

# APPENDIX A — PARTICIPANT RESPONSES

## Appendix A — Participant Responses

Note: This appendix contains a compilation of the responses to a questionnaire that was provided to participants at the two in-person consultations held on June 15 and 22, 2016. The notes have been transcribed and are presented 'as recorded' by the participant, with minor typos corrected. Otherwise, they have not been altered and are presented below in the original language they were recorded in. In instances where the transcribers could not decipher an individual's writing, they made their best attempt to record the comments as accurately as possible.

### 1. Approaching and Gathering

#### Q1. What is your overall impression of these components?

#	Response Text
1	General overall comment: Space size in net square feet (NSF) is not defined. It is difficult to grasp the scale of these spaces. One gets the impression that patrons/clients/visitors would be uncomfortably confined or restricted - hemmed in by lack of sufficient space (interior) for all major components. The "Bilbao effect" may be achieved if the NCL is world class in size for Canada's Capital (Pop:IM) and located where the public (citizens) deem appropriate.
2	I feel that I have enough information to understand LAC's concept, and like its emphasis on being more welcoming/less intimidating/more accessible. Hopefully the building physical location will be equally accessible - right downtown for walkers, visitors, elderly, disabled and above all, visible to the public.
3	Separate Library no partnership! Stand alone Library! -- How can one make comments, as we do not yet have any idea where the Library will be. Central location not the flats.
4	Weak vision in realizing OPL/LAC collaboration (bibliotheque nationale de Québec). - Insufficient orientation to youth in use of existing and future technologies e.g. virtual reality - need to place at entrance. - Need to discuss future use of LAC spaces or repurposing.
5	Excellent, well structured I like all the new ideas that are being considered. Teens' area needs more "cool" and excitement. Use young people to design it and staff it.
6	Sounds good.
7	Good ....
8	While I like components of all of these, Ottawa should choose the aspects that work best for it.



# APPENDIX A — PARTICIPANT RESPONSES

9	Au premier abord, ça semble avoir été réfléchi pour répondre à plusieurs besoins en même temps. Très impressionnée!
10	Welcoming exterior/architecture. - Multi functional spaces - very key. - Aboriginal presentation - really think this is important.
11	Looks welcoming
12	Very elegant. Less emphasis on exterior spaces given the climate in Ottawa more spaces like Vancouver (interior mall).
13	These are beautiful in concept. Important to welcome personally but also to make the process accessible and apparent without necessarily needing human intervention - clarity, space, signage.
14	The overall esthetic of the library and how it fits in the city landscape should be high on list of priorities for design.
15	I live a few blocks from OPL main and go frequently but only once to LAC even though also walking distance. Seem OPL and LAC would complement each other especially in our capital. Would be nice to have something like at Centrepointe mix theatre and OPL also near Algonquin. I'm OK with LeBreton. We see to have lost health and travel workshops.
16	Would like to see more attention to recognizing and not duplicating spaces (exterior and interior) already amply available in Ottawa National Capital region. Prefer to see less expensive and grandiose exterior spaces and more attention to being "approachable" for a wide prey of constituencies. Parking should be underground.
17	My only concern is that I hope practical considerations for the facilities will forgive the expression, Trump aesthetics. The comfort and mobility of seating, for instance, is more important than how it looks.
18	Good overall, need to make sure general community access is maintained. - Not clear how non-fiction (history) will be divided.
19	—
20	—
21	Pleased and hopeful. Somewhat concerned that in some respects, demand for services will be underestimated.
22	Prometteur d'un accès facile, attrayant et adapté à toutes les catégories de population. Accès convivial.
23	Very excited at the possibility of having a shared space for LAC and OPL!
24	I was very impressed with the approach and the proposed elements.
25	Missing a needs analysis
26	General comment: you need to have a 'neutral' option in your degree of satisfaction tables. - Looks interesting and vital at least on paper. - Should match Ottawa municipal milieu in built-form and materials. - Main branch should remain in Centretown. - No PPPs as a funding model.
27	Excellent (with modifications see below). The OPL & LAC should fuse in this constructive manner.
28	—



## APPENDIX A — PARTICIPANT RESPONSES

29	Big auditorium is a good idea. - Ext. area: Plaza area and greenspace especially important. - Public gathering and events should be inside. - Main entrance: make sure not to block exterior light with walls like the Vancouver library. Windows not walls
30	I couldn't look around all of place. So I don't know well. But every people was nice to me. I feel comfortable to visit.
31	Like the ideas that will be always open to public
32	—
33	Several panels have wrong or misleading pictures. Wording or summary panels not always a match to kiosk panels. Pretty but disorganized. I expected better information presentation from information professionals.
34	I think this is a good project. It will help all people. This will help younger children, adults and seniors to learn more about the world through this resource.
35	Great mix of different spaces meeting different needs of the community. - Possible 'living room' space (Halifax) to reflect and read. - Ensure eco friendly design/practices. - Roof top garden and cafe.
36	Very good, they all have a relevance to the concept and content of a library or 'combined' libraries.
37	Overall, I don't think the proposed library is large enough - the proposal appears to undervalue a research collection and research space.
38	Important to have but emphasis on interior rather than exterior spaces. - Do not need a large public gathering place - there are lots of them in downtown Ottawa. - Use green roof space to increase usable outdoor space.
39	Very good.
40	Overall This has real potential to build a facility that will become both a community focal point and a visitor attraction.
41	Email questionnaire --- Main entrance should be bright. - Public forum should have more seats.
42	J'aime l'approche qui est présentée. Cet édifice commun ou non sera une destination à Ottawa.
43	A great deal of thought has gone into this.
44	General recommendation: You want building to be a hub of activity, a gathering place that encourages creativity, as well as quiet consultation. Everything should be put through a lens though 2020 not 2016. Good emphasis on starting visitor experience with public programming spaces.
45	—
46	Please post the storywall panels online. There is a lot of important information and details to share with the public. - A central downtown location - not LeBreton. - Flats and East of Bronson, should take priority over a large plaza space. Be where people can come!



## APPENDIX A — PARTICIPANT RESPONSES

47	If you were to expose the public through more publicity - friends of the library hand out notices - high school students required to complete 40 hrs volunteer - could hand out flyers at main entrance. - important to generate public interest as public will be asked to fund through taxes on donations - furthermore the current budget is too low - and more space could be planned for the future. - given all the wonderful components the long term goal could foresee expanding the library. - cafe would incorporate 'green element' green wall, lots of plants. - outdoor roof plaza if necessary. --- Highly suggest the OPL run a contest with the schools 1 & 2 - to develop a logo to promote the new exciting library - to create 'a buzz' - get the public ... the project.
48	Impressive
49	Like the thinking - Must locate at an LRT station - Must have WOW architecture, a drawing card for citizens and tourists.
50	—
51	Yay!
52	These are important features of course, and will contribute to making the building an inviting place with multiple uses, but balance must be ... with the core library functions.
53	(Feel free to contact me, my name is xxxxxxxxxx) You guys really have thought of everything. I strongly suggest that the possible OPL contract + LAC cohabitation be emphasized, because you would be attracting a new or different demographic with input that would relevant to these components.
54	good to ensure accessibility, electric doors, etc
55	All I want is a modern building, natural light, plenty of seating. Efficient HVAC system, with good air filtration so you don't get slide. Most of the ideas seem like an expensive extravagance. Who will pay for this?
56	overall lots of thought has gone into making the exterior an alluring place, with emphasis on signage and design and architecture
57	Impressed and slightly overwhelming.
58	It's an interesting combination of both public library and archives unlike any other, I d like to see the building built because it's unique.
59	I love the plans. I would only caution that the stroller parking area needs to be inside, because rain and snow comes down at an angle, especially in Ottawa winds. Wheelchair buttons on all the doors in the building are a must!
60	We need a place, not hidden away, to recruit volunteers for literary for schools and the library (as tutors). The need for space to train volunteers and offer resources to them on an ongoing bases. Combine all literary volunteer based programs in Ottawa at this new space.
61	excellent



## APPENDIX A — PARTICIPANT RESPONSES

62	Excellente! Un bon travail est fait pour intégrer différentes composants nécessaire à une communauté
63	new ideas are the best
64	positive - this should not be done at the expense of service in other parts of the OPL system
65	all encompassing, diverse, amalgamative, maybe too good to be true but inspiring and hopeful.
66	I like the key components. Emphasize the public space of a town square like Vancouver Public Library
67	What is the point of all this when we do not know where the library will be.
68	great
69	looks good, i like the idea of an Aboriginal presentation centre, curious how much capacity the meeting spaces will have (i.e., shouldn't compete with Shaw centre, but should complement it)
70	These are great. You have captured all that I think needs to be a part of the exterior of a library.
71	Excellent ideas. I think combining the two libraries is a great idea.
72	seems ok, but hard to tell if there will be enough space pods, meeting rooms, etc
73	Everything is good
74	I cannot attend but my comments are these; The new library should not be further West than Bronson, nor East of the Canal, (unless connected to either the University of Ottawa, or the Rideau Centre transit stations) and must be directly connected to one of the new transit stations (that is by tunnel) so that it is not necessary to go outside. If it is NOT attached to one of the transit stations there must be adequate parking reserved for library users only (e.g. several hundred spaces) and arrangements made for preferential parking at reduced rates for overflow parking. All parking rates should be nominal only, not regular down-town type rates, and a smart library card MUST be presented for access and for billing purposes. The building could also entertain an art centre - pictures and sculpture. There should be a multi-floor atrium, not less than 6 stories with real vegetation and a water feature and the ground level. Preferably it should have lots a windows and views of the Ottawa river (this last is I know unlikely). It should be a bold building such as the main Vancouver public library. and of a similar floor area. Proper refreshments facilities, not like the petty little one at the present library; should be immediately available, again without going outside into the weather. It should have a Maker space attached, with more than just 3D printing and laser cutting, for example lathes for wood and metal work, metal milling machines, band saws and power sanders. Perhaps best located below ground level. In other words a library to be envied by other capital cities.
75	I find the exercise too detailed for such an early stage of planning. It seems like the building has been designed – e.g., two buildings, one for a municipal library; one for a joint federal/municipal one – and we are given little chance to conceive of the project differently. I am partial to neighbourhoods, and I saw no hierarchy analysis that clearly showed what things neighbourhood buildings/locations should provide/do, and what a central one shows. This concern also raises serious questions about putting two scales of the hierarchy in a shared-building situation. I don't see anything but conflicts. This



# APPENDIX A — PARTICIPANT RESPONSES

neighbourhood bias raises the matter of many neighbourhoods not having buildings with this function (villages are better populated than neighbourhoods, of which there are about 150), and the \$\$s budgeted for a big central building will be \$\$s not available for either a new building or adapting an existing building (school – all schools have libraries now, but our government balkanization – municipalities vs. school boards – mean that the twain never meets). I also saw no discussion of the huge on-line availability of the contents of books and periodicals and the impact this will have on future “libraries.” I remarked to several of what seemed like a HUGE number of staff who approached me offering to help that I was intrigued by the idea of the “library of everything” that is being discussed as part of the emerging “sharing economy.” in which people are loaned items they use less frequently, e.g., the new Ottawa Tool Library, instead of buying their own (and thus reducing manufacturing and transportation of good). Also, the OPL has loaned electric meters for household energy-saving strategizing. The Envirocentre, across the street from the venerable Rideau Street branch, has a Right Bike station (oops, where is it this year?) which loans bikes and cargo bikes (the VeloGo bike share company is HQ'ed a block away). Libraries shouldn't be looking to build monuments, but rather steeling itself for a leadership role in this new sharing economy, which is very important, given the need to reduce “stuff” which produces GHGs for manufacture and disposal (especially cars). But none of these are mentioned. Until these matters are discussed, the whole premise of the open house is premature.

## Q2. Please indicate how satisfied you are with the 'Spaces and Uses' for this grouping?

Answer Options	1 - dissatisfied	2 - somewhat dissatisfied	3 - satisfied	4 - very satisfied	Rating Average	Response Count
Exterior Spaces	4	8	27	31	3.21	70
Main Entrance & Town Square	2	7	24	36	3.36	69
Public Forum & Meeting Spaces	0	9	29	30	3.31	68
The LAC Partnership Enhancements	0	8	20	42	3.49	70

## Q3. What specific comments would you like to add?

#	Exterior spaces	Main Entrance and Town Square	Public Forum and Meeting Spaces
1	Exterior spaces should be a low priority for Ottawa's climate from Nov to May is in the winter season. The NCL should be located in the urban core bounded by	Main entrance and Town Square (exterior of bldg) should be low priority. Concentrate on the interior spaces of the library building.	20 000 NSF should be set aside for the Public Forum and Community meeting spaces for patrons/visitors must be encouraged to spend quality time in a



# APPENDIX A — PARTICIPANT RESPONSES

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	Bronson Ave (West) Somerset St. (South), Canal (East) and Wellington (North). Four (4) LRT stations are located in the Urban core. The NCL could easily be assessed by urban patrons of the current Main Library, suburban residents by LRT/car and tourists/visitors - all of whom either live, work, shop, play, or visit the urban core that possesses Ottawa's "high impact" destinations.		welcoming, comfortable environment. - A "Third Space" that they enjoy.
2	I think the total space of the entire partnership library is not large enough to accommodate all LAC public service activities and even a "representative" collection, plus OPL's collections. - Also how sustainable is ongoing funding for LAC public services by the Federal government building maintenance?		
3	Central location not the flats- even if you need a bus or LRT - how far to walk to that before getting to library - a lot of seniors go to the library. -- Once we have location offer this question again!	Main entrance to be centrally located - not by bus or LRT by foot.	Yes
4	Outdoor large screens - Times square. - Complement or fill gap at LeBreton flats project.	Focus on new technologies to get youth in the door. - Effective branding for the OPL/LAC collaboration. - Connection (underground) to LRT station.	In addition to multi-purpose space, include auditorium (or return LAC auditorium to LAC control). - Design elements should reflect First Nations (e.g., Canada's Berlin Embassy space).
5	General comments: no section for	Key driver of excitement and interest	Please pay more attention to small



# APPENDIX A — PARTICIPANT RESPONSES

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	seniors?? No services for seniors?? - Some components are hard to distinguish from others. Why?	will be events; you need a dedicated events team.	business audience and their needs. Also entrepreneurs and start ups.
6	A balance should be struck between inspiring architecture and function. The library's capacity should not be compromised for the sake of having tourists and library visitors. The design should be environmentally friendly - include trees.	While the main entrance should be impressive it should be designed to bear in mind Ottawa's climate.	These may be the library's most important spaces in the digital age. A variety of well-appointed theatres should be part of the library's design.
7	I often find that ramps/elevators etc. for accessibility are not always obvious, even coming into the Archives for this meeting. I had to look for the ramp, signs are good, very obvious signs are better.		
8			Adequate ...
9	- External, 24/7, drop off. - Transportation access.	An attractive and welcoming entrance, with impressive visuals, should be key for a central Ottawa Library.	Very important for community access and community building - should be accessible.
10	J'aime l'idée d'avoir pensé à des abris pour les vélos.	Intéressant et attrayant. Café et boutique c'est une bonne idée. Espaces supplémentaires pour les réunions, l'est tout autant.	J'ajouterais des tribunes (genre auditorium) mais je les suggère rétractables pour d'autres besoins.
11	None	Really like open and welcoming and enticing architecture of VPL	Appreciate multi-purpose uses of rooms. - Like that these facilities are open even when library is closed. - Are these spaces accessible?
12	As above, more focus on interior or less on exterior plaza due entirely to		





# APPENDIX A — PARTICIPANT RESPONSES

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	climate. Exterior entrance must be warm and inviting, but not take up too much space. - The space should be located in the downtown core East of Bronson/West of Canal/South of Wellington/North of Lisgar/Nepean. - Not on LeBreton flats.		
13	Prioritize non-driven entrance and exits to the library. There should also be some exterior space for patrons to use - either for meetings, reading or other programs.	Is this open space coming at the expenses of valuable meeting/working/reading/shelving space ? I agree there is the need for some kind of entrance space.	General work space (open room, many tables) for small group work or meetings. Is there a real demand for performance space ?
14	Hard to judge with different locations unknown. I've heard Vancouver library good example to emulate. Possibility of outdoor events. Need to be close to LRT and/or OC Transpo. I'm on disability prefer to walk to but understand parking important. Safety at 9pm closing. Cafeteria, water fountain.	Also with older population vertical rather than horizontal space. St-Laurent has door entrance near OPL another closer to pool. Currently OPL main has DVD & CD near entrance. Only elevator and up escalator.	Seems both OPL and LAC had budget cuts so fewer activities in past few years. My Health Canada branch had staff meeting at LAC where we could walk to. Not enough at OPL main. Currently OPL has language classes, citizenship preparation.
15	Ottawa is a "winter city" with a relatively short season for outdoor meeting performance venues. At the same time it is blessed with multiplicity of outdoor venues that are accessible and well utilized. I would like to see less emphasis on extensive outdoor spaces and more on the interior.	Perhaps less emphasis on being impressive and more on being approachable.	I'd like to see more attention to the niches/constituencies being targeted. E.g. does the Central Library need to host shows ? Who needs/would use these areas. That is not already well served by existing forum/meeting spaces. How will the Central Library staff reach these constituencies.
16	Open concept looks great. See Halifax.		
17	Home to date. Open for discussion	Appreciate the work done - on project.	Looks good - thanks



# APPENDIX A — PARTICIPANT RESPONSES

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18	The expected 4 500 visitors a day figure seems pessimistic to my eyes.	Please make sure that access to/from public transit (in any form) is ensured.	Meeting spaces for large gatherings in the 150-200 attendees range is useful, but please don't neglect providing options for smaller gatherings of under 50 people, whether by dedicated purpose rooms or elsewhere in the building.
19	Maximiser les espaces verts, la plantation d'arbres pour favoriser un lieu de rencontre en plein air où des activités ludiques et éducatives pourraient se dérouler.		Bonne capacité de salles. Songer à apporter la flexibilité de taille des salles par l'intégration de panneaux amovibles pour accroître l'usage des salles selon la taille de l'auditoire.
20	Given Ottawa's harsh climate and wind levels in the downtown area, attention will need to be paid to sheltered outdoor spaces that will make this enjoyable especially in winter - wind in particular could limit how usable an outdoor square or public space can be.	The entrance needs to combine design elements that are visually exciting but also welcome rather than intimidate people.	Careful attention will need to be directed to the size of these spaces - a mix of large and small is important. Attention must be paid to acoustics - too many large meeting spaces are spoiled by poor acoustic properties.
21			Space does not appear to be substantiated by historical data and usage, both at the main branch usage data in all city meeting spaces.
22	Cycle and stroller parking should be either covered or weather proof somehow. - It would be useful if somehow pickup could be integrated in drop off especially early in the day for people going to work. - Don't see anything about transit proximity.	Should be appropriate for Ottawa: in terms of design and materials.	Excellent ideas.



# APPENDIX A — PARTICIPANT RESPONSES

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23	There has to be high volume, cheap parking (interior or exterior) to include bicycles. This is the biggest usage drawback at present. - Build in renewable energy and high efficiency design all of which should be accessible to visitors. Why not a direct power tie to Hydro 2 Victorian site on river.		There need to be 2 auditoria (1 large, 1 smaller). They need to be priced such that they are within the budgets of societies (literary, poetic or historical).
24	Plaza area and greenspace especially important. Public events should probably be inside the auditorium.	Should be open and not blocking the daylight with walls outside like the Vancouver library. Windows not walls.	A big auditorium is important. I don't the other things, like green room, meeting rooms, etc. are important.
25	Actually I don't see too much differences between OPL going alone and OPL partnering with LAC.		Not sure if an auditorium room for 200 people will be enough. - Partnering with LAC only increases capacity to 250, to me it doesn't make much of a difference.
26		The Code of Conduct' for users: pl. put the rules clear, front and centre for everyone to see. - This is extremely important for people to know the bottom-line boundary; so that all users may enjoy their stay inside the building. - By the same token, these rules must be enforced accordingly when troubles occur. We all want a safe and peaceful environment.	
27	It's impossible to comment at this stage. I see good words but it's too far from implementation. For example, town square picture ....new building.	It feels loud and echo to me. I want a [?] space that moves people from noisy street to quiet library spaces. I think one toddler with a tantrum will make	You describe that auditorium but have picture of tiered seats. Which is it ? 250 seems too small to the auditorium. I was expecting more like 350 when



# APPENDIX A — PARTICIPANT RESPONSES

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	That won't be the situation here. On summary panels you imply it will have gravitas and be welcoming. That's a tricky plan to balance.	our ears ring. It also seems like a lot of wasted space. I'd rather have more meeting spaces than 3 storeys of air.	people sitting in optional stage area. 250 for dance but 350 for lecture.
28	It should be a bigger place. The entrance should be decorated. There should be beautiful natural environment outside, where people of all ages can sit and enjoy the surrounding.	Main entrance should be open space and visible for the people to attract them to enjoy the facilities to be provided.	If there is facility for Public Forum and meeting spaces, there will be increasing number of people to enjoy this venture.
29	No need for green space or for a plaza - given Ottawa's climate not most efficient use of sq ft space.	Ensure it is welcoming.	
30	Care should be taken not to overdo the exterior spaces - a library's prior function is what is in it, rather than outside it - and we have 5-6 months when the outside is not easily useable - unless it's an ice-rink.	Be careful of the 'glitz' - we need the functional aspect to be top notch; the outside and immediate inside are not as important.	Essential - they will possibly be at capacity in a short time.
31	Can't expect much open space on a downtown site - use green roof (see above). Maximize interior gathering spaces which are available year round. Building higher than 5 stories will be required - in fact, it makes no sense to propose a low-rise building in the downtown, especially near the LRT. The going height these days is in the 20-40 story range.		
32	To be near public transports.		Ajout d'une salle de spectacle.



# APPENDIX A — PARTICIPANT RESPONSES

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33	I would like modern style with more windows / glass as opposed to brick.	Would like it to be spacious with wide doors / maybe even sliding doors.	Should have a lot of seats.
34	They are fine. I do worry about spending too much time on the outside space/public spaces and not enough on the research components.	Fine	Fine
35		Need to make space inviting and readily accessible to all. Provides visitors with a first impression of what is to come. Quality of design is important.	Flexibility of space is needed but fix up still needs to reflect quality/creativity of the two organizations.
36	What if there were a public park or greenspace nearby to the central library ? Why would we need a large plaza too ? Think of Confederation Park, if the central library were on the City Hall site, for example.		Please ensure you have a wonderful large space (auditorium) plus several small meeting rooms for public use.
37	agree with seating at entrance - book drop OK - bike OK - stroller OK -- Omit plaza outdoor - inefficient use of space. * less than 1 in Degree of satisfaction due to idea of a outdoor plaza.	Hopefully welcome include of the diverse cultural nature of Ottawa.	Flexibility - hope to see this on ground floor - excellent idea to screen films-recitals - similar to Halifax's creation on its main level - movable seats, etc.
38	Make the exterior plaza and indoor space - think long winters. Meeting spaces: 2 auditoria - flat floor and amphitheatre.	Indoor/all year garden	See above
39	The public art should have a showpiece installation determined through a competition. Other smaller sculptures could adorn the spaces. Provide bright lighting so that the space can be used	Advantageous for the café to have outside access to permit use outside opening hours. The shop should sell more than used books. It should be a store for local products as well as select	



# APPENDIX A — PARTICIPANT RESPONSES

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	after hour. Consider one pickup parking space reserved for taxis. Have large banner space to promote LAC exhibitions.	souvenirs, such as postcards of images from living Ottawa.	
40	Make it count - make it beautiful		
41	I think this is essential that young people be consulted intensively on the aesthetics of the outer appearance. It would be a great opportunity for the OPL to reach out to the visual arts, marketing, engineering and architecture academic communities		I'm very curious as to how this will impact the art scene in Ottawa when it comes to the exhibition of visual art. You should consider a community based curation initiatives- you would be trailblazers.
42	bus stop + shelter with a shelf for books while waiting for the bus		
43			I applaud the addition of Aboriginal Presentation Centre, great way to integrate more Indigenous arts and presentation to the general public
44			The amount of seating and size seems rather low?
45	Make sure train or transit stop here		
46	green spaces would be an enhancement	great	rooms should be 'partitionable'
47			Good to have meeting rooms, but is this a real priority?
48		Bright welcoming & colours - so many branches have really drab entrances (Nepean Centrepoint, Rosemount, Main) and a library should be a bright welcoming area.	Please make the public forum space reasonably priced so local groups can afford to use it. The theatre at Nepean Centrepoint has unreasonable rates that make it hard for local groups to use the space.



# APPENDIX A — PARTICIPANT RESPONSES

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49			I love the idea of the multi-disciplinary art space & educational space. A great way to foster creativity and make art more accessible to the community. An important point on accessibility: how financially accessible will the space be to rent or attend events. Needs to be a cheaper option to other community spaces. Library should meet the needs of vulnerable populations (e.g. low income)
50	It would be great if the location was on the current Canada of the provinces, with the monument to victims of communism totally integrated		Will there be space to accommodate a society meeting of 250 meeting
51	acknowledgement to social service aspect- diversity	fine	fine
52	Green spaces, i.e. the Liverpool 1 complex in Liverpool, U.K., where a lawn\green roof is built into complex entrance	Vancouver Public Library is a great example. I would [END OF COMMENT]	This should be welcoming and open concept, rather than too many closed meeting rooms.
53	Much of this will depend on where the library is situated.	If an existing central building is adopted for the use of the library, all of that will be taken care of with regulations governing the basics of public entrance.	
54	access to drinking water\washrooms	access to some healthy food\drinks (cafeteria style rather than cafe style), washrooms	
55	They should keep the feel that is felt here today.	Approaching + gathering, is the weakest point of the current library. This is a	YES! More of this.



# APPENDIX A — PARTICIPANT RESPONSES

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		great improvement.	
56	it would be nice if they could build in an existing historical building such as the old train station		

## Q4. What other comments would you like to provide for this grouping?

#	Response Text
1	<p>Approaching and Gathering: As “sexy” as the drawings are, there is no analysis of what is the demand and the existing supply of outdoor park space (which in a cold climate is of limited use) and in a central location, direct sunlight is limited in supply, also). Downtown has numerous hotels, City hall, two high schools, and various federal building (the NCC’s “urban labs” use federally-owned meeting space; the spaces at LAC are again available for reasonable rents). Also, park space is probably needed in the very core, but not on its fringes (there is plenty of it on the lands adjacent to the Ottawa River and the Rideau Canal). Indoor park space is much rarer: I can only think of the Bank of Canada and a couple private-building atria for that. We need more (I am a founding member, with Jack Royle, of the International Winter Cities Association, now a winter cities junket-creating committee for winter-city mayors). The Library as a tool for individuals and for communities: I see a lack of interest in how people use the library today. That is a good jumping-off point for hearing about things they would like to do there but can’t. Engaging young people is also important, but perhaps more challenging. I, for instance, use the library to save the money of buying books and magazines. My experience with electronic books is poor, but my experience of reading newspaper and periodicals on line is much better because I like to “capture” words that I find important, and that is easy with Press Display. When I read a “physical book, I type excerpts into my word processor, for future reference. Then, I will often, later, find another copy second-hand to add to my library. I use the amassed excerpts to find quotes and themes for my writing. I like to talk with others who have read the same book, but, since I favour non-fiction, the choices in such book clubs is poor. And, as such clubs create simultaneous demand for the same book, it usually necessitates each member buying their own copy, something that contributes to over-production of books (used books at garage sales sell for between 50¢ and \$2.00, for items that cost the seller – or someone who gave it as a gift – about \$30.) I also do research on older commercial areas (main streets), as part of my annual Jane’s Walk along Rideau Street. I have mostly relied upon “business directories” of which the City Archives has a pretty complete collection. Their photos selection is poor. No, I don’t do genealogy. But they are not located centrally. I have booked rooms at the OPL only for one purpose: meetings of a group of adults who were “orphaned” by Carleton U., when a course was offered on “human creativity” in the mid-1970s – and they</p>





## APPENDIX A — PARTICIPANT RESPONSES

cancelled it after many people had registered for it. When they contacted me, I said, I would be willing to find a place for a student-guided replacement, if they would send out a notice that I would write. They agreed. Half the registrants accepted my offer, and we met at the OPL for about 10 sessions that fall, when several of us felt we had exhausted the subject to our satisfaction, and it moved, smaller, to an apartment building where one of the “survivors” lived. One of the more interesting functions at the library is the “human library” that is organized by CBC Radio One and is held in mid-winter at the Central branch. It invites people with interesting life backgrounds to offer their time. It involves these people meeting with registrants, one at a time, who ask them questions. That is getting at information of the most informal – and therefore allowing it to be personalized and makes the “researcher” far more active in the learning process. It is also more localized info than what books offer (each with the author’s international ambitions). The reference to kids and teens. I mused last night that they would need the central library to be on good transit lines. Now I realize that, downtown, for most of them, will be too far away (long travel times for teens, and for younger ones, they would not get parents’ permission). They would especially benefit from more resources in their neighbourhood – which also matches up with the smaller collection needs they have. A note on noise: ===== 27 Jun 2016 Toronto Star JACK LAKEY STAFF REPORTER Vigilante shushers have zero tolerance on GO Even the smallest conversation can be grounds for a shushing when vigilantes are enforcing Quiet Zone rules on a GO Transit train. And if shushing doesn’t work, the emergency bar can always be pushed to summon a security officer to rush to the scene and order the offenders to pipe down. GO’s website says “short and quiet conversations are OK,” in Quiet Zones, in the upper compartments of rush hour trains. But some people have zero tolerance for talk, unless it’s to tell somebody else to shut up. Diane Pope sent us a marvellous email about an imbroglio with a bossypants noise marshal, asking us to “spread the word regarding ignorant behaviour that takes place in Quiet Zones.” She had just settled in for her daily ride from Oakville to Union Station last week, when she “leaned over to remind my husband of something we needed to do later that day. “My husband, as I had done, replied in a hushed voice and spoke no more than four or five seconds. To our dismay, a woman seated directly ahead of us turned around and offered some curt advice: ‘This is the Quiet Zone. No talking.’ ” Pope said she could have shrugged it off, but it bugged her because she has “witnessed so many similar instances over the past year in which fellow GO passengers have been told to ‘ssshhhh.’ “Rather than being silent, I mentioned to my husband a moment later, my tone now elevated, that this woman clearly is not aware of the rules, and that short, quiet conversations are permitted. “The matter turned ugly,” when they got to Union Station, she said. The woman who had told them to shut up “turned around and informed me, ‘now you are allowed to talk.’ “When my husband and I began explaining that talking is in fact permitted, we were met with a barrage of commentary from two passengers seated opposite from us. “Their message was that we were the ones being rude by ‘talking the entire train ride,’ a complete falsehood. Another passenger intervened to say that my husband and I had done nothing wrong, while insults and additional, unnecessary commentary continued to be hurled at us by an older, male passenger until we disembarked. “We



# APPENDIX A — PARTICIPANT RESPONSES

	<p>then proceeded to have a loud argument with this male passenger on the train platform. For a few moments, I actually felt unsafe, harassed and threatened.” Even worse, Pope said, she’s “witnessed on several occasions the emergency button being pushed by passengers, only for on-board GO personnel to arrive to hear complaints about others speaking in the Quiet Zone.” Who knew that train rage is a budding phenomenon? Pope thinks GO should try harder to inform passengers that it’s OK to talk, as long as it is brief and in a low voice. Or she says someone will eventually be assaulted, due to the “silliness” of self-appointed noise police. Status: Anne Marie Aikins, who deals with media for GO, said Quiet Zones are popular with riders, but some have very different ideas than others about acceptable noise levels. “People ask why we don’t enforce Quiet Zones, but it’s very difficult to enforce,” she said, noting it isn’t enforceable in law. “We don’t have shushers and our security staff has better things to do,” Aikins said, adding officers have had to warn passengers about pushing the emergency bar over someone talking too loud. If a rider needs to be told to keep it down, Aikins said the aggrieved party should go to the fifth coach, where a security officer can usually be found, and ask the officer to deal with it. “We don’t want people to confront people or get into fights or exchange angry words,” she said. If anyone has had problems with citizen enforcers and has a story to tell, please let us know about it. What’s broken in your neighbourhood? Wherever you are in Greater Toronto, we want to know. To contact us, go to <a href="http://thestar.com/yourtoronto/the_fixer">thestar.com/yourtoronto/the_fixer</a> or call us at 416-869-4823 email <a href="mailto:jlakey@thestar.ca">jlakey@thestar.ca</a>. To read our blog, go to <a href="http://thestar.com/news/the_fixer">thestar.com/news/the_fixer</a>. Report problems and follow us on Twitter @TOSTarFixer.</p>
2	<p>* Underground and underground garage: Approximately 35 000 NSF of underground heated paid parking should be provided for 250 cars accessible from a discrete location in front, of the NCL. Electric car charging stations should be available. Accommodation for bikes should be obvious. - The NCL should be qualified for LEED Platinum certification. LEED Silver is "easy". - A NCL is built for generations to come with at least a 30-40 year life span. Don't be cheap! Create NCL for Canada's Capital for which all Ottawans, residents of NCC, and Canadians can be truly proud. Be Bold. - Construct it in partnership with LAC. The OPL vision should be: 240 000 NSF x 1.15 (grossing fact for washrooms, corridors, etc.) x 1.20 (applied to subtotal for service) = 331 200 grand total sq ft (OPL's share of partnership with LAC)</p>
3	<p>Perhaps a survey should be done asking library users if they bike, use the bus or drive or go by foot to the library. - Offering all these wonderful spaces sounds great - have you considered all options on how people are going to get there. - It would be great to have a donation campaign going - but if the public hands over hard earned money, they must certainly would want to have a say on location.</p>
4	<p>Look at Canada's Berlin Embassy. M. McLuhan salon as an example but consider latest technologies.</p>
5	<p>If at all possible, it would be great if the library was designed and engineered locally - or at least by Canadians.</p>
6	<p>Travail de réflexion colossal.</p>
7	<p>Note 1) In general these boards should be available online for more thoughtful consideration. - Note 2) Am concerned that</p>



## APPENDIX A — PARTICIPANT RESPONSES

	the proposed size is too small for a city the size of Ottawa. That is not much bigger than Halifax a city 1/3 the size of Ottawa and already some consider it too small.
8	New building: much is dependent on location! parking, foot traffic, public transportation. Size! Will there be enough space in the new building for all relevant public services of both institutions.
9	What needs of LAC are not being met at present? How will/would this partnership solve these issues? - I don't want valuable space to be sacrificed for open meeting or performance space that is not easy to use or accessible to the public.
10	Please don't surround the building with exterior green space (how about an accessible green roof instead), of concrete public meeting/performance space, or an extensive parking lot. - Green space - on the roof. Parking - by all means - put underground. - Book drop-off close to the curbside pick-up/drop-off area. - Don't propose public meeting/performance spaces (whether exterior/interior) just because but, rather, .... what's already available and identify what gaps could be ... by the Central Library.
11	Got to make it accessible.
12	For consideration - A rooftop garden !! for unwinding - reading
13	Au niveau du bâtiment lui-même, il serait primordial que la priorité soit donnée à sa durabilité, à son caractère environnemental en privilégiant les matériaux locaux, leur cycle de vie. - Considérer une construction solaire passive qui aura l'avantage (outre son caractère environnemental) de réduire de 70% à 80% les coûts énergétiques (chauffage, électricité, ventilation). - Réutilisation des eaux grises. - Environnement non toxique (sans composés organiques volatiles) c.o.v.. - Optimisation de l'éclairage. - Enveloppe (structure) bien isolée.
14	For this joint partnership to succeed in bringing more researchers and visitors, it is essential that the location stay in the downtown core (LeBreton or elsewhere). I love the Grand Bibliothèque in Montreal, accessible and connected to the University. Accessibility is the key!
15	While security is an important consideration today - it needs to be unobtrusive.
16	Libraries are the lynchpins of civilization and vital to their communities. Let's get this right.
17	The auditoria should be high profile, not basement. - They should be priced to be accessible to major Ottawa functions, such as Versefest. - There should be gathering rooms with seating to accommodate open-mic presentation by individuals and small societies.
18	Outside should have a fountain with water flowing from a statue or structure. - There should be outdoor cafes. Should not have music playing in outdoor area except maybe around the cafés. - Make the indoor auditorium as big as possible.
19	Need computers for visitors.
20	Consider an indoor auditorium in Main entrance. All weather gathering space for conversations and coffee. A place to bring your bag lunch to get out of office in fine but cold weather. Add water feature to cool building and deaden noise. Add a living



# APPENDIX A — PARTICIPANT RESPONSES

	wall to improve air quality and deaden noise of space without losing floor space. - No ... features in rental space so it can hold receptions, etc.
21	There should be enough space to accommodate people with all their needs e.g. reading, writing, storytelling. Different activities for people of all ages.
22	Embrace cultural experiences. - Connect knowledge/culture/exploration of thoughts. - No outdoor plaza - winter/fall/spring see World Exchange Plaza not used to the fullest.
23	Just to remember - for LAC the above components are not LAC's primary focus - the researcher is our primary focus
24	Opportunity for LAC to present its holdings/expertise in a different way to what it has done in recent years. Challenge may be for LAC to meet the public's expectations for interesting, interactive experiences.
25	Definitely no Le Breton - No outdoor plaza, keep space for inside as Ottawa had not plaza climate (i.e. summer weather) see limited use of World Exchange. - Locate in heart of City - east of Bronson - west of Canal. - If located in market area consider city parking garage on Clarence. - Ensure extra place has a cultural element - welcoming all. - Ensure underground parking.
26	Expect wedding reservations. - Will some staff be available to give tours, like at the Museums ? - Expect international tourists. - I am pleased to see 'bases' covered.
27	The café is essential! Love it.
28	Washrooms in the town square will be used heavily - plan for contactless self-cleaning installations, with a separate family room. It would be advantageous to keep one meeting space as a reserved venue for rotating exhibits of art artifacts. Such a gallery could have a name or theme, dedicated to local or regional works. This would be distinct from LAC gallery.
29	Extended seven-day-a-week access is crucial. If the shared facility makes an inviting (iconic?) architectural statements, one hopes visitors coming to see the building will be attracted to return and see/use the materials and services.
30	Please ensure there is enough parking spots so people aren't dissuaded from coming downtown.- for the café, develop links w local businesses and associations to help w costs- Bridgehead. ensure the facility is well lit after hours. -is there a possibility for a green roof or community garden spaces on the grounds.
31	drop off area to be 2 or 3 lanes
32	A lot of families visit OPL and having small play areas in entrance areas (Exterior and Main entrance spaces) would be helpful for parents who have kids with them and are waiting for other parents to pick up holds or use the washroom
33	a new building is a very good idea, b/c i can see future of all generations. being served better. more resources=more services. this is what we wish for our beautiful capital city
34	I believe the main library should be separated from the library to serve downtown. More emphasis needed on virtual content.
35	put a concern for possible exclusion as the new moves forward neglecting the old. -its well versed in presentation here but



## APPENDIX A — PARTICIPANT RESPONSES

	actualization after [?] intention
36	(comment received by registration staff by man walking away from consultation: "I'm not that fussy, just build a new library and blow the old one up.")
37	The library needs to be in a central location - not meaning that local residents have to get to on LRT- as a senior I may not be able to afford to get to the library if it's placed on LeBreton Flats. In centretown the Y operation "Go Home" or the social Housing e.g. Salus, Cornerstore, all need to be able is access a central library location.
38	(comment received by Alexandra Yarrow: "Tis is the most hopeful consultation I've been to!")
39	Stroller parking, should never be outdoors. Rain and other weather could affect the strollers left outside. Location – If you look at LAC where it's located on Wellington. They have about 240 people per day, MA has 2400 people per day. LAC isn't that far away but nobody goes there. We need OCL to be downtown, close to where the current MA branch is, based on the number of people who use it. People come in from the Salvation Army and from other nearby places by foot, there are a lot of homeless and low income people who access the branch and it needs to remain accessible to them. In Paris, they have an International Center, where people can gather from around the world and use the library. He would like the new library, with the potential LAC partnership to offer that International Centre section to offer a space where people from around the world can come together and fraternize. New York City also has an international centre. We should check with international centres offered in libraries in other countries to see what they offer. He thinks it would be great to have such a centre. It can be together with LAC or separate as an OPL project as long as it can happen. In summary, based on the numbers of people who use the main library currently as opposed to the number of people who use LAC (even though they are nearby, aka downtown) the OCL should be close as the public library is more used. Nobody goes to LAC. Location is everything. Make OCL accessible. We don't want a beautiful place that just sits there; people need to be using it.
40	(written next to Degree of Satisfaction grid: "hard to rank without a [?] model. But I like the overall concept"), currently, I find the LAC suffer from being an intimidating building that people might not feel authorized to enter. It would be important for the building to project openness and welcoming, not imposing and stately, since these lead to intimidation. We want people to enter out of curiosity, interest, and a sense of welcome.
41	More FOPLA presence so that people get a sense of the book shop would be appreciated.
42	Look at the current Main branch, and do the exact opposite.
43	Wants library to stay where it is. Best possible service any level of government. People who use library - from all walks of life and diversity. If library moves to LeBreton Flats, it will make it more difficult for people to get to and use. He wants the cultural diversity and mixture of people to continue. LeBreton flats will be elitist. He doesn't understand why we need a larger library, and if we do, why not take over the Sir Richard Scoot Building. He feels that we don't need more space.
44	I would like to know what a more expert person like Barry Padolsky thinks



# APPENDIX A — PARTICIPANT RESPONSES

## 2. Entrance and Orientation

### Q1. What is your overall impression of these components?

#	Response Text
1	Main NCL entrance should approximate 1200 NSF the main entrance should have a highly distinctive street presence and bench lit. Vestibule should be large (600 NSF) for shelter from winter elements while awaiting opening.
2	Look at Bibliothèque nationale de Québec.
3	Claire was very helpful. I'm more open to a shared site upon understanding how the two spaces could share a (ground) foyer.
4	Very nice, big and bright.
5	Needs to feel more like a public library, less like an archive.
6	Semble invitant et convivial.
7	Appreciate welcoming and open space, modern architecture.
8	Nicely thought out.
9	Beautiful in concept.
10	Claire was helpful. The boards were not.
11	I think Ottawa Room at OPL underused. Hopefully Exhibit Gallery would be great. Both OPL and LAC entrance look great but OPL has weekend hours. Aboriginal influence, local artists display would be nice. May was Asia month. OPL auditorium too small for dancers.
12	Given that I have some .... reservations about the proposed OPL/LAC partnership (unsure about the long term viability of municipal-federal collaboration). I'm not wildly enthusiastic about elements that are partnership-driven.
13	You will have to have more effective security, for both the central library and LAC. At the moment, security at both institutions are far too modest and will be inadequate for preventing theft, vandalism, trespassing non-public areas, etc. if not upgraded.
14	Sounds good.
15	Bon concept visuel attrayant. S'assurer d'une facilité d'accès au site pour tous styles de clientèles incluant celles à accès représentant un défi moteur.
16	I think an exhibition gallery is an excellent idea.
17	The relationship between the fed and municipal governments has often been fraught in this city - Do we really want to limit



## APPENDIX A — PARTICIPANT RESPONSES

	our expansion options by tying our library to another facility at a higher level of government.
18	Not as high a priority as public forum and meeting places in the design (see previous page).
19	The library express is a good idea. LAC entrance and orientation.
20	More aboriginal centre out of this space if ... LAC. It says something if it isn't in Archive/Living Ottawa section. Think permanent and teaching lab.
21	In my opinion, this is an excellent project helping the community from Ottawa and also for other visitors who come to the capital from abroad also.
22	Very good - one of the most important, if not the most important element - high use by the public - it needs to be a quick turnaround.
23	Sounds reasonable.
24	Very good
25	Good!
26	Entrance should be wider. Could have more check outs for express. Exhibition Gallery should be in a prominent space on main floor and not on second floor around dark stairs.
27	Looks good.
28	Where are the PCs for public Internet access ? - What about comfortable places to sit ?
29	Ensure that it is warm and welcoming and accessible.
30	Good
31	Good idea to keep some features and activities separate from main buildings to enable this section to stay open longer.
32	The analysis and thinking seems appropriate and carefully thought out. The successful design interplay between the OPL and LAC elements will be crucial.
33	Impressed
34	I think the building should be a statement building, with inspiring and notable/unique architecture.
35	Excellent
36	-awesome, very well done and inclusive- particularly excited with creative aspects
37	I like a lot of the components , especially, I like the exhibition idea.
38	I cannot really comment as I don't know where the library will be built.
39	great!



# APPENDIX A — PARTICIPANT RESPONSES

40	What was shown on the poster boards sounds very good. What is needed is beauty, openness & welcoming, NOT glitzy! Beautiful, and functional practical and community-center-like. Exterior Green spaces and plazas are extremely important if space provides.
41	positive, I like the idea of partnering with the OPL and LAC, I like the idea that the LAC could exhibit its sizeable art collection
42	There will be a café? Great!

## Q2. Please indicate how satisfied you are with the 'Spaces and Uses' for this grouping?

Answer Options	1 - dissatisfied	2 - somewhat dissatisfied	3 - satisfied	4 - very satisfied	Rating Average	Response Count
Library Entrance and Express	0	6	27	26	3.34	59
Exhibition Gallery	2	7	25	27	3.26	61
LAC Entrance and Orientation	0	10	21	28	3.31	59

## Q.3 What specific comments would you like to add?

#	Library Entrance & Express	Exhibition Gallery	LAC Entrance & Orientation
1	Library entrance area and Express Hall should total 20 000 NSF. 1200 NSF for distinctive public entrance + 18 000 NSF for marketplace that includes for example	The OPL share of the Exhibition Gallery should be 2000 NSF featuring local Ottawa artists, special Ottawa collections and unique rare materials that rotate periodically. LAC will need to add to NSF total for Exhibition Gallery.	In a joint OPL/LAC partnership, two entrances (separate' are not my preference. Integrate thoroughly the vision of OPL/LAC exemplified, in the first place by one public entrance.
2	Location	Good	
3	Transparent high tech! - Outdoor large screens - Times Square effect.	Need LAC permanent exhibition space - complement Museum of History exhibition displays and themes.	





# APPENDIX A — PARTICIPANT RESPONSES

4	The express comments should not clutter the entrance. The library would be welcoming and navigable. Visitors should be entered faster in.	This sounds like a good idea.	This seems necessary - with or without OPL.
5		Separate of ...	
6	Bookcases/displays should be at eye level.		More friendly/welcoming entrance, less like an office.
7	Bonne idée.	Très bonne idée.	Très bonne idée.
8	Really like features of library express component.	Great programming suggestions (e.g. learning about LAC collections).	Self-service exploration - very key! - Staff assistance option also important.
9	Not enough time.		
10	Again, I am hesitant about too much welcoming space that could take over other valuable space. The space should be useable, not only for passing.	Could be valuable public display space.	It sounds (from Claire) like this is much-needed space for new visitors to the LAC.
11	Currently 15 min computers on 1st and 2hrs on 3rd floor. Connection to laptop problematic unless near entrance. Different heights so children and wheelchairs have easy access. Newspapers and reference currently on 3rd floor, tables far.	Lighting important, conservation important, seem I hear of floods and therefore damage to collection.	
12	Fine - just a note that I'd like to see these elements more immediately accessible and not separated from the street by a wide expanse of outdoor spaces.	My understanding is that this would be a LAC element. If it's an OPL initiative, try point that a niche/constituency needs to be identified that doesn't overlap with existing facilities. Also need redirected staff time to make it effective.	No comments
13	So far - great info		



## APPENDIX A — PARTICIPANT RESPONSES

14	Not sure that I'd want to separate 'popular' components of the active OPL collection from more 'obscure' or 'esoteric' works. Subject for further debate, perhaps?	No comment at this point.	Very interesting concept.
15	Proposal seemed to tick all the boxes for me.	A great way to show people what a library has to offer.	An excellent idea to introduce people to our nation's heritage.
16	We need to balance concerns about safety/security with openness, availability to everyone.	Expand Ottawa Room and discuss linkage between OPL and Ottawa City Archives.	see above.
17	The express is an important element.	I don't know if it's all that necessary. Not sure what it would usually contain.	Sounds good but should be sure to make it welcoming and easy to understand. Not too stuffy.
18	Don't like having group gaining space at the entrance. It could become noisy and crowded. Specially if together with people and/or reading newspapers, etc.	Not sure, how big will this be?	
19		Great idea.	If joint partnership: How would you 'suggest' visitors - which way to go if LAC is not their right place, but to OPL side??? Confusion may easily occur - conflict of interests ... - trouble-making: who has the authority to cope with the difficult situations? - Will there be enough LAC staff on site throughout the opening hours ? How can you monitor properly outside the 'service' hours ? - These are very practical operational aspects to be re-considered carefully.



## APPENDIX A — PARTICIPANT RESPONSES

20	I think express is likely a shrinking category for Central Library. Important in local branches but less so in OCL.	Is this necessary? City Hall has this kind of space. It is more than a room that could also be continued as a meeting room.	I got no impression of this through the display.
21	There should be display of multicultural aspects of the people of Canada.	Exhibition Gallery should display about different cultural groups, so that we can learn good ideas from others.	
22	Needs the best design possible for the high volume of public using the facilities. - Practicality and efficiency are more important than appearance.	Not as important - an agreeable addition to a library but we have City Hall, which is in a downtown location (not the 'central core').	I have less experience and knowledge about the services, so I have to trust the advisors to get it right.
23		No OPL exhibition space ? not mentioned on the panel.	
24	Nouveautés de livres et DVDs en présentoir.		
25	Should be wide with more doors. Would like a nice colour of paint.	Should be in a prominent setting. Ground floor so everyone can see it, i.e. not everyone goes to library floors above or take the stairs. Some only use elevators so they don't see artwork.	
26			J'aimerais voir un espace accessible au public non inscrit (pas de carte d'usager de BAC) ou nos collections, nos services, notre rôle mandat, et le besoin de sécurité autour de nos collections seraient expliqués au public afin de mettre en valeur le rôle de BAC au niveau national et international.
27	Fine	Fine	Fine



## APPENDIX A — PARTICIPANT RESPONSES

28	The café should be out in the open as part of the entrance to draw people in and make it inviting.		
29	The observation area could potentially extend around the entire express area. If there is a mezzanine, visitors would enjoy people-watching. The entire atrium would have the feel of a true civic destination.		The LAC space could have one wall with a carefully selected permanent display of some of the national holdings. Given that the gallery will have rotating exhibitions, one permanent wall could remind Canadians of what their holdings include.
30	love the idea of separate gaming hall, news centre would show library as a place for breaking info	having the exhibition space would allow for residents who otherwise wouldn't go see archives exhibit to experience it in a public space.- will generate more interest in Library and Archives	I'm concerned that the entrance will look 'stodgy' and boring if we front end it with LAC messaging. The entrance should be functional but leave visitors saying wow!
31	If open 24/7, will there be security to avoid loitering and other public issues late at night?	Impressed, essential to stimulate interest to the entire establishment.	Fully equipped with electric services is key.
32			It is brilliant to bring the LAC into this library building. It will give the LAC a much higher profile. Financially, it makes sense.
33		should have permanent gallery for local artist	
34	the Express idea w/increased hours is a good idea		
35	fine	excited looking forward to holding process accountable to diverse elements	fine



# APPENDIX A — PARTICIPANT RESPONSES

36			there should be less emphasis on creating separate rooms for this space and leave it open concept.
37			There should be less emphasis on creating separate rooms for this space and leave it open concept.
38	Front express shelving is good. Books and hard materials are still of interest to many and should be maintained along with new technologies. Yes to small room space for book clubs and other small group gathering. Can other partnerships similar to the passes to museums be found?		
39	More of this.	Does this compete with or help museums?	

## Q.4 What other comments would you like to provide for this grouping?

#	Response Text
1	Seek Federal Infrastructure funds. - Seek Provincial Infrastructure Funds. - Establish a new OPL/LAC foundation whose primary focus to raise \$ for this edifice. - "Take time to do it right". - Ottawa citizens do not want another, overcrowded, restrictive NCL hampered by inadequate small spaces. Client needs suggest the NCF must be a spacious, welcoming, comfortable "THIRD PLACE" (after home and work). - Finish/clad all interior walls and cellars, etc. Use a Library Interior Design Professional to develop a overall coordinate colour palette/scheme.
2	Do not want an ultra modern building, a building that in 10 years-20 years will still be historically beautiful. - After attending sessions and giving input - is it taken into consideration? or has this been for not.
3	A picture would have been helpful.
4	I'm concerned about accessibility in bathrooms, I need to use the handicap bathroom but I'm not in a wheelchair (I need to use the guard-bars) is it possible to have more than one handicap bathroom and/or put guard-bars in one or two of the "regular" stalls?



## APPENDIX A — PARTICIPANT RESPONSES

5	Penser à de la lumière naturelle. De grandes fenêtres donnent une impression de grandeur d'espace.
6	None
7	Again the extent to which meeting space and exhibition galleries prove useful or popular are very much dependant on location and access.
8	Maybe a section for interested grown up kids
9	Please somewhere in this design, preserve the OPL stained glass (Ottawa Room). - Add more stained glass - makes for a contemplative environment, slate with colour. - Add room to display on a rotating basis the historical old map and ... of Ottawa (so much is stored and never seen).
10	Aboriginal Centre belongs with Genealogy and Ottawa Room. It seems disrespectful not to have it there. Perhaps it needs to be the way you enter into later history sections. - Is the plan to have LAC entrance on main level ? Does that make sense ? Perhaps it's only footprint on 1st floor in Gallery space. - Make sure entrance area is well powered for users just popping in to charge up. - Make sure entrance atrium can be fully darkened if you plan to rent it out for events.
11	I think if the two projects are put together, it can provide more opportunities for the public with lesser expenses. We are from Toronto. We came here together to visit this project. We appreciate your efforts to provide more services to everyone who comes to the library.
12	None.
13	Think it is a good idea to combine the OPL with LAC.
14	La présence d'exhibitions et expositions, kiosques présentant nos documents historiques et autres pour le bénéfice des Canadiens. - Une fois cet espace visité, les gens, clients peuvent procéder avec l'inscription pour accéder à nos espaces de travail et de recherche et consultations.
15	Again - please remember the archival and library services and long team researching public. - I am certainly not opposed to the casual library user, but there is a significant difference and we should not forget this.
16	The Library has to be situated so that patrons can access it without travel expenses - low income people going to the library with children or on a weekend do not need the added expense of travel access. Has anyone made a survey of people using the present Main branch of how people got to the Library? e.g. by bus from the Hill during the lunch hour, walking from home, office etc. Young people from operation Go Home after use the Library for computer research for completing education requirements.
17	Make sure the "Friends of the Library" are placed somewhere nice and easily accessible.
18	portrait gallery as permanent exhibit?



# APPENDIX A — PARTICIPANT RESPONSES

## 3. Creation and Content

### Q1. What is your overall impression of these components?

#	Response Text
1	The Creative Centre is extremely important.
2	The OPL collections will be much smaller. Not sure if this is the way to go for the "largest bilingual public library in North America". We should have a large rich in-depth non-fiction collection not just popular material, to be taken seriously by the Canadian library Community and the public.
3	Be close to the community services need to YCMA, YCWA, Centretown Health clinic, etc. I have often seen youth from operation goes home seating quietly, reading a book - location must be key.
4	Good start - Creative Centre should look at Ryerson DMZ and other examples. - Compare LeBreton flats proposal of unsuccessful bid - fill gap.
5	These are easily among the most important considerations for the new library.
6	Very excited about the Creative Centre.
7	WOW!!
8	Could be very exciting of more will.
9	MOST IMPORTANT
10	I'm not sure about kitchen reference. Seem more digital would be great. Different format of prints also great. Satellite to LAC would also be great. With its current OPL Main location close to Ottawa Univ. Seems collection get smaller books I borrowed last year no longer there. I can't do e-books. Hard to access computers on weekend.
11	A few items that seem better provided by existing facilities/services (e.g. demo kitchen) and a few missing elements. e.g. individual work pods WI-FI and work surface.
12	It seems all very ambitious, especially in dealing with non technologies. However, given the state of disrepair with some of the old ones at OPL and LAC, such as microform readers, it would be nice if they could prioritize getting the traditional ones in order first.
13	A little unclear about how this is separate from the public areas (approach-gallery-entrance). - More non-fiction (history) please.
14	Bonne diversité
15	A more animated space. - We need to balance concerns about safety/security with openness and availability to everyone.



## APPENDIX A — PARTICIPANT RESPONSES

16	Sounds alright. The creative centre is more important than the community services in order to make it an interesting version of a library.
17	Like the added feature to provide community services, i.e. it's not just a library.
18	The vision here seems still muddled. I'm not sure why collective kitchen is in Adult Non-Fiction. I'd put it in Creative Centre or on main floor. We want to smell kitchen in other sections of building?
19	This will be a wonderful project as displayed.
20	Essential - what is a library without enough books ? One day we will go back to reading print - not e-books when enough people have damaged their eyesight, their posture and more - permanently.
21	Reasonable.
22	Very good.
23	Important to overall feel of the facility.
24	Haven't really make use of community services. I think they should be advertised better. Don't know where the creative centre is, do we currently have one at Library ? I mainly take out CDs (music) as opposed to books.
25	Fine
26	Include individual pods of study in the teen and adult sections. - Include banquettes in teen and adult sections. Similar to Halifax where wall behind banquette to prevent sound travelling. - Individual plugs located near study tables.
27	Good - Thanks for including tutoring - demonstration spaces.
28	Well done now. Keep it up.
29	Excellent. Would be wonderful to offer all these features. Would it be possible within 130 000 sq ft? I'm doubtful. These spaces could receive corporate sponsorship to help pay for them.
30	Very good options
31	It's not clear how important a creative centre is for a central library. What is important is to ensure that the Facility meets the needs of university students/young adults, both in terms of materials and services and spaces to meet and work together.
32	I think you have a good plan drawn out in terms of possible community programming.
33	Very impressed- it's about boosting the library's role as serving the community beyond literacy/hard cover books.
34	I am very excited about all the plans for these activities.
35	Excellent idea to create a creative space which will attract teenager that are not usually attracted by books. This space will enable them to express themselves using technologies to which they are more attracted. Books being around, they will slowly associate fun time with books and library and that's great!





# APPENDIX A — PARTICIPANT RESPONSES

36	fine
37	How will the taxes from Ottawa residents be spent on these different components?
38	I think these elements are comprehensive and innovative.
39	Great! Cannot wait for the maker space closer than in Centrepont!
40	What I heard and saw from the posters and the staff on hand is all good.
41	positive, I like the mix of skills training\development + intellectual..., I like the idea of the art classes, is the demonstration kitchen at the Shaw centre well used? if not, would it really be a good use of \$ to do a demo kitchen here?

## Q2. Please indicate how satisfied you are with the 'Spaces and Uses' for this grouping?

Answer Options	1 - dissatisfied	2 - somewhat dissatisfied	3 - satisfied	4 - very satisfied	Rating Average	Response Count
Community Services	2	2	19	31	3.46	54
Creative Centre	2	3	14	36	3.53	55
Adult Fiction and Non-Fiction	1	3	17	32	3.51	53

## Q.3 What specific comments would you like to add?

#	Community Services	Creative Centre	Adult Fiction and Non-fiction
1		Creative Centre should be 9 500 NSF with numerous, comfortable arm-chairs and tables to provide space for project discussion/and review. Spaciousness is the key. Technology commons should be 7000 NSF. Purchase high quality equipment/devices for Creative Centre and Technology Commons.	Collections/Materials spaces should be increased drastically to provide for accessible low (waist high) modern bookcases that allow wheelchairs and strollers to pass each other in wide aisles. Increase current print collections, mags, books/fiction and non-fiction! E-book sales are declining.
2	All the events sound great - a lot of people in the core cannot afford to bus, etc. they walk.		



# APPENDIX A — PARTICIPANT RESPONSES

3		Ryerson DMZ - other models LeBreton flats proposal.	
4	Needs more work.	Excellent.	Needs more excitement.
5	Study/work/tutoring spaces are very important. They should be sunny and welcoming. Views (outside) would be a big bonus!	This is a "nice to have" (not a "need to have") element. Bayview will fill this need for Ottawa (east hub Ottawa, and the City Centre ...)	Big fan of "adult fiction"! Kitchens are an exciting idea.
6	Alphabétisation et apprentissage des langues ouvriront sûrement la porte aux immigrants. Belle initiative. Façon de les intégrer!	Démonstration de logiciel novateur: Wow!	
7			What special attention is being paid to the care, nurturing and promotion of local authors and Canadians. - Similarly what programming is anticipated planned for Inuit, Métis and Aboriginal-Indigenous peoples. - Both children and adults esp. given the 94 recommendations of the TRC.
8	Vital to have space for those without access to be able to get online, or find books/resources.	What costs would be associated with using the makerspace ? What creative space beyond digital could be offered? Sewing, carpentry, etc. away from the technology connection.	If there is a kitchen, can there also be a fume hood? - More human library events, or a listing of where to find/exchange skills.
9	Need to learn more about creative centre. Took a while to build DVD collection after VHS removed. I couldn't find travel DVD last time.		
10			No need for demo kitchen - duplication of existing facilities.
11	Great presentations	Great additions to services	No fault - accessible ?



## APPENDIX A — PARTICIPANT RESPONSES

12	Tutoring places - definitely, would be very useful for ESL students and other one-on-one tutoring.		
13		Intriguing concept for expanding continuing education outside of tuition-related barriers. I would urge further development of this across the OPL network, whatever happens with this proposal.	Demonstration kitchen initially surprised me until the cookbook author connections were pointed out.
14	Je souhaiterais qu'une plus grande part soit accordée au matériel en français.	Ne pas oublier les activités créatives non technologiques (journal créatif - écriture - peinture - poésie.	
15			I spend so much time at LAC that I often don't take advantage of the OPAL collections. I walk past the old Metcalfe St. Library and nothing invites me to come in and I am an avid reader!
16	I think this is an important set of services and patrons will greatly appreciate these services being grouped together and being prominently displayed.	This is an interesting idea but resourcing it may be challenging as will figuring out how to allocate access to the facility - I expect demand will greatly outstrip supply and there will be many disappointed people who can't get access, or if they do will be unhappy with the amount of time they are allocated.	
17			Needs to have quiet space in the fiction section - actually it's not explicitly set aside in the non-fiction section either.



## APPENDIX A — PARTICIPANT RESPONSES

18	I don't think it is so important because people can learn another language at home on the internet instead of at the library.	Sounds great.	
19		Will this be closed-door room ?	Why have a 'demonstration kitchen' in here ?
20	It really boils down to the mandates of OPL & LAC (if they join together).	Interesting idea to try	
21	I need more details. I see this as lots of meeting spaces. classrooms and breakout rooms. Or the weekend, I want to be able to book auditorium and rooms in this section as breakout rooms. So they need to be near each other.	I am not a fan because there are already 3 maker spaces in downtown core. I'd find an end maker space first. I'd convert Rideau to make space second. But a non-bode lending library (tools, musical instruments, toys). In general I'd leave it out and give space over to teens. (Do sound/AV things over at Arts Court/Ottawa Art Gallery building).	More private tables. More power. More chairs. Rooms with different personalities. Neighbourhoods with different noise level expectations.
22	It is a wonderful opportunity for people to enjoy the services as shown in the displays.	Creative Centre will provide more opportunities to be creative especially for the younger generation.	Adult fiction and non-fiction can help all of us to improve knowledge and imagination about the world.
23	Hopefully focus groups will be consulted.	Again - consult focus groups to ensure all interests are met.	
24	Needs to be expandable as its use will grow exponentially.	Important, but I cannot add as I have never used one.	All aspects are important, print books, e-books, recorded books, foreign language books. Do not cut down on print books (as some countries have done, in an attempt to save money).
25	Reading Clubs could be added.		Make this a big section with ample seating.



## APPENDIX A — PARTICIPANT RESPONSES

26	Have better advertised. A bigger notice board would help with this.	Don't know where the creative centre is in the Library.	Could have more books.
27		Why not add 'Technology' to the title ? Celebrate access to new technology in a public institution.	
28	I think you should get a marketing initiative going during the consultative process, because despite your best effort to reach out, you many not connect with everyone who can help coordinate community services. You should consider ads on LinkedIn and creating events on Facebook outlining future stakeholder consultation dates with the requirements of registering to attend via Eventbrite.	Consider consulting with Makerspaces in Ottawa at our universities. They have experience with a particular demographic that the central OPL so badly needs to cater to.	
29	can i include support for the homeless and shelter-dwellers?		keep track of the books chosen for the display in the e-catalogue, to make it possible to find.
30	many people don't know about the community services and this is an opportunity to bring those services front centre	love the mix of digital and hands on learning. - wish I had this when I was a kid	-love the movable shelving, -will be more accessible
31		Will the city be willing to pay for these services and equipment maintenance for the area of the branch? Seems very meaningful and impressive my only concern is cost/competition of other community centre classes or even post-secondary school.	



# APPENDIX A — PARTICIPANT RESPONSES

32	I think the literacy initiative is a great idea! The section should be promoted on different social media, community centers to attract more people and become a 'normal' service very accessible. The space need to be safe and welcoming, for it to be less intimidating,	Given the opportunity to university students (ex: engineer student) to lead workshop for 3d printing, computer literacy, will be excellent way to create mentoring relationship between high school students and university student and at the same time giving the opportunities for students to be aware of different career opportunities.	Having a reading club more often and at different time of the day to suit everybody's schedule will be a great idea. to make it even more accessible online participation could be arrange.
33	more free adult education learning sessions: -cooking, gardening, sewing. Spend \$ on adults learning kids have their own libraries at their schools.		
34	The Social policies adopted by the Kingston PL are very admirable, particularly with regard to etiquette. Although difficult to implement, ultimately it makes good sense for any library.		
35	Accessibility services A++		
36	I have a concern for the elimination of the disenfranchised. - certain amount of focus to this group necessary to keep and grow continuity and make improvements	Yippy! So excited!	fine
37	Service in many language books at the main branch - many low income, homeless people access the Library facilities, especially the newspapers and magazine sections.	Some of the ideas for producing music, videos, films are not part of basic Library requirements - schools, colleges, universities provide these facilities.	With so many new Canadians with different languages there has to be provision made for books about Canadian History and Heritage.



## APPENDIX A — PARTICIPANT RESPONSES

38	Just ensure that the library has aspects of a community centre and a social service centre. Ensure that current programs such as language classes be continued and after similar type programs be added if possible.	This is an excellent idea. I had not previously thought of this. Just mention a balance between hand-on material based creation and digital venture. There are many people, and especially children who are very hands-on, even if they also like being digitally creative.	Just maintain the physical books-CD-DVD balance with digital systems.
39	3d printers are an amazing idea		

### Q4. What other comments would you like to provide for this grouping?

#	Response Text
1	Do not reduce "material" holdings in NCL thereby decreasing space for shelved physical materials. Do the opposite. - Refrain from compensating for the increase in public spaces for quiet reading, research, contemplation, conversation and programming by reducing shelved material holding spaces.
2	Computer stations - with more elbow room - stagger stations for more privacy - desks that a wheelchair can roll up to.
3	Bike stands? (as part of the make space)
4	Excellente initiative.
5	Financial literary resources. - More tables for shared workspace, fewer individual cubicles for week. Learn to share. - Bike stand! encourage people to learn about their machines.
6	Don't over emphasize the need for adjustable chairs so work spaces and ergonomic.
7	Great presentation. Thanks
8	Favoriser les échanges intergénérationnels.
9	You don't list Gaming Centre but I believe this is where you propose it goes. I wonder how you'll manage adults and preteens gaming together. - A board game lounge would be good addition. Both in Library borrow a game and borrow and take home games. - I'd like the Central Library to offer social services to homeless. They gather here and it would work better than chasing them out. See what other libraries are doing in this area. - Add a wine bar, it gives people a reason to spend time in library during peak commute hours.
10	None



# APPENDIX A — PARTICIPANT RESPONSES

11	Would like to eliminate bottom shelves on the 'bookcases' holding the books - with an aging population it is too difficult to bend over to reach these books. - Could have a couple of inches more between the rows of bookshelves so it does not feel so claustrophobic.
12	Many of the creative spaces would require evening or weekend use to maximize their utilization. This could have a bearing on their connection to the express area. Group study rooms should be enclosed if possible. Let all individual study rooms be open. The creative centre features do not require windows. This allows them to be in the centre of the building with reading areas along the windows.
13	This section of the Facility must be designed to meet the needs of traditional (older) users and new users who may not know what modern libraries offer and what to expect. This latter group must be attracted to the shared Facility (OPL-LAC) so they can discover the resources available and come back for more!
14	creative centre and adult fiction area have the opportunity to build partnerships within the community.- Ottawa Tool Library, makerspace north, slow food movement (demonstration kitchen)
15	Friends of the Library bookstore needs to be on the main floor with more space for selling used books.

## 4. Children and Teens

### Q1. What is your overall impression of these components?

#	Response Text
1	These components are necessary and extremely important if sized properly for Ottawa IMpop or 400 000 households.
2	No climbing wall - the library is books, tapes, movies, etc. not play ground equipment.
3	More multi-media including virtual reality technology - public private partnerships.
4	Very nice, I like that they are sound enclosed and the furnishings are well thought out for each age group.
5	Sounds good - not applicable ...
6	Ce qui a été écrit précédemment s'applique pour tout le reste de ce qui suit! Bravo j'ai hâte à l'ouverture!
7	Very nice but is it big enough.
8	Beautiful in either scenario.
9	Important to engender a love of reading - the value of the library from a young age.
10	The renovations done last year great. Miss individual desks. At table people have tendency to talk so hard to concentrate on homework.





## APPENDIX A — PARTICIPANT RESPONSES

11	Would like to see some additional features/programmes, but overall excellent.
12	As I do not have children, I have no views on this matter except, perhaps, to re-emphasize the comments I made for "Entrance and Orientation".
13	Go ... for this area - know your demographic.
14	All of what's shown makes sense as far as it goes. Not being a parent, I'm not sure what more to suggest here.
15	Ajouter dans les titres : aînés et enfants
16	Targeting teens and children separately is a good idea - you may be surprised about how many children want to be teens and use the tour facilities!
17	Can't really comment on these - they look fine.
18	Good to foster - learning and love of history.
19	...the teenage section, i.e. area dedicated to teenagers.
20	Children Centre looks good
21	Note washroom might like to follow the example set by Ottawa for gender neutral washrooms vs. family washrooms.
22	Essential - they are the future. (Please get the grammar correct. Teens' centre more than one teen) or Centre for Teens).
23	Not my area of interest - I'm sure you know what you are doing.
24	Very good.
25	Much needed. Ensure - Please - that this facility is near the LRT.
26	Fine
27	Make these very distinct areas in terms of their look even if there are adjacent spaces.
28	Include theatre with dress-up costumes stage preferable like in Halifax - if not possible then separate room like at Beaverbrook.
29	Positive
30	Very good to acoustically separate
31	N/A
32	Important, but not at a secondary level in terms of a central library ie children's facility. For teens - make it a place they want to be. Make it cool and useful.
33	The Children's and teen's centres are brilliant. I think it would be a good idea to have them in different parts of the building, so the teens have a less frenetic atmosphere.
34	Please co-locate beside children's centre teens need space but many advanced readers access teen books therefore they need to be close by.



# APPENDIX A — PARTICIPANT RESPONSES

35	great plan- if facilities located downtown, children population is mostly in the suburbs. will there be public transportation available directly to the OCL?
36	Flexible spaces
37	fine
38	The idea of red cushions and climbing facility is not a good idea - 1) noise 2) How will it be cleaned? 3) it would need supervision - Libraries are to provide books, magazines, for people to enjoy for leisure and learning - climbing facilities are for school, gym and playgrounds.
39	It would be nice to have the short-term children "drop off" are (like IKEA ballroom) to allow parents for access other (adult) facilities
40	Excellent!
41	good! Important to draw the next generation into the library.

## Q2. Please indicate how satisfied you are with the 'Spaces and Uses' for this grouping?

Answer Options	1 - dissatisfied	2 - somewhat dissatisfied	3 - satisfied	4 - very satisfied	Rating Average	Response Count
Children's Discovery Centre	2	3	12	26	3.44	43
Teen's Centre	3	3	13	22	3.32	41

## Q3. Please What specific comments would you like to add?

#	Children's Discovery Centre	Teen's Centre
1	Children's Discovery Centre should be 19 000 NSF. Hire an Interior Designer. Locate these spaces in lower floors - all about little ones, Junior Library, Arts and Crafts/Lego lab/play structures/literacy play ground.	Teens' Centre should be 9000 NSF with area developed by Library Interior Designer who has worked with teens and understands the adolescent mindset. Isolate/separate the Teen Space from the Children's Discovery Centre, the adult reading room or areas/spaces where seniors and others congregate for programming.
2	Great location - no climbing wall.	Great - no climbing wall.
3		Too traditional.



## APPENDIX A — PARTICIPANT RESPONSES

4		Needs more work.
5	Some live animal (aquarium) elements would be exciting here.	Soundproof music rehearsal studios? Recording studios? Video editing and recording?
6	On the right track with this thinking.	Suggest not calling it a Teen Centre. That will likely turn many off.
7	Sunnyside used to have an open space for storytime + video screening. That would be nice to see. Also allows for play space.	Should be closer to adult sections than children's section.
8		Seem book collection smaller. Where Hunger Game DVD ? Kids or adult section.
9	No comment.	Would like to see specific commitment to teen management. How about rehearsal space?
10	Seems welcoming to lads great	
11	Add a toy library to earning to parent centre. Run programs to introduce immigrants to Canadian Parenting trends.	Much much more space needed. They need more sound proofing. Provide afternoon homework help for ...kids and move group work space.
12	Include theatre/costume space as Beaverbrook/Halifax.	Separate pods for study/for using Skype.
13	I have no knowledge of this aspect to be able to critique the content.	Correct
14	Should be colourful and brightly painted. Should have young's children sized tables and chairs.	Good idea to have a teens' centre
15	Fine	Fine
16	Glass walls (airy but contained) - Story area, large. - Open programs, drop-in. Noisy - Active - Livable. End stereotype and quiet boring library.	
17		Offer as many interesting types of sitting and gathering places with this centre.
18		Gaming section - Have a 'contest' for teens to name this space.



## APPENDIX A — PARTICIPANT RESPONSES

19	Definitely like the inclusion of messy and clean spaces so kids can take part in crafts on site.- there has been lots of thought put into different types of children's play and learning styles- which breaks the stereotype of a library as a quiet only space	would work best if beside the creative centre so they seen the teen centre as a place to study/collaborate in a quieter space
20	All you need is bean bag chairs. No more \$ is needed.	teen's don't go to library. Don't spend \$ on them.
21		Teen sections often get moved around a location, will these section-specific elements be portable?
22	Moveable and flexible furniture/spaces - open space	Partnering with teen resources in community (e.g. youth slam poetry)
23	Fine!! Birth to 13? A long as there's room to include the child in us all (under developed) and the liberty to explore these venues appropriately regardless of age	fine!!
24	Space for stroller parking is a good idea as the large, modern strollers take up so much space - any play components have to be regularly - daily - cleaned.	
25	It's good to know children will have plenty of space (quiet and noisy) and activities.	It is wonderful and socially responsible that you are strengthening resource materials and activities for youth.
26		use of tablets ideal

### Q4. What other comments would you like to provide for this grouping?

#	Response Text
1	A family in the central core may not have enough left in monthly expenses to take a family on the bus to an out of central library.
2	Afterhours access for teens would make central library more attractive to this age group.
3	No restraint on colours! - Invite ideas on creative furniture. - Interesting prospect to provide expanded Wii gaming, particularly fitness and sports to allow for some physical activity.
4	ensure there are consultations and promotion of teen events @library, Snapchat? Instagram? -ensure there are relevant programming and events for teens to take advantage of. - if it isn't cool/interesting, they won't come!



# APPENDIX A — PARTICIPANT RESPONSES

5	[Note: this comment was forgotten when entering full questionnaire]: there a marked loss of space in the continued proposal but are in favor of this central location.- can lead to more purposeful visits for those young coming central for experience yet not respecting existing growing inner city diversity
6	So much of this will be dependant when the final decision is made for the location of the Library, we are all aware that the Mayor has decided to locate it with LAC on the flats, so much of these public meetings, questionnaires will be filed in drawer 13. The Mayor has access to a car to get to the new location, centretown residents do not.
7	Back of house  Non public - It is very important that appropriate office and staff space is made available. The "public-serving" OPL staff are very precious and important for well functioning library.

## 5. History and Research

### Q1. What is your overall impression of these components?

#	Response Text
1	The Living Ottawa Centre and the Genealogy Centre spaces should have a joint vision for size and content contained therein, serve the entire city and NCC, and Canadians.
2	Very interesting concept to integrate genealogy services and programs of the two institutions.
3	Good first step but think about common access (e.g. point cards) for public access to reference services/research.
4	Concerns about ...
5	I like general direction but am concerned that there is no reference to the Municipal Archives. And the role it could play in promoting the history and genealogy of Ottawa.
6	There is still much work to do in order to make a real partnership work - the overall concept is good.
7	Can't recall seeing Living Ottawa. Would be great to merge genealogy especially if aboriginal content.
8	See previous comments on OPL/LAC partnership - not convinced of long-term viability.
9	Besides the comments I made about security and technology elsewhere, I am concerned about the idea of merging genealogical services from both institutions.
10	Not clear how it will be divided from adult non-fiction. - Why so much Ottawa history ?
11	The proposal makes sense. I have little to add at the moment.
12	OK



## APPENDIX A — PARTICIPANT RESPONSES

13	Often researchers have to hop/jump around between the university libraries, LAC, OPL, etc. to look at journal articles, newspaper collections, government publications, etc. I love the idea of a separate outshared space. So convenient!
14	I am sure these services will be well used.
15	Tying OPL to LAC can have some unforeseen consequences especially if the relationship between the two organizations and/or between the City and the Feds sour.. - Two orgs have very different functions and audiences: may be hard to melt.
16	Looks like of bunch of un-integrated ideas thrown together. Aboriginal Centre belongs in with these components. Not separated from 'white'/settler/colonial history.
17	History and Research will help people of all origins to know more about themselves and other Canadian communities.
18	Lovely to combine Ottawa Room & Archives
19	Keep the Living Ottawa space modest - we need to concentrate on the library content.
20	Reference services appear to be non-existent in proposed plan, when they should be the main and physically largest component.
21	Probably the most important part of the project, equal to the meeting spaces, public forum.
22	Very good.
23	Much needed !
24	Agree with proposed amalgamation of the Library with a living Ottawa and a genealogy centre together.
25	Dated. Presents how/what is being done today not where initiative needs to be in 2020. Significant space is offered for 'browsing' (?) stacks but will technology more and more not be changing how users use libraries ?
26	Highlight aboriginal heritage - as well as celebrating other cultures - e.g. aboriginal circle i.e. Halifax.
27	Positive
28	Interesting concept to evolve the Ottawa Room. I support making this more of a discovery space, including for tourists.
29	*** My favourite
30	In many respects these elements will contribute significantly to making the new facility a 'destination', rather than just a very large branch of the library. Very, very important!
31	good- more prominence of research and LAC services
32	La démarche est très bien pensée et intuitive.
33	They do not solve and in fact distract from the problems LAC has for accessing documents. Need to allocate resources for that purpose.
34	positive - very positive about integration with LAC
35	fine



# APPENDIX A — PARTICIPANT RESPONSES

36	Genealogy centre looks great
37	co operate with the City Archives
38	I'm all for it. It makes sense.
39	great! love the centre for genealogy idea.

## Q2. Please indicate how satisfied you are with the 'Spaces and Uses' for this grouping?

Answer Options	1 - dissatisfied	2 - somewhat dissatisfied	3 - satisfied	4 - very satisfied	Rating Average	Response Count
Living Ottawa	1	7	18	22	3.27	48
The Genealogy Centre	1	8	16	27	3.33	52
Reference Services	2	8	14	27	3.29	51
Research Services	4	8	14	26	3.19	52

## Q3. Please What specific comments would you like to add?

#	Living Ottawa	The Genealogy Centre	Reference Services	Research Services
1	Recommend the Living Ottawa space be 10 000 NSF.	Recommend the Genealogy Centre be 12 000 NSF providing a digitisation lab and appropriate high end digitizing equipment + space for consultation and discussion.		
2	As an adjunct, it would be interesting to have regional material from LAC's photographic collection in the combined space.	OPL's and staff expertise established genealogy services and programs should be fully utilized. OPL provides genealogy appointments not just for		



# APPENDIX A — PARTICIPANT RESPONSES

		Ottawa Valley ancestors, but also for across Canada, Europe, Eastern Europe, Australia, the Caribbean, etc. OPL's service is not just for Canada - contrast LAC's.		
3	Needs more definition and focus on that.	Rethink your names and use words that regular folks understand. 6 of 10 people have no clue what is 'genealogy'.	Be simple, be visual.	Be simple, be visual.
4	This seems like it would overly with the function of the Exhibition Hall.	This won't matter much to younger visitors.	Yes from what I hear, this is needed.	
5	Unsure of ...	...		
6	This collection is vital in either partnership or stand alone scenario. Collecting current and historical material - and fully, adequately staffing - can be of major interest to library "customers" - as well as all Canadians interested in the local area.	Concept a bit confusing - in a partnership will OPL's collection be purely local? - OPL staff are fully able to provide in depth research and appointments, just as LAC are doing! (one stop where possible).	Below	Below
7	How would this be different from an exhibition gallery.	Could this not be included in reference or resource services ?	Could these somehow be connected (with the one below)	
8	Can't recall seeing it.	Would be great to merge. I spend 2 hours x day Nov-March did Quebec, Britain		





# APPENDIX A — PARTICIPANT RESPONSES

		1700-1800s microfiche not always clear so LAC would be great. Fall 2016.		
9		I am concerned about the integrity of some LAC resources which might be included in this. The city directory collection should not be included in any merger of LAC's resources with the OPL. Some of the directories for other cities across Canada are irreplaceable.		Please remember that some research material is not textual and needs a unique environment, such as for the consultation of photographs. Audio-visual material, however, should be able to be consulted with textual material when desired, as it sometimes could at LAC before recent changes.
10			Very good	Looks top notch
11	Great presentation	For interested clients - great	for ... A great service	great for interested clients
12	This would be my personal favourite element of the proposed facility provided the city archives were further involved in building it.			
13	I think Living Ottawa and Genealogy Centre shared space would help researchers immensely. The collections would greatly complement each other and would increase interest in local history.			
14	This is a very popular part of the existing Main Branch -	This will draw patrons from across the country.	I like the idea of triaging the availability of referred	



# APPENDIX A — PARTICIPANT RESPONSES

	make Ottawa heritage materials (esp. photos) should be a high priority.		services and their offering more in-depth services for serious researchers.	
15	Good to understand Ottawa then and now. - As Archives and Library the building fabric should draw our Ottawa's roots and heritage materials. - Preserve heritage - use heritage materials in the design (e.g. timber salvaged from the Ottawa river) old building facades, old signage, old brick.	A high priority - needs to be accessible day and night all week and on weekends. Lots of functional access (digital and microfiche)		
16		on-site staff-support is crucial: the public cannot and should not be left wandering -- not knowing exactly what to do!		
17	More Aboriginal Centre into this space. I see this as near Adult/Youth sections. They might wander in. Casual usage.	I see this as a very quiet section on 3rd or 4th floor. Off the beaten path. Only formal targeted users will access.	The duplication of these departments makes me wonder in dual building is more than a vague dream. You don't seem to have enough time to get MOUs sorted out before ground breaking.	Tell me how these two (above) are different
18			Reference services is an asset. It will help students as well as general public to learn more.	Research Services will help people to do new ventures.



# APPENDIX A — PARTICIPANT RESPONSES

19			<p>A major city especially an 'intelligent city' of the future cannot neglect the reference or research services - to maintain a high level of intellectual development of its citizen the city should provide the best possible reference and research services. Think the library should maintain its collection of reference work and increase that collection - researching towards 2 million items within 40 years.</p>	
20	<p>Need more space for Ottawa room connections and consultation than is presently available.</p>	<p>Support merger of the two services.</p>	<p>Research activities at Oversize tables ? not sure what this means - group activities ? Generally researchers prefer to work on individual tables.</p>	<p>Why are the reading rooms at 395 Wellington being closed/replaced ? The 2nd and 3rd floor rooms were specifically designed for this purpose and provide a pleasant, desirable atmosphere with great views and light. Replacing the large tables would improve working conditions for researchers. The present space is heavily used at certain times of the year and you have to increase no. of users. Archival material is</p>



# APPENDIX A — PARTICIPANT RESPONSES

				bulky and requires both table space and floor space for the carts holding the material. - No mention of the Restricted Reading Room ? Special connections too can be bulky, large (maps, drawings). Highly unlikely that adequate space can be provided in the new facility if the square footage is not increased.
21			Should have more staff to inform and assist library users to take advantage of these services.	Should have more staff to assist library users.
22		At least we must be able to duplicate current LAC capacities.	See below	See below
23	Lot meeting space	open for classes and courses	Same day appointments for Librarians and archivists. Exhibits featuring rare books and maps. Need a car.	
24	Consider having archival photos as wall art hoc and throughout the library.			
25	Love the concept of physically bridging	Love the concept of physically bridging		
26		this seems to be growing in popularity with celebrity genealogy TV shows		



## APPENDIX A — PARTICIPANT RESPONSES

27	I'm not sure I understand how this space is different from other local history spots in Ottawa (like city hall or the archives on Woodroffe)	many people are interested in genealogy and this is a way to make it more prominent to others	the poster references tour groups- will there be linkages w post-secondary institutions- who will take part in tour groups	great for professional researchers,- controlled access means greater protection of collections
28	Especially excited about the self-publishing.	excellent		
29	organiser des ateliers pour présenter différentes périodes de l'histoire d'Ottawa			créer des vidéos (courtes) pour présenter le service et le mettre sur les réseaux sociaux et sur ceux des universités pour atteindre les étudiants qui sont souvent inconscient de cette ressource
30		Combining the collections is good but do you need to spend millions of dollars doing it?	Need to improve services. Also, will subject experts for the archives be located at the new facility? If not, there is no point.	Maintaining services should not be a priority improving archival services should be. More pulls of documents per day, larger pulls of documents.
31		Need ready access to wider range of responses than traditionally considered genealogy - such as session papers		
32		if a joint LAC and Library will they become one centre?		
33	more emphasis on ecological and aboriginal history. could be represented in design of			If this is OPL\LAC joint, some architectural reference to the current grand reading room



## APPENDIX A — PARTICIPANT RESPONSES

	space generally.			would be good. Also, this would be nice as a library concept, with browsing opportunities.
34	love the research + self-publishing offerings	great!		
35		great way to research our culture		
36		Great, you'll have links to over sea sources since so many of us come from elsewhere		

### Q4. What other comments would you like to provide for this grouping?

#	Response Text
1	I feel that there is not enough specific information available so far to envisage OPL's concept of how this partnership would work. LAC has done a good job in promoting its vision - OPL, not so much. More details soon, please!
2	Talk to "citizens", do not speak "Research ...
3	These reference and research services should not necessarily be sent directly and LAC. OPL staff are very capable of providing excellent service for their customers. - Please consider the 'one stop' service model in this regard. - Consider 'Ottawa Living' research appointments.
4	Could we tear down or use the armory space for the new library ? Would be great to be so close to City Hall.
5	Don't see any grouping on the physical .... but would like to emphasize the need for a dedicated staff elevator.
6	Looking forward to the finished 'product'. God willing
7	Rooftop garden with shade !
8	Garder les volumes plus longtemps. Facilité d'accès à assurer.
9	Thanks for all your effort to inform the public. Appreciated.
10	Divorce seems likely based on lack of cohesive presentation. - The side by side display was unconvincing.
11	Best of luck. Thanks.



## APPENDIX A — PARTICIPANT RESPONSES

12	A small library (132 000 sq ft) has less space, necessarily than a 327 000 sq ft building; is, also therefore less able to adapt, grow and change to meet the needs of its patrons, both today and in the future. The Ottawa Public Library should guard against building a new central library that will prove too small within a very short period of time - it would be preferable to be larger than is immediately necessary rather than find it is too small very shortly after it is built.
13	Should have a better reading area that have better lighting. - Should have a better snack bar and one that is opened for many more hours than it is currently.
14	J'aime l'idée d'un espace commun entre BAC et OPL pour leurs services de généalogie.
15	Please excuse me if I sound like a broken record - I don't mean to. But we must remember LAC is Canada's premier research institution and we must give the same service if we go ahead with a combined building. - This includes access to specialist reference and ATTP analysts. Trying to do this over the phone does not work.
16	Pity that the new Ottawa City Archives building only opened a few years ago. It would have complemented this section. Sell that land and building and integrate it hoc!
17	-what do you mean by dignified environment? (reference centre) still means it should be approachable, - not much is known about the LAC and what it does more prominence of its services is definitely a bonus
18	There are no real benefits for users of the archives particularly in getting documents. Instead of this project, resources should be dedicated to improving services for archival users. Also, a User Group should be formed of academics, community users etc. to advise the LAC on projects such as this. There needs to be a return to Public Archives of Canada. The LAC is not getting enough from this project.
19	OPL is falling way behind on digitization of Kingston PL, digitization at Almont and associated museum. OPL needs to be more active in developing commonly links - why are community centres not outlets for community services (like hunt club and riverside). Thank you for the opportunity to comment.
20	Work structure need to have space for the new larger wheelchairs - mechanical walkers for older people. Please select the site, then have some information boards and similar questionnaire.
21	Would this partnering affect the location at all? Perhaps the new Central Library could be built in what is now the parking lot area for LAC.

