



**CENTRAL LIBRARY NEEDS ASSESSMENT  
BURLINGTON PUBLIC LIBRARY**

**September 2000**

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SEPTEMBER 2000**

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# **CENTRAL LIBRARY NEEDS ASSESSMENT**

## **September 2000**

### **1. RECOMMENDATION**

**That a 15,000 square foot expansion of Central Library be approved in principle.**

The size of the proposed Central Library expansion will impact a number of factors in the Park plan. Approval in principle of the extent of the Central Library expansion will allow the remaining phases of the Central Park Master Plan project to proceed.

### **2. INTRODUCTION**

This report was prepared in response to the discussion at the August 15, 2000 Board meeting. It supplements the August 2000 Central Library Needs Assessment report by providing:

- additional demographics, particularly data regarding age distribution.
- the Library's current and future service delivery model.
- a vision for future library service which reflects demographics and library trends.
- a proposal for allocating 31,800 square feet system-wide.
- costs associated with future plans.
- a building program and financing options for a 15,000 square foot expansion of Central Library.

### **3. DEMOGRAPHICS**

The following projections, which are based on 1999 Halton Region data, update those included in the August 2000 report. Additional data and charts supporting the three categories outlined below are provided in Appendices I – III.

#### **Burlington Population Projections (See Appendix I)**

- The city-wide population will increase by 40,000 over the next 16 years with the greatest concentration of that growth occurring in the north-east.
- By 2016 52% of the City's population (91,175 residents) will reside north of the QEW.
- Population south of the QEW will total 87,725 by 2016.

#### **Age Distribution – North vs. South (See Appendix II)**

- By 2016 60% of the school-aged population (i.e. 0 to 19 years in elementary and secondary school, excludes post secondary) will live north of the QEW.
- By 2016 the school-aged population will total 41,729 with 24,915 north of the QEW and 16,814 south of the QEW.
- From 1996 to 2016 all age cohorts will grow north of the QEW.
- From 1996 to 2016 the south will experience small reductions in ages 0 – 44 and growth in ages 45 plus.
- By 2016 60% of the residents over the age of 65 will reside south of the QEW.

### **Age Distribution By Branch and Planning District (See Appendix III)**

- By 2016 the demographic profile of the neighbourhood branch will parallel the current age distribution in each catchment area. The same will be true of the immediate neighbourhood served by Central Library.
- No significant growth is projected in areas currently served by neighbourhood branches with the exception of the north-east.

### **Income Levels**

- Income per household is lowest in the Wellington planning district (south) and highest in the Tansley and Nelson districts (north).

## **4. SERVICE DELIVERY MODEL**

### **4.1 Planning Principles**

The Burlington Public Library service delivery model is based on the following planning principles:

- Burlington residents should have reasonable access to library services.
- Library service points will be situated in accessible facilities on major traffic corridors.
- Library service points will be situated centrally within the defined catchment area.
- Catchment areas will parallel the development of neighbourhoods and sub-communities in consideration of the City of Burlington's planning projections.
- All Burlington Public Library service points will be strategically situated to avoid overlapping service areas. (Standard suggested: no less than 2 miles or 3.2 kilometres from another service point.)
- Accessible library locations with a priority on physical barrier free design.
- Open hours schedules that are convenient for most customers within the catchment of each service point.
- Library resources, collections and services may be transferred to other city locations to best accommodate community growth and customer needs.

### **4.2 Service Model**

Public library service in Burlington is and over the course of the next twenty years will continue to be delivered through the following four tier model. Definitions of each tier are provided below.

- Tier 1: Central Library
- Tier 2: District Library
- Tier 3: Neighbourhood Branch Library
- Tier 4: Deposit Collection

**Central Library:** A reference and resource centre for the whole community. It acts as a support for the rest of the Burlington Public Library system housing Administration, Technical Services, Computer Services Marketing and Maintenance staff. It provides specialized services (e.g., Interlibrary loan, Extension services, Information Burlington) which are administered centrally. It serves as a neighbourhood branch for its immediate community and provides in-depth collections which support the rest of the Burlington Public Library system.

Catchment Population: Entire city

**District Library:** This level serves as a reference and resource centre for a population in an area defined by natural or man-made geographic barriers (e.g., QEW). It serves as a neighbourhood branch for its immediate community and an access point to all services and resources provided by the Burlington Public Library system.

Catchment Population: at least 40,000

**Neighbourhood Branch:** This level provides the immediate neighbourhood with resources to meet basic cultural, information and leisure needs. It serves as an access point to the total range of services and resources provided by the Burlington Public Library system.

Catchment Population: at least 20,000

**Deposit Collection:** This level serves the basic leisure needs of a small, separate community in a limited open hours schedule. It is an access point to the total range of services and resources provided by the Burlington Public Library system.

Catchment Population: approximately 3,000

## **5. VISION OF FUTURE LIBRARY SERVICE**

### **5.1 Library Service Trends**

- The rapid advances in technology related to electronic publishing, digitization, the Internet and other new media will be the most significant factor that will trigger the constant change that will become a regular part of our library service development. The rapidity of the introduction of new technologies makes it impossible to project beyond a 12-month period the exact technologies that will be influencing library services. The only certainty is that technology will play an ever-increasing role in the delivery of information, text and images to our customers.
- Collections will experience a decrease in hard copy reference and government documents, increases in materials to support school curriculum for elementary and secondary schools (recognizing the trend of decreased support for school library resource centres) and increases in electronic resources.
- Services will see an increasing focus on training library customers, the library's publication of information (via our Web page) of interest to local residents and e-visitors world-wide and on self-serve options, such as self-checkout.
- Staff will develop increased competency in electronic resources and effective search techniques in multiple formats. Staff will be specialists with expertise in packaging and publishing information. Staff will assist customers in creating and packaging information suited to their unique needs and interests.

### **5.2 Future Central Library Service**

Central Library will continue to serve as a major resource for the entire Burlington community with more extensive collections including:

- specialized print reference materials and hard copy government documents.
- bound issues of back periodicals.
- French language materials in all formats.
- business resources: directories, indexes.
- unique older titles (e.g. stacks collection).

The Central Library will continue to house unique collections:

- the Local History Collection of pioneer family biographies, architectural files of historic homes and public buildings, Halton area census data since 1842, local newspapers, indexes, directories and gazetteers, records of local government, churches, cemeteries, schools, and societies.
- Literacy Collection for new adult readers and adults learning English.
- Children's Literature Collection for researchers.
- Multilingual Collections to reflect the demographic mix of the community.
- microforms of periodicals, newspapers, government documents, government indexes to support genealogy research.
- Talking Books for the visually impaired and those physically incapable of reading a print book.

Central Library will continue to serve as the coordinating point for unique services and activities:

- Support services including Library Administration, Technical Services, Computer Services, Marketing and Community Relations and Maintenance.
- Public services including Interlibrary Loan, extension services to nursing homes and visiting library services to shut-ins.

New and changed services at Central Library will include:

- Serving a total population of 175,000.
- Some growth in adult collections to 164,000 volumes and in children's collections to 54,000.
- Increased public access to the Internet.
- Growing focus on user education.
- Increasing electronic resources and circulation of electronic publications such as e-books.
- Significant growth in audio-visual materials and Burlington collection.
- Significant growth in talking books, large print and extension collection to support aging population.
- Discontinuation of adult cassettes and adult CD-ROMS.
- Improved amenities for customers.
- Current demand for children's services and programs exceeds those offered. As little change in absolute numbers for ages 0 – 19 is projected for the next decade, this demand will continue. New and expanded services for these age groups will be introduced.
- Central Library will play a significant role in supporting universal access to information, particularly electronic resources. With a higher percentage of low income households and seniors the need will be greatest in the south where fewer residents will have access to these resources from home.
- An increasing amount of staff time will be devoted to publishing electronic information.

### **5.3 Future District Library Service in the North-east – Tansley Woods**

Future service changes and focus can be summarized as follows:

- The greatest development of Branch Library services will be concentrated in the north-east to parallel the community growth.

- The initial 5,000 square foot expansion will be devoted to providing additional space to children and teen collections, reading/study space and electronic access to resources in recognition of the projected growth in these age groups.
- Collection will have developed to a point at which Tansley Woods will be able to serve the population north of the QEW with less dependence on referrals to Central Library resources.
- Leisure reading for adults will be emphasized as 70% of the population in 2016 will be over 20 years old.
- Primary services will include support for young families as 40% of the population will be between the ages of 20 and 44 in 2016.
- Information access in hard copy and electronically.
- Increase in public workstations to a total of 25 to support initial 5,000 square foot expansion. Expansion beyond 5,000 square feet will require additional workstations.
- Pre-school literacy programs and outreach to neighbourhood schools and other organizations involved in the care of children.
- Significant focus on teen services and collections (i.e., emphasis on electronic access workstations in teen area, music, movies, multi-media, e-publications) with 22% of the 2016 population projected to be between 5 and 19 years of age.

#### **5.4 Future Neighbourhood Branch Service**

Outlined below are service projections common to all neighbourhood branches:

- The current space allocation for neighbourhood branches is minimal and does not accommodate the reading and study needs of customers. The current space allows only browsing of the collection and very limited reading/study space at the neighbourhood branches. The future focus will be to bring study/reading space up to adequate levels and add more public workstations to accommodate the increased electronic resources. Our goal will be to establish a future minimum planning standard of 6,800 square feet for neighbourhood branches.
- Continued focus on making electronic resources accessible to the older adults by providing training and support. In the catchment of each of the three branches 17% will be 65 plus in 2016 and may have had some exposure to computer technology.
- Library services will support young families. 33 - 36% of the population served by each of the three branches will be between the ages of 20 and 44 in 2016. Customers will likely be comfortable with technology and accessing electronic subscription information resources. They will likely rely on remote access to library resources from their home computers for information queries and will visit most often for leisure reading.
- Increased access to information in hard copy and electronically.
- Introduction of self-checkout and other self-service opportunities for customers. This will impact on staffing levels and qualifications. There will be greater emphasis on information desk staffing to assist with the access of increased electronic information resources.
- Increase in public workstations to a total of 8 with Internet/resource access and 6 with primary access to WEBPAC.
- Pre-school literacy programs and outreach to neighbourhood schools and other organizations involved in the care of children.

#### **5.4.1 Aldershot Branch**

Focus of future service:

- Population will go from 21,000 to 20,000, a 5% reduction.
- Collection size will increase from 39,600 to 50,000 volumes.
- Leisure reading for adults as 80% of the population in 2016 will be older than 20 years.
- Support for young families since 35% of the population will be between the ages of 20 and 44 in 2016.
- Aldershot staff have noted that the area has become a point of arrival for many new immigrants to the community (i.e., Vietnamese, Polish, Pakistani, Spanish and refugees from Kosovo). The small motels and high density housing in the Warwick Ct. area have been the initial residences for these immigrants. This trend has been noted for the past seven to eight years and continues as a notable demographic for the branch library. These new immigrants/refugees make daily visits to the branch where their focus is on electronic access via the Internet to newspapers from their home villages and email. Staff expect this element of the daily activity of the branch library to continue and potentially increase as the Ontario demographics project an increase in new immigrants to the province. This projection supports the need for additional workstations and adequate study/reading space.
- Develop stronger ties with the community initiatives of the Aldershot Community Council.

#### **5.4.2 New Appleby Branch**

Focus of future service:

- Population will grow by 33% from 26,400 to 35,000.
- Collection will increase from 41,700 to 55,000 volumes.
- Relocation of the New Appleby branch to a site as close as possible to the New Street and Appleby Line intersection to centralize this branch to its catchment area is recommended.
- Leisure reading for adults given that 77% of the population in 2016 will be over 20 years old.
- Support for young families as 33% of the population will be between the ages of 20 and 44 in 2016.
- Introduction of outreach to seniors' residences in the area (17% of the population will be over 65) and increase focus on large print, audio books and non-fiction resources on health, gardening, and travel.

#### **5.4.3 Tyandaga Branch**

Focus of future service:

- Serving a population of 28,000, a 5% increase over the current 26,800.
- Collection will grow from 37,900 to 50,000 volumes.
- Leisure reading for adults as 78% of the population in 2016 will be over 20 years old.
- Support for young families since 36% of the population will be between the ages of 20 and 44 in 2016.

## 5.5. Future of Deposit Collections – Kilbride Branch

The customer profile can be described as:

- Young families borrowing largely children's books with some fiction selections for parents.
- Seniors borrowing popular fiction and large print books.
- Summer visitors to Cedar Springs community (i.e., seniors and some young families).
- Most customers are from the village of Kilbride with a small minority representing the newer housing developments of large homes.
- Few customers from Carlisle and Milton areas.

Services fall into the following categories:

- Small popular reading collection for adults.
- Selective titles on non-fiction topics (e.g., travel, gardening, health, cooking).
- Fiction titles for pre-schoolers to teens.
- Small selection of magazines.
- Rotation of titles from other locations on a regular basis to refresh the selections.
- Limited access to the school collections.
- School students and teachers have open access to the public library collections.
- Access via weekly courier to all collections at all other Burlington Public Library locations.
- Internet access at 2 public workstations thanks to the donation of a local service club and the assistance of the school staff.

Future service will focus on:

- Serving a population of 3,300 compared to 3,000 today.
- Collection will grow from 8,400 to 10,000 volumes.
- Maintaining the status quo for services and collections as there is no significant anticipated demographic change in this area. Most Kilbride residents are 'mobile' and travel south for shopping, recreation and other activities. In past library surveys they have all indicated that they use not only Kilbride Branch, but also other Burlington Public Library, Wentworth, Hamilton and Halton locations. Most of the land in the Kilbride area is designated green space and not a growth area in terms of residential development.
- There will be an increased focus on staff competencies and skills that will entail training to better assist customers in effectively accessing information using the Internet.
- Burlington Public Library should negotiate with the new Hamilton Public Library for full reciprocal customer privileges which would benefit the many Kilbride residents who use the larger resources in Carlisle and Milton and may promote the use of the Kilbride branch by neighbouring residents.

## 6. PROPOSED SPACE ALLOCATION

Using a standard of .6 square feet per capita and assuming a population in 2016 of 175,000, the City of Burlington will require a total of 105,000 square feet of library space. This means adding 31,800 square feet. The chart below illustrates how Library staff recommend this space be allocated.

Location	Current Space (sf)	Additional Space (sf)	Future Total Space
Central	47,000	15,000	62,000
Aldershot	5,200	1,600	6,800
Kilbride	800	0	800
New Appleby	5,600	1,200	6,800
Tyandaga	4,600	2,200	6,800
Northeast (Tansley Woods and/or other location)	10,000	11,800	21,800
<b>TOTAL:</b>	<b>73,200</b>	<b>31,800</b>	<b>105,000</b>

Rationale for 15,000 square feet at Central Library:

- Leaves reasonable amount of space to allocate to branches, particularly the north-east.
- Responds to significant space needs and deficiencies at Central Library.
- Compared to larger options reviewed at the August 15, 2000 Board meeting, reduces parking space requirements and therefore impact on Park green space and trees.
- Reduces projected costs of the expansion, easing difficulties of financing the project.
- Consistent with space needs identified in published City documents, i.e. Development Charges bylaw and Major Leisure Facilities report.

## 7. PROJECTED COSTS FOR ADDITIONAL SPACE

The chart below provides preliminary projections for the one-time and operating costs associated with the addition of 31,800 square feet to the Burlington Public Library system. Please note:

- Operating budget costs exclude possible revenue increases. Except for Central Library, revenue increases will be minimal.
- Preliminary costs for the north-east assume all the space will be added to Tansley Woods. While an initial meeting has been held to explore this possibility, further research will be needed to determine the feasibility of adding more than 5,000 square feet to the Tansley Woods Branch. Should a second location be required in the north-east, projected operating costs will be higher than those outlined below.
- Costs for Aldershot, New Appleby and Tyandaga are based on leased facilities which over time may change to owned facilities, such as community centres.

LOCATION	SPACE ADDED	ONE TIME COSTS	OPERATING BUDGET IMPACT
Central Library	15,000 s.f.	\$6,805,000	\$450,000 operations \$509,000 debenture repayment
North-east	11,800 s.f.	\$3,256,000	\$122,000
Aldershot	1,600 s.f.	\$58,100	\$ 50,000
New Appleby	1,200 s.f..	\$54,900	\$ 43,000
Tyandaga	2,200 s.f.	\$69,200	\$ 60,000

## 8. BUILDING PROGRAM FOR CENTRAL LIBRARY

A summary for a 15,000 square foot building program for Central Library is provided below. The summary outlines the space proposed for each of the thirteen programme areas and the extent to which each area will expand or be reduced compared to its current size.

This program includes an increase of 1,556.5 square feet for items 9-13 below, roughly 10% of the total proposed expansion. The space is needed to resolve storage and office needs in these areas. The space for meeting rooms, the technology centre/training lab and café are the same as proposed in the medium and small options in the August report. With the exception of the teen area, space increases by 40 – 47% in the remaining areas. These have been reduced based on feedback at the August 15, 2000 Board meeting and further review of demographic data. The limited space currently allocated to teen services justifies the 98% increase.

Expansion of 15,000 sq. ft.				
		Proposed Space		
		NASF <sup>1</sup>	Dept. Gross <sup>2</sup>	% Change <sup>3</sup>
1.0	Circulation Area and Vestibule	2,240	2,800	47
2.0	Meeting Rooms	3,160	3,950	19
3.0	Children's Services	4,560	5,700	40
4.0	Adult Services	16,000	20,000	40
5.0	Young Adult / Teen Area	880	1,100	98
6.0	Audio Visual Services	2,040	2,550	40
7.0	Technology Centre and Training Lab	2,085	2,606	New Area
8.0	Café	300	375	New Area
9.0	Stacks, Receiving and Support Services	7,345	9,181	20
10.0	Head of Branches' Office	120	150	-75
11.0	Marketing and Fundraising Offices	440	550	15
12.0	Administrative Offices	1,644	2,055	24
13.0	Staff Lounge and Kitchen	519	649	0
<b>Total</b>		<b>41,333</b>	<b>51,666</b>	
62,225 sq. ft. x 1.2 Building Gross				62,000 g.s.f. <sup>4</sup>
Existing Building Gross Floor Area				47,000 g.s.f.
Expansion				15,000 g.s.f.

## 9. FINANCING OPTION FOR CENTRAL LIBRARY'S EXPANSION

On the following pages costs and potential financing sources for the Central Library expansion project are outlined.

<sup>1</sup> NASF = net assignable sq. ft.

<sup>2</sup> Department Gross (=NASF x 1.25)

<sup>3</sup> Compares proposed space to space currently allocated to areas.

<sup>4</sup> Gross sq. ft. or Building Gross (=Dept. Gross x 1.2)

- includes: mechanical spaces, rooms, shafts; washrooms; elevators and associated machine rooms; stairs and building wide; circulation areas; etc.

**APPENDIX I**  
**BURLINGTON POPULATION PROJECTIONS**

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**APPENDIX II**  
**AGE DISTRIBUTION – NORTH VS. SOUTH**

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**APPENDIX III  
AGE DISTRIBUTION  
BY BRANCH AND PLANNING DISTRICT**

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