes (minimum of one room for 75-100, and several smaller rooms)
- Children's area (acoustically separated)
- Teen lounge
- Creation space
- Computer area
- Staff space

TECHNOLOGY

- Good opportunities for technology (Wi-Fi, cabling etc)

PARTNERSHIPS

- Building/Space can be shared with another function or organization, however if it is shared, the following requirements will need to be included:
 - SPL to have opportunity for its own identity to the street
 - Welcoming entrance/all patrons of the library should feel welcome

SPACE

- Flexible and Adaptable
- Ideally, there would be room to grow/expand
- Can be purpose built, or leased space
- Access to natural daylight and views
- Opportunity to create multiple smaller spaces within a large space

SOURCES

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- v. District of Squamish Community Plan: <https://squamish.ca/assets/OCP-Review/Phase-4/3b729e3f84/OCP-Dec-1-First-Reading-web.pdf>
- vi. 1996 Census Data: <http://www.bcstats.gov.bc.ca/StatisticsBySubject/Census/1996Census/Profiles.aspx>
2016 Census, Squamish Census profile: <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?B1=All&Code1=5931006&Code2=59&Data=Count&Geo1=CSD&Geo2=PR&Lang=E&SearchPR=01&SearchText=Squamish&SearchType=Begin&TABID=1>
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IMPROVE AND EXPAND EXISTING SERVICES AND FUNCTIONALITY

IMPROVE WHAT IS THERE

Plan for acoustical separation for the children's area

Improve Wi-Fi speed and implement wireless printing

Increase the available bike parking

Increase the availability of cultural passes

Investigate ways to promote the current programming

Investigate successful additions to the "library of things" and increase awareness of existing items

Investigate the opportunities to increase arts & crafts workshops

Implement acoustical improvements for children's area

Implement expanded "library of things"

EXPAND TECHNOLOGY

Research and explore future technologies

Expand on makerspace with technology

Reconfigure existing computer stations

Implement workshops on new technologies

CREATE CONNECTIONS

Create database and resources for bookable spaces within Squamish

Create 1 to 2 private bookable meeting spaces

Decide on satellite

CREATE SPACE

Create teen lounge

Implement social area with soft seating and workspaces

WORK TOWARDS A NEW FACILITY

PLANNING

Create new building working group

Investigate feasibility of co-location/partnerships with community groups

Designate 1-2 library people to working group related to the Arts, Culture & Heritage Strategy by District of Squamish (DoS)

Develop detailed program including summary of spaces, relationship diagrams, room data sheets

PRE-DESIGN

Decide on the form of new facility. Consult with the DoS

Work with the DoS on location, timeline, and budget

DoS and SPL to confirm/approve location, budget, and schedule

DESIGN DEVELOPMENT

Decide all stakeholders and form a Design and Building Committee

Start the selection process to find an architect

Start the Schematic Design process

Move to Design Development and Public Consultation if schedule and budget are aligned

Move to Construction Documentation if schedule and budget are aligned

TENDER + CONSTRUCTION

Move to Tender if schedule and budget are aligned

Construction (depending on size and type of facility, this can take 1-2 years)

NEW FACILITY