

# Public Consultations Feedback & Results

November 30, 2018

# Rosemount Branch Revitalization Project

## Summary of Public Consultation

The first public consultation for the Rosemount Revitalization Project, October 3, 2018, was conducted as an Open House where materials were presented to generate discussion and ideas from attendees for the redesigned branch. The Open House was attended by 107 people representing a diverse cross section of library users and community members with varying needs and opinions. A common appreciation for the Rosemount Branch was evident through +VG staff's conversations with attendees. The open house materials were also posted on-line for comment from October 4 to November 2, 2018. The following represent views common to many attendees and those who provided on-line feedback:

### Overall:

- maintain and expand existing branch services and amenities;
- conserve and respect the heritage of the existing building;
- find better use of space/harvest additional space;
- incorporate accessibility and sustainability features; and,
- include public and community art.

### Interior:

- provide more places to sit, read, work, and meet;
- improve lighting and acoustics, while retaining heritage features wherever possible;
- increase connectivity and provide areas to charge devices;
- design a dedicated children's section and an expanded teens' space; and,
- include a community meeting space.

### Exterior/Entry:

- enhance the experience of arrival at the branch with a new and improved lobby space;
- provide bike racks and stroller parking;
- make better use of outdoor space for children's programs; and,
- add to and improve spaces to read and pass time outside of the branch.

Attendees to the open house said they would be inclined to spend more time at the branch if the above noted changes were implemented in the revitalization project.

## Summary of Online Survey

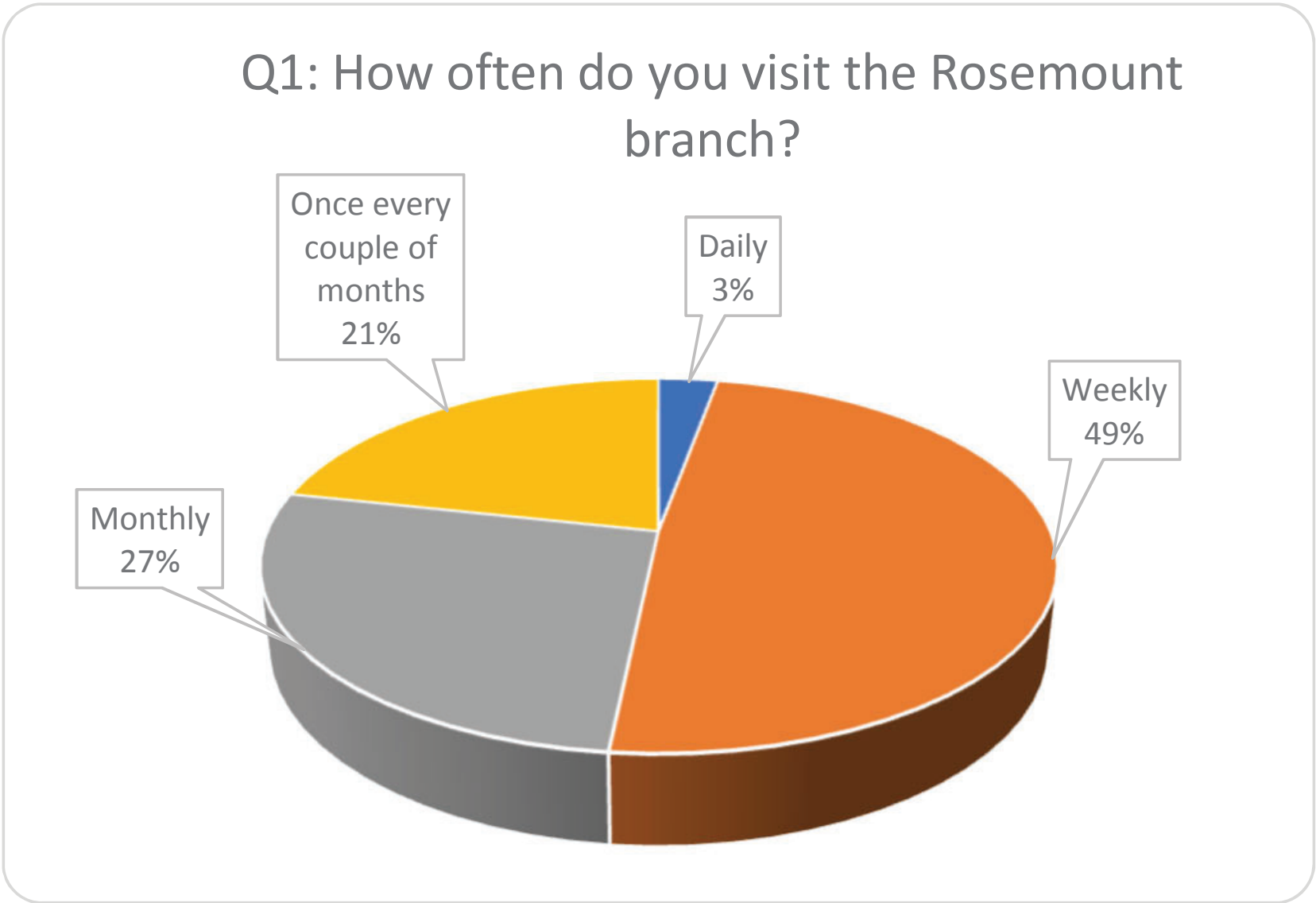
The results of the online survey, posted from September 13 to October 9, closely echoed those from open house. There were 698 respondents. A key discovery was that 50% of the respondents primarily use the branch to drop off books or pick up holds. Overall, respondents wrote they would spend more time at the branch if there were additional and varied places to sit, read, work, and meet.

Important notes: The survey results for Question 3 indicate: Teen Area, Program (Activities) Room, Computers, Work / Reading Areas are less popular destinations within the branch compared with Holds Pick Up, Book Drop Off or the Service Hub. The anecdotal information received from staff suggest these areas are highly popular and important to the branch. The survey results can be explained in the following ways:

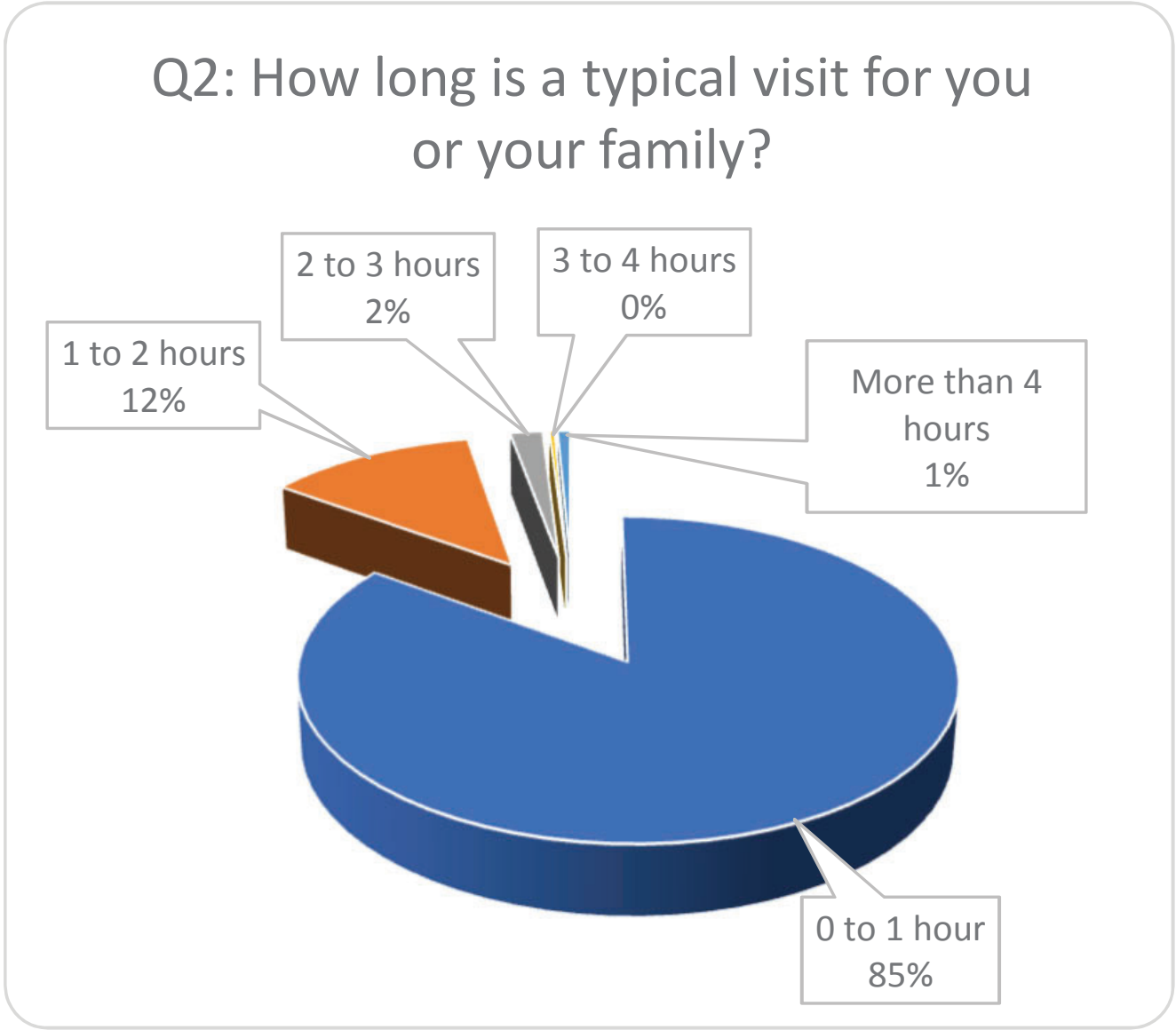
- The Program (Activities) Room reflect responses by parents, daycare or school group leaders who represent many children users, thus skewing the results lower than staff experience. Supporting the staff observations were comments supporting the value of the children's programs and requests for more programs.
- The Teen Area, Computers, Work / Reading Areas are highly popular areas, but can only be used by a small number of people at any given time. Supporting the staff.

## Overview of Results

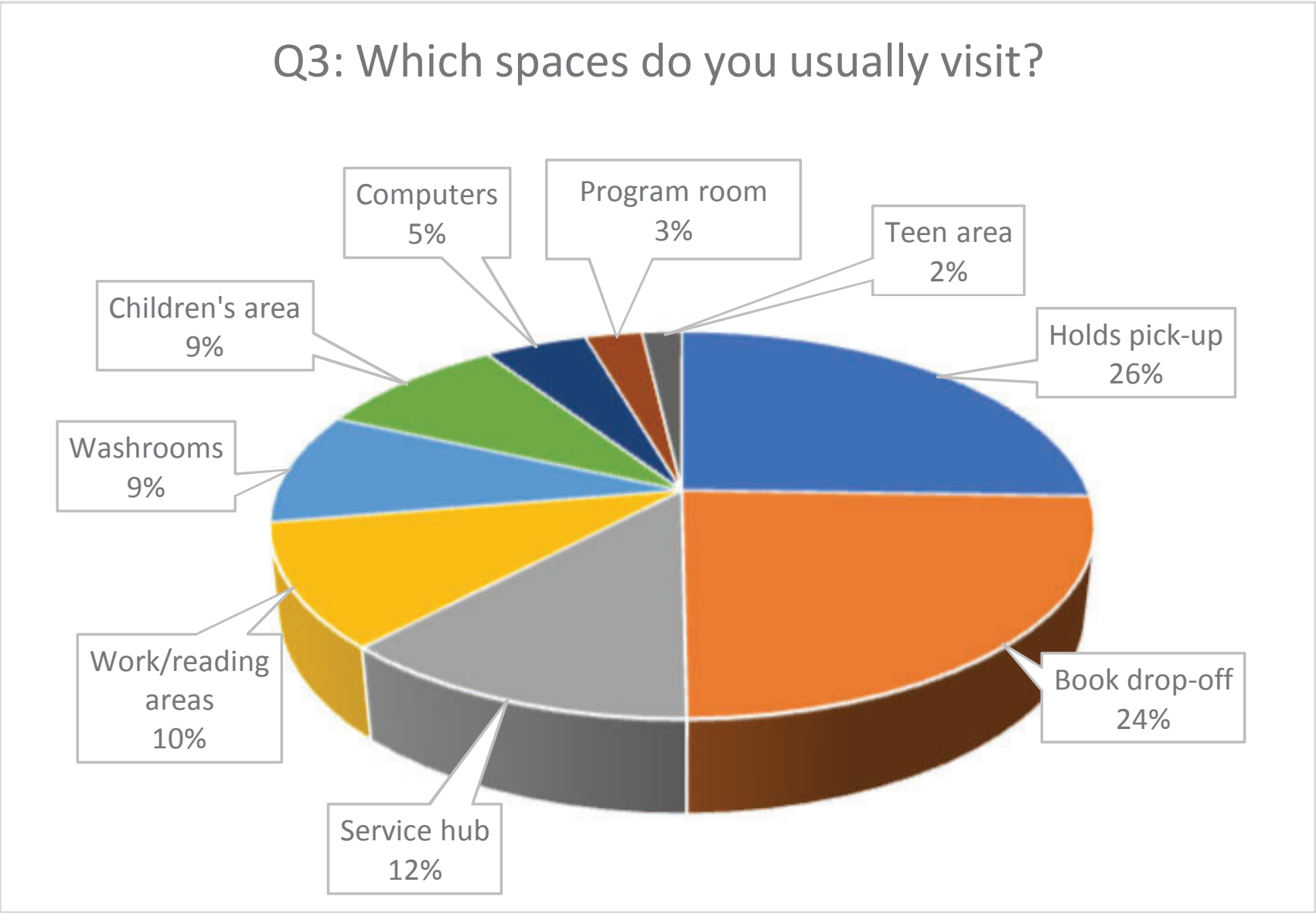
Q1: How often do you visit the Rosemount branch?	
Daily	20
Weekly	339
Monthly	186
Once every couple of months	150
Total respondents:	695
Skipped question:	3



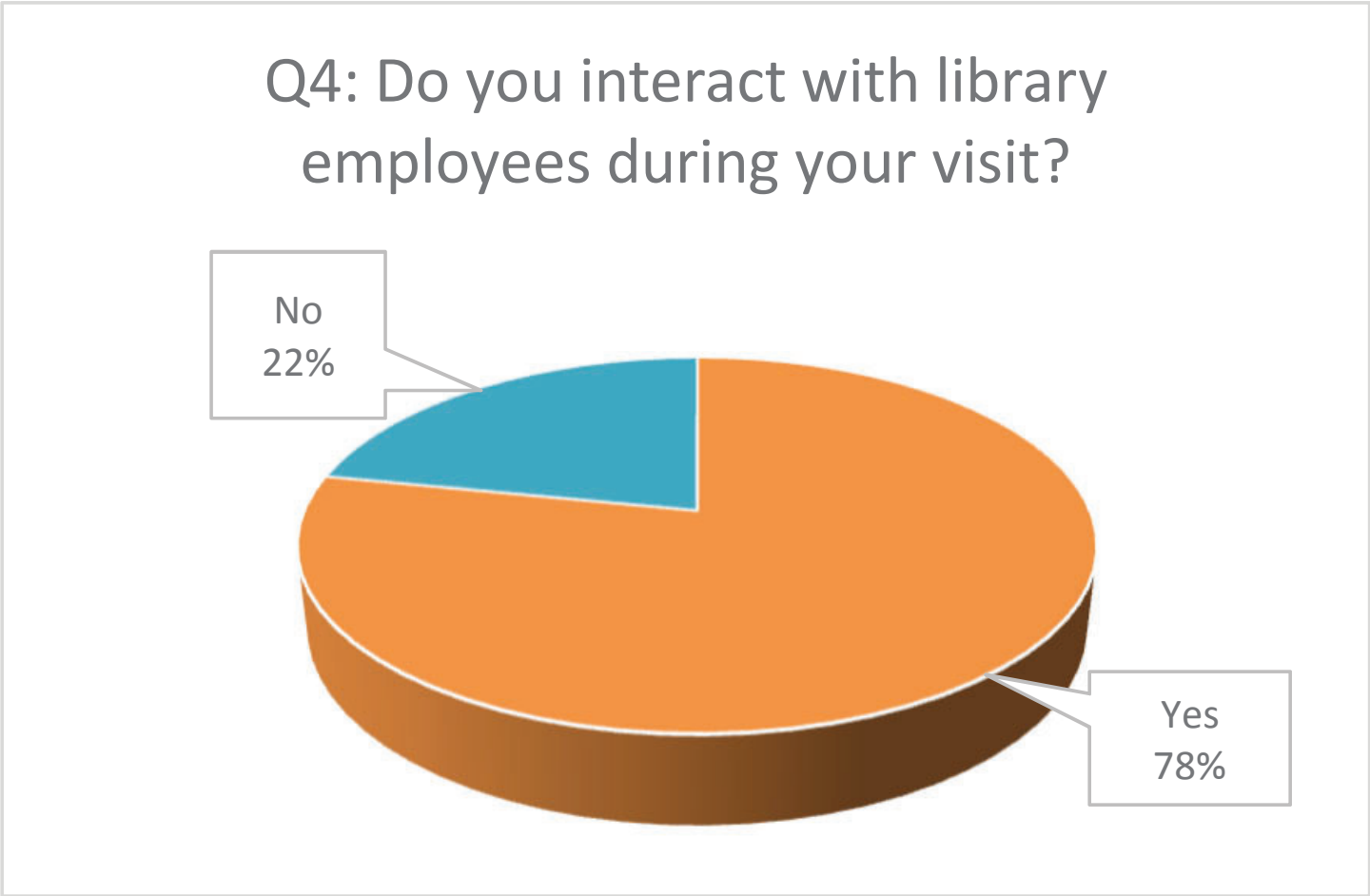
Q2: How long is a typical visit for you or your family?	
0 to 1 hour	591
1 to 2 hours	84
2 to 3 hours	13
3 to 4 hours	2
More than 4 hours	5
Total respondents:	695
Skipped question:	3



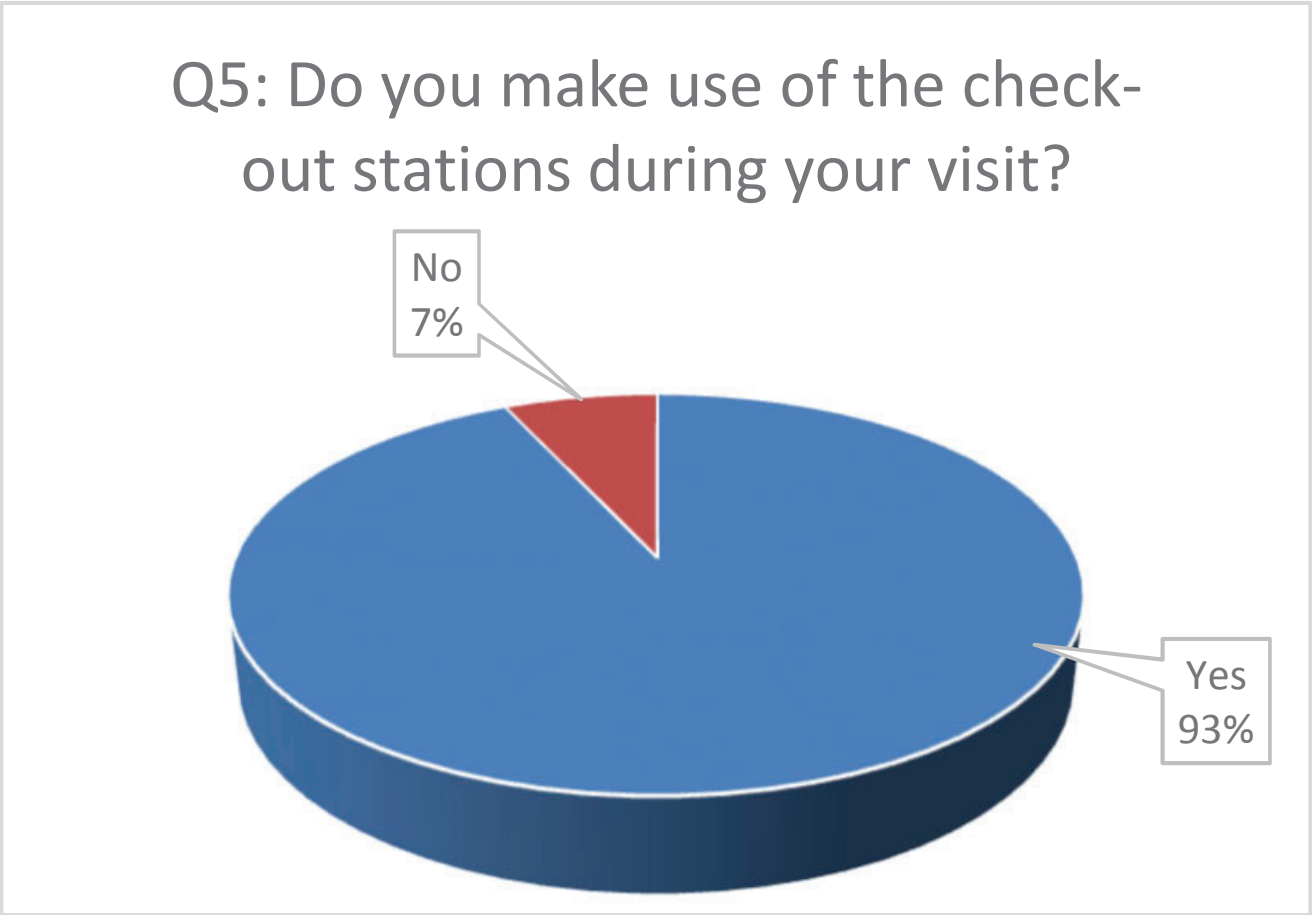
Q3: Which spaces do you usually visit?	
Each respondent could choose multiple responses	
Holds pick-up	575
Book drop-off	550
Service hub	274
Work/reading areas	234
Washrooms	211
Children's area	203
Computers	108
Program room	60
Teen area	42
Total Respondents:	695
Skipped question	3



Q4: Do you interact with library employees during your visit?	
Yes	543
No	152
Total Respondents	695
Skipped question	3



Q5: Do you make use of the check-out stations during your visit?	
Yes	646
No	48
Total respondents:	694
Skipped question:	4





Q6: Why do you or your family use the branch?	
Each respondent could choose multiple responses	
Borrow books	663
Read books	188
Children's resources	152
Spend spare time	141
Programs offered by branch	109
Printers/ scanners	93
Other, Please Specify	84
Computers	75
Work spaces	72
Socialize	58
Total Respondents:	695
Skipped question	3

Other, Please Specify:

- Newspapers and Magazines
- DVDs and Audiobooks
- Wifi

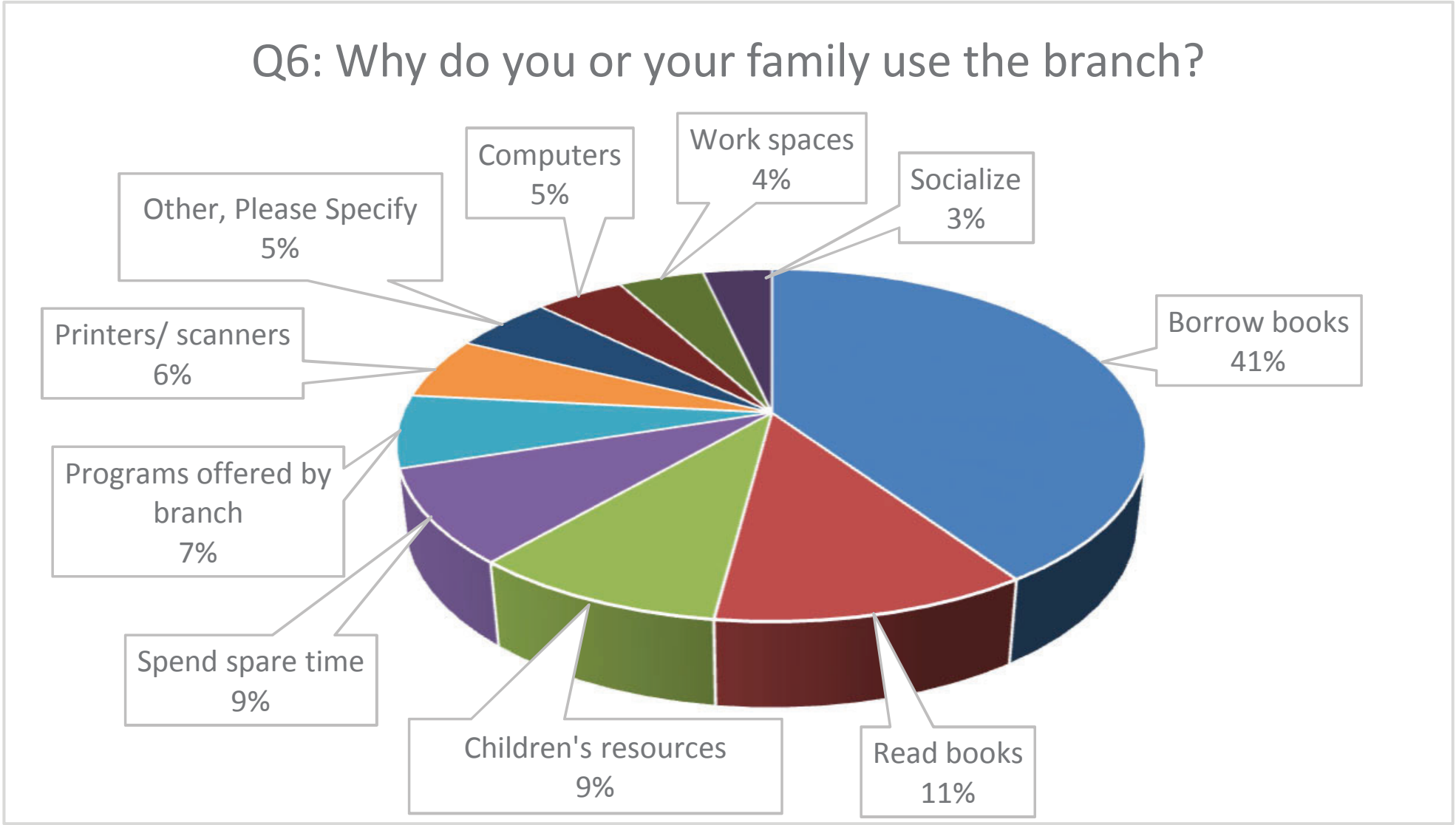
• Get help from librarians

- Online resources: Ancestry and Kanopy
- Books for sale
- Return batteries

• Research

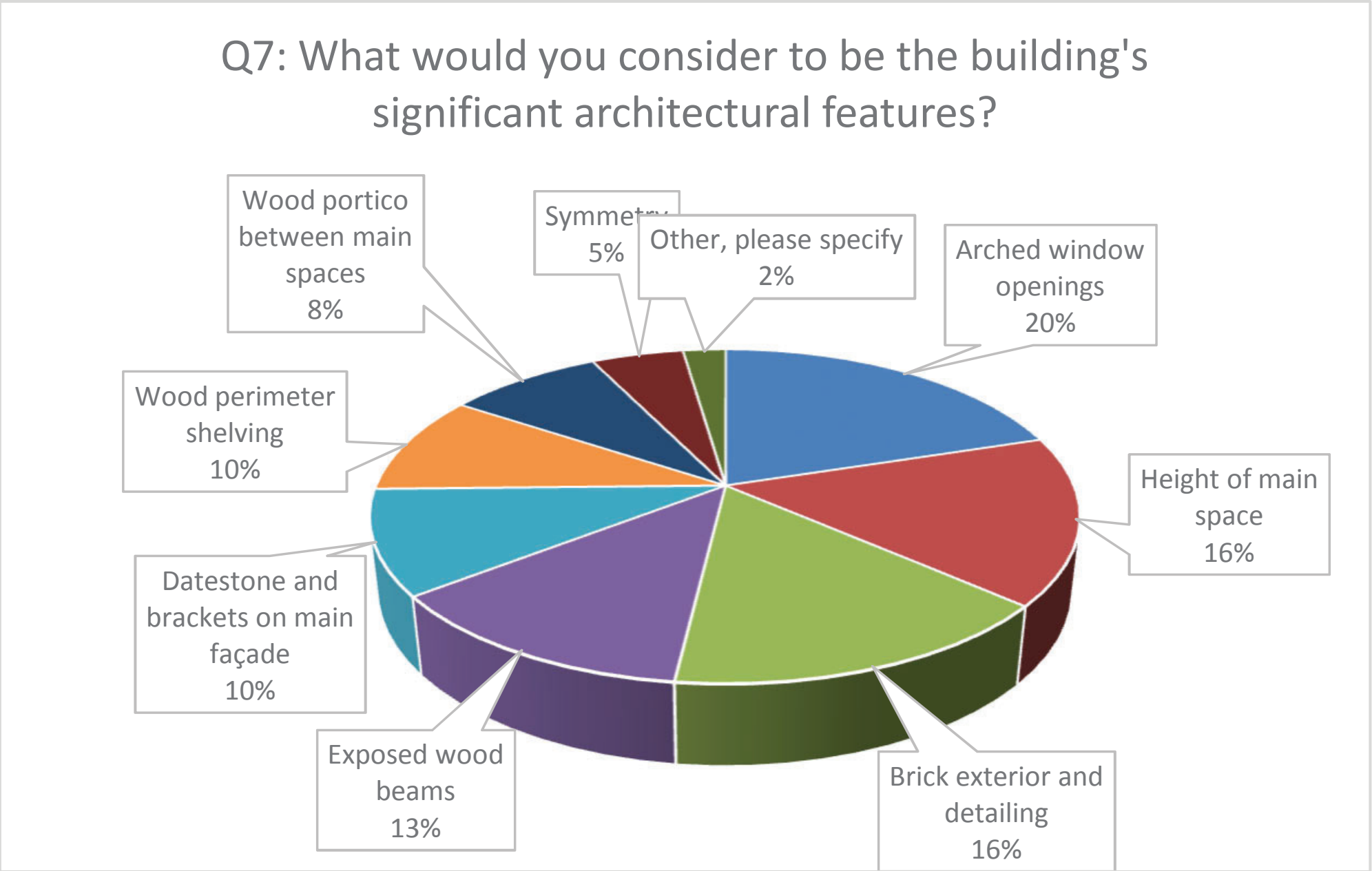
- Browse books
- Community info, news, hub

# Online Survey Results





Q7: What would you consider to be the building's significant heritage architectural features?	
Each respondent could choose multiple responses	
Arched window openings	549
Height of main space	443
Brick exterior and detailing	422
Exposed wood beams	344
Datestone and brackets on main façade	276
Wood perimeter shelving	262
Wood portico between main spaces	229
Symmetry	136
Other, please specify	63
Total Respondents:	667
Skipped question	31



Other, please specify:

- Façade presence on street
  - Proportions/ massing
  - Amount of light
  - Negative view of building/no preference
  - Feeling of being in an old library/ atmosphere
- NFB (National Film Board) films projector
  - Historic plaque
  - Historic photos
  - Period specific colour scheme
  - Quality materials
- Portrait of Carnegie
  - Bhat Boy painting
  - Woodwork- shelves, wainscotting
  - Old clock
  - The fact that it is a Carnegie library
- Cornice
  - Restore original main entrance

Q8: What would you like to see on the exterior of the building?	
Each respondent could choose one of the following:	
Bike racks	186
Seating	115
Other, please specify	113
Landscaping	108
Plants	81
Community Projects	67
Total Respondents:	670
Skipped questions:	28

Other, please specify:

- All of the above
  - Landscaping
  - Bike racks
  - Seating
  - Plants
  - Community
- 31

21

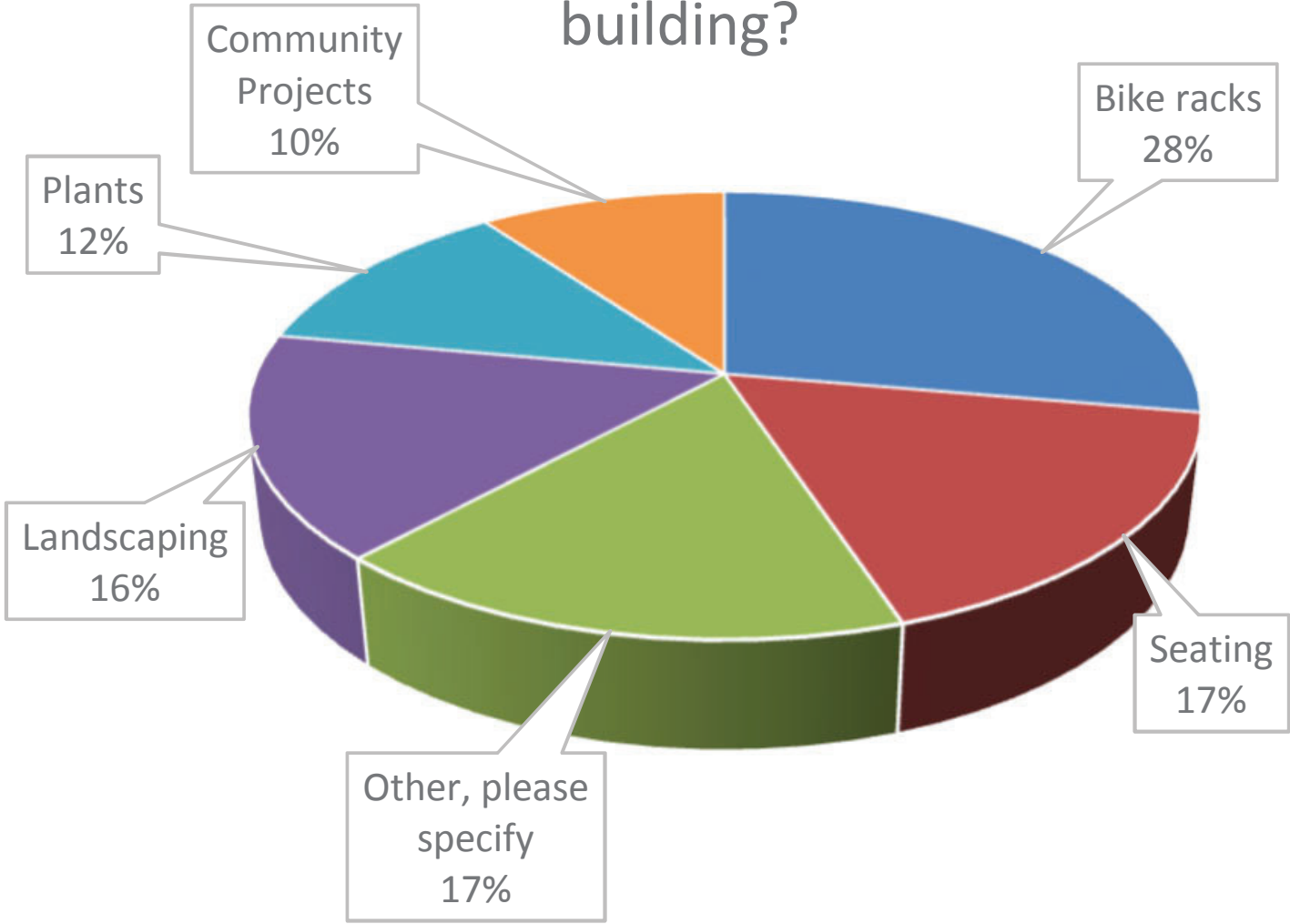
29

26

23

9
- Piece of sculpture/ art
  - Short term parking, one person proposed in condos next door
  - Focus on interior instead/ it is fine the way it is
  - Architectural lighting for historical façade
  - Small play area
  - Welcoming signage
- Shading
  - Lighting for safety at night

Q8: What would you like to see on the exterior of the building?



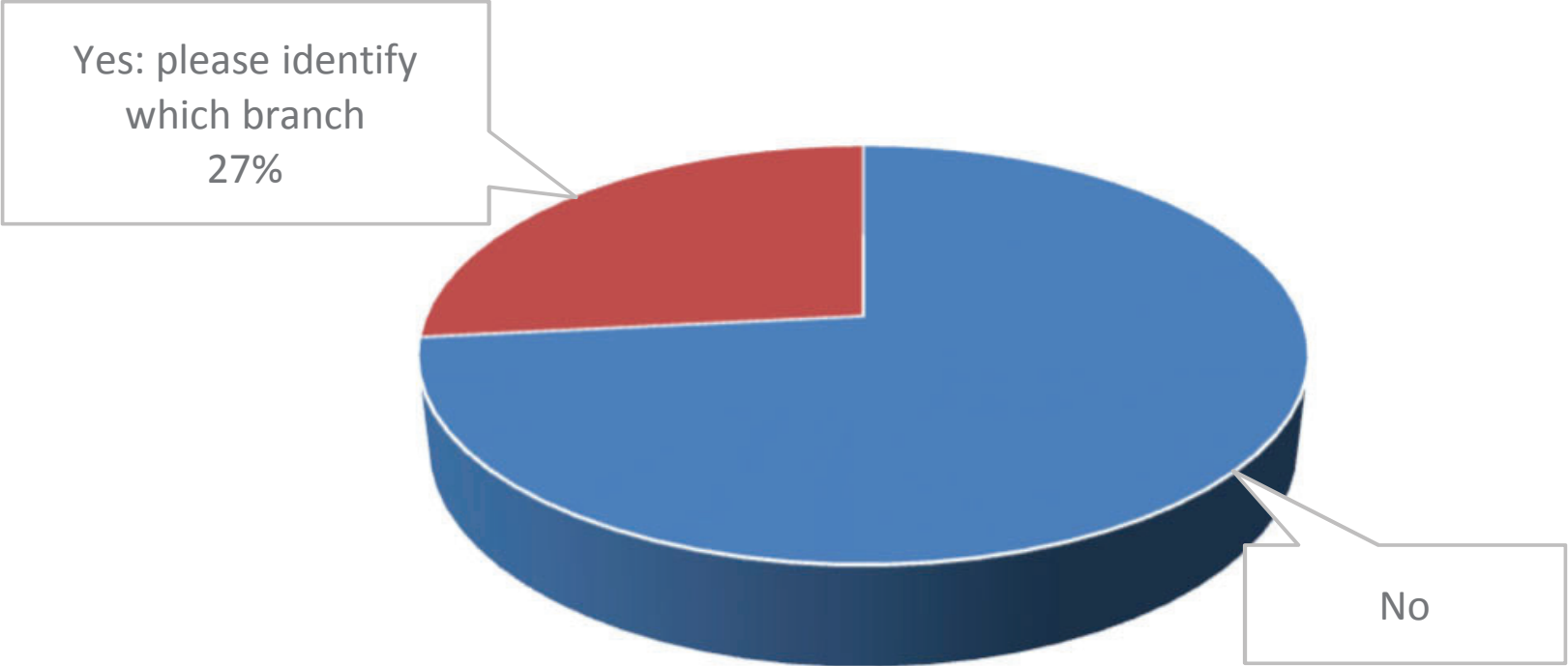
Q9: Would you be willing to travel to another branch for any of the programs the Rosemount branch offers?	
No	430
Yes: please identify which branch	156
Total Respondents:	587
Skipped question	111

Main	54
Carlingwood	70
Centrepoin	15
Sunnyside	14
Emerald Plaza	8
Greenboro	2

Orleans	1
St. Laurent	1
Rockcliffe	1
Would not/ Reluctantly	9

\* Some respondents answered that it depends on program

Q9: Would you be willing to travel to another branch for any of the programs the Rosemount branch offers?

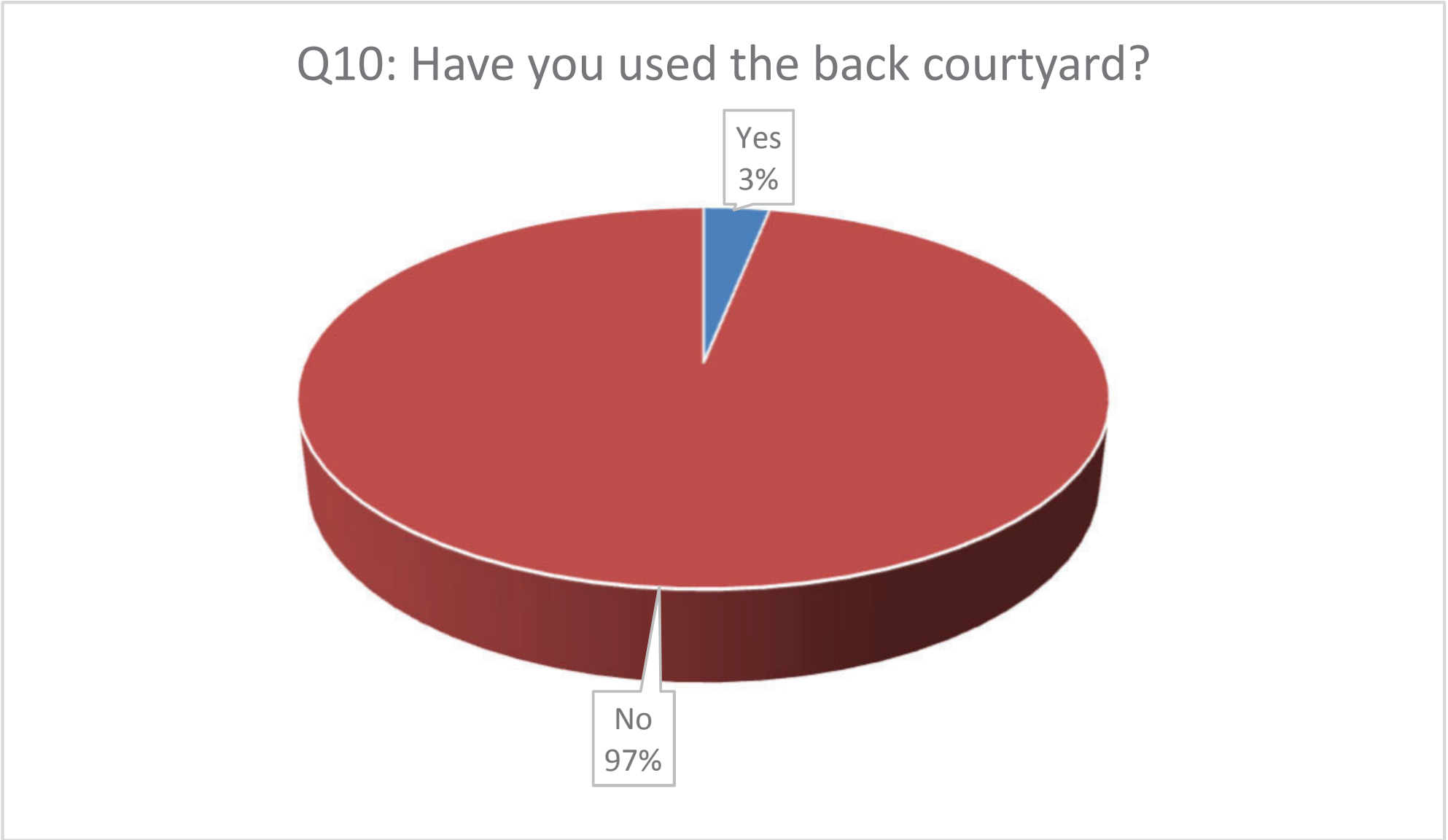


Q10: Have you used the back courtyard?	
Yes	18
No	557
Total Respondents:	575
Skipped question	123

Please add any suggestions you might have regarding the back courtyard:

- Didn't know there was one
  - Seating with shade
  - Place to congregate
  - Access from inside of library
- Small garden
  - More obvious signage
  - Do programming outside
- Lighting
  - Tables with chairs
  - Reading space

## Online Survey Results



## Comments and Requests

1. Respect, maintain and enhance the heritage of the building, including all heritage features
2. Accentuate street presence
3. Architectural lighting for historical facade
4. Improve entrance and replace with simpler, heritage appropriate form
5. Eco friendly materials and energy saving strategies
6. Less noisy HVAC equipment and better temperature control
7. Remove dropped ACT ceiling in main space
8. Incorporate Green Roof
9. Widen stairs
10. Reinstate original entry

## Response by Architects

1. Keeping perimeter bookcases, archway, reinstating windows
2. ,4. New Entry
3. New exterior lighting
5. Ecological building materials to be selected
6. HVAC to be replaced
7. ACT ceiling to be removed
8. Existing structure does not allow for green roof, no cost benefit to retrofit
9. Renconfiguring handrails will provide more room, alternatives are structurally complicated and expensive.
10. Original Entry does not allow for an accessible entrance

Building

Public Consultation Meeting Results

## Comments and Requests

1. A plan that fixes existing organizational problems
2. Connect rear of building inside to backyard space
3. Reading nook for children and teens
4. Create teen area
5. Improve children's area
6. Maintain large central room where all people can gather
7. Flexible furniture that moves and can be taken apart
8. Keep seating next to windows

## Response by Architects

1. Reconfiguring lower level simplifies many of the organizational challenges
2. New rear stairs will provide improved connectivity between floors and to rear yard
- 3.,5. New children's area will have new seating and reading zones
- 3.,4. New teen area will have new reading nooks and new seating
6. Central room will have improved site lines and improved lighting to accentuate architectural features
7. New seating options throughout
8. Improved window seating

## Layout

## Public Consultation Meeting Results



## Comments and Requests

1. More seating of different types that is comfortable
2. Create community living room
3. Teen zone needed/ teen reading area/ lot of schools in the area
4. More space, tables and chairs to work, read and bring personal computers
5. Meeting room and program room too small
6. Water fountains
7. Quiet space/rooms
8. Bookable meeting rooms and program space
9. Reduce service hub
10. Flexible technology like chrome books and tablets to free up space
11. Quiet computer stations space

## Services

### Public Consultation Meeting Results

## Response by Architects

1. New furniture will be selected to reflect the needs of the varied users of the branch
2. Movable seating and multi-use space will provide improved flexibility
3. New children's and teen area will be incorporated into the design
4. More tables and chairs which can be reconfigured are planned for in the design.
5. A new meeting room and improved storage will address needs for program room.
6. Water fountains will be added to branch
- 7., 8. There will be several new spaces to quietly read in addition to a new meeting room.
9. A redesigned service hub will occupy less floor area
10. New technology is being specified to help staff, provide greater autonomy for users, improve mobility of technology and reduce energy consumption
11. New technology, configurations and materials will be chosen to reduce disruptive sounds.



## Comments and Requests

1. More space for books while at the same time maintaining a balance for public space
2. Accessible shelving
3. Shelving that is movable and flexible
4. Keep bookshelves along the walls
5. Space for newspapers and magazines, DVDs and audiobooks

## Response by Architects

1. The library circulation has been extensively reviewed, new shelving will sufficiently provide enough space
2. Accessible shelving systems will be incorporated
3. All shelving specified is reconfigurable to allow for flexible use of space
4. All perimeter shelving will be maintained
5. Space for newspapers and magazines, DVDs and audiobooks will be provided

## Collections

### Public Consultation Meeting Results

## Comments and Requests

- 1. Shelter in front for bikes and strollers
- 2. Add lighting in front and behind building for safety
- 3. Link back of building to private owned public space
- 4. Include art and community projects
- 5. More space for strollers
- 6. Shading in front and behind building
- 7. Need more space for bikes
- 8. Provide seating outside with shade

## Response by Architects

- 1.,5.,7. Bike and stroller with lockable parking will be provided at front of building
- 2. New exterior lighting in front court, at stairs and ramp
- 3. New rear exit stairs will link back of building to private owned public space
- 4. Art installations will be sourced through OPL
- 6. Trees at front and back will provide shade
- 8. New seating will be located at front of building

Thank you.