



Canada

OTTAWA PUBLIC LIBRARY – LIBRARY AND ARCHIVES CANADA JOINT FACILITY MASTER PROGRAM



Resource Planning Group Inc.

**OTTAWA PUBLIC LIBRARY
NEW CENTRAL LIBRARY |
LIBRARY AND ARCHIVES CANADA
PUBLIC SERVICES FACILITY
MASTER PROGRAM
December 5, 2016**

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The content of this document is the product of a collaborative effort of Resource Planning Group Inc., the Ottawa Public Library and Library and Archives Canada. The specifications herein do not absolve the parties providing subsequent design services from their own responsibility to provide fully functional and complete facilities and to satisfy applicable building code requirements.

This document is to be used solely by the Ottawa Public Library and Library and Archives Canada for the development and use of the named project facilities. It is not to be reproduced, or copied in any form, for use on projects other than that for which the document was prepared.

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1: INTRODUCTION

A. INTRODUCTION

For the past year, Resource Planning Group has worked closely with Ottawa Public Library and Library and Archives Canada to define the goals and the detailed requirements of a Joint Facility.

This Master Program is a summary of the larger Functional Program. While it organizes the Joint Facility into 21 components, it must be emphasized that this is a building that must function as an integrated whole, with a focus on the provision of highly accessible public spaces that have the built-in flexibility to ensure that the facility will be operationally sustainable and will be able to readily accommodate trends and future directions for libraries and archives, both anticipated and not yet dreamed.

The development of a Functional Program is by its very nature a balancing act. It combines the known requirements of service areas that support diverse populations of library and archives clients, with innovative concepts that are forward looking—based on considerations of demographics, information sciences, technology, and the City's and Nation's socio-economic directions—with attention to creating urban vitality and supporting the goals of city development, all the while maintaining the project budget. RPG believes that the Functional Program has achieved the right balance, given current information.

Finally, the leadership and staff of Ottawa Public Library, the City of Ottawa, and Library and Archives Canada have been highly involved throughout the process of developing this document. Participants from all parties have a firm grasp of many of the issues and balance points and should be active participants throughout design development for the continuity, continued evolution, and improvement of programmatic concepts.

This section includes the following subsections:

- This Introduction;
- Background to the Project;
- Description of the Work Performed; and
- Organization of this Document.

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B. BACKGROUND TO THE PROJECT**Background to the Central Library Project**

The Ottawa Public Library's Main Branch opened in 1974 on the site of the 1906 Carnegie Library at the corner of Metcalfe Street and Laurier Avenue West. At 90,418 square feet, Main is the largest and busiest branch in the OPL system with an average of 2,000 visitors each day.

The Main Branch design does not meet the needs of today's OPL clients. It has accessibility issues, is focused on a book-based service delivery model, not a modern technology-based one, and lacks spaces for programming and community needs.

The City of Ottawa and the Ottawa Public Library Board have initiated an incremental process to begin identifying the profile of the proposed Ottawa Central Library.

Previous work included broad public consultation, which culminated in the development of the Central Library Program Framework, by Library Strategies International/Kathryn Taylor Design, in 2015.

The assembly of a Functional Building Program is a further step in the journey towards a new facility which has been approved as a 2015-2018 strategic priority for both the Ottawa Public Library Board and Ottawa City Council.

In 2015, Ottawa Public Library and the City of Ottawa offered a Request for Expressions of Interest inviting organizations that saw an opportunity to partner with the City and Library on this project to identify their interest. Library and Archives Canada responded to the Request and since January 2016 Ottawa Public Library and Library and Archives Canada have collaborated to develop a joint project.

Library and Archives Canada (LAC) is Canada's national library and archives, a multi-generational resource for present and future Canadians. Library and Archives Canada is both Canada's flagship deposit library and the Nation's archival preservation institution. LAC supports professional communities in public, regional, library and archival facilities across Canada. Comparable institutions include the National Library of Australia together with the National

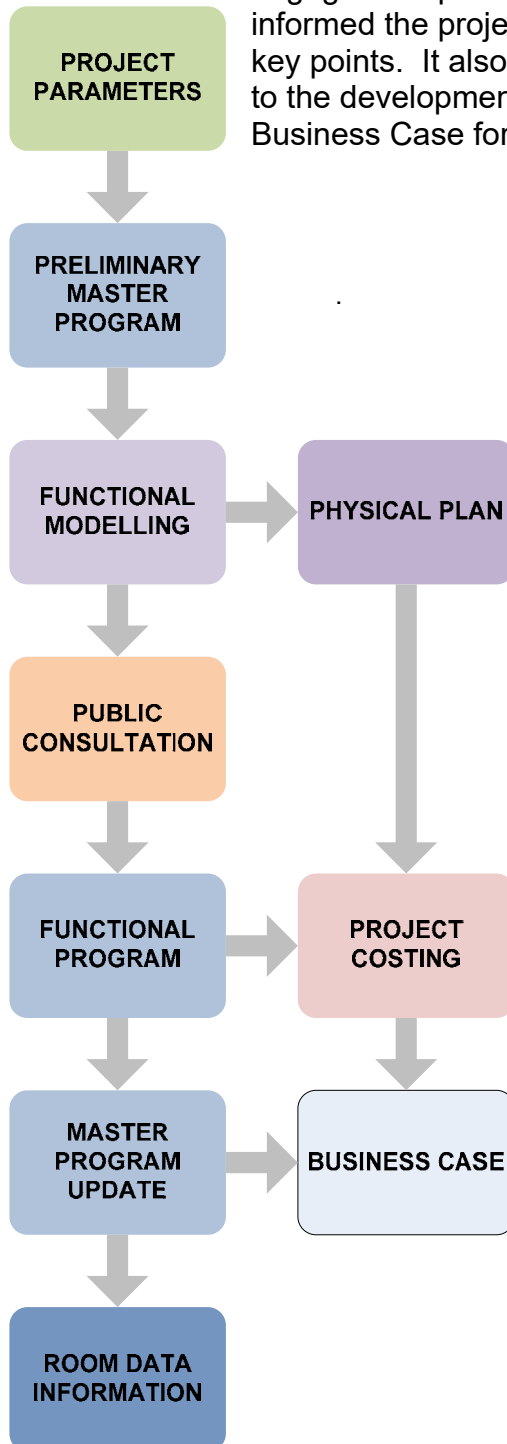
Archives of Australia, and the Federal Archives of Switzerland together with the Swiss National Library.

Library and Archives Canada is a federal institution tasked with acquiring, preserving and making Canada's documentary heritage accessible.

In 2004, Library and Archives Canada combined the functions of the National Archives of Canada, founded in 1872, and the National Library of Canada, founded in 1953. Since inception, LAC has reported to Parliament through the Minister of Canadian Heritage.

C. DESCRIPTION OF THE WORK PERFORMED

The diagram below identifies the various tasks that comprised the overall development of the Functional Program. It indicates the relationship of the public engagement process that occurred concurrently and which informed the project definition and programming process at key points. It also indicates costing tasks and their relation to the development of the Functional Program and of the Business Case for the new facility.



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**D. ORGANIZATION OF
THIS DOCUMENT**

This report includes the following subsections:

1. This Introduction;
2. Project Parameters, which presents an overview of a visionary facility proposed for the new Ottawa Central Library and the Public Service Facility of Library and Archives Canada, including vision, role and scope of services, and physical parameters; and
3. Master Program, which summarizes functional criteria related to each of the 21 components that comprise the Joint Facility project.

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2: PROJECT PARAMETERS

A. INTRODUCTION

This Project Parameters document presents an overview of a visionary facility proposed for the new Ottawa Central Library and the Public Service Facility of Library and Archives Canada.

This document is the result of an analysis and discussion of opportunities, constraints and functional requirements described in the draft stand-alone Ottawa Central Library Project Parameters (March 2016) and the draft stand-alone Library and Archives Canada Project Parameters (March 2016).

Note that for successful collaboration, it is not necessary for the project participants to share all goals, features and services. On the contrary, it is necessary that they preserve institutional identity and essential functional autonomy at the same time as they participate successfully in a joint shared facility.

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B. PROJECT VISION

Rationale:

- A common interest in the proactive anticipation of future societal informational needs, including knowledge of national and local history;
- The creation of an experience that is both local and national;
- A common intergenerational stewardship of informational and research resources;
- The provision of access to information about the national heritage, origins and future;
- A common interest in telling the stories of individual Canadians and their families;
- A common interest in the vital role of libraries and archives in the life of the City, the regional and the Nation;
- A common commitment to access by existing and future National Capital and Ottawa residents, commuters, and visitors, as well as Canadians;
- Recognition of potential operational efficiencies and significant synergies due to increased utilization of shared spaces, and collaborative public programs; and
- A commitment to optimal short and long term operational costs, energy innovation and conservation.

Objective:

- Bring together, in a distinguished facility, a new Ottawa Central Library and a new Public Services Centre for Library and Archives Canada to create a rich client experience.

Place and Identity:



Key Service Outcomes:

- A celebration of community vitality and the history of Ottawa, the greater Ottawa Region, and of Canada;
- An enriched experience of learning, history and community that empowers success, envisions the future, and builds social and community cohesion.

Key Metrics:

- On site visitors: ~ 4,800/day; ~ 1,500,000/year;
- Access to the Ottawa Public Library system collection of 2,300,000 volumes; and
- Access to over 100, 000,000 items in Library and Archives Canada collections.

Key Project Features

- A gathering place for community events, dialogue and interaction, with access by foot, bicycles, transit and private vehicle;
- A significant public destination and architectural experience that adds to the existing and future fabric of the City of Ottawa and the National Capital.

C: PLANNING PROCESS

Rationale

I. Joint Planning Process: Ottawa Public Library and Library and Archives Canada

Individual Project Parameters documents have been developed to define both Central Library functions and Library and Archives Canada functions. The two draft Project Parameters documents are brought together in this document to clearly illustrate the functional and operational opportunities presented by the proposed joint facility.

The next steps toward clarifying the partnership included the development of this Project Parameters describing a future shared Ottawa Central Library and Library and Archives Canada Public Service Facility.

Project Parameters outline the general service delivery and environmental needs and conditions that the proposed joint facility must address, as well as strategic and functional opportunities and constraints.

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D. INSTITUTIONAL CONTEXT

I. Common Institutional Context

- Both the Ottawa Central Library and the Public Facility of Library and Archives Canada require a setting that optimizes public access, visibility of services, and allows delivery of modern library and archives services.
- The current opportunity presents potential benefits and potential synergies in service delivery, and enhanced profiles in the community.
- The qualitative benefit of a joint facility and operation to the Ottawa Public Library system will be the presence on site of a prestigious research collection of national importance, and resulting enhanced client experience.
- The qualitative benefit of a joint facility and operation to Library and Archives Canada will be the presence of a very large daily population attending the fourth largest public library system in Canada and the pre-eminent system in eastern Canada.
- The potential exists for significantly enhanced client experience, innovative service delivery and greater public access, awareness, and use of collections and services.
- The opportunity exists to explore and apply best practices in the cross-governmental delivery of public services.

II. Specific to Ottawa Public Library

i. A: Public Library System Context

Vision

Build community and transform lives.

Mission

Inspire learning, spark curiosity and connect people.

Services

Client-centric catalysts for exploration and discovery.

Physical and digital collections that are responsive to client demands and community needs.

Enhanced client experience by leveraging best practices and technology.

Spaces

For community, collections, and creation.

An inclusive, dynamic Central Library enabling creation and learning.

Collaborative and flexible physical spaces that are sustained across the system.

Virtual spaces that offer opportunities for creation and content sharing.

Success

- Enhanced learning, literacy, and innovation.
- The library's reach and value strengthened and promoted.
- Community partnerships fostered.
- Library services aligned with community needs.

ii. Ottawa Central Library Vision

1. A branch library for the downtown community comprised of local residents and regional commuters.
2. A destination library providing special services and programs to library clients throughout the Ottawa Public Library system.

3. A tourist destination for visitors to Ottawa and the greater Ottawa region.

iii. Project Goals

1. Enable the exploration of the present, the past, and the future.
2. Ensure lifelong learning, discovery, interaction, and inclusion.
3. Be a magnet for community dialogue and interaction.
4. Celebrate the past, present, and future life of the community.
5. Respond to an inter-generational opportunity to create a dynamic cultural destination in the City of Ottawa.
6. Be a focal point in the City of Ottawa's urban development, and a catalyst for adjacent urban activity.
7. Enable the development of an iconic landmark and a defining 21st century image of the City.

III. Specific to Library and Archives Canada

i. Responsibilities within the Government of Canada

LAC supports the following outcomes: "a vibrant Canadian culture and heritage" (related to the area of Social Affairs), and "a transparent, accountable and responsive federal government" (associated with Government Affairs) for its essential role in the management of government information and in connection with Canada's Action Plan on Open Government.

LAC is responsible for preserving the documentary heritage of Canada for the benefit of present and future generations; serving as a source of enduring knowledge accessible to all; contributing to the

cultural, social and economic advancement of Canada as a free and democratic society; facilitating cooperation among communities in Canada involved in the acquisition, preservation and diffusion of knowledge; and to, be the permanent repository of publications of the government of Canada, and of government and ministerial records that are of historical or archival value.

LAC collects and preserves Canada's documentary heritage and makes it accessible to all Canadians. This heritage includes publications, archival records, sound and audiovisual materials, photographs, artworks, and electronic documents, such as websites. As part of its mandate, LAC works closely with other archives and libraries to acquire and share these materials as widely as possible.

ii. Library and Archives Canada Project Objectives

LAC's objectives for this project include:

- Connect Canadians to their documentary heritage by providing a setting that serves as a public gateway to the collections and the expertise of Library and Archives Canada staff;
- Democratize the resources and services of the institution through increased visibility, access, and public use;
- Interpret and present collection content by accommodating a representative collection on-site, and through ongoing programs, exhibits and events;
- Showcase nationally important public resources and services in the Nation's capital; and
- Establish a landmark urban and architectural presence in the national capital and in the urban fabric of the city of Ottawa.

iii. Library and Archives Canada Strategic Implications

Strategic implications of the objectives listed above are:

- Library and Archives Canada will engage dynamically with the public to promote the discovery and scope of the national collection, through heightened visibility, access and use of its content.
- LAC staff will continue to be information and content specialists who showcase collection content that clients may wish to explore, assist clients as they navigate the scope and content of the collection, and identify the services and resources required to interpret information.
- Library and Archives Canada will provide both enhanced self-directed exploration and interaction with collection resources, and the development of new and innovative client services.
- Library and Archives Canada will ensure that the goal of enhanced access, exhibition and showcasing of the collection is balanced with safeguarding collection resources.
- Library and Archives Canada will ensure that a new public services facility is linked functionally and efficiently with other LAC facilities in the greater Ottawa region.

iv. Library and Archives Canada Physical Locations

Library and Archives Canada delivers its on-site public services from facilities in Ottawa, Winnipeg, Halifax and Vancouver. The main public service and exhibition centre at 395 Wellington Street, Ottawa needs to increase its public presence, visibility, and access to convey the importance, role and scope of LAC's collections and services. This facility also includes extensive non-public collection storage.

The 395 Wellington Street facility has limitations, which include:

- Public and non-public spaces that are functionally inflexible and in need of significant updating and renovation to meet modern library and archival standards;
- Limited exposure or “storefront” presence due to second and third floor locations and spaces that are inflexible, and difficult for the public to navigate, particularly as they are distributed over two floors;
- Limited capacity for exhibitions that showcase collection contents to the public; and
- Significant cost and service disruption is involved in updating the facility, made more difficult and expensive due to the building’s heritage designation.

Additionally, there are seven LAC storage and preservation facilities in Canada:

- The Preservation Centre in Gatineau;
- The Nitrate Film Preservation Facility in Shirley’s Bay;
- The Collection Storage Facility in Gatineau;
- The Renfrew Archives Centre; and
- Storage facilities in Winnipeg, Dartmouth and Burnaby.

The focus of the current planning exercise is the preparation of functional program information for the replacement of the main public service centre located at 395 Wellington Street, including the provision of space to accommodate:

- A publicly accessible representative collection that showcases aspects of the LAC collection;
- Reference and genealogy collections;

- Public research and study activities;
- Presentation, meeting, and maker activities;
- Programming activities explaining the institutional mandate, collection holdings, (including special collection focuses), and protocols for collection use;
- Expanded exhibition activities that present to the public topics of specific interest to Canadians drawn from the vast holdings of LAC; and
- Features that explain the scope of LAC's scholarly, technical, and operational activities that are not typically encountered by the public.

The collection storage spaces currently in use at 395 Wellington will continue to house parts of LAC's collection.

v. On-Line and Off-Site Activities

The amount of remote access by the public will continue to vastly exceed the amount of in-person access at LAC's public service facilities.

The first point of contact for many clients is through LAC's digital services. This access may involve autonomous self-service and/or e-mail-based staff assistance.

On-line service usually involves rapid access to information across topics, as opposed to on-site activity, which involves deeper research and in-person staff service.

Digital services include access to all catalogue and descriptive records, collection organization, and schedules of programmed activities.

There are currently 34.9 million pages of digitized materials on the LAC website, with 22 million additional pages available through partner websites. 50 million images of digital collections are available on-line.

Currently, there are on average 1.6 million monthly page-visits by clients and staff, and 20 million page-visits per year. Digital activity is accompanied by extensive social media activity. LAC's Flickr account has garnered over 9 million views since it was launched in 2008. The Discovery Blog has over 12,000 views per month; the number of people who have listened to LAC's Podcast has doubled in two years, with a total of more than 146,000 episode listens. There are over 2,350 monthly visits to LAC's on-line services and approximately 500 phone calls per month. LAC also receives an average of more than 1,750 informal Access to Information and Privacy (ATIP) requests and about 100 formal ATIP requests per month.

vi. Library and Archives Canada Collections

Located in the seven previously mentioned facilities, the Library and Archives Canada collection includes the following materials as follows:

- 22 million items of published material comprised of books, periodicals, newspapers, microfilms, literary texts, government publications, and musical items;
- 250 kilometers of government and private textual records;
- 3 million maps, plans, and architectural drawings;
- 30 million photographs;
- 550,000 hours of audio and video recording;
- An archive of stamps issued by Canada Post as well as related philatelic material;
- A unique collection of medals;
- The largest collection of Canadian art in the world, over 425,000 works, including sculptures, illustrations from children's books, comic books, political posters, and iconic portraits; and
 - 5 billion megabytes of digital content.

vii. Library and Archives Canada Service Collection of Canadiana

Located at 395 Wellington Street in Ottawa and a component of the comprehensive LAC collection, the Service Collection is composed of the second copy of published books, periodicals and Canadian government publications, made available for on-site public use.

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E. SOCIETAL CONTEXT

I. Common Societal Context

a. The Impact of Change

Huge changes are continuing to occur in the information landscape, in access, distribution, and application, as the traditional service delivery profiles of information services are undergoing a metamorphosis.

The rearrangement of traditional classifications of knowledge has resulted from the ability to interconnect pieces of information and bodies of knowledge, the availability of extensive cross-referencing via multiple search engines, and the introduction of full text searches.

Publishing practices have undergone significant changes, including increasing self-publishing and on-line publishing. Ongoing challenges include privacy, security, and copyright.

b. Informational Literacy is building Social Capital

- Clients seek information resources that support personal enrichment, family development, recreation, culture, technical and economic innovation, and community development and cohesion.
- Extended and accelerated access to virtual information has expanded the capability and capacity of clients to find information; this has vastly increased the complexity and scope of information applications.
- Information technology is bringing about the convergence of, and access to, traditional collections and world-wide databases, with the overall collection involving a smaller proportion of print resources and a vastly larger proportion of digital information.

- Expanded information literacy is fuelling ongoing personal education and community innovation, and making possible enhanced civic, financial, economic, and genealogical/historical literacy.
- Increasingly, clients are seeking creation, collaboration, and consumption opportunities which require both new and old technologies, new and old media, and specialized equipment and workspaces.

c. General Societal dependence on Information

- The amount of available information is increasing exponentially due to research and development, general access and transparency, and the interconnection of databases.
- Digitized information is now central to the activities of education, government, communications, finance, culture and commerce.
- Clients expect to digitally access national and global library and archival databases, providing them with information independent of time, place, and ownership.
- The public has convenient access to, and prefers to use, increasingly powerful electronic search, retrieval, and dissemination systems, providing them with instant access independent of time, place, ownership (increasingly), or categorization.
- The general population will continue to access vast amounts of information, and will continue to explore increasingly diverse applications of information.

d. Increasingly Complex Patterns of Use

- People have a choice of information format; they have varying degrees of literacy; patterns of use vary by age, by social group, by income level, by language, and by educational level, e.g., early

literacy programs are viewed as an essential aspect of childhood education.

- People use information to discover, immerse themselves, dialogue, collaborate, produce, and express themselves. They use static information, assemble new knowledge and create original applications.
- Individuals pursue ongoing cultural, intellectual and creative interests through self-directed research, study and creation.
- Traditional categories of knowledge are shifting and re-forming; people are creating their own taxonomies and knowledge systems.
- Information is now often communicated as it is acquired or created, in a variety of formats, often attended with real-time discussion and modification.

e. Information is Being Democratized

- Information that was once available only to the expert, was previously difficult to find, one-of-a-kind, and highly specialized is now readily accessible to the lay person.
- Enhanced forms of access and democratization such as the Internet are integrating information that was formerly inaccessible into local and national, individual and institutional, research and genealogical activities.
- Downloadable content and the increasing cost effectiveness of small or just-in-time publishing has led to increasing numbers of authors publishing their work independently.

f. Applications are Proliferating

- New software and applications continue to be introduced; foremost among them are vehicles for

social networking. Applications are replacing some print materials as a format of choice.

g. Fewer Books, More Bytes

The balance of use of print materials, e-books, digital databases, and downloadable music and videos is changing significantly; there will be proportionally fewer physical materials requested in the future.

h. Evolving Consumer Technologies

Information technology continues to evolve in the following ways:

- Mobility: there is a pronounced trend toward the use of mobile devices as opposed to fixed technology, e.g., smart phones, tablets, laptops and hand-held devices vs. desktop computers;
- Versatility: devices are becoming more versatile; one appliance can perform multiple functions, often simultaneously;
- Smaller and larger technology: technical devices are becoming smaller and increasingly powerful as evidenced by hand-held devices, flat screens and tablets; display technologies, on the other hand, are getting larger; and
- The widespread acceptance and constant use of smart phones and other personal digital devices have critical implications on the size and capabilities of the library's IT and communications infrastructure.

i. Co-Existent Existing and Emerging Technologies

- Older technologies do not necessarily disappear; new technologies must be integrated with older technologies that may still be preferred or required to store and access information. An expanded scope of expertise is required to maintain this expanded range of technologies.

- The rate at which new technologies emerge, are adopted, and replaced, is increasing rapidly, challenging the adaptive resources of library staff and systems.

II. Specific to Ottawa Central Library

i. Overall Ottawa Context

Background

Ottawa is derived from the Algonquin word adawe, “to trade.” The Ottawa River and the Rideau River were important waterways for this trade. French explorer, Étienne Brûlé, was one of the first Europeans in this area in 1610. Permanent settlement occurred in the 1800s, along with the construction of the Rideau Canal.¹

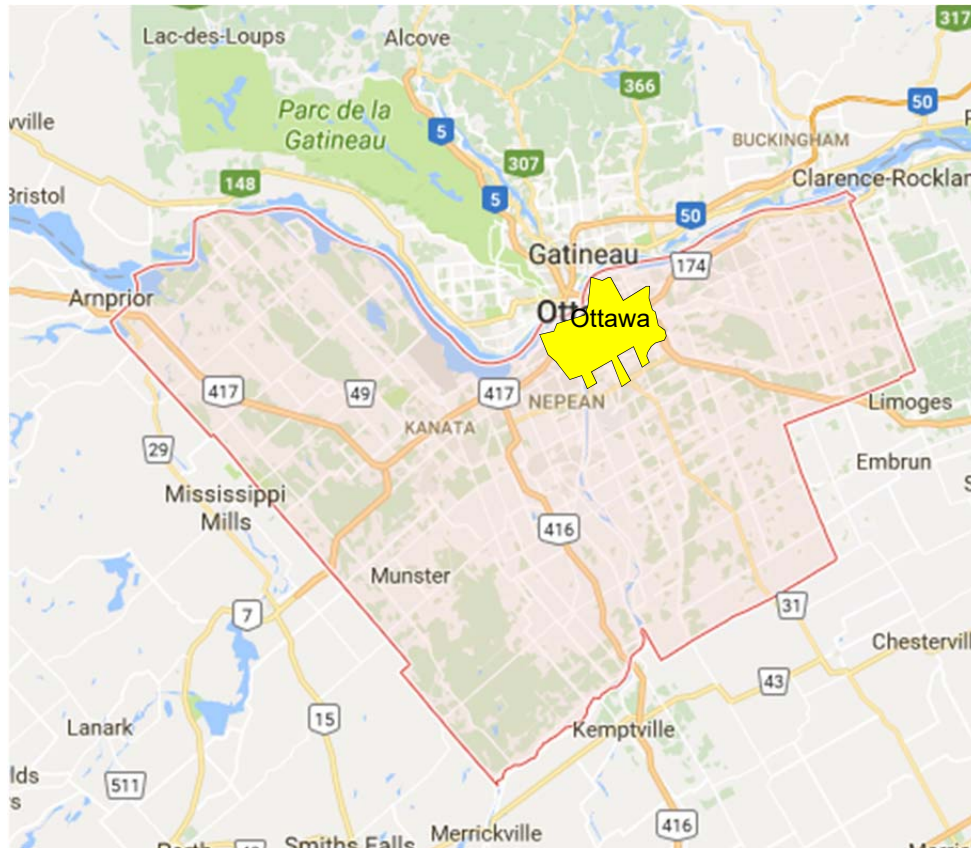
Ottawa is on the south bank of the Ottawa River and borders Gatineau, Quebec to the north. The 2011 Census indicated a population of 883,391 for the City of Ottawa, making it the fourth largest city in Canada. It is geographically very large, and covers an area of 2,778 km². The combined population of Ottawa-Gatineau was 1,332,000 in 2015.

Employment is mainly in the fields of government and high-tech.

The New Central Library Trade Area is indicated in yellow in the following map.

¹

https://en.wikipedia.org/wiki/History_of_Ottawa accessed 2016 October 19.



GOOGLE MAPS Map data ©2016 Google

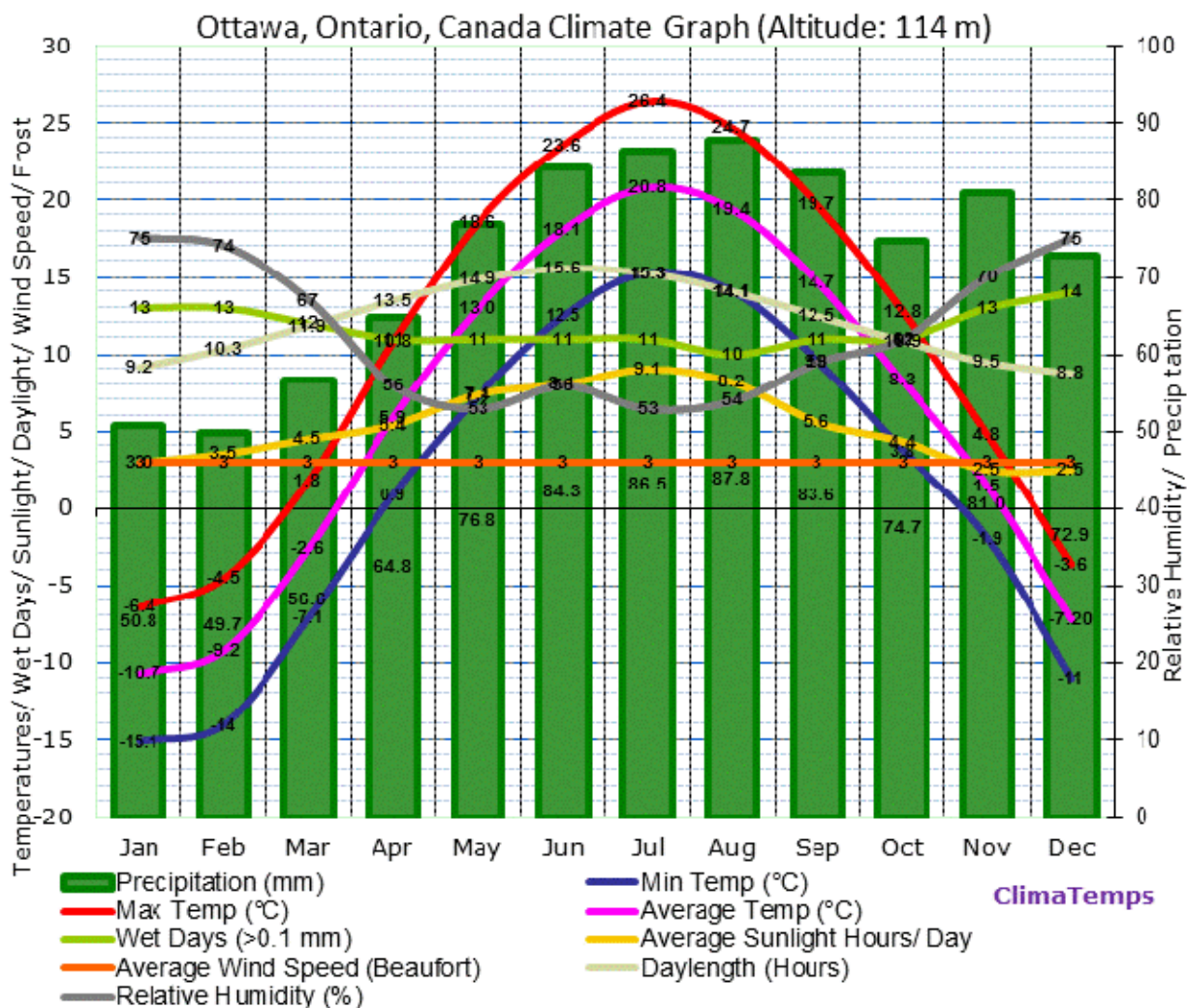
Climate

Ottawa has a humid continental climate with four distinct seasons. Summers are warm and humid, winters are cold and snowy. Spring and fall are prone to extremes and unpredictable swings. The highest temperature recorded was 37.8°C and the coldest was -38.9°C. Westerly winds predominate, and average 13km/hour.²

The following climograph indicates the extreme temperature variation from winter to summer, as well as the fact that summers tend to be wetter and winters dryer.

²

<https://en.wikipedia.org/wiki/Ottawa#Climate> accessed 2016 October 19.

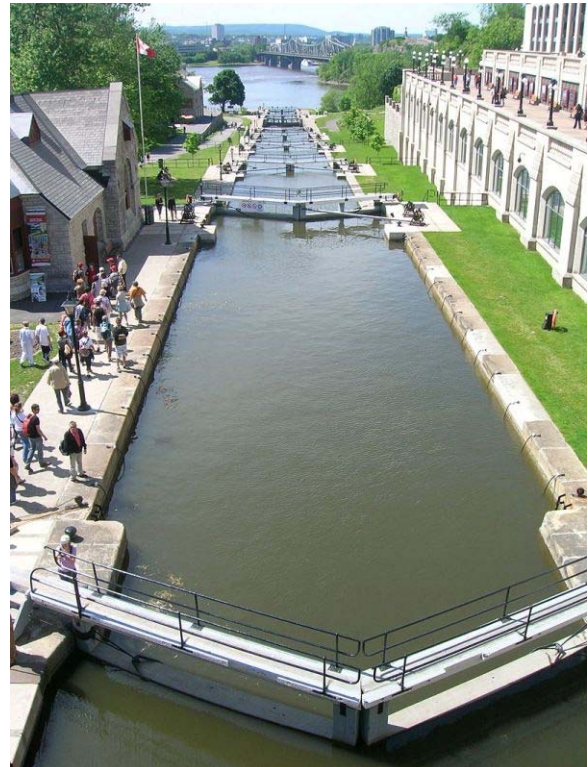


<http://www.ottawa.climatemps.com/> accessed 2016 October 19



Rideau Canal Skateway
PHOTO: Saffron Blaze

<https://commons.wikimedia.org/w/index.php?curid=32552370>



Rideau Canal Locks
PHOTO: Snowjam

<https://commons.wikimedia.org/w/index.php?curid=23910222>

Languages

Bilingualism in Ottawa was enacted as a By-law in May 2001³. Nearly 37% of Ottawa's population can speak both French and English. Of the population, 62% identify English as their mother tongue and 14% identify French as their mother tongue. About 20% identify languages other than French and English as their mother tongue, with Arabic, Chinese, and Spanish being the top three languages.⁴

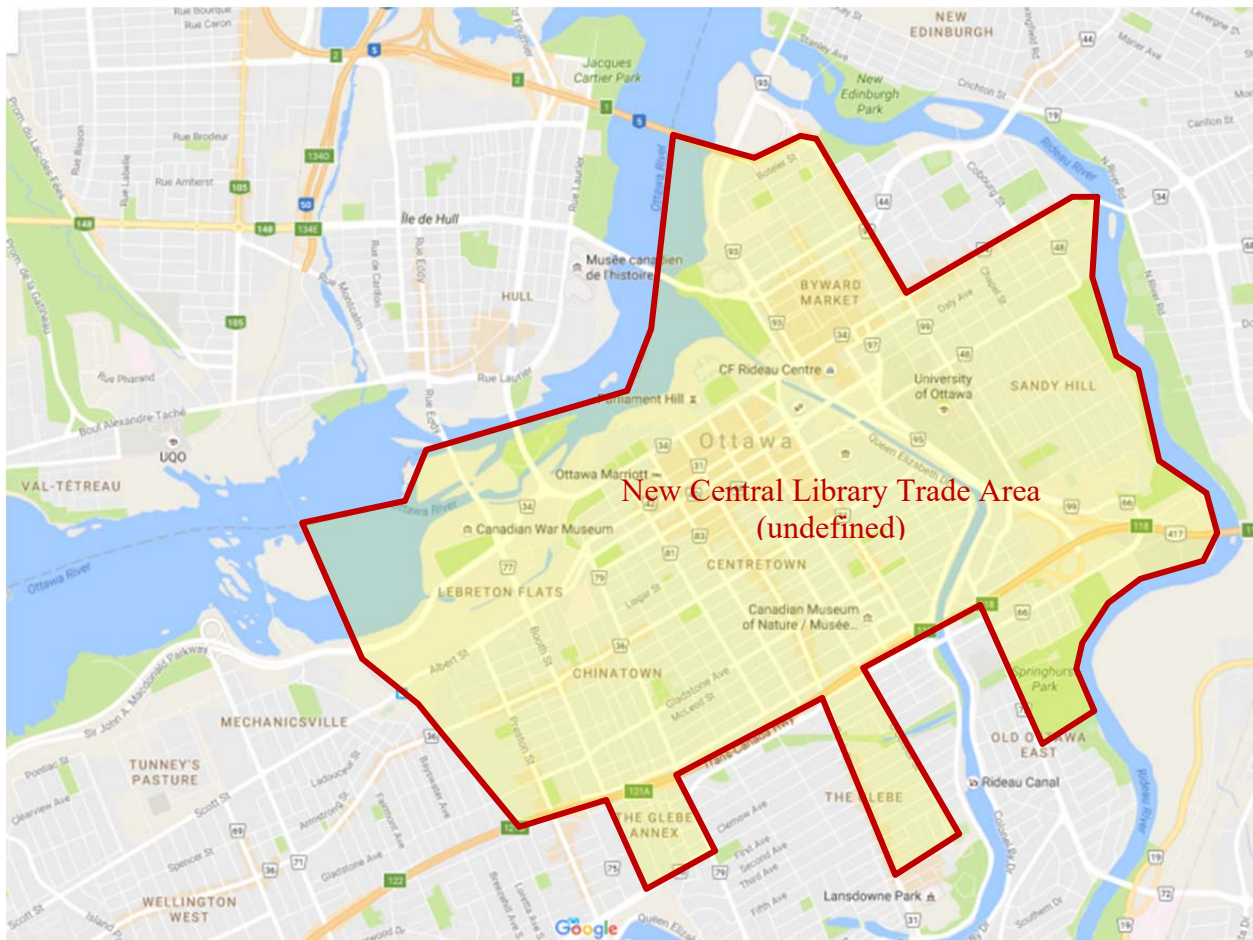
GEOGRAPHY

³ <http://ottawa.ca/en/residents/laws-licenses-and-permits/laws/bilingualism-law-no-2001-170> accessed 2016 October 19.

⁴ https://en.wikipedia.org/wiki/Demographics_of_Ottawa#cite_note-22 accessed 2016 October 19.

Ottawa sits at the confluence of three rivers – Gatineau River, Ottawa River, and Rideau River. The older part of the city, known as Bytown, is located between the Canal and the Ottawa and Rideau Rivers. Across the Canal to the West is Centretown and downtown Ottawa.

For the purposes of this project, the New Central Library Trade Area encompasses the area shown below:



GOOGLE MAPS Map data ©2016 Google

Demographics

Central Area vs Overall City

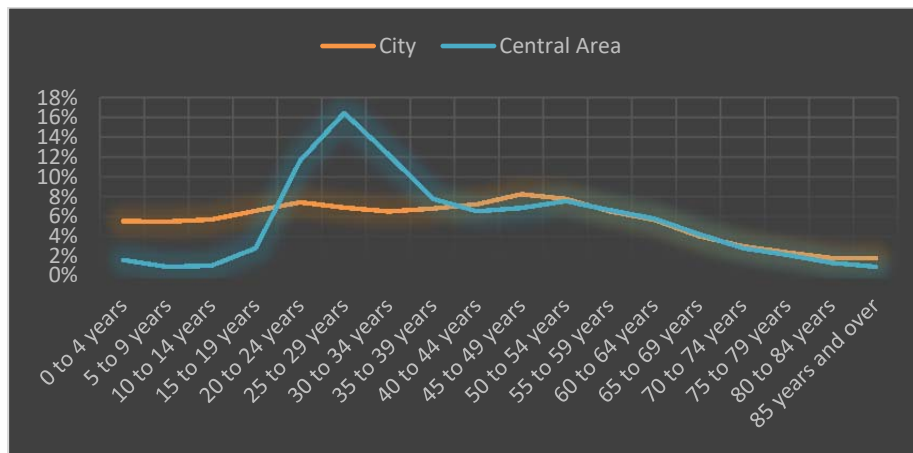
The Central Area had a 2011 population of 8,770, while Ottawa had a total population of 883,390. The

**OPL-LAC Joint Facility
Master Program**

demographics of Central Area compared to city-wide reveals the following:⁵

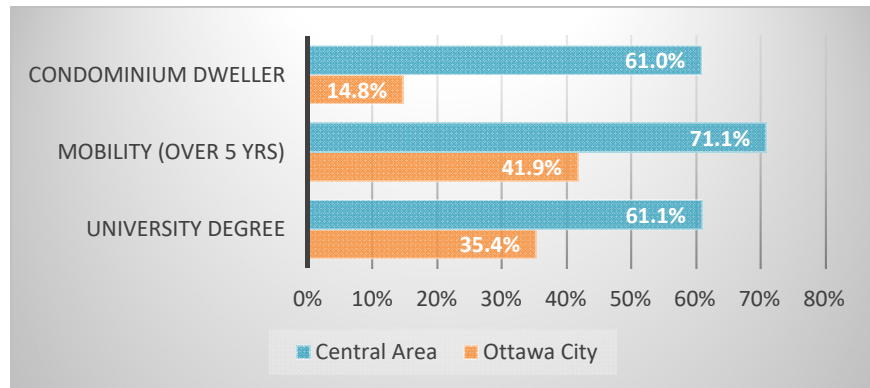
- Heavily comprised of young adults 40% are aged 20 to 34;
- Empty-nesters (55+) are fewer than the city average;
- Predominately condo dwellers, and more renters than owners;
- Very mobile – more than 70% moved in the last 5 years;
- Well-educated, women more so than men; and
- Higher than average income for one-person household, 26% higher than city-wide; for two-person+ household, same.

Population by Age



⁵ Terry Van Kessel of Research & Forecasting Unit of the Policy Development & Urban Design Branch.

Dwelling, Mobility, Education

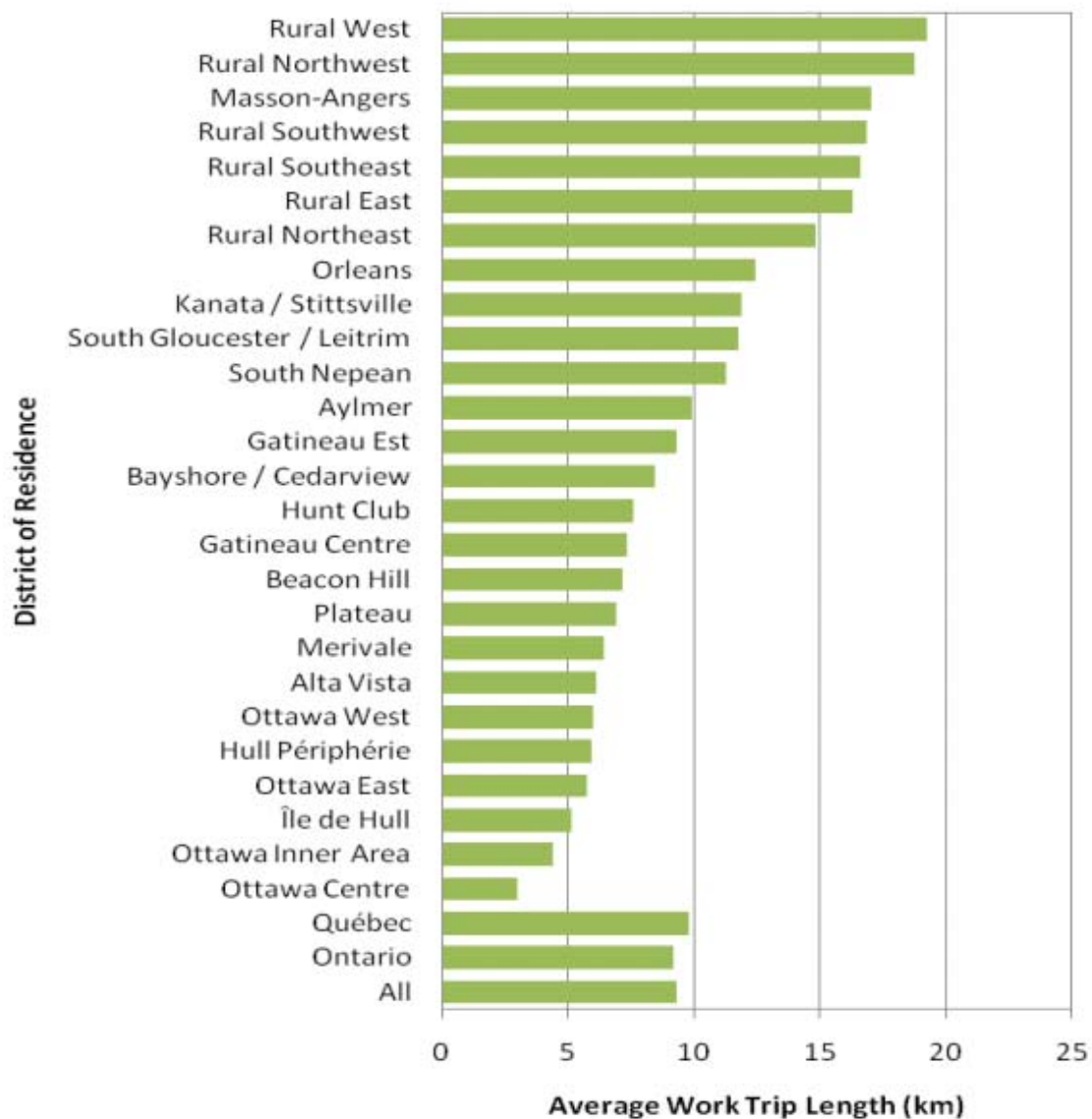


From “Trans,” a joint transportation planning committee serving the National Capital Region, these further patterns were noted:

- One-person households prevail – 62% of households;
- 53% of household do not own a vehicle; and
- 25% of population in Central Area are Transit Pass holders.

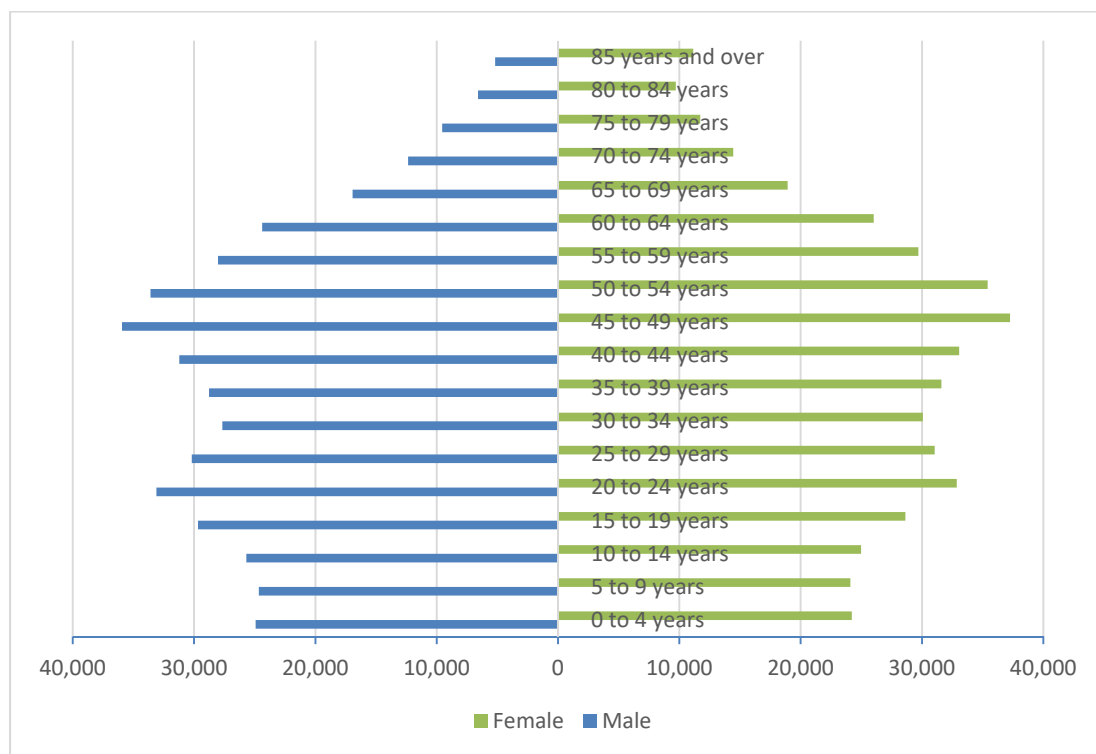
Transportation Patterns

From the chart on the following page, one could also assume people living in Central Area work in or near Central Area:



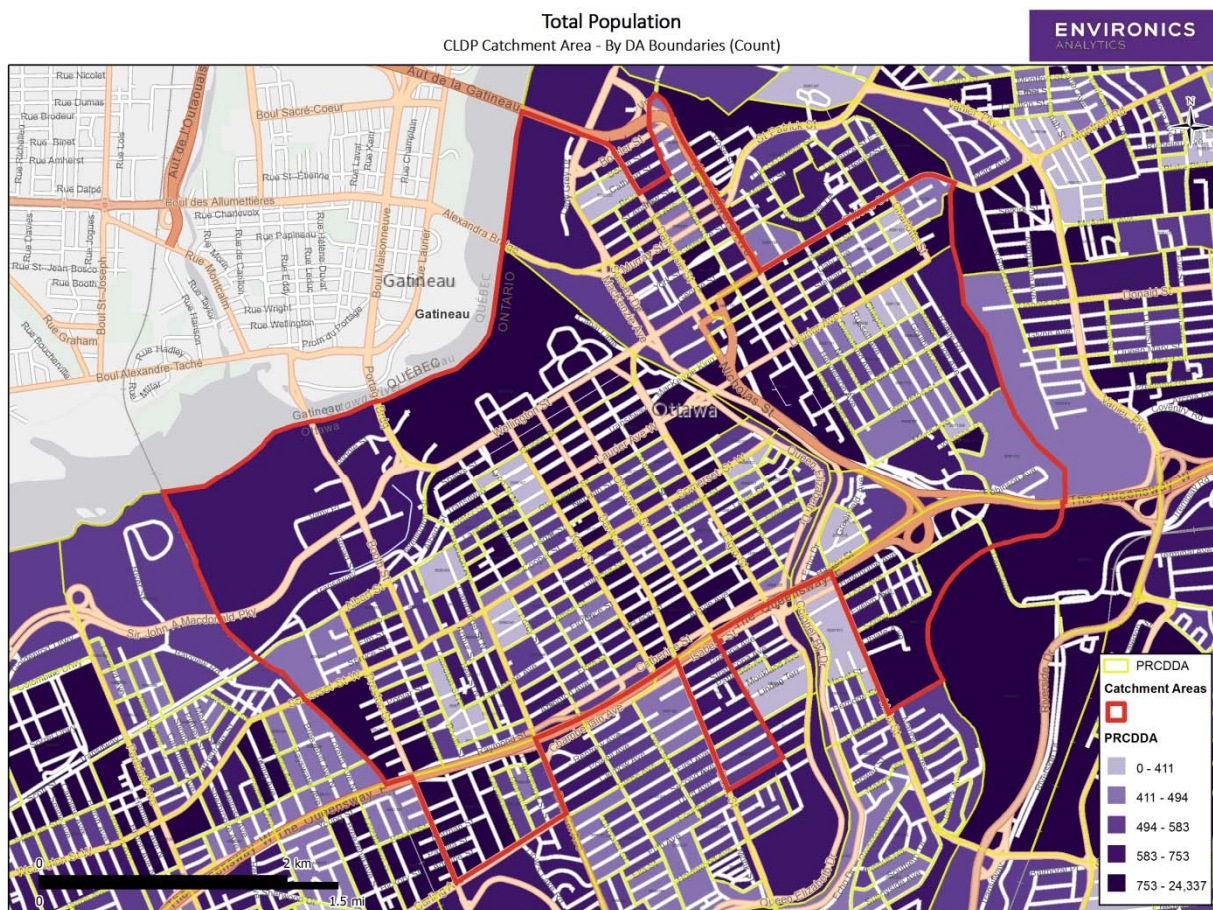
Population Pyramid

The following population pyramid for the City of Ottawa shows two bulges, one centred on those 45 to 49 years old, and another for those 20 to 24 years old. The high number of younger adults is likely due to the number of university students within the City, and younger people with entry jobs in government and the high tech sectors.

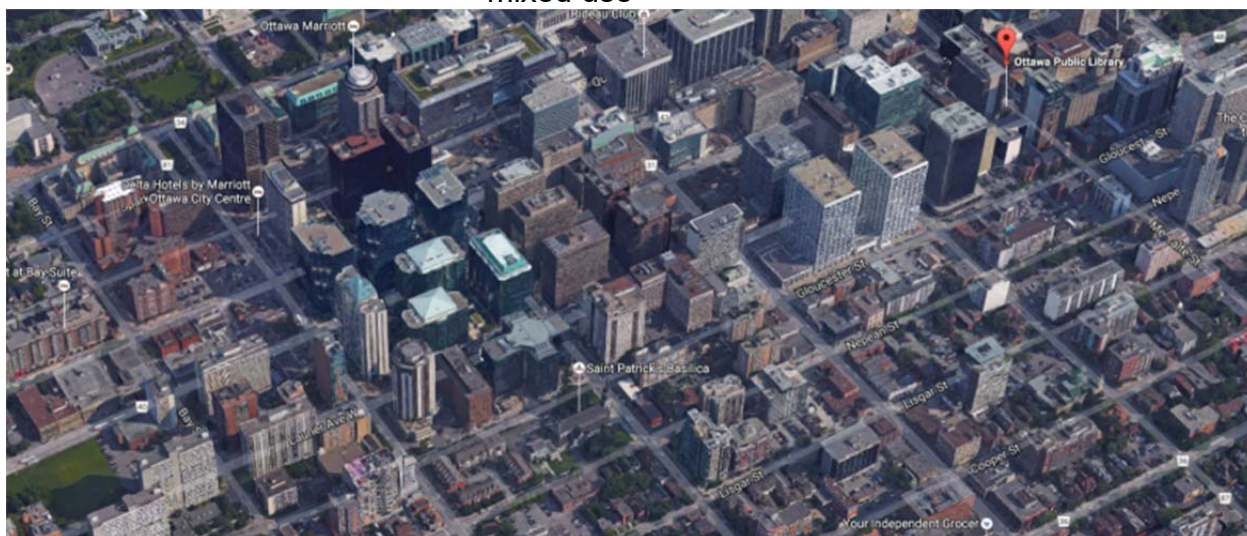


Population of Central Area

The diagram and image on the following page shows the relative population densities by Dissemination Area codes (PRCDDA) for the Central Area.



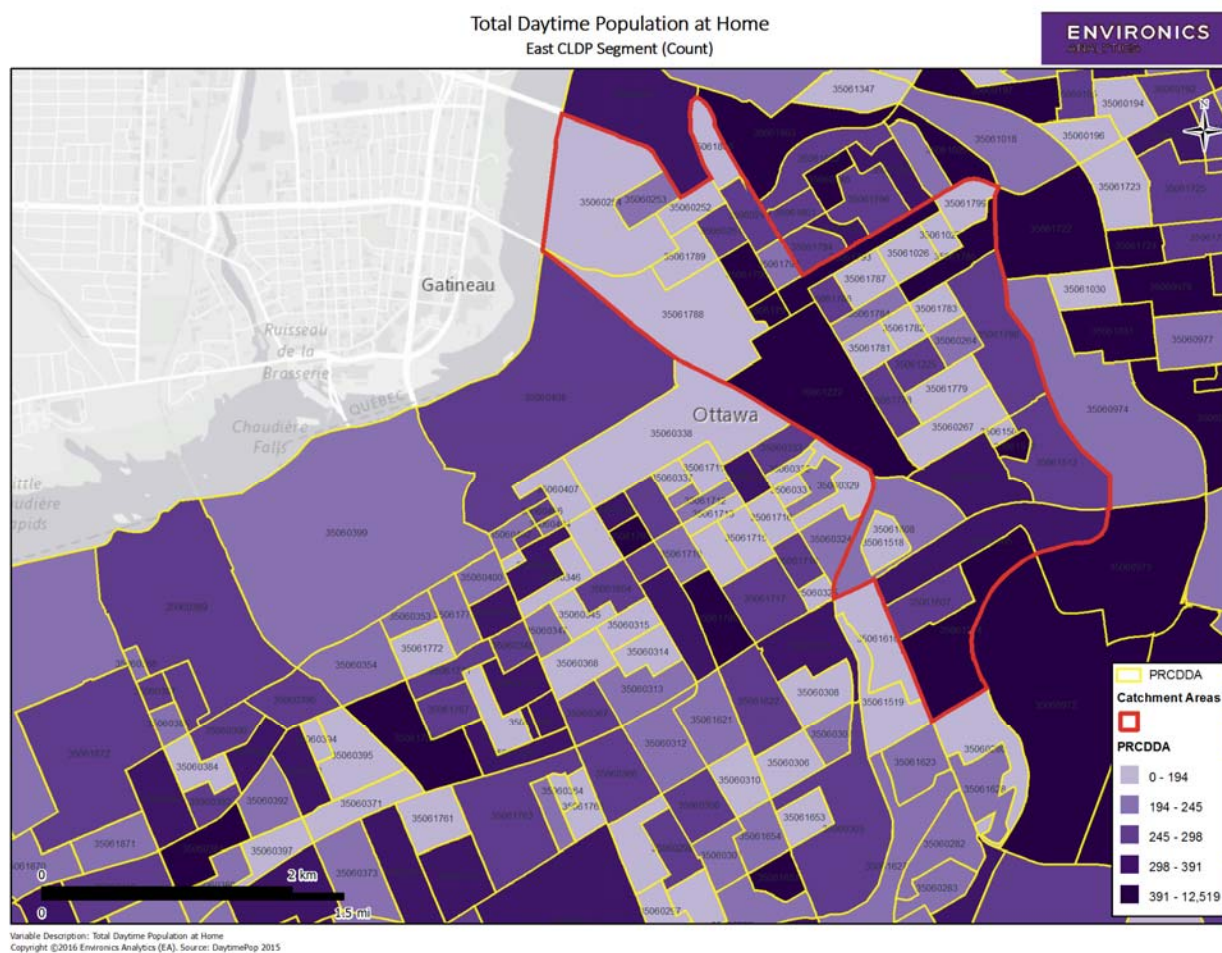
A visual of high-rise office towers, residences, and mixed use

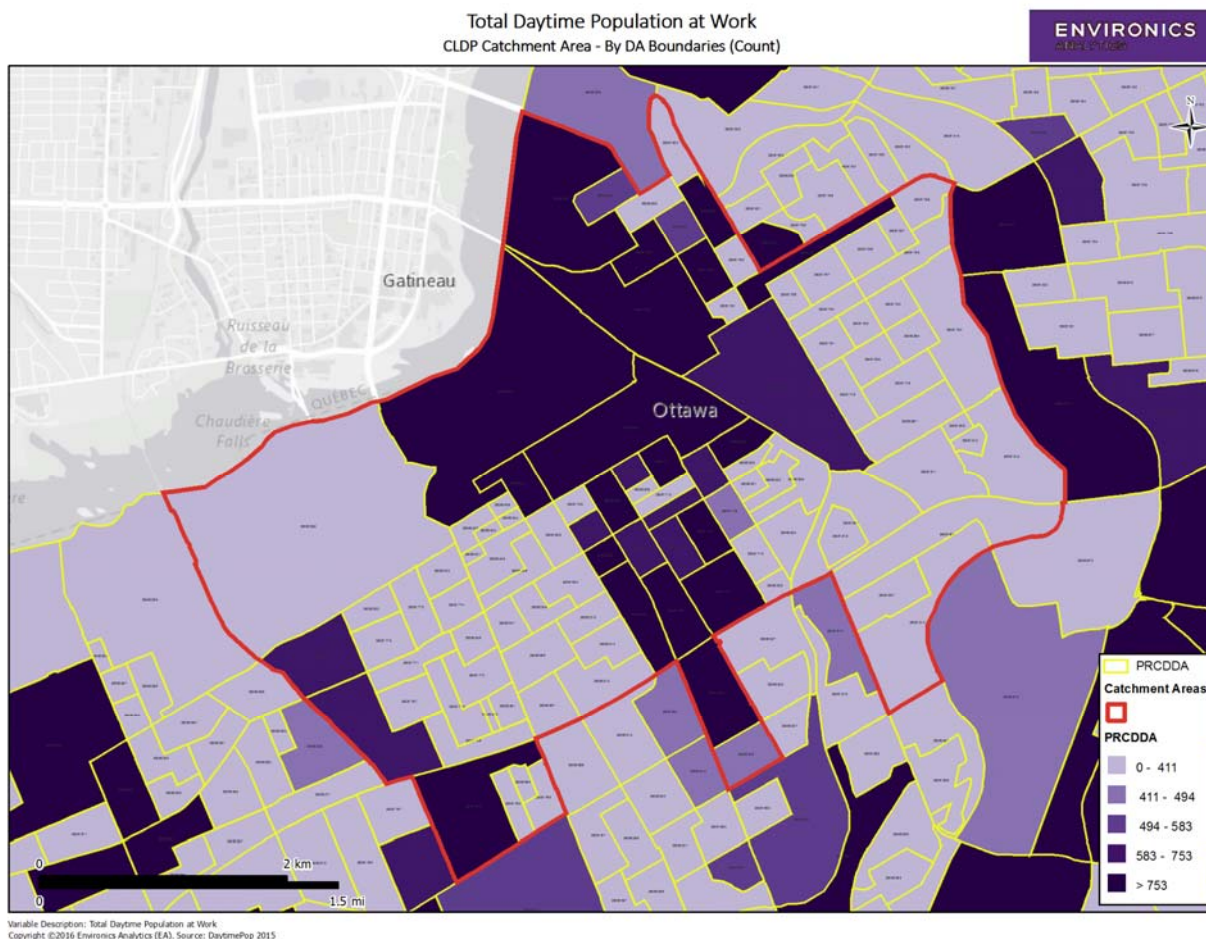


GOOGLE MAPS Map data ©2016 Google

Daytime Population at Home and Daytime Population at Work

Another useful comparison is the population of the Central Area that stays at home during the day and the population that goes to work. Darker purple indicates higher population.





Population Projections

Based on prior Census periods 2001, 2006, 2011, the patterns and distinction between Central Area and the rest of the City have remained the same. On this basis, the trends are expected to continue in support of Central Area growth relative to the rest of the City

ii. Impact on Public Library Activities

The future public library is emerging as the pre-eminent information destination of the community: it is the community's information utility, a visible access point to information enabling the community's awareness and interaction;

Library services now include navigating, interpreting and animating the expanded range of information resources for clients who are increasingly diverse (ethnically and linguistically) and accomplished in creative and digital literacy; and

Libraries must demonstrate proactive and dynamic leadership by revealing and interpreting the scope of their information resources, and enabling myriad applications of that information.

iii. Ottawa Central Library Client Profile

- The Central Library will accommodate up to 4,500 visitors and clients per day involved with individual lifelong learning and recreation, individual and group projects, program attendance and associated social activities.
- Typical client's goals will include social interaction, personal development, professional advancement, financial planning, educational development, recreation, collaboration, creation, and expression.
- Clients will display a wide diversity of interests, capacities, service needs, and accommodation requirements.
- A profile of the diverse community of public library clients includes, but is not limited to, the following:

Origin

- Metro-Ottawa residents seeking the special resources and attractions expected in a central library.
- Downtown Ottawa local community residents.
- Commuters who work downtown but live elsewhere.
- Visitors to the national capital.

Diversity of group sizes

- Clients who come as individuals, in groups, or as families.

Diversity of ages

- Clients of all ages, including preschoolers, school-age, adults and seniors.

Diversity of characteristics

- Newcomers to the community and people who are ethnically or linguistically diverse.
- Clients who are economically, socially or behaviorally marginalized.
- Clients experiencing barriers to library services including those with physical disabilities, mobility limitations, the print disabled and those with learning and developmental disabilities;
- Job seekers, career researchers and business associates.

Diversity of service needs

- Clients who arrive for a simple and short transaction, such as picking up a hold, and clients who stay at the library for a lengthy period, reading, studying or taking part in a program activity.
- Clients who are comfortable with self-service along with those who require traditional value-added service.
- Clients with varying literacy proficiencies: written, oral, technological, historical, civic and financial.
- Clients with lifelong digital experience; many with some form of personal technology but some expecting traditional non-digital services.

- Clients who enjoy passive independent activities and proximity to the activities of others.
- Clients who participate actively in group programs, who attend performances and meetings, and who collaborate with others.
- Clients who use the services of the Library from their home or at a distance.
- Clients who are unable to access Library services from their homes.

III. Specific to Library and Archives Canada (On-Site Service Delivery Context)

i. Contextual Conditions Affecting LAC Activities

- a. The size of Library and Archives Canada's analogue collections will continue to increase in pace with ongoing publishing output, the generation of public records, and the acquisition of donated collections.
- b. The size of digital collections will continue to increase due to the acquisition of documents that are born digital as well as the digitization of holdings.
- c. Digitization will be central to collection maintenance and development and to research and education, public dialogue, and exhibit activities.
- d. Public research involving published materials, including books, textual records photographs, audio collections, and genealogy materials, will continue to require dedicated and specialized staff assistance, systems and finding aids.
- e. Archival collections will continue to require their own specialized taxonomies, information identification systems, and resource tracking and storage systems.

- f. Older technologies will not necessarily disappear; new technologies must be integrated with older technologies that may still be required to store and access specialized library and archival information. An expanded scope of expertise and equipment is required to maintain services that involve an expanding range of technologies.
- g. The research and information assembly process will continue to include the examination of published and archival holdings, use of finding aids, staff consultation, discovery, contemplation, dialogue, collaboration, creation, and presentation.
- h. Although new information providers, such as Google and Wikipedia, have emerged to compete with traditional library and archival services; the unique ongoing service niche of LAC involves both access to authentic and comprehensive collections and curated, in depth, reliable expertise provided by professional staff.
- i. Information technology is bringing about the convergence of, and access to, regional and national libraries and archives and world-wide databases, with the collections now including one of a kind print and multi-format resources and an exponentially increasing proportion of digital information.
- j. In Library and Archives Canada's collections, the current balance of use of print materials, digital databases, will not change dramatically. There will be an increasing, not decreasing, amount of print materials in the future. 130,000 archival descriptions and 30,000 bibliographic descriptions are added by LAC each year.
- k. Information will continue to be conveyed by print and virtual symbols, writing, language, and images; it will be accessible in static and dynamic modes and multiple combinations of formats. A small portion of the collection is currently digitized and available, while a large portion of the

remainder can be digitized on request and made available virtually.

- I. The rate at which new technologies emerge, are adopted, and/ or replaced requires continuous adaptation on the part of LAC staff. As early adopters of technology, there may be challenges accessing information as equipment and software become obsolete.
- m. Service standards for delivery of, and access to, collection material are determined and affected by several factors, including available resources, the storage location of items (on-site or off-site), the distance between buildings, the use of technology to streamline work processes, weather and road traffic.

ii. LAC Client Profile

- a. Overview: Reference and Consultation services serve up to 150 in-person clients and researchers a day involved with collection resources, specialized staff assistance, and private research activity.
- b. Clients include private individuals and groups of lay and professional researchers, writers, government employees, historians, educators, teachers, faculty members, students and post-graduate students, members of non-governmental organizations, genealogists and others focusing on topics in Canadian society and/or in family history and genealogy.
- c. Although approximately 60% of on-site clients are Ottawa based, clients frequently reside elsewhere and visit Ottawa to access resources directly.
- d. Research activities typically require more than one day on-site, and are often preceded by on-line request for information assembly and delivery to the research location.

- e. Clients conduct research that expands their knowledge of personal, local and national history; their research may be supplemented by exposure to exhibits, exhibitions, presentations and special events relating to collection content.
- f. Clients may, after being exposed to exhibits, exhibitions, and presentations, conduct research into a topic of personal interest.
- g. The length of research sessions may require the availability of food services on-site.
- h. Security protocols for access to the facility necessitate the availability of storage lockers for personal belongings.
- i. Research is predominantly individual, but could occasionally involve group projects.
- j. Many clients are already familiar with the collection; they come with an expanded breadth and depth of informational literacy, research dexterity, and interpretive skill and, consequently, are interested in working independently. Many are contracted researchers.
- k. Increasingly, clients are proficient with emerging technologies and processes of information application (e.g., scanning and digitization of documents); and expect to be able to perform these activities in association with their research.

F. SERVICE DELIVERY PROFILE

I. Common Service Delivery Profile

i. Goals

1. Service visibility, access and transparency.
2. Service and program delivery collaboration.
3. An enriched experience of learning, history and community that empowers success, envisions the future, and builds social and community cohesion.
 - Inspires all;
 - Supports families and children;
 - Provides access to the past through historical resources and metaphoric story telling experiences;
 - Promotes success;
 - Builds social and community inclusivity and cohesion; and,
 - Promotes civic and national identity.

ii. Client Self-Service Building Access

The setting of the building will be critical: visual access, clear navigation routes and preliminary orientation to the building must be provided through building image, street presence, sightlines, movement paths, and views of interior activity.

Once inside, it must be possible for clients to use the building independently. Client self-service features will include intuitive, audible, tactile and visual orientation to lead clients through the building layout. This includes distinguishing spatial and formal features, and visible and intuitive self-direction to OPL and LAC entrances, elevators, stairs and key circulation routes, to collection resources, and to other key building destinations.

iii. Common Community Services

- Adjacent urban activities;
- Town Square (atrium) activities;
- Public Forum (multi-purpose gathering space) and meeting room activities; and
- Genealogy services

iv. Ancillary Client Services

- Ancillary client services will include the following:
 - Friends of the Ottawa Public Library Association and Friends of the Library and Archives Canada Shop,
 - Parking Services, (by independent contractor),
 - Security Services, (by independent contractor),
 - Building Services, (by City of Ottawa),
 - Information Technology Network Services, (by City of Ottawa), and
 - Food Services, (by independent contractor),

II. Specific to Ottawa Central Library

i. Distributed Client Services

The Ottawa Public Library system includes 33 branches, all of which will have on-line and reciprocal collection and service access with the Ottawa Central Library.

Additionally, the Library system is part of the national and international inter-library loan system.

ii. On-Site Client Self-Services

Self-service features will include general, distributed-to-client administrative services (e.g., programs dealing with registration, borrowing, booking rooms, and paying fines) as well as access to the Library's website and catalogue information, the organization of

the collection, and schedules of programmed activities. Self-services will also include general Wi-Fi access, computer access, printing and copying stations, technology-charging stations, and open access to digital and maker resources and to drop-in tutoring and office spaces.

Self-service functions – including copying and printing stations, collections, programs and events, building functional layout signage, and public washrooms – should be grouped on each level in a visible consistent location.

Clients will carry resources to materials return points; they will access self-service holds collection points, and use self-check-out stations. They may access vending machines to retrieve holds and loan-able technology devices, such as laptops or tablets.

They will access public washrooms and drinking fountains, and vending machines providing food and beverage choices and possibly supplies, such as USB keys and headphones.

Clients will browse resource materials, make selections, and carry selected items throughout the building.

There will be many spontaneous client-driven group activities. Clients will frequently rearrange furniture creating impromptu learning and creative environments; they will operate meeting room equipment and some local environmental controls.

They will also assemble and triage recyclables and garbage at disposal stations distributed through the building.

iii. On-Site Staff-Assisted Client Services

Staff-assisted client services will generally be secondary to client self-services.

The staff service model will focus on client self-direction combined with staff engagement. Small

scale multi-functional service touch points will be distributed throughout the public areas. On each level of the building, a similar staff service delivery profile will be evident, including focal/ orientation features located at the same place (as required) on each level of the building. Client service spaces need to be flexible and easily adaptable.

The service model will include visible roving staff who proactively engage with clients, interpreting and demonstrating collection content, and providing on-demand navigation and assistance with collection and resources, including providing short-term in-place tutorials.

Service points will be operated as touch-down points, not as staff workstations.

Staff assisted services may change and evolve over time to respond to the changing needs of customers. There may be targeted services for special groups, such as those participating in digital, creative, and innovative activities, and services for those with access challenges. Staff may provide services to individuals and groups based on specific collection content.

Security services will be provided via a combination of passive features and through the assistance of roving staff and security personnel.

Collection development and management services, including loans from and to other libraries, will occur off-site.

iv. Program Activities

Unstructured and client-driven activities are a fundamental form of programming and include the general, indirect social engagement and sense of inclusion made possible by ubiquitous views of the movement and activities of other people. This unstructured program activity will occur outside the building as well as inside.

Unstructured programming also includes recreational reading and the personal activities (programs) of individuals and groups, such as gaming, playing board games, and self-initiated creation and collaboration.

The secondary form of activity will involve formal programs based on topics relevant to the community and to the interpretation of the content of information resources. In the future, staff will focus increasingly on providing clients with enhanced access to, and interpretation of, resource content, resulting in substantial increases in program activity.

Programs organized by staff will include single scheduled events, pop-up events, and ongoing events; program activities may occur throughout the library. Participation in programs may range from one individual to very large groups.

Structured programming will include interpretative, topical, and current interest programs designed and facilitated by Central Library staff, Central Library partners, and/or visiting facilitators.

Programs may involve presentations, creative and innovative activities, exhibits, workshops, courses, classes, conferences, special events, and performances. Some may require unique environments, furnishings, equipment, and resources.

v. Practical and Vocational Creation Activities

Creation activities will include a range of wet and dry, mechanical, vocational and interactive devices and experiential resources. This may include technology workstations and equipment, 3-D printers, emerging technologies, recording facilities, video facilities, and performance spaces.

Activities supported may include: dance, painting, sewing, knitting, wet and/or dry crafts, and small scale mechanics. Storage will be provided for materials, non-toxic supplies, equipment, and clients' work-in-

progress and personal effects. Functions may require the support of dedicated building environments. Interior and exterior play and discovery environments will be included.

vi. Collection Resources

a. Digital Resources

Digital resources—together with access to the Internet—are the largest and most empowering component among OPL's array of client resources. OPL will be the gateway to global information resources.

Access to this collection will be provided throughout the Central Library for those with personal access devices as well as those using devices provided by the Library.

b. Physical Collection

The Central Library's print collection will be the largest collection in the OPL system. It will be almost entirely circulating; it will be fully browsable.

The non-fiction print collection will be catalogued using the Dewey Decimal System. However, its actual arrangement may involve logical groupings, subsections, and/or focus collections based on families of topics and current interests. The fiction collection will be arranged alphabetically by author, language, and genre.

Future physical collection size assumptions are listed below:

Collection	Language	Projected Number of Items
<u>Adult Collection</u>		
Express	Eng.	2,000
	Fr.	200
Fiction -Hard Cover Fiction (AEF)	Eng.	15,000
	Fr.	10,000
Mysteries	Eng.	3,000
Large Print	Eng.	2,000
	Fr.	500
Graphic Novels/BD	Eng.	1,200
	Fr.	800
Paper Backs	Eng.	2,000
Non-Fiction	Eng.	45,000
	Fr.	15,000
ESL/Literacy	Eng.	900
Literacy (French)	Fr.	75
Language learning		750
Reference	Eng./Fr.	100
Local History		20,000
Magazines	Eng.	130
	Fr.	50
DVDs	Eng.	3,000
	Fr.	600
Music CDs	Eng./Fr.	2,000
Books on CD	Eng.	1,200
	Fr.	0
World Languages		9,500
World language Magazines		25
Genealogy		8,000
Adult Collection Total		143,030

Collection	Language	Projected Number of Items
<u>Teen Collection</u>		
Express	Eng.	100
	Fr.	30
Fiction	Eng.	1,200
	Fr.	300
Graphic novels/BD	Eng.	700
	Fr.	250
Paperback	Eng.	250
	Fr.	0
Non-Fiction	Eng.	150
	Fr.	50
Magazine	Eng.	10
	Fr.	5
Teen Books on CD	Eng.	75
Teen Games	Eng.	100
Teen Collection Total		3,220
<u>Children's Collection</u>		
Express	Eng./Fr.	100
Board Bks	Eng.	1,000
	Fr.	530
Picture Bks	Eng.	4,000
	Fr.	2,000
Hardcover Fiction	Eng.	1,800
	Fr.	697
Early Readers	Eng.	1,100
	Fr.	1,500
Special Picture Books	Eng.	180
	Fr.	100
Paperbacks	Eng.	700
Graphic Novels	Eng.	1,100
	Fr.	700
Non-Fiction	Eng.	4,000
	Fr.	1,440
Magazines	Eng.	20
	Fr.	10
DVDs	Eng.	800
	Fr.	90
Books on CD	Eng.	100
	Fr.	35
Music CDs	Eng./Fr.	375
Games		100
World Languages		2,400
Children's Collection Total		24,877
Total Collection		171,127

c. Other Physical Formats

Magazine and periodicals collections are expected to decrease in size, with the Library maintaining a circulating collection. Magazines and periodicals will be organized as separate collections by client age group.

Audio-visual (AV) resources will be stored and displayed separately from print resources.

Microform/microfilm collections are expected to decrease in size as they become available digitally, with the Central Library maintaining a collection of resources that are not available digitally.

vii. **Technology Resources**

Access to digital resources will be provided via client-owned and carried devices. It will also be available through distributed clusters of flexible, fixed, and moveable technology workstations and portable devices, which may be used both within and beyond the building.

Technology will include age-specific, content-specific and assistive technology workstations and applications.

Note: Technology access and applications typically will be integrated with creation and communication resources and applications.

viii. **Communication Resources**

Communications systems will be vital for the effective (and safe) use of the building, and effective access to and communication with local and remote information systems and resources.

Other critical features will include:

- Evolving interactive signage technologies orienting clients to the building and its resources;
- Wired and wireless IT infrastructures;
- Client and staff printing and copying services;
- Collection signage;
- Collection identification (RFID);
- Navigational and building signage and orientation devices;
- Video conferencing systems; and
- Projection/display systems.

Activities and services associated with communications resources will include communications planning and coordination, and signage management.

ix. Administrative Services

Services accommodated within the Central Library will include senior management, central library management, and selected public library system-wide services, including planning, Library Board support, facilities planning, organizational development, technology services, and program development.

x. Back of the House Services

Back-of-house staff services will include community-focused program research, design and development, and management of technology, events co-ordination, meeting room set-up and general assistance.

Technology services will also include management of client administrative systems, as well as the planning, design and maintenance of specific library IT programs.

The City of Ottawa will provide information technology, financial services, asset management and human resources, off-site.

xi. Building Services

Building services will include shipping and receiving, building management and information technology infrastructure services. Contracted-out services will include security, housekeeping, food services, and some facility maintenance services.

Services provided off-site in the Materials Distribution Centre will include content services (acquisitions, cataloguing, and collection development), and materials handling (centralized sorting and distribution).

III. Specific to Library and Archives Canada

i. Client Self-Services

On-site client self-services will be encouraged while safeguarding the security of the collections; clients should experience the facility as transparent and accessible, but public access and service areas will be carefully secured and monitored by staff.

In order to achieve transparency and accessibility, passive self-service features will include the preliminary orientation to the building provided by the building image, street presence, sightlines, movement paths, and views of interior activity.

Passive interior self-service features will include intuitive, audible, and tactile visual orientation to building layout and distinguishing spatial and formal features, visible and intuitive self-direction to elevators and stairs, and key movement routes to key building destinations.

Self-service functions, including copying and printing stations, collection, program and event, and building layout signage, and public washrooms, should be grouped on each level in a visible, consistent location.

Portions of the Representative Collection will be available for self-service browsing and examination. Clients may browse the collection, make selections, and carry selected items to research stations within the secured area.

Self-services will include general Wi-Fi access, computer access, printing and copying (reprography), technology charging, and access to consultation, tutoring and meeting spaces.

Clients will also access lockers to store personal belongings, lockers to store in-process research materials, public washrooms, drinking fountains, and vending machines providing food and drink choices.

There may be some spontaneous client-driven group activities. In some areas, clients may rearrange furniture and research environments; they may operate meeting room equipment and lighting, but not local and/or general environmental controls.

Clients will also triage waste and recyclables at assembly and disposal stations distributed through the facility.

ii. Staff-Assisted Client Services

At the main public service facility in Ottawa, there are currently 100 appointments made per month, with specialized in-person service provided to most of the 150 clients on-site each day. This number may grow significantly in the context of a new facility as a result of a higher number of walk-in clients.

Although the facility should be experienced as transparent and accessible, public access and service areas in the facility will be carefully secured and controlled by staff.

The on-site service delivery model will be defined by two general areas of physical access (subdivided as needed), with corresponding service and information elements, specifically:

- An Open Access area, with general access to personal storage, orientation (encompassing visual elements such as interpretive and exhibition content and signage, as well as in-person orientation services), and information tools (primarily digital) relating to “personal history” (encompassing genealogy, local history, and community cultural heritage studies); and
- A Secure Access area, where registered clients can access Reference services (including Reference Orientation for general research guidance and Reference Appointments for specialized research assistance), specialized information tools, and original collection materials such as the Representative Collection of published materials, and original documentary heritage materials ordered for research purposes.

The service model will include heightened staff visibility, pro-active engagement with clients, explanation and demonstration of collection content, and on-demand navigation and assistance with collections and resources, including short-term in-place tutorials. Special services to individuals and groups may be provided based on specific collection content.

The on-site service delivery model is described sequentially, though client activity frequently is not linear, with clients moving back and forth between spaces and service options, as needed.

1. Prior to arriving at the facility, many clients will have had a virtual orientation, made on-line requests for appropriate information, registered for a client card, and/or have conducted preliminary research;
2. On-site clients will first encounter an Open Access space with visual and/or interpretive elements such as exhibition features that support on-site

wayfinding and an intuitive understanding of the type of material and services offered by LAC;

3. Personal storage (e.g., lockers) will be available in or adjacent to the Open Access space; use of lockers is optional for clients in the Open Access space, but will be mandatory for clients who transition to the Secure Access space;
4. Orientation staff will be stationed in the Open Access space to assist clients in the identification of on-site goals and objectives; distributed service points will be operated as touch-down points, not as staff workstations;
5. Orientation staff will identify and explain access to and use of relevant available information resources, including on-line and readily available resources related to personal history research (genealogy, local history, and community cultural heritage studies);
6. Only occasionally do collection materials circulate in conjunction with personal history research as researchers are generally interested in information as opposed to actual collection materials; with the majority of this type of information available in digital form, the Open Access area will support this type of popular, information-oriented access;
7. Orientation staff will provide registration and reference appointment services as needed;
8. Registered clients will pass through a security threshold into the Secure Access area; clients who are moving into the Secure Access space must deposit their personal belongings in lockers and proceed to their respective destination;
9. There will be a system of staffed reference desks. As required, staff will provide Reference Orientation services for general research guidance, and Reference Appointments for more in-depth research assistance; these services may

include appointments with a librarian, archivist, or other subject-matter specialist on LAC's staff;

10. Staff will provide circulation services, supporting the delivery and access to original materials ordered by clients, and material storage;
11. Clients will have access to a published reference collection of approximately 3,000 volumes as well as finding aids; increasingly these will be available in digital form;
12. Clients will have access to a Representative Collection of materials in a number of published and audio-visual forms, with equipment to support use of these materials;
13. Client research may require the delivery of library and archival materials from an off-site location; if the research requires an extended period, lockers are assigned to clients for overnight storage of collection resources and for access during off-service hours.
14. Clients will consult collection material in different supervised reading rooms. The nature and status of the collection (i.e., textual, restricted material, special media) will determine in which room the material is delivered and consulted.

In the new facility, staff assisted services will continue, but there will be opportunities for increased client autonomy. Staff-assisted services may change and evolve over time to respond to the changing needs of clients. There may be staff-supported targeted services to special groups, including high school and university students, new clients, and those with disabilities.

iii. Program Activities

The social and intellectual experience of a dedicated research environment should, in itself, be understood as an important program activity. The experience will

include general, indirect social engagement and inclusion through views of the collection, activities of staff and the community of clients.

Unstructured activities will include the research activities (programs) of individuals and groups and associated digital access and research in a both Open Access and Secure Access settings.

In the future, increased and enhanced staff-designed and facilitated interpretation of resource content will lead to substantial increases in program activity. Partners of LAC and/or visiting facilitators may also contribute to program offerings.

Staff-organized program activities may be one-time scheduled or pop-up events, and/or ongoing events. Programs may involve from five or six clients at a time to up to two or three hundred.

Programs may be based on historical, literary, and archival topics relevant to the community. They may require unique environments, furnishings, equipment, and resources.

Programs may include presentations, on-site exhibitions, workshops, courses, classes, conferences, special events, seminars, performances, and on- and off-site collaborative exhibitions involving loans from other institutions.

The potential to collaborate with public and private partners, including universities, government agencies, private institutions, and private genealogy specialists, to expand the range of programs is also significant.

iv. Creation Activities

Making libraries and archives a hands-on work space for all has become a service focus for many memory institutions. Rather than constantly tailoring traditional services to a rapidly changing client, institutions are transforming their approach to support their clients' interests by facilitating their work, and, in turn,

harvesting the benefits of that work. The establishment of hands-on space, a digitization lab for example, will align LAC with other contemporary cultural institutions.

Increasingly, LAC recognizes that potential digitization partners are seeking not only unique content, but they are also drawn by flexible, scalable, and hands-on approaches. From maker-spaces in public libraries, through to advanced public digitization hubs in national institutions, such as the National Archives and Records Administration (NARA), contemporary memory institutions have adopted models where clients are directly engaged in generating and contextualizing digital content from documentary heritage collections.

A collaborative, client-oriented space will be a hands-on facility, available to be reserved by both the general public and by targeted partners. The goal will be to have a lab space that is booked and running throughout LAC's operating hours and, as a result, to generate a wide range of newly digitized material and other client-driven outcomes, such as on-demand publishing of books.

v. Collection Resources

a. Reference Collection

The Reference Collection, of about 3,000 analogue items, provides basic and in-depth information sources. It includes, for example, general and specialized indexes, atlases, reference guides, biographies, dictionaries, and annuals. The LAC Reference Collection also includes hundreds of paper archival finding aids. The reference tools are in a number of different formats, such as monographs, on-line databases, and microforms.

b. Genealogical Collection

The Genealogical Collection supports clients conducting research into the history of families and lineages. Resources include both analogue records and digital/digitized records, such as census records, land records, passenger lists, postmasters' lists, newspaper indexes, and family history publications.

The Genealogical Collection includes 300 linear metres of books, periodicals, newspapers, microfilms, literary texts and government publications.

c. Representative Collection

The Representative Collection of published material, which will be located in the public facility, will display a selection of representative items from the Service Collection (duplicate copies).

The Representative Collection will be an entirely non-circulating but highly accessible collection. It will be a self-service feature, displayed to optimize visibility and public browsing.

The Collection will be displayed based on a thematic/media approach. The content will be organized and displayed to showcase a variety of Canadian subjects of interest to a wide public. Its purpose will be to:

- Display a selective access to and exploration of LAC's published resources by showcasing a sample of its collection; and
- Convey the breadth and depth of LAC's published collections.

To promote client accessibility and awareness, the Representative Collection will be displayed as visibly and prominently as possible, using a

combination of face-out displays and medium height shelving.

The Representative Collection of published material will contain the following themes/media:

Themes/Media	Description	Linear Metres
Music	A selection of DVD/CD ROM of Canadian music, will be displayed by author and by style;	350
	A selection of Canadian monographs by artists and other reference tools, such as the Canadian Music Encyclopedia	150
Support to Exhibition	A selection by different themes to support in-house exhibition and showcase new publications	50
Canadian Literature	An historical overview of the Canadian literary production from 1867 until today, will be displayed by literary style, by authors and will target various audiences (juvenile collection will be incorporated); A selection of reference tools to support this part of the representative collection	250
Canadian Studies	A selection of monographs to represent Canada's society and diversity, it will be showcased by themes, such as Canadian History, including military, Geography, Aboriginals, Multiculturalism and Arts	500
Celebrating Canadians	A selection of monographs to celebrate and commemorate the people of Canada, it will be showcased by events, award winnings, etc. (some examples: publications on or from the person that has awarded the Governor General's Award, the Order of Canada, or to commemorate a celebration or an anniversary, or the death of a well know Canadian)	25
Official Publications	Sessional Papers and House of Common Debates	70

d. Microform Collection

The microform collection consists of archival documents and newspapers copied on microfilm reels and microfiches. The whole collection is about 443,000 reels of microfilms. A large part of this collection (40,000 reels) is available on a self-

serve basis (archival material and a selection of the most popular newspapers). The rest of the collection is kept in the stacks with the service collection and should be ordered for consultation.

Even though LAC is currently digitizing a large part of this collection, it remains that an important part of it will not be digitized by the time the new public facility will be built. Then LAC will continue to provide access to this material in the new facility using a dedicated space equipped with microform reader-printers.

e. The Jacob M. Lowy Collection

The Jacob M. Lowy Collection comprises approximately 3,000 volumes of old and rare Hebraica and Judaica printed between the 15th and 20th centuries.

vi. Technology Resources

While many clients will bring their own devices, access will also be provided through distributed clusters of fixed and/or moveable technology (computer) workstations. Technology workstations will include content-specific and assistive technology workstations.

Technology access will include distributed microfilm/microfiche readers and printers and one or more client print and copy centres.

Community-based hands-on scalable processes for digitizing analogue collection resources will require space for scanning equipment.

vii. Communication Resources

Communications systems are vital for the effective (and secure) use of the facility, and for effective access to and communication with local and remote information systems and resources.

Critical communication resources will include:

- Building signage and orientation devices;
- Evolving interactive signage technologies orienting clients to the facility and its resources;
- Wired and wireless IT infrastructures;
- Client and staff printing and copying services;
- Collection signage;
- Video conferencing systems; and
- Projection/display systems in meeting rooms, and in presentation and exhibit areas.

viii. Enhanced Public Access and Awareness

A joint project would present significant opportunities in terms of service delivery synergy and public visibility. It presents an opportunity for the democratization of public services.

Multi-faceted public awareness strategies will be fundamental to securing ongoing enhanced LAC public engagement.

Strategies might include design features, exhibit features, and service features; together these elements can form a major public outreach.

- A distinct identifying LAC architectural form in the overall exterior building form of building.
- A distinct identifying LAC architectural form in the overall interior form of building.
- The prominent use of unique and permanent Canadian building materials.
- A welcoming and approachable point of first contact between clients and staff.

- Interactive video displays near the building atrium that show the geographic, institutional and cultural scope of LAC services and resources.
- Rotating high profile exhibits in a prominent, dedicated and secure Exhibition Gallery, with multi-sided displays visible from the building atrium.
- Permanent exhibits in the LAC Entrance and Orientation centre, with multi-sided displays visible from the building atrium.
- Secure display features in the Orientation and Reference Services component.
- Enclosed and open display features in the Consultation Services component.
- A visible Research Room.
- Institutional history displays in senior administrative and public reception spaces.
- Programs and activities occurring in dedicated LAC component spaces presenting and explaining resources and services.
- Prominent elements of First Nations and Aboriginal recognition.
- Operation of visible, engaging gift shop, shared by Friends of Ottawa Public Library and the Friends of Library and Archives Canada, with distinctive contents as a means of raising public awareness.
- New public art in shared and dedicated spaces.

ix. Staff Offices and Work Spaces

Staff offices and workspaces will include general administrative activities related to the public service functions accommodated in this facility, event co-ordination and research, meeting room set-up and

general client assistance. A telephone service unit will provide at-a-distance services.

The identified work spaces are the home base for public service staff, office space for select senior management, offices and workspaces for circulation staff, and hotelling space for LAC staff who generally work at other LAC locations.

A preservation treatment work space will be located at this location, providing the public with a glimpse into the operations of the larger organization. The exhibit workshop will remain in its current location at 395 Wellington Street.

x. Building Services

Building services will include shipping and receiving and materials handling, mail service, building management and Information Technology Infrastructure services.

Security, housekeeping, food services, and grounds maintenance will be contracted out.

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G. OPERATIONAL PARAMETERS

I. Common Operational Parameters

i. Planning Horizon

Concepts and performance capacities are anticipated to support the operation of the facility up to, and including, the year 2050.

ii. Access

Access to main foyer/lobby of the building, to the parking facility, and to service entries will be shared.

iii. Operational Zones

The building will consist of a number of distinct operational zones, including:

- The lobby, public forum and meeting rooms, exhibition gallery that are generally accessible to the public;
- Ottawa Central Library public spaces;
- LAC's orientation centre which is open to the public;
- LAC's public services with restricted access;
- Shared public services supported by both OPL and LAC;
- OPL's staff areas with no or only limited public access;
- LAC's staff areas with no or only limited public access;
- Building services, loading dock and materials handling functions which are not accessible by the public.

iv. Partial Operations

The main foyer/lobby of the building, together with the multi-purpose gathering space, selected meeting rooms, and selected ancillary services, may operate when the remainder of the facility is closed.

v. Revenue Generation

The main foyer/lobby, public forum, and meeting rooms will be operated as revenue generating venues for public, community and private events.

vi. Movement of People

All interior and exterior movement systems, including door entry systems, must be scaled to correspond to the anticipated number of people moving through at any one time.

There will be dedicated public site access routes and building entry systems that are separate from building service and materials handling site access routes.

The movement of people will be the main activity in the approach to the building. Movement paths will be intuitive and visible, but spatially delineated from adjacent functions and destinations.

There will be a dedicated staff entrance.

Interior vertical movement systems will include two or more banks of glazed elevators centrally located in or adjacent to interconnecting multi-storey spaces that allow views of activities occurring in public spaces and of the presence of service functions on various floor levels.

Prominent signature staircase systems will connect all public levels of the building and act as functionally unifying features.

vii. Public Movement of Resources, Equipment and Supplies

Most seating areas, meeting rooms, and self-service areas will require features that make material handling convenient for clients and that protect collection resources.

Clients may create their own local and meeting room environments; all furnishing must be easily moved and reconfigured by clients.

viii. Back-of-House Movement of Resources, Equipment and Supplies

All back-of-house interior and exterior movement systems, including door entry systems, must correspond to the anticipated sizes and quantities of resources, equipment and supplies being moved, and for the equipment used to move them.

There will be a dedicated service access to the site, service building entry, and materials handling system separate from the public site access and building entry system.

There will be a shared loading dock and shipping and receiving and materials handling systems, including marshalling areas and storage space, for OPL and Library and Archival collection materials.

Separate dedicated service elevators will be required by OPL and LAC for the distribution of collection resources, furniture, equipment and supplies to all levels of the building, including the movement of larger crates and equipment for exhibitions and events.

These elevators will terminate in a back-of-house marshalling area on the lower level of the building near the general purpose loading dock. The marshalling area will include triage and temporary storage areas for waste and recycling materials.

Furniture, equipment and supplies—including event equipment and properties—will arrive at the general purpose loading dock and will be triaged for distribution via service elevator to applicable locations in the building or to a central stores department. Pallet dollies or pallet trucks will be used as required.

ix. Maintenance Systems

A central housekeeping storage and supply base will be located near the loading dock and building services circulation, with a system of janitorial closets distributed throughout the building.

All floor levels will feature a consistently organized, located, and identified system of waste and recycling assembly and triage stations.

Practical and cost-effective cleaning systems for exterior and interior glazing, (including self-cleaning systems), must be evaluated and selected during the design phase.

x. IT and Communications Infrastructure

Both OPL and LAC will have independent IT and communications infrastructures, from building entrance through to point of use.

There will be some common communications features such as public WiFi.

xi. Security Systems

General security systems will be both passive and active; applying principles basic to Crime Prevention through Environmental Design (CPTED).

They may also include smart tags for the identification of individual items and/or low emission blue tooth IO-beacons for tracking local portable devices, electronic security thresholds, CCTV monitoring, and the presence of stationary and/or roving security personnel.

II. Specific to Ottawa Central Library

i. Operational Planning Horizon

Concepts and performance capacities are anticipated to support the operation of the Library up to and including the year 2050 (30 years).

ii. Anticipated Number of Daily Clients

The anticipated numbers of clients is expected to be between 4,000 - 4,500 people a day, with each visit including movement both into, and out of, the building. The duration of visits will vary significantly.

The anticipated maximum building occupancy will be between 1,000 and 1,500 people.

iii. Staffing Assumptions

An increase in Library and building staffing numbers is anticipated at the opening date, largely due to the larger building area, new services, and increased numbers of visitors.

iv. Friends of the Ottawa Public Library Association (FOPLA), Volunteer, and Student Intern Assumptions

It is assumed that the Library will continue to be supported by FOPLA, volunteers, and intern students who participate in selected activities.

v. Hours of Operation

Hours of operation will be variable, seven days a week. The Library may operate on some public holidays. Partial operation may be involved on some days and/or during some hours outside of core operating times.

vi. Off-site Operations

Collection development and materials handling and distribution functions will be based off site in a facility located at the geographic centre of greater Ottawa.

vii. Partial Operations

The main foyer/lobby of the building, together with the public forum (multi-purpose gathering space), selected meeting rooms, and selected ancillary services, and the Central Library's entrance and express services may operate independently when the remainder of the library building is closed. (Library express may not be staffed.)

viii. Operational Zones

In addition to the shared main lobby/atrium, public forum and meeting rooms, and the exhibition space, the building will include:

- Security-controlled access to OPL spaces, functions and services;
- OPL spaces which are secured and generally not accessed by the public.

ix. Movement of People

A prominent signature staircase system should connect all public levels of OPL space and act as a functionally unifying feature, including interim viewing, seating and exhibit areas.

An alternative back-of-house stair system for use by staff should connect back-of-house areas on each level.

x. Client Movement of Resources, Materials and Furniture

A major portion of OPL materials handling activity is carried out by clients themselves, specifically in the selection, examination, movement, and/or checking

out of physical collection materials, and in their subsequent return to collection drop-off locations.

In addition, clients will bring to the building a substantial amount of carried materials, equipment and personal belongings. Clients will require access to ample flat surfaces and “found space” where they may temporarily rest items they are carrying. Thus, all seating areas, meeting rooms, and self-service areas require features that make material handling convenient for clients.

Collection resource return chutes—possibly equipped with lateral mechanical conveyors—will connect client drop-off points to the mechanical sorting system in a central sorting room.

Between floor levels, and on each floor level, the movement of collection resources will be via dedicated materials handling bins and/or book trucks which will be transferred by staff. There will be no vertical conveyor systems.

Clients may create their own local and meeting room environments.

xi. IT and Communications Infrastructure

OPL will have independent IT and communications infrastructures, from building entrance through to point of use.

A central switch room serving the Central Library will be located on the lower level with a system of stacked distributed communication closets.

The central server room must be located centrally in the building and hard-wired in parallel runs to distributed communications closets.

Typically, central areas of each floor plate and local clusters of fixed IT workstations, staff service points, and print and copy centres will be hard-wired into the IT infrastructure. Some peripheral floor areas may be served by robust wireless capacity only.

The entire Central Library and surrounding outdoor urban spaces will require wireless service.

xii. Security Systems

Security systems may include smart tags for identifying individual items and/or low emission Bluetooth IO-beacons for tracking local portable devices, electronic security thresholds, CCTV monitoring, and the presence of stationary and/or roving security personnel.

III. Specific to Library and Archives Canada

i. Anticipated Researchers, Visitors, and Staff

The LAC Public Services Facility is expected to result in a significant increase from the current 33,000 annual visits to the facility each year. The duration of each visit is typically a minimum of several hours.

There will be between 70 and 80 staff members in the facility on a typical operating day.

The anticipated maximum building occupancy will be up to 300 persons, including researchers, visitors, and staff. Occasionally, program and events will bring in more people.

ii. Anticipated OPL Service and Facility Operating Costs

Minimal staff increases and operating costs are projected as a result of the anticipated enhancements to public services.

iii. Staffing Assumptions

There may be redeployment of staff and staff roles and responsibilities as a result of the emerging service profile and increased public use. The following table identifies anticipated staffing for the new facility:

Service and Functions	Headcount
Reference Section	
Reference Archivists and Librarians	13
Technicians (Genealogy, Orientation, Telephone Unit and Loans)	14
Manager/Supervisor	2
Lowry Collection	
Librarian	1
Client Services	
Clerks (Registration, Consultation of holdings)	17
Technicians (Special Collections)	4
Manager and Supervisors	3
Casuals and Students	5
Director and Executive Assistant	2
Circulation	
Clerks	5
Supervisor	1
Access to Information and Privacy/Personal Records	
Senior Analyst/PR Analyst	2
Mail Room	
Clerks	3
Supervisor	1
Friends of LAC	
Volunteers	2
Senior Management	
Librarian and Archivist of Canada	3
Director General Services and Staff	5
Hotelling stations	5
LAC Security	
Security Officer	1
LAC Property Management	
Property Manager	1
Total	90

iv. Volunteers and Student Interns

LAC operation may be supported by selected activities involving volunteers and intern students.

v. Hours of Operation

Service hours are as follows:

Genealogy and Reference Services

Monday to Friday: 10:00 am - 3:00 pm

Consultation Rooms - Opening Hours

Monday to Friday: 8:00 am - 11:00 pm

Saturday/Sunday 10:00 am - 6:00 pm

LAC is closed on statutory holidays.

vi. Operational and Security Zones

In addition to the main lobby/atrium, public forum and meeting rooms, and exhibition space, the LAC facility will include three zones, based on security thresholds, including:

- LAC Open Access zone with visual and/or interpretive elements, Orientation staff who will help clients identify on-site goals and who will provide registration and reference appointment services, and open access resources such as on-line resources particularly related to personal history research;
- LAC Secured Access zone serving those who have registered and require more in-depth reference assistance, and access to LAC's collection materials, including Registration and Consultation Services; and
- LAC staff-only areas, including office and work areas, and circulation and materials handling spaces.

vii. Partial Operations

The Consultation Services area may be open when Reference Services and the Open Access zone are closed.

viii. Movement of People

Internal LAC vertical movement systems will include glazed elevators centrally located in, or adjacent to, interconnecting multi-storey spaces that allow views of activities occurring in public spaces and of the services on various floor levels.

If on multiple levels, a prominent signature staircase system will connect all public levels of the LAC space and act as a functionally unifying feature, including interim viewing, seating and exhibit areas.

Alternative back-of-house stair and elevator systems connecting back-of-house areas on each level will be provided for use by LAC staff.

ix. Movement of Materials and Furniture by Clients

Clients may carry materials, equipment and personal belongings to the building. These will require secure storage in lockers before the client enters the Secure Access public spaces.

While in the public spaces, a portion of the materials handling activity is carried out by the clients themselves, specifically the selection, movement and examination of (non-circulating) analogue collection materials, and in their subsequent return to collection drop-off locations.

Clients will require access to flat surfaces and “found space” to temporarily rest items they are carrying and/or using while in the consultation spaces.

x. Movement of Collection Resources, Equipment and Supplies by Staff

Furniture, equipment and supplies, including event equipment and properties, will arrive through the general loading dock and marshalling area and will be triaged there for distribution using collection transportation devices (carts, etc.) via service elevator to applicable locations in the building or to central stores.

The service elevator(s) will originate in a secure back-of-house marshalling area on the lower level of the building. The marshalling area will include separate areas for the reception of supplies and equipment, separate areas for the reception and temporary storage of archival materials in transit, and a separate area for the triage and temporary storage of waste and recyclable materials.

Where appropriate, vertical or lateral mechanical conveyors connecting general marshalling and receiving areas with collection storage areas will be considered.

There will be no exterior access client book drops associated with the LAC facility.

The collection service elevator should connect directly to staff work areas and adjacent research spaces. Between floor levels, and on each floor level, movement of collection resources will be via dedicated materials handling trolleys and/ or oversized specialty archival book trucks.

xi. IT and Communications Infrastructure

OPL will have independent IT and communications infrastructures, from building entrance through to point of use.

A central LAC switch room will include a system of stacked distributed communication closets.

A dedicated LAC central server room will be located centrally in the facility.

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H. FINANCIAL PARAMETERS

I. Joint Financial Parameters

(To be confirmed/developed)

II. Specific to Ottawa Public Library

- i. A project budget for the Central Library project has not been identified at this point. Detailed cost estimates associated with the project include, but are not limited to, project management fees, design fees, site development, facility construction, furniture and equipment costs, permit approvals, and moving.
- ii. An allowance for an underground and/or adjacent parking facility has not been identified. All site servicing is assumed to be available to the building.
- iii. Minimal staff increases associated with the larger footprint of the Central Library has been identified as one of the operating costs.

III. Specific to Library and Archives Canada

- i. Planning for a new LAC Public Service Facility will proceed on the assumption that the project will be funded through resources associated with leaving the current public service facility at 395 Wellington Street, Ottawa, with a comprehensive project budget to be confirmed.

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I. PHYSICAL PARAMETERS

I. Common Physical Parameters

i. Design Objectives

Eight inter-related design objectives must govern subsequent detailed functional planning and the eventual design of the facility. These objectives are:

1. Architectural and Civic Presence
The building will be a permanent addition to the urban fabric of the City of Ottawa and the National Capital, an inspiring destination sustained by future generations;
2. Functional Suitability
Design of the building will include solutions that address the functional requirements involved with public access to, and use of, the building and the provision of public and back-of-house services;
3. Long-Term Flexibility
Design will ensure that the building can support changes in services that address changing resources, programs, services and technology needs through the principles of flexibility, adaptability and expandability;
4. Promotion of Psychosocial Health
Design will promote the civic and national pride, personal well-being, and inclusive interaction of those who visit the building and those who work in the building;
5. Promotion of Physical Health
Design will promote the physical health and comfort of those who visit the building and those who work in the building;
6. Public Accessibility
Design will support easy and transparent access to the full spectrum of services and resources, including providing clients experiencing barriers to services, such as those with physical disabilities, mobility limitations, the print disabled, and those

with learning and developmental disabilities, with a comfortable and welcoming environment;

7. Public Safety

Design will optimize the physical safety and security of all building occupants; and

8. Environmental Sustainability

Design of the facility will ensure the building's components and construction demonstrate bold leadership in sustaining local, regional and global physical environments.

ii. Functional Building Components

The following list of components was the initial list and includes only 19 components. Not yet developed were the Preservation Lab, and the Parking Facility. Note also that Research Services has been renamed Reading Room, and that LAC Entrance and Orientation has been simplified to LAC Entrance.

a. Exterior Space

1. Urban approaches, including forecourt, landscape and program spaces.

b. Community Interfaces

2. Entrance and Town Square, including an atrium with public seating, café, Friends of the Ottawa Public Library Association and Friend of Library and Archives Canada gift shop.
3. Public Forum and Meeting Spaces, including a multi-purpose gathering space, meeting rooms, and support spaces.
4. Exhibition Gallery, including reception, exhibit, curatorial, and service spaces.

c. Central Library

5. Library Entrance and Express, including security threshold, holds collection, book

return, membership services, quick information, express collection, quick picks, print and copy on-line access.

6. Community Services, including services for clients with special access requirements.
 7. Children's Discovery Centre, including collections, seating, technology, maker spaces, indoor playground, program spaces, and staff support.
 8. Creative Centre, including maker spaces, 3-D printing, innovative technology, etc.
 9. Teens' Centre, including the collections, seating, meeting, creation space, performance space, social space, quiet reading space, and active gaming area.
 10. Adult Fiction and Non-Fiction, including fiction and non-fiction collections, seating, program spaces, open program space, reading and study spaces, meeting rooms, staff support, and copy/print resources.
 11. Living Ottawa, including collections, seating and study spaces, exhibits, program spaces, and copy and print resources that together celebrate Ottawa's past, present and future.
- d. Library System Support Services
12. Service Coordination Centre, including individual and group staff work and project areas in a collaborative studio setting, staff facilities.
 13. Corporate Services, including office and support space for senior administration.

e. Shared Services

14. Genealogy Centre (which may be co-located with LAC's Entrance and possibly OPL's Living Ottawa.

f. LAC Public Service Centre

15. Entrance and Orientation Services, including open access research and reading spaces, orientation and registration services, storage of personal belongings and security to enter the next service tiers.

16. Reference Services, Genealogy, including reference collection, microfilms and special collections, meeting rooms.

17. Research Services; including maker spaces, representative collection, microform collection, audio-visual viewing area, research spaces, reading room, temporary collection storage, and materials handling.

g. Staff and Support Services

18. Staff Workspace and Offices; including some senior administrative space, offices, workstations, support spaces, staff rooms.

h. Back-of-House Area

19. Building Services/Materials Handling, including loading docks and marshalling area, shipping and receiving area, supply storage, sorting rooms, recycling, supply storage, facilities management, and showers, along with bicycle storage.

iii. Building Longevity Horizon

The building superstructure should be planned to be a permanent addition to the urban fabric of the City of Ottawa and the National Capital.

The building should be planned as a multi-generational facility that allows occasional functional modification over time.

iv. Urban Context

The building is expected to be a notable addition to the architectural fabric of the city. It is important that it not be eclipsed by existing and/or future adjacent development, and that all urban and architectural development is sympathetic to the form and civic symbolism of the building.

The building will require a minimum of 1,850 square metres (20,000 square feet) of immediately adjacent urban space, including the main pedestrian approach, with commemorative civic space and a signature landscape, as well as secondary spaces on one or more sides of the building, featuring landscape amenities and program areas. The outdoor program area will be a minimum of 10% of the building floor plate.

v. Floor Plate Geometry and Area

Floor plates may vary in area, but the area of the ground floor will be between 2,785 and 4,180 square metres (30,000 and 45,000 square feet), with the area of the upper levels between 2,785 and 3,715 square metres (30,000 and 40,000 square feet), depending on the ground floor plate.

vi. Building Massing, Volume and Floor Levels

The building may be constructed on a base of one or two floors of underground parking.

Building massing is intended to result in a prominent form and architectural image, be between four to five storeys in height, include considerable glazed and transparent facades, and interior multi-storey, spatially contiguous, vertical features.

vii. Access

There will be a dedicated public approach and weather-protected building entrance, separate from parking facility movement and building service access movement.

The entrance system should include a protected and covered waiting area for clients, including those with disabilities, along with a parking area for strollers and bicycles.

The main public entrance will face a main public street and urban space, providing access to pedestrian paths, bicycle lanes, vehicular drop-offs and public transit.

Light Rail Transit access will ideally be within 400 metres (1,310 feet) of the main public entrance, and, include weather-protected pedestrian approaches.

There will be a separate parking facility approach and weather-protected building entrance located on a secondary facade of the building, away from public pedestrian movement, and building service access.

There will be separate service approach and weather-protected building entrance located on a secondary facade of the building, away from public pedestrian and parking facility access.

There will be a separate staff entrance to the building.

viii. Design Standards

Performance standards will include, but not be limited to, those required for a LEED™ Gold building, City of Ottawa office and accommodation standards, the Accessibility for Ontarians with Disability Act (AODA) and the City of Ottawa Accessibility Design Standards (OADS).

ix. Key Interior Features

a. General Visual Character

There will be clear sightlines into the building (during the day and at night), out of the building (during the day and at night), and across interior spaces.

A central multi-storey spatial feature may unify the space on all floor levels. Print collection shelving will support general spatial contiguity, not create isolated spatial enclosures.

General ceiling heights should be no less than 4.0 metres (13.1 feet.). Suspended ceiling systems will be employed only as required for special environments and spaces. Ceilings should be free of clutter and should be visually interesting.

The character of the interior should be the product of the combined effective of spatial variety and drama, sculptural features such as glazed elevators and signature staircase, exhibit features, public art, innovative furnishings, and natural materials and colours.

Fenestration and glazing must dramatically illuminate the exterior from the interior at night.

b. Orientation and Wayfinding

Intuitive orientation and wayfinding should be facilitated by the presence of one or more unifying multi-storey spatial features, and by consistent locations for exit stairs, feature stairs and glazed elevators, public washrooms, service points, and directional and topical visual, tactile and digital signage features.

c. Public Space Character

The building will include a variety of spaces ranging from a large scale foyer and atrium opening onto active and populated spaces

located toward the centres of floor plates, the outer edges of which terminate in less populated spaces.

Functions involving large numbers of clients, or highly animated, acoustically challenging activities, such as those involving small children, should be located near the ground level.

Clear sightlines should ensure that no space is sufficiently private and secluded as to be potentially unsafe.

OPL collection shelving will be a major determinant of spatial character. Shelving will not obstruct spatial contiguity. It will be a maximum of 152 cm (60 inches) high in adult areas, and a maximum of 122 cm (48 inches) high in children's areas. There will be no higher storage systems adjacent to any walls. Collection materials will be displayed as visibly and prominently as possible, using face-out display.

There will be no high density shelving in the Central Library. There will be a high proportion of shelving that will be mobile and can be easily reconfigured.

d. Client Accommodation

Client accommodation will vary based on the functional use of the area and will include incidental layout surfaces, allowance in all seating and meeting areas for storage of client personal effects, and study and casual seating (e.g., stairs, benches, and "accidental" places).

It will also include a variety of age-specific, lounge and study seats, distributed individual and group technology stations, open program spaces, enclosed program spaces, specialty program areas, creative spaces, drop-in offices, and public washrooms.

It will include several sizes of meeting rooms, a multi-purpose gathering space and a café, and a lobby/atrium forming an indoor urban space.

e. Staff Accommodation

Staff accommodation will include distributed touch-down service points, enclosed offices, open studio spaces with group and individual workstations, meeting rooms, lunchroom, staff washrooms, lockers, and showers.

f. Back-of-House Space

Each floor level will have some back-of-house space housing the service elevator, marshalling areas, communications rooms, janitor's closets etc., and staff workspaces.

g. Acoustic Quality

The general acoustic character should correspond to the hierarchies of space outlined above, with acoustically active areas located at the centre of the space, and quieter areas located at the periphery.

Exceptions will be the multi-purpose gathering space, meeting rooms, enclosed program spaces, private offices, and acoustically shielded quiet zones: these must contain sound from activities occurring within, and prevent acoustic intrusion into, adjacent spaces.

Materials handling conveyor systems will not be present in public areas unless they are enclosed in floor and ceiling systems.

h. Natural and Artificial Light

The building must have ample natural light, carefully modulated and enhanced by combinations of general and local artificial systems to simulate interior daylight conditions with UV protection in spaces where collection

materials are exhibited, consulted, or temporarily and permanently stored.

Local task lighting will be required in small scale work areas, as well as light and glare control devices on all exterior and interior glazing.

i. Structural and Partition Systems

The structural system should be regularly distributed allowing for a consistent, functionally flexible bay size.

Floor loading should be uniform throughout and should accommodate the completely filled bookshelf units as well as the relocation and consolidation of mobile shelving units.

A general raised floor system, if utilized, will allow for access to sub-floor conduit, mechanical and ventilation systems and other services.

Partition systems will be non-structural to allow for future adaptation. Partition system should include frequent use of glazing to allow optimum daylight penetration and views of activity.

3: MASTER PROGRAM

SUMMARY

The proposed joint project is outlined in 21 sections or functional components; these describe how the building addresses issues relating to its urban interfaces, community interfaces, public services, and support services.

Joint Project Functional Components

Urban Approaches

1. Exterior Spaces, including forecourt, landscape, and program spaces.

Community Interfaces

- 2 Main Entrance and Town Square, including an atrium with public seating, café, Friends of the Ottawa Public Library Association/Friends of Library and Archives Canada shop.
- 3 Public Forum and Meeting Spaces, including a multi-purpose gathering space, meeting rooms of various sizes, a demonstration kitchen, and support spaces.
- 4 Exhibition Gallery, including reception, exhibit, curatorial, and service spaces.

Central Library

- 5 Library Entrance and Express, including security threshold, holds collection, book return, membership services, quick information, express collection, print and copy services, on-line access, and community exhibit space.
- 6 Community Services, including services for clients with special access requirements and includes World Languages, Large Print, Literacy and Language Learning collections, AV collections, associated program spaces, and the World News Centre.
- 7 Children's Discovery Centre, including collections, seating, technology, maker spaces, indoor play area, and program spaces for clients up to the age of 13 along with their caregivers, and staff support.
- 8 Creative Centre, including maker spaces, a variety of digital and analogue and public access to, and use of, innovative technology.

- 9 Teens' Centre, including the collections, seating, meeting, performance space, social space, and quiet reading space.
- 10 Adult Fiction and Non-Fiction, including fiction and non-fiction collections, seating, program spaces, open program space, reading and study spaces, meeting rooms, staff support, and copy/print resources.
- 11 Living Ottawa, including collections, seating and study spaces, exhibits, video and recording studios, digitization and old media labs, and program spaces, including a Civic Reception Suite that together celebrate Ottawa's past, present and future.

Library System Support Services

- 12 Service Coordination Centre, including the administrative bases of staff who provide services at the Central Library organized into both quiet and collaborative work areas.
- 13 Corporate Services, including office and support space for OPL administration.

Shared Services

- 14 Genealogy Centre, a shared OPL-LAC public service destination that includes a staffed information centre, digital resource centre, genealogist lounge, and displays.

LAC Public Service Centre

- 15 LAC Entrance, including open access research and reading spaces, orientation and registration services, storage of personal belongings and security to enter the next service tiers.
- 16 Reference Services, including reference collection, finding aids, and staff assistance for clients conducting research at Library and Archives Canada.
- 17 Reading Room, including spaces for clients to have access to resources of LAC's physical collection as well as to access the Representative collection, and the Lowy collection; it includes specialized access rooms for microforms, special media, restricted materials, and digitization of resources, along with temporary collection storage, and materials handling spaces.

LAC Staff and Support Services

- 18 Staff Workspace and Offices, including a suite for the Librarian and Archivist of Canada, and the office workstation, and support space required to accommodate LAC staff working in this facility.

Shared Back-of-House Area

- 19 Preservation Lab, including a public window into a working lab that treats and conserves the physical resources of Library and Archives Canada; the lab will showcase the specialized treatment capabilities of LAC.
- 20 Building Services/Materials Handling, including loading docks and marshalling area, shipping and receiving, supply storage, sorting rooms, recycling, supply storage, facilities management, and showers.

Parking

- 21 Parking Facility, including a people-friendly parking facility for bicycles and public vehicles.

TABLE 1: SUMMARY OF MASTER PROGRAM

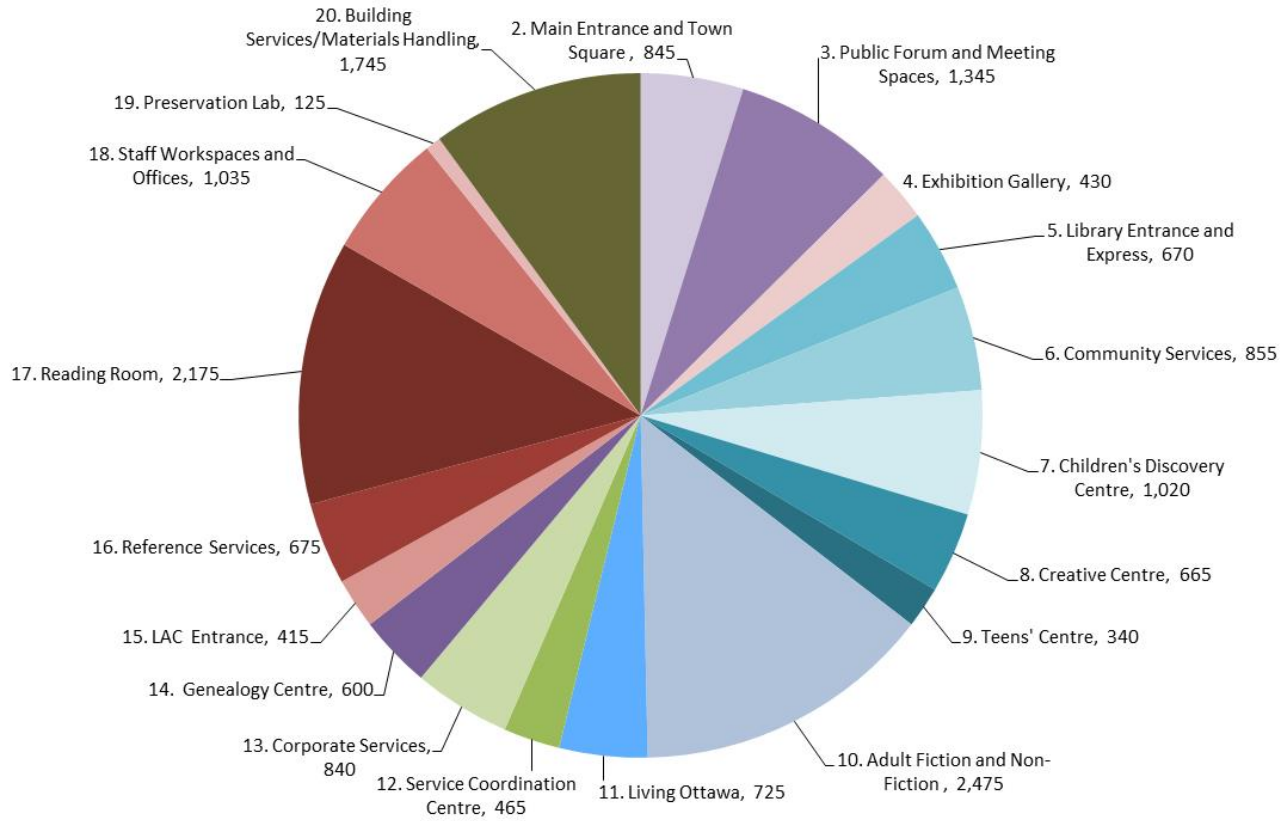
Component	Net Area	Grossing Factor	CGSM	% of Total
<u>Urban Approaches</u>				
1. Exterior Spaces	0	1.00	-	0.0%
<u>Community Interfaces</u>				
2. Main Entrance and Town Square	704.2	1.20	845	4.9%
3. Public Forum and Meeting Spaces	1,169.0	1.15	1,345	7.7%
4. Exhibition Gallery	359.0	1.20	430	2.5%
<u>Central Library Services</u>				
5. Library Entrance and Express	537.9	1.25	670	3.8%
6. Community Services	684.9	1.25	855	4.9%
7. Children's Discovery Centre	814.5	1.25	1,020	5.9%
8. Creative Centre	604.0	1.10	665	3.8%
9. Teens' Centre	273.8	1.25	340	2.0%
10. Adult Fiction and Non-Fiction	2,061.0	1.20	2,475	14.2%
11. Living Ottawa	578.7	1.25	725	4.2%
<u>Library System Support Services</u>				
12. Service Coordination Centre	342.8	1.35	465	2.7%
13. Corporate Services	592.7	1.35	800	4.6%
<u>Shared Public Services</u>				
14. Genealogy Centre	478.0	1.25	600	3.4%
<u>LAC Public Services</u>				
15. LAC Entrance	332.5	1.25	415	2.4%
16. Reference Services	539.0	1.25	675	3.9%
17. Reading Room	1,671.5	1.30	2,175	12.5%
<u>LAC Support Services</u>				
18. Staff Workspaces and Offices	765.8	1.35	1,035	5.9%
19. Preservation Lab	114.0	1.10	125	0.7%
<u>Shared General Support Services</u>				
20. Building Services/Materials Handling	1,518.3	1.15	1,745	10.0%
Total	14,141.6		17,405	100%
Building Grossing			1.15	
Building Gross Square Metres			20,015	
<u>Auxiliary Services</u>				
21. Parking Facility	4,340.3	1.75	7,600	43.7%

A component grossing factor of varying percentage has been applied to component net areas to accommodate for circulation routes, internal partitions, and, where required, internal mechanical spaces.

A building grossing factor of 15% has been applied to the component total area to account for general circulation, mechanical rooms, fixed wall and partition thicknesses, structural elements, stairs and elevators, communications rooms, and exterior walls.

The chart below illustrates the respective areas for each of the components that make up the proposed facility.

CHART 1 - RELATIVE SIZE OF COMPONENT AREAS



The following chart identifies the relative proportion of public space and non-public space.

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1. EXTERIOR SPACES

“A vibrant destination setting for small and large events”



The Joint Central Library and LAC Public Services Facility is a bustling place, with approximately 4,800 people moving in and out of the building daily, accessing public transportation, pedestrian and bicycling multi-purpose paths and private vehicles. Additionally, there will be many scheduled and unscheduled daily deliveries to and from the building.

This component is the link between the surrounding urban fabric and the Main Entrance and Town Square that forms the heart of the building interior. It ensures that space immediately adjacent to the building supports the ongoing, optimal functional operations of building activities.

Exterior Spaces describes aesthetic, practical, and/or symbolic exterior requirements. Together with the building itself, the exterior space forms an attractive, multi-functional, and vibrant civic space.

Consideration will be given to the inclusion of a roof top element in the overall design.

This component is not included in any building space calculations.

Features:

Public Access Area

- Public vehicular and bus drop-offs
- Snow/rain protection systems above pedestrian approaches
- Feature lighting
- Waiting areas with seating adjacent to entrances
- Covered bicycle and stroller parking near entrances
- External materials drops near entrance(s) connected to collection sorting room;
- Plaza area for large public gatherings and outdoor programs

- Public art
- Banners, flags and signage, including advertising of exhibitions and events

Secure Exterior Areas

- Service vehicle access to the Library, to LAC and to leasable space undercover or underground, with delivery bays, and recycling and garbage areas
- Parking for service vehicles

Activities:



- Access to the site from vehicles, public transit, adjacent streets, pedestrian sidewalks and paths, bicycling lanes and paths
- Up to 10,000 people movements daily
- Orientation to site and facilities
- Informal socializing, seating, people watching
- Parking of bicycles and strollers
- Informal outdoor programming activities and events such as festivals and concerts (at ground level and roof top)
- Receiving of shipments and movement of supplies and refuse for retail and service units
- Drop off materials return chutes for convenient 24/7 access by clients

Public arrival and departure, parking access, service access plaza and green space, signage, program space, exhibits, entrance, roof terrace.

FUTURE AREA: 1,500 SM

Factors Determining Size:

1. Number of the public visiting the building
2. Variety and scope of exterior informal and formal activities
3. Bus and private vehicle drop off requirements
4. Size of service vehicles, number parked on site, and frequency of deliveries
5. Overall configuration of site and adjacent access routes

AFFINITY CRITERIA

1

2. Main Entrance and Town Square

Provide direct physical and visual access to the Main Entrance and Town Square for the movement of clients arriving at and departing from the building.

2

2. Main Entrance and Town Square

Provide direct visual access from Main Entrance and Town Square to animate the sidewalk and streetscape and optimize views of materials and client activities.

3

5. Library Entrance and Express

Provide direct visual access to Library Entrance and Express from sidewalks/streetscapes to optimize the views of library materials and activities.

4

Public Parking Facility

Provide direct access to the underground Public Parking Facility for the movement of arriving and departing building users.

5

20. Building Services/ Materials Handling

Provide direct access by dedicated vehicular approach and loading docks to Building Services/ Materials Handling for the movement of library resources, equipment, materials and supplies.

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2. MAIN ENTRANCE AND TOWN SQUARE

"Enter an exciting active indoor public space; look up and understand the layout of the whole building"



The Main Entrance and Town Square is the building's principal focal point, supporting client entry and exit, and social and program activities.

It is both a crossroads space and mixing chamber. Due to the rich mix of visual and social activity, it is a significant destination in itself, supporting spontaneous and planned events.

This component includes a dramatic, multi-storey Town Square, with daylight from above, and from the front of the building.

It has clear views to Exterior Spaces, to the Public Forum and Meeting Spaces, to the Exhibition Gallery, into Library Entrance and Express, and LAC Entrance, as well as to upper floor spaces.

This component may operate when the Central Library and/or LAC Public Services are closed.

Features:

- Weather protected entry vestibules
- Multi-storey atrium with public seating
- Events signage, public art, donor recognition.
- Security and community information kiosks
- Friends Shop



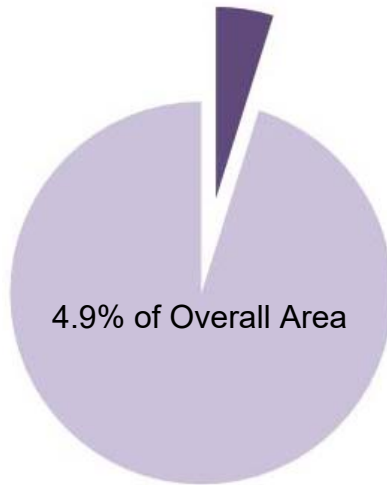


Activities:

- Informal socializing and people watching
- Public and private social events and presentations
- Movement of people to and from:
 - Library Entrance and Express
 - LAC Entrance
 - Public Forum and Meeting Spaces
 - Exhibition Gallery
 - Parking Facility
 - Café, with exterior access
- Overflow space for Public Forum and Meeting Spaces
- Drop-off of returned collection materials by Library clients
- Access to public washrooms in the adjacent Public Forum and Meeting Spaces
- Access to a security services base and holding room in the adjacent Public Forum and Meeting spaces
- Movement of supplies to and from retail and service units

Building entrances, atrium, informal exhibits, Friends shop, café, access to Ottawa Central Library, and Library and Archives Canada

FUTURE AREA: 845 CGSM



Factors Determining Size:

1. Number of people daily people movements 10,000 day
2. Number of people attending informal and/or formal events 250 maximum
3. Town Square maximum occupancies 300
4. Number of retail and services units 2
5. Amount of public and café seating

AFFINITY CRITERIA

1

1. Exterior Spaces

Provide one or more means of direct access by general circulation to the adjacent Exterior Spaces at the front of the building for the movement of up to 10,000, people a day.

2

21. Parking Facility

Provide direct access by general circulation to adjacent Parking Facility space for the movement of up to 1,000 daily building visitors arriving by private vehicle.

3

5. Library Entrance and Express

Provide direct access by general circulation to OPL Library Entrance and Express for the movement of up to 4,500 clients per day in and out.

4

15. LAC Entrance

Provide direct access by general circulation to LAC Entrance for the movement of up to 300 clients per day in and out.

5

4. Exhibition Gallery

Provide direct access by general circulation to Exhibition Gallery to allow for visibility by potential clients and the general public.

6

3. Public Forum and Meeting Spaces

Provide convenient access by general circulation to the Public Forum and Meeting Spaces for the movement of people to presentations, meetings, programs and performances.



3. PUBLIC FORUM AND MEETING SPACES

“There are always interesting events taking place”



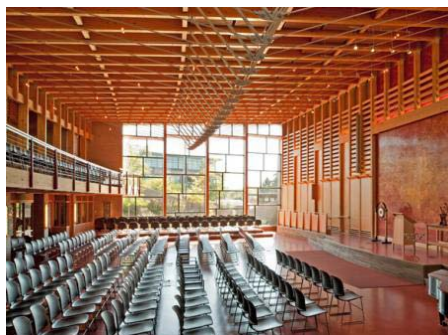
The Public Forum and Meeting Spaces is a multi-purpose meeting complex that will accommodate Library and LAC programs, private events and/or events arranged by partner and/or cultural organizations.

This is a major focus of community social, educational, and cultural activity.



The vitality of the community is captured in spaces that are transparent, flexible and visually accessible, with views into the adjacent Town Square, the Library Entrance and Express, the LAC Entrance and, ideally, with significant views to the building surroundings, including urban and natural features.

There should be an adjacent exterior multi-purpose space. Together with the Main Entrance and Town Square, this component may operate when other areas of the facility are closed.



Features:

- Multi-purpose Gathering Space, with raked/retractable seating, stage and backstage
- Sub-dividable meeting rooms
- Black box multi-purpose theatre
- Teaching/demonstration kitchen
- Coat room, registration area
- Security service base
- Performer's and speaker's area and entrance
- Reception space adjacent to meeting rooms
- Beverage and snack bar and catering kitchen
- Storage: furniture, supplies, and equipment
- Public washrooms
- Flexible features that control acoustics, light conditions, and room sizes



- Multiple innovative IT and presentation technologies
- Contemporary attractive furnishings and equipment
- High quality durable easily maintained materials throughout

Activities:



- Public presentations, discussions
- Film screenings
- Recitals and music events
- Author readings
- Meetings and seminars
- Amateur theatrical productions
- Videoconferences
- Small seminars, trade fairs and exhibits
- Informal socializing with access to catering
- Temporary storage of attendee coats and belongings in parcel lockers
- Private events and receptions

Living room/lounge, presentations, receptions, seminars, demonstrations, and support services

FUTURE AREA: 1,345 CGSM



Factors Determining Size:

1. Capacity of Multi-purpose Gathering Space 320
2. Capacity of meeting/breakout rooms 120
3. Capacity of Black box Theatre 80
4. Backstage requirements for Multi-purpose Gathering Space
5. Need for overflow/crush space
6. Back-of-house access to gathering/meeting spaces
7. Frequent movement of equipment and supplies

AFFINITY CRITERIA

1

2. Main Entrance and Town Square

Provide direct access by dedicated circulation to Main Entrance and Town Square for the movement of the general public and event attendees.

2

20. Building Services/ Materials Handling

Provide direct access by dedicated circulation to the collection in Building Services/Materials Handling for the movement of furniture, equipment and supplies.

3

5. Library Entrance and Express

Provide convenient access by general circulation to the Library Entrance and Express for the movement of OPL and LAC clients accessing services elsewhere in the building.

4

15. LAC Entrance

Provide convenient access by general circulation to the LAC Entrance for the movement of LAC clients accessing services elsewhere in the building.

5

4. Exhibition Gallery

Provide convenient access by general circulation to the Exhibition Gallery for the movement of visitors wishing to store coats and belongings in parcel lockers.



4. EXHIBITION GALLERY

“Celebrating our Identity”



This component is intended to be a major feature of the building experience, one of the building's main showpieces and destinations. It will be a prominent feature in the Town Square atrium.

This component includes a shared professional Exhibition Gallery featuring rare, unique and one-of-a-kind items forming Library and Archives Canada exhibitions, artwork and artefacts forming Ottawa Public Library and Ottawa community exhibitions, exhibitions from the Ottawa City Archives, as well as museum quality material featured in travelling exhibitions.

The Gallery experience should be one of dignity, reverence, and celebration. Typically, the exhibition experience will focus on national and regional identity, the history of Canadians, specific media and/or recent acquisitions. It may also refer to the life and activities of communities that make up Greater Ottawa.

The gallery will require museum-standard environmental systems, security controls, and exhibit display devices. It will also include a non-public exhibit preparation and maintenance area.

Features:

- A prominent and secure entrance
- Adjacent to or clearly visible from LAC Entrance but with a unique design, image and entrance
- Recessed cases that allow casual viewing without entry
- A sub-dividable enclosed Gallery with flexible exhibit options and lighting
- Fixed and moveable partitions, exhibit cases, and fitted chambers
- Controlled environmental conditions, microclimates
- A clear ceiling height of 4.5+m throughout
- Security features

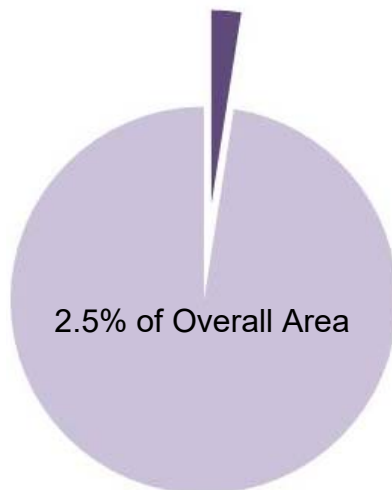




Activities:

- Casual viewing of exterior exhibit showcases
- In-depth viewing of interior exhibits
- Learning about one-of-a-kind LAC collections
- Small group presentations/programs inside the Gallery
- Preparation and mounting of exhibits
- Equipment materials and supply storage
- Coats and parcels stored in adjacent cloakroom/parcel lockers in adjacent Public Forum and Meeting Spaces

FUTURE AREA: 430 CGSM



Factors Determining Size:

1. Number of casual visitors 40
2. Gallery spaces 2
3. Number of secure exhibit cases/features varies
4. Service/security point
5. Staff workspaces, secure exhibit storage and handling
6. Equipment and supplies storage

National and community exhibits and artifacts

AFFINITY CRITERIA

1

2. Main Entrance and Town Square

Provide direct access by dedicated circulation to Main Entrance and Town Square to maximize initial and/or casual exposure of exhibits to visitors arriving from and departing the building.

2

15. LAC Entrance

Provide direct access by general circulation to LAC Entrance for the movement of clients seeking more in depth contact with LAC collections and services.

3

20. Building Services/ Materials Handling

Provide convenient access by general circulation to Building Services/Materials Handling to allow for the movement of exhibition items and equipment.

4

3. Public Forum and Meeting Spaces

Provide convenient access by general circulation to Public Forum and Meeting Spaces, to maximize exposure of exhibits to visitors arriving from and departing the building and access to cloakroom/parcel lockers.

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5. LIBRARY ENTRANCE AND EXPRESS

“Front porch and lounge, a hub of library activity”



The Library Entrance and Express consists of two main areas the actual entrance foyer of the central library, and the Library Express, which offers a compact cross-section of more extensive and in-depth services found elsewhere in the building.

Together, the Library Entrance and Express are “front porch and window” that are highly connected visually and spatially to the Main Entrance and Town Square. Designed for high volume collection turnovers and clients making a quick visit to the library, this component offers basic library client services and a book-store like environment; it can operate when other areas of the Central Library are closed.

The component features two zones. The Library Entrance is the most active area in the Central Library due to the fact that all library clients must move through the space. It features a glazed wall separating it from the Town Square and unobtrusive security features. Orientation and self-service functions are strategically located here, along with access to main stairs, elevators, and public washrooms.

The second zone, Library Express, presents highly visible browsing collections covering topics of current interest, popular recreational subjects, and new and notable materials.

Features:

Library Entrance

- An appropriately scaled and symbolic threshold
- Maximum visibility from sidewalks, plazas and the Town Square
- Generous arrival space with “Front Porch” seating area
- Materials security threshold/gates
- Check-out, holds pick-up, and book vending machines
- Roving staff touchpoint

- Internal arrival and departure space immediately adjacent to library elevators and a featured open staircase system to upper/lower levels
- Public washrooms



Library Express

- Highly visible displays of current popular materials, new materials
- Express quick information satellite technology commons
- Gaming area for groups, with observation area
- Newspapers/magazines with casual reading area
- Small print and copy centre
- Access to café



Activities:

Library Entrance

- Movement to/from Main Entrance and Town Square
- Displays of general directional, event, and ephemeral signage
- Roving staff assistance
- Check-in/out stations
- Access to public elevator, and stair systems, public washrooms



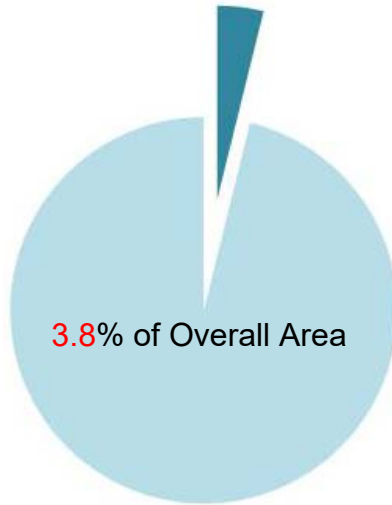
Library Express

- Quick information access at technology satellite stations
- Holds pick-up
- Browsing collections and reading newspapers
- Single and group gaming and watching
- Author readings, book club talks, and impromptu and scheduled OPL program events
- Roving staff assistance
- A significant portion of the Central Library's check-out function occurs here
- Access to service elevator



FUTURE AREA: 670 CGSM

Factors Determining Size:



1. Spaces that allow movement without disturbing adjacent functions
2. The need to accommodate 9,000 people movements daily
3. Marshalling and waiting areas required near stairs, elevators, and staff service and self-service points
4. Generously scaled public washrooms
5. Service touch points 2
6. Express collection of 6,705 books, multimedia items, newspapers, and magazines
7. Numbers of client seats and workspaces 136
8. Open central space in Library Express where impromptu programs may take place
9. A newspaper and magazine area with defined quiet reading areas away from busy activity

Library entrance, self-service, stairs/elevators, popular materials, café access, and views outside

AFFINITY CRITERIA

1

1. Exterior Spaces

Provide direct access by visual connection to Exterior Spaces to optimize views of activities, animating the streetscape and publicizing Central Library services.

2

2. Main Entrance and Town Square

Provide direct access by dedicated circulation to the Main Entrance and Town Square for the movement of clients in and out of the facility and to access the cafe from within Library Express.

3

3. Public Forum and Meeting Spaces

Provide convenient access by general circulation to the Public Forum and Meeting Spaces for the movement of clients.

4

20. Building Services/ Materials Handling

Provide direct access by dedicated circulation to Building Services/Materials Handling for the movement of collection materials.

5

7. Children's Discovery Centre

Provide convenient access by general circulation to Children's Discovery Centre for the movement of young clients and companion adults.

6. COMMUNITY SERVICES

“We are successful”



This component focuses on those collections and services that support clients experiencing barriers to library services due to various disabilities, including physical disabilities or mobility limitations, vision and hearing loss, intellectual and developmental disabilities, learning disabilities, mental health disabilities, and speech or language impairments. It also includes services to newcomers to Canada.

Resources and services enable integration with the community, including programs in assistive technologies, large print and audio books, adult literacy, digital literacy, English and French as additional languages (EAL/FAL), and world languages. This component will also accommodate the general music CD, Books on CD and DVD collections. Learning activities may be lengthy and involve programs for individuals, as well as partnering with agencies.

Staff provide expertise, services and programs for clients, including those learning new languages, those improving their literacy or language skills, and those who require assistive technology to access content.

This component has a global orientation, with areas for spontaneous programming as well as a video screening area featuring world news and current events. It is comfortable for those from all cultural backgrounds, and is easy to find. The layout facilitates proactive staff assistance as well as confidential conversations.

Features:

- Easy access and way-finding from Main Entrance and Town Square and from Library Entrance and Express
- "Window on the World" news and current events centre
- Displays and exhibits introducing clients to the scope of collection resources

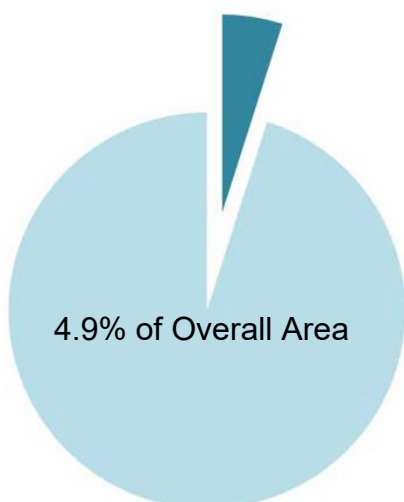
- Component-specific signage and displays
- Touchpoint with staff focused on programming and providing value-added services
- Collections include Large Print, Literacy, Language Learning, World Languages books and magazines, adult music CD, Books on CD, DVD collections, and electronic resources
- Assistive technology stations
- Casual and group seating
- Small technology commons
- Group rooms for large groups, for small meetings and for tutoring
- Print, copy and scanning station

Activities:

- Use of library and personal mobile devices and use of fixed computers
- Impromptu and scheduled programs and events
- Reading and socializing in casual seats and at group tables
- Storage, display and access to Large Print, Literacy, Language Learning, World Languages and multi-media collections
- Language learning with tutors
- Group programming

Newcomers, learning languages, adult literacy, connecting with others, connecting with our diverse cultures

FUTURE AREA: 855 CGSM



Factors Determining Size:

1. Number of clients present	223
2. World News Viewing Area – capacity	30
3. Open central space for impromptu programming capacity	35
4. Computer stations	4
5. Listening/viewing stations	6
6. Tutoring rooms	4
7. Small meeting rooms	4
8. Collection size – items	20,740
9. Assistive technology stations	6
10. Meditation/Prayer Room	1
11. Service touch point	1

AFFINITY CRITERIA

1

5. Library Entrance and Express

Provide convenient access by general circulation from the Library Entrance and Express or the frequent movement of clients.

2

2. Main Entrance and Town Square

Provide convenient access by general circulation from the Main Entrance and Town Square for the movement of visitors, clients and staff.

3

10. Adult Fiction and Non-Fiction

Provide convenient access by general circulation from the Adult Fiction and Non-Fiction for the movement of clients.

4

3. Public Forum and Meeting Spaces

Provide convenient access by general circulation to Public Forum and Meeting Spaces for the movement of clients and staff.

5

20. Building Services/ Materials Handling

Provide convenient access by dedicated staff and materials handling elevators from a collection marshalling area to the sorting room in Building Services/Materials Handling.

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7. CHILDREN'S DISCOVERY CENTRE

“We experience the world as a perpetually interesting place”



The Children's Discovery Centre is an acoustically separated, playful environment that stimulates the social experience and imagination of children at the same time as encouraging reading and listening skills. It leaves a lasting positive impression on all young library clients.

This component, a library within the library, accommodates the storage and display of print and multi-media resources, electronic resources, client accommodation and services, as well as space for collection interpretation, and interpretive programs. The primary focus is on recreational and educational resources designed for use by children from birth to 13 and their caregivers/parents.

Features:



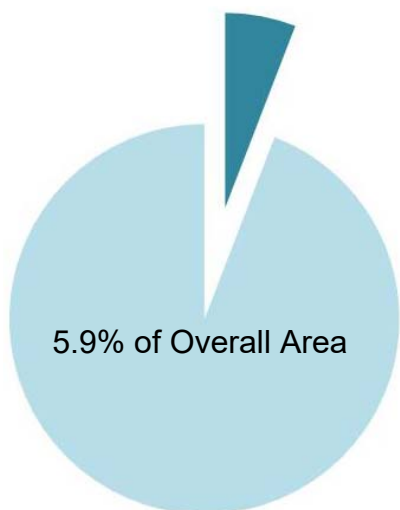
- Arrival and orientation space with marshalling area
- Stroller parking
- Component-specific signage and displays
- Children's collections, including board books, picture books, magazines and AV materials on moveable shelving; electronic resources
- Informal open program/story-time area
- Early literacy centre
- Gaming area
- Noisy play/activity area
- Clean and messy program areas, including creation spaces
- Tutoring spaces
- Quiet study and reading, tables, on-line access
- Informal moveable seating
- Exterior programming
- Family washroom facilities and nursing room
- Staff touchpoint



Activities:

- Gross motor literacy skills activity by age
- Imagination play activities
- Parent and child reading/exploration
- Group and individual gaming
- Browsing of print, multi-media and electronic collection materials
- Check-out of materials
- Individual exploration, homework, and recreational reading
- Structured and unstructured resource-related interpretive programs
- Roving staff assistance

FUTURE AREA: 1,020 CGSM



Factors Determining Size:

1. Furnishings/collection storage scaled to adults and to children of various ages
2. Numbers of client seats/places 264
3. Open central space for impromptu programming
4. Story time area - capacity 75
5. Play area - capacity 20
6. Group tables/Tweens seating/meeting rooms - capacity 36
7. Computer lab/family computer stations 24
8. Child and caregiver reading area 6 alcoves
9. Creation Centre - capacity 40
10. Gaming Area - capacity 12
11. Collection size – items 25,132

Learning, playing, discovering, getting ready to learn, story area, gaming

AFFINITY CRITERIA

1

5. Library Entrance and Express

Provide convenient access by general circulation from the Library Entrance and Express or the frequent movement of families and young children.

2

2. Main Entrance and Town Square

Provide convenient access by general circulation from the Main Entrance and Town Square for the movement of visitors, clients and staff.

3

12. Service Coordination Centre

Provide convenient access by dedicated staff circulation to Service Coordination Centre for the movement of staff who serve this component.

4

20. Building Services/ Materials Handling

Provide convenient access by dedicated staff and materials handling elevators from a collection marshalling area to the sorting room in Building Services/Materials Handling.

5

3. Public Forum and Meeting Spaces

Provide convenient access by general circulation to the Public Forum and Meeting Spaces for the movement of visitors, clients and staff participating in larger programs and activities.



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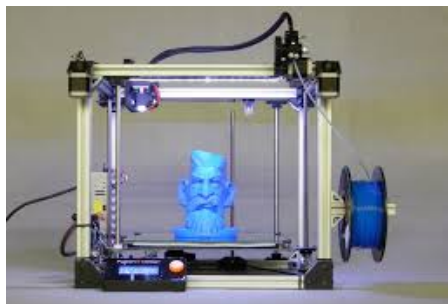
8. CREATIVE CENTRE

“We imagine it, design it and make it”



This is a technology-focused collaborative environment where clients explore and create conventional and digitally-derived products. It showcases leading edge technologies, computers with specialized software, 3-D printers, computer numerically controlled (CNC) equipment as well as hand tooling areas.

Clients include those of diverse ages, levels of experience and adeptness, cultural and ethnic backgrounds, socio-economic circumstances, cognitive abilities, levels of conventional fabrication, and digit, and technological literacy.



It serves creative teens, adults and creative children who have "graduated" from the Children's Discovery Centre makerspace to machines, or who have a particular project in mind. This component requires a high level of roving services, with staff going to clients where they are able to respond to their questions.

This component is also related to the maker and creative spaces that are distributed throughout other Central Library components.

Features:



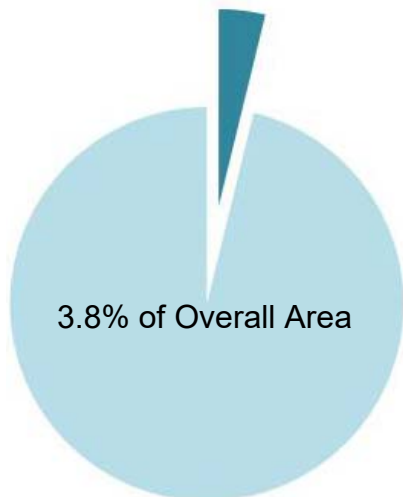
- Industrial creation space
- Messy creation space
- Demonstration and display area
- Staff touchpoint
- Open program and instruction space, enclosed project rooms
- Design collaboration space/project labs
- Waiting areas
- Technology workstations and specialized software
- Storage for projects, supplies, materials and equipment



Activities:

- Showcasing of digital products
- Generation of multi-media products using specialized facilities and software
- Staff facilitated and self-directed individual and group learning
- Open digital maker area
- Group research at computers
- Demonstration of innovative technologies and applications
- Individual and group training programs involving computer applications
- Collaborative design and construction of conventional and digital prototypes
- Wood machining and hand tooling
- Fundamental technical skills development
- Creation of projects, including assembly, painting and sanding

FUTURE AREA: 665 CGSM



Factors Determining Size:

- | | |
|---|----|
| 1. Number of participants | |
| 2. Service touch point | 1 |
| 3. Clean Assembly Space - capacity | 40 |
| 4. Service touch point | |
| 5. CNC Production Centre/demo stations | 12 |
| 6. Design Studio | 30 |
| 7. Project/Collaboration Lab (2) – capacity | 30 |
| 8. Staff back-of-house support area | |
| 9. Project Lockers | |

Teaching, experimentation, performance, new technologies, materials, design, and creation

AFFINITY CRITERIA

1

9. Teens' Centre

Provide convenient access by general circulation to the Teens' Centre for the frequent movement of teen clients.

2

10. Adult Fiction and Non-Fiction

Provide convenient access by general circulation to Adult Fiction and Non-Fiction for the frequent movement of clients interested in applied sciences.

3

11. Living Ottawa

Provide convenient access by general circulation to Living Ottawa for the frequent movement of clients.

4

12. Service Coordination Centre

Provide convenient access by dedicated staff circulation to the Service Coordination Centre for the movement of staff.

5

20. Building Services/ Materials Handling

Provide convenient access by dedicated staff and materials handling elevators to shipping and receiving in Building Services/Materials Handling, for the movement of supplies and equipment.



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9. TEENS' CENTRE

“Exploring independence in our own space”



The Teens' Centre includes an open collection area and a spatially-contained, acoustically-separated environment with a variety of activity areas where teen clients use spaces with a variety of characteristics and seating alternatives to explore, discover, and enjoy a range of activities in an autonomous space.

This component accommodates the storage and display of print and multi-media resources, electronic resources, client accommodation and services as well as space for programs. Collections of special interest to teen clients are featured. The profile of resources may change frequently.

Teens arrive with a range of requirements associated with both independent study and group socializing, with both quiet and noisy activities.

Features:



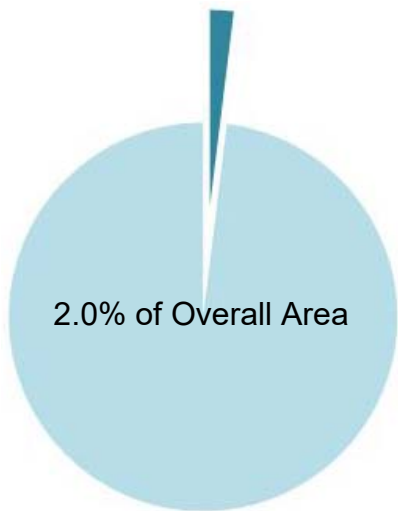
- Arrival and orientation space with signage that is youth-oriented and developed
- High levels of enclosure and acoustic separation
- Collection resources on low and medium height moveable shelving
- Open mic/stage performance and informal program area
- Informal program area
- Meeting/group rooms
- Study tables
- Quiet study and informal socializing/ hang-out space
- Collaboration space with reconfigurable furniture
- Copy and print station
- Staff touchpoint
- After-hours access to program spaces



Activities:

- Individual study, research and recreational reading
- Informal socializing
- Homework help and peer to peer tutoring
- Structured and unstructured resource-related interpretive programs
- Browsing of print, multi-media and electronic collection materials
- Roving staff assistance

FUTURE AREA: 340 CGSM Factors Determining Size:



- | | |
|------------------------------------|----------|
| 1. Arrival and orientation area | |
| 2. Display area | |
| 3. Service touchpoint | 1 |
| 4. Collection – items. | 3,090 |
| 5. Magazines – titles | 15 |
| 6. Hang-out/quiet study - capacity | 24 |
| 7. Group rooms | 4@4 each |
| 8. Performance/stage area | |
| 9. Collaboration space - capacity | 20 |
| 10. Overall capacity | 90 |

Spatially and acoustically contained; noisy and quiet, books; unique design features and seating

AFFINITY CRITERIA

1

8. Creative Centre

Provide convenient access by general circulation to the Creative Centre for the frequent movement of teen clients.

2

10. Adult Fiction and Non-Fiction

Provide convenient access by general circulation from Adult Fiction and Non-Fiction for the frequent movement of teen clients.

3

5. Library Entrance and Express

Provide convenient access by general circulation to Library Entrance and Express the movement of teen clients.

4

2. Main Entrance and Town Square

Provide convenient access by dedicated circulation to the Main Entrance and Town Square for the movement of teen clients and staff attending after-hours events.

5

12. Service Coordination Centre

Provide convenient access by direct circulation from Service Coordination Centre for the movement of staff working in this component.

6

20. Building Services/ Materials Handling

Provide convenient access by dedicated staff and materials handling elevators from a collection marshalling area to the sorting room in Building Services/Materials Handling.

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10. ADULT FICTION AND NON-FICTION

"Discovering the world around us, the society we live in, and exploring and communicating the world of our imagination"



This is a very active environment with clients focusing on increased knowledge and on personal recreational, educational and career goals. The component houses storage and display of the non-fiction print collections, electronic resources, and associated client accommodation, as well as space for collection interpretive programs. It also accommodates a portion of the Genealogy collection.

This component also showcases the adult fiction collection which will be affiliated with the literature area of the non-fiction collection. This area celebrates the diversity of community, cultural and literary interest, and self-expression.

The fiction area reflects the dignity of quiet reading, as well as the participatory experiences of the oral tradition, the spoken word, and community dialogue.

The focus is on programming and value-added services through roving staff assistance, including business and careers.

Features:



- Arrival and orientation space and general signage and displays
- Collection resources on low/medium height shelving, including moveable shelving, highlighted collection areas
- Informal open areas for unstructured interpretive programs
- Computer stations
- Learning Laboratory
- Collaboration space
- Consultation/tutoring Rooms
- Business and careers support including collections and programs
- Quiet reading gallery areas
- Meeting rooms, maker areas

- Service touchpoint on each level
- Copy and print station on each level

Activities:



- Browsing of print, multi-media and electronic collection materials
- Individual and group study, research and recreational reading
- Unstructured interpretive programs
- Painting and crafting
- Roving staff assistance
- Materials check-out

Business, careers, science, health, sports and recreation, stories and imagination

FUTURE AREA: 2,475 CGSM



Factors Determining Size:

1. Number of client seats/stations	530
2. Open space for impromptu programming - capacity	60
3. Service touch points	2
4. Tutoring rooms	4
5. Small Meeting Rooms	8
6. Group Rooms	2@30
7. Computer stations	30
8. Print collection - N-F – volumes on 4-shelf bays with display concepts	60,100
9. Fiction Collection – items	32,000
10. Genealogy Collection – items	2,500
11. Magazines - titles	180
12. Learning Lab - Stations	24
13. Casual and Quiet Study seating	140
14. Collaboration/Co-Working Space - stations	82

AFFINITY CRITERIA

1

11. Living Ottawa

Provide convenient access by general circulation from the 900's and Genealogy collections areas to Living Ottawa for the movement of clients and staff.

2

8. Creative Centre

Provide convenient access by general circulation to the Creative Centre for the movement of clients.

3

9. Teens' Centre

Provide convenient access by general circulation to Teens' Centre for the frequent movement of clients.

4

6. Community Services

Provide convenient access by general circulation to Community Services for the movement of clients.

5

12. Service Coordination Centre

Provide convenient access by general circulation to the Service Coordination Centre for staff movement.

6

20. Building Services/ Materials Handling

Provide convenient access by dedicated staff and materials handling elevators from a marshalling area to the sorting room in Building Services/Materials Handling.

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11. LIVING OTTAWA

“Celebrating family and community history, cultural, ethnic, and geographical identity”



This component establishes an important aspect of the Central Library’s character. Its theme: “Ottawa tells its Story” should be echoed in programs, displays, and features throughout the building.

Living Ottawa collections focus on published materials that deal with all aspects of past, present and future life in Ottawa.

This is the most formal and “civic” component in the Library, which is a destination for community and private events, a workshop and laboratory for the capturing of community stories, and a repository of resources dealing with community history, cultural heritage, family and urban history.

This is the area of the Library that emphasizes the preservation of historical materials, as well as the recognition and celebration of what is happening today as the history of tomorrow.

The client experience will be about individual, community, civic history, and about possibilities inherent in the future; about local and regional identity; and about the identity of the larger world.

Members of the community will be encouraged to appreciate both past and emerging history: both their own origins and the emerging community profile. They will identify how they themselves are contributing as the story of the life of the community unfolds.

Features:



- There are three major features: traditional “Ottawa Room” resources, innovative, technical, image-based creation spaces, and a civic reception suite
- Arrival and orientation zone leading into an easily accessible, non-intimidating space accessing a ceremonial destination with a Civic Reception suite
- A roof terrace and/or atrium overlook
- Numerous exhibits of past, present and future community-based topics, using kiosks, interactive screens, viewing stations, and listening stations
- Local history collection on 5-foot, reconfigurable shelving
- Open program area
- Group interactive meeting and program spaces
- Spaces for quiet research and contemplation

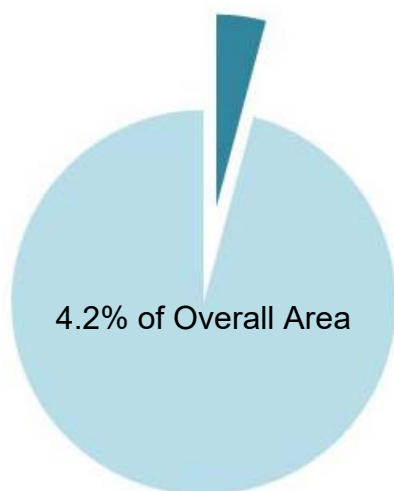
Activities:



- Digital storytelling
- Featured community exhibitions relevant to history and current community activities
- Active engagement with the creation of new knowledge that contributes to the ongoing development of a deeper community identity, including self-publishing, pod casts, and oral history and video production
- Individual recreational reading and research
- Browsing of print, multi-media, and electronic collection resources
- Structured resource-related interpretive group programs, as well as programs designed and directed by community partners
- The Civic Suite may occasionally be used as a TV broadcast studio, transmitting live events and related programs out into the community

Past, present and evolving community history, community exhibits, collections and programs

FUTURE AREA: 725 CGSM



Factors Determining Size:

1. Numbers of clients present	128
2. Civic Reception Suite - capacity	60
3. Open central space for impromptu programming – capacity	8
4. Program Room - capacity	15
5. Meeting rooms – number	3
6. Local History collection - items	22,500
7. Casual seats	6
8. Group table seats	16
9. High, low and medium height collection storage and display systems	

AFFINITY CRITERIA

1

10. Adult Fiction and Non-Fiction

Provide convenient access by general circulation to the Adult Fiction and Non-Fiction for the movement of OPL clients accessing related collection resources.

2

14. Genealogy Centre

Provide direct access by dedicated circulation to Genealogy Centre for the movement of clients and staff to the technical and creation resources located in this component.

3

3. Public Forum and Meeting Spaces

Provide convenient access by general circulation to Public Forum and Meeting Spaces for the movement of clients attending related Living Ottawa programs.

4

20. Building Services/ Materials Handling

Provide convenient access by dedicated staff and materials handling elevators from a collection marshalling area.

5

4. Exhibition Gallery

Provide convenient access by general circulation to the Exhibition Gallery.



12. SERVICE COORDINATION CENTRE

“We bring the library to life and design programs and services for the community and the city”



This component is the place where the clients' experience of the Central Library is created. It accommodates staff activities involving the planning, delivery and support of the Central Library's services.

Co-location of staff service and program design functions enhances service delivery synergy, creativity, and operational effectiveness, and optimizes shared workspace. The Service Coordination Centre space conveys the sense of a collaborative design studio that enables individual activity as well as focussed group thinking and impromptu interaction.



Locations close to the public service zones of the Central Library ensure that staff are responsive and can quickly react to increased requirements for front line service.

Back-of-house staff services include community-focused program research, design and development, events co-ordination and meeting room set-up, and general assistance.

Features:

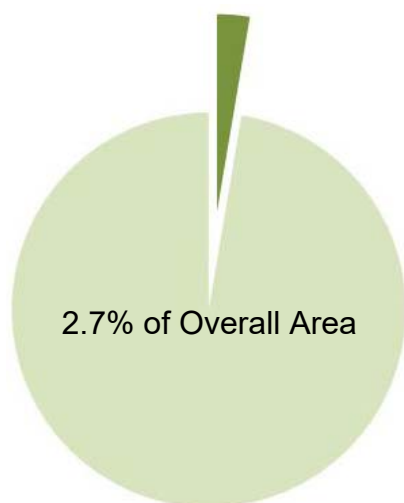
- The space is generally non-public space, but is welcoming to occasional public visitors and program development partners
- Open studio space for collaborative design and management of collections, programs and services
- Individual and shared workspaces for adult, children's programming, and services development
- Individual and group workstations
- Staff washrooms and lockers
- Staff kitchenette/lunch space



Activities:

- Development of services and programs for adults, teens, and children
- Management and direction of client services
- Group collaborative activity
- General office support functions
- Meetings involve staff (OPL and Central Library), service delivery partners and, occasionally, members of the public

FUTURE AREA: 465 CGSM



Factors Determining Size:

1. Staff offices	1
2. Staff workstations	20
3. Confidential Rooms	1
4. Meeting Rooms	3
5. Hotelling Station	2
6. Staff kitchenette/lunch space - capacity	10

AFFINITY CRITERIA

1

All Public Service Components

Provide convenient access by dedicated circulation to all public components to allow frequent contact with program spaces and service points.

2

13. Corporate Services

Provide convenient access by general circulation to Corporate Services for the movement of staff.

3

20. Building Services/ Materials Handling

Provide convenient access by dedicated circulation to Building Services/Materials Handling for the movement of staff and materials.

Research, collaboration, program and service design, resource identification, event planning

13. CORPORATE SERVICES

“Ensuring optimal responses to community needs, and optimal use of system resources”



This component accommodates office and support space for senior administration and management, with the Central Library as the largest client of these services.

This is a non-public space with some public visitors. It is a typical office environment, comprising enclosed offices, open workstations, collaboration spaces, and meeting and other support spaces.

Administration provides professional, organizational planning, and leadership for OPL. Services include senior management, and selected public library system-wide services, including Planning and Board Support, Finance and Business Services, Facilities Development, Organizational Development, Program Development, and Technology Services.



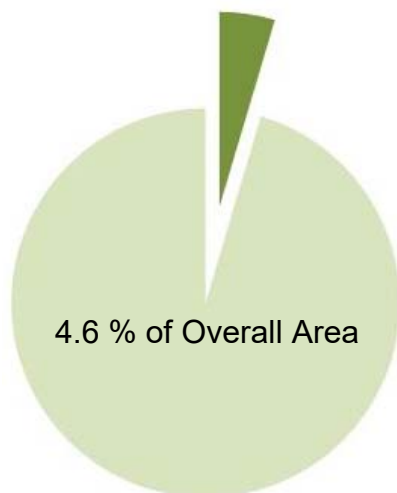
Features:

- CEO's Office
- Collaborative areas
- Mix of offices and open workstations
- Marketing and communications studio
- Shared workroom
- Training room
- Confidential rooms
- Research and development studio
- Large, small, and private meeting rooms
- Storage of supplies and materials
- Staff kitchenette/lunch areas

Activities:

- Administration and leadership of OPL
- Staff training
- Meetings of staff
- Photocopying, printing and document assembly
- Secure storage of files/records

FUTURE AREA: 800 CGSM



Factors Determining Size:

1. Offices, senior administration	6
2. Workstations	46
3. Meeting rooms	3
4. Training Room - capacity	25
5. Collaborative area	1
6. Staff break area	1
7. Active and archived files	
8. Office workroom (copying/fax)	

AFFINITY CRITERIA

1

12. Service Coordination Centre

Provide convenient access by dedicated staff and materials handling elevators to Service Coordination Centre for the movement of staff and visitors.

2

5. Library Entrance and Express

Provide convenient access by general circulation to the Library Entrance and Express for the movement of the public.

3

3. Public Forum and Meeting Spaces

Provide convenient access by general circulation to the Public Forum and Meeting Spaces for the movement of staff.

4

20. Building Services/ Materials Handling

Provide convenient access by dedicated circulation to the Building Services/Materials Handling for the movement of staff and materials.

System-wide service and operations management, Library Board and City interfaces

14. THE GENEALOGY CENTRE

“Discovering and exploring the origins of individuals and families”



The Genealogy Centre is joint, blended, research-based public service, a visible operational partnership between the Ottawa Public Library and Library and Archives Canada. It will involve no polarized resources, services or spaces.

As such, it becomes a symbol of the partnership within the whole building, where clients are active participants in research and discovery, and where two prominent public informational services come together around a shared interest: the history and origins of Canadians and Canadian society.

The component has a mission to educate and empower citizens, thereby building their sense of personal and community participation and identity. It should highly visible in the building, emphasizing the opportunities it provides for integrating individual and family histories into the lives of all building visitors.

The Genealogy Centre:

- Combines the collection resources of the OPL and LAC;
- Provides both client self-services and mediated services; and
- Offers both a local (Ottawa and Greater Ottawa) focus and a national content focus.

This component is essentially a public workshop providing access to a diversity of information sources used to investigate individual and social genealogical origins. The component will be both a personal destination and a group destination. It will involve quiet individual reading and study as well as animated group interaction.



Features:

- Views to and from the Town Square (but not directly adjacent)
- Views toward LAC Entrance
- Visible exhibits and displays and accessible information
- Staffed information centre with private client consultation spaces
- A digital resource centre
- Informal lounge for genealogists
- Enclosed program space
- Specialized print collection resources
- Individual and group project spaces
- Individual quick information spaces
- Staff assistance points and roving staff

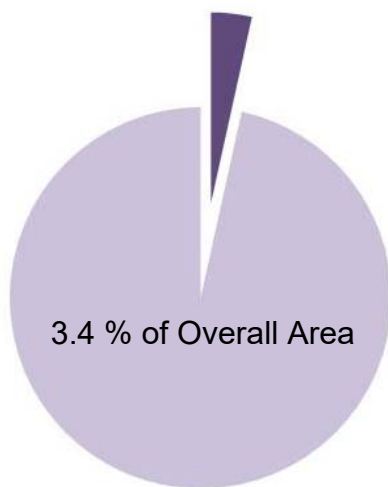
Activities:



- First point of contact for learning about genealogy resources and research protocols
- Preliminary quick and open access browsing of topical electronic collection materials and access to physical genealogy collection resources
- Introduction to LAC and OPL public services and features
- Collaborative and/or self-directed tutorials and participation in impromptu collaborative group work
- Small group presentations and orientations
- Individual preliminary genealogical research

**Individual and family genealogy resource centre,
both OPL and LAC collections, archival records**

FUTURE AREA: 600 CGSM



Factors Determining Size:

1. Casual Seats	6
2. Computer Station	8
3. Open Program Area (Genealogy Lounge)	16
4. Program Room	30
5. Print Lab	3
6. Casual Seating	8
7. Microform Reader/Printer Stations	3
8. Computer Stations	8
9. Group Table Seating	40
10. Small Group Room Seats	12
11. Collection - items	23,000

AFFINITY CRITERIA

1

15. LAC Entrance

Provide direct access by dedicated circulation to LAC Entrance, for the frequent movement of LAC clients.

2

5. Library Entrance and Express

Provide convenient access by general circulation to the Library Entrance and Express for the movement of OPL clients accessing this component.

3

11. Living Ottawa

Provide convenient access by general circulation to Living Ottawa for those visitors accessing local and community resources and programs.

4

16. Reference Services

Provide convenient access by general circulation to LAC Reference Services to allow for the movement of clients and researchers wanting more in-depth information.

5

18. Staff Workspaces and Offices

Provide convenient access by general circulation to LAC Staff Workspaces and offices for the frequent movement of LAC staff.

6

12. Service Coordination Centre

Provide convenient access by general circulation to Service Coordination Centre for the frequent movement of OPL staff.

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15. LAC ENTRANCE

“We are introduced to the services and resources of an important national institution”



The component allows clients to transition from the busy Town Square through a general orientation area, to a registration area and then to a quiet research environments of the Reading Room and Reference Services.

It is a gateway for newcomers arriving and departing; returning clients familiar with service protocols and processes may bypass the orientation zone in this component and proceed directly to the registration area.

The component must be more visible to building visitors and then other LAC components. As the public face of Library and Archives Canada, it accommodates a welcoming orientation centre. It not only initiates a sequential process of client contact, but also publicizes the role and purpose and scope of LAC's collections, services and mandate.

It includes a client-friendly open access orientation area designed to promote self-service exploration of the range of LAC's services and resources. Curious first time visitors, repeat clients and returning researchers, as well as LAC orientation staff will be present.

It also features a registration zone which provides user services and registration, and access to the secure Reference Services and Reading Room components.

Features:



- A formal gateway to Library and Archives Canada
- A space that links controlled access zones within LAC with the public space of the Town Square
- Views from/to Town Square
- Exhibits and displays explaining institutional history, mandate, collection scope, and public services
- A multi-purpose program room, visible from the Town Square
- Staff assistance from an orientation service point
- Registration assistance provided from a registration and security desk

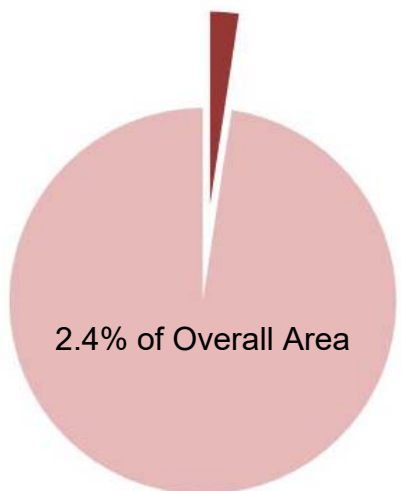
Activities:



- Secure exhibit of unique LAC holdings
- Electronic, printed and staff-assisted introductory information about LAC, its resources, and the sequences and protocols of public access
- Management of the movement of clients to registration, security and the secure areas of the LAC facility
- Orientation staff available at the service touch point in the orientation area
- Preliminary orientation and quick access (pre-security) self-service browsing of topical groupings of electronic collection resources, supported by staff assistance as required
- Registration and security staff present at service desks in the registration area
- Views to connecting spaces, elevators and stairs leading to Reference Services and Reading Room
- Small group orientations
- Materials and supply storage

First impression, informative exhibits, quick research, orientation, movement to secure areas

FUTURE AREA: 415 CGSM



Factors Determining Size:

Orientation

1. Casual Seats	8
2. Computer Stations	12
3. Reading Seats	6
4. Workstations – Clients	4
5. Program Room	25
6. Touch point - staff	2
7. <u>Registration</u>	
8. Casual Seats	8
9. Lockers	150
10. Service point - staff	3

AFFINITY CRITERIA

1

19. Preservation Lab

Provide direct access by dedicated circulation to the Preservation Lab for the movement of visitors present in the orientation area

2

4. Exhibition Gallery

Provide direct access by general circulation to the Exhibition Gallery for the frequent movement of visitors and clients.

3

16. Reference Services

Provide convenient access by general circulation to LAC Reference Services for the movement of frequent and pre-registered clients and researchers.

4

17. Reading Room

Provide convenient access by general circulation to Reading Room for the movement of frequent and pre-registered clients and researchers.

5

2. Main Entrance and Town Square

Provide convenient access by general circulation to Main Entrance and Town Square, for those clients accessing LAC programs and presentations.

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16. REFERENCE SERVICES

“Identifying our research goals, obtaining expert assistance, and discovering the resources required”



Reference Services is a workspace for amateur and professional scholars and researchers. This is a component housing practical processes involving identifying, accessing and examining basic Reference Collection material and Finding Aids.

Reference Services is typically the first point of client contact, (after registration), and is a fairly active environment, in that it involves a variety of research resources and information formats, complex search processes, and simultaneous activities, both user-driven and/or staff assisted.

This public service component is less active than the LAC Entrance, but more active than the Reading Room.

Reference Services is an interactive space with many conversations taking place; it is important that it NOT be intimidating.

Reference Services activity typically involves shorter intervals of research and/or staff consultation; the activity level is more active, with eclectic activities and mix of resources, including many levels of research, featuring a high proportion of first timers, groups, and staff/client interaction; the Reference Collection evolves over time and is more segmented; References Services features all levels of staff expertise.

Features:



- Reference Services reception desk
- A dignified reference room with unique ceiling treatments, indirect lighting, and a variety of seating options
- Reference Collection resources on 5-foot high shelving with some shelving for oversize materials
- Finding Aids Collection
- Technology workstations
- Seats at oversize tables
- Some shelving for oversized materials

Activities:

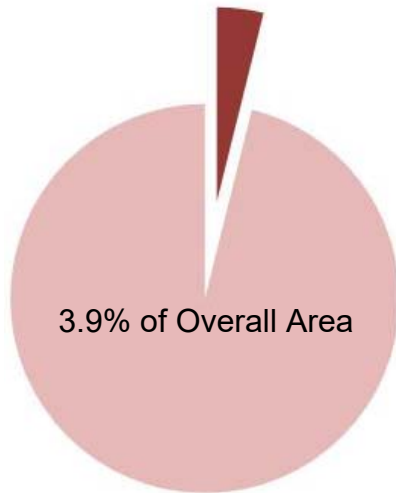


- Individual and staff-assisted preliminary research
- Consultations with reference librarians and archivists
- Roving staff assistance
- Assistive technology stations
- Research activities at study carrels and tables
- Printing of materials (no photocopying)
- Microfilm access and examination
- Browsing of reference, city directory and finding aids collections, including electronic collections

Identifying goals, examine collections and finding aids, gain expert assistance, form research plan

FUTURE AREA: 675 CGSM

Factors Determining Size:



1. Casual Seats	14
2. Small Group Room	6
3. Client Computer Stations	8
4. Group Table Stations	40
5. Microfilm Reader Stations	2
6. Special Computer Stations	2
7. Reference Collection –Im	200
8. Directories Collection –Im	200
9. Finding Aids Collection –Im	200

AFFINITY CRITERIA

- 1 **15. LAC Entrance** Provide direct access by dedicated circulation to the LAC Entrance for the frequent movement of registered clients (or nonregistered tour attendees).
- 2 **18. Staff Workspaces and Offices** Provide direct access by dedicated circulation to Staff Workspaces and Offices for the frequent movement of staff to and from Reference Services.
- 3 **17. Reading Room** Provide convenient access by general circulation to Reading Room to allow for the movement of frequent pre-registered visitors and researchers.
- 4 **14. Genealogy Centre** Provide convenient access by general circulation to Genealogy Centre to allow for the movement of visitors and researchers.

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17. READING ROOM

“Exploring the vast collection, integrating findings, creating knowledge”



The Reading Room is LAC's largest public space and LAC's inner sanctum.

Its fundamental function is to inspire visitors and researchers, to encourage curiosity, to generate new knowledge and to instill pride in our shared history.

It is a secure destination in which clients can access and explore informational resources identified in advance, either on-line or through Reference Services.

Accommodating numerous researchers, this is the quietest area, the most like a traditional library reading room, and the most research-intensive of LAC's components.



This component accommodates a Representative Collection, a major feature and attraction of the building. The Representative Collection is a thematic selection of books and other media from LAC's collection, arranged to encourage direct client access and discovery.

In addition, this component will feature exhibits of unique, original and rare books and archival items.

It also accommodates staff services, client browsing of the Representative Collection, individual and group research study areas, as well as access to special collections.

This public service component is less active than the LAC Entrance Centre, and the adjacent Reference Services.

Features:

- Controlled entry to arrival foyer with signage and feature displays
- Multi-storey Reading Room, with Representative Collection organized by thematic categories, on 5-foot high shelving
- A central study and research area with group work tables

- Peripheral spaces with individual work tables, technology workstations, and comfortable reading chairs
- A Special Media room for selected parts of the Representative Collection
- A Special Collections Room with collection resources
- The Lowy Collection of Hebraica, including both reference and collection areas
- A microfilm and AV room
- A digitization laboratory for collaborative digitization projects
- Technology access stations

Activities:



- Staff assistance is provided from a staff desk and by roving staff who:
 - explain protocols for the use of resources
 - oversee the secure handling of resources
 - assist clients in the location of resource material
 - order client-identified materials housed in remote collection storage and deliver those materials to the client
 - collect specially ordered resources after use
 - assign lockers for resources if required for multi-visit access
 - answer primary questions about resources
- Client browsing and access of resources and collections
- Individual study, research in an open area at study carrels and tables and in meeting rooms
- Delivery of collection materials to the client by a staff member and return of materials to the staff member after use
- Digitization of materials in a maker space, including six workstations and storage of resources in boxes

Representative and Lowy Collections, document delivery, client research, displays, digitization

FUTURE AREA: 2,175 CGSM



Factors Determining Size:

1. Casual Seats	10
2. Textual Documents Table Stations	60
3. Computer Stations	6
4. Restricted Table Stations	16
5. Computer Stations	1
6. Special Media Table Stations	24
7. Special Media Computers	4
8. Microfilm/microform reader/printers	35
9. Lowy Collection Table Stations	4
10. Lowy Collection Casual seats	4
11. Lowy Collection	3,000 vols.
12. Representative Collection:	45,000-55,000 vols.

AFFINITY CRITERIA

1

18. Staff Workspaces and Offices

Provide direct access by dedicated circulation to Staff Workspaces and Offices for the frequent movement of staff assisting with ongoing research and program activities.

2

15. LAC Entrance

Provide direct access by dedicated circulation to LAC Entrance for the movement of clients to and from public washrooms, and to and from Reference Services.

3

16. Reference Services

Provide convenient access by general circulation to Reference Services to allow for the movement of clients.

4

20. Building Services/ Materials Handling

Provide direct access by dedicated circulation to Building Services/Materials Handling for the frequent movement of materials requested for consultations.

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18. STAFF WORKSPACES AND OFFICES

“Management and coordination of resources and services to optimally engage the public”



This component includes two sub-components: senior management and general staff workspace.

Senior management involves occasional public access in the form of government and ministerial associates, community and institutional partners, and various professional colleagues. This portion of the component should be regarded as a formal exhibit opportunity.

The general staff workspace portion of the component includes staff activities such as the delivery and management of public service activities, including client services and program.

The majority of staff time is dedicated to the provision of specialized research and reference services to clients, who may be present in this facility, or accessing the service remotely via telephone and/or on line resources.

Senior management and staff offices are programmed according to Public Works and Government Services Canada's Workplace 2.0 office standards.

Features:

Senior Management

- Librarian and Archivist of Canada suite
- Senior administration offices

General Staff Workspace

- Support staff office and workstations
- Office support functions
- Telephone reference service area (2 enclosed units)
- Conference room
- Staff break area and washrooms (which may be shared with OPL)





Activities:

Senior Management

- Meetings with visitors and professional associates
- Strategic and general management activities

General Staff Workspace

- Administrative support
- Staff administrative and research activities in offices and workstations
- Smaller and larger staff meetings
- Digitization of documents
- Safekeeping of documents consistent with security category
- Program design and development
- Collection management
- Telephone reference service

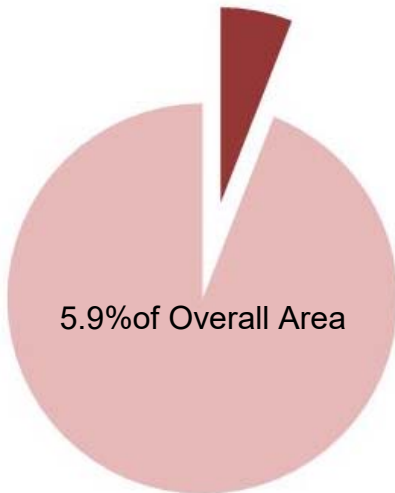
Central Support Area

- Larger staff meetings
- Staff break activities

Operations management, program design, in-person, phone and virtual research and navigation assistance/program design

FUTURE AREA: 1,035 CGSM

Factors Determining Size:



1. Number of meeting rooms:	7
2. Capacity of meeting rooms – total:	50
3. Number of staff offices:	12
4. Number of staff workstations:	75
5. Collaboration space – capacity:	16

AFFINITY CRITERIA

Senior Management

1

15. LAC Entrance

Provide convenient access by general circulation to LAC Entrance to allow for the movement of visitors and staff.

2

2. Main Entrance and Town Square

Provide convenient access by general circulation to Main Entrance and Town Square for the movement of visitors and delegations.

3

18. Staff Workspaces and Offices

Provide convenient access by general circulation to General Staff Workspace of Staff Workspaces and Offices for the movement of staff.

4

13. Corporate Services

Provide direct access by dedicated circulation to Corporate Services for the movement of senior administrative staff and possible sharing of meeting space.

5

20. Building Services/ Materials Handling

Provide convenient access by general service circulation to Building Services/Materials Handling for the movement of staff and catering of events.

General Staff Workspace

1

17. Reading Room

Provide convenient access by dedicated circulation to Reading Room to allow for the movement of staff frequent and pre-registered staff.

2

16. Reference Services

Provide convenient access by dedicated circulation to Reference Services for the frequent movement of staff.

3

15. LAC Entrance

Provide convenient access by dedicated non-public circulation to LAC Entrance for the frequent movement of staff.

4

14. Genealogy Centre

Provide convenient access by dedicated non-public circulation to Genealogy Centre for the frequent movement of staff.

5

13. Corporate Services

Provide convenient access by dedicated non-public circulation to Corporate Services for the movement of staff.

6

20. Building Services/
Materials Handling

Provide convenient access by dedicated circulation to Building Services/Materials Handling to allow for the movement of collections.

19. PRESERVATION LAB

“A window into the operations and technical excellence of LAC”



This component includes a working preservation lab that demonstrates to the public the methodologies and practices used by LAC to preserve and maintain its collection resources.

Features:

- Active preservation lab that is visible to the public
- Displays and explains conservation techniques and processes
- Support spaces

Activities:

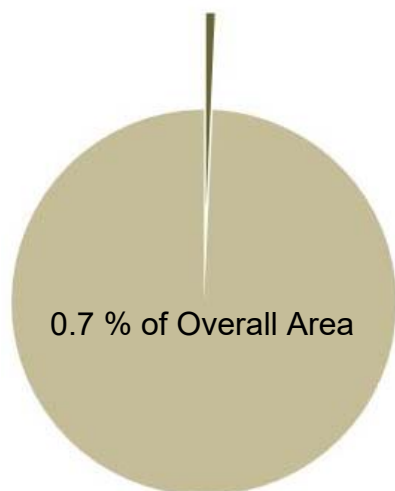
- Receiving and repairing archival and library materials, including cleaning, drying, and flattening of materials
- Preventive conservation of resources to mitigate deterioration
- Treatment, including the stabilization or repair
- Use of solvents and chemicals for cleaning, gluing, etc.
- Storage of chemicals
- Storage of in-process materials
- Storage of materials in freezer
- Use of fume hood and laminar flow cabinets
- Administrative tasks associated with conservation processes

Window on operations, showcase, conservation of resources

FUTURE AREA: 125 CGSM

Factors Determining Size:

1. Number of staff 2
2. Viewable Lab processes area
3. Private Administration and support area



AFFINITY CRITERIA

1

2. Main Entrance and Town Square

Provide high visible location off the Main Entrance and Town Square to showcase component activities.

2

20. Building Services/ Materials Handling

Provide convenient access by general service circulation to Building Services/Materials Handling for the movement of materials.

3

17. Reading Room

Provide convenient access by general service circulation to the Reading Room for the movement of materials.

4

18. Staff Workspaces and Offices

Provide convenient access by general service circulation to Staff Workspaces and Offices for the movement of staff.

20. BUILDING SERVICES/MATERIALS HANDLING

“Coordination of all building and environmental services, and operations, and movement of materials”



This component, a shared OPL/LAC component, accommodates the spaces required to ensure the practical operation of the building, including the movement of all collections, supplies, materials, furniture and equipment in and out of the building and within the building. It includes support spaces for both OPL and LAC operations.

It includes the movement of all library collection resources into and out of the Central Library as well as to various component areas within.

It includes the movement of client requested LAC material, as well as items from the LAC collection transported for exhibition display.

It also includes for the movement of large exhibitions to and from the Exhibition Gallery from a loading dock that supports semi-trailer trucks.

The component requires carefully scaled access routes and equipment to enable movement of large and over scale items.

This component will be used to support the movement of supplies and furniture to support receptions, events, programs (particularly delivered to the Public Forum and Meeting Spaces, and Main Entrance and Town Square but also delivered throughout the public components of the Central Library, and the Genealogy Centre), the Friends shop, and support activities.

Features:

- Enclosed delivery bays, with shared enclosed bays for the Central Library and LAC
- Shared loading dock, with separate access to Central Library and LAC materials handling areas
- 2nd loading dock for garbage and recycling, general access along with associated marshalling and assembly area

- Materials marshalling areas for OPL and LAC
- Access to a dedicated material handling elevator
- Central storage areas
- Central Library collection sorting room with views from public areas
- Operations administration space
- Staff facility, with showers and washrooms
- FOPLA book storage / processing area

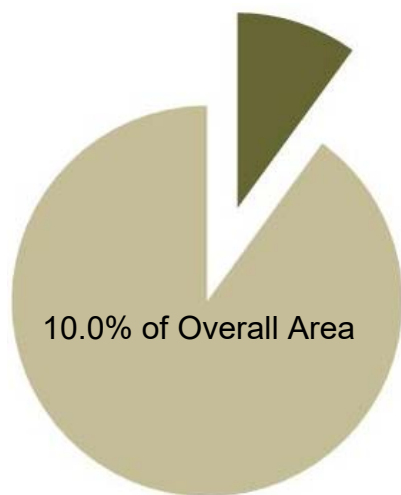


Activities:

- Regular scheduled shipping and receiving of circulating Library collection resources
- Regular scheduled shipping and receiving of circulating LAC collection resources
- Holding and staging of resources in a secure room handled by LAC Circulation services
- Sorting, re-routing and marshalling of resources
- Receiving and short and longer term storage of supplies, furniture and equipment, including general supplies used throughout the building, housekeeping supplies, and supplies and furniture required to support receptions, events, programs and exhibits
- Coordination of maintenance and housekeeping services
- Movement of staff, resources, supplies and equipment to and from all components in the building
- Scanning and tracking of LAC resources going to and from off-site locations

Secure materials handling, building management, materials and supplies storage

FUTURE AREA: 1,745 CGSM



Factors Determining Size:

1. Shared loading dock and staging area
2. Non OPL/LAC loading dock
3. Library automated collections sorting room
4. Staff workshop and offices
5. LAC materials cart/truck storage/ emergency supplies
6. LAC Circulation holding and staging area
7. Equipment and furniture storage/FOPLA-FLAC storage
8. Movement clearances required for horizontal / vertical movement to the Exhibition Gallery / Public Forum and Meeting Spaces/Living Ottawa

AFFINITY CRITERIA

1

1. Exterior Spaces

Provide direct access by dedicated conveyor system to Exterior Spaces, for the movement of materials, supplies, and collection resources to loading docks.

2

Service Elevators

Provide direct access by dedicated circulation to the service elevators from the sorting room to book truck marshalling areas on each level of the Library.

3

2. Main Entrance and Town Square

Provide convenient access by dedicated materials conveyor system to Main Entrance and Town Square for the movement of returned materials.

4

3. Public Forum and Meeting Spaces

Provide convenient access by dedicated circulation to Public Forum and Meeting Spaces for the movement of materials and equipment to support events.

5

2. Main Entrance and Town Square

Provide convenient access by dedicated staff and service elevators/ circulation to Main Entrance and Town Square for delivery of materials to café/retail spaces.

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21. PARKING FACILITY

“Designed for vehicles - and for people!”

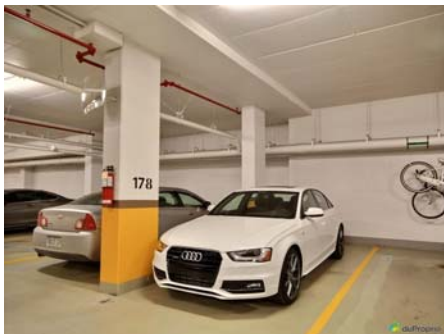


This component includes an innovative, aesthetically appealing, safe, people-friendly public parking facility.

The parking facility will be a safe, pedestrian friendly and welcoming indoor urban space.

This functional description is not site-specific. It assumes a flat generic site with a generally orthogonal geometry. It is based on the assumption that, in the absence of available parking in the immediate vicinity of the selected site, a minimum of 200 parking spaces will be required.

Features:



- Dedicated pedestrian access to and from parking areas to and from the interior of the building, via a Parking Lobby, a glazed lobby with feature stairs and elevator(s) connecting each potential parking level to the Town Square on the main level of the building
- Dedicated pedestrian access to the Parking Lobby, fire exit stairs to Exterior Spaces and bicycle enclosure using a network of safe, attractive pedestrian paths, painted white and clearly lit, with clear sightlines
- A minimum clear ceiling height of 2.4m throughout the driving aisles and vehicular parking area
- Two-way traffic in driving aisles and entry/exit ramps
- Well-lit garage area, including prominent signage and clear delineation between vehicle and pedestrian routes
- Parking for 40 bicycles in a secure lockable enclosure, at the entry level of the facility, in close proximity to the pedestrian walkway and Parking Lobby
- Designated parking spaces for disabled access vehicles, in accordance with parking bylaws and accessibility standards

- Designated parking spaces with recharging stations for electric vehicles, in accordance with LEED™ and any other statutory provisions
- If staffed, a ticket booth, office and washroom facilities for facility operational staff
- Secure electrical and HVAC rooms for Parking Facility component areas and building above
- Storage facilities for building maintenance equipment associated with the Parking Facility.

Note: There will be no bus access to the parking facility; there will be no public washrooms located in the parking facility.

Activities:



- Movement of pedestrians to and from the Town Square on the main level of the building, via the Parking Lobby, and from there to and from vehicles or bicycle storage inside the parking facilities;
- Pedestrians waiting at the Parking Lobby after drop-off or before pick-up by vehicle
- Movement of pedestrians to and from adjacent exterior spaces via the exit stairs connecting exterior spaces with the pedestrian pathway network and from vehicles or bicycle storage inside the parking facility
- Movement of bicycles, disabled access, electric, and vehicles in and out of the facility, passing through control and access point en-route;
- Facility management and traffic control
- General facilities maintenance and security patrols

Aesthetically distinctive, people-friendly, below-grade urban space, parking arrival and departure, to/from Exterior Space, Town Square

FUTURE AREA: 6,670 CGSM

(Not included in building area)

Factors Determining Size:

1. Vehicle parking spaces 200
2. Bicycle parking spaces; (As per LEED Gold req.)

AFFINITY CRITERIA

1

2. Main Entrance and Town Square

Provide direct access by dedicated stairs and elevator(s) to Main Entrance and Town Square for the movement of building users arriving at and departing from the building, via the parking facility.

2

1. Exterior Spaces

Provide direct access by dedicated fire exit stairs from adjacent Exterior Spaces to allow pedestrian access to and from parking areas without entering the building itself.

3

20. Building Services/ Materials Handling

Provide direct access by dedicated pedestrian access to Building Services/Materials Handling for the movement of maintenance staff and equipment.